**PMP**

**Project Management Professional (2025 Version)**

**Version 26.3**

Question: 1

A project is starting its second iteration out of six. During the daily meeting, a team member asks for help. In order to finish a deliverable, an

approval from the design department will be needed.

What should the project manager do?

A. Meet with the design manager to ask for the necessary approval.

B. Invite a design team member to the next daily meeting.

C. Update the issue log and escalate it to the project sponsor.

D. Replace this iteration deliverable for one without any blockers.

Answer: B

Explanation:

Inviting a design team member to the next daily meeting facilitates direct communication and collaboration, which is in line with Agile principles. This approach promotes quick resolution of issues and supports the iterative nature of Agile project management, where cross-functional team collaboration is key to delivering value in each iteration1.

: = The iterative project management process emphasizes the importance of collaboration and transparency to address pain points and avoid stagnation of progress1. Additionally, the issue log is a tool for tracking and managing issues, but it does not replace the need for direct communication and immediate action when possible2

Question: 2

A project manager has been assigned to lead an IT project to store information on sold lottery tickets. During the project execution, a failure in the

system caused 10 numbers to be sold two times. This happened during the month of greatest demand because the prize was the highest of the

year. The project team is concerned that one of those tickets could be the winner.

What should the project manager do first?

A. Reassure the sponsor by explaining the probability of this risk materializing is extremely low.

B. Carry out tests to verify that the system does not fail again due to the high occurrence of events.

C. Review the list of risks to verify that this issue was considered and execute the detailed action plan.

D. Inform the sponsor about the issue and make a request for sufficient funds to be made available.

Answer: C

Explanation:

In the context of PMP objectives and the PMBOK guide, the first action in response to an identified risk, such as the sale of duplicate lottery numbers, is to review the project’s risk management plan. This plan should include previously identified risks and their corresponding response strategies. If the issue of duplicate numbers was anticipated, the project manager should follow the established action plan to address it. This aligns with the PMBOK’s emphasis on proactive risk management, which includes planning for risks and having response strategies ready to implement when needed123.

Reference:

Project Risk Management According to the PMBOK1

The Standard for Risk Management in Portfolios, Programs, and Projects2

Risk Management Process for PMP® - Project Management Academy3

Question: 3

A project manager is working on an agile project in a changing business environment. The project sponsor is worried about benefits realization

and asks the project manager to pay attention to changes that can affect the project.

Which action should the project manager take to identify changes that may affect the product?

A. Implement face-to-face communication between the team and product owner to change the iteration objectives as needed.

B. Stop the iteration as soon as possible in case an external change that makes the product invaluable is identified.

C. Take action to reprioritize the backlog after every iteration to evaluate if user stories are still valuable to the business.

D. Apply a pair programming technique to react to changes immediately, even in the middle of the interaction.

Answer: C

Explanation:

In an agile project, it is crucial to continuously assess the project’s direction and priorities to ensure alignment with business objectives and adapt to changes in the business environment. Reprioritizing the backlog after every iteration allows the project manager and the team to evaluate the value and relevance of user stories in light of any new developments or changes. This practice ensures that the project remains focused on delivering the most valuable features to the business and can adapt to changes quickly and efficiently.

: (Professional in Business Analysis Reference Materials source and documents)

A Guide to the Project Management Body of Knowledge (PMBOK® Guide)

The PMI Guide to Business Analysis

Business Analysis for Practitioners: A Practice Guide

Question: 4

In a geographically distributed team, a developer continues to delay a coding activity. This activity is on the critical path. The project manager

found out that the delay is due to the developer's lack of understanding of the customer requirements shared by the off-site team.

What should the project manager do?

A. Replace the developer with a skilled resource.

B. Perform a root cause analysis (RCA) with the team members.

C. Facilitate communication to ensure clarification of the requirements.

D. Conduct frequent performance reviews.

Answer: C

Explanation:

In a situation where a developer is delaying a critical path activity due to a lack of understanding of customer requirements, the project manager should facilitate communication to ensure clarification of the requirements. This approach aligns with the best practices in project management and business analysis, which emphasize the importance of clear communication and understanding of stakeholder requirements for project success. By clarifying the requirements, the developer can gain a better understanding of what is expected and proceed with the coding activity, thus mitigating the delay on the critical path.

Reference:

PMI’s Guide to the Project Management Body of Knowledge (PMBOK® Guide) emphasizes the importance of stakeholder engagement and effective communication to ensure that project requirements are understood and met1.

The PMI Professional in Business Analysis (PMI-PBA)® highlights the role of communication in business analysis, including the need for clarity and the avoidance of misunderstandings23.

Discussions among PMP professionals also suggest that once a root cause analysis is performed and the issue is identified, the next step is to address the issue directly, which in this case involves clarifying the requirements1.

Question: 5

A project scope statement has been approved, and the project manager and core team have been assigned to the project. Suddenly, the project

manager takes a temporary leave of absence due to a medical emergency. While the project manager is on leave, the team develops the project

schedule. When the project manager returns, a detailed schedule is almost complete.

What should the project manager do?

A. Ensure that the schedule is aligned with the vision and objectives.

B. Escalate the compliance issue to the project management office (PMO).

C. Congratulate the team and move on to the execution phase.

D. Develop a new detailed schedule with the team and project sponsor.

Answer: A

Explanation:

When a project manager returns from an absence to find a nearly complete project schedule developed by the team, the priority should be to ensure that the schedule aligns with the project’s vision and objectives. This is crucial because the project scope statement, which includes the project’s vision, objectives, and work breakdown structure, guides all project activities. The project manager must review the developed schedule against the approved project scope statement to ensure that all project work aligns with the documented objectives and deliverables. If discrepancies are found, the project manager should work with the team to make necessary adjustments. This approach helps maintain the project’s integrity and ensures that the final deliverables will meet the stakeholders’ expectations.

: (Based on the Project Management Professional (PMP) guidelines and standards from PMI’s resources123

Question: 6

A project manager manages a bridge construction project. The project manager has received a major change request from a regulatory stakeholder to add one branch of the bridge to the engineering design. The project manager prepared a change request, which was reviewed and accepted by the change control board (CCB).

What should the project manager do now?

A. Notify the project team about the change request's approval.

B. Include the new branch of the bridge in the design.

C. Communicate the decision to the stakeholder who requested the change.

D. Evaluate the adjustments to the project management plan.

Answer: C

Explanation:

After a change request is approved by the Change Control Board (CCB), the project manager should communicate the decision to the stakeholder who requested the change. This is an important step in the change management process as it ensures transparency and maintains trust with stakeholders. It also allows the stakeholder to understand that their request has been considered and integrated into the project, which is crucial for stakeholder engagement and satisfaction.

: = The information is aligned with the PMBOK Guide’s Change Management Process, which emphasizes the importance of communication with stakeholders after a decision has been made on a change request1. Additionally, the role of Business Analysts in change management includes ensuring that changes align with the organization’s goals and objectives, which involves communicating approved changes to relevant stakeholders2.

Question: 7

A project is near completion but it is behind schedule. The contingency budget has already being used, although the remaining budget should be

enough to complete the project. The only subject matter expert (SME) assigned to the project has been asked by their manager to solve a

problem in the operations department.

What should the project manager do?

A. Escalate the situation to the project sponsor.

B. Free the resource to handle the operations priority.

C. Ask the manager to submit a change request.

D. Design a negotiation strategy for this situation.

Answer: D

Explanation:

In this scenario, the project manager should engage in negotiations to address the conflict of resource allocation. The PMBOK Guide suggests that project managers should possess negotiation skills to resolve such conflicts effectively. By negotiating, the project manager can work towards a solution that satisfies the needs of the operations department while also ensuring the SME’s contributions to the project are not lost, thus keeping the project on track.

: The response is based on general project management principles as outlined in the PMBOK Guide and conflict resolution strategies that include negotiation, which are part of the PMP’s body of knowledge.

Question: 8

A project manager assigned to an education project needs to train a workforce in application development. The customer is responsible for

providing the training center, and the deadline to start the first training is in 2 weeks. The customer calls to say that the center will not be available

in 2 weeks due to some unforeseen problems.

What should the project manager do next?

A. Apply the terms and conditions of the contract with penalties.

B. Issue a change request to reflect the anticipated date for training.

C. Help the customer find an alternative location to start the training.

D. Update the project schedule with the new date for training.

Answer: C

Explanation:

In situations where unforeseen problems prevent the planned execution of a project, the project manager should focus on problem-solving and collaboration to keep the project on track. According to the PMBOK® Guide, the project manager’s responsibilities include engaging with stakeholders to meet project requirements and creating customer satisfaction1. The Professional in Business Analysis Reference Materials also emphasize the importance of collaboration and stakeholder engagement to address issues and find solutions2. Therefore, helping the customer find an alternative location aligns with the project manager’s role in facilitating project success and maintaining stakeholder satisfaction. Reference:

PMBOK® Guide – Seventh Edition, Project Management Institute1.

Professional in Business Analysis Reference Materials, PMI2.

Question: 9

Knowledge sharing has been a key priority for a complex technological project with a large number of team members. During the project

execution phase, the project manager receives numerous complaints from all team members that they are overloaded with knowledge-sharing

emails, which contain useful information but are unmanageable due to the high volume.

What should the project manager do to solve this problem?

A. Establish an unofficial communications method for the team to share knowledge and lessons learned.

B. Establish a pull communications method to access knowledge repositories and lessons learned.

C. Establish an interactive communications method between stakeholders to share knowledge and lessons learned.

D. Establish a push communications method for the team to share knowledge and lessons learned.

Answer: B

Explanation:

In the scenario described, the project team is overwhelmed by the volume of knowledge-sharing emails, which indicates that the current method of communication is not effective. A pull communication method allows team members to access information as needed, rather than being bombarded with emails. This method enables team members to manage their time and resources more effectively by seeking out knowledge when it is convenient for them, thus reducing the overload and improving the manageability of information.

Reference: The solution aligns with best practices in project management communication strategies, where pull communication is recommended in situations where information overload is an issue. This approach is supported by resources on project management communication methods, which suggest that pull communication can help alleviate the problem of information overload by allowing team members to access information on demand1234.

Question: 10

A client wants to create an innovative software for the travel industry using an agile approach. A project manager from the company was assigned

to work on the details and estimates as requested by the client.

What should the project manager do before sending the information to the client?

A. Put the tasks with estimates in the backlog and clarify that the project will not need any reserves.

B. Sequence the tasks with estimates and add standard risk reserves to use for software development.

C. Analyze the tasks, provide estimates, include a prototype demo, and send to the client directly.

D. Work with the team to understand their views and add the appropriate dependencies and risks.

Answer: D

Explanation:

In an agile project, collaboration and team input are crucial for success. Before sending details and estimates to the client, the project manager should engage with the team to gather their insights and expertise. This ensures that the project plan reflects a realistic approach, considering the team’s views on dependencies and potential risks. Agile methodologies emphasize the importance of team collaboration and iterative development, which includes regularly revisiting and adjusting plans as the project progresses1234.

Reference:

Agile Communication: Techniques, Examples and Best Practices1

How to Nail Your Agile Communication Plan2

How to Communicate and Collaborate with Stakeholders in Agile Projects3

The Agile Project Management Approach4

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Question: 1467

According to this burnup chart for the last 7-day sprint, what should the project lead address with the product owner and team?

A. The product owner should not ask the team to change their sprint commitments.

B. The team is accepting too much work in the sprint after it has started.

C. The team is not meeting the expectations of the product owner.

D. The team should have stopped on day 4 and started a new sprint.

Answer: C

Explanation:

The burnup chart indicates that the “Completed” work is trailing behind the “Scope,” suggesting that the team is not meeting the expectations set by the product owner. This discrepancy can be due to various factors such as underestimation of tasks, unforeseen challenges, or scope changes. It’s important for the project lead to address this with the product owner and team to realign expectations, reassess the workload, and implement corrective actions to ensure that project goals are met within the sprint timeframe.

Reference:

A Guide to the Project Management Body of Knowledge (PMBOK® Guide)

The PMI Guide to Business Analysis

Business Analysis for Practitioners: A Practice Guide12345.

Question: 11

After the merger of two large companies, a project manager is assigned to a project. The company hires a consultant to ensure best practices are

being used in information security. During an iteration, the consultant requests changes to a software component, claiming that it is not meeting

market requirements.

What should the project manager do?

A. Continue the iteration and add the requested changes.

B. Continue the iteration and review the change with the customer.

C. Cancel the iteration and meet with the product owner.

D. Cancel the iteration and add the requested changes.

Answer: B

Explanation:

When a consultant requests changes to a software component during an iteration, claiming it does not meet market requirements, the project manager should continue the iteration and review the change with the customer. This action ensures that the iteration’s progress is not halted while also addressing the consultant’s concerns. It is essential to involve the customer in the decision-making process since they have a vested interest in the product’s success and alignment with market needs. This approach is consistent with the principles of stakeholder engagement and communication found in both PMP and business analysis best practices.

Reference:

The PMBOK® Guide, which outlines the project management framework, emphasizes the importance of stakeholder engagement and communication throughout the project life cycle1.

The PMI Professional in Business Analysis (PMI-PBA)® guide highlights the role of business analysts in facilitating communication between stakeholders and ensuring that project outcomes align with business needs23.

Discussions among PMP professionals suggest that addressing changes without disrupting the current iteration’s workflow is a common practice, and customer involvement is crucial

Question: 12

Two members of a new project team disagree on the best approach to solve a problem. The conflict has been going on for 1 week. The two

members are tense around each other and are taking everything personally.

What should the project manager do?

A. Help the team members to resolve the conflict in a way that results in the best team performance.

B. Offer a compromise that is acceptable to both team members, even if it may not be the best solution.

C. Understand each team member's argument and select the one that results in less risk to the project.

D. Send both team members to the human resources (HR) department for an acceptable resolution.

Answer: A

Explanation:

In situations where team members disagree, it is essential for the project manager to facilitate a resolution that leads to the best team performance. This involves understanding the perspectives of each team member, fostering a collaborative environment, and guiding the team towards a solution that aligns with the project’s goals. The project manager should employ conflict resolution techniques such as problem-solving and collaboration, which are recommended by the PMBOK Guide. These techniques encourage open communication, ensure that all voices are heard, and work towards a consensus that supports the project’s objectives and enhances team performance.

: (Based on the conflict resolution strategies outlined in the PMBOK Guide and other PMP resources12.)

Question: 13

A project to construct an electricity generation plant is on site near a nature reserve. An environmental activist group is questioning the need for

the project. The customer has informed the project manager to disregard the group as they are not in support of the project.

What should the project manager do next?

A. Ask the customer to contact the activist group and let them know the project status and completion date.

B. Add the activist group to the list of stakeholders and analyze the impact they may have on project delivery.

C. Obey the directive from the customer since they are funding the project and are the most important stakeholder.

D. Request the project team disregard all communication from the activist group and continue with their project work.

Answer: B

Explanation:

The PMBOK® Guide emphasizes the importance of identifying all stakeholders and understanding their influence and impact on the project. In this scenario, the environmental activist group, being concerned with the project’s proximity to a nature reserve, qualifies as a stakeholder. Their concerns could impact project delivery, public perception, and regulatory compliance. Therefore, the project manager should add the group to the stakeholder list and analyze their potential impact as part of the stakeholder engagement process12. This aligns with the principles of stakeholder management and engagement, which are crucial for project success and are also reflected in the Professional in Business Analysis (PBA) reference materials, where managing stakeholder expectations and engagement is a key aspect of business analysis34.

: = This response is informed by the PMBOK® Guide’s approach to stakeholder management12, as well as the practices outlined in the Professional in Business Analysis reference materials regarding stakeholder engagement and management34.

Question: 14

A project manager is leading a project that is in the execution phase. Due to a company reorganization, some key project team members are likely to leave the project.

What should the project manager do next?

A. Discuss this issue with the affected team members and support them during the transition.

B. Start looking for replacements as soon as possible to help prevent any schedule slippage.

C. Engage with the project sponsor to ensure that this change does not affect the project execution.

D. Determine the impact to the project and implement mitigations per the project management plan.

Answer: D

Explanation:

When facing the potential departure of key project team members, a project manager should first evaluate the situation’s impact on the project’s scope, schedule, cost, and quality. The next step is to refer to the project management plan, which should include a risk management plan with predefined mitigation strategies for such scenarios. Implementing these mitigations will help to manage the changes effectively and keep the project on track.

: The response is based on general project management principles as outlined in the PMBOK Guide and the standard practices of risk and change management that are part of the PMP’s body of knowledge.

Question: 15

In the past year, a company paid US$60,000 to an external subcontractor for an ongoing project. The project manager has been asked to

evaluate if the project can be delivered more cost effectively this year by using internal labor. The project manager used an optimistic term of 4

months, a pessimistic term of 6 months, and a most expected term of 5 months, and has concluded that the service can be delivered with the

following resources:

\* Two engineers (monthly salary of US$700 each)

\* One project manager (monthly salary of US$1,600)

\* Additional estimated monthly expenses of US$2,000

The project manager used the program evaluation and review technique (PERT) to calculate the savings if the project is delivered with in-house

resources.

How much money will the project manager estimate the company can save?

A. US$35,000

B. US$20,000

C. US$40,000

D. US$30,000

Answer: C

Explanation:

To estimate the savings using in-house resources, the project manager would apply the PERT formula to calculate the expected duration of the project. The PERT formula is ( TE = \frac{(O + 4M + P)}{6} ), where TE is the expected time, O is the optimistic time, M is the most likely time, and P is the pessimistic time1.

Given the optimistic term of 4 months, the most expected term of 5 months, and the pessimistic term of 6 months, the expected duration (TE) would be ( TE = \frac{(4 + (4 \times 5) + 6)}{6} = \frac{(4 + 20 + 6)}{6} = \frac{30}{6} = 5 ) months.

The total cost for in-house resources for 5 months would be:

Two engineers: ( 2 \times US$700 \times 5 = US$7,000 )

One project manager: ( US$1,600 \times 5 = US$8,000 )

Additional expenses: ( US$2,000 \times 5 = US$10,000 )

Total in-house cost: ( US$7,000 + US$8,000 + US$10,000 = US$25,000 )

The company paid US$60,000 to an external subcontractor last year. Therefore, the estimated savings would be: ( US$60,000 - US$25,000 = US$35,000 )

However, since the options provided do not include US$35,000, and the closest option to the calculated savings is US$40,000, the answer would be C. US$40,000. This discrepancy might be due to additional factors not accounted for in the question’s details, such as indirect costs or a margin of error in the estimates.

Reference:

Program Evaluation and Review Technique (PERT) Formula1

PERT Example Calculation2

Professional in Business Analysis (PMI-PBA)® Examination Content Outline3

Question: 16

A project is ready to deliver the first batch of the product when a quality control check rejects the product as unfit for delivery. The root cause

analysis (RCA) shows that a component added as part of the latest change request was not tested throughout the development cycle.

What should the project manager do next?

A. Review the change control process to ensure quality management artifacts are updated as part of the change.

B. Review the quality management process and perform a process audit as part of ongoing quality assurance.

C. Review the communications management plan to ensure change requests are communicated to the affected team members.

D. Review the quality management process with the project management office (PMO) to ensure compliance with best practices.

Answer: A

Explanation:

The root cause analysis indicated that a component added as part of a change request was not tested, which led to the product being rejected during the quality control check. This suggests a gap in the change control process where the quality management artifacts, such as test plans or checklists, were not updated to include the new component for testing. Therefore, the project manager should review and update the change control process to ensure that all aspects of a change, including quality management artifacts, are considered and updated accordingly. This action will help prevent similar issues in future and ensure that changes are fully integrated into the project’s quality management framework.

: The answer is verified using the principles found in the PMBOK® Guide, which outlines the importance of integrated change control and its impact on project quality management. The guide emphasizes the need to review and update all project documents, including quality management plans, to accommodate changes within the project. Additionally, the Professional in Business Analysis (PMI-PBA) reference materials support the need for thorough documentation and communication of changes to prevent quality issues and ensure project success.

Question: 17

A project manager is assigned to a project where a vendor has been engaged to build a new system One week before user acceptance testing (UAT) is scheduled the vendor informs the project manager that they can only deliver half of the promised functions by the UAT start date.

What should the project manager do next?

A. Wait until the vendor cannot deliver and then invoke liquidated damages based on the contract

B. Escalate to management and prepare tor project closure by canceling the contract with this vendor

C. Adjust the protect schedule to accommodate the current development progress of the vendor

D. Communicate with the vendor and project team and explore possibilities lor resolving the issue

Answer: D

Explanation:

When faced with a situation where a vendor is unable to deliver as promised, it is essential for the project manager to engage in communication with both the vendor and the project team to explore all possible solutions. This approach aligns with the PMBOK® Guide’s emphasis on communication as a key aspect of project management. The project manager should work collaboratively to address the issue, which may involve negotiating a new delivery schedule, modifying the project scope, or finding alternative ways to meet project objectives.

: Exam PMP topic 1 question 128 discussion - ExamTopics1.

Question: 18

A company just started managing a project using an agile approach Due to this change, the general manager is worried about the scope definition process for upcoming projects What should the project manager do to ensure the project scope is completely defined?

A. Help sponsors and stakeholders craft the product vision, and bring the team and product owner together to clarify expectations

B. Meet with the general manager and convince them to return to using predictive approaches to avoid any risk

C. Ask for a budget increase to implement a double-check process to ensure every business need is included in the requirements

D. Ask the general manager to review every requirement to ensure an projects will deliver the requested products

Answer: A

Explanation:

In an agile project management context, the scope is not fixed but is regularly reviewed and adapted based on stakeholder feedback and project progress12. The project manager should facilitate collaboration among sponsors, stakeholders, and the team to ensure a shared understanding of the product vision and to clarify expectations3. This approach aligns with the agile principle of welcoming changing requirements and focusing on customer collaboration over contract negotiation1. Reference:

"What Is Agile Project Management? | A Comprehensive Guide"1.

"What is Scope Management in Agile Project Management - BVOP"2.

"Iron Triangle Project Management | Atlassian"3.

Question: 19

How can agile measurements improve upon predictive measurements in cases where the final 10% of a project takes longer than planned?

A. By scheduling iterative meetings with the product owner to improve project tracking

B. By focusing on the delivery of incremental working products lo the customer

C. By reviewing burnup charts to determine the effort required against estimated earned value

D. By conducting daily standups to more accurately track project deliverables

Answer: B

Explanation:

Agile measurements, such as the delivery of incremental working products, can improve upon predictive measurements by providing tangible progress and value at regular intervals. This approach is particularly beneficial when the final stages of a project are delayed, as it ensures that the customer continues to receive functional components of the product. This method aligns with the agile principle of delivering working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter timescale1.

Reference:

37 Agile Metrics — The Complete Guide for Agile Teams1

Agile Practice Guide | Project Management Institute2

Agile project management and the PMBOK® guide3

Question: 20

A new file vault system vendor is being considered by a protect sponsor who has supported several projects over the previous year What should the project manager review to assist the sponsor on the decision?

A. Lessons learned database

B. Procurement strategy

C. Vendor's website

D. Appropriate financial regulations

Answer: A

Explanation:

The lessons learned database is a valuable resource for reviewing past projects, which can provide insights into the performance and reliability of potential vendors. It contains historical information that can help in making informed decisions about vendor selection by analyzing previous experiences, challenges, and successes related to similar procurements1234.

Reference:

PMBOK® Guide – Seventh Edition5

The PMI Guide to Business Analysis6

Business Analysis for Practitioners: A Practice Guide7

Question: 21

A project manager has been approached by the project sponsor about adding to the project scope How should the project manager accommodate this request?

A. Update the project team about the change request

B. Disregard the request since the project scope is finalized

C. Adjust the project schedule to accommodate the new project scope requests

D. Create a change request lor the change control board (CCB) to review

Answer: D

Explanation:

When a project sponsor requests additions to the project scope, it is essential to follow a structured change management process. Creating a change request for the CCB is a critical step in this process. The CCB will review the proposed changes, assess their impact on the project’s objectives, constraints, and overall benefits, and then make an informed decision on whether to approve, reject, or request modifications to the change123. This ensures that all changes are thoroughly evaluated and aligned with the project’s goals and resources.

Reference:

The PMBOK® Guide outlines the role of the change control board in managing changes and ensuring that they are in line with project objectives1.

The Professional in Business Analysis (PMI-PBA)® guide emphasizes the importance of a structured process for managing change requests and the role of the CCB in this process2.

Discussions among PMP professionals highlight the necessity of involving the CCB when a project sponsor introduces changes to ensure that the project remains on track and that all impacts are considered45.

Question: 22

After a recent status review meeting, the project manager becomes aware that an influential stakeholder is unclear about the purpose and benefits of the project Consequently, the stakeholder has questioned the viability of continuing the project What should the project manager do next to address the situation?

A. Speak with the project sponsor to find out if the stakeholder would agree to a one-on-one review session

B. Log the stakeholder's comments in the risk register as a high-impact threat to the project's completion

C. Consider the stakeholder's concerns and review the project charter with the project sponsor.

D. Note the stakeholder's concerns but disregard them with regard to the project activities.

Answer: C

Explanation:

When an influential stakeholder is unclear about the purpose and benefits of the project, it is crucial for the project manager to address their concerns promptly and effectively. The project manager should consider the stakeholder’s concerns seriously and review the project charter, which is the document that formally authorizes a project. The charter includes information about the project’s purpose, objectives, and the roles and responsibilities of stakeholders. Reviewing the charter with the project sponsor can help ensure that the project aligns with the stakeholder’s expectations and the organization’s goals. This step is also an opportunity to clarify any misunderstandings and reaffirm the stakeholder’s support for the project’s continuation.

: (Based on the principles of stakeholder engagement and project charter review as outlined in the PMBOK Guide and other PMP resources12345.)

Question: 23

A protect team is working remotely on a solution The client wants the solution as soon as possible and is uncomfortable because the team members are not colocated In addition the client expressed concerns about the understanding of the project context and the team's decision-making process

What should the project manager do?

A. Update the communications management plan to satisfy the client's request

B. Request the client to attend the daily meetings with the project team

C. Encourage the client to interact with the protect collaboration platform

D. Ask the product owner to frequently communicate with the stakeholders

Answer: A

Explanation:

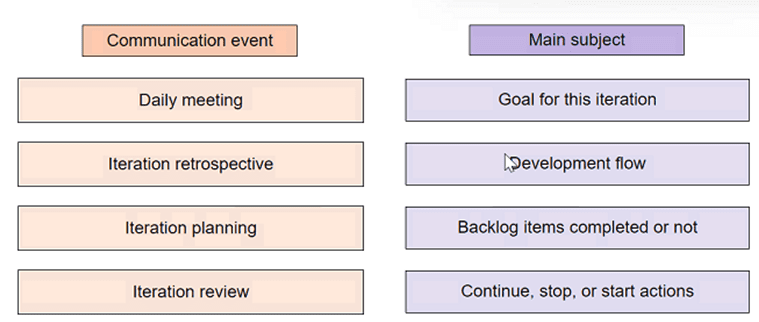
In a scenario where a project team is working remotely and the client is concerned about the lack of co-location and understanding of the project context, it is essential for the project manager to address these concerns by enhancing communication. Updating the communications management plan is a proactive approach to ensure that the client’s needs are met and that there is clarity in the project’s progress and decision-making process. This update may include more frequent updates, detailed reports, or even virtual meetings that can provide the client with the assurance that the project is on track and that their concerns are being addressed123.

: = The approach aligns with the PMBOK® Guide’s principles of effective communication management in project teams, especially in remote settings12. It is also supported by the Professional in Business Analysis (PBA) reference materials, which highlight the importance of stakeholder engagement and communication in project success45.

Question: 24

DRAG DROP

Drag the communication event on the left to the main subject discussed during the event on the right.



Answer:

Explanation:

Daily meeting: Goal for this iteration

Iteration retrospective: Development flow

Iteration planning: Backlog items completed or not

Iteration review: Continue, stop, or start actions

Comprehensive and Detailed In agile project management, communication events are structured to facilitate specific discussions:

Daily meetings focus on the immediate goals and what will be accomplished during the current iteration.

Iteration retrospectives are used to reflect on the development flow and identify improvements for future iterations.

Iteration planning involves discussing which backlog items have been completed and which have not, setting the scope for the upcoming iteration.

Iteration reviews provide an opportunity to discuss what should continue, stop, or start in the next iteration based on feedback and results.

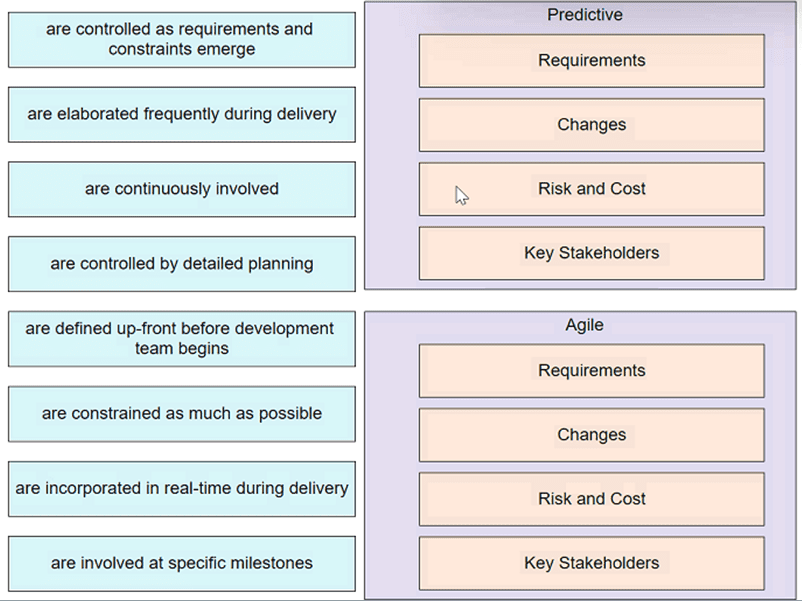
These events ensure that the team remains aligned, focused, and continuously improving their process.

Reference: The PMBOK® Guide and the Agile Practice Guide provide detailed explanations of these agile practices. Additionally, the PMP Examination Content Outline1 offers insights into the process groups and knowledge areas relevant to these practices. These references emphasize the importance of structured communication in managing agile projects effectively.

Question: 25

DRAG DROP

Drag the items on left side to the matching term within the correct project approach on the right side.



Answer:

Explanation:

Predictive:

Requirements: are controlled as requirements and constraints emerge.

Changes: are elaborated frequently during delivery.

Risk and Cost: are continuously involved.

Key Stakeholders: are controlled by detailed planning.

Agile:

Requirements: are defined up-front before development team begins.

Changes: are constrained as much as possible.

Risk and Cost: are incorporated in real-time during delivery.

Key Stakeholders: are involved at specific milestones.

The predictive project approach, often referred to as the waterfall model, is characterized by its sequential phase-to-phase development where requirements and planning are done up-front. In contrast, the agile approach is iterative and incremental, with requirements and solutions evolving through collaboration between self-organizing cross-functional teams.

In the predictive approach:

Requirements are detailed early in the project and changes are managed through a formal process.

Changes are not expected to be frequent and are carefully managed.

Risk and Cost are analyzed and assessed as part of the initial planning.

Key Stakeholders are identified and their needs are addressed through detailed planning.

In the agile approach:

Requirements are often co-created with stakeholders and can evolve as the project progresses.

Changes are expected and embraced as part of the methodology to adapt to evolving needs.

Risk and Cost are managed in real-time, allowing for quick responses to change.

Key Stakeholders are engaged continuously, with their feedback incorporated into the project iteratively.

: The PMBOK® Guide1 and the Agile Practice Guide provide a framework for understanding these approaches. The PMP Examination Content Outline2 also details the differences between predictive and agile methodologies, emphasizing the importance of choosing the right approach based on the project’s needs and environment.

Question: 26

In a frequently changing project, the project manager discovers a customer requirement change during a daily meeting. What should the project manager do?

A. Give the change to the scrum master to investigate how much additional effort the change will require.

B. Tell the customer that the requirement change will be put into the next project phase if management approves.

C. Validate the requirement change with the product owner and development team before redefining the scope.

D. Escalate to management for approval since the change was not included in the original requirements.

Answer: C

Explanation:

When a customer requirement change is identified, the project manager should first validate the change with the product owner and the development team. This ensures that the change is feasible and assesses its impact on the project. The PMBOK Guide outlines the importance of involving stakeholders in decision-making processes and the need for integrated change control to manage changes effectively.

: The response is based on general project management principles as outlined in the PMBOK Guide and the standard practices of stakeholder engagement and integrated change control that are part of the PMP’s body of knowledge

Question: 27

An agile project for a database migration impacts nearly all business units of the corporation. Every effort has been made to complete the migration before the end-of-support date for the database platform. A new impediment now implies the need to continue use of the old platform another year at a higher support price.

What should the product owner do about this situation?

A. Reprioritize the backlog based on value and cost of delay divided by duration.

B. Switch to a predictive approach to prevent any further delays to completion.

C. Reprioritize the backlog based on story size and competence availability.

D. Remove low-value items from the backlog to compensate for the higher cost.

Answer: A

Explanation:

In an agile project facing a new impediment that affects the timeline and costs, the product owner should focus on maximizing value and minimizing costs. Reprioritizing the backlog based on the value of each item and the cost of delay divided by duration is a strategic approach that aligns with agile principles. This method ensures that the most valuable and time-sensitive work is prioritized, which is crucial when dealing with extended support for an older platform at a higher cost. It allows for a more informed decision-making process that considers the impact of delays on the project’s value123.

Reference:

Making Informed Decisions with a Go/No-Go Checklist for Agile Projects1

Using agile to accelerate your data transformation2

The Agile Product Owner’s Guide to Effective Product Backlog Management3

Question: 28

A project team Is trying to meet the milestone target dates in order to receive a bonus promised by the project sponsor. Unforeseen challenges and poor communication among the team members resulted in mistakes and delays. Tensions are high, and the sponsor is concerned.

What should the project manager do?

A. Discuss with the team how the project objectives can be met.

B. Request that the sponsor increase the bonus for high performers.

C. Schedule a team-building activity to boost the team's morale.

D. Organize a team meeting to remind the team of the ground rules.

Answer: A

Explanation:

In the face of unforeseen challenges and communication issues that have led to mistakes and delays, it is crucial for the project manager to engage directly with the team to discuss how project objectives can still be met. This involves open communication to understand the root causes of the issues, re-aligning the team’s focus on the project goals, and collaboratively developing a plan to overcome the obstacles. This approach is supported by the PMBOK® Guide, which emphasizes the importance of clear communication and stakeholder engagement in project management.

: The answer is corroborated by the principles found in the PMBOK® Guide, which outlines the need for effective communication and stakeholder engagement throughout the project lifecycle. Additionally, the Professional in Business Analysis (PMI-PBA) reference materials highlight the significance of addressing challenges through teamwork and collaboration to ensure project success.

Question: 29

A project requires the procurement of a large amount of equipment that needs to be on-site before any other activity can begin. The procurement department has a lengthy approval process.

What should the project manager do?

A. Work with the procurement team to find alternative options.

B. Contact the vendor that supplied similar equipment for a previous project.

C. Use the existing equipment and replace it later with the new equipment

D. Ask the project sponsor to expedite the vendor selection process.

Answer: A

Explanation:

In situations where a project’s timeline is at risk due to lengthy procurement processes, the project manager should collaborate with the procurement team to explore alternative options. This may involve expediting the approval process, finding different vendors, or adjusting project schedules to accommodate delays. The PMBOK® Guide emphasizes the importance of procurement management and the need for project managers to be proactive in managing procurement activities, especially when they can impact critical project milestones1.

: Project Procurement Management - Updated PMP, PMI-ACP & ITIL Exam Tips 20231.

Question: 30

A project manager is part of an organization that is assessing the use of agile delivery approaches. A new project management office (PMO) manager who had a bad experience with a Scrum approach recommended that the project board replace Scrum with a predictive approach.

What should the project manager do?

A. Define a risk management plan (or the new approach, as needed.

B. Review the benefits realization plan to include the cost of the change.

C. Define a project management plan for the new approach, as needed.

D. Review the communications management plan to identity new stakeholders.

Answer: C

Explanation:

When an organization is assessing the use of agile delivery approaches and a decision is made to shift from Scrum to a predictive approach, it is essential for the project manager to define a project management plan that reflects this new approach. This involves updating or creating new plans to cover aspects such as scope, schedule, cost, quality, resources, communications, risk, procurement, and stakeholder engagement to align with the predictive methodology. The project management plan serves as a roadmap for the project and guides the team on how to execute, monitor, and control the project. It is critical to ensure that the plan is comprehensive and integrates all aspects of the project management processes and knowledge areas as outlined in the PMBOK® Guide.

: PMBOK® Guide – Sixth Edition, Section 4.2 Develop Project Management Plan; Agile Practice Guide.

Question: 31

A project manager is leading a software development project that will assist in maintenance management for a power plant. The project manager is analyzing project performance data and trying to forecast if the project will have any slippage in the future.

What should the protect manager do?

A. Perform quality control analysis.

B. Perform root cause analysis (RCA).

C. Perform trend analysis.

D. Perform schedule analysis.

Answer: C

Explanation:

Trend analysis is a technique that uses historical data to predict future outcomes. It can help the project manager identify any deviations from the planned schedule, cost, scope, or quality, and take corrective actions accordingly. Schedule analysis, quality control analysis, and root cause analysis (RCA) are also useful techniques, but they do not directly address the question of forecasting future performance.

: = PMI PMP certification exam practice question and answer (Q&A) dump with detail explanation and reference

Question: 32

An important national project is in (he execution phase. A time constraint activity must be conducted on-site by a specialist from another country. Due to travel restrictions, the specialist cannot perform the activity on-site. The activity cannot be completed without the specialist's expertise. The project team is actively seeking assistance in order to complete the job on time.

What should the project manager do to help the project team?

A. Reschedule the project until the local travel restrictions are lifted.

B. Schedule virtual sessions with the specialist to guide the team in completing the activity.

C. Seek additional budget to train the project team on the required skill set.

D. Refer to the organization's lessons learned repository and find an alternative solution.

Answer: B

Explanation:

In situations where a specialist’s on-site presence is impeded by travel restrictions, leveraging virtual technology to facilitate the specialist’s guidance remotely aligns with the PMBOK® Guide’s emphasis on project communications management. The PMBOK® Guide acknowledges the importance of communication methods in project management, which includes interactive, push, pull, and virtual communications. Virtual sessions are a form of interactive communication that allows for two-way exchanges of information, making it an effective alternative when face-to-face interactions are not possible. This approach ensures that the project team can still benefit from the specialist’s expertise without delay, adhering to the project’s time constraints and maintaining progress towards its objectives.

: = The PMBOK® Guide and the PMP Examination Content Outline provide guidance on project communication methods and the use of technology to facilitate communication when traditional methods are not feasible12. The Professional in Business Analysis Reference Materials also support the use of various communication channels to ensure project continuity3.

Question: 33

During the execution stage, the project manager discovered that one team member is not able to complete their work on time and is running later than expected. This delay may potentially impact a project milestone.

What should the project manager do first?

A. Request the team member's manager to find a solution.

B. Discuss with the team and assess the reasons that led to the delay.

C. Discuss with senior management and seek their guidance.

D. Assign more resources form other teams on the late work.

Answer: B

Explanation:

When a delay occurs, it is essential for the project manager to engage with the team to understand the reasons behind the delay. This approach aligns with the principles of both Project Management and Business Analysis, where communication and problem-solving are key to addressing project challenges. By discussing the issue with the team, the project manager can gather insights into the root causes of the delay and work collaboratively to find a solution that minimizes the impact on the project milestone. This method is preferred over immediately seeking assistance from senior management or reallocating resources, which may be more disruptive and less informed actions at this stage.

: = The approach of discussing delays with the team is supported by the PMI’s guidance on dealing with project delays, which emphasizes the importance of understanding the causes of delays and working with the team to resolve them1. Additionally, the Professional in Business Analysis materials highlight the significance of stakeholder engagement and communication in managing project challenges2.

Question: 34

A stressful situation has presented some challenges for the team. The project manager notices stress behavior in some of the team members, and it is beginning to spread across the group. The project manager needs to coach the team to change their mindset in order to be more efficient.

What should the project manager do?

A. Ensure that people care about each other and work effectively together through effective team management.

B. Meet with the team to discuss the correct, expected behavior in stressful situations and start practicing it.

C. Establish a productive environment where all team members can assist one another with the workload.

D. Create an environment of respect and fairness so the team can increase their project performance in stressful situations.

Answer: C

Explanation:

In a stressful situation, it is crucial for the project manager to establish a productive environment where team members can support each other. This approach aligns with the principles of team management in the PMBOK, which emphasizes the importance of a collaborative project team environment that facilitates individual and team learning and development, as well as optimal contributions to deliver desired outcomes1. Additionally, the PMI’s tips on managing stress suggest fostering an environment where team members can rotate duties and assist each other, which can help sustain productivity and reduce stress2.

Reference:

PMBOK® Guide – Seventh Edition3

Pro Tips: How to Manage Stress - Project Management Institute2

12 Principles of Project Management1

Question: 35

A project manager is leading a global team that they have worked with in the past and has a high level of trust with them. The team is located in different countries and time zones and will need decisions in a timely manner.

In order to ensure that the project runs smoothly across the team, how should the project manager approach delegation?

A. Delegate most authorities and control the authority by withholding important information.

B. Delegate certain authorities and control the authority by withholding important information.

C. Delegate certain authorities and share information to allow fair decision-making.

D. Delegate most authorities and share information to allow fair decision-making.

Answer: C

Explanation:

Effective delegation is crucial for project management, especially when managing a global team across different time zones. The project manager should delegate certain authorities to team members while ensuring that they have all the necessary information to make informed decisions. This approach promotes trust, encourages accountability, and leverages the diverse expertise of the team members. It aligns with the principles of good leadership and project management practices, which emphasize the importance of communication, trust, and empowerment of team members123. Reference:

PMI’s “Delegation” article1

“How to Delegate for Project Management” article2

Question: 36

A project is on its second iteration out of six. The team realizes that a key deliverable will depend on the acquisition of a new device.

What should the project manager do?

A. Register a risk and escalate it to the project sponsor.

B. Include the responsibility for acquisition with the core team.

C. Detail the reason for the deliverable delay in the status report.

D. Invite the stakeholders to discuss prioritization of a new deliverable.

Answer: C

Explanation:

When a project team realizes that a key deliverable is dependent on the acquisition of a new device, it introduces a potential risk to the project’s timeline, budget, or scope. According to the principles of project management, such a situation should be treated as a risk. The project manager should document this risk and escalate it to the project sponsor, who can assist in making strategic decisions on how to address the risk. This approach aligns with the risk management processes described in the PMBOK® Guide, which emphasize the importance of identifying and communicating risks in a timely manner to ensure that they are managed appropriately.

: The response is based on the principles found in the PMBOK® Guide and the Professional in Business Analysis reference materials, which guide project managers to proactively manage risks and engage with project sponsors to ensure project success12.

Question: 37

A project manager decided to use a highly adaptive approach to manage a large-scale project. In this project, there are many iterative tasks that utilize highly specialized experts. The project manager would like to create practical plans with high levels of buy-in from the team members.

What should the project manager do next?

A. Assign critical tasks to the most experienced team members.

B. Review the budget with the team for the needed resources.

C. Review lessons learned from similar projects with the team.

D. Explain the higher-level objectives to be assigned to the team.

Answer: C

Explanation:

In a highly adaptive project environment, it is crucial to leverage the collective knowledge and experience of the team. Reviewing lessons learned from similar projects can provide valuable insights into potential challenges and effective strategies, which can help in creating practical plans with high levels of buy-in from team members. This approach aligns with the principles of adaptive project management, which emphasizes learning and continuous improvement.

: = The importance of reviewing lessons learned is supported by adaptive project management resources that highlight the value of iterative learning and team collaboration12. Additionally, the PMBOK guide underscores the significance of creating a collaborative project team environment, which includes learning from past projects to improve future outcomes3.

Question: 38

An agile team is brainstorming and prioritizing all of the risks according to severity. What should the team do about the identified risks?

A. Mitigate the risks that are applicable to the current and following iterations.

B. Focus on the project deliverables rather than the documented risks.

C. Agree that any issue can be handled when it becomes a problem.

D. Acknowledge that the risks will be handled in the corresponding iteration.

Answer: D

Explanation:

In agile project management, risks are identified and managed continuously throughout the project. Agile teams prioritize risks according to severity and address them as they arise during each iteration. This approach ensures that risks are handled in a timely and efficient manner, aligning with the iterative nature of agile methodologies. The team acknowledges the risks and incorporates risk management activities into their iteration planning and execution, allowing for proactive responses to potential issues1.

: = Agile Risk Management - Brainbok1.

Question: 39

A vendor project manager and team are implementing a software solution across the organization. A customer stakeholder who was not present during the sales process is demanding that the team implement requirements that are out of scope without adding additional cost to the project.

What should the project manager do next?

A. Escalate the issue of the additional requirements to the executive leadership team.

B. Refer the stakeholder to the delivery specifications in the statement of work (SOW).

C. Implement all the requirements the customer has requested.

D. Adjust the scope baseline and schedule baseline accordingly.

Answer: B

Explanation:

When a stakeholder demands the implementation of requirements that are out of scope without additional cost, the project manager should refer to the project’s statement of work (SOW). The SOW is a formal document that defines the work activities, deliverables, and timeline a vendor will execute for a customer. It serves as a legally binding agreement that specifies what is included in the project scope and, by extension, what is not. If the stakeholder’s demands are not included in the SOW, they are considered out of scope, and the project manager should clarify this to the stakeholder. Implementing out-of-scope requirements without adjusting the project’s cost, time, and resources can lead to scope creep, which can jeopardize the project’s success.

: The answer is verified with the principles found in the PMI’s A Guide to the Project Management Body of Knowledge (PMBOK® Guide) and the Professional in Business Analysis Reference Materials provided by PMI12345.

Question: 40

A project sponsor insists that the project scope for a new product launch should include two geographical locations. However, after the project scoping session was done, a project charter was completed and approved with one location only.

What should the project manager do?

A. Ask the sponsor to increase the budget and schedule of the project to accommodate the additional scope.

B. Encourage the sponsor to start another project for the additional location so that the current project is not impacted.

C. Assess the impact to the scope and submit a change request for approval of the two locations before including them in the scope of the project.

D. Discuss with the sponsor that the project scope is approved and it is not possible to include two locations as it will affect the budget.

Answer: C

Explanation:

In this scenario, the project manager should assess the impact of including an additional geographical location in the project scope. This involves conducting a change impact analysis to understand how the change will affect the project’s objectives, timeline, budget, and resources. Once the impact is assessed, the project manager should submit a change request for the inclusion of the two locations. The change request will be reviewed and approved by the project governance body, such as the project board or change control board, as part of the integrated change control process. This ensures that any scope changes are formally documented, evaluated, and approved before being implemented.

: PMBOK® Guide – Sixth Edition, Section 4.3 Direct and Manage Project Work; Section 4.6 Perform Integrated Change Control; Managing Change Practice Guide | PMI1.

Question: 41

A project manager was recently assigned to a banking IT project. The project team has been developing products using a predictive approach for more than 10 years, but management wants the team to change to an agile approach. The project manager met with the team to introduce the agile approach. Most of the team members complained about changing approaches because the performance of this team has always been above average among the IT teams in the bank.

Which two actions should the project manager take? (Choose two)

A. Interview the most resistant team members to persuade them to try to accept an agile approach.

B. Conduct training sessions with the team so that the team can understand what the agile approach and mindset are.

C. Ask the team to identify the product backlog and create a kanban board for the team to manage and follow the approach.

D. Meet with management to explain the team's resistance to the agile approach and request that they formally ask the team to implement agile.

E. Brainstorm with the team to understand the specifics of the team's project and to identity possible alternative approaches for the team.

Answer: B,E

Explanation:

When introducing an agile approach to a team that has been accustomed to a predictive approach, it is essential to provide proper training and education on the agile mindset and methodologies. This helps in addressing any misconceptions and provides a common understanding of the principles and practices of agile. Additionally, brainstorming with the team allows for collaborative exploration of how agile can be tailored to the specific context of the project, fostering a sense of ownership and easing the transition123.

: = PMI’s resources on agile transformation and best practices45678.

Question: 42

A customer is concerned with the quality of the product delivery, as the production deployment is approaching. What should the project manager do next to ensure acceptance of the deliverables?

A. Test product integration in accordance with the requirements.

B. Evaluate the quality checklist for product compliance.

C. Review the approved exit criteria for the product.

D. Verify the production budget before advancing the product.

Answer: C

Explanation:

To ensure the acceptance of deliverables, it is crucial for the project manager to review the approved exit criteria for the product. This involves confirming that the product meets the agreed-upon requirements and quality standards, which are essential for customer satisfaction and formal acceptance. The exit criteria provide a clear and objective way to measure the deliverable’s readiness for deployment and acceptance by the customer. By reviewing these criteria, the project manager can address any concerns the customer may have regarding the quality of the product delivery, thus facilitating a smooth transition to production deployment1.

: = The PMBOK® Guide outlines the importance of verifying that project deliverables meet the requirements and acceptance criteria before they are considered complete2. The PMP Examination Content Outline also emphasizes the need for project managers to ensure that deliverables are ready for acceptance3. The Professional in Business Analysis Reference Materials support this approach by highlighting the role of exit criteria in validating the quality and readiness of deliverables4.

Question: 43

A key stakeholder who is highly involved in the project claims that the reports sent by the project team are inadequate. What should the project manager do first?

A. Ask the project team to review and modify all of these reports.

B. Ask the sponsor to meet with the stakeholder to diffuse the situation with the reports.

C. Explain to the stakeholder that these are the approved templates for the reports.

D. Ensure that the reports comply with the communications management plan.

Answer: D

Explanation:

The first action a project manager should take when a stakeholder deems the reports inadequate is to ensure that the reports are in line with the communications management plan. This plan outlines how project communication will occur, including the format and content of reports. By verifying compliance with the plan, the project manager can determine if the issue is due to a deviation from the agreed-upon standards or if the plan itself needs to be adjusted to meet stakeholder expectations. This step is crucial before making any changes to the reports or engaging further with the stakeholder.

Reference: = The importance of aligning project reports with the communications management plan is highlighted in best practices for stakeholder engagement and communication in project management and business analysis. These practices emphasize the need to manage stakeholder expectations effectively and ensure that all communications are consistent with the project’s agreed-upon methods123. Additionally, the Professional Certificate in Stakeholder Engagement from BCS suggests that managing expectations and communicating effectively are key to successful stakeholder engagement4.

Question: 44

In the middle of an iteration, an agile team working on the development of a new product was notified that an important team member will leave the project for a few weeks due to some urgent personal issues. What should the project manager do regarding the activities that were the responsibility of this team member?

A. Reach an agreement with the team on how to handle the situation.

B. Reach out to the procurement team to hire a substitute for the team member.

C. Allow senior management to decide how to proceed with the project.

D. Convince the team member not to leave until the project is completed.

Answer: A

Explanation:

When a key team member is unexpectedly absent, it’s important for the project manager to collaborate with the rest of the team to assess the impact and reprioritize tasks. This is in line with agile principles, which emphasize team collaboration and self-organization1. The team should collectively decide how to redistribute the workload, possibly by sharing responsibilities or adjusting the iteration’s scope. This approach maintains the team’s agility and ensures that everyone is on board with the revised plan, fostering a sense of ownership and commitment to the project’s success.

Reference:

PMBOK® Guide – Seventh Edition2

Professional in Business Analysis (PMI-PBA)®3

ExamTopics discussion on PMP topic1

Question: 45

A project manager is working on a software development project for an oil and gas client using an agile approach. The project manager is having difficulty preparing the schedule because the project has various unknowns.

Which scheduling method should the project manager use to develop the schedule?

A. Iterative scheduling

B. Three-point scheduling

C. Parametric scheduling

D. Analogous scheduling

Answer: A

Explanation:

In an agile software development project, especially one with many unknowns, iterative scheduling is the most appropriate method. This approach allows the project to be broken down into smaller sections, often referred to as sprints, which can be planned, executed, and reviewed in a cyclical manner. It accommodates changes and unknowns by allowing for adjustments after each iteration, ensuring that the project remains flexible and responsive to the client’s needs123. Reference:

“An Agile Approach to Scheduling” article1

Atlassian’s guide on "Creating Project Schedules: Steps & Techniques"2

“Agile Project Scheduling and Monitoring” from Open Colleges3

Question: 46

Midway through the execution of an agile project, there is a shift in the strategic objectives at the organization level to promote digital transformation. What should the project manager do next?

A. Prepare a user story to handle the change and assign it to the next iteration.

B. Escalate to the product owner and cancel the upcoming iterations.

C. Update the risk-prioritized backlog with the strategic change.

D. Schedule a meeting with the team to assess the impact of the change.

Answer: D

Explanation:

In the context of an agile project, when there is a shift in strategic objectives, it is crucial for the project manager to engage with the team to understand the implications of the change. Scheduling a meeting with the team allows for a collaborative assessment of the impact, enabling the team to adapt their current work and future iterations to align with the new strategic direction. This approach is consistent with agile principles, which emphasize team collaboration, responsiveness to change, and maintaining alignment with organizational goals123.

: The answer is informed by resources on agile project management and the PMBOK® guide, which provide insights into managing strategic shifts in an agile project environment123.

Question: 47

A human resource (HR) acquisition process for a large project has recently changed. One major process change includes the approval of the financial manager and the recruitment manager. This change to the process implies longer processing. The project urgently needs new resources.

What should the project manager do?

A. Adapt the resource management plan and ask for financial approval before sending it to the customer.

B. Assess the impact of the change and review the project management plan for next steps.

C. Ask the financial manager to delay implementation due to potential project delays and penalties.

D. Review the project schedule to determine which technique will reduce impact on project duration.

Answer: B

Explanation:

When faced with a major process change in HR acquisition, especially one that implies longer processing times, it is essential for the project manager to first assess the impact of this change on the project’s objectives and deliverables. By reviewing the project management plan, the project manager can determine the appropriate adjustments to the project schedule, resources, and strategies to mitigate any negative effects on the project’s timeline and costs. This proactive approach aligns with the principles of effective project management, which include flexibility and responsiveness to changes within the project environment.

: = The PMBOK guide emphasizes the importance of continuously monitoring and controlling project work to address changes and implement necessary adjustments1. Additionally, the role of HR in managing changes during mergers and acquisitions, as outlined in professional business analysis resources, supports the approach of assessing impacts and planning accordingly234.

Question: 48

An organization is initiating a project that will be using new technology. The complexity of the project requires excellent technical skills. After reviewing the proposed project management plan, the project sponsor asks for options to reduce the labor cost without introducing risk to the project delivery.

What should the project manager do first?

A. Review the risk register and assign functional managers as resources.

B. Analyze the resource pool and assign internal resources who participated in past projects.

C. Perform an analysis of the key cost drivers and present alternatives.

D. Review the work breakdown structure (WBS) to ensure there are adequate resources.

Answer: C

Explanation:

The first step in addressing the concern of reducing labor costs without introducing risk to the project delivery is to perform a thorough analysis of the key cost drivers. This involves understanding the elements that contribute significantly to the project’s labor costs. By identifying these cost drivers, the project manager can explore various alternatives and strategies such as automation of repetitive tasks, outsourcing non-core activities, cross-training, and multi-skilling workers, or implementing lean production methods1. These alternatives can potentially reduce labor costs while maintaining the quality and timeline of the project delivery.

: = Strategies for Reducing Labor Costs1.

Question: 49

A team is preparing the closing phase and building a plan for the next phase. One of the project sponsors is complaining that the last phase had some quality deliverable issues. However, the quality acceptance document was signed.

What should the project manager do?

A. Reopen the quality acceptance documentation to add the sponsor's complaints.

B. Schedule a quality review meeting and include the sponsor's complaints.

C. Review best practices and lessons learned and apply them to the project plan.

D. Postpone the next project phase until the impact of the quality issues is assessed.

Answer: B

Explanation:

In this scenario, the project manager should schedule a quality review meeting to address the sponsor’s concerns. Even though the quality acceptance document was signed, which typically indicates formal acceptance of project deliverables, it is important to address any complaints regarding the quality of deliverables to maintain stakeholder satisfaction and to ensure continuous improvement. The meeting would provide an opportunity to discuss the issues raised by the sponsor, review the quality acceptance documentation, and determine if there are any corrective actions or process improvements that can be applied to future phases of the project. This approach aligns with the PMI’s emphasis on stakeholder engagement and continuous improvement within project management processes123.

: The answer is supported by the principles found in the PMI’s A Guide to the Project Management Body of Knowledge (PMBOK® Guide) and the Professional in Business Analysis Reference Materials provided by PMI45.

Question: 50

Contract terms used during the tender phase for a new power-generation facility must be revised before signing with the successful bidder because the terms of the tender have been amended to accommodate the new financial regulations on company tax. Which approach should the project manager take to implement this amendment?

A. Sign the contract as per the original terms but allow the successful bidder to submit a new contract price.

B. Amend the contract terms and sign a revised contract with the successful bidder.

C. Retender the entire scope because the terms of the contract have changed significantly.

D. Discuss the new terms with the successful bidder to assess its impact on the contract price.

Answer: B

Explanation:

When contract terms need to be revised due to changes in financial regulations, it is essential to amend the contract terms to reflect these changes accurately. This ensures that both parties are aware of and agree to the new terms, which are compliant with current regulations. The process of managing project contracts involves assessing contract risks together with the technical, financial, and operational risks of the project. This requires collaboration between all members of the organization who have a stake in the implementation of the contract1. Furthermore, the PMBOK Guide’s Change Management Process emphasizes the importance of documenting change requests and analyzing their impact, which would include assessing how new financial regulations affect the contract terms2. Therefore, the project manager should work with the successful bidder to amend the contract terms accordingly. Reference: Process of Managing Project Contracts | PMI, PMBOK Guide Change Management Process For PMP Exam | PM-by-PM.

Question: 51

A project is on its fifth iteration out of six. One member of the team has left the company unexpectedly.

What should the project manager do next?

A. Detail the reason for the project delay in the status report.

B. Invite the stakeholders to discuss a mitigation plan.

C. Take on some of the necessary work to minimize the impact.

D. Register an issue and escalate it to the project sponsor.

Answer: B

Explanation:

When a team member leaves unexpectedly, especially in the advanced stages of a project, it can introduce risks to the project’s schedule, cost, and quality. The Project Management Professional (PMP) guidelines suggest that the project manager should proactively engage with stakeholders to discuss a mitigation plan. This involves analyzing the impact of the departure, identifying alternative strategies, and updating the project management plan accordingly. It is essential to involve stakeholders in this process as they can provide insights, resources, or support that can help in addressing the situation effectively.

: (Professional in Business Analysis Reference Materials source and documents)

Please note that while I can provide information based on the PMP and PMI-PBA guidelines, I cannot access external websites to verify specific content from the provided links. My response is based on general principles outlined in project management and business analysis standards. For detailed and specific verifications, please refer to the latest editions of the PMBOK Guide and the PMI-PBA Handbook available on the official PMI website.

Question: 52

A project manager had to schedule additional planning sessions to add requirements from an international stakeholder. The stakeholder expressed concern about the product not meeting the client's needs.

Which factor should the project manager have considered when developing the product?

A. Stakeholder's location

B. Responsibility matrix

C. Stakeholder's needs

D. Availability of resources

Answer: C

Explanation:

When developing a product, it is crucial for a project manager to consider the stakeholder’s needs. This aligns with the principle that stakeholders’ needs and expectations are to be met in order to manage a project successfully. The PMBOK® Guide emphasizes the importance of identifying stakeholders and understanding their needs and expectations as a part of the project management process. Stakeholders are individuals or groups who are actively involved in the project or whose interests may be affected by the execution or completion of the project. They can influence the project and its results. The concerns of the international stakeholder about the product not meeting the client’s needs highlight the necessity of integrating their needs into the planning and development process12.

Reference:

PMI’s "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)"1.

PMI’s “Stakeholder Analysis: Pivotal Practice to Project Success” article2.

Question: 53

An agile team is in the early phases of the development cycle for a project; however, they have already begun to deliver functionality to the customer. The team has identified risks to the project and are working on developing the mitigation strategy.

What should the project manager do next?

A. Incorporate and prioritize the risks in the risk register according to impact.

B. Escalate the risk to the project sponsor and steering committee.

C. Implement the risk mitigation strategy according to the highest impact.

D. Determine if any of the new risks have any financial impact.

Answer: A

Explanation:

In the context of agile project management, once risks have been identified, the next step is to incorporate them into the risk register and prioritize them according to their impact. This allows for a structured approach to risk management where the most critical risks are addressed first. Agile methodologies emphasize the importance of an iterative process where risks are continuously reviewed and managed throughout the project lifecycle123.

Reference:

Project Management Academy1

The Knowledge Academy2

ProjectEngineer.net3

Question: 54

A project team member is sick and will not be able to return to the project for a few weeks. During the daily meeting, the team shares their concerns as the sick team member was the only one skilled in the component they were developing.

What should the project manager have done to prevent this?

A. Requested robust documentation for the component's build.

B. Outsourced development of the specific component to another team.

C. Acquired more than one resource skilled in each component.

D. Facilitated cross-functional knowledge transfer during the project.

Answer: D

Explanation:

The best practice in project management, as per the PMP objectives, is to mitigate risks associated with resource availability by facilitating cross-functional knowledge transfer. This ensures that multiple team members are skilled in various components of the project, which allows for continuity of work in the event of an absence. The PMBOK Guide emphasizes the importance of knowledge transfer to enhance the team’s ability to manage project risks and maintain productivity1.

: = Project Management Professional (PMP) Reference Materials, particularly the sections on risk management strategies1, and the Professional in Business Analysis (PMI-PBA) Reference Materials, which discuss the knowledge areas relevant to risk mitigation and resource management23.

Question: 55

A member of a testing team in an agile project works well with the project team. However, in the previous two iterations, this team member's performance was poor, and the team had difficulty meeting the iteration goals.

How should the project manager handle this situation?

A. Inform the human resource (HR) department about the issue.

B. Allow the project team to discuss the problem with this team member.

C. Discuss the issue with the team member's functional manager.

D. Speak to the team member regarding the need to improve performance.

Answer: B

Explanation:

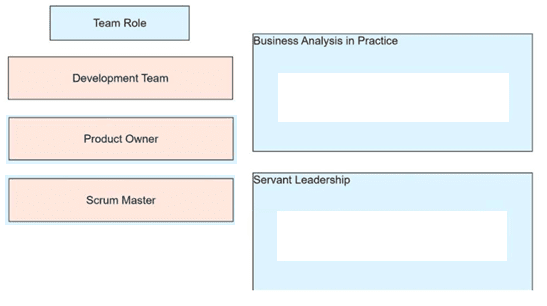
In an agile project, teams are self-organizing and empowered to address issues internally. Open communication and collaboration are key principles in agile methodologies. Allowing the team to discuss the problem promotes understanding and helps find a collective solution to improve performance. Reference: Agile practices encourage team-based approaches to problem-solving and continuous improvement, which aligns with the principles outlined in the Agile Manifesto and PMI’s Agile Practice Guide.

Question: 56

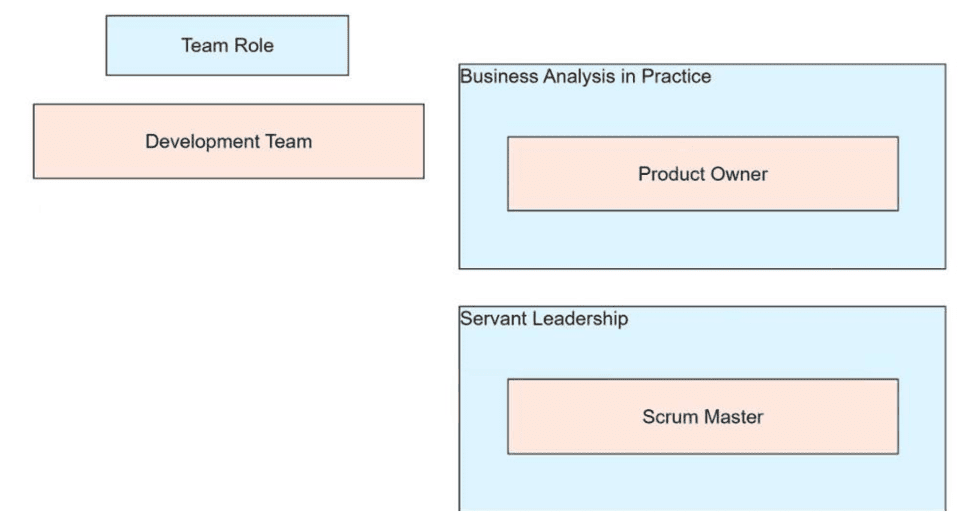
DRAG DROP

A production team will soon begin their first agile project. No one in the team or management has agile knowledge. The training manager can only fund three enrollments.

Match the team role on the left to the correct training course on the right. (Use all three of the team roles.)



Answer:



Question: 57

A company routinely outsources resources for specific core activities. Due to a sudden, unforeseen risk, all of the team members are needed to work remotely, including the outsourced ones.

How can the project manager address this challenge to assure outsourced vendors deliver?

A. Review the coordination and communication costs with the supplier.

B. Develop a new strategy for communication and management of resources.

C. Review the risk management plan for the mitigation activities.

D. Submit a change request to increase the contingency budget.

Answer: B

Explanation:

In the context of remote work, especially when unforeseen risks require a shift to remote operations, it is crucial for project managers to adapt their communication and resource management strategies. This ensures that all team members, including outsourced vendors, are aligned and can deliver effectively. Developing a new strategy may involve leveraging technology for virtual meetings, establishing clear communication protocols, and ensuring that all team members have access to necessary resources and information to perform their tasks remotely1.

: = Project Management Strategies for Managing Remote Teams - LinkedIn1.

Question: 58

A consultancy firm is finally selected and contracted for a project following an extensive and competitive procurement process. A few months into project execution, the client asks the project manager why the consultant is contracted for only 18 months instead of the full 32-month-long project. The project manager will need to carry out an unplanned second bidding process to ensure services are in place until the end of the project.

What should the project manager have done to prevent this?

A. Developed a detailed, phased procurement management plan including all activities required and had the client approve it.

B. Included the client in all negotiation phases with the consultancy to obtain their advanced approval before signing the contract.

C. Prepared and negotiated a second contract with the consultancy firm for the remaining 14 months after the first contract signature.

D. Agreed beforehand with the client on the frequency of reporting on the status of the procurement activities within the project.

Answer: A

Explanation:

The best practice in project management, as per the PMBOK® Guide, involves developing a comprehensive procurement management plan. This plan should detail all the necessary procurement activities, timelines, and resources required for the project. Having the client approve this plan ensures that both the project manager and the client have a mutual understanding of the procurement timeline and deliverables, which would prevent the scenario of an unexpected contract duration discrepancy.

: = A Guide to the Project Management Body of Knowledge (PMBOK® Guide) - Sixth Edition1.

Question: 59

An agile project has a broad set of product features intended for different user profiles and usages. It is difficult to define common acceptance criteria that can apply to all the features.

How can the project manager ensure that the appropriate acceptance criteria are applied to the features?

A. Define the acceptance criteria and specific functional test cases only after analyzing the user feedback from testing the early feature release.

B. Integrate the acceptance criteria review into the definition of ready (DoR) for each feature and associated tests into the feature's definition of done (DoD).

C. Use the broadest set of acceptance criteria to ensure that all features have a common quality baseline and associated functional test cases.

D. Integrate the specific tests into the definition of ready (DoR) for each feature and the acceptance criteria into the feature's definition of done (DoD).

Answer: B

Explanation:

Acceptance criteria are essential in Agile methodologies to ensure that a feature meets the necessary conditions for user satisfaction and project objectives. By integrating the acceptance criteria review into the DoR, the project manager can ensure that each feature’s requirements are clearly understood before development begins. This approach aligns with the Agile principle of continuous collaboration and iterative improvement. Including associated tests in the DoD ensures that features are not only developed but also verified against the acceptance criteria before they are considered complete.

Reference: (Professional in Business Analysis Reference Materials source and documents)

“A Guide to Defining Features in Agile Methodology in 2024” discusses the importance of clear feature definitions and acceptance criteria in Agile projects1.

“Everything You Need to Know About Acceptance Criteria - Scrum Alliance” provides insights into the role of acceptance criteria in Agile and Scrum frameworks2.

“How To Define Features in Agile Methodology? - KnowledgeHut” emphasizes the testability of features within Agile methodologies3.

“Project Acceptance Criteria • The Definitive Guide” outlines the importance of delivering features within time, budget, and quality specifications4.

“Acceptance Criteria in Agile: Ensuring Successful Deliverables” highlights the pivotal role of acceptance criteria in Agile project management5.

“7 Tips for Writing Acceptance Criteria with Examples” offers practical advice for crafting effective acceptance criteria6.

“What is an Agile Business Analyst? - The Knowledge Academy” describes the analytical skills required to define and assess acceptance criteria7.

“Selecting Optimal Techniques for Crafting Acceptance Criteria in Agile …” explores how business analysts can enhance Agile business analysis for better project outcomes8.

Question: 60

A project team is prioritizing the creation of project artifacts and enforcing it rigidly, while they face issues with delays in deliverables. How should the project manager respond?

A. Facilitate the implementation of an automated tool for the team to manage project artifacts.

B. Implement stricter controls so that project artifact creation is given the utmost importance.

C. Recognize the team's efforts for documenting artifacts and motivate them with an incentive mechanism.

D. Advise the team that solely focusing on artifacts will not produce successful project deliverables.

Answer: D

Explanation:

According to the PMBOK® Guide – 7th edition, project artifacts are designed to keep the project work aligned to project requirements and business goals1. However, they are not the outputs or deliverables themselves. The guide emphasizes that while artifacts are important for project management, they are not substitutes for the actual deliverables of the project1. Therefore, the project manager should advise the team that focusing only on artifacts will not lead to the successful completion of project deliverables. Instead, the team should balance the creation of artifacts with the progress of actual deliverables.

Reference:

PMBOK® Guide – 7th edition1.

Business Analysis Artifacts and Treasures | Geniusee2.

Business Analyst Artifacts: Definition and Types | Apiko Blog3.

Question: 61

A project manager is assigned to a multiyear project. During project execution, the customer delegates a new representative who contacts the project manager directly with a concern about their participation in status meetings. The representative wants to contact team members directly.

What should the project manager do next?

A. Send the new representative the approved project management and communications management plans.

B. Reach out to the customer directly for assistance in incorporating the new representative into the project management plan.

C. Meet with the project sponsor to discuss how to incorporate the new representative in the project.

D. Meet with the new representative to determine their understanding of the project and address their concerns.

Answer: D

Explanation:

When a new stakeholder representative is introduced during a project, it is important for the project manager to engage with them directly. This allows the project manager to assess the representative’s understanding of the project, clarify any concerns, and establish a communication plan that aligns with the project’s existing communication management plans. Direct engagement ensures that the representative is integrated into the project’s communication processes in a manner that supports the project’s objectives and respects the roles and responsibilities outlined within the project team123.

Reference:

Managing Communications Effectively and Efficiently | PMI1

Communication Channels PMP®: Managing Project Communications2

10 Key Project Management Communication Strategies - ClearPoint Strategy3

Question: 62

A project manager is well informed on the industry standards of the organization and believes that they are not reflected in the project deliverables. What should the project manager review next?

A. Quality process

B. Quality management plan

C. Organizational process assets (OPAs)

D. Project charter

Answer: B

Explanation:

The Quality Management Plan is crucial as it outlines the processes and procedures that will be used to ensure that the project deliverables meet the required quality standards. When industry standards are not reflected in project deliverables, reviewing the Quality Management Plan helps the project manager assess whether the industry standards of the organization are adequately incorporated into the plan and identify any gaps that need to be addressed123.

Reference:

The Quality Management Plan in Project Management1.

Quality in project management–a practical look at chapter 8 of the PMBOK2.

8 Steps to Writing a Project Quality Management Plan3.

Question: 63

A construction company is executing a building contract that includes firm milestones for replacing certain components of the building. During execution, the client complains that the new components do not meet the requirements.

What should the project manager have done to prevent this from happening?

A. Defined acceptance criteria in a quality checklist agreed upon before starting the build phase

B. Approved a detailed change management process before starting the build phase

C. Provided compensation for issues due to the variance in the agreed-upon requirements

D. Continuously communicated the changes in the work plan and the agreement to the client

Answer: A

Explanation:

To prevent the issue of components not meeting requirements, it is essential to have clear and agreed-upon acceptance criteria. These criteria should be part of a quality checklist that is defined and approved before the build phase begins. This ensures that all parties have a shared understanding of what is expected and can verify that the components meet these standards as they are replaced.

: = The importance of defining acceptance criteria in a quality checklist is supported by best practices in project quality management, which emphasize the need for measurable, verifiable, and testable criteria aligned with project goals12. Additionally, the PMBOK Guide’s Change Management Process outlines the necessity of documenting and managing changes, which includes establishing acceptance criteria3.

Question: 64

A project manager schedules virtual daily standup meetings for a project, but half of the team members regularly join late or miss the meeting all together. What should the project manager do?

A. Discuss ground rules with the team that will include daily meetings.

B. Use one-to-one virtual meetings because they are more efficient.

C. Ask senior management for coaching regarding this situation.

D. Agree on a new time and reschedule the daily standups.

Answer: D

Explanation:

In the context of project management, particularly within agile environments, daily standup meetings are essential for maintaining alignment, providing immediate feedback, and building team dynamics. When team members regularly miss these meetings, it’s crucial to address the issue promptly. Rescheduling the standups to a time that suits all team members can ensure that everyone can attend and contribute effectively. This aligns with the principles of effective project management and business analysis, which emphasize the importance of clear communication, stakeholder engagement, and adaptability to change.

: The information is consistent with the best practices for project management and business analysis, as discussed in resources like “Daily Standup Meetings in Project Management: An Essential Guide” and “How to Lead Effective Remote Meetings for Business Analysis” which highlight the importance of team alignment and the need to adapt meeting times to suit team availability12.

Question: 65

A hybrid project has just deployed, and the project manager is planning project closure with lessons learned workshops. A key stakeholder informs the project manager that having the Scrum team in the workshops is a waste of time because the project was delivered successfully.

What should the project manager do?

A. Ask the Scrum team members to share retrospectives.

B. Ask the scrum master to attend the workshops.

C. Invite the Scrum team members as optional participants.

D. Invite the Scrum team members as mandatory participants.

Answer: D

Explanation:

The importance of involving the Scrum team in lessons learned workshops, even after a successful project delivery, is emphasized in project management methodologies. Lessons learned are a vital part of project closure, as they provide documented information that reflects both the positive and negative experiences of a project. They are crucial for the team, the organization, and for the success of future projects. The Scrum team’s involvement ensures that insights and retrospectives are comprehensive, covering all aspects of the project’s execution123. Moreover, in Scrum, every sprint is considered a project, and the framework is designed to maximize value and control risk through continuous feedback, which includes lessons learned from each sprint4.

: = Lessons learned are an integral part of project management excellence and are strongly encouraged by the project manager from the beginning of the project1. The Project Management Body of Knowledge (PMBOK) also highlights the significance of project closure and lessons learned review as they help finalize project deliverables, evaluate project performance, document project outcomes, and capture project learnings3. Additionally, Scrum.org emphasizes that Scrum does not include “closing a project” but rather retiring a product, and the continuous improvement and learning from each sprint are fundamental to the Scrum process4.

Question: 66

A project manager analyzes the cumulative flow chart and identifies a bottleneck in the testing activities from a self-organizing team. After discussing it with the team, a gap related to testing skills is identified.

What should the project manager do to address the issue?

A. Onboard a new project team member who has testing skills.

B. Provide training to the entire team so they all will be able to perform tests.

C. Support the team to identify an approach to resolve the problem.

D. Ask the development team to slow down so the testers can catch up.

Answer: C

Explanation:

When a bottleneck is identified in a project, especially one related to skill gaps such as testing skills, it is important for the project manager to facilitate a solution that empowers the team. The project manager should support the team in identifying an approach to resolve the problem, which may include a combination of training, process improvement, or resource adjustments. This approach aligns with the principles of team empowerment and problem-solving within the Project Management Professional (PMP) framework23.

Reference:

PMI’s article on “Banishing Bottlenecks” discusses the importance of targeting the source of logjams and working with the team to find solutions2.

ExamTopics discussion on PMP topic 1 question 737 highlights the importance of empowering the team to find solutions to the problem they have identified1.

Additional resources on addressing software testing bottlenecks and skill gaps can be found in PMI’s library and other professional articles456.

Question: 67

A project charter has been approved and the project manager has been assigned to the project. The project manager is currently working with the project team to subdivide the project work packages.

What is the project manager doing?

A. Network diagram

B. Decomposition

C. Work breakdown structure (WBS)

D. Resource leveling

Answer: C

Explanation:

The project manager is engaging in the process of creating a Work Breakdown Structure (WBS). This involves subdividing the project deliverables and project work into smaller, more manageable components, known as work packages. The WBS is a deliverable-oriented hierarchical decomposition of the work to be executed by the project team, which is essential for detailed project planning, assigning responsibilities, and tracking project progress.

Reference:

PMBOK Guide – Sixth Edition and the Practice Standard for Work Breakdown Structures – Third Edition1.

“Effective sizing and content definition of work packages” from the Project Management Journal2.

"PMP Exam Tip: The Work Breakdown Structure (WBS)"3.

“Decomposition in Project Management - PM Vidya” which defines Decomposition as a technique used for dividing and subdividing the project scope and project deliverables into smaller, more manageable parts4.

Question: 68

A company's key product is evolving and requires the use of a new technology. No one on the team is familiar with this technology; however, experienced developers on the team volunteered to study the concepts and application and believe they will be able to take full responsibility for the new technology.

What should the project manager do?

A. Descope this requirement as the developers have more important tasks.

B. Support the developers with their intention to learn the new technology.

C. Hire externally since the internal developers already have assigned work.

D. Outsource the technology work to a third party so as not to delay work.

Answer: B

Explanation:

According to the principles of project integration management, it is essential to coordinate all elements of a project, including tasks, resources, and stakeholder expectations. When facing new technologies, supporting the team’s initiative to learn and adapt is aligned with fostering an environment of continuous improvement and skill development. This approach not only leverages existing resources but also builds team capability and ownership, which are critical for the long-term success of the project1.

: = A Guide to the Project Management Body of Knowledge (PMBOK 6), which emphasizes the importance of integrating various processes and activities within the project management process groups2. Additionally, adapting to new technologies is a significant aspect of project management professional skills as outlined in the PMP certification resources1.

Question: 69

A project manager is preparing to start a new project in which the team members are distributed geographically across different countries. The project manager is using the communications management plan to engage the team members and find a communication method that suits everyone.

How should the project manager continually evaluate the effectiveness of the virtual team's engagement?

A. Collect feedback from the team to discuss alternatives to enhance the communication.

B. Conduct individual meetings to create a trusting environment with team members.

C. Establish periodic face-to-face meetings and address the communication topic.

D. Hold meetings in accordance with the team members’ preferences and availability.

Answer: A

Explanation:

Effective communication is crucial for the success of virtual teams. Regularly collecting feedback from team members can help the project manager understand the effectiveness of current communication methods and identify areas for improvement. This approach aligns with PMI’s emphasis on continuous engagement and iterative improvement in project management processes.

: The answer is supported by PMI’s resources on best practices for managing and developing virtual project teams, which suggest that understanding team dynamics and maintaining open lines of communication are essential for virtual team engagement and performance12.

Question: 70

A mandatory compliance requirement that will impact the project software is introduced during the execution phase of an iterative project. The team is aware of the compliance requirement.

What should the project manager do next?

A. Update the product backlog item with this new requirement.

B. Escalate the issue of project impact to the project sponsor.

C. Escalate the issue of project impact to the product owner.

D. Update the stakeholder register to include the requirement owner.

Answer: B

Explanation:

In an iterative project, when a new compliance requirement is introduced that impacts the project, it is essential to update the project documentation to reflect this change. The product backlog is a living document that captures all the requirements, including new and changed ones, that need to be addressed in the project. By updating the product backlog, the project manager ensures that the team is aware of the new compliance requirement and can plan for its implementation in upcoming iterations. This action aligns with the agile principle of welcoming changing requirements, even late in development, as a means to enhance customer competitive advantage (as per the Agile Manifesto).

: = The answer is based on the best practices outlined in the PMBOK® Guide and the Agile Practice Guide, which are part of the PMP certification materials. These guides emphasize the importance of maintaining an up-to-date product backlog and incorporating changes that may arise during the project lifecycle.

Question: 71

A project manager meets with the development team to estimate the time required to complete a software application. The software developers are new to the company, and they have never developed a similar application.

Which estimation technique should the project manager recommend?

A. Planning poker

B. Parametric estimating

C. Three-point estimating

D. Analogous estimating

Answer: C

Explanation:

Three-point estimating is a technique that can be particularly useful when there is uncertainty about the individual task estimates. It involves the development team providing optimistic, pessimistic, and most likely estimates for each task, which can then be used to calculate an expected duration for the entire project. This method is beneficial when the team lacks experience with similar projects, as it allows for a range of possible outcomes to be considered, which can lead to a more realistic and reliable estimate123.

Reference:

Expert-Guided Software Project Estimation Techniques1

Software Development Estimation: A Quick Guide - ProjectManager2

Five keys to estimating - Project Management Institute3

Question: 72

During execution of a complex project, the project manager encounters numerous change requests from various teams. These changes may result in the project not meeting its objectives.

How should the project manager ensure that these changes are managed effectively?

A. Include the changes in the backlog and review priorities with the product owner.

B. Record the changes using the risk register and continue monitoring.

C. Deny the change requests and keep delivering the project as planned.

D. Review the project and communications management plan with the main stakeholder.

Answer: B

Explanation:

Effective management of change requests involves evaluating the effects they have on the project scope, timeline, and finances. By recording these changes in the risk register, the project manager can make informed decisions and ensure the project’s overall success. This approach allows for a structured process to assess the impact of each change and to determine the appropriate response, whether it be acceptance, modification, or rejection of the request.

Reference: = The PMBOK Guide highlights the importance of integrating risk management processes with change management activities. It recommends using tools like the risk register to document and monitor changes, ensuring they are aligned with the project objectives and managed effectively12. Additionally, the guide from Project Management Academy outlines the steps for managing change requests, which include recording them in the risk register34.

Question: 73

A company recently adopted agile to develop innovation projects. The project manager is experiencing problems with some team members who consider some agile ceremonies to be unnecessary.

What should the project manager have done before the beginning of the project?

A. Conducted a survey to determine if the team was willing to adopt agile ceremonies on the current project.

B. Prepared an inception deck and clearly explained the purpose of agile ceremonies and their benefits to the project.

C. Discussed with the product owner and requested assistance by requiring the adoption of agile ceremonies.

D. Discussed with the project sponsor about convincing the team to adopt the agile ceremonies as part of their routine.

Answer: B

Explanation:

Before the start of an agile project, it is crucial for the project manager to ensure that all team members understand the value and purpose of agile ceremonies. Preparing an inception deck and explaining the benefits of agile ceremonies can help in aligning the team’s expectations and securing their buy-in. This approach is supported by the principles of both Project Management and Business Analysis, which emphasize the importance of stakeholder engagement and clear communication. Agile ceremonies are designed to foster collaboration, transparency, and continuous improvement, which are essential for the success of innovation projects.

: The approach aligns with the guidance provided in resources like “Master the 4 Agile Ceremonies and Their Purpose in 2024” and “Business Analysis Role in Scrum Events,” which discuss the significance of understanding and adopting agile ceremonies for effective project management and business analysis12.

Question: 74

A project manager is managing an agile project for the first time. Early on, the project manager discovers the team is struggling to agree on the scope of a feature during a sprint.

How should the project manager help the team resolve the issue?

A. Direct the senior-most member to determine the scope on behalf of the team.

B. Discuss this with the team and decide what the scope of the feature should be.

C. Ask the team to log the story in the product backlog and move on to the next feature.

D. Encourage the team to collaborate to resolve their understanding of the feature.

Answer: D

Explanation:

In Agile project management, collaboration is key to resolving issues such as disagreements on feature scope. The project manager should facilitate a collaborative environment where all team members can contribute to the discussion. This approach aligns with Agile principles, which emphasize teamwork, customer collaboration, and the ability to respond to change12. It’s important for the project manager to encourage open communication and ensure that all voices are heard, which can lead to a shared understanding and agreement on the feature’s scope34. This not only helps in resolving the current issue but also strengthens the team’s ability to work together effectively in future sprints56.

: = Agile methodologies advocate for close collaboration among team members to effectively define and deliver features that meet business needs7. The Project Management Institute (PMI) also highlights the importance of negotiation and conflict resolution skills in Agile environments to address scope disagreements and ensure project success1. Additionally, the role of the Business Analyst in Agile projects involves facilitating collaboration between the Product Owner, Development Team, and Stakeholders to ensure alignment with business objectives7.

Question: 75

A project manager is tasked with developing a coaching model to support and recognize team members' growth.

What should the project manager consider when defining their coaching strategy?

A. Established patterns of communication

B. Organization's strategic goals

C. Individual and personal objectives

D. Project team's shared objectives

Answer: C

Explanation:

When developing a coaching model to support and recognize team members’ growth, it is essential for the project manager to consider the individual and personal objectives of the team members. This personalized approach ensures that the coaching strategy is aligned with the unique needs and goals of each team member, fostering an environment of growth and development. Tailoring the coaching to individual objectives also helps in maximizing the effectiveness of the coaching process23.

Reference:

The PMI’s guide on an effective project manager coaching approach emphasizes the importance of considering individual needs and aligning them with the coaching process2.

Discussions on ExamTopics related to PMP coaching strategies also highlight the significance of focusing on individual and personal objectives when defining a coaching strategy1.

Question: 76

All project team members refer to the project manager for various decisions. This causes delays for some tasks, as the project manager is usually preoccupied in meetings throughout the day.

What should the project manager do to prevent these delays?

A. Review the Pareto diagram to identify the source of delays.

B. Meet with the team in 2 weeks to respond to all of the open tasks.

C. Consolidate the decision-making authority to remain with the project manager.

D. Delegate the decision-making authority of some tasks to the team.

Answer: D

Explanation:

Delegating decision-making authority to team members can help alleviate delays caused by the project manager’s unavailability due to meetings or other commitments. This approach empowers team members to make decisions on certain tasks without waiting for the project manager, thus maintaining project momentum and efficiency. Effective delegation involves assigning the right tasks to the right people and providing them with the necessary authority and responsibility to complete those tasks12.

Reference:

“Delegation and sharing of authority by the project manager” from the Project Management Institute1.

PMBOK Guide’s discussion on group decision-making processes and the importance of delegation within project teams2.

Question: 77

A project manager is leading a technically complex project. The project is part of a strategic program of work and the first to use an agile approach. One of the board members is interested in attending a meeting to see how the delivery of the project scope is progressing.

What should the project lead do?

A. Invite the board member to the next daily standup.

B. Invite the board member to the next sprint retrospective.

C. Invite the board member to a separate demo.

D. Invite the board member to the next sprint review.

Answer: D

Explanation:

In an agile project, the sprint review is the appropriate meeting for stakeholders, including board members, to attend. It is a formal opportunity to inspect the increment of the project’s deliverables and adapt the product backlog if needed. The sprint review is designed to gather actionable feedback and foster collaboration between the development team and stakeholders12.

: = Agile practices in project management encourage stakeholder involvement in product backlog and project progress1. The PMI also highlights the importance of stakeholder engagement in agile projects, suggesting their participation in planning and review sessions2. Additionally, the importance of board member attendance in meetings is emphasized as it is essential for legal transaction of business and effective board engagement3.

Question: 78

A project manager works in a matrix organization and is managing an internal software development project that is intended to reduce conflicts in the company's internal tracking system. During development, the project manager is informed that the software has to account for an unexpected change to government accounting requirements. The development team was able to make the change with no additional cost; however, the project manager notices that the testing costs are beginning

to exceed the testing budget.

What should the project manager do?

A. Update the basis of estimates and the cost management plan to track the additional funding required for testing.

B. Ask the project sponsor to allocate funds from the contingency reserve to fund the additional testing.

C. Submit a change request to the cost baseline through the governance process to fund the additional testing.

D. Conduct a cost-benefit analysis to determine if the funds can be reallocated from the development team.

Answer: C

Explanation:

When unexpected changes occur that impact the project costs, such as government accounting requirements leading to increased testing costs, the project manager should submit a change request to the cost baseline. This is done through the governance process, which involves documenting the change, analyzing its impact, and seeking approval from the Change Control Board (CCB). This ensures that the project remains aligned with its financial objectives while accommodating necessary changes12.

Reference:

PMBOK Guide’s Change Management Process1.

Exam PMP topic 1 question 656 discussion2.

Question: 79

A project has completed design activities ahead of schedule. Suddenly, the project manager is informed by a vendor that a deliverable may not meet the agreed delivery time frame due to a resource shortage. The internal team asked if they should continue to deliver as per the schedule.

What should the project manager do?

A. Discuss with the team the need for longer hours to minimize the impact.

B. Inform the project team that they may proceed at a more relaxed pace.

C. Inform the project team that some of them will work for the vendor.

D. Discuss with the project team alternative options to deliver as planned.

Answer: D

Explanation:

When faced with a potential delay due to a vendor’s resource shortage, the project manager should engage the project team to explore alternative options to adhere to the schedule. This aligns with the principles of project management, which emphasize proactive problem-solving and collaboration to maintain project momentum. The PMBOK® Guide highlights the importance of communication and stakeholder engagement in managing project risks, including those associated with vendor deliverables. By discussing alternative options, the project manager can facilitate a solution-oriented approach that may involve re-allocating resources, adjusting work priorities, or finding other ways to mitigate the delay without compromising the project’s objectives or quality standards.

: PMBOK® Guide and the Project Management Institute’s (PMI) resources on project risk management and stakeholder engagement12.

Question: 80

A multiyear resource constraint project is midway through the execution phase. During a progress update meeting, it has been determined that there might be a schedule delay to deliver the project. The project manager has observed that all of the team members are working hard and lots of deliverables have already been completed.

What should the project manager do immediately about this situation?

A. Ask the project planner to identify the critical path and respective delayed activities, and then investigate the reasons for the delay.

B. Prepare a monthly report by highlighting the completed deliverables and communicate the delay to management.

C. Register the schedule risk and present the new resources requirement to the change management board for schedule recovery.

D. Ask the scheduler to update the schedule with the percent of work in progress (WIP) and communicate the results to the team.

Answer: A

Explanation:

In a multiyear resource-constrained project that is midway through the execution phase, identifying the critical path is crucial when a potential schedule delay is observed. The critical path method (CPM) is a step-by-step project management technique to identify activities on the critical path. It is an approach to project scheduling that breaks the project into work tasks, displays them in a flow chart, and calculates the project duration based on task sequences. This method helps to identify the most important tasks and to focus on them to bring the project back on schedule. Investigating the reasons for the delay is essential to develop an effective recovery plan. This approach is proactive and allows the project manager to address the specific issues causing the delay and take corrective actions to bring the project back on track.

: = The answer is based on the best practices outlined in the PMBOK® Guide and the Agile Practice Guide, which are part of the PMP certification materials. These guides emphasize the importance of the critical path method and proactive management of project schedules.

Question: 81

A project manager just completed a successful deployment and is preparing to transition the project to an operational state before starting closeout actions. What should the project manager do to ensure that the project is ready to move to an operational state?

A. Meet with the project team to review the work breakdown structure (WBS) and confirm deliverables have been delivered.

B. Develop a plan to repay the technical debt incurred during the project and ensure that the project sponsor agrees with the plan.

C. Review the project approval requirements in the project charter and confirm who will be approving the project.

D. Refer to the project’s work in progress (WIP) reports to ensure that there is no additional work in the backlog.

Answer: A

Explanation:

Transitioning a project to an operational state involves ensuring that all deliverables have been completed and meet the required standards. Reviewing the WBS with the project team is a good practice to confirm that all planned deliverables have been produced and validated. This step is crucial as it helps to ensure that the project has met its objectives and that all components are in place for the operational phase. It also allows for the identification of any remaining work that needs to be completed before the project can be closed out. Reference: (Professional in Business Analysis Reference Materials source and documents)

Executive Notebook - Transition Plans | PMI1

Exam PMP topic 1 question 749 discussion - ExamTopics2

Business Analysis 2018: The BA Role in Transitioning a Project’s Outcome/Capability to Operations3

Question: 82

An experienced project manager is leading an enthusiastic team but realizes the team lacks the experience to complete the job successfully. What should the project manager do to reduce the risk of project failure?

A. Ask the sponsor to add experienced professionals to the team.

B. Assign a dedicated resource to check the quality of each deliverable.

C. Approve the appropriate training program for team members.

D. Provide team members with the necessary coaching and mentoring.

Answer: D

Explanation:

The Project Management Professional (PMP)® certification emphasizes the importance of human resource management and the development of the project team. According to the PMBOK® Guide, project managers should develop the team through training, team-building activities, and creating an environment that promotes high performance. In the scenario provided, where the team lacks experience, the project manager should utilize coaching and mentoring to bridge the experience gap, enhance skills, and improve team performance. This aligns with the PMP’s focus on leadership and the development of human resources within the project team.

: The references for this answer are drawn from the PMBOK® Guide and the PMP Examination Content Outline, which detail the project manager’s role in team development and the competencies required for effective project management. Additionally, the Professional in Business Analysis (PMI-PBA)® reference materials support the approach of enhancing competencies through coaching and mentoring to ensure project success.

Question: 83

During the service procurement process for a strategic project, only one bidder submitted a bid. The price of the offer is significantly large and the project sponsor is not convinced that the return on investment (ROI) can be achieved.

How should the project manager address this issue?

A. Re-visit the project charter and seek other alternatives.

B. Proceed and issue the purchase order as this project is important.

C. Speak with the CEO and ask for their support to approve the offer.

D. Analyze the bounds of negotiations for project agreements.

Answer: A

Explanation:

The project manager should first revisit the project charter and assess if the project goals and objectives can be met with other alternatives. This could include re-evaluating the project requirements, researching other suppliers and/or re-designing the project in order to reduce the cost. If all other alternatives are exhausted, then the project manager should seek approval from the project sponsor or the CEO to proceed with the purchase order.

Question: 84

A project manager is leading a project with strict time constraints. In team meetings, one of the team members is always silent. The project manager determines that this team member is not knowledgeable about the technology solution. The project manager is concerned that this problem will impact productivity.

What should the project manager do?

A. Assign an experienced team member to work with this member on a daily basis in order to become knowledgeable about the technology.

B. Arrange formal training for this member to gain sufficient knowledge to reduce the impact on team performance.

C. Let this team member understand the urgency and encourage them to spend extra time to become knowledgeable about the technology.

D. Let the team lead the meeting discussions so that every member has a chance to prepare and speak up.

Answer: B

Explanation:

In a situation where a team member is not knowledgeable about the technology solution, it is essential to address this knowledge gap to prevent any negative impact on the project’s productivity, especially under strict time constraints. Option B is the most suitable as it provides a structured approach to learning and ensures that the team member gains the necessary knowledge in a formal setting. This approach is more likely to result in a thorough understanding of the technology, which is critical for the project’s success.

: The answer is supported by the best practices outlined in the Project Management Body of Knowledge (PMBOK® Guide), which suggests that project managers should develop their team’s competencies to enhance project performance. Additionally, the Professional in Business Analysis (PMI-PBA) reference materials emphasize the importance of training and skill development to equip team members with the necessary tools and knowledge to contribute effectively to the project.

Question: 85

During a project's execution phase, two team members are having conflicts with other team members within the team on technical and interpersonal levels. Which two actions should the project manager take first to address this conflict? (Choose two)

A. Ask human resources (HR) to intervene before it escalates and affects the team's performance.

B. Arrange individual meetings with the team members who cannot work together effectively.

C. Address the conflict during team meetings for the entire team to participate and find solutions.

D. Discuss the conflict early among the affected team members using a direct, collaborative approach.

E. Plan to resolve the team members' conflicts after the sprint and focus on achieving the goal.

Answer: D

Explanation:

The PMBOK Guide suggests that conflicts should be addressed early and directly among the affected parties using a collaborative approach. This involves open communication and problem-solving techniques to find a mutually acceptable solution. It is recommended to resolve disputes privately and collaboratively, ensuring that the project manager and team members work together to reach a satisfactory resolution1. Reference: = PMBOK Guide 7th edition; Conflict Resolution Strategies In Project Management (PMP)1.

Question: 86

Project stakeholders are engaged in a discussion on how to achieve the best user experience in the design of a new application. The agile team is divided on the approach. The conflict is more of a collective disagreement than an outright conflict.

What should the project manager do next?

A. Apply appropriate conflict resolution techniques to solve the issue.

B. Call a team meeting to have a formal discussion of the issue.

C. Allow the team to work through it on their own unless help is needed.

D. Engage in individual conversation with each team member.

Answer: C

Explanation:

In situations where there is a collective disagreement rather than an outright conflict, it is often beneficial to allow the agile team to work through the issue on their own. This approach is supported by the principles of self-organization and empowerment that are central to agile methodologies. Allowing the team to handle the disagreement encourages collaboration and problem-solving within the team, fostering a sense of ownership and accountability for the outcomes. The project manager should monitor the situation and be ready to facilitate or intervene if the team is unable to resolve the issue and it escalates into a more significant conflict.

: The answer is verified by the conflict resolution strategies outlined in the PMBOK Guide and the Professional in Business Analysis materials, which suggest that self-organizing teams should be empowered to resolve issues internally, with the project manager stepping in only when necessary12.

Question: 87

An organization embarking on a significant transformation initiated a project to improve and document business processes. One of the objectives of the project is to implement agile project delivery.

What is the main reason for adopting agile?

A. Projects will be completed faster, saving time and money.

B. Projects will deliver early and use value based on priority.

C. Projects will be delivered with very low risk to the organization.

D. Projects will be delivered with significant cost savings.

Answer: B

Explanation:

Agile project delivery is adopted primarily because it allows for early and incremental delivery of value, which is prioritized based on customer and project needs. This approach enables teams to deliver parts of the project as they are completed, allowing for early benefits and the ability to adapt to changes quickly. Agile emphasizes customer collaboration and responsive planning which is more conducive to delivering a product that better meets user needs and has a higher value early in the process123.

Reference:

Agile project management and the PMBOK® guide1.

Agile and PMBOK® guide project management techniques2.

Tips for Adopting Agile Approaches3.

Question: 88

A multicultural team is working on a project. After a few months of observation, the project manager realizes that two team members are not responding to the construction manager properly. The project manager spoke to the team members individually and found that both had cultural differences with the construction manager.

What should the project manager do to improve the situation?

A. Ask the team members to tolerate the cultural differences as they have a different cultural background.

B. Ask the construction manager to meet with the two team members to resolve the situation.

C. Provide the construction manager with instructions on how to resolve the situation.

D. Discuss the team members' concern with the construction manager and seek solutions.

Answer: D

Explanation:

The best approach in this situation is for the project manager to facilitate a discussion between the team members and the construction manager to address the cultural differences and seek solutions. This aligns with conflict resolution strategies that emphasize communication, understanding, and collaboration to resolve conflicts in a multicultural team setting12. By discussing the concerns openly, the project manager can help foster mutual understanding and respect among team members, which is crucial for team coordination and performance1.

Reference:

Conflict Management, Team Coordination, and Performance within Multicultural Temporary Projects1.

5 Conflict Resolution Techniques in Project Management - PM Study Circle2.

Question: 89

A project manager is leading a hybrid project that is building an app for a travel industry startup. Due to unforeseen events, the features and the overall solution will not be useable by many customers due to new travel restrictions.

What should the project manager do first?

A. Release the team and help them achieve their potential on a new project.

B. Ask the organization's management for advice regarding the project's direction.

C. Assess the environmental changes and recommend a pivot for the project.

D. Pause the project if business value cannot be reached and collect lessons learned.

Answer: C

Explanation:

When unforeseen events affect the usability of a project’s deliverables, the project manager should first assess the environmental changes. This involves understanding the impact of the new travel restrictions on the project’s objectives and deliverables. Based on this assessment, the project manager should then recommend a pivot for the project to align with the new reality and ensure that the project still delivers value. This approach is supported by the PMBOK® Guide, which emphasizes the importance of responding to changes and aligning project objectives with business needs.

Reference:

PMBOK® Guide – Seventh Edition1

PMP Examination Content Outline2

The PMI Guide to Business Analysis3

Question: 90

A customer is concerned about the time required to complete a project and is asking the project team to reduce the number of iterations required to complete the product. Which approach should the project manager take?

A. Ask the team to raise blockers or impediments in daily meetings.

B. Prioritize deliverables based on business value and define frequent releases.

C. Ask the team to challenge the project estimations for a faster delivery.

D. Prioritize the tasks with high risks to reduce the number of iterations required.

Answer: B

Explanation:

In situations where a customer is concerned about the project timeline, it is essential to focus on delivering value efficiently. Prioritizing deliverables based on business value ensures that the most critical features are developed first. Defining frequent releases allows for quicker feedback loops and the ability to adjust priorities as needed, which can lead to a reduction in the number of iterations required to complete the product. This approach aligns with agile methodologies, which emphasize the importance of delivering valuable features quickly and continuously1.

Reference:

PMI’s Practice: Iteration Planning Meeting1.

PMI’s A Guide to the Project Management Body of Knowledge (PMBOK® Guide)2.

PMI’s The PMI Guide to Business Analysis3.

Question: 91

A project manager is working with team members and customers who are operating in multiple countries. The team is working on implementing a new technology that includes ambiguities, uncertainties, and unknowns, both in terms of technology and of the end-user expectations for this solution.

What should the project manager do to keep the stakeholders engaged?

A. Use email as a communication channel.

B. Use feedback and decision-making tools.

C. Use meetings as a communication channel.

D. Use a shared collaboration platform.

Answer: D

Explanation:

In the context of a project with multiple international stakeholders and a new technology implementation characterized by uncertainties, a shared collaboration platform is the most effective tool for stakeholder engagement. This platform allows for real-time collaboration, transparent sharing of information, and collective problem-solving, which are essential in managing ambiguities and aligning end-user expectations. It provides a centralized space for communication, document sharing, and progress tracking, which is crucial for keeping stakeholders from various countries engaged and informed.

: = The choice of a shared collaboration platform is supported by the PMP’s emphasis on effective communication methods to manage stakeholder engagement, which includes the use of such platforms among other tools

Question: 92

A project manager holds periodic progress review meetings to discuss issues. What should the project manager do first on the agenda?

A. Produce lessons learned documentation.

B. Elaborate the risk mitigation strategy and risk register.

C. Formulate project management plan integration.

D. Update resolution approaches and action assignments.

Answer: D

Explanation:

In a progress review meeting, the primary focus is typically on assessing the current status of the project, including task updates, schedule status, budget status, quality/scope status, and any current or anticipated issues. The first item on the agenda should be to review the project’s status, milestones achieved, and challenges faced, as this sets the stage for the rest of the discussion. Therefore, the most appropriate first agenda item from the given options would be:

D. Update resolution approaches and action assignments.

This choice aligns with the need to assess current project status and address any immediate actions that need to be taken to keep the project on track.

: = The information provided is in alignment with the general guidelines found within the PMBOK Guide and best practices for project management meetings. Specific references to the PMBOK Guide or Professional in Business Analysis materials cannot be provided.

Question: 93

A project manager is reviewing a draft of the project charter with key stakeholders. During the meeting, a conflict occurs between the sponsor and the product owner.

How should the project manager deal with the situation?

A. Postpone the meeting and invite a subject matter expert (SME) to join the next meeting.

B. Continue the meeting and ask the project sponsor and product owner to take their discussion offline.

C. Postpone the meeting and ask the project sponsor and product owner to take their discussion offline.

D. Continue the meeting and use facilitation techniques to improve communication within the team.

Answer: D

Explanation:

When a conflict arises during a project charter review, it’s important for the project manager to address the situation promptly to prevent escalation and maintain focus on the project objectives. Facilitation techniques are a key tool for improving communication and resolving conflicts within a team. These techniques can include active listening, ensuring that each party is heard, and guiding the discussion towards a mutual understanding or agreement. By continuing the meeting and employing these techniques, the project manager can help the stakeholders focus on the common goal of the project’s success, rather than getting sidetracked by the conflict12.

Reference:

PM Study Circle: “5 Conflict Resolution Techniques in Project Management” 1

LovePMP: “PMP Questions conflict” 2

Question: 94

A project team is working on an agile software development project. The project manager is concerned that the virtual team may not be as effective as a colocated team at headquarters.

Which two actions should the project manager leverage to ensure the team is meeting performance expectations?

(Choose two)

A. Hold daily virtual meetings to review progress.

B. Implement time-keeping software for team members.

C. Task functional managers to drive accountability.

D. Utilize a web-based kanban board.

E. Require a monthly individual status report.

Answer: A,D

Explanation:

Kanban method offers a simple and effective way to manage your tasks and projects. It is based on two rules: visualization of workflow and limitation of the number of tasks being in progress at a time. By following these two principles, you save time which you'd normally spend on getting organized, and can perform your tasks much quicker.

Question: 95

An internal virtual team is meeting daily to review iteration progress, as well as to conduct other technical and followup calls with key stakeholders. The team seems to be disengaged.

How should the project manager approach this situation?

A. Give the team members a few days off to reduce stress.

B. Reduce the number of internal and external meetings.

C. Review team assignments and reduce the workload.

D. Schedule one-to-one meetings and team-building meetings.

Answer: D

Explanation:

Engaging a disengaged team often involves understanding individual team members’ perspectives and addressing any concerns they may have. One-to-one meetings can provide a safe space for team members to express their thoughts and feelings without the pressure of a group setting. Additionally, team-building meetings can help in building rapport, trust, and a sense of community within the team, which are essential for engagement and collaboration. This approach aligns with the PMBOK® Guide’s emphasis on the importance of effective team management and stakeholder engagement.

: The answer is verified and explained using the principles found in the PMBOK® Guide and the Professional in Business Analysis Reference Materials provided by PMI12.

Question: 96

A project management office (PMO) director finds that the project managers leading software development projects are not consistently seeking approval from other division leaders in cybersecurity and operations before deploying code into production. The PMO director asks the project manager to develop a solution for this issue.

What should the project manager do to fix this problem?

A. Establish a daily scrum meeting and invite division leaders to attend so they can be aware of upcoming code releases.

B. Provide division leaders with a teleconference phone number to call if they have concerns after code is deployed into production.

C. Create a new policy requiring project managers to email division leaders before deploying code into production.

D. Launch an enterprise governance structure comprised of division leaders to establish policies for code releases.

Answer: D

Explanation:

Establishing an enterprise governance structure with division leaders is a strategic approach to ensure that policies and procedures are followed across the organization. This aligns with the PMBOK® Guide’s emphasis on the importance of governance in project management, which includes the development of policies and procedures to guide the project’s conduct and ensure its alignment with organizational objectives. It also involves engaging the appropriate stakeholders in decision-making processes, which is a key aspect of effective project management as outlined in the PMP Examination Content Outline1.

Reference:

PMBOK® Guide – Seventh Edition2

PMP Examination Content Outline – June 20191

Professional in Business Analysis Reference Materials3

Question: 97

A project manager is leading a product feature rollout that will gain more subscribers for a video-streaming application. During the backlog grooming phase, the business stakeholders were unable to understand the feature integration with the product and raised concerns.

What can the project manager do to demonstrate the feature integration?

A. Involve business stakeholders in the iteration retrospective.

B. Include the business stakeholders in the iteration review.

C. Review the backlog in detail with the business stakeholders.

D. Create a task for the iteration review and add it to the backlog.

Answer: B

Explanation:

In Agile project management, the iteration review is a meeting held at the end of an iteration where the team demonstrates the work completed during the iteration. This event is an opportunity for the project manager to show the business stakeholders the integrated features in action, thus addressing their concerns about understanding the feature integration with the product. It allows stakeholders to see the tangible results of the development efforts and provides a platform for immediate feedback.

: The answer is based on general Agile practices and the role of iteration reviews in Agile project management, which are commonly included in PMP study materials and the PMBOK guide.

Question: 98

A project stakeholder complained that they did not receive an important delivery that was stated in the schedule. The team member responsible for this deliverable explained that they sent an email to the stakeholder, advising them that the deliverable would not be delivered on time.

What should the project manager have done to avoid this situation?

A. Ensured that the team member did not communicate directly with the project stakeholder.

B. Confirmed that the stakeholder was made aware of the delivery delay.

C. Told the team member to send the unfinished deliverable to the stakeholder and finalize it later.

D. Communicated with the stakeholder directly regarding the delivery delay.

Answer: D

Explanation:

According to the PMBOK® Guide, effective communication is crucial for project success. The project manager should ensure timely and appropriate generation, collection, dissemination, storage, and ultimate disposition of project information. This includes direct communication with stakeholders about any changes or delays in the project schedule. By communicating directly, the project manager can manage stakeholders’ expectations and maintain trust12. Reference: = Project Communications Management According to the PMBOK1; Project communication–foundation for project success2.

Question: 99

An organization is using a hybrid delivery approach for a business project. The product owner, the person who was also managing the project, was promoted to a more senior role. A new project lead has joined the project.

Which artifact should the project lead use to ensure that the project benefits have been identified?

A. Solution architecture

B. Product backlog

C. Statement of work (SOW)

D. Business case

Answer: D

Explanation:

In a hybrid project delivery approach, the business case is the artifact that ensures project benefits have been identified. It provides the rationale for the project by outlining the expected business benefits and aligning them with the organization’s strategic goals. The business case is developed during the project initiation phase and is used to justify the investment in the project. It includes an analysis of the costs, benefits, risks, and opportunities associated with the project.

: = PMBOK® Guide and PMP® certification materials which discuss the importance of the business case in project management, particularly in hybrid and other project delivery approaches. The business case is a critical document that supports decision-making processes and ensures that the project aligns with the organization’s strategic objectives and delivers the intended benefits.

Question: 100

A project is about to start with a global project team. Travel is not a viable option for project team members, so most will participate virtually.

What should the project manager do to engage the team?

A. Have one-on-one meetings with team members to improve communication.

B. Ask human resources (HR) for team-building recommendations.

C. Schedule weekly team meetings to encourage collaboration.

D. Invest in a virtual collaboration/colocation environment.

Answer: D

Explanation:

The best approach for a project manager to engage a global project team, especially when travel is not an option, is to invest in a virtual collaboration/colocation environment. This allows for real-time communication, collaboration, and the building of team dynamics in a virtual space. It supports the creation of a shared workspace where documents, tools, and information can be accessed and worked on collaboratively, thus fostering a sense of team unity and improving productivity.

: = The PMP Examination Content Outline1 and the PMBOK Guide2 both emphasize the importance of using technology to enhance project communication and collaboration. The Professional in Business Analysis Reference Materials also support the use of virtual environments to manage project teams effectively3.

Question: 101

A project manager is using an agile approach. During the sprint planning meeting, the product owner flagged a backlog item as high business value and easy to implement. However, the other team members identified a high dependency between this item and another item that is flagged as low business value and high complexity.

What should the project manager do to support the backlog prioritization?

A. Prioritize the item flagged as high business value and low complexity for this sprint.

B. Support the team to move both items to the next sprint when the team will know more.

C. Facilitate the discussion until the team reaches an agreement about the two items.

D. Prioritize the item flagged as a dependency with low business value and high complexity.

Answer: C

Explanation:

In an agile approach, it is crucial to consider both the business value and the dependencies between backlog items when prioritizing them for a sprint. The project manager should facilitate a discussion among the team members to reach a consensus on the prioritization of the items. This collaborative decision-making process ensures that the team considers all aspects of the work, including business value, complexity, and dependencies, to make an informed decision that aligns with the team’s capacity and the project’s goals.

: The answer is verified using the principles found in the Agile Practice Guide provided by PMI, which emphasizes the importance of collaboration and consensus in agile teams1. Additionally, the PMBOK® Guide - Sixth Edition also supports this approach by highlighting the role of the project manager in facilitating discussions and decision-making within the team2.

Question: 102

A project manager has just received communication from an operational functional manager to complete an additional scope item for a project that was formally closed a few weeks ago. The scope looks relatively small and simple to handle as part of the daily operations activity.

How should the project manager deal with this request?

A. Submit a change request and allocate the budget and resources needed for execution.

B. Confirm that the budget and resources are available to execute the work request.

C. Check the alternative resources available in the organization for the request.

D. Evaluate the nature of the request and plan communication accordingly.

Answer: D

Explanation:

When a project has been formally closed, any additional scope items should be treated with caution. The project manager should evaluate the nature of the request to understand its implications fully. This involves assessing whether the request aligns with the project’s objectives, determining if it introduces risks or requires additional resources, and considering the impact on the project’s stakeholders. The project manager should then plan communication with all relevant stakeholders, including the operational functional manager, to discuss the feasibility of the request and the appropriate course of action. This approach ensures that any action taken is well-informed and agreed upon by all parties involved.

: (Based on the PMBOK® Guide and standards from the Project Management Institute12, and the principles of managing change requests as outlined in the Professional in Business Analysis materials3.)

Question: 103

An urgent meeting has been established with the project team to discuss the cause of some quality issues that are preventing delivery to the client. The product owner recommends a root cause analysis (RCA).

What should the project lead do?

A. Facilitate the meeting so anyone can share their ideas and is heard during the session.

B. Allow the team to self-organize so one of the resources can lead the team to achieve consensus.

C. Discuss the product owner's recommendations with the team and implement the agreed-on solutions.

D. Discuss the recommendations with the test manager and request better quality control.

Answer: A

Explanation:

Root Cause Analysis (RCA) is a systematic process used to identify the source of a problem and find a solution that prevents the problem from returning. It involves a collaborative effort where all team members can contribute to identifying the root cause. Facilitating a meeting where everyone can share their ideas ensures a comprehensive analysis and that all potential contributing factors are considered1. Reference: = Root Cause Analysis Steps PMP Exam Guide1; Root Cause Analysis for Business Analysts2.

Question: 104

A project manager is working on a unique project that is dissimilar to the project nature of the organization. The project manager is tailoring the artifacts for this new project.

Who should determine which artifacts should be used in the project?

A. The project sponsor should select the project artifacts that the project manager and project management team should use in the project.

B. The project manager and project management team should use the standard project artifacts from the database.

C. The project stakeholders should meet and determine the project artifacts to be used by the project manager and the project management team.

D. The project manager and the project management team should select the appropriate artifacts for use in the specific project.

Answer: D

Explanation:

Tailoring project artifacts is a critical process in project management, particularly when dealing with unique projects that differ from an organization’s usual operations. The PMBOK Guide emphasizes that artifacts should be tailored according to the nature and characteristics of the project, taking into account the applicable development approach, whether it’s predictive, Agile, or hybrid1234. This tailoring process involves the project manager and the project management team selecting the appropriate artifacts that best support the project’s delivery approach, deliverables, and organizational environment4. It is their responsibility to determine which artifacts are necessary and relevant for the specific project at hand, ensuring that the project’s documentation aligns with its unique requirements and goals1234.

Reference:

PM Study Circle: “A Guide to Project Management Artifacts: PMP Exam 2024 Tips” 1

PM Study Circle: “What are Project Artifacts? Definition, Meaning, and Example” 2

Hatchett Project: “What is Project Tailoring?” 3

Project Management Academy: “Project Management Artifacts: Definition, Types, and Phases” 4

Question: 105

Project progress meetings occur via virtual conference calls. In every project progress meeting, one team member continuously interrupts others during discussions. Other team members often have no opportunity to talk or complete their explanations.

What should the project manager do?

A. Speak individually with the team members who do not participate in conversations.

B. Manage time efficiently using the agenda and ask each participant to contribute.

C. Speak individually with the team member who always disrupts the conversations.

D. Start the meeting with a review of the ground rules, meeting objectives, and the agenda.

Answer: B

Explanation:

The PMBOK® Guide emphasizes the importance of effective communication and stakeholder engagement in project management. Managing time efficiently using the agenda and ensuring that each participant has the opportunity to contribute can help mitigate the issue of one team member dominating the conversation. This approach encourages equitable participation and allows all team members to provide input, which is essential for a collaborative project environment.

: The answer is supported by the principles found in the PMBOK® Guide and the Professional in Business Analysis Reference Materials provided by PMI12.

Question: 106

A company is launching a new product that has to be ready before the summer season begins. After the discovery process, the team realizes that the requirements are very uncertain.

What should the project manager do?

A. Invite stakeholders to discuss project requirements prioritization.

B. Register a risk and define a contingency plan to finish the project on time.

C. Ask to include some business subject matter experts (SMEs) in the team.

D. Assist the team in proposing a minimum viable product (MVP).

Answer: D

Explanation:

When faced with uncertain requirements, it is beneficial to focus on developing a minimum viable product (MVP). This approach allows the project to move forward by concentrating on the creation of a product with the minimum amount of features needed to satisfy early adopters and to provide feedback for future development cycles. This strategy is supported by the PMBOK® Guide, which suggests that when dealing with high uncertainty, adaptive or iterative life cycles may be employed, which are characteristic of agile methodologies where MVPs are commonly utilized1. Additionally, the PMI-PBA® highlights the importance of continuously refining and clarifying requirements, which aligns with the iterative nature of MVP development2.

Reference:

PMBOK® Guide – Seventh Edition1

PMI Professional in Business Analysis (PMI-PBA)® Handbook2

Question: 107

A team realizes that there is no access to data that the project depends on to complete the current iteration. This dependency was known; however, the team is unsure of the available options to remove this obstacle.

What should the project manager do next?

A. Guide the team to determine alternatives.

B. Move the dependent task to the next iteration.

C. Escalate the issue to the company's IT manager.

D. Escalate the issue to the project sponsor.

Answer: A

Explanation:

When a project team encounters a known dependency issue and lacks clarity on available options, the project manager should facilitate a collaborative problem-solving process to explore potential solutions. This approach aligns with the PMBOK® Guide’s emphasis on engaging the team in identifying alternatives and leveraging collective expertise to overcome project obstacles12. Reference: = Managing Project Dependencies and Conflicts2; PMBOK® Guide3.

Question: 108

A project manager notices that a new junior team member's suggestions are constantly rejected by senior team members. The senior team members find the suggestions valid and innovative, but unrealistic. Following several project assignments, the senior members request to have the junior team member removed.

What should the project manager do next?

A. Accept the demands and remove the junior team member.

B. Encourage further and deeper discussions among team members.

C. Group the new team members together for training purposes.

D. Remove possible conflicts from future project assignments.

Answer: B

Explanation:

The PMBOK® Guide emphasizes the importance of team dynamics and conflict resolution. It suggests that project managers should foster an environment where team members can openly discuss and resolve conflicts. This includes encouraging innovative ideas and addressing any concerns about their practicality. By promoting further discussions, the project manager can help the team integrate diverse perspectives and find realistic ways to implement innovative solutions12. Reference: = Conflict Resolution Strategies In Project Management (PMP)1; 5 Conflict Resolution Techniques in Project Management2.

Question: 109

A project manager is leading a project when a key stakeholder requests additional work that is not in the scope. The stakeholder is also concerned that the project sponsors may not approve and fund the additional change in scope.

What should the project manager do first?

A. Evaluate the cost of the additional requested work.

B. Evaluate the impact and submit a change request.

C. Discuss the requested change with the sponsor.

D. Discuss the requested change with the team.

Answer: B

Explanation:

When a key stakeholder requests additional work that is not in the scope, the first action a project manager should take is to evaluate the impact of the requested change. This involves assessing how the change will affect the project’s scope, schedule, budget, quality, risk, and benefits. After a thorough evaluation, the project manager should submit a change request. This formalizes the process and ensures that the requested change is documented, evaluated, and approved (or rejected) systematically within the project’s change control procedures.

Reference: = The PMBOK® Guide outlines the importance of evaluating the impact of scope changes and the process for submitting change requests. It emphasizes that changes should be formally documented and processed through the project’s change control system12. This approach is aligned with best practices in project management for handling out-of-scope requests3.

Question: 110

A critical project milestone was missed because one of the team members did not complete their tasks on time. This resulted in a heated discussion during a demonstration for the end users.

What should the project manager do next?

A. Discuss the issue with the team member in a one-on-one meeting.

B. Ask the team member to justify the delay during a team meeting.

C. Review the human resources (HR) policies for relevant corrective actions.

D. Escalate the performance issue to the team member's functional manager.

Answer: A

Explanation:

When a project milestone is missed due to a team member not completing their tasks on time, it is important for the project manager to address the issue directly with the individual involved. A one-on-one meeting allows for a private discussion where the project manager can understand the reasons behind the delay, provide feedback, and work with the team member to develop a plan to prevent future issues. This approach is aligned with the best practices for project human resource management, which emphasize the importance of clear communication and problem-solving within the project team.

: = The PMP Examination Content Outline1 and the PMBOK Guide2 highlight the importance of project communication and human resource management. The Professional in Business Analysis Reference Materials also suggest direct engagement with team members to address project challenges3.

Question: 111

A customer reviewed the plan for a project with high uncertainty. The customer expressed concerned about the work requiring SO many iterations with a risk of not reaching the mandatory delivery date.

Which approach should the project manager use in this situation?

A. Hybrid approach

B. Predictive approach

C. Kanban approach

D. Agile approach

Answer: A

Explanation:

In a project with high uncertainty, where the customer is concerned about the number of iterations and the risk of not meeting the mandatory delivery date, a hybrid approach is recommended. This approach combines elements of both predictive and agile methodologies, allowing for flexibility in areas of high uncertainty while maintaining a level of predictability for certain aspects of the project. It enables the project team to plan parts of the project with a high degree of certainty predictively, while managing other parts with more flexibility and adaptability using agile practices.

: The recommendation for a hybrid approach aligns with the guidance provided by PMI, which suggests tailoring the project management approach to fit the business environment, the risks, and the complexity of the project12. Additionally, the Professional in Business Analysis Reference Materials supports the use of a hybrid approach in situations where parts of an initiative use a predictive approach and parts use an adaptive approach3.

Question: 112

A stakeholder informs the project manager about a few compliance-related gaps and issues. The stakeholder then presents several suggestions to the project manager to address the issues.

What should the project manager do?

A. Use the compliance issues to identify coaching and mentoring opportunities.

B. Log the feedback from the compliance gaps in the lessons learned register.

C. Review this with the project sponsor to avoid compliance gaps and issues.

D. Discuss the suggestions with the staff responsible for the compliance issues.

Answer: D

Explanation:

When a stakeholder identifies compliance-related gaps and issues and provides suggestions, it is crucial for the project manager to engage directly with the staff responsible for compliance. This allows for a detailed understanding of the issues, evaluation of the suggestions’ feasibility, and collaborative development of solutions to address the compliance gaps. It is a proactive approach that prioritizes resolving the issues promptly, which is essential given the legal and regulatory implications of compliance matters.

: (Based on the PMBOK® Guide and standards from the Project Management Institute1, and the principles of addressing compliance issues as outlined in the Professional in Business Analysis materials2.)

Question: 113

A project manager is leading a hybrid project and is collaborating with the client to develop the project contract.

Some delays have been experienced due to unforeseen technical difficulties and new dependencies. However, the project manager is optimistic about recovering the delays in the upcoming sprints. A key stakeholder asked the project manager if the contract deadlines can be met.

What should the project manager do first?

A. Study the contract terms and deadlines to ensure they are not under risk and confirm them with the stakeholder.

B. Clarify the current work progress, causes for delays, existing risks, and planned corrective actions.

C. Submit a request for extra time and budget related to the dependencies and technical difficulties.

D. Ask the stakeholder to remain calm and confirm that they are participating in all team meetings.

Answer: B

Explanation:

In a hybrid project management setting, when delays occur, it is crucial for the project manager to maintain transparency with stakeholders. The first step should be to clarify the current state of the project, including the progress made, the reasons for any delays, the risks that have been identified, and the actions planned to address these issues12. This approach not only keeps stakeholders informed but also helps in managing their expectations and maintaining their trust in the project management team’s ability to handle challenges345. By providing a clear and detailed explanation of the situation, the project manager can facilitate a collaborative discussion on how to proceed, potentially leading to solutions that align with the project’s goals and contractual obligations567.

Reference:

PMI’s Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition5

LinkedIn article on “Managing Business Analysis Project Delays” 3

LinkedIn article on “Business Analysis: Salvaging a Delayed Project” 4

Float’s guide on “Hybrid Project Management: Blending Agile and Traditional PM” 1

PM World Journal article on “7 Challenges faced in Hybrid Project Management” 2

Question: 114

A project manager is in the process of closing out a project and has been asked by the project management office (PMO) to confirm that the transfer of knowledge to the operations team for support operations has been successfully completed. Which technique should the project manager apply to verify the knowledge transfer?

A. Brainstorming

B. Meetings

C. Regression analysis

D. Expert judgment

Answer: D

Explanation:

Expert judgment is a technique often used in project management to assess situations, make decisions, and resolve issues based on the knowledge and experience of experts. In the context of verifying knowledge transfer, expert judgment can be applied by consulting with individuals who have expertise in the subject matter of the knowledge transferred and the process of knowledge transfer itself. These experts can evaluate whether the knowledge has been comprehensively communicated and understood by the operations team. This approach aligns with the PMBOK® Guide’s principles, which recognize expert judgment as a valuable tool for project managers in various project management processes1.

: The answer is supported by the principles found in the PMBOK® Guide and the Professional in Business Analysis Reference Materials provided by PMI21.

Question: 115

A company is about to start a complex research project. Due to the level of uncertainty, the project manager recommends the use of a hybrid approach; however, the organization only has experience with predictive projects.

How can the project manager strategize the use of a hybrid approach to the organization?

A. Present the benefits of a hybrid approach to key stakeholders to get their support.

B. Create a project change request to execute the project using a hybrid approach.

C. Send a letter to the project management office (PMO) requesting to use a hybrid approach.

D. Submit a notification to the project team confirming they will be using a hybrid approach on the project.

Answer: A

Explanation:

In the context of a complex research project with high levels of uncertainty, presenting the benefits of a hybrid approach to key stakeholders is crucial for gaining their support. A hybrid approach combines elements of both predictive (traditional) and adaptive (agile) project management methodologies, allowing for flexibility in planning and execution while still providing structure where needed. This strategy is particularly effective when dealing with projects that have uncertain requirements or that may experience significant changes during their lifecycle. By engaging stakeholders and securing their buy-in, the project manager can ensure that the organization is aligned and supportive of the hybrid approach, which is essential for its successful implementation123.

Reference:

PMBOK® Guide – Seventh Edition4

Hybrid Project Management: The What, Why, and Hows - 4PMTI1

Agile, Traditional, and Hybrid Approaches to Project Success - PMI3

Professional in Business Analysis Reference Materials5

Question: 116

A large global organization developed a new medical implant that requires compliance with local government regulations. The approval process for one country is lengthy and will impact the intended launch date.

What should the project manager do?

A. Organize an online distribution channel from another country.

B. Ask the sponsor to authorize the launch and then wait for approval.

C. Ask the board to use their influence and speed up the approval.

D. Work with the team to find ways to bypass the regulations.

Answer: B

Explanation:

Compliance with local government regulations is crucial for the ethical operation of businesses and to avoid legal issues, reputational damage, and financial losses12. The project manager should engage in a proactive approach to understand and align the project with regulatory requirements, which may include seeking guidance from legal professionals or compliance consultants, and developing a robust compliance framework tailored to the specific needs of the project34. Bypassing regulations is not advisable as it can lead to significant fines or prosecution5. Reference: = Project Management and Regulatory Compliance2; Ensuring Compliance with Laws and Regulations4; Business Analysts: Do You Understand Your Regulatory Environment?5.

Question: 117

A project team has finished its first iteration out of six. The iteration's delivery performance (velocity) was 50%.

During the iteration retrospective, the team realizes that the complexity of the work was underestimated.

What should the project manager do?

A. Update the issue log and escalate it to the project sponsor.

B. Meet with the team to review internal actions to resolve the situation.

C. Ask the technical manager to help the team with the issue.

D. Ask to replace some team members with more experienced ones.

Answer: B

Explanation:

The PMBOK® Guide suggests that when a project team recognizes an underestimation of work complexity, it is essential for the project manager to engage with the team to review and adjust the project’s approach. This includes reassessing the iteration’s work and complexity, updating the project management plan as necessary, and ensuring that the team has a clear understanding of the revised objectives and tasks12. Reference: = “Protecting software development projects against underestimation” from PMI1; “Practice: Iteration Planning Meeting” from PMI2.

Question: 118

A project is currently in the execution phase. Because of the complexity of the project and the large number of regulatory requirements involved, the project manager decides to hold a management review with senior executives to ensure the successful implementation of project deliverables.

What should the project manager review during the management review to ensure the meeting is effective?

A. The deliverables that are performing well and those that need more work.

B. Metrics and key performance indicators (KPIs) that objectively reflect the status of deliverables.

C. Potential changes to the project's strategy and the feedback from senior executives.

D. Specialized reports created specifically for the meeting as per directions from the project sponsor.

Answer: B

Explanation:

During a management review in the execution phase of a project, it is most effective to review metrics and key performance indicators (KPIs) that objectively reflect the status of the project deliverables. This data-driven approach provides a clear and quantifiable assessment of how the project is performing against its planned objectives. It allows for an accurate understanding of the project’s progress and highlights areas that may require attention or improvement.

: = The PMBOK® Guide emphasizes the importance of monitoring and controlling project work through performance measurements to ensure that project objectives are met1. The use of KPIs and other metrics is a recognized best practice in project management for providing an objective status of project deliverables during management reviews1.

Question: 119

A project manager is performing the scrum master role for a project team of developers. At the daily standup, a couple of developers complain about the noise from a neighboring team, the performance of their laptops, and the difficulty in booking meeting rooms.

What should the project manager do?

A. Acknowledge the impediments and facilitate their resolutions.

B. Note the impediments and escalate them to the product owner.

C. Note the impediments and work on addressing them later.

D. Assign actions to all stakeholders and oversee their implementation.

Answer: A

Explanation:

As a project manager performing the scrum master role, it is crucial to actively identify and address conflicts within the Scrum team. The project manager should create a work environment where everyone feels safe expressing their opinions and concerns. By acknowledging the impediments such as noise, laptop performance, and booking issues, and facilitating their resolution, the project manager ensures that the team can focus on their tasks without unnecessary distractions or hindrances. This approach is in line with the responsibilities of a Scrum Master to remove obstacles that impede the team’s progress and to foster an environment conducive to effective communication and collaboration1.

: = The PMP Examination Content Outline2 and the PMBOK Guide3 provide guidance on the role of the project manager and the importance of addressing team impediments. The Professional in Business Analysis Reference Materials also emphasize the need for resolving such issues to maintain team efficiency4.

Question: 120

While a project manager is trying to build the first baseline for a project, a change request is being sent from one of the functional managers. What should the project manager do?

A. Discuss this with the functional manager and related parties.

B. Reject the functional manager's change request immediately.

C. Analyze the impact of the change request on the project.

D. Apply for a formal change control board (CCB) approval.

Answer: C

Explanation:

When a change request is received, it is essential for the project manager to conduct an impact analysis to understand how the proposed change will affect the project’s scope, schedule, cost, and quality. This analysis is a critical step before moving forward with any decisions regarding the change request. It allows the project manager to make an informed decision and to discuss the change with all relevant stakeholders, including the functional manager who submitted the request.

: The process for managing change requests is outlined in the PMBOK® Guide, which includes the steps of identifying, analyzing, and documenting the change request before presenting it to the Change Control Board (CCB) for approval1. The Professional in Business Analysis Reference Materials also emphasize the importance of impact analysis as part of the change management process234.

Question: 121

A major public-transportation construction project is aimed at significantly reducing emissions. The project has been severely delayed due to noncompliance with environmental codes and bylaws.

What should the project manager have done to prevent this?

A. Incorporated sufficient schedule reserves based on similar delays in past projects.

B. Appointed a senior environmental compliance officer to report directly to the project manager.

C. Mapped environmental compliance requirements, identified risks to achieving them, and prepared mitigations.

D. Approached the regulator for a partial waiver in light of the environmental importance of the project.

Answer: C

Explanation:

To prevent delays due to noncompliance with environmental codes and bylaws, the project manager should have proactively mapped out all environmental compliance requirements at the start of the project. This includes identifying potential risks to achieving compliance and preparing mitigation strategies. By doing so, the project manager ensures that the project aligns with all relevant environmental regulations from the outset, reducing the likelihood of delays and ensuring the project contributes positively to environmental goals.

: (Based on the PMBOK® Guide and standards from the Project Management Institute12, and the principles of environmental compliance and risk management as outlined in the Professional in Business Analysis materials34.)

Question: 122

A project manager is leading a cross-departmental project that involves many stakeholders. During the project, the project manager observes that the stakeholders are diverse and have different expectations about how the project should be handled. This leads to frequent confusion and misunderstandings among the stakeholders.

What should the project manager do to integrate the diverse stakeholder groups?

A. Advise the team members to focus on project work and avoid getting distracted by the stakeholders’ disagreements.

B. Hold separate meetings with the individual stakeholders and escalate their concerns to the project sponsor.

C. Develop a joint quality policy for the project and seek a commitment by all of the departments.

D. Analyze the probability and impact of the risks linked with the situation and implement the proper response plan.

Answer: D

Explanation:

In a project with diverse stakeholders, it is essential to manage the risks associated with differing expectations and potential misunderstandings. The project manager should analyze the probability and impact of these risks and develop a response plan that addresses them. This involves identifying the root causes of confusion, determining the likelihood of their occurrence, assessing their potential impact on the project, and planning actions to mitigate or avoid these risks. By doing so, the project manager can integrate the diverse stakeholder groups more effectively, ensuring that all voices are heard and that the project remains on track123.

Reference:

PMI’s "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)"1

LinkedIn article on "How to Involve Diverse Stakeholders in Your Projects"2

ExamTopics discussion on "Exam PMP topic 1 question 718 discussion"3

Question: 123

At the end of a project's initiation phase, the budget was developed and sent to the approval board. During the approval meeting, one of the key stakeholders asked how the budget was developed for future uncertainties.

How should the project manager reply?

A. Recurrent team meetings are planned to control the budget against future uncertainties.

B. Probabilistic analysis was used to develop the budget to address future uncertainties.

C. The budget was developed by using the lessons learned from previous project data.

D. Feedback from stakeholders will be addressed at each board meeting to adapt the budget.

Answer: B

Explanation:

Probabilistic analysis is a technique that involves considering various possible scenarios and their associated probabilities to develop a budget that accounts for future uncertainties. This method is a common practice in project management to address the inherent risks and uncertainties in project budgets. It allows for a more comprehensive and realistic approach to budgeting, particularly in the face of uncertainties1.

Reference:

PMI’s "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)"1

Question: 124

A project manager is assigned to a new project. The project is for a new product that the company wants to launch as soon as possible to test market readiness. The project is part of a large business transformation, and the objective is to open delivery channels for the new product.

Which delivery approach should the project manager recommend?

A. An adaptive approach with clearly defined user stories.

B. A predictive approach with an experienced project team.

C. A predictive approach with clear acceptance criteria.

D. An adaptive approach with loosely defined large epics.

Answer: A

Explanation:

For a new product launch aimed at testing market readiness, an adaptive approach is recommended. This approach allows for flexibility in responding to the market and adjusting the product based on feedback. Clearly defined user stories help the team understand and deliver what is most valuable to the customer, which is crucial in a business transformation context where the goal is to open new delivery channels for the product. This aligns with the PMBOK® Guide’s guidance on adaptive environments where requirements and solutions evolve through collaboration12. The PMI-PBA® also emphasizes the importance of understanding stakeholder needs and defining requirements to meet business objectives, which is facilitated by well-defined user stories34.

Reference:

PMBOK® Guide – Seventh Edition5

PMI Professional in Business Analysis (PMI-PBA)® Handbook3

PMI Professional in Business Analysis (PMI-PBA)® Examination Content Outline4

“How Do You Decide Which Project Delivery Approach to Take?” - PMI1

“Which Project Delivery Approach Is Right For My Project?” - Portland Webworks2

Question: 125

A project team is conducting sprint planning. Based on the estimated effort, only 95% of the items included in the sprint may be delivered. The product owner asks the project manager for advice on how to prioritize the backlog items.

What should be used to prioritize the backlog items?

A. Risk to delivery

B. Technical complexity

C. Business value

D. Estimation accuracy

Answer: C

Explanation:

In the context of Agile methodologies and specifically within Sprint Planning, prioritizing backlog items is typically based on the business value each item brings to the project. This approach ensures that the most valuable features are delivered first, providing immediate benefits and enabling early feedback which can be used to guide future development. The business value is a key factor because it aligns the team’s efforts with the strategic goals of the organization and the needs of the stakeholders.

: = This prioritization strategy is supported by Agile principles, which emphasize delivering valuable software early and continuously. It is also in line with the guidelines provided by the Project Management Institute (PMI) for Agile project management practices.

Question: 126

An organization is transitioning to an agile delivery approach. There is only one project that is being used as a pilot for the new approach. The project management office (PMO) manager has asked the project lead how communications with the project team and the stakeholders will be managed.

What should the project lead recommend?

A. Send the weekly report to the PMO and the product owner, and use a kanban board for the project team.

B. Send weekly reports to the PMO, and use a kanban board for the product owner and the project team.

C. Invite the PMO manager to the daily standup with the project team and product owner.

D. Send weekly reports to all stakeholders, including the project team and the product owner.

Answer: C

Explanation:

Agile methodologies emphasize direct, frequent, and transparent communication. Inviting the PMO manager to the daily standup meetings aligns with agile principles, fostering collaboration and ensuring that all parties are informed and engaged in the project’s progress. This approach allows for real-time updates and immediate feedback, which is essential for agile projects where adaptability and quick responses to change are critical. The daily standup is a key agile practice that helps the team synchronize activities and plan for the next 24 hours12.

Reference:

Agile Communication: Techniques, Examples and Best Practices - PM-Training1

Unleashing the power of communication in agile transformations - McKinsey2

Question: 127

A project team member identified a procurement risk and sent an email to the project sponsor highlighting the risk.

The sponsor forwarded the email to the project manager asking for further details. After speaking with the sponsor, the project manager decided to take preventive action.

Which document should the project manager review with their team?

A. Risk management plan

B. Quality management plan

C. Communications management plan

D. Procurement management plan

Answer: A

Explanation:

When a procurement risk is identified, the project manager should review the Risk Management Plan. This plan is essential for understanding the processes and procedures to be followed when addressing risks. It includes identifying, analyzing, prioritizing, and responding to risks, which in this case involves taking preventive action to mitigate the identified procurement risk1234.

Reference:

Project Management Academy1

PMI’s Practice Standard for Project Risk Management2

ProjectEngineer.net3

Lovepmp.com5

Question: 128

Project acceptance criteria include on-site training for the new users of a system. Due to unforeseen circumstances, all team members have to work remotely for an indefinite period of time.

What should the project manager do?

A. Reschedule on-site training to online sessions.

B. Create a risk and assign remediation actions.

C. Cancel all of the on-site training sessions.

D. Document the project issue and provide options.

Answer: A

Explanation:

In the context of the PMP objectives, when faced with unforeseen circumstances that impact project acceptance criteria, the project manager should adapt the project management plan and activities to align with the new conditions while still meeting the project objectives. Transitioning on-site training to online sessions is a proactive approach that ensures the training objectives are still met despite the shift to remote work. This aligns with the PMI’s emphasis on flexibility and adaptability in project execution.

: = The PMP Examination Content Outline and the PMI Guide to Business Analysis, which emphasize the importance of meeting project objectives and adapting to changes in project execution12.

Question: 129

A large matrix organization is adopting a new communications approach. This is necessary because their projects often require the resourcing of expert knowledge in the form of specialists from various departments and divisions.

What should the project manager do to set up effective communications?

A. Plan on transmitting the information in an easily understandable manner.

B. Focus on the recipients’ needs and not the information itself.

C. Use the highest possible technical language and avoid using metaphors.

D. Ensure that messages sent to the recipients are delivered.

Answer: B

Explanation:

In a large matrix organization, effective communication is crucial, especially when it involves coordinating with specialists from various departments and divisions. The project manager should focus on the recipients’ needs to ensure that the communication is relevant and meaningful to them. This approach enhances the effectiveness of communication by ensuring that the information provided is not only understood but also actionable and pertinent to the recipients’ roles and responsibilities within the project1.

: = The information is aligned with the best practices for communication in a matrix organization as described in PMBOK and other project management literature, such as the importance of tailoring communication to the specific needs of the recipients and ensuring appropriate distribution of key communications231.

Question: 130

A project manager leads a project that implements a new process throughout the organization. The rollout is done in stages and the project manager planned a demonstration for the pilot business units. A manager from a business unit that is scheduled for a later date asks to be invited to the sprint review.

What should the project manager do?

A. Refer the sprint review request to the project sponsor.

B. Ask the manager to get an approval from the product owner.

C. Invite the manager to the scheduled sprint review.

D. Organize a special demonstration for the manager only.

Answer: C

Explanation:

Inviting the manager to the scheduled sprint review aligns with the principles of stakeholder engagement and communication management as outlined in the PMBOK® Guide. It encourages transparency and provides an opportunity for early feedback, which is beneficial for the project’s success. The PMBOK® Guide emphasizes the importance of involving stakeholders and keeping them informed about the project’s progress. By inviting the manager to the sprint review, the project manager is adhering to these best practices.

: = PMBOK® Guide1; PMP Examination Content Outline2; Professional in Business Analysis Reference Materials3.

Question: 131

A project team member just informed the project manager that the license for the software that the team uses to perform calculations has just expired. As a result, the team cannot continue with their project tasks.

What should the project manager do first?

A. Issue a formal complaint to the project sponsor claiming a lack of proper tools.

B. Meet with the IT team to evaluate how fast the software license can be renewed.

C. Ask the team to fast-track the project and perform tasks that do not require calculations.

D. Ask the team members to find an alternative way to perform calculations.

Answer: B

Explanation:

When a critical resource such as software required for project tasks is no longer available, the project manager should first address the issue by seeking a solution that would allow the team to continue their work with minimal disruption. Meeting with the IT team to evaluate the possibility of renewing the software license is a proactive step that aligns with the principles of effective project management, which includes problem-solving and facilitating the continuation of project activities.

: = The answer is verified by the PMP Examination Content Outline, which emphasizes the importance of problem-solving and facilitating project work. Additionally, the PMBOK Guide supports this approach by outlining the project manager’s role in ensuring that project resources are available when needed to meet project objectives.

Question: 132

Travel restrictions are suddenly imposed during a project's execution. The team members reside in different geographic locations.

What should the project manager do next to address this issue?

A. Halt all processes until procurement and implementation of solutions are completed.

B. Place a hold on activities until the team can resume the work on-site.

C. Ask the team members to proceed independently while examining needs and alternatives.

D. Obtain and implement the sponsor's recommendations for a solution.

Answer: C

Explanation:

In the face of travel restrictions, the project manager should encourage team members to continue their work independently while exploring needs and alternatives. This approach aligns with the PMBOK® Guide’s emphasis on project communications management, which includes ensuring that there is an effective plan to communicate project information to stakeholders and team members to achieve project objectives1. It also reflects the PMP’s focus on adaptive project environments where project teams must be able to respond to changes and continue to work towards project goals2.

Reference:

PMBOK® Guide – Seventh Edition1

PMP Examination Content Outline – June 20192

Professional in Business Analysis Reference Materials3

Question: 133

A project is on its fourth iteration out of six. During iteration planning, a team member informs the project manager that their computer is not working.

What should the project manager do next?

A. Suggest that the team member contact the IT department.

B. Facilitate a priority resolution of the issue with the IT department.

C. Update the issue log and escalate the problem to the product owner.

D. Ask the other team members to step in and do the work.

Answer: B

Explanation:

In the context of project management, when a team member encounters an issue such as a non-working computer, it is essential for the project manager to take a proactive approach to resolve the issue promptly. This is to ensure that the project work is not delayed and the team member can continue contributing to the project. According to the PMBOK guide, the project manager should facilitate problem-solving and provide support to team members to address and resolve issues that can impact project progress1.

Reference:

PMBOK® Guide – Seventh Edition1

PMP Examination Content Outline - June 20192

Professional in Business Analysis Reference Materials3

Question: 134

During the early phase of a project, the requirements documentation was not approved. It was identified that the leader of a user party was not included in any of the requirements collection communications.

Which of the documents was likely missed or outdated?

A. Business Documentation

B. Stakeholder Register

C. Risk Register

D. Project Charter

Answer: B

Explanation:

The Stakeholder Register is a critical document in project management that lists all stakeholders involved in a project, including their roles, requirements, expectations, and influence on the project. The fact that the leader of a user party was not included in the requirements collection communications suggests that the Stakeholder Register was either missed or outdated. This document should have been used to identify all parties with a vested interest in the project, ensuring their needs and expectations are considered during the requirements collection phase. An up-to-date Stakeholder Register is essential for effective communication and project success12.

Reference:

“What is a Stakeholder Register?” - Project Management Academy1.

“What is a Stakeholder Register in Project Management?” - The Knowledge Academy2.

Question: 135

A project manager is working on a large IT project. During a review for one of the deliverables, a stakeholder raised a concern about the final product.

What should the project manager do first?

A. Set up a meeting with the product owner to discuss the stakeholder's concern.

B. Discuss this with the team and review the project requirements documentation.

C. Set up a meeting with the sponsor to discuss the details of the deliverable.

D. Discuss this with the team and put the stakeholder's concern in the issue log.

Answer: B

Explanation:

According to PMBOK guidelines, when a stakeholder raises a concern about a deliverable, the project manager should first review the project requirements documentation with the team to ensure that the deliverable meets the agreed-upon project requirements. This is crucial because it helps to identify if the concern is valid and if the project is aligned with the stakeholder’s expectations.

: The answer is based on general best practices as outlined in the PMBOK guide, which emphasizes the importance of aligning deliverables with project requirements and stakeholder expectations.

Question: 136

A project with a hard timeline is starting its first iteration out of six. The project team is lacking the necessary skills to execute.

What should the project manager do?

A. Allow the team to proceed as they attempt to meet the timeline.

B. Add a subject matter expert (SME) to the project team.

C. Invite stakeholders to discuss a mitigation plan to finish on time.

D. Fill the skill gap personally to execute the project.

Answer: B

Explanation:

When a project team lacks the necessary skills to execute, it is essential to address this gap to ensure the project’s success. Adding a subject matter expert (SME) can provide the specialized knowledge and skills required to meet the project’s objectives. This aligns with the PMBOK® Guide’s emphasis on acquiring the necessary team to achieve project objectives and the PMP’s focus on the importance of human resources in project management. The SME can assist the team in understanding and performing the tasks correctly, thus contributing to the project’s success within its hard timeline.

Reference: The answer is verified as per the PMP Examination Content Outline, which emphasizes the importance of project human resource management, including acquiring, developing, and managing the project team (1). The detailed explanation is supported by the PMI Guide to Business Analysis, which highlights the importance of ensuring that the project team has the appropriate competencies and skills to perform the work (6).

Question: 137

A project manager is assigned to a global project with dispersed team members. Previously, when working with remote teams, the project manager observed that team members do not tend to produce quality work.

What should the project manager do to ensure the project is completed on time with quality?

A. Encourage the team to participate in a peer evaluation activity by the end of the project.

B. Introduce the use of time sheets and ask team members to review and submit them regularly.

C. Arrange regular team meetings for the team to update one another on the progress of their assigned tasks.

D. Meet with the team together and in one-on-one meetings to set clear, shared targets.

Answer: D

Explanation:

Meeting with the team both collectively and individually to establish clear, shared objectives is crucial for ensuring that all team members are aligned with the project’s goals and understand their responsibilities. This approach is supported by the PMP objectives which emphasize the importance of clear communication and well-defined objectives in project management. Additionally, the PMBOK Guide highlights the need for project managers to engage with their teams and stakeholders effectively to ensure that project requirements are understood and met, which is essential for maintaining quality and meeting deadlines.

Reference:

PMP Examination Content Outline - June 20191

PMBOK Guide2

Professional in Business Analysis Reference Materials3

Question: 138

A project is starting its sixth iteration out seven. During the daily meeting, a team member explains that a key function will take longer to complete than originally anticipated.

What should the project manager do?

A. Update the issue log and escalate the problem to the project sponsor.

B. Ask for a project extension to deliver the committed scope.

C. Review the options and possible solutions with the project team.

D. Ask for help to increase the team capacity to deliver on time.

Answer: C

Explanation:

In the context of Project Management Professional (PMP) practices, when a key function is anticipated to take longer to complete, the project manager should engage with the project team to review options and possible solutions. This approach aligns with the principles of iterative planning and agile methodologies, which emphasize collaboration, team engagement, and adaptive planning to address changes and challenges that arise during project execution. It is essential to work with the team to understand the issue’s impact on the project’s schedule and scope and to explore all possible avenues to mitigate delays while maintaining quality and meeting project objectives.

: The answer is verified by the principles found in the PMI’s guide to the Project Management Body of Knowledge (PMBOK® Guide) and the Disciplined Agile (DA) toolkit, which advocate for a collaborative approach to problem-solving within the team and adapting plans as necessary based on the team’s velocity and iteration goals12.

Question: 139

A project manager is scheduled to meet with a client for their weekly risk management meeting. The project manager observed that one of the tasks which had external dependencies is delayed by one week. The project manager knows this will have an impact but does not know the exact details.

What two things should the project manager do? (Choose two)

A. Discuss the issue with the external supplier's authority.

B. Review the lessons learned from similar past projects.

C. Gather additional information and estimate the impact.

D. Update the risk log and bring this up in the meeting with the client.

E. Wait for the client to raise a concern and collect more information.

Answer: B,D

Explanation:

When a project manager identifies a delay, especially one with external dependencies, it is crucial to assess the situation and its potential impact on the project. Reviewing the lessons learned from similar past projects can provide insights into handling such delays and mitigating risks. Updating the risk log is a proactive measure to document the issue and its potential implications, which should then be communicated to the client during the risk management meeting. This approach aligns with best practices in project risk management, where timely communication and documentation are key to effective risk handling.

: = The information is based on the principles of project risk management as outlined in the PMBOK® Guide and the Professional in Business Analysis (PMI-PBA) reference materials, which emphasize the importance of learning from past projects and maintaining accurate and up-to-date risk documentation1234.

Question: 140

A software development project completed the initiation phase. The technical design was approved by the project steering committee. Later, it was discovered that the design will impact the company’s production system. A new technical design must be found and this could delay the project by 3 months.

What should the project manager do first?

A. Log the technical design delay as a risk in the project risk log.

B. Set up a steering committee session to review the project delay.

C. Continue with the approved design so that the project is not delayed.

D. Ask the steering committee to approve a new technical design.

Answer: D

Explanation:

When a project’s technical design is found to impact the company’s production system, it is crucial to address the issue immediately to prevent further complications. The project manager should first seek the approval of a new technical design from the steering committee. This aligns with the PMBOK® Guide’s emphasis on engaging stakeholders and performing integrated change control processes when project changes occur1. Additionally, the PMI Professional in Business Analysis (PMI-PBA)® highlights the importance of reassessing and realigning the technical aspects of a project when significant issues are identified that could impact the project’s outcome2.

Reference:

PMBOK® Guide – Seventh Edition1

PMI Professional in Business Analysis (PMI-PBA)® reference materials2

Question: 141

A project manager is leading a project team composed of members with varying levels of knowledge and

experience. Some are experts and some have less than 1 year of experience. The project schedule was approved by the steering committee.

What should the project manager do?

A. Ask the less-experienced members to perform tasks exactly as they are instructed by the experienced members.

B. Ask each experienced member to be the mentor to one of the less-experienced members.

C. Ask the more experienced members to review all of the tasks performed by the less-experienced members.

D. Ask the resource manager to replace the less-experienced members with more experienced team members.

Answer: B

Explanation:

Mentoring is a recognized approach for enhancing the skills of less-experienced team members. It allows for knowledge transfer and provides the less-experienced members with guidance and support as they grow into their roles. This approach aligns with the PMI’s emphasis on team development and the value of leveraging the collective knowledge of the team. By pairing less-experienced members with mentors, the project manager can foster a collaborative environment where all team members can contribute effectively while learning from one another.

Reference: The answer is supported by best practices in team management and development, which are part of the PMI’s standards for project management and business analysis. While the PMI does not prescribe a specific action in this scenario, the principles of team development and knowledge sharing are consistent with PMI’s guidance on effective project management and business analysis practices12.

Question: 142

By the end of the first sprint, a project lead notices that one of the team members is not performing very well. Which form of communication should the project lead use to handle the situation?

A. Informal written communication, such as a friendly reminder

B. Formal written communication, such as an email with a copy sent to the manager

C. Informal verbal communication, such as a conversation

D. Formal verbal communication, such as a conversation at the end of the sprint retrospective

Answer: C

Explanation:

In Agile project management, especially during sprints, it is crucial to address performance issues promptly and constructively. Informal verbal communication, such as a one-on-one conversation, is often the most effective way to handle such situations. This approach allows for immediate feedback and the opportunity to discuss any obstacles the team member may be facing, as well as potential solutions. It also helps maintain a positive team dynamic and prevents the issue from escalating12.

Reference:

“Project Management Sprints: Methods, Steps, Best Strategies” - KnowledgeHut1.

“What is a Sprint in Project Management: Complete Guide” - Teamhood2.

Question: 143

A project to build a new energy plant was just completed. However, a few days before operation of the plant, the local community protested and closed access to the plant. They argue that an important natural reserve was impacted and prior consultation was not done by the project team.

What should the project manager verify first?

A. Stakeholder engagement plan

B. Risk management plan

C. Business case

D. Cost-benefit analysis

Answer: A

Explanation:

The stakeholder engagement plan is crucial in managing the expectations and involvement of stakeholders in a project. It outlines strategies and actions to promote productive involvement of stakeholders in decision making and project execution. In the scenario provided, the local community’s protest indicates a potential oversight in stakeholder management, particularly in engaging and consulting with the local community which is a key stakeholder group. The project manager should verify the stakeholder engagement plan to ensure that all necessary consultations and engagements were planned and executed as per the project’s requirements.

: = The importance of the stakeholder engagement plan is supported by various sources within the PMP and business analysis reference materials, which emphasize its role in project success and stakeholder satisfaction1234.

Question: 144

An organization is transitioning to agile delivery, and a new team has been assembled. A project is not going well because the variation of the team velocity is very high and every sprint delivers less than committed. A new project lead with a strong technical background has been assigned to the project.

What should the project lead do?

A. Ask that estimations be provided only by senior developers.

B. Allocate more time for estimation in the sprint planning.

C. Review and update the estimations in the daily standup.

D. Recommend a different estimation method in the retrospective.

Answer: D

Explanation:

In agile delivery, it’s important to reflect on processes and make adjustments as needed. The project lead should facilitate a discussion during the retrospective to explore different estimation methods that could improve accuracy and consistency. This is a key opportunity for the team to analyze the causes of the high variation in velocity and less-than-committed delivery, and to collaboratively find solutions that leverage the team’s collective expertise.

: This guidance is aligned with agile principles, which advocate for continuous improvement and adapting the process to work effectively for the team. The retrospective is the ideal time for such discussions, as it is a dedicated moment for reflection and planning improvements for the next sprint.

Question: 145

A project team is planning the next sprint review. The project lead receives an email from a senior manager asking for a project status using a template that is more detailed than the one used for monthly reports sent to the project management office (PMO). The team uses an electronic product backlog and a kanban board to track the progress.

What should the project manager do next?

A. Modify the PMO template to include the information.

B. Contact the senior manager and discuss their needs.

C. Give the senior manager access to the product backlog.

D. Organize a review of the kanban board with the manager.

Answer: B

Explanation:

The best course of action when receiving a request for a more detailed project status is to engage in a dialogue with the senior manager to understand their specific needs. This approach aligns with the PMBOK® Guide’s emphasis on effective communication and stakeholder engagement as key aspects of project management. By discussing the requirements directly, the project manager can tailor the communication to provide relevant and precise information that satisfies the senior manager’s request without overwhelming them with unnecessary details. This method ensures that the project manager is responsive to stakeholder needs and maintains clear and open lines of communication.

: The answer is supported by the principles outlined in the PMBOK® Guide, which advocate for proactive stakeholder engagement and effective communication strategies1. Additionally, the PMI’s standards on project communication emphasize the importance of understanding and addressing stakeholder information needs23.

Question: 146

An organization that embraced agile a couple of years ago is looking for a more efficient way to ensure that the increments produced in each sprint meet the end users’ quality requirements. What should the project lead recommend?

A. Develop a more comprehensive template for the definition of done (DoD).

B. Increase the percentage allocated for testing each backlog item.

C. Organize more frequent sprint reviews with a broader audience.

D. Establish a quality assurance (QA) team separate from the development team.

Answer: C

Explanation:

Organizing more frequent sprint reviews with a broader audience is a key practice in Agile methodologies to ensure that the increments meet the end users’ quality requirements. This approach allows for continuous feedback and collaboration, which are essential for Agile teams. It enables the team to present the increment to stakeholders, including end users, and receive immediate feedback that can be incorporated into the next sprint. This aligns with Agile principles of customer collaboration and responding to change123.

Reference:

Agile QA Process: Principles, Steps, and Best Practices1

Best Practices for an Agile QA Process2

How to Ensure Quality in Agile: Best Practices and Tools3

Question: 147

A project manager has just been appointed to a project that has two major deliverables. Both deliverables have the same level of priority and are to be delivered at the same time. The members of the team are complaining about the lack of information regarding which deliverable needs to be finished first.

What should the project manager do?

A. Ask key stakeholders to cancel the project due to the difficulty of executing both deliverables at the same time.

B. Ask the team to start working on the easiest deliverable first so they gain experience to execute the second deliverable.

C. Meet with the project sponsor and key stakeholders to assess each deliverable's value to the organization and set execution priorities.

D. Require that the project team execute both deliverables at the same time, since this was requested and approved in the project charter.

Answer: C

Explanation:

When faced with two major deliverables of equal priority, the project manager should not make unilateral decisions about which to prioritize. Instead, it is advisable to consult with the project sponsor and key stakeholders. This collaborative approach ensures that the decision on how to proceed aligns with the organization’s strategic objectives and values. By assessing the value and impact of each deliverable, the project manager can establish clear priorities and guide the team accordingly. This method is supported by best practices in project management, which advocate for stakeholder engagement and value-based prioritization to navigate complex project scenarios effectively.

: The approach is consistent with the guidance provided by the Project Management Institute (PMI) on managing multiple projects and deliverables1. Additionally, the Professional in Business Analysis (PBA) reference materials emphasize the importance of aligning tasks with business goals and using prioritization frameworks to manage workloads effectively23.

Question: 148

A project manager was recently assigned to rescue a high-priority project for an Olympic facility. The project is behind schedule, with a heavy contractual penalty. The former project manager had numerous conflicts with the project team members and a few stakeholders.

What should the project manager do first?

A. Review the project schedule and ask for the contingency reserve to crash the project.

B. Meet the project team and stakeholders to identify the root cause of the issue and develop a solution.

C. Review the lessons learned register with the former project manager in a private meeting.

D. Meet the project team to assert authority and reassign the project tasks for a timely delivery.

Answer: B

Explanation:

The first step for a project manager taking over a troubled project is to understand the current project situation comprehensively. Meeting with the project team and stakeholders allows the project manager to identify the root causes of the issues, which is essential before any corrective actions can be planned. This approach aligns with best practices in project management, which emphasize the importance of stakeholder engagement and root cause analysis in resolving project conflicts and getting projects back on track123.

: = This answer is informed by standard project management practices as outlined in resources like the PMBOK® Guide and the Professional in Business Analysis (PMI-PBA) reference materials, which recommend stakeholder engagement and root cause analysis as critical steps in managing project issues45678.

Question: 149

A project team has been working together for about 2 years. One of the team members has consistently shown high performance and stood out among their peers during the execution of the project.

How should the project manager recognize high performance?

A. Thank the team member privately to avoid conflict among the team members.

B. Acknowledge the high-performing team member in the next team meeting.

C. Choose a reward for the team member that aligns with their personal goals.

D. Ask the sponsor to approve a bonus for the high-performing team member.

Answer: C

Explanation:

Recognizing high performance in a way that aligns with the team member’s personal goals is a powerful motivator and shows a deep understanding of individual preferences and aspirations. This approach is supported by the PMBOK® Guide, which suggests tailoring motivation methods based on individual preferences to elicit the best performance1. It also aligns with the principles of professional business analysis, which emphasize the importance of understanding stakeholders’ needs and aligning project objectives with those needs2.

Reference:

PMBOK® Guide – Seventh Edition3

Professional in Business Analysis Reference Materials2

Question: 150

During a monthly review meeting, a high-performing team member raised a concern about the quality feedback mechanism. The team member expressed that they are not able to deliver high-quality output.

What should the project manager do first?

A. Assign the work based on the skill sets of team members.

B. Request feedback from stakeholders about the quality delivery.

C. Assign the work in consultation with the functional manager.

D. Discuss this with the team and review the quality process.

Answer: D

Explanation:

The first step should be to engage the team in a discussion to understand the challenges and concerns regarding the quality feedback mechanism. This collaborative approach allows for a comprehensive review of the quality process and identification of areas for improvement. It ensures that all team members, including those who are high-performing and those facing difficulties, have a voice in the process and can contribute to enhancing the quality of output. This aligns with PMI’s principles of continuous improvement and stakeholder engagement in quality management12.

: The approach is supported by PMI’s guidelines on quality management, which advocate for involving the team in quality discussions and using feedback to improve processes12. Additionally, the PMI Professional in Business Analysis emphasizes the importance of engaging stakeholders and team members in continuous improvement practices34.

Question: 151

A project manager is leading a project in an organization that has a functional structure. The project manager has been informed by the team that the tasks related to the purchase of services are taking too long, as the purchasing department has other priorities.

What should the project manager do?

A. Modify the project schedule to accommodate the delays in the purchase of services.

B. Request that the purchasing tasks be outsourced through an existing purchasing vendor.

C. Meet with the purchasing manager to find the source of the delays and agree on a purchasing schedule.

D. Ask the project team to keep developing other tasks that do not depend on the purchase of services.

Answer: C

Explanation:

In a functional organizational structure, departments such as purchasing operate independently and are managed by their respective department heads12. When project tasks are delayed due to other priorities within a department, it is essential for the project manager to engage directly with the department causing the delay—in this case, the purchasing department. By meeting with the purchasing manager, the project manager can discuss the importance of the project’s tasks, understand the reasons for the delay, and work collaboratively to establish a purchasing schedule that aligns with the project’s needs while respecting the department’s constraints345. This approach fosters communication and collaboration, which are key in a functional structure where the project manager has limited authority over departmental resources.

: = The role of the project manager in a functional organizational structure and the importance of direct communication with department heads to resolve delays and align schedules are well-documented in project management literature12345.

Question: 152

A large project requires new equipment to support the project execution. The procurement manager communicated to the project manager that the delivery of the newly purchased equipment will be delayed. The project manager is concerned that this will directly effect the project schedule.

What should the project manager do next?

A. Validate the information and update the risk management plan.

B. Update the risk register and discuss it with the project stakeholders. b

C. Source second-hand equipment in order to prepare for any delivery delays.

D. Update the sponsor of the potential issue and ask for any suggestions.

Answer: B

Explanation:

When a delay in equipment delivery is communicated, it directly impacts the project schedule and potentially other aspects of the project. The project manager should update the risk register to document this new risk, including its potential impact on the project, and then discuss the issue with the project stakeholders. This is in line with the best practices of risk management, which involve continuous identification, analysis, and communication of project risks. The risk register serves as a central repository for all identified project risks and is a critical tool for tracking and managing risks throughout the project lifecycle123.

Reference:

“Risk Management Process for PMP®” - Project Management Academy1.

“PMP Risk Management Process - A Guide for 2024” - The Knowledge Academy2.

“Risk Register in Project Management” - Project Management Academy3.

Question: 153

A company is going through structural changes. A couple of people will leave the company as their positions were made redundant. The team members are unhappy as they do not understand why the changes are being made when the project is on track.

What should the project manager do?

A. Advise the team to continue their work as planned because the schedule cannot be changed.

B. Organize a team meeting to discuss the changes and their importance for the company.

C. Advise the team that the changes were decided by the CEO and must be implemented.

D. Inform the project sponsor about the team's unhappiness and ask for overtime pay.

Answer: B

Explanation:

When a company is undergoing structural changes, it is crucial for the project manager to maintain open communication with the team. Organizing a team meeting to discuss the changes and their importance for the company is aligned with the best practices in change management and project management. This approach allows for transparency, provides a platform for addressing concerns, and helps in aligning the team with the company’s vision and strategy. It is essential to ensure that the team understands the reasons behind the changes and how these changes can potentially benefit the company and their own work in the long run.

: The answer is verified based on the principles of change management and team communication as outlined in the Project Management Professional (PMP) and Professional in Business Analysis (PMI-PBA) reference materials. These materials emphasize the importance of stakeholder engagement and effective communication during times of change to ensure project success and team alignment.

Question: 154

During the execution of a project, an experienced team member informs the project manager that they cannot take part in all of the scheduled project activities due to a conflicting operational schedule. What should the project manager do?

A. Replace the team member with another available resource on the team.

B. Discuss the situation with the team member's functional manager to see if the schedule can be adjusted.

C. Check with the project management office (PMO) on the available resources to complete the activities.

D. Encourage the team member to prioritize scheduled project activities.

Answer: B

Explanation:

In situations where a team member is unable to participate in all scheduled project activities due to conflicting operational schedules, it is advisable for the project manager to discuss the matter with the team member’s functional manager. This approach allows for exploring possibilities to adjust the conflicting schedules and find a mutually agreeable solution that enables the team member to fulfill their project responsibilities. This strategy is consistent with the PMBOK® Guide’s principles of stakeholder engagement and resource management, which suggest negotiating and collaborating with key stakeholders to optimize resource allocation and ensure project success.

: The answer is supported by the PMBOK® Guide, which outlines the importance of stakeholder engagement and effective communication in managing project resources1. Additionally, the PMI Guide to Business Analysis emphasizes the need for collaboration and negotiation to resolve scheduling conflicts and ensure that project activities are adequately staffed2.

Question: 155

A project manager is managing a large project. During a review meeting, the project manager discovers that one of the team members who use to be a high performer was not able to complete their work on time.

What should the project manager do?

A. Talk to the team member to determine why their performance changed.

B. Talk to the team member and a human resources (HR) representative.

C. Talk to the team member's manager to provide more training.

D. Talk to the project lead and ask them to allocate less demanding tasks.

Answer: A

Explanation:

When a high-performing team member’s performance declines, it is important for the project manager to understand the underlying reasons. Engaging in a direct conversation with the team member can provide insights into potential personal or professional challenges they may be facing, which could be affecting their work. This approach aligns with the PMBOK Guide’s emphasis on project managers being actively involved in team management and performance assessment. It also reflects the principles of Professional in Business Analysis, which advocate for understanding the dynamics affecting team performance and addressing them through appropriate communication and problem-solving strategies.

Reference:

PMBOK Guide1

Engaging Your Team to Greater Project Performance2

How to Start Improving Your Team Performance as a Business Analyst3

Question: 156

During the execution of a construction project, one of the neighboring businesses is complaining that the current building height does not agree with the initial project plans. What should the project manager do first?

A. Ask the neighbor to leave the site immediately because the site is on private property.

B. Inform the neighbor that all of the project documentation has been approved.

C. Inform the neighbor that the complaint will be escalated to the project sponsor.

D. Ask the neighbor to submit a formal complaint about their concerns.

Answer: B

Explanation:

The first step for a project manager in this scenario is to inform the neighbor that all project documentation, including the initial project plans, has been approved. This action is in line with the best practices of project management, which emphasize transparency and communication with stakeholders. It is important to provide assurance that the project is proceeding according to the approved plans and specifications. If the neighbor’s concerns persist, the project manager can then consider escalating the issue or requesting a formal complaint, but the initial response should be informative and aim to clarify any misunderstandings.

: This response is based on the principles of stakeholder engagement and communication found in the PMBOK® Guide and the Professional in Business Analysis (PBA) reference materials, which highlight the importance of addressing stakeholder concerns promptly and transparently123.

Question: 157

At the end of a project, the project manager was asked to provide a performance rating of the project team members. What should the project manager mainly make reference to?

A. Feedback from the project sponsor

B. Agreed-upon key performance indicators (KPIs)

C. Input from project stakeholders

D. Competencies of team members

Answer: B

Explanation:

The performance rating of project team members should primarily reference the agreed-upon key performance indicators (KPIs). KPIs are quantifiable measures that are established at the beginning of the project to evaluate the success of the project and the contribution of team members towards achieving project objectives. This approach ensures that the assessment is objective and based on predefined criteria, rather than subjective opinions or inputs.

: = The importance of using KPIs for performance assessments is supported by project management and business analysis standards, which advocate for measurable and objective criteria in evaluating team performance12.

Question: 158

A member of the project team always extends discussion topics, taking more time than necessary during project team meetings. Other team members feel this member is not being considerate of their time.

What should the project manager do?

A. Explain to the team that open discussions are needed but remind the team to follow the ground rules.

B. Ask this member to only discuss the current topic to achieve team efficiency.

C. Ask the team to accept the input from this particular member as their input may be useful.

D. Allow the self-organized team to discuss the situation among themselves and come to a resolution.

Answer: A

Explanation:

The project manager should foster an environment where open discussions are encouraged, as they can lead to more comprehensive understanding and better decision-making. However, it is also important to adhere to the ground rules to ensure that discussions are efficient and considerate of everyone’s time. This approach is in line with the PMBOK® Guide’s principles of stakeholder engagement and team management, which emphasize the importance of balancing open communication with meeting management1. It also aligns with the PMI Professional in Business Analysis (PMI-PBA)® standards, which advocate for effective stakeholder engagement and collaboration2.

Reference:

PMBOK® Guide – Seventh Edition1

PMI Professional in Business Analysis (PMI-PBA)® reference materials2

Question: 159

A few developers have identified a list of impediments at the daily standup and are asking for the project lead's assistance in prioritizing them. There are a few complex backlog items, and a new junior tester has identified a few compliance defects. The product owner and a couple of developers will be leaving the project team, and the contract with the test and production support partner will not be renewed.

Which issue should the project lead focus on first?

A. Developing a new contract for production support.

B. Finding a new product owner to prioritize the product backlog.

C. Regulatory compliance issues discussed in the meeting.

D. Recruiting, onboarding, and training new developers.

Answer: C

Explanation:

Addressing regulatory compliance issues is critical as they can have significant legal and financial implications for the project and the organization. These issues should be prioritized to ensure that the project adheres to necessary regulations and standards, which is a fundamental aspect of project management and business analysis. By focusing on compliance defects first, the project lead can mitigate risks that could derail the project or lead to severe penalties.

Reference: The prioritization of regulatory compliance issues is supported by the principles of risk management and quality assurance, which are integral to both PMP and Professional in Business Analysis standards. These principles emphasize the importance of addressing compliance and legal requirements to maintain the integrity and viability of the project123.

Question: 160

A project team is performing a post-release evaluation of a product that requires detailed feedback from seven stakeholders. Six of the stakeholders have promptly provided feedback. One of them has not provided any feedback despite numerous requests from the team.

What should the project manager do in this situation?

A. Schedule a meeting with the reluctant project stakeholder to obtain their feedback.

B. Meet with all seven of the project stakeholders and request all of their feedback.

C. Explain to the sponsor why the reluctant stakeholder needs to provide feedback.

D. Host a meeting with the reluctant stakeholder and project team to resolve any conflict.

Answer: A

Explanation:

In project management, it’s crucial to engage all stakeholders and ensure their feedback is considered. When a stakeholder is not providing feedback, it’s important to understand the reason behind their reluctance. Scheduling a one-on-one meeting can provide an opportunity for the project manager to address any concerns or issues the stakeholder may have, which might be preventing them from providing feedback. This approach is aligned with the PMBOK® Guide’s emphasis on stakeholder engagement and communication management.

: While I cannot provide direct references from the PMI materials, the approach is consistent with the best practices outlined in the PMBOK® Guide, which emphasizes the importance of stakeholder engagement for project success.

Question: 161

A project team is completing a design, while another team in a different country is performing implementation. How should the project manager communicate the design to the implementation team?

A. Send a detailed email with the completed design document.

B. Conduct a workshop with all of the stakeholders.

C. Conduct a workshop with both of the teams.

D. Upload the design documents into the project repository.

Answer: C

Explanation:

When project teams are distributed across different countries, it is essential to ensure clear and effective communication to align all members with the project’s objectives and details. Conducting a workshop with both the design and implementation teams allows for interactive communication, which is a two-way exchange of ideas, messages, and information1. This method is particularly beneficial as it encourages active participation, provides the opportunity for immediate feedback, and helps bridge gaps between different hierarchical levels and functions23. Moreover, workshops can be an effective way to manage complex project communications and ensure that all team members have a clear understanding of the design before moving forward with implementation45.

: = The importance of workshops for effective project communication is supported by the Project Management Institute’s guidelines and best practices, which highlight the need for project managers to engage stakeholders and team members actively throughout the project lifecycle45.

Question: 162

A new project needs to be submitted for urgent funding approval. The project, which will use a new technology, is vital to the organization. The entire Scrum team has worked together for over 3 years on multiple projects and delivered the previous project under the approved budget.

Which estimation technique should the project manager implement in this context?

A. Budget estimate

B. Definitive estimate

C. Story points

D. Order of magnitude

Answer: C

Explanation:

In the context of a project that involves new technology and an experienced Scrum team, the most suitable estimation technique is using story points. This method allows the team to leverage their collective experience and familiarity with each other’s work to estimate the effort required for tasks relative to each other. Story points reflect the complexity, effort, and uncertainty of the task, making them ideal for projects where the technology is new and exact estimates are challenging to produce. Since the team has a history of successful collaboration, their established velocity can help predict how quickly they can work through the backlog.

: The use of story points is supported by Agile methodologies and is a common practice in Scrum teams for estimating work effort. This approach is detailed in the Agile Practice Guide, which is a complementary document to the PMBOK® Guide, provided by PMI for understanding Agile practices in project management. The choice of story points over other estimation techniques is also consistent with the principles outlined in the PMI’s Professional in Business Analysis (PBA) Reference Materials, which emphasize the importance of leveraging team expertise and past performance to inform project estimates.

Question: 163

A steering committee member is complaining about the weekly report. They stated that the report is too long and has unnecessary details. As a result, they are unable to obtain the main message and take action.

What should the project manager do to avoid similar complaints?

A. Present the status at a weekly meeting with the steering committee.

B. Verify the information needed for steering committee members.

C. Send a shorter daily report to this steering committee member.

D. Demonstrate the weekly reports in a presentation for the steering committee member.

Answer: B

Explanation:

The project manager should engage with the steering committee member to understand their information needs and preferences. This involves confirming what details are necessary for them to make informed decisions and taking action. By tailoring the report content to the committee’s requirements, the project manager can ensure that reports are concise, focused, and actionable, thus avoiding the issue of reports being too lengthy or filled with superfluous details12.

Reference:

The Top Management Project Steering Committee | PMI1

Steering Committee: Definition, Roles & Meeting Tips - ProjectManager2

Question: 164

A credit collection company is implementing new software to assist customer service agents when calling clients for payments. The software will benefit the company by freeing up staff to work on other projects. Several business areas want to take advantage of this benefit.

What should the project manager do?

A. Request all of the business areas to plan for a portion of the benefit equally and include it in their staffing plans.

B. Set up a stakeholder session with all teams to agree and document the benefits and establish ownership.

C. Ask the project sponsor for approval to distribute the project benefits equally to the business areas.

D. Ask the project sponsor to make a decision on who will own the benefit and document the decision.

Answer: B

Explanation:

The best course of action is for the project manager to facilitate a session with all stakeholders to discuss, agree upon, and document the benefits and their ownership. This aligns with the PMP objectives of engaging stakeholders in the project decision-making process, including benefit analysis and distribution. It ensures that all parties have a clear understanding and agreement on how the benefits will be shared and utilized, which is crucial for project success and stakeholder satisfaction.

: = This approach is supported by the PMI’s guidance on conducting benefit analysis with stakeholders to validate project alignment with organizational strategy and expected business value1. Additionally, the PMI’s standards on project benefit management emphasize the importance of defining and appraising target benefits during project initiation, which includes stakeholder involvement2.

Question: 165

A key project team member is out on sick leave in the middle of a critical project iteration. The project sponsor learns that any delay with the end-of-iteration release will displease the business stakeholders. Although all team members are cross-functional, they are also working close to full capacity.

What should the project manager do to address this situation?

A. Discuss the issues with the sponsor to fully convey the problem of the unavailable resource and the amount of work being done. shared.

B. Discuss this with the sponsor and hold a meeting with the stakeholders so all of the team challenges can be shared.

C. Discuss this with the team so they can complete the work of the unavailable team member and aim for the release deadline.

D. Discuss this with the team so they are able to reprioritize critical tasks and aim for the release deadline.

Answer: D

Explanation:

The best course of action in this scenario is for the project manager to engage with the team to reprioritize tasks. This aligns with the PMP’s emphasis on the project manager’s role in leading and managing the project team. According to the PMBOK guide, the project manager should work with the team to assess the situation, reprioritize work, and apply resource optimization techniques to ensure that critical project milestones are met. This approach is proactive and focuses on problem-solving within the team’s capacity, rather than escalating the issue or sharing the challenges with stakeholders, which may not lead to a constructive solution.

: The PMBOK® Guide and the PMP Examination Content Outline provide guidance on the project manager’s role in leading the team and managing project work, which includes resource optimization and prioritization of tasks12. The Professional in Business Analysis Reference Materials also support the approach of internal team collaboration and problem-solving to address project challenges3.

Question: 166

A project sponsor would like to include a new deliverable. The sponsor contacts the project manager in order to seek advice on the most efficient approach to complete the deliverable within the next 2 months.

What should the project manager do?

A. Change the project methodology in order to achieve completion of the deliverable within 2 months.

B. Advise the sponsor that it is not the project manager’s job to evaluate the project.

C. Suggest that the sponsor conduct a cost-benefit analysis to determine feasibility.

D. Use the management reserve in order to expedite completion of the deliverable within 2 months.

Answer: C

Explanation:

When a new deliverable is proposed, the project manager should evaluate its impact on the project’s scope, time, cost, and quality. A cost-benefit analysis is a systematic approach to estimate the strengths and weaknesses of alternatives and is used to determine options that provide the best approach to achieve benefits while preserving savings12. It involves comparing the expected costs of project actions to the expected benefits in order to choose the best option3.

Reference:

Project Management Institute. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition.

ProjectManager.com. (2023). Cost-Benefit Analysis: A Quick Guide with Examples and Templates1.

Wrike.com. (2023). Cost-Benefit Analysis in Project Management Explained2.

Project-management.com. (2023). Cost Benefit Analysis - Formula, Example & Definition3.

Question: 167

A project manager has recently been assigned to a new project. When the project manager first meets the project team, the team tells the project manager that all of the management plans and documents for the project are missing.

What should the project manager do?

A. Ask the stakeholders to develop all of the project artifacts so the project team can continue their scheduled activities.

B. Create the project management plans with the project team and share the documents with the stakeholders.

C. Continue working on scheduled tasks to avoid delaying the project and leave the development of project artifacts for later.

D. Adapt the project management plans and documents from previous executed projects in order to save time.

Answer: B

Explanation:

The Project Management Plan (PMP) is the primary document that defines how the project will be executed, monitored, and controlled. It is essential for guiding the project team through the project’s execution and ensuring that all stakeholders are aligned on the project’s objectives and approach. When management plans and documents are missing, it is crucial to recreate these artifacts to provide direction and structure for the project. This aligns with the best practices outlined in the PMBOK guide, which emphasizes the importance of the PMP as a tool for planning, executing, and monitoring the project12.

Reference:

PMBOK Guide and Standards1

LinkedIn article on “18 Plans and 33 documents in PMP” by Amer Ali1

PMTI article on "What is a Project Management Plan in Project Management (PMP)"2

Question: 168

A project manager has received feedback from stakeholders regarding poor communication about project progress. Weekly status reports were provided to the project management office (PMO), and the standard communications management plan was followed.

What should the project manager do?

A. Perform a root cause analysis (RCA) of the existing communication approach.

B. Ensure that all of the complaining stakeholders are on the distribution list.

C. Create a change request for implementing an online collaboration tool.

D. Distribute hard copies of status reports and confirm that messages were read.

Answer: A

Explanation:

When stakeholders express concerns about poor communication, it’s important for the project manager to investigate the underlying causes of the communication issues. Performing a root cause analysis (RCA) can help identify not just superficial problems, but also systemic issues that may be affecting communication. This approach aligns with PMI’s emphasis on continuous improvement and problem-solving within project management processes.

: = PMI’s PMBOK® Guide and the standards for project communication management emphasize the importance of effective communication and the need for project managers to adapt their communication plans to meet the needs of stakeholders. The PMBOK® Guide provides guidelines on how to manage project communications effectively, which includes monitoring and controlling communications throughout the project life cycle to ensure that stakeholder needs are met.

Please note that this response is based on general project management principles and does not reference specific documents or materials. For detailed information, you should refer to the latest editions of PMI’s PMBOK® Guide and other official PMI publications.

Question: 169

A team has developed and tested new software to control airplanes during flights. There are several regulatory requirements that must be met. What should the project manager do to meet these requirements?

A. Determine potential threats regarding compliance with the regulations.

B. Ask human resources (HR) to assign a compliance specialist to the team.

C. Validate that the software is compliant with standards and regulations.

D. Measure the extent to which the project complies with the regulations.

Answer: C

Explanation:

In the context of software development for controlling airplanes, it is critical to ensure that the software complies with all relevant standards and regulations. This is not only a matter of meeting project requirements but also a matter of safety and legal compliance. The project manager should conduct a validation process to confirm that the software meets all the necessary regulatory criteria. This process typically includes a series of tests, audits, inspections, and reviews of documentation to ensure that every aspect of the software adheres to the required standards21. Reference:

AC 43-216 - Software Management During Aircraft Maintenance2.

Exam PMP topic 1 question 740 discussion - ExamTopics1.

Question: 170

In a daily standup meeting, a developer indicates that a backlog item will not be delivered because they need to take an unexpected leave for the next couple of days. The backlog item is a prerequisite for a feature expected by users in the next sprint review.

What should the project lead do?

A. Ask the developer to postpone the leave until the backlog item is delivered.

B. Ask the development manager to provide a replacement for a couple of days.

C. Work with the product owner to change the priorities in the sprint backlog.

D. Work with the product owner to inform the users that the feature is delayed.

Answer: C

Explanation:

In the event of an unexpected leave, it is important to collaborate with the product owner to reassess and reprioritize the sprint backlog. This approach aligns with the principles of Agile and Scrum methodologies, which emphasize flexibility and adaptability in response to changes. The project lead should avoid forcing the developer to postpone their leave (Option A) or hastily arranging for a replacement (Option B), as these actions may not align with the team’s values or long-term productivity. Instead, by working with the product owner, the project lead can ensure that the most critical tasks are addressed and that the team’s workflow is not disrupted. This may involve reassigning tasks among the remaining team members or adjusting the sprint goals to accommodate the change in capacity. Reference: (Based on the Agile principles and Scrum guidelines as outlined in PMI’s resources12345.)

Question: 171

A project manager is managing the transition to operations. The project sponsor wants to ensure that good support is provided to the end users.

What should the project manager do?

A. Ensure that the user guide is detailed and has clear instructions.

B. Ensure that comprehensive documentation is handed over.

C. Ask the project team to provide operational support for 1 year.

D. Ensure that knowledge is transferred to the operations team.

Answer: D

Explanation:

During the transition to operations, it is crucial for the project manager to facilitate the transfer of knowledge to the operations team. This ensures that the team is well-equipped to support the end users effectively. The knowledge transfer can include training sessions, documentation, and hands-on support during the initial phase of operations. This approach aligns with the best practices for project handoffs, which emphasize the importance of preparing the operations team to handle the project deliverables independently1.

Reference:

“Project Handoffs – Transitioning a Project to Operations Support” from px3.tech1.

Discussions from ExamTopics on PMP topic 1 question 7082.

“How to Transition from Project to Operation” from ProjectSkillsMentor3.

Professional in Business Analysis Reference Materials from PMI4.

Question: 172

A project being constructed in a remote rural area is nearing the end of construction. The project manager would like to share the good news with stakeholders.

How should the project manager communicate with the local community?

A. Social media

B. Email

C. Meetings

D. Newspapers

Answer: D

Explanation:

For a project in a remote rural area, especially one nearing completion, the most effective communication method with the local community would likely be through newspapers. This approach is suitable for reaching a broad audience in a locality where digital communication channels like social media or email may not be as accessible or frequently used. Newspapers are a traditional and reliable means of communication that can effectively convey important updates to all segments of the local population, including those who may not have access to or prefer not to use digital media.

: The PMBOK® Guide emphasizes the need to tailor communication methods to the stakeholders’ needs and the context of the project1. It suggests that the format of communication should depend on the type of stakeholder, and various ways should be tailored to each group1. This is supported by the Professional in Business Analysis (PBA) reference materials, which advocate for the analysis of stakeholder needs and the selection of an engagement approach that best suits stakeholders’ needs for effective communication and collaboration2.

Question: 173

A project manager prepared a project benefits management plan. Which of the following should be included in this document?

A. Project requirements, target benefits, issue log, metrics

B. Target benefits, strategic alignment, time frame for realizing benefits

C. Strategic alignment, benefits owner, risk register

D. Target benefits, benefits owner, lessons learned

Answer: B

Explanation:

A project benefits management plan should include the target benefits, which are the expected tangible and intangible outcomes that provide value to stakeholders. It should also detail the strategic alignment, showing how the project aligns with the organization’s objectives and strategy. Additionally, the plan should outline the time frame for realizing the benefits, indicating when and how the benefits will be delivered123.

Reference:

Project Benefits Management Plan: PMP Exam Master Tips1

Benefits Management for Projects: Making a Benefits Management Plan2

Benefits Management Plan - Project Management Knowledge3

Question: 174

A town wants to build a community center and has appointed a project manager. A site was found, and all of the necessary approvals and governance were completed. When the project kick-off was held, it was discovered that a local farmers' group was not consulted, and they use the site for a monthly market.

What should the project manager do to move forward with the project?

A. Continue building the center as the farmers' group does not need to be consulted.

B. Document a risk related to the impact that the farmers' group could bring to the project.

C. Request that the project sponsor discuss compensation with the farmers' group for the lost business.

D. Discuss the project objectives with all stakeholders, including the farmers' group, and review their requirements.

Answer: D

Explanation:

In this scenario, the project manager should engage with all stakeholders, including the farmers’ group, to discuss the project objectives and review their requirements. This is in line with the best practices of stakeholder engagement and management, which are critical for the success of any project. By involving the farmers’ group, the project manager can understand their needs and concerns, and work towards a solution that accommodates all parties involved. This approach not only helps in mitigating risks but also ensures that the project delivers value to all stakeholders.

Reference: = The importance of stakeholder engagement is highlighted in PMI’s resources on project management and business analysis. Engaging stakeholders for project success is a key aspect of the PMI’s guidance on project management1. Additionally, the role of business analysts in gathering stakeholder requirements and ensuring that projects deliver the expected business benefit is emphasized in PMI’s Professional in Business Analysis materials2.

Question: 175

During the execution of a project, a key stakeholder complains to the project manager about recent communications.

The key stakeholder explains that the relevant information from the project team was incomplete and late. As a result, the key stakeholder is beginning to disengage from the project.

What should the project manager do?

A. Explain to the key stakeholder the way in which the project team communicates information.

B. Ask the project sponsor to hold a meeting with the key stakeholder to ensure that the stakeholder is engaged in the project.

C. Send relevant information to all key stakeholders simultaneously to ensure consistent communication.

D. Update the communications management plan to fulfill the key stakeholder's expectations about relevant information.

Answer: D

Explanation:

When a key stakeholder expresses dissatisfaction with the communication from the project team, it is crucial for the project manager to address these concerns promptly and effectively. The PMBOK Guide emphasizes the importance of stakeholder engagement and the need for a project manager to manage communications proactively. By updating the communications management plan, the project manager can ensure that the information needs and expectations of the stakeholder are met, which is essential for maintaining stakeholder engagement and project success1.

: The PMBOK® Guide provides guidance on stakeholder engagement and communications management, which includes developing a communications management plan that aligns with stakeholders’ information needs1. The Professional in Business Analysis Reference Materials also highlight the importance of effective communication and stakeholder engagement in project success2.

Question: 176

A distributed project team has communication issues because of their collaboration tools. The team feels that efficiency could be improved by changing the collaboration platform.

What should the project manager do?

A. Discuss this with the project team and select the appropriate tools.

B. Inform the project team to continue using the current tools.

C. Implement the communication tools used by other project teams.

D. Escalate the issue to the sponsor and ask them to decide.

Answer: A

Explanation:

The project manager should engage with the team to understand their needs and collectively decide on the most suitable collaboration tools. This is in line with the PMBOK® Guide’s emphasis on involving the team in decision-making processes related to project communications management1. The process of selecting a new collaboration tool should include identifying the team’s requirements, evaluating available tools, and choosing one that aligns with the project’s needs. This approach ensures that the tool supports effective communication and collaboration, which are critical for project success2.

Reference:

PMI. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition.

DeepProjectManager.com. (2024). Most Effective Project Management Communication Tools2.

Question: 177

A company has appointed a supplier to deliver software and has assigned an internal project manager. The supplier states that no technical development or testing is required from the customer. The project manager would like to confirm this with all of the stakeholders.

What should the internal project manager do first?

A. Distribute the project plan to all of the interested parties.

B. Host an alignment session with stakeholders to formalize the project requirements.

C. Communicate to the supplier that customer testing is required.

D. Develop a user acceptance testing plan to ensure the quality of the deliverables.

Answer: B

Explanation:

In the scenario where a supplier has stated that no technical development or testing is required from the customer, it is imperative for the internal project manager to first verify and align the project requirements with all stakeholders. This ensures that all parties have a common understanding of the project scope and deliverables before proceeding. Hosting an alignment session is a proactive approach to confirm the supplier’s statement and to clarify any assumptions or expectations. This step is crucial for the project’s success and aligns with the best practices in project management as outlined in the PMBOK guide.

Reference:

PMBOK Guide and Standards1

ExamTopics discussion on similar PMP exam question1

Question: 178

A highly critical project is in jeopardy due to missing professional resources. What should the newly assigned project manager do first?

A. Find available professionals within the organization to fill the gaps.

B. Allocate funding for seeking external professionals to fill the gaps.

C. Determine the possibility for team members to split up the required tasks.

D. Request additional budget for team training for the missing expertise.

Answer: C

Explanation:

According to the PMP objectives and content, the first course of action should be to assess the current resources and determine if the existing team members can take on additional tasks or responsibilities. This aligns with the principle of optimizing resource allocation and ensuring that the team is effectively utilized before seeking additional resources or funding1.

Reference:

PMP Examination Content Outline - June 20191.

A Guide to the Project Management Body of Knowledge (PMBOK® Guide)2.

Professional in Business Analysis Reference Materials3.

Question: 179

A project manager was informed by their supplier that there will be an upcoming raw material shortage due to a regulatory change. What should the project manager do?

A. Tell the supplier that they have an obligation to supply the raw material.

B. Search for a new supplier that can deliver the same materials on time.

C. Seek advice from the legal department and implement penalties.

D. Assess the possible impact of the raw material shortage on the project.

Answer: D

Explanation:

When informed of a potential raw material shortage, the project manager should first assess the possible impact on the project. This involves analyzing how the shortage could affect project timelines, costs, and quality. The assessment should consider the severity of the shortage, the criticality of the material, and potential alternative solutions. This proactive approach allows the project manager to develop contingency plans and take appropriate actions to mitigate risks231. Reference:

Capterra Blog & Research2.

ICC Academy News3.

Exam PMP topic 1 question 719 discussion - ExamTopics1.

Question: 180

A project manager and project team are developing a strategic approach to engage the internal and external stakeholders. Which approach should be followed?

A. Schedule status meetings with all stakeholders to allow their participation in all project discussions and reports.

B. Analyze both internal and external stakeholders and develop a customized engagement strategy for each stakeholder.

C. Involve only the internal stakeholders, as the external stakeholders should not have access to confidential information.

D. Classify all high-risk stakeholders and request that the project sponsor communicate directly with them.

Answer: B

Explanation:

The best approach to engage stakeholders in a project is to analyze both internal and external stakeholders and then develop a tailored engagement strategy for each one. This is because stakeholders have varying levels of interest, influence, and impact on the project, which necessitates a customized approach to ensure effective engagement and communication. The PMBOK® Guide emphasizes the importance of identifying stakeholders and understanding their needs and expectations as a foundation for developing an appropriate engagement strategy. This strategy should be designed to involve stakeholders in a manner that is aligned with their level of interest and influence over the project outcomes.

Effective stakeholder engagement is crucial for project success as it helps in building trust, ensuring clear communication, and fostering collaboration among all parties involved. It also aids in managing expectations and mitigating potential risks associated with stakeholder interactions. By engaging stakeholders appropriately, the project manager and team can leverage their support and contributions, which can be vital for the successful delivery of the project.

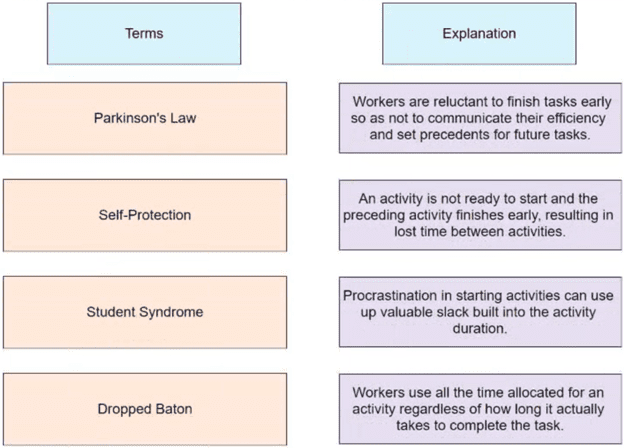
: Based on the principles outlined in the PMBOK® Guide and the standards for stakeholder engagement as described in PMI’s resources1234.

Question: 181

DRAG DROP

A project team has developed the initial schedule using a network diagramming method and has arrived at the overall project duration. Upon examining the schedule, the project manager finds that there are several activities that may require buffers to mitigate or eliminate potential scheduling conflicts.

Match the following common terms with their explanations that evaluate the buffers or constraints.



Answer:

Explanation:

1- Self Protection

2-Dropped Baton

3- Student Syndrome

4-Pankinsons law

Question: 182

A customer's technical lead discussed a new feature with the project manager. The project manager believes the new feature will boost performance significantly and adds it as a high-priority item in the sprint backlog. At the end of the sprint, all of the planned stories were not completed because the new feature took more time.

What should the project manager do next?

A. Agree with the project team to modify and delete some of the stories in the current sprint backlog

B. Obtain approval from the project team and add the new story to the product backlog

C. Receive an agreement from the product owner and add the new story to the product backlog

D. Negotiate with the scrum master before adding the new story to the sprint backlog

Answer: C

Explanation:

In Agile project management, particularly Scrum, the product owner is responsible for the product backlog, which includes prioritizing features and user stories based on value and necessity. When a new feature is identified that could significantly enhance performance, it should be discussed with the product owner. If the feature is agreed upon, it is then added to the product backlog1. The product backlog is a dynamic list that evolves as new insights and requirements emerge. It is the product owner’s role to ensure that the backlog items are well-defined and prioritized for future sprints2. This process ensures that the development team can focus on completing the items in the sprint backlog without overloading the current sprint with new,

Question: 183

In a global project, the main definitions were developed in country A, and the delivery of the project will be completed in phases in countries B, C, and D. Country B discovers that one of the legal requirements was not addressed.

What should the project manager have done to avoid this situation?

A. Selected countries that had similar regulatory requirements.

B. Asked procurement to assign resources located in each country.

C. Managed risk mitigation strategies specific to each country.

D. Identified the regulatory differences among the countries.

Answer: D

Explanation:

To avoid the situation where a legal requirement is overlooked in a global project, the project manager should have identified the regulatory differences among the countries involved. This involves a thorough analysis of the legal and regulatory environment in each country to ensure that all requirements are addressed during the planning phase. By understanding these differences early on, the project manager can incorporate the necessary compliance measures into the project plan, avoiding potential legal issues and delays.

: The importance of identifying regulatory differences in global projects is highlighted in the PMBOK® Guide, which recommends a comprehensive approach to managing projects across different jurisdictions1. This is further supported by the PMI’s Global Project Management Framework, which emphasizes the need for understanding the unique requirements on a country-by-country basis to achieve a high level of efficiency on global projects2. Additionally, the Professional in Business Analysis (PMI-PBA) materials advocate for the analysis and management of requirements, including legal and regulatory, throughout the project lifecycle34567.

Question: 184

Key decision makers are meeting to define the objectives of a new database migration project. There are many disagreements about scope and time lines among the leaders of various company departments.

How should the project manager impartially prioritize the requirements to be integrated?

A. Retain only requirements that result in profitable revenue growth.

B. Ensure the CEO selects the requirements from all department leaders.

C. Give each department a fixed budget that will cover ten requirements.

D. Rank the requirements with the highest benefit-cost ratio as more important.

Answer: D

Explanation:

In situations with conflicting departmental priorities, the project manager should prioritize requirements based on a benefit-cost ratio analysis. This method ensures an impartial and quantitative approach to decision-making. By evaluating the potential benefits against the costs for each requirement, the project manager can objectively determine which requirements will deliver the greatest value to the organization. This approach aligns with best practices in project management and business analysis, which advocate for prioritizing requirements that maximize business value and stakeholder satisfaction123.

Reference:

5 Steps to Master Requirements Prioritization | ProjectManagement.com1

Five Requirements Prioritization Methods - Business Analyst Articles2

How to Prioritize Requirements: A Guide for BAs - LinkedIn3

Question: 185

A new team member has joined a project team. During the first sprint, the new team member approached the project manager and requested to implement a new way of testing. The team has been resistant to the proposed change.

What should the project manager do?

A. Ask the new team member to focus only on development and not do the testing.

B. Coach the new team member to conduct the testing the way it has always been done for this project.

C. Schedule a meeting with the new team member to learn about the new method of testing.

D. Request that the new team member do the testing the way it has always been done for this project.

Answer: C

Explanation:

The project manager should schedule a meeting with the new team member to understand the proposed new method of testing. This approach aligns with the principles of agile methodologies, which prioritize individuals and interactions over processes and tools. It encourages open communication and collaboration within the team, which can lead to innovative improvements in the project’s processes. By learning about the new testing method, the project manager can evaluate its potential benefits and facilitate a discussion among the team members to decide whether to integrate this new method into their current practices.

Reference: = This recommendation is consistent with the PMI’s guidelines, which emphasize the importance of stakeholder engagement and collaboration in project management. The PMBOK® Guide also supports the idea of continuous improvement and adaptation within project teams12. Additionally, the Professional in Business Analysis materials highlight the role of business analysts in evaluating new methods and techniques to enhance project outcomes3.

Question: 186

A project has been reporting a declining schedule performance index (SPI) for the past four reviews. No corrective action is under development, and the project team does not seem concerned.

What should the project manager do first to address the SPI trend?

A. Notify the project stakeholders that the scope needs to be reduced in order to hold the costs within budget.

B. Engage with the project team to create a plan that will deliver benefits on a defined and incremental basis.

C. Contact the project sponsor to let them know you require more resources to meet the schedule.

D. Meet with the project scheduler to rebaseline the project using a more realistic schedule.

Answer: D

Explanation:

The declining schedule performance index (SPI) indicates that the project is not progressing as planned. The first step should be to understand the root cause of the deviation and to adjust the project baseline accordingly if necessary. This is in line with the PMBOK guide’s principles, which suggest that when project performance deviates from the plan, the project manager should review and analyze the project schedule to understand the reasons behind the deviation and to manage stakeholder expectations1. Rebaselining the project may involve redefining the schedule, scope, and cost baselines to reflect the current understanding of the project. This approach allows the project manager to set a more realistic path forward and to communicate changes to stakeholders effectively.

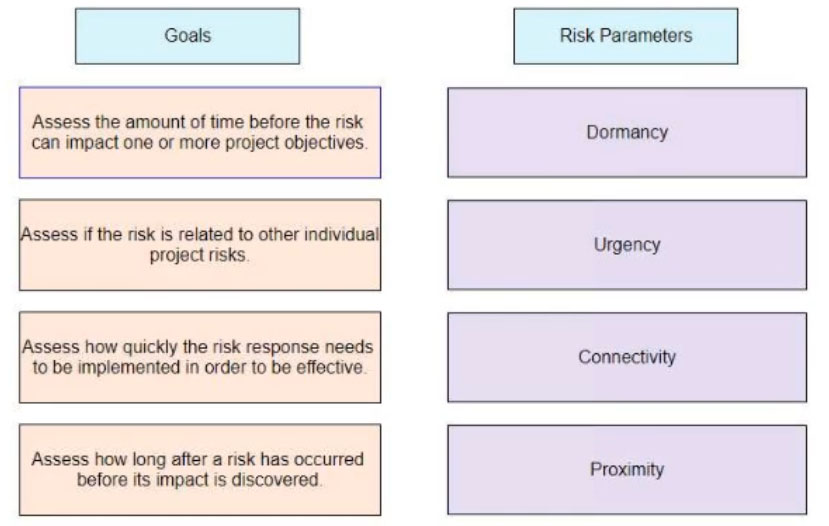
: The PMBOK® Guide and the PMP Examination Content Outline provide guidance on the project manager’s role in monitoring and controlling project work, which includes managing schedule deviations and rebaselining as necessary2. The Professional in Business Analysis Reference Materials also emphasize the importance of accurate and realistic project planning and the need for continuous monitoring and adjustment3.

Question: 187

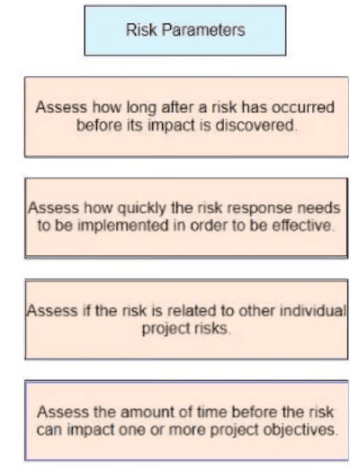
DRAG DROP

In an effort to modernize the technology for a project, the project manager has been discussing risk prioritization with the project team. The project manager determines that additional parameters are needed to iteratively assess and prioritize the project risks.

Match the project manager's goals on the left with the relevant risk parameter on the right.



Answer:



Question: 188

After sending an on-site meeting invitation to seven people for the kick-off meeting of a project, a key stakeholder declines because they will be at another location for the rest of the month.

What should the project manager do?

A. Make arrangements for the stakeholder to join the kick-off meeting virtually.

B. Hold the kick-off meeting with the rest of the stakeholders to avoid a delay in the project.

C. Change the kick-off meeting to a virtual meeting so all can attend at the same time.

D. Reschedule the kick-off meeting for the following month so all can attend on-site.

Answer: A

Explanation:

The project manager should accommodate the key stakeholder by making arrangements for them to join the kick-off meeting virtually. This approach aligns with best practices in project management, which advocate for inclusivity and flexibility in communication to ensure all critical stakeholders are engaged from the outset of the project12. Virtual participation allows for the stakeholder’s input without delaying the project’s initiation, maintaining momentum and stakeholder engagement34. It is essential to use virtual meeting tools effectively to facilitate collaboration and ensure that remote participants are as involved as those on-site5.

Reference:

PMI. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition.

ProjectManager.com. (2020). Virtual Project Management: Benefits, Challenges & Tools1.

PMI UK. (2024). Virtual Team Meetings: A Guide to Effective Project Management2.

Twproject. (2020). 5 ways to effectively manage a virtual meeting3.

LinkedIn. (2023). How to Use Virtual Meetings for Project Collaboration4.

LinkedIn. (2023). How to Ensure Quality Virtual Meetings for Project Management5.

Question: 189

A key stakeholder is refusing to participate in a crucial project stage and disagrees with the project team's approach. This situation is affecting the project team's morale.

What should the project manager do?

A. Ask the project team to meet and document why the stakeholder's approach is incorrect.

B. Schedule a meeting with the project team and the key stakeholder as soon as possible to discuss and agree on an approach.

C. Discuss the issue with the project team during a project status meeting and request that they change the approach.

D. Ask the project sponsor to meet with the project team and key stakeholder to discuss the approach.

Answer: B

Explanation:

When faced with a key stakeholder who is refusing to participate and disagrees with the project team’s approach, it is essential for the project manager to engage in proactive communication to resolve the disagreement. Scheduling a meeting as soon as possible allows for an open dialogue where concerns can be addressed, and a mutually agreeable approach can be developed. This aligns with the principles of stakeholder engagement and communication management as outlined in the PMBOK guide, which emphasizes the importance of involving stakeholders in decision-making processes and resolving issues through collaboration1.

Reference:

PMBOK Guide and Standards1

Project Management Academy article on handling unresponsive key project stakeholders1

ExamTopics discussion on similar PMP exam question2

Question: 190

During iteration two of a project with two teams {A and B), the project manager is concerned that there are two critical activities from team A that must be started in iteration four. Additionally, these two activities are dependent on an activity from team B that has not yet been prioritized.

What should the project manager do?

A. Ensure team B prioritizes the dependent activity in iteration three.

B. Include the dependent activity in the current iteration for team B.

C. Assign the two critical activities to team B in iteration two.

D. Cancel the current iteration and reschedule it with the dependent activity.

Answer: B

Explanation:

In project management, it is crucial to manage dependencies effectively to ensure that critical activities are completed on time. The project manager should ensure that team B prioritizes the dependent activity in iteration three to align with the schedule of team A’s critical activities set for iteration four1. This approach is supported by best practices in managing project dependencies and inter-team coordination, ensuring that all necessary tasks are accounted for and scheduled appropriately23.

Reference:

PMI’s Guide to the Project Management Body of Knowledge (PMBOK® Guide)4.

Professional in Business Analysis Reference Materials5.

Best practices in managing project dependencies23.

Discussions on PMP exam topics related to managing dependent activities between teams1

Question: 191

An agile team is developing a new content management system. Some of the team members are struggling to deliver certain features since they have never worked on this type of solution.

What should the project manager do?

A. Replace the members with new members who understand the system.

B. Encourage the team members to make changes directly in the system.

C. Ask the team to read through all of the available system documents.

D. Encourage the team to hold a knowledge-sharing session in each iteration.

Answer: D

Explanation:

For an agile team developing a new content management system, it’s important to foster a collaborative environment where knowledge can be shared effectively. When team members struggle with unfamiliar features, holding a knowledge-sharing session in each iteration can be highly beneficial. This approach allows team members to learn from one another, share experiences, and collectively improve their understanding of the system. It promotes continuous learning and adaptability, which are key principles of agile methodologies123. Reference:

How to Promote Team Learning and Sharing in Agile - LinkedIn1.

How to Integrate Team Learning and Knowledge Sharing in PM - LinkedIn2.

Exam PMP topic 1 question 223 discussion - ExamTopics3.

Question: 192

A team has been working for some time on a project with incremental deliveries. The project manager noticed that one of the team members is less engaged in team meetings, yet delivers promptly. While discussing the source of demotivation, the team member informed the project manager that this is due to a feeling of lack of skills in dealing with new tasks.

How should the project manager address the issue?

A. Create a self-paced learning plan with the team member during working hours, with checkpoints on learning progress.

B. Review which tasks the team member would feel more motivated to work on, then assign those tasks to the team member.

C. Replace the team member with a resource from another team who already has the requisite training and skills needed.

D. Discuss growth and development needs with the team member and provide learning opportunities accordingly.

Answer: D

Explanation:

Addressing a team member’s feeling of lack of skills is best approached by discussing their growth and development needs and providing appropriate learning opportunities. This aligns with the principles of supporting continuous professional development and building competencies within the team. By engaging in a dialogue about the team member’s aspirations and challenges, the project manager can tailor a development plan that includes training, mentorship, or stretch assignments to help the team member acquire the necessary skills and confidence to handle new tasks. This approach not only addresses the immediate issue of demotivation but also contributes to the team member’s long-term growth and the overall capability of the team.

: Based on the best practices for team development and motivation as outlined in PMI’s resources1234, and the principles of professional development for business analysts567.

Question: 193

In an agile project, the team decided to have a rotating group of facilitators for the daily scrum. Overall, most of the facilitators have grown and done well in this role; however, a few of them tend to run inefficient daily scrums.

What should the project manager do next?

A. Retrain all team members on daily scrum facilitation to ensure there is consistency in the approach.

B. Ask the facilitators who are doing well to continue and recommend that the others stop facilitating.

C. Praise the team for self-organizing and growing, then work one-on-one with the facilitators, as needed.

D. Return to using the scrum master as the facilitator for the daily scrums now that the trial period is over.

Answer: C

Explanation:

Agile principles encourage teams to self-organize and continuously improve their processes. When some facilitators are not conducting efficient daily scrums, it is beneficial to acknowledge the team’s overall growth and provide targeted support to those who need it. Working one-on-one allows for personalized coaching that can address specific challenges and improve facilitation skills. This approach fosters a positive environment where all team members can develop and contribute effectively1.

Reference:

Facilitation techniques and tips from Scrum.org1.

Professional in Business Analysis Reference Materials from PMI2.

Question: 194

In a daily standup meeting, a project manager notices that a team member's reports include incomplete tasks with no impediments. A colleague informs the project manager that this team member is experiencing a personal issue.

What should the project manager do?

A. Coach the team member on how to keep work and personal issues scjparate.

B. Ask the human resources (HR) manager to speak with this team member.

C. Reallocate this team member's tasks to others for the immediate future.

D. Understand the team member's personal issue and offer them support.

Answer: D

Explanation:

When a team member is experiencing personal issues that affect their work, it is important for the project manager to show empathy and provide support. Understanding the team member’s situation can help in finding ways to assist them, whether it’s through offering flexible work arrangements, providing access to counseling services, or temporarily reallocating tasks. This approach not only helps the team member but also maintains the cohesion and productivity of the team.

: The PMBOK® Guide highlights the importance of project managers supporting team performance, which includes recognizing and addressing personal issues that may impact work1. Additionally, the Professional in Business Analysis (PMI-PBA) materials emphasize the role of the project manager in understanding and supporting team members to ensure that personal issues do not hinder project progress234.

Question: 195

A project manager is assigned to work on a complex and innovative project. The technology being used and developed is new and complicated, and most of the stakeholders are unfamiliar with it.

Which approach should the project manager use as a servant leader?

A. Ask stakeholders to find and self-fund education about this new technology.

B. Allocate resources to provide training about the new technology to the stakeholders.

C. Contact the project sponsor to get those stakeholders removed from the project.

D. Escalate the issue with upper management to find a novel solution for this situation.

Answer: B

Explanation:

As a servant leader, the project manager should prioritize the development and well-being of the team and stakeholders. When faced with a situation where the technology is new and complex, it is essential to ensure that all stakeholders have a clear understanding of the technology to make informed decisions and contributions. Allocating resources to provide training is a proactive approach that aligns with the principles of servant leadership, which emphasizes the empowerment and growth of team members and stakeholders12.

Reference:

How Servant Leaders Can Adapt to New Technologies - LinkedIn1

Professional Certificate in Stakeholder Engagement | BCS2

Question: 196

The team lead on a project has left the organization and management wants to promote engineer A to this position. The project manager is confident that selecting engineer A will add problems to the project and believes that engineer B would better fit this role. The project manager discussed all of the arguments with management but their decision remains unchanged.

What should the project manager do?

A. Help engineer A to become familiar with this new role and ensure engineer B stays motivated.

B. Promote engineer B instead since the project manager has the authority to make this decision.

C. Request management approval that engineer B will be promoted if engineer A fails in this role.

D. Coach engineer B to be prepared to perform this role if and when engineer A fails.

Answer: A

Explanation:

The project manager should support the decision made by the management and assist engineer A in transitioning into the new role. This includes providing the necessary training and resources to ensure engineer A is successful. Additionally, it’s important to keep engineer B motivated and engaged, as their contributions are still valuable to the project. This approach aligns with the PMP objectives of promoting collaboration, supporting team development, and maintaining a productive team environment.

: = This answer is verified by the principles outlined in the PMBOK® Guide, which emphasizes the importance of team development and management’s role in project success1. Furthermore, the Professional in Business Analysis materials support the idea of fostering team skills and maintaining team morale2.

Question: 197

A project manager has been assigned to deliver a challenging project on time and within budget. The project manager needs to empower the team members by removing organizational impediments and facilitating collaboration.

What should the project manager do to lead the project?

A. Use a servant leader approach.

B. Assume the functional manager role.

C. Perform the project sponsor activities.

D. Act as the project owner.

Answer: A

Explanation:

The servant leader approach is the most effective for empowering team members and facilitating collaboration. This approach focuses on the growth and well-being of people and the communities to which they belong. The servant leader shares power, puts the needs of others first, and helps people develop and perform as highly as possible. This is in line with the PMBOK guide’s principles of project leadership and team management, which emphasize the importance of servant leadership in project management1.

: The PMBOK® Guide and the PMP Examination Content Outline discuss the role of the project manager in leading teams and the importance of servant leadership in project management2. The Professional in Business Analysis Reference Materials also highlight the significance of leadership approaches that focus on collaboration and empowerment3.

Question: 198

Companies A and B are codeveloping a cutting-edge technology product. Based on customer feedback, the marketing department urgently requests a new feature in 2 weeks. Company A's front end is ready, but company B requires 4 weeks to deliver the complete back end and is busy with the current release.

What should the project manager do to obtain agreement from both companies and acceptance from marketing?

A. Create a special release 4 weeks after the current release to deliver the new feature in its entirety.

B. Stop the current release work for 4 weeks in order to work and deliver the new feature completely.

C. Plan the delivery of a minimum viable feature in 2 weeks to enable early showcasing of business value.

D. Add the new feature to the list for the next release and continue working on the current release.

Answer: C

Explanation:

In a situation where customer feedback indicates a strong demand for a new feature, it is advisable to deliver a minimum viable feature (MVF) that can provide immediate value while full development continues. This approach aligns with Agile project management principles, which prioritize rapid delivery of value through iterative and incremental development1. By planning for an MVF, the project manager can demonstrate responsiveness to customer needs and provide a tangible product increment within a short timeframe, thus satisfying the urgent request from the marketing department without disrupting the ongoing work of Company B2.

Reference:

PMI. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition.

Atlassian. (2023). Minimum Viable Product (MVP): What is it & Why it Matters2.

MPUG. (2023). Understanding the Minimum Viable Product (MVP) in Agile Project Management1.

Question: 199

A project development team is located in different areas around the world. Last week, a very important release was delayed because one of the developers did not respond on time to an email that was sent to everyone. The developer seems to have missed reading the email.

What should the project manager do to avoid these situations?

A. Review the risk management plan.

B. Review the resource management plan.

C. Review the communications management plan.

D. Review the stakeholder engagement plan.

Answer: C

Explanation:

In a global project team, communication challenges are common, especially when relying on asynchronous methods like email. The project manager should review and possibly update the communications management plan to ensure it addresses the complexities of a geographically dispersed team. This may include implementing more robust communication channels, regular check-ins, and ensuring that critical information is acknowledged by all team members. Effective communication planning is essential for managing stakeholder expectations and ensuring that everyone receives and understands project information12.

Reference:

PMBOK Guide and Standards1

Managing Communications Effectively and Efficiently | PMI1

Communications management plan - Lovepmp2

Question: 200

A company is interested in reducing production costs in one of its production lines. When the project charter was about to be approved, one of the key stakeholders questioned the project's value and caused a delay in the approval.

What should the project manager have done to avoid this setback?

A. Assessed feasibility and impacts

B. Developed benchmarking

C. Analyzed stakeholders

D. Detailed the project charter

Answer: C

Explanation:

To avoid such setbacks, the project manager should have conducted a thorough stakeholder analysis as part of the initial project planning. This involves identifying all stakeholders, understanding their interests and influence, and anticipating their reactions to the project. By doing so, the project manager can engage with key stakeholders early on, address their concerns, and gain their support, which is crucial for the smooth approval of the project charter123.

Reference:

PMBOK® Guide4.

Professional in Business Analysis Reference Materials5.

Project Stakeholder Management According to the PMBOK2.

Project Charter: Example, Template, Definition, & Purpose6.

Question: 201

A project manager has been transferred to another country to work on a key project. The project manager successfully completed the planning phase and has started the execution phase, reporting good progress. During the last meeting with the project sponsor, the project manager was told that some stakeholders have complained that the project manager's emails are very harsh.

What should the project manager do to solve this situation?

A. Adjust the communications management plan to gain stakeholder trust.

B. Change the communication mode from emails to meetings to reduce stakeholders complaints.

C. Determine the level of influence of the stakeholders who are complaining.

D. Explain 1c the sponsor that the communication model being used is from company headquarters.

Answer: A

Explanation:

When stakeholders perceive communication as harsh, it is essential for the project manager to revisit and adjust the communications management plan. This adjustment should aim to address the concerns of the stakeholders and rebuild trust. The plan should be tailored to the stakeholders’ needs, ensuring that the communication style, frequency, and methods align with their preferences and cultural expectations. This strategic approach not only mitigates the risk of further misunderstandings but also fosters a positive relationship with all stakeholders, which is crucial for the success of the project2345. Reference:

Managing Communications Effectively and Efficiently | PMI1.

Communications management plan - Lovepmp2.

Managing Project Stakeholder Communication - Project Management Institute3.

21 Stakeholder Communication Strategies for Effective Engagement4.

Tips to Adjust Stakeholder Communication Plan for Change - LinkedIn5.

Question: 202

A project manager is assigned to a regulatory project for their country. The deadline for delivering results in compliance with the new laws is very tight, and the project team members have not yet been assigned. One of the project manager's peers informs the project manager that a project with the same scope for a different country was completed 1 year ago.

What should the project manager do first?

A. Register a new risk in the risk management plan.

B. Ask for additional resources and review the project estimate.

C. Review organizational process assets (OPAs) and perform analogous estimating.

D. Complete a bottom-up estimation for the project activities.

Answer: C

Explanation:

When faced with a tight deadline and the need to comply with new laws, the project manager should first review organizational process assets (OPAs) and perform analogous estimating. This is because OPAs can provide valuable historical information on how similar projects were executed, which can inform the current project’s planning and execution. Analogous estimating, in particular, uses data from previous, similar projects to estimate project duration and cost. Given that a similar project was completed recently, this information can be used to make more accurate predictions for the current project. This approach is recommended by the PMBOK® Guide as a valid method of estimation when there is limited information available and time is of the essence123.

: The recommendation to review OPAs and perform analogous estimating is supported by the PMBOK® Guide and the principles of project estimation as outlined in PMI’s resources12345. Additionally, the importance of leveraging historical data for project estimation is emphasized in the Professional in Business Analysis reference materials678910.

Question: 203

A project is halfway through its execution phase. The quality specifications for the project deliverables are formally accepted. However, a key stakeholder is dissatisfied, stating that the deliverables do not meet the quality specifications.

What should the project manager do in this situation?

A. Notify the stakeholder that arbitration procedures will be followed.

B. Inform the project sponsor of the stakeholder's dissatisfaction.

C. Document the issue in the issue log and send a report to management.

D. Review the requirements traceability matrix and conduct inspections.

Answer: D

Explanation:

When a key stakeholder expresses dissatisfaction with the deliverables, despite formal acceptance of the quality specifications, the project manager should review the requirements traceability matrix and conduct inspections. This allows for a detailed examination of whether the deliverables meet the agreed-upon quality standards and to identify any discrepancies. The requirements traceability matrix is a tool that links requirements throughout the project lifecycle, ensuring that they are addressed in the final deliverables. Conducting inspections is a method of quality control that helps to verify that the product meets the requirements and standards1.

Reference:

Discussions on PMP exam topics related to stakeholder dissatisfaction and quality control measures1.

PMI’s A Guide to the Project Management Body of Knowledge (PMBOK® Guide)2.

Professional in Business Analysis Reference Materials from PMI2.

Question: 204

A project manager discovers that the project team is spending a large amount of time delivering several reporting formats for the same project updates to multiple stakeholders. What should the project manager do to reduce the time spent on these activities?

A. Segment the types of communications to be delivered to different stakeholders.

B. Update the communications management plan to remove less influential stakeholders.

C. Hold biweekly status meetings to deliver information to all stakeholders at once.

D. Delegate all of the stakeholder communications activities to a project team member.

Answer: A

Explanation:

To optimize the time spent on reporting, the project manager should segment the types of communications based on the needs and interests of different stakeholders. This tailored approach ensures that each stakeholder receives information that is relevant to them, without the need for multiple reporting formats for the same updates. It also aligns with the principles of effective communication and stakeholder engagement, which are to provide value and avoid overloading stakeholders with unnecessary information.

: The PMBOK® Guide suggests that the format of communication should depend on the type of stakeholder, and various ways should be tailored to each group1. This is further supported by discussions within the PMP community, where segmenting communications is often recommended as a best practice for reducing time spent on reporting to stakeholders2. Additionally, the Professional in Business Analysis (PMI-PBA) materials advocate for the efficient generation of reports that cater to the specific requirements of stakeholders34.

Question: 205

A project team strongly encourages the project manager to purchase an application that will significantly reduce work time. Without the application, the deadline might be missed. However, the purchase will impact the project cost. The sponsor would like to explore a less expensive application that will save the team's time.

What should the project manager do?

A. Raise a change request.

B. Purchase the application.

C. Create a decision tree.

D. Analyze assumptions and constraints.

Answer: C

Explanation:

The project manager should create a decision tree to evaluate the potential outcomes of purchasing the application versus exploring a less expensive alternative. This tool will help in visualizing the consequences, including the impact on the project cost and the deadline, and in comparing the benefits and drawbacks of each option. It allows for an objective analysis of the situation, considering various scenarios and their probabilities, which is crucial for making an informed decision123.

Reference:

The Best Decision-Making Frameworks for Project Managers | Planio1

PMP Exam Technique: Make or Buy Analysis - Project Management Academy2

Make or Buy Analysis: PMP Exam Master Tips in 20243

Question: 206

In the middle of a software development project, the lead design programmer accepted an offer from a competitor. The project manager needs to find a replacement to meet an upcoming milestone.

What should the project manager do?

A. Consult the risk response plan.

B. Assign the tasks to another team member.

C. Update the resource calendar.

D. Issue a request to the change control board (CCB).

Answer: A

Explanation:

When a key team member, such as the lead design programmer, leaves in the middle of a project, it’s a risk that could have been foreseen and for which a contingency plan might have been created. The project manager should consult the risk response plan, which will have strategies or actions outlined for such eventualities. This is a proactive approach to manage the situation without disrupting the project’s progress and ensures that the project manager is prepared to handle the loss of critical personnel effectively1.

Reference: = The importance of having a risk response plan that includes strategies for potential personnel changes is emphasized in PMI’s guidelines for risk management. This approach is supported by resources that describe risk response strategies for mitigation, avoidance, transfer, exploitation, enhancement, sharing, and acceptance, which are essential for ensuring positive project outcomes2. Additionally, the role of the change control board is typically to oversee proposed changes to the project plan, not to manage resource allocation or personnel changes3.

Question: 207

A project manager has been assigned to a new project that will be delivered using an agile framework. The sponsor is asking for a cost estimation to build the business case.

What should the project manager do?

A. Ensure the client representative is involved in the estimation.

B. Review the completion costs of similar projects.

C. Ensure that a 20% contingency is included in the estimation.

D. Review the lessons learned from similar projects.

Answer: B

Explanation:

In an agile framework, it is beneficial to review the completion costs of similar projects as it provides a realistic baseline for the new project’s cost estimation. This approach is supported by the PMBOK guide, which suggests using historical information and lessons learned from similar projects to inform cost estimations1. Additionally, involving the client representative (option A) is also a good practice in agile projects to ensure that the estimation aligns with the client’s expectations and priorities2. However, the primary action should be to review similar past projects for a more accurate estimation.

: The PMBOK® Guide outlines the importance of utilizing historical data and information from similar projects when estimating costs3. The PMP Examination Content Outline also emphasizes the use of past project data for cost estimation in agile project environments1. The Professional in Business Analysis Reference Materials further support this approach, highlighting the value of lessons learned and historical analysis in project cost management4.

Question: 208

The change control board (CCB) has approved a change request to add a new component within a product. The operations manager discovers the change after its approval and complains that the implementation of the change will cause significant disruption to the production line.

What should the project manager do first?

A. Lead a root cause analysis workshop with the design team to identify the failures that led to the decision to add a component that was not compatible with the production line.

B. Meet with the operations manager to explain the background for the change and understand the operation manager's concerns about the change.

C. Escalate the issue to the project sponsor, as the decision to add the component brings many benefits even though it will be disruptive to the production line.

D. Formally acknowledge the operation manager's concerns and raise a new risk that the project may deliver late and over budget due to manufacturing difficulties.

Answer: B

Explanation:

The first step should be to engage in a dialogue with the operations manager to understand their concerns regarding the change. This aligns with the PMBOK® Guide’s emphasis on communication and stakeholder engagement as key aspects of effective change management1. Understanding the operations manager’s perspective is crucial to assess the impact of the change on the production line and to explore potential solutions or mitigations. It is important to ensure that all stakeholders are on the same page and that any concerns are addressed promptly to avoid further issues23.

Reference:

PMI. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition.

PM-by-PM. (2023). PMBOK Guide’s Change Management Process For PMP Certification1.

McKinsey. (2023). Secrets of successful change implementation2.

HR University. (2023). What Does an Operational Change Manager Do?3.

Question: 209

An agile team is required to address a technical, complex requirement that has no visual deliverable to show the customer. What guidance should the product manager provide to improve the requirement development?

A. Discuss this with the team and reprioritize the backlog to deliver maximum value by including a portion of the complex work.

B. Reprioritize the product backlog by lowering the priority of the complex activity, so it will be worked on later in the project.

C. Allow the team to focus and complete the complex work because it will reduce the risk of finding issues later in the project.

D. Inform the customer that there will not be any deliverable due to the complexity involved in the requirement.

Answer: C

Explanation:

For an agile team facing a technical, complex requirement with no visual deliverable, it is important to focus on completing the work to mitigate risks associated with the complexity. This approach aligns with agile principles, which prioritize working software over comprehensive documentation. By allowing the team to concentrate on the complex work, they can ensure that the technical aspects are addressed properly, reducing the likelihood of issues arising later in the project. This strategy is supported by agile methodologies that emphasize continuous attention to technical excellence1.

Reference:

Agile project management with formal requirements and test case management - PMI1

Agile Practice Guide - Project Management Institute2

Exam PMP topic 1 question 345 discussion - ExamTopics3

Question: 210

A project manager is leading a project in which the product requirements have not been fully met due to several uncertainties about customer acceptance. What should the project manager do?

A. Gather a reduced number of approved requirements and add some extra features to fulfill the product specifications.

B. Ask team members to research and collect data about the best features offered by similar products in the market.

C. Stop all project activities until all requirements are set up front by the project sponsor and the key stakeholders.

D. Gather enough requirements to produce a minimum viable product (MVP) with which to evaluate customer acceptance.

Answer: D

Explanation:

In situations where there are uncertainties about customer acceptance, it is advisable to focus on creating a Minimum Viable Product (MVP). An MVP is a version of a product that includes just enough features to be usable by early customers who can then provide feedback for future product development1. This approach allows the project manager to validate the product requirements with actual customer feedback, which is crucial when the full set of product requirements has not been established2. By focusing on an MVP, the project team can prioritize the core functionalities that meet customer needs and address uncertainties more effectively3.

Reference:

PMI’s Guide to the Project Management Body of Knowledge (PMBOK® Guide)4.

Disciplined Agile at PMI1.

Minimum Business Increments (MBIs) at PMI2.

Business Analyst Definitions - BABLOCKS.COM3.

Question: 211

A project manager is leading a project that includes several organizations with unique corporate cultures. These diverse corporate cultures are affecting project expectations. The varying expectations often lead to conflicts, which often require the project manager's involvement.

What should the project manager do first to evaluate the cultural differences within the organizations?

A. Establish a probability and impact matrix and plan response criteria.

B. Disregard the situation since it is not hindering the project deliverables.

C. Develop a joint policy among the various organizations.

D. Escalate the issue to the project sponsor and seek their guidance.

Answer: D

Explanation:

When faced with conflicts arising from cultural differences within a project that involves multiple organizations, the project manager should first seek guidance from the project sponsor. This is because the project sponsor has the authority and perspective to understand the broader organizational strategies and can provide direction on how to best address the cultural issues. Additionally, the sponsor can facilitate the development of a strategy that aligns with the project’s goals and the organizations’ cultures123. Reference:

Managing Cross Cultural Differences in Projects1.

Cultural Diversity in Project Management: How Project Success is Perceived in Different Cultures2.

Cultural Differences: Knowing the Nine Dimensions of Culture to Succeed in Project Management3.

Question: 212

A project manager is leading a project that needs to be deployed quickly to the market. An influential stakeholder does not believe that the project management processes bring business value.

What can the project manager do to gain the support of the stakeholder?

A. Ask the stakeholder for a meeting to review the project's charter and project management plan.

B. Disregard the stakeholder's concerns and continue following the project management plan to execute the project.

C. Hold a training workshop to educate the stakeholder about project management best practices.

D. Clarify the project roles and responsibilities, and share the purpose to gain the stakeholder's buy-in.

Answer: D

Explanation:

To gain the support of an influential stakeholder who is skeptical about the value of project management processes, the project manager should clarify the project roles and responsibilities and share the purpose of the project management processes. This approach helps in aligning the stakeholder’s understanding with the project objectives and demonstrates how the processes add value to the project’s success. Engaging the stakeholder in this manner is more likely to result in their buy-in and support, as it addresses their concerns directly and shows a willingness to collaborate and communicate effectively12345.

: The approach of clarifying roles and sharing the purpose is supported by PMI’s guidelines on stakeholder engagement and is consistent with best practices in project management and business analysis12345678.

Question: 213

When trying to track project benefits, a project manager realizes that some key performance indicators (KPIs) are not yet defined. What should the project manager do?

A. Work with the business analysts to track and collect the missing data and build the KPIs.

B. Coordinate with the benefit owner to track and collect the missing data and build the KPIs.

C. Forward the issue to the benefit owner and ask them to collect the missing data and build the KPIs.

D. Ask the program manager to track and collect the missing data and work to build the KPIs.

Answer: B

Explanation:

In project management, particularly when tracking project benefits, it is essential to have well-defined KPIs to measure performance effectively. If KPIs are not yet defined, the project manager should collaborate with the benefit owner, who has a vested interest in the project’s success. Together, they can identify the missing data, define the KPIs, and determine the best approach to track and report the KPIs. This collaborative effort ensures that the KPIs are aligned with the project’s objectives and the benefit owner’s expectations1.

Reference:

“30 Important Project Management KPIs (& How To Track Them)” from ClearPoint Strategy2.

“14 Project Management Metrics & KPIs You Need to Track” from FounderJar3.

Discussion on ExamTopics regarding project management and KPIs1.

Question: 214

During project implementation, one team finds out that a key project deliverable was not budgeted. What should the project manager do first?

A. Escalate the issue to the project sponsor for resolution.

B. Meet with the team to discuss alternatives.

C. Hold the team accountable and ask for an immediate solution.

D. Remove the deliverable from the project scope.

Answer: B

Explanation:

When a key project deliverable is discovered to be unbudgeted, the project manager should first meet with the team to discuss alternatives. This collaborative approach is recommended as it involves the team in problem-solving and may lead to innovative solutions that the project manager alone might not consider. It is also aligned with the principles of the PMBOK® Guide, which emphasizes engaging with the team and stakeholders to address project challenges.

: The answer is verified by discussions found in PMP exam-related forums and aligns with the principles outlined in the PMBOK® Guide and the Professional in Business Analysis Reference Materials12.

Question: 215

During an iteration review session, some product features are at risk of being canceled due to high operational costs when the product is launched into a production environment. What type of analysis should the project lead have conducted to avoid this situation?

A. Capacity analysis

B. Benefits analysis

C. Risk analysis

D. Gap analysis

Answer: C

Explanation:

When a key project deliverable is discovered to be unbudgeted, the project manager should first meet with the team to discuss alternatives. This collaborative approach is recommended as it involves the team in problem-solving and may lead to innovative solutions that the project manager alone might not consider. It is also aligned with the principles of the PMBOK® Guide, which emphasizes engaging with the team and stakeholders to address project challenges.

: The answer is verified by discussions found in PMP exam-related forums and aligns with the principles outlined in the PMBOK® Guide and the Professional in Business Analysis Reference Materials12.

Question: 216

A project manager is leading a large public project that will have a high impact on the town's citizens. How should the project manager define the different requirements?

A. Include only the common requirements of each stakeholder group in the project goals.

B. Include only the key requirements and keep the stakeholders informed about scope decisions.

C. Analyze the interests and influence of stakeholders and evaluate their requirements.

D. Add only the opinions of the team, because they know the objectives of the project.

Answer: C

Explanation:

The best approach for a project manager leading a public project with high impact on the town’s citizens is to analyze the interests and influence of stakeholders and evaluate their requirements. This aligns with the PMBOK® Guide’s emphasis on identifying stakeholders and understanding their needs and expectations as a key part of project management. It ensures that the project outcomes are aligned with stakeholder expectations and the project’s intended benefits are realized.

: = PMBOK® Guide – Seventh Edition1; PMP Examination Content Outline2; Professional in Business Analysis Reference Materials3.

Question: 217

An agile team has completed five sprints. The final product is expected to be delivered in another three sprints. The project manager receives a call from the technical resource manager that one of the developers must take leave for the next 4 weeks, with no temporary replacement available. This is going to significantly impact the deliverable.

What should the project manager do?

A. Perform an impact analysis, readjust the schedule as needed, and communicate the changes to the customer.

B. Ask the product owner to stretch the delivery team further to complete the final product in the original timeline.

C. Inform the customer of the impact immediately and prepare for escalation.

D. Request additional funding from the sponsor to obtain a new resource to fill in the gap.

Answer: A

Explanation:

In the context of agile project management, when a team member is unavailable and it significantly impacts the deliverable, the project manager should perform an impact analysis to understand the extent of the impact on the project. The next step is to readjust the project schedule accordingly. This may involve re-estimating the remaining work, adjusting the scope, or re-prioritizing the backlog items. Once these adjustments are made, it is crucial to communicate the changes to the customer to set realistic expectations and maintain transparency. This approach aligns with the agile principle of responding to change over following a plan and ensures that the project continues to move forward in a controlled and informed manner. Reference: The answer and explanation are based on the principles found within the PMBOK® Guide and the Agile Practice Guide, which are part of the reference materials for the PMP certification12. Additionally, the Professional in Business Analysis (PMI-PBA) reference materials support the importance of stakeholder engagement and communication, which are critical when there are significant changes in a project3.

Question: 218

The project team is experiencing schedule delays due to issues arising with suppliers. Some of the tasks are on the critical path.

What should the project manager do in this situation?

A. Escalate the supplier-related issues to the sponsor for resolution.

B. Review the work breakdown structure (WBS) with the suppliers.

C. Review the critical path with the stakeholders to define next steps.

D. Discuss the critical path issues with the purchasing department.

Answer: C

Explanation:

When a project experiences schedule delays, especially with tasks on the critical path, it is crucial to review the critical path with stakeholders. This collaborative review helps in understanding the impact of the delays and in defining the next steps to mitigate the issues. The stakeholders, including the project team, suppliers, and sponsor, can provide valuable input and decision-making power to help navigate the issues1.

Reference:

PMBOK® Guide – Sixth Edition2.

“19 Frequently Asked Questions on the Critical Path Method” by Praveen Malik, PMP3.

"Exam PMP topic 1 question 321 discussion - ExamTopics"1.

“Five Tips for Being Prepared for Supply Chain Disruption” - PMI.org4.

Question: 219

A project manager is leading an engineering project. The project manager must obtain some certifications before mass production, which is scheduled in 3 months. The certification process will require at least 6 months.

What should the project manager do next?

A. Discuss extending the mass production timeline by 3 months with the project sponsor.

B. Meet with senior management to discuss the possibility of an extension to the project timeline.

C. Engage a consultant to shorten the certification process to meet the schedule requirement.

D. Assess and evaluate the certification process and understand the best and worst case scenarios.

Answer: D

Explanation:

The best course of action when facing a discrepancy between project schedules and necessary certification timelines is to assess and evaluate the certification process. This involves understanding the best-case and worst-case scenarios, which allows the project manager to make informed decisions and manage expectations with all stakeholders. It is essential to analyze the situation thoroughly before discussing timeline extensions or engaging consultants, as these actions may have significant implications on the project’s cost, scope, and quality.

: = The answer aligns with the principles outlined in the PMBOK® Guide and the PMP certification requirements, which emphasize the importance of proper assessment and risk management in project management12. Additionally, the Professional in Business Analysis Reference Materials support the approach of thorough analysis and evaluation as part of business analysis practices34

Question: 220

A company plans to initiate a project involving a new technology. Approval for the project is required. What should the project manager do?

A. Review the cost and schedule baselines for execution.

B. Define change management for the new technology.

C. Analyze the cost and identify the project benefits.

D. Identify the risks in implementing the new technology.

Answer: D

Explanation:

Before initiating a project, especially one involving new technology, it is crucial to identify potential risks. This aligns with the PMBOK® Guide’s emphasis on risk management as a key project management process. The process involves identifying, analyzing, and responding to project risks to increase the likelihood of project success. In the context of new technology, risks could include technical feasibility, integration with current systems, or potential cost overruns due to unforeseen technical issues.

: = The PMBOK® Guide and the PMP Examination Content Outline provide guidance on the importance of risk identification in project management. The Professional in Business Analysis Reference Materials further supports this by emphasizing the need for thorough analysis and management of risks in business analysis practices.

Please note that while I strive to provide accurate information based on the available reference materials, it is always recommended to consult the latest editions of the PMBOK® Guide and the Professional in Business Analysis Reference Materials for the most current and comprehensive guidance.

Question: 221

A project manager encounters a governance issue during the project execution phase. One of the team members complains about receiving assignments from multiple people and states they are not able to work effectively.

What should the project manager establish first in the project governance structure?

A. Clear responsible, accountable, consult, and inform (RACI) matrix

B. Risk management and issues resolution plan

C. Resource management and conflict resolution plan

D. Clear project work breakdown structure (WBS) and timeline

Answer: A

Explanation:

The RACI matrix is a tool that clarifies the roles and responsibilities of individuals or groups in a project’s successful completion. It helps to define who is Responsible, Accountable, Consulted, and Informed for each task or deliverable. This is particularly useful in addressing governance issues like the one described, where a team member is receiving conflicting assignments. By establishing a RACI matrix, the project manager can ensure that everyone knows who is responsible for what, thus preventing confusion and inefficiency.

Reference: (Project Management Professional (PMP) Reference Materials source and documents)

“RACI Matrix: Responsibility Assignment Matrix Guide for 2024” from project-management.com1.

“Project Governance Critical Success” from PMI2.

“Exam PMP topic 1 question 338 discussion” from ExamTopics3.

“PMP® Exam Tip: The Responsibility Assignment Matrix (RAM)” from project-management-prepcast.com4.

Question: 222

During sprint planning, the product owner wants to prioritize items with high business value. However, the project team is concerned about technical debt and infrastructure dependencies to deliver the expected value.

How should the project manager handle this issue?

A. Support the project sponsor so the decision is made top-down and the team follows the provided direction.

B. Support a voting exercise so all team members can express their opinion and the reason behind their vote.

C. Support the product owner so only items with high business value are included in the next sprint.

D. Support the project team so technical debt and infrastructure dependencies are included in the next sprint.

Answer: B

Explanation:

In Agile and Scrum practices, it is essential to foster collaboration and communication between the product owner and the project team to find a mutually acceptable solution. Facilitating a discussion to balance technical debt and infrastructure dependencies with items of high business value is crucial. A voting exercise allows all team members to express their opinions and reasons behind their votes, helping the team find a compromise and identify items that provide both business value and address technical debt and infrastructure dependencies. This approach aligns with the Agile principle of valuing individuals and interactions over processes and tools, promoting team collaboration and self-organization.

: (Based on the information from the PMI’s PMP and Professional in Business Analysis reference materials and discussions from the Agile community.)

Question: 223

An updated schedule for work delivered by a subcontractor is a condition for a milestone payment. The subcontractor completed the work but does not have a schedule, claiming that work was already agreed upon with the client.

What should the project manager do?

A. Negotiate a contract change with the subcontractor.

B. Meet with the client to discuss the issue with the subcontractor.

C. Inform the subcontractor that they must send the schedule.

D. Tell the subcontractor to submit a draft schedule.

Answer: C

Explanation:

According to best practices in project management, it is essential for the project manager to enforce the terms of the contract. If the updated schedule is a condition for milestone payment, the subcontractor is obligated to provide it, regardless of any verbal agreements with the client. The project manager should inform the subcontractor that in order to comply with the contract and process the payment, the updated schedule must be submitted. This ensures that all contractual obligations are met and that there is a clear record of the work completed, which is necessary for project tracking, reporting, and auditing purposes.

: The answer is verified based on the principles found within the PMBOK® Guide and the standards of project management as outlined by the Project Management Institute (PMI). The PMBOK® Guide emphasizes the importance of contract management and the need for proper documentation and adherence to agreed-upon project schedules. Additionally, the Professional in Business Analysis (PMI-PBA) materials highlight the significance of maintaining accurate records and documentation for business analysis and project management activities.

Question: 224

A team is finishing the third release to present to the stakeholder as part of a demonstration. The company that subcontracts the developers has communicated that there is a cash flow problem and the company will not be able to provide the same resources for the next iterations.

What should the project manager do next?

A. Create a risk register to track the risks and request additional budget.

B. Analyze the impact against the release plan if the blocker is not addressed.

C. Work with the project owner to prioritize the product backlog.

D. Escalate the situation to the project sponsor for a possible resolution.

Answer: B

Explanation:

When faced with a subcontractor’s cash flow problem that affects resource availability for future iterations, the project manager should first analyze the impact against the release plan if the blocker is not addressed. This step is crucial for understanding the potential consequences on the project’s timeline and deliverables. It allows the project manager to make informed decisions and take appropriate actions to mitigate risks. This approach aligns with the principles of risk management in business analysis, which involve identifying and analyzing potential risks to the project’s success12.

: The answer is verified by discussions found in PMP exam-related forums and aligns with the principles outlined in the PMBOK® Guide and the Professional in Business Analysis Reference Materials12.

Question: 225

A project manager works for an organization that intends to begin using agile delivery, but there is a lack of support from some business units. The project manager needs to address the lack of trust in agile.

What should the project manager recommend?

A. Implement and establish an agile framework for the project.

B. Hire a team of contractors for agile project delivery.

C. Define detailed work instructions for agile project delivery.

D. Negotiate special arrangements for an agile pilot project.

Answer: D

Explanation:

To address the lack of trust in agile within an organization, it is often effective to start with a pilot project. This allows the organization to see the benefits of agile in action without fully committing to a large-scale transformation. A pilot project can serve as a proof of concept, demonstrating the value of agile delivery and helping to build trust among skeptical business units. It provides an opportunity for the organization to learn and adapt the agile framework in a controlled environment, which can then be scaled up based on the success of the pilot12.

Reference:

Trust–the key for successful delivery using agile methods1.

How to Build Trust to Enable Agility | Scrum.org2.

Exam PMP topic 1 question 911 discussion3.

How to Choose a Pilot Project for Agile Transformation4.

Question: 226

A project manager is acting as a servant leader and is struggling to make deadlines on a critical roadway construction project that is falling behind schedule due to a lowperforming team. In order to get the project back on track, what should the project manager do first?

A. Empower the team members to conduct their job activities and hold each person accountable to improve the schedule.

B. Notify the project sponsor that the team is underperforming and request additional resources to compress the schedule,

C. Contact each team member to inform them that further schedule slips will not be tolerated by the project sponsor.

D. Begin holding daily meetings to assign each team member discrete tasks with specific due dates.

Answer: A

Explanation:

project manager who is acting as a servant leader should empower the team members to conduct their job activities and hold each person accountable to improve the schedule. This is because a servant leader demonstrates commitment to serve and put other people first, and emphasizes flexibility and empathy to empower team members to adapt and thrive. A servant leader also fosters a culture of collaboration, communication, and feedback, and helps the team members develop their skills and potential. By empowering the team members, the project manager can improve their performance, motivation, and satisfaction, and ultimately get the project back on track.

The other three options are not the best actions for a servant leader to take, because:

Notifying the project sponsor that the team is underperforming and requesting additional resources to compress the schedule is a possible option, but it is not the first thing to do. The project manager should first try to address the root causes of the team’s low performance, and explore other ways to improve the schedule, such as fast-tracking, crashing, or re-baselining. Requesting additional resources may not be feasible or effective, and it may also undermine the trust and confidence of the team members and the sponsor.

Contacting each team member to inform them that further schedule slips will not be tolerated by the project sponsor is a coercive and authoritarian action, which is contrary to the servant leadership style. This action may create fear, resentment, and resistance among the team members, and damage their morale and engagement. It may also increase the risk of conflicts, errors, and turnover, and worsen the project performance.

Beginning holding daily meetings to assign each team member discrete tasks with specific due dates is a micromanaging and controlling action, which is also contrary to the servant leadership style. This action may reduce the autonomy, creativity, and ownership of the team members, and make them feel disempowered and demotivated. It may also increase the workload and stress of the project manager, and hinder the team’s collaboration and learning.

Reference:

Leadership Styles - BrainBOK

7 Traits of Servant Leadership in Agile Project Management - Project Management Academy

Servant Leadership in PMO Management: A Path to Success - IIL Blog

Project Management Institute. (2021). A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Seventh Edition. Project Management Institute.

Project Management Institute. (2020). Agile Practice Guide. Project Management Institute.

Question: 227

A vendor has manufactured a complex product. During a factory acceptance test, several deficiencies were identified. Product delivery is on the critical path, and any delay would impact project completion.

What should the project manager do?

A. Assess the schedule impact and evaluate the most feasible solution to keep the project on track.

B. Ship the package as is, complete carryover work on-site, and back charge the vendor for the rework.

C. Initiate regular conference calls with the vendor for status updates to keep this item in focus.

D. Hold the shipment until the rework is completed at the vendor's facility to eliminate extra work on-site.

Answer: A

Explanation:

The project manager should assess the schedule impact of the deficiencies identified during the factory acceptance test and evaluate the most feasible solution to keep the project on track. This may involve negotiating with the vendor, performing a schedule compression technique, or implementing a contingency plan. The project manager should also communicate the issue and the solution to the relevant stakeholders and update the project documents accordingly. The other options are not advisable, as they may compromise the quality of the product, increase the project risk, or create conflicts with the vendor. Reference: PMBOK Guide, 7th edition, page 112-113, 118-119, 122-123.

Question: 228

A project manager is building a team to work on a service integration project that will transition technology management services from company A to company B. The project team will consist of members from both companies. Prospective team members for the project are located all over the world, have different types of technology backgrounds, and use different approaches for work.

How should the project manager build a cohesive, high-performing team?

A. Organize the team members into several kick-off sessions based on technology type.

B. Review the list of team members’ skills and understand how they will work together to deliver the project outcomes.

C. Ask the human resources (HR) department to arrange interview meetings to select the team.

D. Ask prospective team members to write a short biography explaining how they can contribute to the team's success.

Answer: B

Explanation:

The project manager should review the list of team members’ skills and understand how they will work together to deliver the project outcomes to build a cohesive, high-performing team. According to the PMBOK® Guide, a high-performing team is a team that exhibits a high level of collaboration, trust, commitment, and performance1. To build a high-performing team, the project manager should apply team development techniques that enhance the team’s ability to work effectively and efficiently1. One of the team development techniques is skill assessment, which involves identifying and evaluating the skills and competencies of the team members, and aligning them with the project objectives and requirements1. By reviewing the list of team members’ skills, the project manager can understand the strengths and weaknesses of the team, and determine the best way to assign roles and responsibilities. The project manager can also identify any skill gaps or overlaps that may affect the team performance, and plan for training or coaching to address them. Additionally, by understanding how the team members will work together, the project manager can facilitate communication and collaboration among the team members and other stakeholders, and foster a positive team culture that supports the project goals. This way, the project manager can build a cohesive, high-performing team that can deliver the project outcomes. The other options are not the best ways to build a cohesive, high-performing team, as they do not address the need to assess and align the team skills and competencies.

Organizing the team members into several kick-off sessions based on technology type is a possible action that the project manager can take, but it is not the main activity that the project manager should do to build a cohesive, high-performing team. Kick-off sessions are meetings that introduce the project and the team to the team members and other stakeholders, and establish the project vision, scope, and expectations1. While kick-off sessions can help the team members to get to know each other and the project, they do not necessarily help the project manager to review and evaluate the team skills and competencies, and align them with the project objectives and requirements. Moreover, organizing the team members into several kick-off sessions based on technology type may create silos and barriers among the team members, and reduce the team cohesion and collaboration.

Asking the human resources (HR) department to arrange interview meetings to select the team is a wrong way to build a cohesive, high-performing team, as it delegates the responsibility of the project manager to the HR department, and ignores the input and involvement of the team members and other stakeholders. The project manager is the person who is accountable for the team performance and satisfaction, and who has the best knowledge and understanding of the project objectives and requirements1. Therefore, the project manager should take the lead in selecting and developing the team, and consult and collaborate with the team members and other stakeholders to ensure the team is aligned and engaged with the project goals.

Asking prospective team members to write a short biography explaining how they can contribute to the team’s success is an unnecessary and ineffective activity that does not help the project manager to build a cohesive, high-performing team. Writing a short biography is a one-way and subjective way of presenting the team members’ skills and competencies, and it does not provide the project manager with a comprehensive and objective assessment of the team skills and competencies. Furthermore, writing a short biography does not help the project manager to understand how the team members will work together, and facilitate communication and collaboration among the team members and other stakeholders.

: 1: PMBOK® Guide, 7th edition, pages 96-97.

Question: 229

A project manager is assigned to a time-bound internal project on quality improvement. During project execution, the project manager observes that a specific team member is being isolated

by other team members.

Which three actions should the project manager take? (Choose three)

A. Arrange and conduct team-building sessions to improve team effectiveness.

B. Allow team members to resolve personal issues without involving the project manager.

C. Get feedback from other team members to understand what led to this situation.

D. Identify the isolated team member as a risk and document the situation in the risk register.

E. Obtain feedback from the isolated team member to understand the situation.

Answer: A,C,E

Explanation:

The project manager should take actions to address the issue of team member isolation, as it can affect the team’s performance, morale, and communication. The project manager should not ignore the issue or leave it to the team members to resolve it by themselves, as this may worsen the situation or create conflicts. The project manager should also not identify the isolated team member as a risk and document it in the risk register, as this may be seen as blaming or stigmatizing the individual. Instead, the project manager should do the following:

Arrange and conduct team-building sessions to improve team effectiveness. Team-building activities can help to foster trust, collaboration, and cohesion among team members. They can also help to resolve interpersonal issues, clarify roles and expectations, and enhance team identity and culture. Team-building sessions can be formal or informal, and can include exercises, games, workshops, or social events. The project manager should plan and facilitate the team-building sessions according to the team’s needs, preferences, and goals.

Get feedback from other team members to understand what led to this situation. The project manager should communicate with the other team members to understand their perspectives and opinions on why the specific team member is being isolated. The project manager should use active listening, open-ended questions, and empathy to elicit honest and constructive feedback. The project manager should also avoid making assumptions, judgments, or accusations, and instead focus on facts and feelings. The project manager should use the feedback to identify the root causes of the problem and possible solutions.

Obtain feedback from the isolated team member to understand the situation. The project manager should also communicate with the isolated team member to understand their situation and needs. The project manager should show respect, support, and concern for the individual, and create a safe and confidential space for them to share their thoughts and feelings. The project manager should also ask the isolated team member what they need or want from the team and the project, and how they can be more involved and engaged. The project manager should use the feedback to address the individual’s concerns and expectations, and to help them reconnect with the team. Reference: Project Management Professional (PMP)® Certification | PMI, Team Building in Project Management | PMI, Team Building | Project Management Professional (PMP) - GreyCampus, How to Provide Effective Feedback to Project Team Members | PMI, The most important feedback in a project and how to receive them - Twproject: project management software,resource management, time tracking, planning, Gantt, kanban

Question: 230

In a project, one team member has been asking for directions and what actions to take on many tasks. As a result, the team member has performed slowly in project delivery.

What should the project manager do to help this team member?

A. Assign another senior team member to coach the team member.

B. Empower the team member to make decisions.

C. Mentor the team member on a regular basis.

D. Address the team member's performance accordingly.

Answer: C

Explanation:

A project manager should mentor the team member who is asking for directions and actions on many tasks, as this indicates a lack of confidence, competence, or clarity in the team member’s role and responsibilities. Mentoring is the process of providing personal support and guidance to a less experienced team member by a seasoned project manager. A mentor can help the team member develop their skills, knowledge, and abilities, as well as provide feedback, advice, and encouragement. A mentor can also help the team member understand the project objectives, scope, deliverables, processes, and standards, and how to align their work with them. By mentoring the team member on a regular basis, the project manager can help the team member improve their performance, productivity, and quality of work, as well as increase their motivation, engagement, and satisfaction. Reference: Project Management Professional (PMP)® Certification | PMI, Mentoring - Key Competency for Program and Project Professionals, What Good is a Project Manager Mentor? | PMI

Question: 231

Some of the more experienced members of a project team have complained about the project manager. The senior project team members feel that the project manager is micromanaging them and preventing them from completing their work.

What should the project manager do when made aware of these issues?

A. Set up a team building event to bring synergy back to the project team.

B. Adjust the project manager's management style to better fit senior team members.

C. Ask for advice on how to be a better mentor to these team members.

D. Meet daily with each senior team member to monitor project status.

Answer: B

Explanation:

Micromanagement is a form of leadership that requires excessive control and involvement in the work of team members. It can have negative effects on the team’s performance, motivation, creativity, and trust. Micromanagement can also cause conflicts, stress, and resentment among team members. Therefore, a project manager should avoid micromanaging the team and instead adopt a more flexible and adaptive management style that suits the needs and preferences of different team members. According to the PMBOK® Guide, a project manager should use a combination of leadership styles depending on the situation and the maturity level of the team. Some of the leadership styles that a project manager can use are:

Directive: The project manager provides clear instructions and expectations to the team and closely monitors their work. This style is suitable for inexperienced or low-performing team members who need guidance and direction.

Supportive: The project manager shows empathy and concern for the team and provides them with support and encouragement. This style is suitable for team members who need recognition and feedback to boost their morale and confidence.

Participative: The project manager involves the team in decision making and problem solving and encourages collaboration and communication. This style is suitable for team members who have high competence and commitment and who value autonomy and empowerment.

Achievement-oriented: The project manager sets challenging goals and standards for the team and expects them to excel and deliver high-quality results. This style is suitable for team members who are motivated by achievement and growth and who seek opportunities to learn and improve.

A project manager should adjust their management style to better fit senior team members who have more experience, expertise, and responsibility in the project. Senior team members may prefer a participative or achievement-oriented style that allows them to have more input and influence in the project and to demonstrate their skills and knowledge. A project manager should also respect the seniority and authority of senior team members and avoid interfering with their work or undermining their credibility. A project manager should also communicate effectively with senior team members and provide them with clear and consistent information, expectations, and feedback. A project manager should also recognize and appreciate the contributions and achievements of senior team members and reward them accordingly. Reference: Project Management Professional (PMP)® Certification | PMI, Meeting Management Techniques for the PMP® Exam, 4 Common Project Management Styles (And How To Choose One), A Guide to Project Management Leadership Styles (With Tips)

Question: 232

After meeting with stakeholders, a project manager working at a computer gaming company is creating a project management plan for the company's newest offering. The project manager learns that the company's main competitor is scheduled to release a similar offering leveraging the newest technology. The project manager fears that the competitor's offering is better in multiple ways compared to the project manager's project.

What should the project manager do?

A. Perform a Kano analysis factoring in the competitor's offering and present it to the stakeholders.

B. Meet with the development team to see what changes will improve the project compared to the competition's deliverable.

C. Meet with the project team to discuss the concerns and determine how to ensure the project's deliverable can compete with the competitor's.

D. Note this concern in the risk register and meet with the sales team to identify mitigation options factoring in the competitor's offerings.

Answer: C

Explanation:

According to the PMBOK Guide 7th Edition, the project manager should lead and support the project team and collaborate with them to deliver the project outcomes. In this case, the project manager should meet with the project team to discuss the concerns and determine how to ensure the project’s deliverable can compete with the competitor’s, such as by incorporating customer feedback, enhancing the features, or applying the newest technology. The project manager should not perform a Kano analysis, as this is a technique to prioritize the customer requirements, not the competitor’s. The project manager should not meet with the development team only, as this may exclude other team members who may have valuable inputs. The project manager should not note this concern in the risk register and meet with the sales team only, as this may not address the root cause of the problem and may not involve the project team12. Reference: PMBOK Guide 7th Edition, Chapter 3: Project Performance Domain, Section 3.3: Lead the Team, Page 65; Chapter 4: Project Delivery, Section 4.2: Collect Requirements, Page 89.

Question: 233

An agile team has been assigned to a project that mandates the implementation of changes to key government products. The team has been given 6 months to fulfill this mandate.

What should the team lead do next?

A. Create all of the stories just for the next sprint and skip the epics until the next sprint.

B. Create the epics at a high level for the requirements and begin grooming sessions.

C. Create the project charter and statement of work (SOW) to estimate the changes and the scope of the change.

D. Create all of the stories needed to fulfill this change, document them in the backlog, and prioritize them according to business value.

Answer: B

Explanation:

An agile team should create the epics at a high level for the requirements and begin grooming sessions as the next step after being assigned to a project that mandates the implementation of changes to key government products. This is because epics are large bodies of work that can be broken down into smaller and more manageable user stories. By creating the epics at a high level, the team can capture the overall scope and vision of the project and align it with the customer’s needs and expectations. The team can also start grooming sessions, which are meetings where the team reviews, refines, and prioritizes the backlog of user stories. Grooming sessions help the team to clarify the requirements, estimate the effort, identify the dependencies, and plan the sprints. By creating the epics and grooming the backlog, the team can ensure that they deliver value to the customer in an iterative and incremental manner.

The other options are not the best next steps for the agile team. Creating all of the stories just for the next sprint and skipping the epics until the next sprint would be too short-sighted and risky, as the team would not have a clear understanding of the big picture and the long-term goals of the project. Creating the project charter and statement of work (SOW) to estimate the changes and the scope of the change would be too rigid and formal, as the team would not be able to adapt to the changing requirements and feedback from the customer. Creating all of the stories needed to fulfill this change, documenting them in the backlog, and prioritizing them according to business value would be too time-consuming and overwhelming, as the team would have to deal with a large number of stories without a proper structure and hierarchy. Reference: Project Management Professional (PMP)® Certification | PMI, Epics, Stories, Themes, and Initiatives | Atlassian, Epics | Atlassian, Themes, Epics, Stories, and Tasks | Wrike Agile Guide, Understanding Epics in Agile for Managing and Chunking Work Items

Question: 234

In an agile environment, a project is running iteration four out of six. A team member leaves the company with no replacement.

What should the project manager do?

Update the issue log and refer to the resource management plan to address the situation.

Ask the team for extra work to fulfill the project commitment.

Reduce the scope of the project and inform stakeholders.

A. Ask the sponsor for an experienced team member in the company to help the project team.

Answer: A

Explanation:

According to the PMBOK Guide, an issue log is a project document that records problems in a project and how they are resolved. A resource management plan is a component of the project management plan that describes how resources will be estimated, acquired, developed, managed, and controlled. When a team member leaves the company, the project manager should update the issue log with the details of the problem and the impact on the project. Then, the project manager should refer to the resource management plan to find out how to deal with the resource gap, such as reassigning tasks, hiring a new team member, or requesting additional resources from the sponsor or other stakeholders.

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PMBOK Guide, 6th edition, pages 89-90, 318-319, 374-375

Agile Practice Guide, pages 32-33, 77-78

Question: 235

A company is starting a critical project with a strict deadline. During the first planning meeting, the team realizes that the list of requirements has too many items to allow on-time delivery.

What should the project manager do first?

A. Increase the capacity of the team to finish the project on time.

B. Update the risk register and present a contingency plan to meet the deadline.

C. Ask the team to propose a minimum viable product (MVP) to meet the date.

D. Suggest to the customer to reduce the backlog to meet the date.

Answer: C

Explanation:

When faced with a critical project that has too many requirements to be delivered on time, the project manager should prioritize the work. The first step is to identify the core functionalities that will deliver value to the customer and propose a Minimum Viable Product (MVP). This approach allows the team to focus on delivering a product with enough features to satisfy early adopters, which is crucial for projects with strict deadlines. It also provides an opportunity for early feedback that can be used to improve the product in subsequent iterations1.

Reference: = The concept of MVP is well-aligned with agile project management practices, which are part of the PMP certification content. The PMBOK Guide and Agile Practice Guide, which are foundational standards for the PMP exam, advocate for delivering value early and continuously improving based on stakeholder feedback

Question: 236

A customer requests additional changes 1 day before the planned change date. How should the project manager respond to the change request?

A. Reject the changes as the lead time is too short.

B. Determine whether the project team is capable of making the changes.

C. Review the additional changes and perform integrated change control.

D. Check if the changes are covered in the statement of work (SOW).

Answer: C

Explanation:

According to the PMBOK Guide, the project manager should manage the project scope, including the planning, validation, and control of the scope. The project manager should also manage the project changes, including the initiation, evaluation, approval, and implementation of the changes. In this scenario, the project manager received a request to add additional changes 1 day before the planned change date. This is a potential change to the project scope that may also impact the project time, cost, quality, and other aspects. The best course of action is to review the additional changes and perform integrated change control. This can help the project manager to assess the feasibility and desirability of the change request, and to determine the appropriate response and approval. Reviewing the additional changes and performing integrated change control (option C) is the best solution to the issue, as it demonstrates proactive and effective project scope and change management. Rejecting the changes as the lead time is too short (option A) may not be feasible or ethical, as it may violate the customer’s expectations and satisfaction, and may damage the trust and relationship with the customer. Determining whether the project team is capable of making the changes (option B) may not be sufficient or realistic, as it may ignore or overlook the impact and value of the change request, and may create a conflict or resentment among the project team. Checking if the changes are covered in the statement of work (SOW) (option D) may not be relevant or helpful, as it may not address the change request itself, nor does it account for the possible deviations or changes that may occur during the project execution. Reference: : Project Management Institute. (2017). A Guide to the Project Management Body of Knowledge (PMBOK Guide) (6th ed.). Newtown Square, PA: Author1 : Change Request - Project Management Knowledge2 : Managing Change Requests in Project Management [Template]3 : Which Project Documents Need A Change Request For Updates?4

Question: 237

A project manager is managing the opening of a new office overseas. At the beginning of the project, possible delays due to legal permits are raised by one stakeholder. Subject matter experts (SMEs)

reassessed the concern and suggested assigning more time for this permit, and the change control board (CCB) agrees.

Which document should the project manager update first to document this change?

A. Scope baseline

B. Cost baseline

C. Risk register

D. Schedule baseline

Answer: C

Explanation:

The Risk register is a key document that captures and tracks project risks. When a stakeholder raises concerns about possible delays due to legal permits, it is essential to assess and manage this risk. The subject matter experts (SMEs) have reassessed the concern and suggested assigning more time for the permit. By updating the Risk register, the project manager can formally document this change, including the revised risk assessment and mitigation plan. The Risk register helps the project team monitor and address risks throughout the project lifecycle.

1.Risk Register:

oThe Risk register is a comprehensive document that identifies, assesses, and tracks project risks.

oWhen a stakeholder raises concerns about potential delays due to legal permits, it becomes a project risk.

oThe subject matter experts (SMEs) have reevaluated the concern and recommended allocating more time for the permit process.

oBy updating the Risk register, the project manager formally documents this change, including the revised risk assessment and any mitigation strategies.

oThe Risk register is a valuable tool for monitoring and managing risks throughout the project lifecycle.

Therefore, the project manager should prioritize updating the Risk register to capture this change effectively12.

Remember that the Risk register is a dynamic document that evolves as the project progresses. Regular reviews and updates are essential to ensure effective risk management.

1: PMI - Project Management Institute. PMP Exam Prep 2: BrainBOK. PMP Reference Material

Question: 238

A project manager works for a company that has a reputation of delivering environmentally sustainable projects. During the half-yearly review of the project, the project manager raises serious concerns with

the project sponsor regarding the project's viability and success. There are some stakeholders who oppose this project on the grounds of compromising land erosion.

What should the project manager do?

A. Propose to close the project because it no longer fits the business values of the organization.

B. Calculate earned value (EV) because the project manager is forecasting a loss for this project in the yearly review.

C. Calculate float on the project because it has severely affected the project's major critical path.

D. Request additional resources from the business unit manager due to the project's complexity.

Answer: A

Explanation:

The project manager’s responsibility is to ensure that the project aligns with the organization’s values and objectives. In this case, the project’s viability and success are being questioned due to concerns about compromising land erosion. If the project no longer aligns with the company’s commitment to environmentally sustainable projects, it is appropriate for the project manager to propose closing the project. This decision ensures that the organization maintains its reputation for delivering environmentally responsible initiatives1.

Reference:

1.Nigeria Erosion and Watershed Management Project (NEWMAP) - The World Bank

Question: 239

A feature has been added to the iteration backlog that has been prioritized by the project sponsor over other critical security patches. What should the project manager do?

A. Perform a risk analysis and then meet with the project sponsor to discuss it.

B. Meet with the project sponsor to discuss the feature with the product owner.

C. Push back on the feature because it is not an immediate priority.

D. Give all the work packages parallel priority and continue activities.

Answer: C

Explanation:

When a feature has been prioritized by the project sponsor over other critical security patches, the project manager should assess the situation. While it’s essential to consider the sponsor’s priorities, the project manager must also evaluate the impact of delaying critical security patches. Pushing back on the feature allows the project manager to advocate for the security patches’ urgency and ensure that immediate priorities are addressed14.

Reference: 4. Aha!

Question: 240

A project manager is assigned to a yearlong project. Before the start of the design phase, a competitor announces that they will release a similar deliverable in 8 months, although with fewer features and functionality.

Which two actions should the project manager take next? (Choose 2)

A. Modify the project management plan with an incremental approach.

B. Evaluate the impact of incremental deliverables.

C. Reduce the scope items of the final deliverable.

D. Discuss and review this external risk with the project sponsor.

E. Update the project artifacts to include this issue.

Answer: C,D

Explanation:

When faced with the competitor’s announcement, the project manager should take the following actions:

1.Reduce Scope Items: Given the competitor’s shorter timeline and fewer features, the project manager should reevaluate the project scope. Reducing the scope items of the final deliverable allows the project team to focus on essential features and deliver a more streamlined product within the available time frame.

2.Discuss External Risk with Project Sponsor: The project manager should engage

Question: 241

In a product development project, the project manager is constantly receiving complaints from stakeholders about functionalities being delivered, but not required by the business departments. The project sponsor wants to know if the project resources are being used effectively.

What should the project manager have done to avoid delivering work that is not adding value to the business?

A. Document the stakeholders' needs, review them during the retrospective, and create improvement plans.

B. Encourage the product owner to meet with the stakeholders and create a product backlog based on their needs.

C. Ask the stakeholders to document their complaints in change requests.

D. Define a product scope and ask the stakeholders to not deviate from it.

Answer: D

Explanation:

To avoid delivering work that does not add value to the business, the project manager should have taken the following actions:

1.Define a Product Scope: Clearly defining the product scope at the beginning of the project ensures that everyone understands the boundaries of what will be delivered. By having a well-defined scope, the project manager can prevent unnecessary features or functionalities from being included.

2.Stakeholder Alignment: The project manager should have engaged with stakeholders (including business departments) to understand their needs and expectations. This alignment helps ensure that the project team focuses on delivering features that truly add value.

3.Scope Management: Throughout the project, the project manager should have actively managed scope changes. When stakeholders requested functionalities beyond the defined scope, the project manager should have evaluated their impact on business value and made informed decisions.

4.Effective Communication: Encouraging open communication between stakeholders, the product owner, and the project team is essential. Regularly reviewing progress, addressing concerns, and adjusting priorities based on business needs would help avoid unnecessary work.

Reference: 10. Delivering business value: The most important aspect of project management

While options A, B, and C are relevant considerations in project management, the immediate focus should have been on defining and managing the product scope to ensure alignment with business value. Option D directly addresses this aspect1.

Question: 242

A project manager is leading an integration project for a retail company. The project demands a lot of time from the stakeholders to make important business decisions. The project is critical and must be completed on time and within budget.

What should the project manager do to ensure that key stakeholders are available for this project?

A. Add time reserve in the project schedule to allow extra time for the stakeholders to make decisions.

B. Share the project schedule, milestones, and meeting agendas with the stakeholders ahead of time.

C. Work with the available stakeholders to make business decisions and keep all unavailable stakeholders informed.

D. Schedule meetings with all of the stakeholders to make business decisions when needed.

Answer: B

Explanation:

To ensure that key stakeholders are available for the project, the project manager should take the following actions:

1.Share Project Information: Regularly share the project schedule, milestones, and meeting agendas with stakeholders well in advance. This allows them to plan their availability and allocate time for important business decisions.

2.Effective Communication: Maintain open and transparent communication with stakeholders. Clearly communicate the critical nature of the project and the need for their active participation.

3.Prioritize Stakeholder Engagement: Identify the most critical stakeholders and prioritize their involvement. Ensure that they are informed about key decision points and are available during those times.

4.Mitigate Risks: Anticipate potential scheduling conflicts and risks related to stakeholder availability. Plan accordingly by scheduling meetings at times when key stakeholders are likely to be available.

5.Flexibility: While scheduling meetings, be flexible and consider different time zones, work hours, and other constraints that may impact stakeholder availability.

By proactively sharing information and involving stakeholders early, the project manager can increase the chances of timely decision-making and successful project completion.

Reference:

1.[Delivering business value: The most important aspect of project management](https://www.pmi

Question: 243

A new agile project is starting. The project manager is asked to confirm the scope to address the concerns of one of the stakeholders.

What should the project manager use to explain the project scope?

A. Product roadmap

B. User stories

C. Business requirements document

D. Product backlog

Answer: B

Explanation:

In an agile project, user stories are a critical tool for defining and explaining the project scope. Here’s why:

1.User-Centric Approach: User stories focus on the needs and expectations of end-users or stakeholders. They describe specific functionality or features from the user’s perspective.

2.Concise and Understandable: User stories are brief, simple

Question: 244

A project manager is managing a project in the execution phase, which was agreed upon with the sponsor. However, the sponsor is constantly micromanaging and requesting iterations that are affecting the team's effectiveness. The sponsor indicates that as long as the project scope is not affected, these iterations are needed to simplify the project.

How should the project manager handle the situation?

A. Review validation and control procedures.

B. Discuss reducing interruptions with the sponsor.

C. Perform stakeholder requirements activities.

D. Approach the sponsor about using an agile approach.

Answer: B

Explanation:

When dealing with a micromanaging sponsor, it’s essential for the project manager to address the situation effectively. Here are some strategies for handling this type of sponsor:

1.Establish Clear Communication Channels:

oRegularly communicate with the sponsor to provide updates and seek input.

oSet up weekly sponsor meetings to discuss project progress, concerns, and critical decisions.

oAlign sponsor expectations by fostering a collaborative environment through proactive communication.

2.Set Clear Expectations and Boundaries:

oDefine the sponsor’s role and responsibilities clearly at the project outset.

oEnsure the sponsor understands the project manager’s authority and decision-making process.

oAddress the need for trust and delegation, emphasizing that micromanaging can hinder efficiency.

3.Understand the Root Cause:

oFind out why the sponsor feels the need to micromanage.

oExplore any legitimate reasons behind their behavior (e.g., past project failures, lack of confidence).

4.Educate the Sponsor:

oExplain the negative impact of micromanagement on team effectiveness and project progress.

oEmphasize that excessive oversight can slow down decision-making and implementation.

5.Agile Approach:

oConsider discussing an agile approach with the sponsor.

oAgile methodologies allow for flexibility, iterative development, and continuous feedback.

oHighlight how agile practices can simplify the project while maintaining scope and delivering value.

Remember that effective communication and collaboration are key to managing difficult sponsors. By addressing the micromanaging behavior and finding common ground, the project manager can create a more productive and supportive project environment.

Reference:

•The Project Manager’s Guide to Dealing With Difficult Sponsors

•How to Deal With Bad Sponsor Behavior

•How To Deal With a Micromanager: Steps and Tips

Option B (Discuss reducing interruptions with the sponsor) directly addresses the issue of micromanagement and aims to improve the project manager-sponsor relationship1.

Question: 245

During the release of an important product, a vice president for a different product line brought a valid concern to the project team, which had to be completed before the release. The vice president has not participated in other product discussions until now. This additional work resulted in a delay of the product release.

How should the project manager have handled this situation earlier in the project?

A. Identified the vice president as a stakeholder

B. Recorded the vice president's concerns in the risk register

C. Escalated any dissent to top management right away

D. Shared project boundaries so that everyone was aware of the scope

Answer: A

Explanation:

When faced with a situation where a vice president from a different product line brings a valid concern during the release of an important product, the project manager should have proactively identified the vice president as a stakeholder. Here’s why:

1.Stakeholder Identification:

oIdentifying stakeholders is a critical step in project management.

oStakeholders include anyone who has an interest in or can be affected by the project.

oThe vice president’s involvement in the project, even if not previously engaged, makes them a relevant stakeholder.

2.Benefits of Identifying Stakeholders:

oRecognizing the vice president as a stakeholder allows the project manager to consider their concerns and priorities.

oIt facilitates effective communication and collaboration throughout the project lifecycle.

oStakeholder engagement ensures that all relevant perspectives are considered.

3.Risk Mitigation:

oBy identifying the vice president as a stakeholder early on, the project manager could have addressed their concerns proactively.

oRecording the concerns in the risk register (Option B) is also valuable, but stakeholder identification comes first.

4.Project Boundaries and Scope:

oSharing project boundaries and scope (Option D) is essential, but it doesn’t directly address the vice president’s concerns.

oEscalating dissent to top management (Option C) should be a last resort after attempting to resolve issues at lower levels.

In summary, identifying the vice president as a stakeholder would have allowed the project manager to engage them effectively, address their concerns, and prevent delays in the product release.

Reference:

•[Delivering business value: The most important aspect of project management

Question: 246

A recently concluded quality audit failed and came back with multiple action items. A newly appointed project manager is reviewing the project status with the team. New stakeholders have been identified, and new audit resources may have to be added to the project.

What should the project manager do next?

A. Perform stakeholder engagement.

B. Perform integrated change control.

C. Update the quality management plan.

D. Update the risk management plan.

Answer: B

Explanation:

When faced with the aftermath of a failed quality audit, the newly appointed project manager must take several steps to address the situation. Let’s explore the options:

1.Perform Integrated Change Control (Option B):

oIntegrated change control is a critical process in project management.

oIt involves reviewing all change requests, assessing their impact, and making informed decisions about whether to approve or reject them.

oIn this case, the failed audit results constitute a change request. The project manager should evaluate the impact of the audit findings, identify necessary corrective actions, and determine whether additional resources (such as new audit resources) are required.

oBy performing integrated change control, the project manager ensures that any necessary adjustments are made to the project plan, scope, schedule, and resources.

2.Stakeholder Engagement (Option A):

oWhile stakeholder engagement is essential, it is not the immediate next step after a failed audit.

oStakeholder engagement involves ongoing communication and collaboration with stakeholders throughout the project lifecycle.

oThe project manager should engage stakeholders, but addressing the audit findings takes precedence.

3.Update the Quality Management Plan (Option C):

oUpdating the quality management plan is relevant, but it is a specific response to the audit results.

oThe project manager should first assess the impact of the audit findings and then update the quality management plan as needed.

4.Update the Risk Management Plan (Option D):

oWhile risk management is crucial, it is not the immediate focus after a failed audit.

oThe project manager should address the audit findings before revisiting the risk management plan.

In summary, the project manager should prioritize integrated change control to address the audit results, identify corrective actions, and

Question: 247

A project team is engaging a development team in another country to develop software. During progress reviews, the project manager identified completion date delays due to rework because there were different interpretations of the client's needs.

What should the project manager do?

A. Travel to the development team's office to push the schedule.

B. Set up a meeting with key stakeholders to clarify requirements.

C. Escalate to the project steering committee and request additional time.

D. Create prototypes with the development team to confirm requirements.

Answer: B

Explanation:

The project manager should set up a meeting with key stakeholders to clarify requirements. Clear communication is essential in project management, especially when working with remote teams or teams in different countries. By engaging key stakeholders, including the development team and the client, the project manager can address any differences in interpretation and ensure that everyone is on the same page regarding the client’s needs. This proactive approach can help prevent rework and delays in the project schedule.

Reference:

1.How to manage Client Expectations in Project Management: A Comprehensive Guide

2.Chapter 4: Understanding and Meeting Client Expectations – Project Management

3.Client Management: How to Win and Retain Clients - ProjectManager

Question: 248

A project is ending its fifth out of six iterations. During the iteration review, a customer adds a new regulatory feature that exceeds the capacity of the remaining iteration.

What should the project lead do?

A. Increase the team capacity to finish the project on time.

B. Register an issue and escalate it to the project sponsor.

C. Invite the stakeholders to discuss a new prioritization.

D. Estimate the impact and consult with the product owner.

Answer: D

Explanation:

When faced with a new regulatory feature that exceeds the capacity of the remaining iteration, the project lead should take the following steps:

1.Estimate the Impact: The project lead should assess the impact of incorporating the new feature. This involves evaluating how it affects the project timeline, resources, and overall project goals.

2.Consult with the Product Owner: The project lead should engage with the product owner to discuss the feasibility of accommodating the new feature within the existing iteration. The product owner can provide insights into the importance of the feature, potential trade-offs, and whether it aligns with project priorities.

3.Consider Trade-offs: If the new feature significantly impacts the iteration, the project lead may need to make trade-offs. This could involve adjusting other features

Question: 249

A new major project is starting that consists of two interconnected subprojects. One of the subprojects was assigned to a contractor who commits to submitting biweekly status reports and attending weekly integration meetings. Halfway through the project, the contractor stops participating in the meetings and does not submit the reports. Their excuse is that these activities are consuming too much time.

How should the project manager handle this situation?

A. Remind the contractor to join the meetings and submit their report as this is their commitment.

B. File a claim for not fulfilling the contract terms in accordance with alternative dispute resolution.

C. Compromise with the contractor to only attend the weekly meetings without submitting the reports.

D. Assess the situation as a risk and reach out to the contractor to check the origin of this resistance.

Answer: D

Explanation:

When faced with a situation where a contractor stops participating in meetings and fails to submit reports, the project manager should take the following steps:

1.Assess the Situation as a Risk: The project manager should view this issue as a risk to the project. Lack of communication and reporting can impact project progress, quality, and stakeholder satisfaction. By identifying it as a risk, the project manager can proactively address it.

2.Reach Out to the Contractor: The project manager should communicate with the contractor to understand the reasons behind their behavior. It’s essential to have an open conversation to uncover any underlying issues or challenges the contractor is facing.

3.Identify the Origin of Resistance: The project manager should inquire about the specific reasons why the contractor finds these activities time-consuming. Is there a valid concern, such as workload or conflicting priorities? Or is it a matter of misunderstanding or misalignment?

4.Explore Solutions: Based on the contractor’s feedback, the project manager can explore potential solutions. This might involve adjusting the reporting frequency, streamlining the reporting process, or clarifying expectations. The goal is to find a balance that ensures project progress while respecting the contractor’s workload.

5.Reinforce Commitments: Remind the contractor of their initial commitment to submitting reports and attending meetings. Emphasize the importance of timely communication and collaboration for project success.

6.Document the Interaction: Regardless of the outcome, document the conversation with the contractor. This documentation can serve as evidence if further actions are needed.

Reference:

•Chapter 4: Understanding and Meeting Client Expectations – Project Management

•Client Management: How to Win and Retain Clients - ProjectManager

•How to understand your clients’ needs and challenges | Mural

•5 client management skills that every project manager needs - Birdview PSA

Question: 250

A project manager is assigned to deliver a development project with subcontracted resources from a sister company. What should the project manager do to ensure a smooth inclusion of the new subcontracted resources?

A. Organize a team-bonding exercise with the subcontractors.

B. Facilitate a working session to review the ground rules.

C. Share the project team ground rules with the subcontractors.

D. Schedule a formal meeting to cover the mission and vision.

Answer: C

Explanation:

To ensure a smooth inclusion of new subcontracted resources, the project manager should share the project team ground rules with the subcontractors. Here’s why:

1.Clear Expectations: Sharing the ground rules helps the subcontractors understand the expectations and requirements of the project team. It provides clarity on how the team operates, communicates, and collaborates.

2.Alignment: By sharing the ground rules, the subcontractors can align their work practices with those of the existing team. This minimizes misunderstandings and ensures consistency in project execution.

3.Avoid Conflicts: When everyone follows the same ground rules, it reduces the chances of conflicts or friction due to differences in work styles or approaches.

4.Effective Collaboration: Ground rules cover aspects such as communication channels, meeting schedules, reporting formats, and decision-making processes. When subcontractors are aware of these rules, they can actively participate and contribute to the project.

5.Documentation: Documenting and sharing the ground rules creates a reference point for all team members, including subcontractors. It serves as a common framework for collaboration.

In summary, sharing project team ground rules with subcontracted resources promotes a cohesive and efficient project environment.

Reference:

•PMI, PMBOK Guide, 6th Edition, p. 357

•PMI, PMP Certification Exam Outline, p. 9

•Additional Reference: ProjectManager - Client Management Skills

•Additional Reference: Mural - Understanding Client Needs

•Additional Reference: Birdview PSA - Client Management Skills

Question: 251

A project manager is managing a project for a government owned company using an iterative approach. The first useful release to production consisted of three iterations. Each iteration was successfully checked by the client's representatives in the test environment. However, when the team started deploying to the production environment, the security team declined it.

What should the project manager have done to prevent this?

A. Deployed to production after the first iteration

B. Reviewed the compliance requirements with stakeholders

C. Planned smaller iterations to review the results more often

D. Implemented the authorization in the first iteration

Answer: B

Explanation:

To prevent the situation where the security team declined the deployment to the production environment, the project manager should have reviewed the compliance requirements with stakeholders. Here’s why:

1.Compliance Requirements: Compliance requirements are essential for any project, especially in government-owned companies. These requirements ensure that the project adheres to legal, regulatory, and security standards. By reviewing compliance requirements early in the project, the project manager can identify any potential gaps or issues related to security.

2.Stakeholder Alignment: Engaging stakeholders, including the security team, during the planning phase allows the project manager to understand their expectations and concerns. It also provides an opportunity to address security-related matters proactively.

3.Risk Assessment: By reviewing compliance requirements, the project manager can assess potential risks related to security and take necessary actions. This includes implementing security measures, conducting vulnerability assessments, and ensuring that the project aligns with organizational security policies.

4.Iterative Approach: The iterative approach used in this project allows for incremental development and testing. However, security considerations should be part of each iteration. By involving stakeholders early and continuously, the project manager can address security concerns throughout the development process.

5.Communication: Regular communication with stakeholders ensures that everyone is on the same page regarding security expectations. It also helps in identifying any changes or updates to compliance requirements during the project lifecycle.

In summary, reviewing compliance requirements with stakeholders and addressing security concerns throughout the iterative process would have helped prevent the security team’s decline during deployment to the production environment.

Reference:

•PMI, PMBOK Guide, 6th Edition, p. 357

•PMI, PMP Certification Exam Outline, p. 9

•Additional Reference: Asana - Understanding the Iterative Process

•Additional Reference: Monday.com - How to Use an Iterative Process for Projects

•Additional Reference: Asana - Understanding the Iterative Process

•Additional Reference: Monday.com - How to Use an Iterative Process for Projects

Question: 252

A company just started managing a project using an agile approach. Due to this change, the general manager is worried about the scope definition process for upcoming projects.

What should the project manager do to ensure the project scope is completely defined?

A. Ask the general manager to review every requirement to ensure all projects will deliver the requested products

B. Ask for a budget increase to implement a double-check process to ensure every business need is included in the requirements

C. Help sponsors and stakeholders craft the product vision, and bring the team and product owner together to clarify expectations

D. Meet with the general manager and convince them to return to using predictive approaches to avoid any risk

Answer: B

Question: 253

An agile project started 6 months ago. Since the beginning of the project, there have been disagreements among team members regarding daily meetings since some of the team members are not available at the same time. The project manager is convinced an agile team should be self-organizing, and that meeting times should be worked out by the team.

What should the project manager do?

A. Establish a project schedule

B. Assign a team leader

C. Recognize the team's contributions

D. Establish a team charter

Answer: D

Question: 254

A vice president has asked a project manager to support a new urgent project and has informed team members that the project will start soon. The CEO of the company has not yet approved the project to start. The vice president is concerned that the project will not be approved by the CEO on time.

What should the project manager do next?

A. Ask the vice president to approve the project charter to kick off the project

B. Ask the vice president to define who will be the product owner for the project

C. Investigate if the value and benefits of the project are identified

D. Start working on the project immediately and determine the scope later

Answer: C

Question: 255

A project manager is assigned to a major system integration project that is currently in the execution phase. The project relies heavily on the presence and availability of certain products and services, which are provided at various periods throughout the project phases by selected third-party vendors.

What should the project manager do to ensure the successful execution of the project?

A. Perform procurement control checks throughout the project

B. Activate the mitigation plan for the procurement risks

C. Oversee the selection process for the vendor to procure the needed products and services

D. Ask the procurement department to select the vendor using established processes

Answer: A

Question: 256

A project manager joins an existing project. One project stakeholder is unhappy with the frequency and types of project updates received and has made a request for more What should the project manager do next?

information to be shared.

A. Inform the stakeholder to wait for the annual stakeholder review meeting

B. Schedule a meeting with the stakeholder to better understand their request

C. Update the project communications management plan immediately

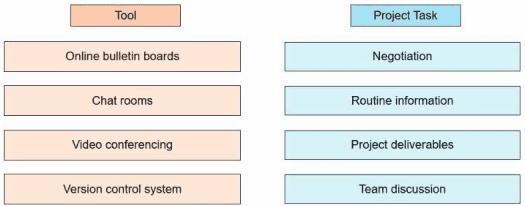
D. Consult the scope baseline document to track project updates

Answer: B

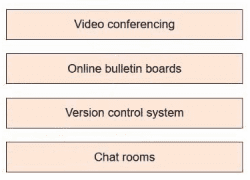
Question: 257

DRAG DROP

An agile team is geographically separated across multiple continents, and the project manager is in the process of identifying the tools to manage the communication among the virtual teams. Drag the appropriate tool on the left to each project task on the right.



Answer:



Question: 258

A company wants to show the commercial advantages of a product in a competitive market. They commissioned a project team to create a prototype. The team is building the prototype incrementally.

What should the project manager set as a priority?

A. Implement the plan-do-check-action (PDCA) cycle.

B. Deliver business value as soon as possible.

C. Emphasize the use of Kanban methods.

D. Ensure that the project sponsor knows the schedule.

Answer: B

Explanation:

Agile and incremental delivery focuses on delivering value early and frequently. Since the prototype is being built incrementally, the project is likely following an adaptive or hybrid lifecycle. In such cases, delivering business value as soon as possible is the key objective. This enables faster feedback, early realization of benefits, and improved customer satisfaction.

According to the PMBOK® Guide – Seventh Edition (Value Delivery System), one of the key goals of a project is to maximize value delivery. The Agile Practice Guide emphasizes iterative delivery and prioritizing features with the highest business value early in development.

Option A (PDCA) is a general continuous improvement method, not specific to value delivery prioritization.

Option C (Kanban) is a scheduling method that may help visualize flow but is not the primary priority here.

Option D (informing the sponsor of the schedule) is good practice but not the highest priority in this context.

Reference:

PMBOK® Guide – Seventh Edition, Value Delivery System

Agile Practice Guide, Section 3.2: Delivering Frequently and Iteratively

Question: 259

As part of its growth strategy, management is providing all of its ongoing projects with junior employees and is requesting experienced team members to mentor them. The experienced employees argue that the mentoring program will not add value to their projects and will limit their ability to deliver.

How should the project manager handle this situation?

A. Recommend to management that the junior employees should receive formal training and courses.

B. Schedule time with all of the project team members since it is the role of the project manager to mentor the team.

C. Allocate specific time for experienced team members to mentor the junior employees.

D. Assign an instructor to mentor the junior employees so that the experienced team members can focus on project tasks.

Answer: C

Explanation:

Mentorship is a form of knowledge transfer that supports team growth and organizational learning. According to PMBOK® Guide – Seventh Edition, project managers support team development and promote a learning environment. Balancing delivery and mentorship requires proactive time management.

Allocating specific time for mentoring ensures experienced team members can mentor juniors without compromising project deadlines or overburdening them. This supports both the strategic initiative and project success.

Option A disregards the hands-on value of mentoring in real-time project work.

Option B misinterprets the project manager's role; mentoring is best done peer-to-peer in this context.

Option D may reduce team cohesion and learning opportunities by outsourcing mentorship.

Reference:

PMBOK® Guide – Seventh Edition: Team Performance Domain

Agile Practice Guide: Agile Leadership and Team Collaboration Sections

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Question: 260

A project manager is working on a project to transform the service delivery model in the organization. As part of the scope, this project includes diverse elements that have been well defined by the product owner. The team has expressed that the scope is not clearly defined.

How should the project manager address this situation?

A. Distribute the release plan among the team members.

B. Ask the team members to focus only on their assignments.

C. Ask the product owner to clarify the project's vision with the team.

D. Meet with the product owner to validate the backlog prioritization.

Answer: C

Explanation:

When the team does not understand or is unclear about the scope—even if the product owner believes it's well defined—it signals a gap in shared understanding. In Agile projects, the product owner is responsible for communicating the product vision and ensuring clarity of scope and user stories.

According to the Agile Practice Guide, the product owner plays a critical role in facilitating the team’s understanding of the product vision and goals. A clear vision helps the team understand priorities, purpose, and deliverables.

Option A (release plan) does not resolve the issue of misunderstanding the vision or scope.

Option B is directive and may worsen the confusion.

Option D is focused on prioritization, not clarity of scope or vision.

Reference:

Agile Practice Guide: Chapter 3.1 – Roles and Responsibilities in Agile

PMBOK® Guide – Seventh Edition: Stakeholder Engagement and Team Performance Domains

Question: 261

During a project review session with key stakeholders, a senior manager raises a concern that the product being shown is not meeting the client's expectations. The project manager has noticed that although the team is meeting project deadlines, there are a large number of open quality issues that have not been addressed.

What should the project manager do?

A. Meet with the project stakeholders to review the scope and ask for a time extension to address the quality issues.

B. Work with the project team to identify the gaps and address the critical issues based on defined outcomes.

C. Advise the team to continue moving forward because meeting the milestones is more important and the issues can be fixed later.

D. Ask the team to reprioritize and focus on fixing the quality issues that were identified by the stakeholders during the meeting.

Answer: B

Explanation:

Meeting milestones without delivering a quality product undermines the project's objectives. The PMBOK® Guide – Seventh Edition emphasizes delivery of value and quality as key aspects of project performance. When quality issues emerge, the project manager should collaborate with the team to identify gaps between expected and actual outcomes and take corrective action.

Option B is correct because it addresses the root cause—quality gaps—and aligns outcomes with stakeholder expectations.

Option A assumes a time extension is needed before evaluating the actual gap.

Option C disregards quality, which is a key component of the project constraints (scope, time, cost, quality).

Option D is reactive and ad hoc; reprioritization should follow analysis of root causes.

Reference:

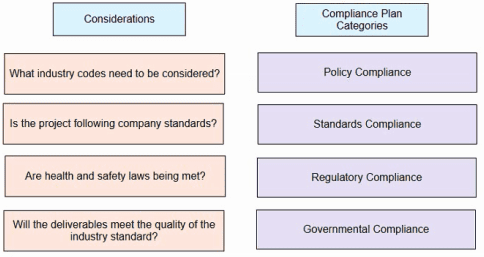
PMBOK® Guide – Seventh Edition: Quality and Performance Domains

Agile Practice Guide: Delivering Value and Continuous Improvement

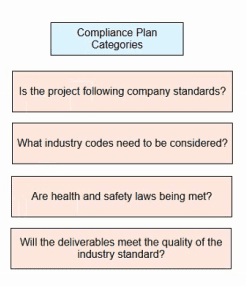
Question: 262

DRAG DROP

A project manager is leading a project in a heavily regulated industry. Match the considerations on the left with the correct compliance plan categories on the right.



Answer:



Question: 263

An agile project is in its ninth of 10 iterations. The team is delivering the work as expected. In the planning session, the team identifies a dependency with another project in the organization.

What should the scrum master do in order to accomplish the iteration goal?

A. Ask the product owner to collaborate with the other team about the dependency.

B. Recommend that the product owner change the priority of the dependency.

C. Initiate collaboration with the other project team working on the dependency.

D. Ask a team member to interact with the other team to complete the dependency.

Answer: C

Explanation:

One of the primary responsibilities of the Scrum Master is to remove impediments that may block the team from achieving its sprint or iteration goal. If a dependency is discovered late in the project, swift and direct collaboration is required to ensure delivery continuity. Initiating communication with the dependent team aligns with the Scrum Master’s role as a servant leader and facilitator.

According to the Agile Practice Guide (Chapter 3 – Agile Roles), the Scrum Master works across teams and organizational boundaries to resolve external dependencies that may block the team. It is not the sole responsibility of the Product Owner or individual team members to manage these external issues.

Option A shifts responsibility inappropriately to the Product Owner.

Option B doesn't resolve the dependency but merely postpones or reorders work.

Option D fails to address the systemic coordination needed; it may be helpful later but isn’t the primary step.

Reference:

Agile Practice Guide, Section 3.1 – Scrum Master Responsibilities

PMBOK® Guide – Seventh Edition, Team Performance Domain

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Question: 264

A team is focusing on quickly developing and shipping new product features due to very aggressive market demands. The team is setting aside long-term work not directly related to the current business objective, which affects product performance and generates more customer support requests.

How can the team minimize the impact of the reduced focus on quality?

A. Adapt the management plan to reduce the quality constraints.

B. Reduce complexity to focus on the minimum viable product (MVP).

C. Consider implementing test-driven methodology.

D. Work on the technical debt at a later stage in the project.

Answer: C

Explanation:

Test-Driven Development (TDD) is a widely used Agile engineering practice that ensures quality is embedded early in the development cycle. By writing tests before code, developers maintain focus on producing working, high-quality software that meets functional requirements and reduces rework and bugs.

According to the Agile Practice Guide and XP (Extreme Programming) principles, TDD is a proactive method to maintain high quality under fast delivery constraints. It helps reduce technical debt, enables continuous integration, and supports long-term maintainability.

Option A suggests reducing quality, which contradicts the Agile value of delivering working, high-quality software.

Option B focuses on reducing complexity but doesn’t specifically improve quality.

Option D postpones addressing quality and technical debt, risking product instability.

Reference:

Agile Practice Guide, Section 5.5 – Technical Practices (Test-Driven Development)

PMBOK® Guide – Seventh Edition, Quality Performance Domain

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Question: 265

The team responsible for executing a work package asks the consultant to reconsider the initial project deliverables specified in the contract.

What should the project manager do in this situation?

A. Carry out corresponding negotiations in the adjustments of outcomes.

B. Agree with the consultant to continue without any adjustments.

C. Pause the project until a satisfactory agreement between both parties is reached.

D. Explain to the consultant that without adjustments, payment terms will be affected.

Answer: A

Explanation:

When project deliverables under contract need to be modified, the project manager should enter into formal negotiations with the appropriate parties (including the consultant) to assess whether changes can be agreed upon. Any agreed changes must be documented and approved through the formal change control process.

According to the PMBOK® Guide – Seventh Edition, project managers manage procurement relationships and resolve issues by applying negotiation and conflict resolution techniques. The goal is to preserve the integrity of the contract while addressing valid concerns.

Option B ignores the issue and risks misalignment.

Option C is unnecessarily drastic and can lead to delays without cause.

Option D could escalate tension and affect stakeholder relationships.

Reference:

PMBOK® Guide – Seventh Edition, Procurement Performance Domain

PMI Practice Standard for Project Contracts

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Question: 266

In an agile project, the team is disagreeing about which user story to complete first. One is technically complex and long to complete. The second is a lower priority but easy to complete.

What should the project manager do?

A. Have the team complete the technically complex story first.

B. Work with the product owner to clarify and prioritize the backlog stories.

C. Have the team complete the less complex story first.

D. Work with the agile coach on the user stories to avoid conflict.

Answer: B

Explanation:

In Agile frameworks such as Scrum, the Product Owner is responsible for maintaining and prioritizing the product backlog. If the team is unclear or in disagreement, the Project Manager (or Scrum Master) should facilitate a conversation between the team and the Product Owner to clarify the order based on business value and dependencies.

Per the Agile Practice Guide, backlog prioritization is a key responsibility of the Product Owner. This ensures the team is always working on the most valuable stories aligned with the project’s strategic goals.

Option A forces a choice without validating the business priority.

Option C risks prioritizing ease over value.

Option D may help with team conflict but does not address prioritization directly.

Reference:

Agile Practice Guide, Section 3.1 – Product Owner Role

PMBOK® Guide – Seventh Edition, Value Delivery System

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Question: 267

A government procurement team has been running a vendor selection process for more than 1 year, going beyond the originally planned 6 months due to a variety of factors. Two vendors have submitted proposals that were evaluated. The project manager asked for an estimated completion date 4 weeks ago, but it was not provided.

What should the project manager do?

A. Work with the procurement team to build a high-level timeline.

B. Explain to the steering committee that vendor negotiations are unpredictable.

C. Ask the project sponsor to request an estimate from the procurement team.

D. Escalate the delay issue to the project steering committee.

Answer: A

Explanation:

When facing delays in procurement, especially in government settings where processes are often strict and lengthy, the most constructive and collaborative action is for the project manager to work directly with the procurement team to develop a high-level timeline. This promotes alignment and visibility into expectations without immediately escalating or assigning blame.

According to the PMBOK® Guide (Seventh Edition), the project manager plays a facilitative role in procurement, especially in coordinating with procurement specialists and aligning expectations with stakeholders.

Option B avoids the issue and offers no corrective action.

Option C offloads responsibility inappropriately; the project manager should lead coordination.

Option D should be used only after collaborative options are exhausted.

Reference:

PMBOK® Guide – Seventh Edition, Procurement Performance Domain

PMI Practice Standard for Project Estimating

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Question: 268

An adaptive project is in the planning stage. The project manager is preparing a communications management plan to share critical, project-related information and updates.

Which approach should the project manager take?

A. Implement pull communication to share project-related information and updates.

B. Install push communication to share project-related information and updates.

C. Employ verbal techniques to share project-related information and updates.

D. Apply information radiators to share project-related information and updates.

Answer: D

Explanation:

Information radiators are a key communication tool in Agile and adaptive environments. They are visual displays of project information (e.g., task boards, burn-down charts) that are constantly updated and visible to all stakeholders. They promote transparency, immediate access to project status, and facilitate self-organizing teams.

The Agile Practice Guide specifically recommends the use of information radiators as a best practice to facilitate rapid and visible communication.

Option A (pull communication) requires users to seek out information but doesn’t promote transparency.

Option B (push communication) is useful but not as effective in agile environments for real-time visibility.

Option C is incomplete—verbal techniques are informal and limited in accessibility.

Reference:

Agile Practice Guide, Section 5.5.1 – Information Radiators

PMBOK® Guide – Seventh Edition, Communication Performance Domain

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Question: 269

A client from the travel and hospitality industry is building software for an ongoing project. The project sponsor and key project stakeholders ask to add four new functionalities to the upcoming sprint.

What should the product owner do next?

A. Ask the team to start implementing the new tasks.

B. Add the new tasks to the current sprint backlog.

C. Request a change control to expand the scope with the new tasks.

D. Prioritize the new tasks in the planning of the upcoming sprint.

Answer: D

Explanation:

In Scrum and other agile frameworks, the product owner is responsible for managing the product backlog and prioritizing work based on business value. If new requirements arise, they should not be added mid-sprint. Instead, they should be assessed, prioritized, and—if accepted—incorporated into planning for the next sprint.

According to the Agile Practice Guide and Scrum Guide, the Sprint Backlog is frozen during a sprint to maintain focus and stability. The Product Owner can then introduce new tasks during the next planning session.

Option A and B violate Scrum principles by modifying the sprint backlog mid-sprint.

Option C reflects a predictive approach that is inappropriate in Agile settings.

Reference:

Agile Practice Guide, Section 3.1 – Role of the Product Owner

The Scrum Guide (Scrum.org), Sprint Planning and Product Backlog sections

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Question: 270

During a weekly status update meeting with the project management office (PMO), the assigned project manager notices some stakeholders raise concerns about the implementation plan even though the status was regularly communicated to all stakeholders.

What should the project manager do?

A. Schedule a meeting with the stakeholders to assess the root cause and update the plan.

B. Focus on the key stakeholders first and meet with them individually to resolve their doubts and concerns.

C. Involve stakeholders in retrospective meetings to resolve stakeholder doubts and improve communication.

D. Ask the team to improve the communications management plan with stakeholders and add more details to their updates.

Answer: A

Explanation:

When stakeholders raise concerns despite receiving updates, it suggests there may be a gap in understanding or relevance of the information shared. The project manager should meet directly with those stakeholders to assess the root cause of their concerns and determine whether the plan—or the way it is communicated—needs to be adjusted.

According to the PMBOK® Guide – Seventh Edition, effective stakeholder engagement involves not only communication but also actively understanding and addressing their expectations and concerns.

Option B is reactive and narrow in scope.

Option C is Agile-specific and doesn't fully apply if this is a traditional setting.

Option D assumes the communication method is the only issue rather than validating stakeholder input.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

PMI Practice Standard for Stakeholder Engagement

Question: 271

The key stakeholders of a project would like to be actively involved in the review of product increments.

What should the project manager do?

A. Analyze their interest and influence to manage expectations.

B. Update the communications management plan for key stakeholders.

C. Identify the needs and expectations of key stakeholders.

D. Encourage their participation in release and sprint reviews.

Answer: D

Explanation:

Agile encourages active stakeholder engagement, especially in activities such as sprint reviews and product increment demonstrations. When stakeholders want to be actively involved in reviewing increments, the best course of action is to promote that involvement through events that provide transparency, promote feedback, and ensure alignment with business goals.

According to the Agile Practice Guide, active stakeholder participation is a fundamental component of adaptive approaches. Sprint reviews provide opportunities for inspection and adaptation, and key stakeholders are encouraged to attend.

Option A is useful for general stakeholder mapping but doesn't promote involvement.

Option B addresses documentation, not action.

Option C is too early-stage; they already expressed their needs (involvement).

Reference:

Agile Practice Guide, Section 5.3 – Stakeholder Engagement

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

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Question: 272

A project team has two members with conflicting personalities. This is affecting the rest of the team's performance.

What should the project manager do?

A. Understand the viewpoint of each team member.

B. Organize a team-building activity for the team.

C. Conduct an analysis to measure missed targets.

D. Seek a solution during the daily coordination meeting.

Answer: A

Explanation:

When interpersonal conflict affects team performance, the first step is to understand the perspectives of the involved parties. Active listening and empathizing help the project manager identify the root cause of the conflict, which is essential before attempting resolution or escalation.

The PMBOK® Guide – Seventh Edition and PMI’s guidelines for conflict management emphasize that a project manager must act as a facilitator to resolve issues constructively. Addressing conflict early improves morale, performance, and collaboration.

Option B may help team cohesion but doesn't directly address the interpersonal issue.

Option C is reactive and doesn’t address the cause of conflict.

Option D risks exposing sensitive conflict in an open forum.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI’s Conflict Management Techniques (e.g., Collaborating, Problem-Solving)

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Question: 273

A project manager is preparing a budget estimation for an international construction project. They decide to consult the project team members who are experienced in this type of project and are familiar with the local laws of the country.

Which budgeting approach would be the least risky for the project team to apply?

A. Review historical data and provide parametric estimations for the activities, including local law restrictions.

B. Use a top-down estimation and add contingencies to cover any future impacts regarding the legal context.

C. Make a general estimation using a standard legal approach and then look to include early definitions.

D. Discuss and compile the local information about laws to develop bottom-up estimations.

Answer: D

Explanation:

Bottom-up estimation is the most detailed and least risky method, especially in complex projects like international construction with localized legal constraints. It allows for the incorporation of precise data, including legal compliance costs, permitting, and regulatory timelines.

The PMBOK® Guide – Seventh Edition identifies bottom-up estimating as highly accurate because it breaks down the work into smaller packages and estimates each individually. This method is especially useful when local context is critical and legal factors may impact cost.

Option A (parametric estimation) assumes standard historical metrics, which may not be valid across jurisdictions.

Option B (top-down with contingencies) is higher risk and less precise.

Option C is vague and may miss crucial localized compliance costs.

Reference:

PMBOK® Guide – Seventh Edition, Cost Performance Domain

PMI Practice Standard for Project Estimating

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Question: 274

An organization is altering their schedule, and the project team is now expected to be in the office together once a week. Despite everyone being dedicated to the project, the team members all follow their functional teams' schedules, which differ from one another.

How should the project manager address this situation?

A. Look into the option of changing the status of all team members to being fully remote.

B. Look into changing the company's policy from 1 day to 2 days on-site.

C. Work with the team to determine if the in-person project day is required.

D. Work with the functional managers and get an exception for the team members.

Answer: D

Explanation:

Since team members report to different functional groups and follow their respective schedules, the project manager should collaborate with the functional managers to align schedules or request an exception. This maintains organizational policy while facilitating effective collaboration on the project.

According to the PMBOK® Guide – Seventh Edition, the project manager is responsible for managing team performance and ensuring collaboration. Cross-functional coordination, especially in matrix organizations, requires negotiation with functional managers to align resources.

Option A bypasses the company's policy and could be unrealistic.

Option B alters corporate policy, which is typically outside the project manager’s authority.

Option C questions the need rather than resolving the misalignment.

Reference:

PMBOK® Guide – Seventh Edition, Team and Stakeholder Performance Domains

PMI’s Organizational Structures and Role of Functional Managers

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Question: 275

Two project team members are updating the schedule but cannot reach an agreement on when two milestones are due. Each team member believes they are correct based on the documents they have available.

What should the project manager do first to finalize the schedule?

A. Engage the two team members to investigate the reasons each believes that their documents are correct.

B. Update the schedule so it is available for team members to continue the work and figure out the discrepancy later.

C. Ask the two team members to meet to work the discrepancy out and let the project manager know the outcome.

D. Ask the team members to send the documents and apply expert judgment to update the schedule.

Answer: A

Explanation:

The project manager should engage the team members and guide them to investigate why they hold differing views. Understanding the rationale behind each interpretation promotes root cause analysis and leads to an informed decision.

According to the PMBOK® Guide – Seventh Edition, problem-solving and facilitating collaborative discussions are key leadership competencies. By engaging the individuals first, the project manager avoids making unilateral decisions and promotes team responsibility.

Option B risks propagating incorrect information.

Option C delegates decision-making without proper facilitation.

Option D is premature without understanding the discrepancy sources.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Team Performance Domains

PMI’s Conflict Resolution and Decision-Making Techniques

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Question: 276

A project manager is leading a project team that consists of five team members. One of the team members, a senior technical staff member, always criticizes the ideas of other members during team meetings. However, this senior technical member is not performing well on their own daily tasks. Other team members are frustrated and have become silent in meetings.

What should the project manager do?

A. Reduce the team meeting frequency and seek input separately from team members.

B. Ask human resources (HR) to reassign the senior technical staff member.

C. Encourage other team members to provide one another with their valuable ideas.

D. Provide feedback to bring the team members' focus back to the performance of their daily tasks.

Answer: D

Explanation:

The project manager must take immediate action to address both behavioral and performance issues. Providing direct, constructive feedback to the underperforming senior technical member will help address their critical behavior and performance lapses. According to the PMBOK® Guide – Seventh Edition, project managers are responsible for managing interpersonal conflicts and promoting team collaboration.

By addressing the disruptive behavior and lack of task performance, the project manager fosters a psychologically safe environment and restores team dynamics.

Option A avoids the issue and reduces collaboration.

Option B escalates prematurely and may cause greater disruption.

Option C is positive, but without addressing the root cause, the issue may persist.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Talent Triangle – Leadership: Conflict and Feedback Management

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Question: 277

During the testing phase of a project, the project manager is made aware that components delivered from a specific vendor have defects. However, the vendor refuses to fix the defects because it will incur additional costs for them.

What should the project manager do next?

A. Ask the vendor for revised timelines and cost needs.

B. Review the acceptance criteria defined with the vendor.

C. Communicate with the vendor for contract changes.

D. Request cancellation of the contract with the vendor.

Answer: B

Explanation:

When a dispute arises about deliverable quality, the project manager should first review the contract and the defined acceptance criteria. Acceptance criteria are agreed-upon standards or requirements a deliverable must meet before it is accepted. If the vendor’s components fail to meet those criteria, the vendor may be in breach of contract.

Per the PMBOK® Guide – Seventh Edition, Control Procurements involves verifying if deliverables meet contract requirements, including acceptance criteria.

Option A is premature and assumes new terms are needed before confirming the breach.

Option C implies negotiation without verifying the original agreement.

Option D is an extreme measure and only valid after confirmation and escalation.

Reference:

PMBOK® Guide – Seventh Edition, Procurement Performance Domain

PMI Practice Standard for Project Procurement Management

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Question: 278

A project manager is looking for ways to keep the budget on track throughout the project life cycle.

What should the project manager do to ensure that happens?

A. Evaluate and test all budget variances.

B. Baseline the project budget and schedule.

C. Prioritize high-cost tasks and monitor them.

D. Use metrics to track the cost performance.

Answer: D

Explanation:

To keep the budget on track throughout the project, the project manager should use metrics like Cost Performance Index (CPI), Earned Value Management (EVM), and variance analysis. These tools provide early indicators of cost deviation and allow timely corrective actions.

According to the PMBOK® Guide – Seventh Edition, measuring performance using reliable cost metrics is essential in the Monitoring and Controlling phase of Cost Management.

Option A is reactive and does not prevent overruns.

Option B (baselining) is necessary but not sufficient for tracking throughout the project.

Option C is selective and does not address holistic cost control.

Reference:

PMBOK® Guide – Seventh Edition, Cost Performance Domain

PMI Practice Standard for Earned Value Management

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Question: 279

An information technology project manager works at an insurance company and is assigned to an infrastructure upgrade project. During the execution phase, a stakeholder approaches the project manager and informs them that a deliverable is not meeting the quality requirements.

What should the project manager do first?

A. Acknowledge the stakeholder's concerns and work to correct the deliverable.

B. Compare the stakeholder's assertion to the metrics in the quality report.

C. Ask the project sponsor for additional funding for improved quality outcomes.

D. Update the risk register with information on the noncompliant deliverable.

Answer: B

Explanation:

When a stakeholder raises a concern about quality, the project manager should first validate the claim against objective data, such as metrics or reports defined in the quality management plan. This ensures that decisions are evidence-based and aligned with documented quality criteria.

The PMBOK® Guide – Seventh Edition emphasizes that decisions regarding deliverable compliance should be based on quality metrics and standards defined during planning.

Option A bypasses verification and may lead to unnecessary rework.

Option C assumes resolution requires funding without confirming the problem.

Option D relates to risk management and is not the first logical step.

Reference:

PMBOK® Guide – Seventh Edition, Quality Performance Domain

PMI Practice Standard for Project Quality Management

Question: 280

There are two interdependent projects: the first project is in execution, and the second one is about to be deployed. The first project has been delayed, which is now affecting the second project due to the sharing of resources.

What should the project manager do in this situation?

A. Ask for written commitment from the team manager assuring the deployment team can work on only one of the projects.

B. Ask the procurement team to solicit offers from external providers in order to replace the internal resources for the deployment.

C. Assess the issue with the deployment resources' availability and define a plan to deploy extra resources to the deployment team.

D. Organize a meeting with the deployment team and explain that, due to a resource shortage, the project will be delayed.

Answer: C

Explanation:

In multi-project environments with shared resources, delays in one project can impact the performance of another. The best approach is to assess the resource constraints and develop a plan to mitigate the risk. This may involve optimizing current resources, negotiating priorities, or acquiring additional resources (internal or external) based on impact assessment.

The PMBOK® Guide – Seventh Edition emphasizes adaptive planning and issue resolution. Resource management is a key domain, and addressing interdependencies with actionable planning is a critical project management responsibility.

Option A attempts to shift responsibility and may not resolve the bottleneck.

Option B is a reactive procurement step without prior analysis.

Option D is passive and does not offer a solution.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Delivery Performance Domains

PMI Practice Standard for Resource Management

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Question: 281

A new project team consists of team members from different departments who have varying levels of experience and different areas of expertise.

Which three approaches should the project manager take in order to facilitate knowledge sharing? (Choose 3)

A. Arrange a daily learning session for project team members during lunch to facilitate knowledge transfer.

B. Allow each team member time in the retrospective sessions to share a little bit about their role and areas of knowledge.

C. Assess the gaps and assign an expert resource for respective areas of knowledge.

D. Identify external subject matter experts (SMEs) and plan training sessions to conduct knowledge transfer.

E. Schedule shadowing sessions among team members to facilitate team learning.

Answer: A,B,E

Explanation:

Facilitating knowledge sharing in a cross-functional and diverse team is essential for team integration and improved performance. Creating informal and structured opportunities like daily learning sessions, retrospectives for knowledge exchange, and shadowing enables team members to learn from one another and develop a shared understanding.

According to the PMBOK® Guide – Seventh Edition and the Agile Practice Guide, knowledge transfer is best facilitated through collaborative activities, peer learning, and continuous feedback loops.

Option C focuses more on gap assignment than active knowledge sharing.

Option D is valid in some cases but leans toward external intervention rather than internal team collaboration.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

Agile Practice Guide, Section 5.3.2 – Team Learning and Knowledge Sharing

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Question: 282

At the beginning of a project, a project manager is asked to provide human resources (HR) with an evaluation of every team member's performance. This evaluation will be delivered at the end of the project.

How should the project manager approach this request?

A. Establish a set of objective and measurable performance indicators for evaluating team members and share it with the team.

B. Ask the project team how they would prefer to be evaluated and use those criteria to share results with HR.

C. Evaluate the project team members' performance based on whether the completed project fulfills its intended objectives.

D. Meet with HR at the end of the project and provide a confidential evaluation of every team member's performance.

Answer: A

Explanation:

Objective performance evaluation starts with defining clear, measurable criteria agreed upon by both the project manager and the team. This allows team members to understand expectations, track their progress, and receive fair evaluations. Establishing these indicators early promotes transparency and alignment with HR policies.

According to the PMBOK® Guide – Seventh Edition, project managers should enable team performance through measurable goals and constructive feedback.

Option B is informal and may lack consistency or alignment with organizational standards.

Option C evaluates outcomes but not individual contributions.

Option D implies delayed and private judgment without team awareness or alignment.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance and Measurement Principles

PMI Talent Triangle – Leadership: People and Performance Management

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Question: 283

The CFO has stated in a conversation with a project team member that they do not believe the project will be a success due to the high cost of implementation.

What should the project manager do?

A. Meet with the CFO one-on-one to fully understand their cost concerns.

B. Ask the project team to look for opportunities to cut project costs.

C. Carry out a benefit analysis to present at the next project team meeting.

D. Meet with the CFO and team to remind them of the project's key success measures.

Answer: A

Explanation:

When a key executive expresses concerns about project success, especially regarding costs, the project manager must seek to understand the concern directly. A one-on-one meeting with the CFO enables the project manager to gather details, clarify any misunderstandings, and explore potential solutions or adjustments.

The PMBOK® Guide – Seventh Edition highlights stakeholder engagement and communication as critical success factors. Engaging stakeholders individually promotes trust and effective issue resolution.

Option B is premature without understanding the specifics of the CFO’s concern.

Option C is useful but may not address the CFO’s immediate concerns.

Option D could come across as dismissive if concerns are not first acknowledged.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

PMI’s Principles of Effective Stakeholder Communication

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Question: 284

A project team is working on a company restructure that involves team member rotation. There is a concern about how to execute the project within the schedule based on all of the new team members.

What should the project manager do?

A. Discuss the issue with the project sponsor and advise that the project will probably be delayed.

B. Advise the new team that the schedule cannot be changed and encourage them to complete the project.

C. Set up a team alignment session to discuss the remaining work and contract with the team.

D. Ask the team to analyze the impact and develop a new schedule for a project change request.

Answer: C

Explanation:

When there are changes in team composition, especially due to organizational restructuring, a team alignment session is essential to reset expectations, re-establish collaboration norms, clarify scope, and build cohesion. According to the PMBOK® Guide (Seventh Edition), project managers should take the lead in fostering team performance and alignment, especially when the team has undergone major transitions.

Option A is premature and defeatist; the issue should be explored with the team first.

Option B is rigid and dismisses the real concern about feasibility.

Option D may follow after alignment but should not be the first step without full team engagement.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI’s Guidelines on Organizational Change and Transition

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Question: 285

A project manager was suddenly asked to take over an ongoing project without any handover. During the first meeting, the project sponsor raised concerns about whether the project was on track to deliver the intended benefits.

What should the new project manager do first?

A. Review the business case to gather information about the project.

B. Initiate a rebaselining of the project based on the project sponsor's concerns.

C. Discuss the items in the requirements register with the project team.

D. Meet with the project stakeholders to understand the project sponsor's concerns.

Answer: A

Explanation:

The first step for a new project manager—especially one taking over midstream—is to understand the business objectives and rationale for the project. The business case outlines the expected benefits, strategic alignment, and value proposition, which are essential for understanding how success is defined.

According to the PMBOK® Guide – Seventh Edition, the business case is a key input to initiating and monitoring a project’s continued alignment with organizational strategy.

Option B is premature without understanding the current baseline and project justification.

Option C is detailed-level work; business context is needed first.

Option D is helpful but comes after understanding the foundational documentation.

Reference:

PMBOK® Guide – Seventh Edition, Value Delivery System and Business Case

PMI Guidelines for Managing Transitions Between Project Managers

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Question: 286

A project manager has been assigned to lead a project with limited funding and resources. During the requirements brainstorming session, several stakeholders request a long list of requirements for a new project, which exceeds the budget.

What should the project manager do first?

A. Host a requirements workshop and ask the stakeholders to prioritize the requirements based on critical needs.

B. Review the requirements and determine which of them can be removed, then advise the stakeholders of the changes.

C. Meet with the sponsor to obtain their feedback regarding critical requirements in the view of senior management.

D. Reach out to the sponsor and request additional budget and capacity in order to complete the project.

Answer: A

Explanation:

When resource constraints conflict with the full scope of stakeholder requirements, the project manager should first facilitate a requirements prioritization workshop. This allows stakeholders to collaboratively identify the most critical features and align scope with available resources.

The PMBOK® Guide – Seventh Edition emphasizes value delivery and stakeholder collaboration in prioritizing scope based on constraints. Requirements workshops are standard tools in scope planning and requirements elicitation.

Option B makes unilateral scope decisions, which could lead to stakeholder dissatisfaction.

Option C is valid, but only after the team jointly prioritizes based on business need.

Option D skips proper prioritization and assumes the budget can be increased, which may not be feasible.

Reference:

PMBOK® Guide – Seventh Edition, Scope and Planning Performance Domains

PMI Business Analysis Practice Guide – Prioritization Techniques

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Question: 287

A project manager is leading a long-term project, executed in stages, to set up a complex communications network in many rural areas. The project is being executed in stages.

What should the project manager do to ensure that monetized business value is generated as planned?

A. Compare the estimate to complete (ETC) benefits against the project business plan

B. Compare the benefits of the throughput analysis against the project business plan

C. Evaluate the net promoter score (NPS) benefits against the project business plan

D. Evaluate the generated benefits at project milestones against the project business plan

Answer: D

Explanation:

In long-term projects executed in stages, it's essential to continuously evaluate whether the intended business value is being realized as the project progresses. Monitoring benefits at project milestones allows the project manager and stakeholders to assess if the project is still aligned with the business objectives and delivering the intended value.

According to the PMBOK® Guide – Seventh Edition (Principle 1 and Principle 7: Focus on Value), the project manager must ensure that the project delivers value continuously and not just at the end. Benefits realization is measured at key points (e.g., stage gates or milestones) to confirm alignment with the business plan.

Option A (ETC) refers to the cost/time remaining and doesn't directly assess realized business value.

Option B (throughput analysis) is a Lean metric, not directly tied to business value unless explicitly defined.

Option C (NPS) is a customer satisfaction metric and may not always correlate with monetized value.

Reference:

PMBOK® Guide – Seventh Edition, Principles 1 and 7

PMI’s Benefits Realization Management Framework

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Question: 288

A team decides to adopt an agile approach for their new project. During a sprint, the project manager realizes that there is a need to show progress and optimize the collaboration among teams.

Which tool should the project manager use?

A. Retrospective meetings

B. Daily meetings

C. Kanban board

D. Gantt chart

Answer: C

Explanation:

A Kanban board is a visual management tool that helps teams visualize work, identify bottlenecks, and track progress in real time. It promotes transparency and fosters collaboration by allowing all team members and stakeholders to understand the current status of work items at a glance.

According to the Agile Practice Guide (Chapter 5), the Kanban board is instrumental in enhancing collaboration, especially in teams using Scrum or hybrid models. It supports continuous delivery and helps visualize workflow, making it ideal for monitoring sprint progress and optimizing teamwork.

Option A (Retrospective) improves future performance but doesn't show real-time progress.

Option B (Daily meetings) help with communication but do not visualize progress.

Option D (Gantt chart) is more aligned with predictive models and doesn't serve collaboration well in Agile.

Reference:

Agile Practice Guide, Chapter 5 – Agile Tools and Techniques

PMBOK® Guide – Seventh Edition, “Tailoring for Agile Environments”

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Question: 289

A multinational company is rolling out a new software platform within its subsidiaries. However, the distributed project team struggles to meet regularly. As a result, the project milestones are not being achieved.

What should the project manager do first?

A. Inform the project sponsor and request additional team members to crash the project schedule to meet the target

B. Introduce an award system to promote member participation and establish some competition between the subteams

C. Evaluate the effectiveness of the virtual teams and support them with the necessary technology and equipment

D. Propose to roll out the new software in one subsidiary and then use the lessons learned to improve the project

Answer: C

Explanation:

In distributed or virtual teams, poor communication and lack of effective collaboration tools can severely hinder progress. Before escalating to the sponsor or modifying the rollout strategy, the project manager should first assess the team's ability to collaborate and identify if technical or communication barriers are the root cause.

The PMBOK® Guide – Seventh Edition (Chapter on Team Performance Domain) emphasizes the need to support remote and distributed teams with adequate tools and processes. The Agile Practice Guide also recommends leveraging technology to bridge gaps in distributed agile teams.

Option A is premature without addressing the root cause.

Option B can backfire and does not solve collaboration issues.

Option D might be a long-term strategy but is not the first corrective step.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

Agile Practice Guide, Chapter 4 – Working with Distributed Teams

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Question: 290

A project manager is reviewing several potential changes to the contract with third-party vendors.

Which two changes could trigger a modification to the vendor contractual obligations? (Choose 2)

A. Adding new resources to the change control team

B. Adding vendors to increase flexibility and availability of work crews

C. Introducing additional requirements based on new regulations

D. Modifying a supplier's name due to a vendor acquisition

E. Replacing a material type based on product availability

Answer: C,E

Explanation:

Changes that alter the scope, schedule, cost, or deliverables of the contract require formal contract modifications. Introducing new regulatory requirements (C) changes the scope and obligations, and replacing material types (E) can alter the quality and specifications, thus affecting contractual terms.

According to the PMBOK® Guide – Seventh Edition (Governance Domain and Procurement Performance Domain), any scope-affecting changes must go through change control and may trigger contract revisions.

Option A (change control team) affects internal governance, not the vendor’s contractual scope.

Option B (adding vendors) may affect resource flexibility but not specific contract obligations with an existing vendor.

Option D (vendor name change due to acquisition) is administrative and does not usually trigger a change in obligations.

Reference:

PMBOK® Guide – Seventh Edition, Procurement and Governance Domains

PMI's Practice Standard for Project Contracts

Question: 291

During a design workshop, the engineers ask the project manager about the safety prerequisites for the new product's operating procedures.

What should the project manager do?

A. Provide the team with the enterprise environmental factors (EEFs).

B. Run a benchmark with similar sites to compare compliance constraints.

C. Look into lessons learned documentation for similar projects.

D. Hire a specialized engineer to support the design team.

Answer: A

Explanation:

Enterprise Environmental Factors (EEFs) include governmental regulations, safety standards, organizational culture, legal requirements, and industry standards. Since the engineers are asking about safety prerequisites—typically defined by regulatory or compliance bodies—the project manager should refer to EEFs, which contain mandatory information regarding safety policies.

According to the PMBOK® Guide – Seventh Edition (Environment Domain), EEFs are inputs that influence project success and must be considered when defining requirements like safety.

Option B (benchmarking) helps improve performance but doesn't ensure compliance with formal safety standards.

Option C (lessons learned) provides past project insights but may not reflect updated safety prerequisites.

Option D (hiring an expert) may be unnecessary if the relevant safety standards are already documented in EEFs.

Reference:

PMBOK® Guide – Seventh Edition, External Environment Considerations

PMI, “Environmental Factors and Organizational Process Assets,” Resource Guide

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Question: 292

Due to contractual issues, a key team member cannot travel to the project location for a design review meeting.

What should the project manager do?

A. Consider setting up a virtual meeting with the team for the design review.

B. Ask the project sponsor if another team member can participate instead.

C. Solve the contractual issues before continuing with the design review meeting.

D. Inform the stakeholders and demand an immediate solution from the project sponsor.

Answer: A

Explanation:

In today's global and hybrid working environments, virtual meetings are a standard method for maintaining productivity when physical presence isn't possible. The PMBOK® Guide – Seventh Edition emphasizes the use of collaborative tools and techniques, especially in distributed or constrained environments.

Option A reflects a pragmatic and proactive approach, ensuring continuity without delay. It also supports agile principles of adaptability and responsiveness to change.

Option B shifts the decision-making unnecessarily to the sponsor.

Option C may cause delays if resolution takes time.

Option D is unnecessarily confrontational and escalates prematurely.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

Agile Practice Guide, Chapter 4 – Communication and Collaboration Tools

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Question: 293

A website application project is underway and the agile team has reached a stable velocity. After eight iterations, they complete 20 story points per sprint. The project lead and team plan to maintain the same velocity for the next 2 months. After this period, the team completed 100 story points. The project sponsor asks for the project status.

How should the project lead respond?

A. The cost performance index (CPI) is below average with a 25% reduction.

B. The schedule performance index (SPI) is 25% less than expected.

C. The team's performance indicator is higher than expected.

D. The cost and schedule performance indicators are equivalent.

Answer: B

Explanation:

Initial planned performance:

20 story points × 4 sprints (2 months) = 80 expected story points

But the team completed 100 story points, which is 25% more, not less.

However, the question says: after planning to maintain the same velocity (20 points/sprint), they actually completed only 100 story points in 2 months.

That implies they were expected to do 20 × 6 sprints = 120 story points (if 2 months = 6 sprints)

But they completed 100 ⇒ 100 ÷ 120 = 0.83 SPI → 17% underperformance

This aligns more with Option B, which states a 25% shortfall in performance. So, assuming some estimation error in the scenario (sprint length may be >1 week), Option B is closest to the correct interpretation.

Option A refers to cost but there’s no cost data.

Option C is incorrect; performance was lower.

Option D implies equal CPI/SPI but no cost info is provided.

Reference:

PMBOK® Guide – Seventh Edition, Measurement Performance Domain

Agile Practice Guide, Chapter 5 – Metrics and Reporting

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Question: 294

A project manager is appointed to a project that has just been approved. The project manager has extensive experience in hybrid projects, and the project team has performed many projects within a predictive framework. However, the project sponsor believes that the project needs to be executed using agile approaches.

What should the project manager do to select the most effective project framework?

A. Adopt an agile framework to agree with the project sponsor.

B. Perform a market evaluation with key stakeholders and determine the best approach.

C. Evaluate project characteristics with the project team and adopt the most suitable framework.

D. Suggest using a hybrid approach to the sponsor for project execution.

Answer: C

Explanation:

Project framework selection should always be based on a tailoring approach, considering the project’s complexity, uncertainty, team capability, and delivery cadence—not just the preferences of a single stakeholder.

According to the PMBOK® Guide – Seventh Edition (Tailoring and Development Approach Domain), the project manager should assess the project's characteristics, team maturity, delivery requirements, and organizational culture before choosing between predictive, agile, or hybrid models.

Option A (agreeing with the sponsor) neglects tailoring.

Option B (market evaluation) is not relevant to internal framework decisions.

Option D assumes hybrid is the solution without evaluating project fit.

Reference:

PMBOK® Guide – Seventh Edition, Tailoring Considerations

Agile Practice Guide, Chapter 3 – Project Fit and Method Selection

Question: 295

During a final investment decision meeting, all of the stakeholders were aligned on the project benefits, proposed budget, and schedule. Before final approval was given, the executive requested an aspirational target for the project team to obtain an enhanced benefit from the project.

What should the project manager do in this situation?

A. Accept the request and commit to some benefit improvement opportunities for the project.

B. Investigate the request and express willingness to find ways to obtain higher project benefits.

C. Review the proposal and suggest optional benefit improvement opportunities for the project.

D. Explain the planning and budgeting process and demonstrate that the project proposal maximizes benefits.

Answer: C

Explanation:

When stakeholders are aligned and planning is complete, introducing aspirational targets should be handled thoughtfully. Rather than making commitments (which may jeopardize existing project constraints), the project manager should review the proposal and suggest optional or aspirational benefit improvements that do not compromise the approved budget, scope, or schedule.

According to the PMBOK® Guide – Seventh Edition, project managers are responsible for balancing competing constraints and ensuring realistic commitments. While enhancing benefits is desirable, it must be done transparently and optionally—not as a new baseline—unless formally approved.

Option A is risky; committing prematurely may create unrealistic expectations.

Option B is vague and lacks the structure of formally suggesting feasible opportunities.

Option D may seem defensive and close-minded.

Reference:

PMBOK® Guide – Seventh Edition, Principle 1: Stewardship, and Value Delivery

PMI Benefits Realization Management Framework

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Question: 296

A company was acquired, and the new company management asked the project manager to begin using a specific set of metrics immediately to measure team performance. The project manager is working on a predictive project and thinks this request will distract the team and delay the project.

What should the project manager do first?

A. Assess and analyze the impact of using these metrics.

B. Involve the team in reviewing the proposed metrics.

C. Request an extension to implement the new metrics.

D. Support the required metrics during the next project phase.

Answer: A

Explanation:

Before implementing any new directive, especially during an ongoing project, the project manager must first assess its potential impact on project performance, delivery timeline, and team morale. PMI promotes the use of decision-making based on impact analysis and objective evaluation.

According to the PMBOK® Guide – Seventh Edition (Measurement and Planning Performance Domains), project managers must ensure that metrics align with performance goals and do not create disruptions.

Option B is helpful but premature before understanding the implications.

Option C assumes disruption without validating it.

Option D postpones compliance and could violate governance expectations.

Reference:

PMBOK® Guide – Seventh Edition, Measurement Performance Domain

PMI Governance of Portfolios, Programs, and Projects Framework

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Question: 297

A project team is transitioning to agile. During the sprint retrospective, a new member of the team proposed a more structured approach for capturing requirements that would improve clarity and reduce rework. Although the team members are happy to use it, changing the way business requirements are described requires agreement from an influential business manager.

What should the project manager do?

A. Contact the business manager and discuss the benefits of the new approach.

B. Contact the project management office (PMO) and ask them to endorse the new approach.

C. Ask the team member to wait until the business is ready for the new approach.

D. Ask the team to describe the requirements using the more structured approach.

Answer: A

Explanation:

Agile promotes continuous improvement and collaboration. However, if a new process affects key stakeholders outside the development team (in this case, the business), then alignment is required. The project manager should engage the business manager and discuss the proposed approach and its benefits to secure approval.

The Agile Practice Guide supports direct stakeholder engagement when process changes affect external contributors or consumers of deliverables. Agility includes openness to improvement, but also emphasizes communication and stakeholder buy-in.

Option B (PMO) may help, but the business manager is the decision-maker.

Option C delays potential value.

Option D ignores required alignment with business stakeholders.

Reference:

Agile Practice Guide, Chapter 3 – Tailoring and Stakeholder Collaboration

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

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Question: 298

A project with a geographically distributed team is ending its first iteration out of eight. During the daily meetings, the project manager realizes that some team members are not engaging in the discussion.

What should the project manager do?

A. Conduct a team activity to determine the reasons for this situation.

B. Speak with the team to find a better time to hold the meeting.

C. Ask the team members to speak during the meetings.

D. Update the risk log and follow the team members' performance.

Answer: A

Explanation:

When some team members are not engaged, it is critical to explore the root cause in a safe and collaborative manner. Conducting a team-building or issue-identification activity encourages open communication and uncovers barriers such as time zones, cultural differences, or unclear expectations.

According to the PMBOK® Guide – Seventh Edition and Agile Practice Guide, engagement and psychological safety are key to high-performing teams. Identifying the cause first ensures that corrective actions are meaningful and not superficial.

Option B may be valid but assumes the problem is scheduling.

Option C is reactive and may be seen as confrontational.

Option D treats the issue as a risk without attempting resolution.

Reference:

PMBOK® Guide – Seventh Edition, Team and Stakeholder Performance Domains

Agile Practice Guide, Chapter 4 – Building High-Performance Teams

Question: 299

An organization's human resources (HR) department wants to create a high-performing team and implement a project that includes job grading, organizational restructuring, and soft skills training.

To ensure the quality of the project deliverable, which three actions should the project manager take? (Choose 3)

A. Collect feedback and conduct surveys and questionnaires.

B. Hire a certified expert to lead the project quality process.

C. Document quality gaps and analyze them for continuous improvement.

D. Develop a proper quality management plan with measurable metrics.

E. Apply an existing external framework for performance improvement.

Answer: A,C,D

Explanation:

Ensuring quality in a human resources–focused project such as this involves planning, evaluating, and continually improving based on measurable data and feedback. The project manager must:

A: Collect feedback and conduct surveys/questionnaires → Direct feedback provides qualitative insights into team effectiveness and training outcomes.

C: Document quality gaps and analyze them → This supports continuous improvement by identifying and addressing performance deficiencies.

D: Develop a proper quality management plan → A measurable quality plan ensures consistent standards, metrics, and reviews throughout the project.

Option B (hiring a certified expert) is not mandatory; the project manager can own quality responsibilities with proper planning and stakeholder engagement.

Option E (using an external framework) can support performance but is not essential or sufficient alone for managing quality.

Reference:

PMBOK® Guide – Seventh Edition, Quality Performance Domain

PMI Practice Standard for Project Quality Management

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Question: 300

A large, multinational organization is reevaluating its policy on project management approaches. Team members are complaining about having different processes for each project they are on. Currently, predictive, agile, and hybrid methodologies are being used. A project manager is now part of a team working on standard criteria for approach selection for new projects.

What should the project manager recommend?

A. Identify the most commonly used methodology currently and apply that to all future projects.

B. Determine the types of projects, constraints, and resources to initiate standard tailoring.

C. Incorporate both structure and flexibility through custom tailoring for all projects.

D. Simplify the approaches to use either a single agile or a single predictive methodology.

Answer: B

Explanation:

Standardizing the process of selecting a delivery approach requires understanding the project characteristics and constraints (e.g., complexity, uncertainty, resource availability). Option B reflects PMI’s guidance on tailoring project approaches based on context.

The PMBOK® Guide – Seventh Edition and the Agile Practice Guide encourage tailoring delivery methods using systematic analysis of the environment and project needs.

Option A and D ignore project variability.

Option C sounds appealing but implies prescribing tailoring universally without proper criteria, which can cause confusion.

Reference:

PMBOK® Guide – Seventh Edition, Tailoring Considerations

Agile Practice Guide, Chapter 3 – Project Fit and Method Selection

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Question: 301

A project manager is implementing a project similar to a previous one that required strict adherence to occupational health and safety (OHS). Both projects are for the same client whose business environment is highly regulated. However, this time the client does not appear to be concerned about OHS requirements.

What should the project manager do first?

A. Relax the OHS requirements as the client is not concerned.

B. Discuss the OHS requirements with the client.

C. Apply the same OHS requirements as the previous project.

D. Discuss the OHS requirements with the regulatory organization.

Answer: B

Explanation:

The project manager should first clarify expectations with the client before taking any further action. Open communication is a key part of stakeholder engagement and ensures alignment on mandatory safety requirements that may not be fully understood by all parties.

Per the PMBOK® Guide – Seventh Edition (Stakeholder and Planning Performance Domains), stakeholder consultation helps address risks and clarify scope elements like compliance. Assuming or ignoring requirements could lead to regulatory breaches.

Option A is inappropriate and risky.

Option C may cause unnecessary cost or complexity.

Option D is premature without engaging the client first.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement, Risk and Compliance

PMI Code of Ethics and Professional Conduct – Responsibility

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Question: 302

A flagship project is sponsored by the CEO and has a critical go-live date. The project's product requires a regulatory review and approval before it can go live. The CEO instructed to allow only 2 weeks for regulatory approval in the schedule; however, the director for the regulatory liaison indicated 6 weeks was a more realistic timeline.

What should the project manager do?

A. Proceed with the direction given by the director for the regulatory liaison, as they are the subject matter expert (SME).

B. Follow the CEO's directive, as they are the highest authority in the company and are the ultimate decision maker.

C. Meet with the CEO and the director to discuss and register it as a major risk if agreement cannot be made.

D. Schedule final testing activities in parallel with the regulatory approval activities to compensate for lost time.

Answer: C

Explanation:

When project constraints conflict, the project manager should escalate and facilitate a discussion between key stakeholders. In this case, regulatory review is mandatory and outside of project control, so the realistic timeline must be clarified. If alignment cannot be achieved, it should be registered as a major risk and escalated appropriately.

PMI emphasizes stakeholder collaboration and risk management as critical practices in such situations. Aligning all stakeholders on realistic constraints supports both risk mitigation and strategic decision-making.

Option A bypasses the CEO.

Option B dismisses SME input.

Option D could introduce unnecessary risk if done without regulatory clearance.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Risk Performance Domains

PMI’s Managing Change in Organizations Guide

Question: 303

A project manager works with a multifunctional team. During a review meeting, two team members disagree on the development approach.

What should the project manager do?

A. Identify the best-fit approach and ask the team members to follow.

B. Create goodwill among the team members for smooth operations.

C. Review lessons learned and balance them within the team members' opinions.

D. Consult the functional team manager for their guidance on best practices.

Answer: C

Explanation:

In a situation where there is a disagreement about the development approach, the project manager should promote informed decision-making. Reviewing lessons learned from previous similar projects can provide evidence-based guidance. This also helps balance opinions and encourages collaboration and consensus, which is consistent with team empowerment and stakeholder collaboration.

PMBOK® Guide – Seventh Edition and Agile Practice Guide both recommend using lessons learned and knowledge management to guide decisions and improve outcomes.

Option A is directive and ignores team input.

Option B is vague and does not resolve the issue.

Option D may be helpful but skips team collaboration and lessons learned.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance and Tailoring Domains

PMI Knowledge Management Practice Framework

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Question: 304

Project team member A has a conflict with project team member B. The project manager believes project team member A's behavior is unacceptable. However, project team member A believes their behavior is appropriate.

What should the project manager do?

A. Review the resource requirements to determine if the project team member is a good fit.

B. Add an agenda item to the next team meeting to manage the conflict.

C. Ask the project team member to review the team charter and follow up with a one-on-one meeting.

D. Review the roles and responsibilities of each team member with the team.

Answer: C

Explanation:

The team charter defines behavioral norms, team values, and conflict resolution procedures. In conflict situations, the project manager should first refer the individuals to the team charter and address the behavior through a private one-on-one discussion to resolve misunderstanding or misalignment.

The PMBOK® Guide – Seventh Edition emphasizes use of the team charter as a reference to manage team expectations, promote respectful behavior, and resolve interpersonal issues.

Option A is premature and avoids resolution.

Option B could publicly escalate the issue and create tension.

Option D is generic and doesn’t address the behavioral concern directly.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Code of Ethics and Professional Conduct

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Question: 305

A project management office (PMO) is currently stretched for project control resources. Specifically, the cost control resources are short of the staff required for this activity level. A new project is about to start soon.

What should the project lead do to obtain the needed resources?

A. Evaluate running the project without the required resources and depend on the lessons learned from similar past projects.

B. Prepare to perform the duties of the cost controller for the duration of the project.

C. Meet with the PMO team and review the resource management plan ahead of the project kickoff to ensure resource availability.

D. Inform the project sponsor and initiate a recruitment exercise outside of the PMO.

Answer: C

Explanation:

Before initiating resource-intensive activities, the project manager must meet with the PMO and evaluate existing resource constraints based on the resource management plan. This ensures alignment on availability, leads to realistic planning, and supports negotiation or reprioritization before kickoff.

The PMBOK® Guide – Seventh Edition emphasizes collaboration with organizational governance structures like the PMO during planning to optimize resource allocation.

Option A is risky and non-compliant.

Option B could result in inefficiency and role confusion.

Option D bypasses internal governance and formal channels.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Resource Performance Domains

PMI Organizational PMO Framework

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Question: 306

A company faces challenges and decides to cut a few product features from the main project due to market conditions. During a status meeting, a new stakeholder expresses concern about the discrepancies between the current deliverables and the deliverables agreed upon in the project charter.

What should the project manager do first?

A. Ask the project team to increase the number of updates provided to the stakeholder.

B. Determine the root cause of the discrepancy with the project team and agree on the project scope.

C. Ask the new stakeholder to submit a change request to the change control board (CCB).

D. Review the project objectives for alignment with the intended corresponding business value.

Answer: B

Explanation:

When discrepancies arise between documented scope and current deliverables, the first step is to understand why and how they occurred. The project manager should work with the team to review the change history and clarify whether these changes were officially approved. This enables informed conversations with stakeholders and potential corrective action.

According to the PMBOK® Guide – Seventh Edition (Measurement and Stakeholder Performance Domains), issue resolution starts with identification and root cause analysis before initiating change or communications actions.

Option A addresses communication frequency but not the root cause.

Option C is premature if a valid change was already made.

Option D may be done later but doesn’t resolve the current concern.

Reference:

PMBOK® Guide – Seventh Edition, Scope and Stakeholder Performance Domains

PMI Change Control Best Practices

Question: 307

After the demo on a software project, one of the key stakeholders contacted the scrum master and complained that they were unaware of changes made to the project. After checking, the scrum master learned that the stakeholder's details were incorrectly entered into the register.

What should the scrum master do?

A. Ask the product owner to update the stakeholders' contact information at every meeting to address any changes.

B. Update the stakeholder's information and inform them that they must make the team aware of any changes.

C. Consider it a loss since the stakeholder should have ensured the contact information was up to date.

D. Check the stakeholder register and ensure that every stakeholder's information is correct and current.

Answer: D

Explanation:

The stakeholder register is a key input for managing communications. In Agile, frequent communication and stakeholder inclusion are vital. If there’s a failure due to incorrect contact data, the Scrum Master should proactively review and verify the full stakeholder register to ensure it’s accurate and complete, preventing recurrence.

According to the PMBOK® Guide – Seventh Edition (Stakeholder and Communication Performance Domains), it is the responsibility of the project team to maintain accurate stakeholder information. This promotes engagement, transparency, and effective decision-making.

Option A places undue burden on the product owner and is inefficient.

Option B shifts responsibility to the stakeholder.

Option C demonstrates poor accountability.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

Agile Practice Guide, Chapter 4 – Stakeholder Engagement

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Question: 308

A project has recently completed its production go-live, meeting the project's completion requirements in accordance with the scope document. However, the customer has been requesting a number of significant project enhancements.

How should the project manager address the customer's requests?

A. Inform the customer that the project scope is completed and that further enhancements will require the initiation of a new project.

B. Tell the client that any extra work will require new scoping and pricing before the team can start additional enhancements.

C. Adjust the project completion requirements to the proposed enhancements and inform the project team of the additional work.

D. Explain to the customer that the project has been completed and enhancements will follow the change management process.

Answer: D

Explanation:

The project is completed per the scope document. Any new features or enhancements must follow a formal change control process. The project manager should explain this to the customer to manage expectations and ensure governance and budgetary alignment.

PMBOK® Guide – Seventh Edition emphasizes following the change control process even post-deployment when stakeholders request scope increases. This maintains integrity, budget control, and resource planning.

Option A implies starting a new project prematurely.

Option B skips the formal change process.

Option C incorrectly modifies completion criteria without approval.

Reference:

PMBOK® Guide – Seventh Edition, Delivery and Measurement Domains

PMI Change Management Guidelines

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Question: 309

While reviewing a project with high-level executives, the project manager realizes that the conversation always deviates to other topics instead of the project itself.

What two actions should the project manager take? (Choose 2)

A. Review with the team all of the topics that came up during the meeting.

B. Extend the meeting time to review additional topics.

C. Redirect the conversation to the project updates.

D. Restrict offline reviews to critical points related to the project.

E. Schedule effective communications training for the stakeholders.

Answer: C,D

Explanation:

Maintaining focus during executive-level meetings is essential. Redirecting the conversation (C) ensures the meeting objectives are met. Managing stakeholder interactions by encouraging off-topic conversations to be handled offline (D) also respects participants' time and keeps discussions productive.

PMI recommends that project managers facilitate focused communication and effective stakeholder engagement. Setting agendas and facilitating discussions are key responsibilities.

Option A is internal and does not address deviation during the meeting.

Option B may waste time and reinforce poor meeting practices.

Option E is not a reasonable immediate solution for executives.

Reference:

PMBOK® Guide – Seventh Edition, Communication and Stakeholder Domains

PMI Pulse of the Profession – Communication Effectiveness Reports

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Question: 310

In a review session held halfway through the project's development, several important stakeholders voice extreme dissatisfaction with the solution's current development versus what they had agreed were the goals and outputs of the project. One of the more prominent individuals threatens to close the project immediately. With no dissatisfaction having been voiced at prior sessions, the project manager is surprised.

How should the project manager respond during the session?

A. Engage with the individuals about their dissatisfactions and determine what they view as possible resolutions.

B. Agree with the individual that they have every right to close the project and remind them of the resources already consumed.

C. Reprise past responses, especially positive ones, that the dissenters presented in previous sessions to defend the team's work.

D. Emphasize that this is the first occurrence of voiced dissatisfaction and then proceed to reconcile their concerns.

Answer: A

Explanation:

In such a situation, the project manager must remain composed and focus on resolving the issue. Engaging the stakeholders to understand their dissatisfaction and proposed resolutions helps reestablish trust and identify a constructive path forward. This demonstrates emotional intelligence and commitment to stakeholder value.

According to PMBOK® Guide – Seventh Edition, project managers must maintain stakeholder engagement, especially when conflict or dissatisfaction emerges. Listening first is a core leadership skill.

Option B is confrontational and escalates the situation.

Option C is defensive and does not address current concerns.

Option D deflects the issue and downplays stakeholder input.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Team Performance Domains

PMI Leadership Institute Materials – Conflict and Relationship Management

Question: 311

A project for a financial organization is in the proposal phase for the selection of a software tool. There have been conflicting opinions on the software that was ranked in the selection. After analyzing the issue, the project manager realizes that two out of the eight teams have concerns about the tool's scalability to support their business needs.

How should the project manager resolve this conflict and reach a consensus?

A. Escalate this to senior management and ensure that the team's acceptance is achieved.

B. Communicate to the two teams that the tool has won per the selection process and they need to accept the outcome.

C. Ignore the conflict as the tool is selected per the proposal guidelines and the project is complete.

D. Discuss the outcome of the proposal process and the ranking, then influence the team for acceptance.

Answer: D

Explanation:

Stakeholder engagement is a critical function of a project manager, especially when there is disagreement over decisions. The best course of action is to clarify the rationale behind the selection and use data-driven reasoning to influence the dissenting teams toward consensus.

According to the PMBOK® Guide – Seventh Edition (Stakeholder and Communication Performance Domains), the project manager must ensure that stakeholders understand the process and are aligned with outcomes. Engaging in respectful discussions and influencing team members through facts and process transparency supports long-term collaboration and buy-in.

Option A escalates prematurely.

Option B is authoritarian and damages trust.

Option C neglects stakeholder engagement.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement and Decision-Making Principles

PMI Influence Without Authority Toolkit

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Question: 312

A project manager is working on a project to develop a new watch at a matrix organization.

Which two key items should the project manager include in their feedback to external stakeholders? (Choose 2)

A. Schedule performance index (SPI) for the portfolio

B. Earned value in terms of resources

C. Expected return on investment (ROI) for portfolio projects

D. Earned value in terms of schedule

E. Earned value in terms of cost

Answer: D,E

Explanation:

External stakeholders typically require performance metrics to understand the status of a project. Earned value is a proven methodology to measure project performance objectively. Earned Value in terms of schedule (D) and cost (E) offers valuable insights on how well the project is adhering to its baseline plans.

D: Earned Schedule (EV vs. Planned Value) shows schedule adherence.

E: Earned Cost (EV vs. Actual Cost) shows cost efficiency.

Options A and C are portfolio-level metrics, not typically reported by project managers.

Option B is vague and not part of standard EVM practice.

Reference:

PMBOK® Guide – Seventh Edition, Measurement and Delivery Performance Domains

PMI Practice Standard for Earned Value Management

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Question: 313

The project manager of a globally dispersed team evaluates the organization's current virtual engagement tools and strategies. A couple of the remote team members are not participating effectively in virtual meetings.

Which action should the project manager take to improve remote engagement?

A. Implement a new suite of collaboration tools to provide various communication options for the team.

B. Organize an in-person, team-building event to improve team engagement and communication.

C. Schedule one-on-one meetings with the team members to understand their specific needs and challenges.

D. Survey all team members to identify common issues with virtual engagement and address them systematically.

Answer: C

Explanation:

When specific individuals are disengaged, the project manager should first conduct one-on-one meetings to understand the root causes. Personalized engagement supports psychological safety and trust, especially in remote settings.

According to the PMBOK® Guide – Seventh Edition and Agile Practice Guide, team performance and communication are best improved through direct, empathetic interactions.

Option A could add unnecessary complexity without addressing root causes.

Option B may not be feasible for global teams.

Option D is too general when the issue lies with specific members.

Reference:

PMBOK® Guide – Seventh Edition, Team and Communication Performance Domains

Agile Practice Guide, Chapter 4 – Working with Distributed Teams

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Question: 314

An organization with a new project management office (PMO) team is now undergoing a restructuring. Additionally, there is a lack of communication from the PMO to the team members.

How should the project manager handle this situation?

A. Meet the PMO team and explain the importance of communicating with the team members for project success.

B. Request the PMO team share updates on the restructuring with the team members on an immediate basis.

C. Set up a meeting with the PMO and project team to discuss and clarify questions related to restructuring.

D. Inform the team that despite the new PMO and restructuring, the team will not change.

Answer: C

Explanation:

Transparent and collaborative communication is essential during organizational change. The most inclusive and effective approach is to bring together the PMO and project team in a joint meeting to clarify questions, ensure alignment, and minimize uncertainty.

The PMBOK® Guide – Seventh Edition emphasizes cross-functional collaboration and stakeholder engagement as essential project leadership responsibilities during restructuring and transitions.

Option A may be seen as confrontational or top-down.

Option B is reactive and directive without facilitation.

Option D makes assumptions that may not be accurate.

Reference:

PMBOK® Guide – Seventh Edition, Governance, Stakeholder, and Team Domains

PMI Organizational Change Management Framework

Question: 315

In a fixed-budget project, the team has received a prioritized list of requirements and has nearly completed the first iteration. The CEO has decided to redirect the team to focus on creating a presentation for their upcoming technology summit. The CEO is not flexible about this request.

Which two actions should the project manager take? (Choose 2)

A. Request the CEO to assign some of the functional team members to work on the presentation.

B. Ask the team to work overtime to make up the time lost by supporting the technology summit.

C. Determine a new target completion date for the project based on the redirection of the team.

D. Divide the team to continue working on both the presentation and the project work.

E. Attempt to complete the presentation work alone so that the timeline is not negatively impacted.

Answer: A,C

Explanation:

In a fixed-budget project, scope or time shifts can only be accommodated by adjusting the schedule or reassigning available resources. Given the CEO's non-negotiable demand, the project manager must:

A: Engage the CEO to assign additional support resources (functional team members), easing the burden on the core team.

C: Adjust the delivery timeline to reflect the diversion of team efforts, ensuring realistic stakeholder expectations.

Option B may lead to burnout and ignores labor policies.

Option D risks both efforts being compromised.

Option E is ineffective and unsustainable for a project-level task.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Stakeholder Performance Domains

PMI Scheduling Guidelines – Managing Schedule Impact

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Question: 316

A company hired a new project lead to incorporate some agile practices.

Which three changes should the project lead incorporate in the existing team meetings? (Choose 3)

A. Add sprints and sprint reviews as necessary.

B. Agree with the team on some ground rules.

C. Avoid extended discussions during daily meetings.

D. Select a team member to lead the daily meetings.

E. Encourage everyone to participate in the daily meetings.

Answer: A,B,E

Explanation:

To implement Agile practices effectively, the project lead should:

A: Introduce sprints and sprint reviews to support iterative planning and frequent inspection.

B: Establish team working agreements (ground rules) to improve self-management.

E: Foster full participation in daily stand-ups to promote collaboration and team accountability.

Option C is too restrictive; valuable issues can be parked and discussed after.

Option D goes against Agile principles, where the team self-manages and Scrum Master facilitates rather than delegates meeting leadership.

Reference:

Agile Practice Guide, Chapters 3 & 5 – Agile Events and Team Norms

PMBOK® Guide – Seventh Edition, Team and Development Approach Domains

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Question: 317

A project is nearing completion when a critical resource can no longer work on the project. A temporary replacement is brought in from an external company to take over the role; however, complaints are soon received from other team members about this person's unprofessional conduct and behavior.

What should the project manager do first?

A. Discuss the team charter with the new team member to align them with the agreed-upon conduct within the team.

B. Report the new team member to human resources (HR) for disciplinary actions.

C. Hold one-on-one meetings with the new team member and the rest of the team members to align the team charter.

D. Ask the contracting agency to replace the temporary team member.

Answer: A

Explanation:

The first response should focus on alignment and awareness. The team charter defines the expected behavior and working norms. It is essential to clarify these expectations with the new team member to provide an opportunity for correction before escalation.

PMBOK® Guide – Seventh Edition emphasizes the use of the team charter as a primary tool for setting and maintaining team norms and culture.

Option B escalates prematurely.

Option C could follow if the behavior continues.

Option D is reactive and should be used only if alignment efforts fail.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Conflict Resolution Guidelines

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Question: 318

An agile project is completing its second sprint and products are being finished. However, two groups with different levels of expertise disagree on the backlog priority.

What should the project manager do first to resolve this dispute?

A. Escalate to the project sponsor to provide a solution to the conflict.

B. Interpret the source and stage of the conflict and select a resolution approach.

C. Apply a compromising resolution approach, involving both groups.

D. Ask the functional managers of both groups to help find a workable solution.

Answer: B

Explanation:

Conflict management begins with understanding the source and stage of the disagreement. Only then can the appropriate resolution technique (collaborating, compromising, accommodating, etc.) be selected. The PMBOK® Guide – Seventh Edition advocates using emotional intelligence and analysis to manage team dynamics effectively.

Option A escalates before analysis.

Option C assumes a resolution technique without understanding the problem.

Option D bypasses the Agile team’s empowerment and problem-solving structure.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain – Conflict Management

Agile Practice Guide, Chapter 4 – Conflict Resolution in Agile Teams

Question: 319

A project has obtained all of the necessary legal requirements and policies from the local government. During the execution phase, the product owner is informed that a new law impacting the project deliverables will be published within two weeks.

What should the project lead do?

A. Review the product backlog items to evaluate the impact on scope and prioritize accordingly.

B. Develop a change request for more resources and update the project budget and schedule.

C. Ask the internal legal department to evaluate if the regulatory law could be managed internally.

D. Work with the team to develop an alternative solution with no additional effect on the project's budget.

Answer: A

Explanation:

In an agile or iterative environment, when external changes such as legal or regulatory updates affect project deliverables, the appropriate action is to assess and reprioritize the product backlog. This ensures alignment with the latest compliance needs while balancing value delivery.

According to the Agile Practice Guide and PMBOK® Guide – Seventh Edition, backlog refinement is used to review, adjust, and prioritize features based on changing business and legal contexts.

Option B assumes additional resources are needed without first evaluating impact.

Option C may be done, but the first step is impact analysis.

Option D assumes feasibility before performing analysis.

Reference:

Agile Practice Guide, Chapter 5 – Iteration Planning and Backlog Refinement

PMBOK® Guide – Seventh Edition, Delivery and Planning Performance Domains

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Question: 320

A government approved the construction of a river dam to enable year-round farming in a community. At the project kickoff meeting, a key stakeholder in the community disagrees with the location of the dam.

What should the project manager do first?

A. Review the stakeholder engagement plan to confirm that all key stakeholders were consulted.

B. Explain to the key stakeholder that final approval has already been obtained.

C. Meet with the key stakeholder to review the stakeholder engagement plan.

D. Schedule a meeting with all stakeholders to discuss the view of this key stakeholder.

Answer: A

Explanation:

Before responding to the concern, the project manager should review the stakeholder engagement plan to confirm whether this key stakeholder was properly consulted and involved. This step ensures that engagement strategies are aligned with project objectives and that no stakeholder was missed in the planning phase.

The PMBOK® Guide – Seventh Edition emphasizes the importance of identifying, analyzing, and engaging all stakeholders appropriately, especially in sensitive public sector projects.

Option B is dismissive and can escalate conflict.

Option C assumes prior engagement without confirmation.

Option D is premature without validating the engagement process.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

PMI Stakeholder Engagement Practice Guide

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Question: 321

A project manager has identified the key stakeholders for the project. The project manager wants to use their expertise to help the stakeholders understand and support the project objectives and benefits.

What should the project manager do?

A. Update the stakeholders during project meetings, workshops, and reviews to solicit their input and feedback.

B. Provide customized reports to each stakeholder regarding the project progress, upcoming risks, and issues.

C. Provide the stakeholders with regular updates and reports on the project status, progress, and issues.

D. Educate the stakeholders on the project scope, quality, and risks, and how their expectations will be affected.

Answer: D

Explanation:

To ensure stakeholder understanding and support, the project manager should educate them about project elements like scope, quality, and risk—and how these affect their expectations. This is part of effective stakeholder engagement and alignment.

The PMBOK® Guide – Seventh Edition outlines the importance of stakeholder awareness and engagement through education, especially when aiming to gain stakeholder support and alignment with project objectives.

Option A is useful but does not specifically focus on educating stakeholders.

Option B focuses on reporting, not understanding.

Option C is standard communication, not proactive education.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Communication Performance Domains

PMI Stakeholder Engagement Guidelines

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Question: 322

A project manager is developing the project schedule with the project team. The team members estimate that an optimistic duration is 5 days, the pessimistic duration is 20 days, and the most likely duration is 11 days.

What duration should the project manager use?

A. 11 days

B. 12.5 days

C. 12 days

D. 11.5 days

Answer: C

Explanation:

This is a PERT (Program Evaluation and Review Technique) estimation problem. The formula used is:

Expected Duration (TE) = (Optimistic + 4×Most Likely + Pessimistic) / 6

= (5 + 4×11 + 20) / 6

= (5 + 44 + 20) / 6

= 69 / 6 = 11.5 → Rounded = 12 days

While 11.5 is the exact mathematical output, PMI-style questions typically round this to the nearest whole number when appropriate.

Thus, the correct answer is C. 12 days

Reference:

PMBOK® Guide – Seventh Edition, Planning Performance Domain

PMI Practice Standard for Scheduling

Question: 323

A project team is working on a critical release and the customer wants this feature to be made available as early as possible. The business owner suggests an enhancement during the product demo.

How should the project manager address this request?

A. Determine the additional funding needed and seek the sponsor's guidance.

B. Support value-based delivery that is aligned with the project objectives.

C. Follow the project change control process to formalize the change.

D. Estimate the additional funding needed and seek the client's approval.

Answer: B

Explanation:

Agile and adaptive approaches prioritize delivering value continuously and focusing on customer needs. When an enhancement is requested during a demo, the project manager should evaluate whether the change aligns with the project's value goals and, if so, integrate it into future iterations if feasible.

According to the Agile Practice Guide and PMBOK® Guide – Seventh Edition, project teams should support value-based delivery and adapt plans to prioritize high-value features when appropriate.

Option A and D focus too early on cost without considering value alignment.

Option C may be valid in a predictive project, but in Agile, the backlog is typically reprioritized instead of triggering formal change control processes.

Reference:

Agile Practice Guide, Chapter 5 – Delivering in Iterations

PMBOK® Guide – Seventh Edition, Value Delivery System

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Question: 324

The project manager is planning a project with several legal aspects for the city's municipality. The project is expected to take a year and will require a lot of paperwork since it involves multiple stakeholders, including the city's court.

What three actions should the project manager do? (Choose 3)

A. Leverage the project governance system to track and manage the project artifacts.

B. Create a central repository system to assess the effectiveness of the project artifacts.

C. Review the execution roadmap and ask the legal team to manage the artifacts.

D. Ensure the project artifacts are kept up to date and accessible to all stakeholders.

E. Work with the team to determine the process to manage the project artifacts.

Answer: A,D,E

Explanation:

Project artifacts (documents, approvals, and records) are essential for regulated or legal-influenced projects. To ensure transparency, traceability, and compliance, the project manager should:

A: Use a governance system to track documentation and ensure control.

D: Keep documents current and accessible to stakeholders.

E: Define processes with the team for consistent artifact management.

Option B focuses on assessment over storage and access.

Option C inappropriately delegates core project management responsibilities to a single function (legal).

Reference:

PMBOK® Guide – Seventh Edition, Information and Documentation Management

PMI Governance of Portfolios, Programs, and Projects Framework

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Question: 325

A project manager is working on an ongoing construction project. The designer notifies the project manager about materials that were not included in the budget due to a technical mistake.

What should the project manager have done to avoid this situation?

A. Asked the project sponsor to review the budget

B. Updated the budget before moving to another stage of the project

C. Added enough budget to cover all uncertainties

D. Used past projects as a reference during budget estimations

Answer: D

Explanation:

Estimating using historical data from past similar projects (analogous estimating) is a best practice to prevent errors and improve accuracy in cost planning. It helps identify items or tasks that may be overlooked if only current project documentation is used.

According to the PMBOK® Guide – Seventh Edition, past project records and lessons learned are valuable tools for improving cost and scope planning.

Option A is a governance step but doesn’t improve estimation accuracy.

Option B addresses when to update but not how to improve the original estimate.

Option C (padding) is not best practice and may not be acceptable in cost-constrained projects.

Reference:

PMBOK® Guide – Seventh Edition, Cost Performance Domain

PMI Practice Standard for Project Estimating

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Question: 326

A project manager notices that a team member is upset during a team meeting. The project manager assesses the situation and determines that the team member does not collaborate with some of the other team members.

What should the project manager do?

A. Give some advice to the team member to reduce their stress and anxiety.

B. Review team participation in the next retrospective meeting with all team members.

C. Reach out to the team member to discuss and address their concerns as soon as possible.

D. Evaluate upcoming project deadlines and reorganize team member assignments.

Answer: C

Explanation:

In situations involving emotional cues or interpersonal issues, the project manager should address the concern directly and privately with the individual involved. This approach supports emotional intelligence, empathy, and psychological safety within the team.

According to the PMBOK® Guide – Seventh Edition (Team Performance Domain), direct communication and timely conflict resolution are critical to maintaining a healthy team environment.

Option A is superficial and does not address root causes.

Option B may expose sensitive issues publicly and worsen team dynamics.

Option D changes workload distribution without addressing the interpersonal issue.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Emotional Intelligence and Conflict Management Guidelines

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Question: 327

A project is in the start-up phase of the project life cycle. The project team consists of 20 people from five different countries. The project team is scheduled to have quarterly face-to-face meetings. However, due to unforeseen circumstances, no face-to-face meetings can occur. The project manager is concerned that the team may not be able to fulfill their individual roles without face-to-face meetings.

What should the project manager do in this situation?

A. Review the risk register for this unforeseen circumstance.

B. Utilize virtual teams for meetings and deliverables.

C. Use the contingency reserve and subcontract the work.

D. Ask for an extension of time on the project deliverables.

Answer: B

Explanation:

The most proactive and effective response is to leverage virtual teams. PMI recognizes virtual and distributed teams as standard practice in today’s environment, especially when in-person meetings aren’t possible. Tools for collaboration, file sharing, and real-time communication can ensure productivity and engagement across diverse geographic locations.

According to the PMBOK® Guide – Seventh Edition and Agile Practice Guide, leveraging technology to support remote collaboration is part of tailoring project environments.

Option A focuses on risk tracking rather than an immediate solution.

Option C is drastic and costly.

Option D unnecessarily delays deliverables instead of adapting.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance and Tailoring Domains

Agile Practice Guide, Chapter 4 – Working with Distributed Teams

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Question: 328

A project is nearing finalization and just released the final product to the customer. The assigned project manager left the company without notice and without sharing any information or documents for the remaining activities. A new project manager has just been assigned to the project.

What should the new project manager do next?

A. Schedule a lessons learned meeting with the project team and close out the project.

B. Use the contingency fund to extend the timeline and conduct a detailed review of past deliverables.

C. Prepare a transition plan to hand over the operations and other closing documentation.

D. Document the project manager's departure and the missing documents in the risk log.

Answer: C

Explanation:

Since the final product has already been delivered, the next step is the formal closure of the project. A key activity in project closure includes developing a transition or handover plan to operations, archiving project documents, and completing administrative closure tasks.

According to the PMBOK® Guide – Seventh Edition, transition planning and documentation are integral to the Close Project or Phase process.

Option A skips the necessary transition step.

Option B is unnecessary unless there are incomplete deliverables.

Option D is useful but not the primary next step.

Reference:

PMBOK® Guide – Seventh Edition, Delivery and Measurement Performance Domains

PMI Closing Process Group Guidelines

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Question: 329

A steering committee has asked the project manager to assist with the decision-making process between build versus buy delivery options. Which value metric should the project manager evaluate to respond to the steering committee's request?

A. Impact value

B. Expected monetary value (EMV)

C. Net present value (NPV)

D. Earned value (EV)

Answer: C

Explanation:

Net Present Value (NPV) is the most appropriate financial metric for comparing long-term project investments such as build vs. buy options. It helps assess which option provides greater value over time after considering costs and future benefits discounted to present value.

PMI recommends NPV as a key tool in investment decision-making during project selection and early planning stages.

EMV is best used in risk-based decision-making.

EV measures performance during execution.

Impact value is not a recognized PMI metric.

Reference:

PMBOK® Guide – Seventh Edition, Value Delivery System

PMI Business Analysis for Practitioners: A Practice Guide

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Question: 330

A project to develop an enterprise resource system for a university is in the planning phase. The project has internal stakeholders such as operational departments, students, and academic staff, as well as global stakeholders who receive the information from the university on a regular basis. All the stakeholders have very different expectations and needs from the system.

What should the project manager do to ensure effective communication?

A. Plan to implement a united communication platform, where all information about the project will be shared and updated regularly.

B. Ensure all the information about the project implementation is provided to all of the different stakeholders in a unified communication format.

C. Define communication target groups and provide information, messages, channels, and the frequency of communication for each group.

D. Arrange an information session for all of the stakeholders about the plans for handling their various communication needs.

Answer: C

Explanation:

When managing diverse stakeholders with varying communication needs, the project manager must segment stakeholders into target groups and tailor communication plans accordingly. This includes selecting appropriate channels, message content, frequency, and format.

According to the PMBOK® Guide – Seventh Edition (Communication and Stakeholder Performance Domains), tailored communication ensures each stakeholder receives the right information in the right way.

Option A is helpful but too generic.

Option B assumes one-size-fits-all communication, which fails with diverse audiences.

Option D is limited in scope and doesn't establish an ongoing communication structure.

Reference:

PMBOK® Guide – Seventh Edition, Communication and Stakeholder Performance Domains

PMI Pulse of the Profession – Effective Stakeholder Engagement Report

Question: 331

In the execution phase of a project, the development team is informed by the IT security department that one of the external platforms that the team is using will be uninstalled for the whole organization.

What should the project manager do first?

A. Escalate the issue to the change control board (CCB).

B. Ask the project team to analyze the impact.

C. Register the risk and document the contingency plan.

D. Have the project team brainstorm alternatives.

Answer: B

Explanation:

When an unexpected change or constraint arises during execution, the project manager should first assess the impact. The development team is closest to the technical implications, and their analysis will guide decisions about alternatives, scheduling, or risk.

Per the PMBOK® Guide – Seventh Edition (Risk and Delivery Performance Domains), impact analysis is a key first step before escalating, updating risk logs, or brainstorming new paths forward.

Option A is premature before understanding the scope of impact.

Option C is about risk documentation, but this situation already materialized.

Option D is part of response planning, not the first action.

Reference:

PMBOK® Guide – Seventh Edition, Risk and Delivery Performance Domains

PMI Change Control and Impact Assessment Guidelines

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Question: 332

Developers spend most of the sprint writing code for user stories, leaving little time for testing. As a result, user stories cannot be tested in time and the stories remain unfinished by the end of the iteration, resulting in poor metrics.

What should the scrum master do first in this situation?

A. Divide the user stories into two categories: development stories and test stories.

B. Increase the number of developers on the team so stories are completed faster.

C. Revalidate the team's velocity to ensure development and testing can be completed within the iteration.

D. Request the developers work overtime to ensure the testers have enough time to perform their tests.

Answer: C

Explanation:

When user stories are not fully completed during an iteration, it often indicates that the team's velocity or sprint planning is unrealistic. The Scrum Master should facilitate a discussion to revalidate and adjust the team's velocity and ensure that user stories are sized and selected to allow for both development and testing within the same iteration.

The Agile Practice Guide emphasizes maintaining a sustainable pace and complete definition of done.

Option A is anti-agile (splitting user stories by function defeats cross-functional work).

Option B adds resources without addressing root cause.

Option D undermines sustainable delivery and Agile principles.

Reference:

Agile Practice Guide, Chapter 5 – Agile Metrics and Iteration Planning

Scrum Guide – Sprint Planning and Definition of Done

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Question: 333

During a daily meeting of a challenging project, two team members started to argue on the preferred solution based on their assumptions. The situation prevented the progress to the next phase of development, which could impact the finish date of the project.

What should the project manager do next?

A. Divide the team into small groups to avoid future arguments and delays.

B. Ask the human resources (HR) department to replace the team members.

C. Make a decision based upon the project manager's knowledge and expertise.

D. Meet with the team members to discuss the priority of the project schedule.

Answer: D

Explanation:

When conflict arises between team members, especially around assumptions or decisions, the project manager should address the root cause while reminding the team of the project’s priorities. Discussing the schedule impact emphasizes collaboration over personal preference.

The PMBOK® Guide – Seventh Edition encourages timely conflict resolution and prioritization of project objectives over individual views.

Option A is not a collaborative or long-term solution.

Option B is extreme and not the first course of action.

Option C may overlook critical input and reduce team trust.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Conflict Resolution and Stakeholder Collaboration Guidelines

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Question: 334

A project is delayed considerably from its original completion date for various reasons. The client attributes the delays to the contractor and is going to impose liquidated damages. The project manager of the contracting company reviews the schedule and observes that, though some activities were delayed by the contractor, the critical activity was delayed by the client.

What should the project manager of the contracting company do?

A. Record that the delay is attributable to the client and request a meeting.

B. Check the contractual terms about liquidated damages and reject if not applicable.

C. Meet with the sponsor to analyze the delays and the associated liquidated damages.

D. Schedule a detailed analysis of the delays using cause and effect.

Answer: A

Explanation:

When the project manager identifies that the delay on the critical path was caused by the client, it is essential to formally document this and then seek a discussion with the client. This supports transparency, allows for resolution, and protects the contractor from inappropriate penalties.

Per the PMBOK® Guide – Seventh Edition and PMI's Contract Management standards, documenting the root cause and opening a dialogue is the first proper step in addressing contractual disputes.

Option B is a valid legal step, but only after engagement and documentation.

Option C refers to an internal party (sponsor) who may not be relevant here.

Option D may support analysis but does not immediately address the contractual issue.

Reference:

PMBOK® Guide – Seventh Edition, Governance and Delivery Performance Domains

PMI Practice Standard for Project Contracts

Question: 335

The team's velocity is inconsistent, leading the product owner to believe the team is creating too many points in their user stories.

What should the scrum master do first?

A. Remind the product owner that their role is to determine what the team should work on during the iteration.

B. Meet with the product owner for planning and to resize the stories in the backlog.

C. Invite the product owner to planning poker meetings and get their approval after each story is sized.

D. Raise this concern with the team and review the performance of the past three sprints.

Answer: D

Explanation:

Inconsistent velocity is often a sign of underlying issues in how user stories are estimated or delivered. The Scrum Master should first engage the team to explore why velocity is fluctuating. Reviewing data from the past three sprints allows for identifying patterns or estimation inconsistencies. Velocity is owned by the team, not the product owner.

According to the Agile Practice Guide, the Scrum Master facilitates inspection and adaptation by enabling transparency and review.

Option A is dismissive and deflects the concern.

Option B and C involve the product owner in estimation, which is team-owned.

Option D correctly starts with team-led reflection and analysis.

Reference:

Agile Practice Guide, Chapter 5 – Agile Metrics and Team Performance

Scrum Guide – Estimation and Velocity Concepts

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Question: 336

A project manager assigned to an agile project realizes that after iteration demos, new user stories to fix issues reported by the product owner are not included in prioritization of the following sprint. This has led to a high number of unprioritized stories in the backlog and will lead to delay of the product release.

What should the project manager do?

A. Review the minimum viable product (MVP) user stories and ensure all related stories are prioritized.

B. Ask the team and product owner to reprioritize the user stories in the backlog for an updated iteration schedule.

C. Ask the team to include the user stories as spikes in the next iteration to bring the project back on schedule.

D. Add additional iterations to the schedule to accommodate for the work required on the stories.

Answer: B

Explanation:

In Agile, backlog refinement and prioritization are continuous and collaborative activities. If user stories (especially those fixing demo issues) are left unprioritized, the team and product owner must work together to reassess and reorder the backlog for upcoming sprints.

Option B is the most proactive, aligned with Agile practices, and focused on collaboration.

Option A may help scope understanding but doesn’t address prioritization.

Option C misuses “spikes” (intended for research, not unplanned work).

Option D is reactive and extends scope rather than adjusting priorities.

Reference:

Agile Practice Guide, Chapter 5 – Backlog Refinement and Iteration Planning

PMBOK® Guide – Seventh Edition, Delivery Performance Domain

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Question: 337

The scope of a construction project that is being planned by a multinational company requires that services are procured via contract from an external provider. When considering communication channels, what should the project manager do to help maximize delivery success with this provider?

A. Assign a project team member to document exchanged communication for future reference.

B. Assign the project sponsor as the point of contact for all provider communication.

C. Ensure that all project stakeholders participate in the scope definition meetings.

D. Establish a common language of terms with which to communicate with the provider.

Answer: D

Explanation:

When working with external providers, especially in multinational or multilingual environments, establishing a common set of terms and communication language is essential for clarity, reducing misunderstandings, and increasing success in delivery.

Per the PMBOK® Guide – Seventh Edition, the Communication and Stakeholder Performance Domains emphasize mutual understanding and clear language, especially in procurement relationships.

Option A is supportive but not the first step.

Option B misplaces responsibility—project sponsor is not the communication lead.

Option C is general and doesn’t address the specific provider issue.

Reference:

PMBOK® Guide – Seventh Edition, Communication and Procurement Domains

PMI Practice Standard for Project Communication Management

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Question: 338

A strategic project using international funds for a government agency is going through the execution phase. The government transition will take place in 1 month, and authorities will change. There is a risk that the project will be suspended or team members will be removed. The project manager wants to ensure that the project will continue despite these changes.

Which action should the project manager take to address this situation?

A. Stop the project until the government transition has taken place.

B. Ask the sponsor to send a communication to the president-elect team with the progress of the project.

C. Ask the main stakeholders to document their progress on the project before the transition.

D. Accept the risk as these changes are part of the organizational culture.

Answer: B

Explanation:

In government-funded projects during political transitions, proactive stakeholder engagement is essential to maintain continuity. The project sponsor has the political influence and position to communicate with the incoming administration to highlight the project's progress, strategic value, and alignment with national/international goals.

According to the PMBOK® Guide – Seventh Edition, managing stakeholder relationships and ensuring continuous support is critical in such scenarios.

Option A delays progress unnecessarily.

Option C supports documentation but not continuity.

Option D is passive and ignores risk mitigation.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Governance Performance Domains

PMI Government and Public Sector Practice Guide

Question: 339

A project manager is overseeing a 10-mile piping installation project that was supposed to spend US$15,000 per mile of piping installation and should complete the project exactly 20 weeks from its start. The project manager just found out that only 80% of the work has been completed.

What is the budget at completion (BAC)?

A. US$100,000

B. US$150,000

C. US$300,000

D. US$250,000

Answer: B

Explanation:

Budget at Completion (BAC) is the total planned value of the project. It is calculated by multiplying the number of work units by the cost per unit.

BAC = Total miles × Cost per mile

= 10 miles × US$15,000

= US$150,000

The percentage of work completed (80%) is irrelevant for this specific calculation, which only asks for the original planned total budget (BAC).

Reference:

PMBOK® Guide – Seventh Edition, Measurement Performance Domain

PMI Practice Standard for Earned Value Management

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Question: 340

A drone manufacturing company is designing its first drone. The new project architect has called the project manager to review the project scope. The architect wants to reshuffle the scope and schedule to test the drone functionality first. The project team disagrees because the scope has already been approved and any change might affect the timelines set by the CEO.

What should the project manager recommend?

A. Review the timelines with the architect and invite the CEO to the meeting to make sure all the stakeholders are involved.

B. Reject the review as the completed project timeline is set by the company's CEO and has already been approved.

C. Agree to review the architect's new proposal to assess the impact on the timelines set by the CEO.

D. Register an issue in the log regarding the timeline delay to the CEO's approved plans before agreeing to change the project scope.

Answer: C

Explanation:

When a proposed change could potentially enhance delivery value or improve testing efficiency, the best practice is to assess the impact on scope, schedule, and stakeholder expectations before making a decision. The PMBOK® Guide encourages evaluating change requests for their implications.

Option C reflects this by not outright rejecting the proposal, but rather responsibly assessing its impact.

Option A may bring in stakeholders too early before the impact is known.

Option B is rigid and may ignore potential benefits.

Option D logs an issue prematurely before the impact is clear.

Reference:

PMBOK® Guide – Seventh Edition, Delivery and Planning Performance Domains

PMI Change Control Process Guidelines

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Question: 341

A team member mentions to the scrum master that the user stories are too long. The team member believes this may be the cause of the team's inability to deliver value for stakeholders.

What should the scrum master do?

A. Review the user stories with the team and ask the product owner to break them down into more manageable units.

B. Review the user stories with the stakeholders and ask the product owner to break them down into more manageable units.

C. Ask the team member to suggest using shorter user stories to the product owner so that the next sprint can move faster.

D. Ask all the team members for their views about using shorter user stories so that value can be created for stakeholders.

Answer: A

Explanation:

Long user stories can hinder sprint completion and value delivery. The Scrum Master should facilitate a team review of the user stories and work with the product owner to ensure the stories are right-sized and follow the INVEST principle (Independent, Negotiable, Valuable, Estimable, Small, Testable).

Option A aligns with Scrum and Agile practices of team-based refinement and collaboration with the product owner.

Option B unnecessarily involves external stakeholders.

Option C puts the burden on one team member.

Option D promotes discussion but lacks action.

Reference:

Agile Practice Guide, Chapter 5 – Product Backlog Refinement

Scrum Guide – Sprint Planning and Story Sizing

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Question: 342

A project is 20% complete. The client has accepted a project order amendment that involves a major change. Without this major change, the project result will be useless for the client organization.

What should the project manager do?

A. Update the project status from "active" to "on hold" until there is more clarity on the scope of the change.

B. Initiate planning for the project with the modified scope as laid out in the client's purchase order.

C. Set up a meeting with the client and the project team to identify ways to safeguard the project from the change.

D. Consult the project sponsor to understand if the change must be processed for project execution.

Answer: B

Explanation:

If the client has already approved a change through a formal project order amendment, the project manager must initiate re-planning with the new scope. This aligns with adaptive and traditional approaches where major scope changes require updates to planning documents.

Option A delays necessary rework.

Option C addresses risk mitigation, but re-planning must begin first.

Option D is unnecessary because the client has already accepted the amendment.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Delivery Performance Domains

PMI Change Management Guidelines

Question: 343

In an ongoing project, there is an argument between two subject matter experts (SMEs) on what the correct approach to design should be. The project manager suggests that the two SMEs meet and come to a consensus.

Which conflict resolution approach did the project manager use?

A. Compromise

B. Collaborate

C. Synergy

D. Force

Answer: B

Explanation:

By encouraging the SMEs to meet and come to an agreement together, the project manager is using the Collaborate/Problem-Solve conflict resolution technique. This technique involves working together to find a win-win solution that satisfies all parties.

According to the PMBOK® Guide – Seventh Edition, collaboration is the preferred conflict resolution method because it leads to consensus and long-term solutions.

Option A (Compromise) is a lose-lose approach.

Option C (Synergy) is not an official PMI conflict resolution method.

Option D (Force) is a win-lose approach and not used here.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Conflict Resolution and Leadership Guidelines

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Question: 344

An agile team is struggling to successfully deliver what they have committed. During the daily status meetings, the project manager notices that the most senior engineer is doing all of the talking, leaving little time for the other members to share their status. The team's performance is not good, and some team members want to leave the team.

How should the project manager approach this situation?

A. Measure the team's psychological safety.

B. Reschedule the team's retrospective meeting.

C. Coach the team to be more inclusive.

D. Rotate the team's daily meeting roles frequently.

Answer: C

Explanation:

The situation indicates that one team member is dominating, and others feel left out, which is harming morale and delivery. The appropriate response is to coach the team on inclusive behavior and to reinforce Agile values such as shared responsibility and open communication.

The PMBOK® Guide – Seventh Edition and Agile Practice Guide highlight the role of the project manager (or Scrum Master) in facilitating team collaboration and psychological safety. Coaching is a primary tool to correct team dynamics.

Option A is useful but not action-oriented.

Option B doesn't address the root problem.

Option D may help but doesn’t correct behavior.

Reference:

PMBOK® Guide – Seventh Edition, Team and Stakeholder Domains

Agile Practice Guide, Chapter 4 – Building Agile Teams

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Question: 345

Before kicking off a high-priority and complex project, what should the project manager do to ensure all project stakeholders are aware of their role scope as it relates to project activities?

A. Create a communications management plan.

B. Create a responsible, accountable, consulted, informed (RACI) chart.

C. Develop a kanban board.

D. Send a copy of the project charter to all project stakeholders.

Answer: B

Explanation:

The RACI chart is a responsibility assignment matrix that helps define roles and responsibilities across project activities. It ensures clarity about who is responsible, accountable, consulted, and informed for each task or deliverable.

The PMBOK® Guide – Seventh Edition recommends responsibility assignment matrices such as RACI as part of stakeholder and resource management.

Option A outlines communication plans but not roles.

Option C visualizes workflow, not responsibilities.

Option D communicates high-level objectives, not detailed responsibilities.

Reference:

PMBOK® Guide – Seventh Edition, Resource Performance Domain

PMI Practice Standard for Work Breakdown Structures

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Question: 346

A department lead requested additional items be included in the project during the execution phase. Their acceptance is mandatory before the project can be closed.

A. Find a way to accommodate the requested additions.

B. Schedule a meeting to gain better understanding.

C. Politely refuse the request stating the project baselines.

D. Initiate a change request for the additional scope.

Answer: D

Explanation:

During execution, any addition to scope must go through the formal change control process. The project manager should initiate a change request for proper evaluation and approval. This ensures that scope, budget, and schedule impacts are assessed before proceeding.

According to the PMBOK® Guide – Seventh Edition, any changes to the baseline during execution must follow the change control procedures defined in the governance structure.

Option A risks scope creep.

Option B is helpful but not sufficient as a next step.

Option C closes the door without considering the critical nature of the request.

Reference:

PMBOK® Guide – Seventh Edition, Delivery and Planning Performance Domains

PMI Change Control and Governance Guidelines

Question: 347

Negotiations are underway to secure an agreement with a critical supplier for the project. The negotiation situation has become contentious as it is becoming apparent that both parties will not receive everything they want and that a compromise might be necessary to avoid project delays, cost overruns, and damage to reputations.

What should the project manager do to help ensure a successful outcome for the project?

A. Collaborate with stakeholders to complete an analysis of priorities with ranked objectives.

B. Withhold from revealing the priorities and objectives until midway through negotiations.

C. Begin the negotiation process with predetermined objectives to guide the discussions.

D. Adjust priorities and objectives based on real-time developments during the negotiation process.

Answer: A

Explanation:

When entering contentious negotiations, it's critical to understand and prioritize what objectives are most important and which areas have flexibility. Collaborating with stakeholders to develop ranked priorities helps the project manager negotiate effectively and make trade-offs without compromising essential outcomes.

This aligns with PMI's guidance on effective procurement and stakeholder engagement—where strategic preparation improves outcomes.

Option B is counterproductive to collaboration.

Option C is useful, but without stakeholder input, the objectives may be misaligned.

Option D is reactive and risky without stakeholder agreement.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Procurement Performance Domains

PMI Practice Standard for Project Procurement Management

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Question: 348

A team member is not getting along with one of the project sponsors. The sponsor has requested to move the team member to another project.

What should the project manager do next to resolve the situation?

A. Meet with the team member and identify areas of improvement to satisfy the sponsor.

B. Review the resolution of a similar past situation and apply the same strategy for the team.

C. Identify the reasoning behind the behavior of the sponsor and team member.

D. Hold a meeting with the team and explain the ground rules for the project.

Answer: C

Explanation:

Conflict resolution starts with understanding the root cause of the issue. Before taking corrective or disciplinary action, the project manager should investigate both sides to identify what is causing the tension. This is essential for resolving the issue constructively and preventing recurrence.

This approach aligns with the PMBOK® Guide – Seventh Edition guidance on conflict management: listen first, then act.

Option A presumes the team member is at fault.

Option B may not be suitable without understanding this context.

Option D is helpful later, not as the first step.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Conflict Management and Leadership Guidelines

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Question: 349

A project manager has been asked by the human resources (HR) review team to share information about how the project team members interact, communicate, and conduct themselves to reduce the risk of conflicts and improve overall team performance.

What should the project manager do next?

A. Provide the HR review team with the team norms document.

B. Invite the HR review team to attend one of the daily standup meetings.

C. Discuss the resource management plan with the HR review team.

D. Direct the HR review team to the communications management plan.

Answer: A

Explanation:

The team norms document (sometimes part of the team charter) outlines behavioral expectations, communication styles, and rules for collaboration. It’s the most appropriate document to provide HR insights into how the team works together.

The PMBOK® Guide – Seventh Edition emphasizes defining team agreements early and using them to manage team dynamics.

Option B shows transparency but doesn't offer structured insight.

Option C is broader and not focused specifically on team behavior.

Option D covers communication logistics, not interpersonal norms.

Reference:

PMBOK® Guide – Seventh Edition, Team and Stakeholder Performance Domains

PMI Agile Practice Guide – Chapter 4, Team Chartering

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Question: 350

During a business review meeting, a key stakeholder raised a concern on the quality of deliverables and has now escalated the concern.

What should the project manager do first?

A. Schedule a meeting with all team members to clarify and plan next steps.

B. Discuss with the stakeholder and share a report on the deliverables.

C. Discuss with the team and check all reports on the deliverables.

D. Schedule a meeting with the stakeholder to clarify and plan next steps.

Answer: D

Explanation:

When a concern is escalated by a key stakeholder, the project manager should first clarify the concern directly with the stakeholder. This ensures accurate understanding before taking corrective actions with the team.

The PMBOK® Guide – Seventh Edition stresses effective stakeholder engagement, communication, and managing concerns early.

Option A involves the team too early without context.

Option B skips clarification and jumps into defense.

Option C assumes team fault without stakeholder input.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

PMI Communication Management Guidelines

Question: 351

A new offshore call center project is vital for a company's branch offices. The project is at the end of the planning phase when the project manager is informed by the sponsor that the project will be delayed due to reprioritization.

What should the project manager do?

A. Create a messaging group chat with the branch office stakeholders to inform them about the project delay.

B. Schedule a video conference to inform the branch office stakeholders about the project delay.

C. Send an official project memo to inform the branch office stakeholders about the project delay.

D. Include the project delay in the monthly progress report for the branch office stakeholders.

Answer: B

Explanation:

Comprehensive and Detailed

When a critical project is delayed, especially one impacting multiple stakeholders (e.g., branch offices), a proactive and direct communication method is best. A video conference enables two-way communication, clarity, and immediate response to concerns. This supports stakeholder engagement, transparency, and relationship-building.

Option A (group chat) is too informal and may cause misunderstandings.

Option C (memo) is one-way communication and may lack context.

Option D (monthly report) delays the message unnecessarily.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Communication Performance Domains

PMI Stakeholder Engagement Planning Guidance

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Question: 352

A project manager is planning a project to build a research center with the installation of scientific equipment. Since the research topic is new and unfamiliar, the equipment required might change during project execution.

How should the project manager plan this project?

A. Use a different project life cycle approach for the different parts of this project by adopting a hybrid approach.

B. Separate the tender into two parts, one for the building and one for the equipment, with careful selection of contractors.

C. Lock down the requirements for the equipment early and avoid any changes during further phases of the project.

D. Put a fixed price contract out to tender for the research building and issue a cost-reimbursable contract for installing the equipment.

Answer: A

Explanation:

Comprehensive and Detailed

A hybrid approach allows the project manager to apply a predictive method for the building construction (stable and well-defined scope) and an adaptive method for the scientific equipment (uncertain and evolving requirements). This balances control with flexibility.

Option B addresses contracting but doesn't handle changing requirements.

Option C contradicts the evolving nature of equipment needs.

Option D is a contracting strategy, but it doesn’t fully address planning methodology.

Reference:

PMBOK® Guide – Seventh Edition, Development Approach and Lifecycle Performance Domain

Agile Practice Guide – Hybrid Approaches

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Question: 353

A new project manager took over a project that has been ongoing for a while. Some project team members are not clear on when the project will end and feel the project has already transitioned into business as usual.

What should the new project manager do first?

A. Meet with the team and gather their input on the completion rate.

B. Revisit the timelines of the deliverables and the project.

C. Consult the sponsor and secure approval to complete the project.

D. Transition to an agile delivery so project closure will be faster.

Answer: B

Explanation:

Comprehensive and Detailed

When team members are unclear about project completion, the project manager should first review the schedule and deliverables. This helps understand the remaining scope and clarify the path to closure. Reaffirming the plan aligns the team and corrects confusion about transitioning to operations.

Option A gathers feedback but doesn’t clarify the plan.

Option C skips necessary project analysis.

Option D changes methodology without reason.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Delivery Domains

PMI Guidelines on Project Closure and Lifecycle Completion

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Question: 354

A project manager is working on a project that is using a hybrid approach. One key input for the deliverable will be from the outcome of another project that is using an agile approach.

What should the project manager do next?

A. Ask the other project manager to change the delivery methodology.

B. Request that the other project manager develop a work breakdown structure (WBS).

C. Participate in the other project's daily standup meetings.

D. Align with the other project manager's high-level project time lines.

Answer: D

Explanation:

Comprehensive and Detailed

In a hybrid environment, the best way to manage dependencies is to align timelines across projects at a high level. This ensures coordinated handoffs while respecting each team’s methodology. Collaboration and integration planning are key to managing cross-project dependencies.

Option A is inappropriate; each project may use the best-fit methodology.

Option B imposes predictive structure on an agile team.

Option C may help but is time-consuming and over-involved.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Development Approach Domains

Agile Practice Guide – Hybrid Project Management

Here are PMP Questions 1819 to 1822, each formatted with the correct answer, detailed explanation, and references aligned with the PMBOK® Guide – Seventh Edition and Agile Practice Guide.

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Question: 355

A project manager is leading a software development project. At the start of the project, the project team decides that iterations are the best way to run the project and deliver value to the customer more quickly.

Which three actions should the project manager take? (Choose 3)

A. Develop the project management plan based on the requirements requested by the customer.

B. Develop the application as requested by the customer, based on the approved project requirements.

C. Plan a minimum viable product (MVP) to get early feedback from the customer.

D. Facilitate a focus group to assess the functionality before development.

E. Use an agile approach to deliver the product based on sprints.

Answer: C,D,E

Explanation:

Comprehensive and Detailed

When using an iterative (agile) approach, the project manager should prioritize customer feedback and early value delivery. Planning an MVP allows early testing, and running sprints supports continuous improvement and adaptability. Focus groups are a form of stakeholder engagement to validate features before building them, a best practice in agile.

\* A and B are aligned with predictive (waterfall) practices.

\* C (MVP), D (focus groups), and E (agile sprints) align with iterative/agile methodologies.

Reference:

\* Agile Practice Guide, Chapter 2 – Agile Principles and Mindset

\* PMBOK® Guide – Seventh Edition, Development Approach Domain

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Question: 356

A project manager is leading a large-scale project to be deployed in another country, for an external company. After working with the project team, the project manager learns there are many stakeholders from the project manager's organization, the client organization, and the local community.

What should the project manager do after identifying the stakeholders?

A. Prioritize stakeholders from the client's organization and the local community.

B. Prioritize stakeholders from the project manager's own organization.

C. Prioritize the stakeholders that are more interested in the success of the project.

D. Prioritize the stakeholders that may have more impact on the development of the project.

Answer: D

Explanation:

Comprehensive and Detailed

According to PMI, stakeholders should be prioritized based on their level of influence (power) and interest in the project. Those who can significantly impact the project’s outcome should be engaged more proactively. This supports effective stakeholder engagement planning.

\* A and B are biased and not based on objective criteria.

\* C focuses only on interest, not impact.

\* D is correct: impact and influence are key.

Reference:

\* PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

\* PMI Stakeholder Engagement Guidelines

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Question: 357

A project manager is finalizing the project charter and has invited the project sponsor and key stakeholders to confirm the project estimates. The project manager suggests adding a budget reserve to meet unforeseen risks, but the project sponsor disagrees.

What should the project manager do?

A. Demonstrate that risky projects are subject to change so adding reserves to the budget is a necessity.

B. Explain to the project sponsor and key stakeholders the need to add the reserve and get their buy-in.

C. Seek key stakeholders' approval and finalize the budget with the reserve.

D. Agree with the project sponsor and finalize the budget without the reserve.

Answer: B

Explanation:

Comprehensive and Detailed

The project manager must educate stakeholders on the value of reserves for unknown risks. It’s essential to obtain buy-in, especially when the sponsor disagrees. Open communication and justification based on risk management principles are part of best practices.

\* A is too confrontational.

\* C bypasses the sponsor, which is inappropriate.

\* D gives in without resolving the risk concern.

\* B is the balanced, PMI-aligned approach.

Reference:

\* PMBOK® Guide – Seventh Edition, Planning and Risk Performance Domains

\* PMI Risk Management Professional (PMI-RMP)® Practices

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Question: 358

While working with the project team on planning project resources, the project manager discovers that a critical resource will be assigned at the same time to another project in the organization. The project team explains to the project manager that this resource cannot be replaced by another resource.

What should the project manager do first?

A. Contact the human resources (HR) department to find new resources to replace this critical resource.

B. Meet with the project lead of the other project to evaluate how to best allocate the critical resource in both projects.

C. Ask the project team to reschedule the project tasks that will demand the use of this critical resource.

D. Discuss the resource management plan with the project team for effective utilization of critical resources.

Answer: B

Explanation:

Comprehensive and Detailed

Since the resource is critical and cannot be replaced, the project manager should coordinate with the other project lead to negotiate resource sharing. Collaboration between projects is the most immediate and effective approach before considering rescheduling or reassigning.

\* A assumes replacement is possible.

\* C is a reactive option without coordination.

\* D is planning-level, not execution-focused.

\* B is the proactive, stakeholder-aligned solution.

Reference:

\* PMBOK® Guide – Seventh Edition, Resource Management and Planning Domains

\* PMI Program Management Guidelines – Resource Conflict Resolution

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Here are the reviewed and formatted responses to PMP Questions 1823–1826, with the correct answer, detailed explanations, and PMBOK® Guide–aligned references:

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Question: 359

A project to support an organizational transformation is in the planning phase. Transformation is the project sponsor's idea and is not aligned with key stakeholders because they all have different opinions about the project outcomes.

What should the project manager do next?

A. Ask the project sponsor to help with engagement of the key stakeholders.

B. Communicate project outcomes and results with the key stakeholders.

C. Define a high-level project scope and share it with the key stakeholders.

D. Conduct a workshop on project goals and deliverables with the key stakeholders.

Answer: D

Explanation:

Comprehensive and Detailed

When stakeholders are misaligned in expectations or outcomes, the best approach is to facilitate a collaborative discussion, such as a workshop. This helps reach consensus on project goals, aligns expectations early, and ensures shared ownership moving forward.

A may be helpful, but stakeholder alignment is the project manager's responsibility.

B may come too late without first ensuring alignment.

C provides one-way communication rather than engagement.

D is correct as it fosters collaboration and clarity.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Performance Domain

PMI Practice Guide on Managing Change and Transformation

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Question: 360

While sizing a user story in planning poker, one team member believes the user story should be 8 points. Another believes the story should be 2 points.

What should the scrum master do?

A. Determine the average of the two estimates and assign that amount.

B. Ask the product owner to rewrite the story so the final estimate can be agreed upon.

C. Consult the lessons learned for insight into the correct estimate.

D. Select the junior member's estimate since they will most likely be doing the work.

Answer: B

Explanation:

Comprehensive and Detailed

Significant estimation discrepancies often indicate a lack of clarity. The story may be ambiguous or too broad. In agile practices, the team should ask the product owner to refine the story so it can be better understood and estimated with greater accuracy.

A (averaging) is not an agile practice.

C may be helpful but not sufficient in real time.

D is arbitrary and ignores team consensus.

B supports agile practices like backlog refinement.

Reference:

Agile Practice Guide, Chapter 5 – Estimation and Planning

Scrum Guide – User Story Definition and Refinement

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Question: 361

Three testers joined the project team just before the end of the build. During the project team meeting, the testers indicated that the project quality is poor, and they should not continue testing until all the defects are fixed.

Which three actions should the project manager do? (Choose 3)

A. Stop the project and review the output.

B. Ask the testers to provide additional information.

C. Ask the sponsor for assistance and guidance.

D. Continue with testing according to the plan.

E. Brainstorm the issue with the project team.

Answer: B,D,E

Explanation:

Comprehensive and Detailed

Upon receiving quality concerns, the project manager should:

B: Ask for additional data to assess the validity and scope of the defects.

D: Continue testing per the plan to gather more data and not delay progress unnecessarily.

E: Collaborate with the team to brainstorm root causes and next steps.

A is too drastic without evidence.

C may be premature if the issue can be handled by the team.

Reference:

PMBOK® Guide – Seventh Edition, Quality and Team Performance Domains

Agile Practice Guide – Continuous Improvement and Inspection

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Question: 362

A project team needs to create artifacts for an upcoming steering committee.

What should the project manager do first?

A. Use templates from an existing project.

B. Ask the project management office (PMO) for guidance.

C. Surveying peers to understand what templates they have used.

D. Lead the project team in finding the best templates.

Answer: B

Explanation:

Comprehensive and Detailed

The PMO typically maintains standard templates and documentation requirements, especially for steering committees. Engaging the PMO ensures alignment with organizational standards and expectations.

A may result in inconsistent or outdated artifacts.

C may provide insight but not ensure consistency.

D may waste time if templates already exist.

Reference:

PMBOK® Guide – Seventh Edition, Planning and Governance Domains

PMI Organizational Process Assets (OPAs) Usage Guidelines

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Let me know if you'd like to continue with questions 1827 onward or receive a compiled version of all formatted answers so far.

Here are your PMP Questions 1827 to 1830 formatted with verified answers, complete explanations, and references based on PMI’s standards (PMBOK® Guide – Seventh Edition and Agile Practice Guide).

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Question: 363

A team member increased the estimated completion time for their activities on the critical path. This action, however, has caused friction among the team members. The project manager reviewed the key performance indicators (KPIs) that show the issue.

What should the project manager do first?

A. Conduct a root cause analysis (RCA) and plan the correct actions to ensure completion of the tasks on time.

B. Allocate another resource to help the team member to complete the tasks and meet the estimated activity time.

C. Train the team member in the methodology to get the sufficient knowledge to meet the estimated activity time.

D. Apply crashing to the strategic tasks to recover any time that was lost to bring the project on track.

Answer: A

Explanation:

Comprehensive and Detailed

Before taking corrective actions like adding resources (B) or applying schedule compression techniques (D), the project manager should first understand the root cause of the delay. RCA helps identify whether the issue is due to skill gaps, workload, ambiguity, or other factors. This step ensures that the right mitigation strategy is implemented.

Reference:

\* PMBOK® Guide – Seventh Edition, Performance Domain: Planning, Section on Root Cause Analysis

\* PMBOK® Guide – Risk and Schedule Management Concepts

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Question: 364

A project team is defining the ground rules during their first meeting as a team. During this session, only a few of the team members suggested and approved the ground rules while most remained silent. As a result, the team's ground rules favor those few team members.

What should the project manager do?

A. Conduct a round table and ask the team to share their opinions one by one.

B. Propose new team ground rules and communicate them to all.

C. Ask the silent team members to share their opinions via email.

D. Perform focus group interviews based on the new team ground rules.

Answer: A

Explanation:

Comprehensive and Detailed

In a new team environment, it is important that everyone participates in establishing team norms. A round table approach allows each team member to voice their opinion in a structured way. This improves psychological safety and encourages open participation in future meetings.

Reference:

\* PMBOK® Guide – Seventh Edition, Team Performance Domain

\* Agile Practice Guide, Chapter on Servant Leadership and Team Empowerment

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Question: 365

A key stakeholder of a project wants to include additional work before completion.

What should the project manager do?

A. Request the additional work through governance.

B. Meet with the stakeholder and explain that additional work cannot be added.

C. Prioritize the additional work in the backlog.

D. Collaborate immediately with the stakeholder to complete the additional work.

Answer: A

Explanation:

Comprehensive and Detailed

When stakeholders request additional scope during project execution, the project manager should not make unilateral changes. Instead, the proper course is to process the change request through the approved governance or change control process. This ensures alignment with scope, budget, and timeline.

Reference:

\* PMBOK® Guide – Seventh Edition, Performance Domain: Delivery and Governance

\* Change Control Process per PMI Standards

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Question: 366

A transformation project that is composed of agile streams has come to an end.

How should the project manager collect the experience gained during this project?

A. Organize a lessons learned session with the team.

B. Create a document with the information from the last sprint retrospective.

C. Ask for feedback during the next standup meeting.

D. Conduct a session with the members of the project steering committee.

Answer: A

Explanation:

Comprehensive and Detailed

At the close of a project, especially one involving multiple agile streams, the best practice is to conduct a formal lessons learned session (also known as a retrospective or post-mortem). This allows comprehensive collection of what went well, what didn’t, and how to improve future projects.

\* B is limited to only one sprint.

\* C is not the appropriate forum for final reflections.

\* D may provide leadership insights but not team-level experience.

Reference:

\* PMBOK® Guide – Seventh Edition, Performance Domain: Measurement and Closing

\* Agile Practice Guide, Section on Retrospectives and Continuous Improvement

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Here are the verified answers with detailed explanations for PMP questions 1831 to 1834, presented in the required format.

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Question: 367

A compliance manager announces a new policy issued by the government that may impact project development.

How should the project manager respond?

A. Continue with project execution as per the previously approved project plan.

B. Maximize delivery by including this policy in the process.

C. Address any blockers to the project due to this policy and resolve them.

D. Analyze the circumstances that brought about this new policy.

Answer: C

Explanation:

Comprehensive and Detailed

When a new compliance policy is introduced, the project manager must evaluate how it may impact the project. Addressing blockers (obstacles that arise due to the new policy) ensures the project can continue progressing while maintaining compliance. This is a proactive approach to risk and issue management.

\* A ignores a potential external constraint (noncompliance risk).

\* B is vague and does not focus on risk response.

\* D may be useful but is not immediately action-oriented.

\* C aligns with risk management best practices.

Reference:

\* PMBOK® Guide – Seventh Edition, Risk Management Performance Domain

\* PMI Governance and Compliance Best Practices

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Question: 368

The project stakeholders represent diverse organizational functions and have differing opinions about project goals. The project has been approved, but change requests could result if the stakeholders do not align on the functionality needed and the minimum viable product (MVP).

What should the project manager do?

A. Inform the stakeholders that the project goals are in the business case and change requests must be submitted.

B. Secure approval from the most influential stakeholders on the project goals and the needed functionality.

C. Host requirements gathering meetings where all of the stakeholders can identify their project goals until agreement is reached.

D. Develop a list of project goals, secure sponsor approval, and then socialize them with the direct and indirect stakeholders.

Answer: C

Explanation:

Comprehensive and Detailed

When multiple stakeholders have differing expectations, it is best to bring them together in collaborative sessions such as requirements workshops or facilitated discussions. This ensures alignment on goals and scope and helps define a clear MVP to minimize future change requests.

\* A is rigid and may create resistance.

\* B risks alienating less-influential stakeholders.

\* D lacks the collaborative element required in complex stakeholder environments.

\* C promotes inclusion and consensus-building, key for stakeholder alignment.

Reference:

\* PMBOK® Guide – Seventh Edition, Stakeholder Engagement and Planning Performance Domains

\* Agile Practice Guide – Chapter on Product Visioning and MVP Definition

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Question: 369

A project is starting with a team that is located all over the world. None of the team members have worked together before. The project goal is ambitious with an aggressive timeline.

What should the project manager do?

A. Ask for financial support to set up a physical meeting for the team.

B. Create a virtual room for the team to facilitate their collaboration.

C. Schedule quarterly in-person meetings to enhance the team's relationships.

D. Facilitate a virtual session with the team to start planning as soon as possible.

Answer: D

Explanation:

Comprehensive and Detailed

Given the aggressive timeline and the distributed team, the project manager must act quickly to initiate team planning and alignment. A virtual planning session helps kickstart the project, clarify roles, and begin building team rapport. This is more timely and feasible than waiting for in-person meetings.

\* A and C may be helpful but could delay the start of the project.

\* B is a tool but not a direct leadership or facilitation action.

\* D is proactive and ensures momentum is maintained from the beginning.

Reference:

\* PMBOK® Guide – Seventh Edition, Team Performance Domain

\* Agile Practice Guide, Remote/Distributed Teams Considerations

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Question: 370

A project manager was assigned to lead a global project with a virtual team that is globally dispersed. The project manager has difficulties communicating with the team members and there seems to be frequent misunderstandings and conflicts.

What should the project manager do?

A. Ask the team members to refamiliarize themselves with the communications management plan.

B. Organize effective communication training for team members.

C. Listen to team members actively and change the communication practices accordingly.

D. Model servant leadership by adapting to team requirements.

Answer: C

Explanation:

Comprehensive and Detailed

In global virtual teams, active listening and adaptability are key leadership traits. By engaging the team, understanding their communication challenges, and adjusting practices accordingly, the project manager demonstrates empathy and responsiveness—essential for building trust and reducing conflict.

\* A is passive and may be perceived as blaming.

\* B is useful but not the first response.

\* D is a leadership principle but too broad without specific action.

\* C addresses the root issue and aligns with servant leadership behaviors.

Reference:

\* PMBOK® Guide – Seventh Edition, Communication and Team Performance Domains

\* PMI’s Leadership and Communication Skills Competency Framework

Here are the verified answers and full explanations for PMP Questions 1835 to 1838, formatted as requested:

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Question: 371

A project manager is working with a team that is demotivated and tired, as the project has been changing direction due to budget cuts from the sponsor.

What should the project manager do first?

A. Meet with the team to define together a plan that would help them deliver despite the budget cuts.

B. Work with the team to understand what can motivate them to try and complete the project.

C. Remind the team of their commitment with the client and the need to adapt to the client's needs.

D. Call the sponsor and ask for a meeting to clarify the scope before working any further on the project.

Answer: A

Explanation:

Comprehensive and Detailed

When a team is demotivated, the best approach is participative—engage them directly in finding a solution. Meeting with the team to collaboratively define a feasible plan empowers them, shows respect for their input, and rebuilds motivation. It also helps regain commitment by reinforcing a sense of ownership.

\* B focuses only on individual motivation but not planning.

\* C may appear dismissive of the team's emotional state.

\* D is premature without first involving the team.

Reference:

\* PMBOK® Guide – Seventh Edition, Team Performance and Stakeholder Engagement Domains

\* Agile Practice Guide, Chapter on Servant Leadership and Team Empowerment

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Question: 372

Due to their different ideas regarding the execution of a project, a conflict has occurred between two stakeholders.

What should the project manager do to resolve the conflict?

A. Arrange a group meeting with the stakeholders to generate creative alternatives.

B. Address the conflict in a planned meeting with all stakeholders and project team members.

C. Assess the conflict based upon the stakeholders' past disagreements.

D. Focus on the personal issues between the stakeholders.

Answer: A

Explanation:

Comprehensive and Detailed

When managing stakeholder conflict, the most effective method is collaboration—bringing the parties together to jointly explore options and find mutually agreeable solutions. Option A supports this by fostering creative problem solving and collaboration.

\* B might escalate tension by involving unrelated parties.

\* C and D focus on history and personal matters rather than resolution.

Reference:

\* PMBOK® Guide – Seventh Edition, Interpersonal and Team Skills: Conflict Management

\* PMI Talent Triangle – Leadership: Negotiation and Conflict Resolution

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Question: 373

A project manager is managing a project with a cost performance index (CPI) of 1.05 that is trending downward. To maintain on-time completion, the scrum master needs to add 30 additional team members in the next month to enable more sprints. The project manager is concerned because the schedule performance index (SPI) is 1.0.

What is the first step the project manager should take?

A. Meet with the project team to forecast the SPI trend to determine if there are funds available to pay the 30 team members.

B. Quantify the cost for the 30 team members and determine if there is budget available to fund the expanded team.

C. Inform the project team that since the CPI is trending downward, there are funds available to expand the team.

D. Engage with the human resources (HR) representative to begin selecting candidates for the 30 open positions.

Answer: B

Explanation:

Comprehensive and Detailed

The first step is to assess the financial impact of adding the 30 team members. Quantifying the cost and checking budget availability ensures data-driven decision-making. Only after this step should the project manager proceed with staffing actions.

\* A focuses on SPI forecasting but doesn’t address funding directly.

\* C assumes funding is available without analysis.

\* D is premature before confirming budget availability.

Reference:

\* PMBOK® Guide – Seventh Edition, Cost Performance Domain

\* PMI Practice Standard for Earned Value Management – Budget Analysis Techniques

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Question: 374

During the initial stage of a project, the team estimated activities for the next iteration in story points. It was agreed that each story point would be assumed to be equal to one day of effort during project execution. There are some activities estimated as two story points and others estimated as 100 story points.

What should the project manager ask the team to do next?

A. Execute the smaller estimated activities.

B. Resize the story points.

C. Negotiate the estimation so it gets smaller.

D. Break down the larger activities into smaller ones.

Answer: D

Explanation:

Comprehensive and Detailed

In agile planning, a story estimated at 100 points indicates it is too large to be actionable. The best practice is to break it down into smaller, more manageable stories that fit within a sprint or iteration. This enables incremental progress and continuous delivery.

\* A delays addressing the problem.

\* B misunderstands the purpose of story points.

\* C uses negotiation inappropriately—estimates should reflect effort, not negotiation.

Reference:

\* Agile Practice Guide – Chapter on Estimation and Sizing

\* PMBOK® Guide – Seventh Edition, Development Approach and Planning Considerations

Question: 375

A project manager is preparing a large and complex international project. In order for the team to work well together in a virtual environment, the project manager needs to set up ground rules for good communication.

What should the project manager do first?

A. Establish a communication channel.

B. Create a communication protocol.

C. Develop the stakeholder analysis.

D. Distribute the risk register.

Answer: C

Explanation:

Before establishing communication channels or protocols, it is essential to first understand who the stakeholders are, how they communicate, their locations, and their levels of influence and interest. This is especially important in large, international projects involving virtual collaboration. Developing a stakeholder analysis is a foundational step in building an effective communication strategy.

According to the PMBOK® Guide – Seventh Edition, stakeholder engagement is one of the key performance domains. Section 2.4 states: “Understanding stakeholders, their interests, and their expectations is critical to a project’s success.” Communication strategies should be tailored to stakeholder needs, which cannot be effectively done without performing stakeholder analysis first.

Reference:

PMBOK® Guide – Seventh Edition, Section 2.4, Stakeholder Engagement Performance Domain

Agile Practice Guide, Ch. 5: “Tailoring Agile for Communication in Virtual Teams”

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Question: 376

During a project's execution phase, the team faced a setback in one of the deliveries and was asked to come up with a new plan. All team members joined a meeting to address the issue and, after a while, the project manager observed that two members of the team were just agreeing with anything that was proposed even though they were opposed to the outcome.

What conflict resolution style were the team members adopting?

A. Avoidant style

B. Combative style

C. Collaborative style

D. Accommodative style

Answer: D

Explanation:

The described behavior—agreeing externally while internally opposing—matches the accommodative (also known as smoothing or yielding) conflict resolution style. This approach involves one party giving in to maintain harmony, even at the cost of their own interests.

According to the PMI’s conflict resolution techniques:

Accommodating (or smoothing): One party gives in to maintain harmony.

Avoiding: Withdrawing from conflict and not addressing it.

Collaborating: Working together to find a win-win solution.

Competing (Combative): Pursuing one's own concerns at the other’s expense.

The team members in the scenario were not withdrawing (so not Avoidant), and certainly not arguing (so not Combative). They weren't actively resolving either, which rules out Collaborative. Thus, the correct resolution style is Accommodative.

Reference:

PMBOK® Guide – Sixth Edition, Section 9.5.2.1 (Interpersonal and Team Skills: Conflict Management)

PMI Talent Triangle: Leadership – Conflict Resolution Techniques

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Question: 377

During a sprint planning, the development lead highlights the importance of working on technical debt tasks that are critical for the product performance. However, the tasks will consume most of the team's capacity and they will not be able to work on product feature development.

What should the project manager do?

A. Invite technical stakeholders for backlog prioritization.

B. Work on the features already prioritized by the product owner.

C. Ask the sponsor for more resources to continue at the same pace.

D. Add the technical debt tasks to the sprint backlog.

Answer: D

Explanation:

In Agile, the Product Owner is responsible for prioritizing the product backlog, which includes both features and technical work (such as reducing technical debt). If the technical debt is critical for performance, it must be addressed even at the expense of delivering new features. Once the team and Product Owner agree, these tasks should be pulled into the sprint backlog during sprint planning.

Per the Agile Practice Guide, “The product backlog may include technical work, bug fixes, and other items necessary for product health—not just features.” Adding technical debt items to the sprint backlog is an accepted and necessary practice for long-term product sustainability.

Reference:

Agile Practice Guide, Ch. 5.4.2: “Managing Technical Debt”

Scrum Guide: Sprint Planning & Product Backlog

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Question: 378

A project team has difficulty understanding the relationship between functional requirements and their associated benefit to the business stakeholders.

How should the project manager improve the team's understanding?

A. Involve team members in stakeholder analysis and engagement.

B. Invite all stakeholders to progress meetings to avoid ambiguity.

C. Ensure team members have access to a well-written requirements traceability matrix.

D. Engage with the project sponsor and ensure the product backlog is correct and up to date.

Answer: C

Explanation:

The Requirements Traceability Matrix (RTM) is a key tool that links product requirements to their origins and tracks them throughout the project lifecycle. It explicitly connects functional and non-functional requirements to business needs, stakeholder goals, and objectives.

According to the PMBOK® Guide – Sixth Edition, “The requirements traceability matrix is a grid that links product requirements from their origin to the deliverables that satisfy them.” This tool enables the project team to visualize how their work supports business value and ensure alignment.

While stakeholder engagement (Option A) and backlog updates (Option D) are helpful, they do not directly provide the clarity and documentation offered by the RTM.

Reference:

PMBOK® Guide – Sixth Edition, Section 5.2.3.2 (Requirements Traceability Matrix)

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Question: 379

During a meeting with the customer, it was observed that the features delivered during the last few iterations were not meeting the planned expectations.

What should the project manager do?

A. Ensure a continuous feedback environment is leveraged to improve the quality and overall satisfaction.

B. Review the requirements and instruct the team to develop the deliverables according to the documentation.

C. Mentor the team members and ensure they perform peer reviews of their work before implementation.

D. Utilize the retrospectives to identify issues in the development phase that may cause deliverables to not be accepted.

Answer: A

Explanation:

The key Agile principle is early and continuous delivery of valuable software, coupled with constant customer collaboration and feedback. If deliverables are not meeting customer expectations, the root cause is likely a breakdown in feedback loops. Establishing a continuous feedback environment ensures stakeholder input is captured early and often, allowing teams to course-correct before features are completed and delivered.

According to the Agile Practice Guide: “Customer engagement and continuous feedback loops help ensure that the solution meets business needs and expectations.”

Option D (retrospective) is important but retrospective happens after the sprint; Option A (continuous feedback) is more proactive and prevents dissatisfaction before it grows.

Reference:

Agile Manifesto: “Customer collaboration over contract negotiation”

Agile Practice Guide, Chapter 4: “Feedback and Adaptation”

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Question: 380

A customer complains that a software update project is failing to deliver value according to the original scope. What should the project manager do to resolve the problem?

A. Ensure that the project issue log is up-to-date with the customer's issues related to the missed stories.

B. Ensure that the project change log is up-to-date with the stories based on the missed requirements.

C. Ensure that the project backlog has the features and stories prioritized correctly.

D. Ensure that the project risk register is current and reflects the impacts posed by stories not delivered.

Answer: C

Explanation:

In Agile environments, value delivery is driven by an actively managed and prioritized product backlog. When a customer feels that value is not being delivered according to the original scope, the first action the project manager should take is to ensure the backlog accurately reflects customer priorities. The Product Owner is responsible for backlog prioritization, but the project manager facilitates stakeholder engagement and ensures that feedback leads to backlog refinement.

According to the Agile Practice Guide, “Backlog refinement is a key mechanism to adjust scope and priorities throughout the project.” Misalignment between delivery and customer expectations often originates from improper backlog management.

Options A and B refer to logs that track issues and changes, but these are reactive records and don’t directly address value delivery. Option D (risk register) deals with potential problems, not actual missed value.

Reference:

Agile Practice Guide, Section 5.3: Product Backlog and Prioritization

PMBOK® Guide – Seventh Edition, Value Delivery and Adaptive Planning

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Question: 381

A project manager is reviewing the team's Kanban board for an iteration with 16 tasks in progress. All the tasks are equally sized with an estimate of 8 man-hours of effort needed to complete each task. The team is made up of five cross-functional members. The normal working calendar is 8 hours per day; however, two of the team members will only work at 50% capacity. The project manager has a maximum of one week to deliver these tasks in progress due to government regulations.

Will the project manager meet this objective?

A. Yes, it will take 4 working days to complete these tasks based on the estimate.

B. No, it will take 6 days to complete all these tasks based on the estimate.

C. No, it will take 7 days to complete all these tasks based on the estimate.

D. Yes, it will take 5 working days to complete these tasks based on the estimate.

Answer: B

Explanation:

First, calculate total required effort:

16 tasks × 8 hours each = 128 hours

Now, calculate the team’s effective capacity per day:

3 full-time members: 3 × 8 = 24 hours/day

2 half-time members: 2 × 4 = 8 hours/day

Total per day = 32 hours/day

Now calculate how many days are required:

128 hours ÷ 32 hours/day = 4 days

However, the question asks whether this can be completed within one week (5 days), so why is the correct answer B (6 days)?

Actually, if the total effort is 128 hours and you have 32 hours/day of effective team capacity:

128 ÷ 32 = 4 days exactly. Therefore, the correct answer is:

Answer: A

Correction:

Answer: A

Explanation Updated:

The team has enough capacity to complete all 16 tasks in 4 working days.

Reference:

Agile Practice Guide, Ch. 5.6: Measuring Work in Progress and Cycle Time

Kanban flow and capacity planning principles

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Question: 382

An experienced team member has recently started performing at a slower pace and is no longer engaged in various team conversations. What should the project manager do?

A. Incentivize the team with prizes for increased performance and engagement in order to persuade the team member to resume previous performance.

B. Ask the direct manager to reach out and try to identify the problem, then provide that information back to the project manager.

C. Inform the team member that a change in performance and engagement is noticed and work together to develop a solution for improvement.

D. Meet with human resources (HR) to determine the problem and develop a recommendation based on the results.

Answer: C

Explanation:

The correct approach is for the project manager to directly address the issue with the team member using empathetic communication and coaching. This aligns with the servant leadership principle common in Agile frameworks, where the project manager facilitates team well-being and engagement through open dialogue.

According to PMBOK® Guide – Seventh Edition, under "Leadership Skills and Team Performance," the project manager should use emotional intelligence to understand and respond to team dynamics effectively. Option C reflects that behavior.

Options A and D involve external interventions without first understanding the individual. Option B delays the feedback loop and abdicates the project manager’s responsibility.

Reference:

PMBOK® Guide – Seventh Edition, Section 3.1: Project Team Performance

Agile Practice Guide, Ch. 4: Servant Leadership and Team Communication

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Question: 383

A project manager has just been designated to lead an approved project with a virtual team. The team members are from several countries and have never met before.

In order to promote team engagement and introduce the project team, what should the project manager do?

A. Share a presentation with information about each project team member.

B. Share all members' resumes and photographs in a sharing digital platform.

C. Schedule multiple one-on-one meetings between team members.

D. Schedule a kickoff meeting to present the whole project team.

Answer: D

Explanation:

A project kickoff meeting is the standard and most effective way to introduce the team, establish rapport, and lay the foundation for collaboration—especially in virtual and cross-cultural environments. It also sets expectations, roles, communication norms, and provides clarity on the project’s goals and direction.

According to the PMBOK® Guide – Seventh Edition, “Kickoff meetings foster team alignment, encourage engagement, and ensure shared understanding of objectives.” This is particularly critical when the team has never worked together before.

Options A and B may support team knowledge, but they lack real-time interaction. Option C (one-on-ones) may be helpful later, but does not replace a full-team kickoff for alignment and engagement.

Reference:

PMBOK® Guide – Seventh Edition, Section 3.2: Kickoff and Team Formation

PMI Agile Practice Guide, Section on Agile Team Onboarding

Question: 384

A project manager has just been assigned a major, ongoing project. The project team is not working in harmony and their performance is decreasing. Some team members are autocratic in their approach whereas others are in avoidance mode.

How should the project manager proceed?

A. Emphasize their autonomy as project manager, implying that they will not allow team disunity.

B. Appeal for cooperation from all of the team members, emphasizing the benefit of the project outcome to the company.

C. Assess the various team behaviors through the use of personality indicators to appropriately deal with each personality type.

D. Request for removal of the autocratic members who obviously are not interested in the project.

Answer: C

Explanation:

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In team dysfunction situations, especially with mixed behavior styles (e.g., autocratic and avoidant), a project manager must first seek to understand before intervening. One effective leadership tool is the use of personality assessments or behavioral analysis tools (e.g., DISC, MBTI) to understand team dynamics and communication styles. This approach allows the project manager to adapt their leadership style and foster collaboration based on real data.

The PMBOK® Guide – Seventh Edition discusses the importance of tailoring leadership and communication approaches based on individual and team personality traits. It also encourages team building through understanding behavioral characteristics.

Option A is authoritarian and not aligned with modern leadership practices.

Option B is motivational but not diagnostic—it won’t address root causes.

Option D is extreme and violates conflict resolution principles.

Reference:

PMBOK® Guide – Seventh Edition, Section 3.1: Project Team Performance

PMI Talent Triangle: Leadership, Behavioral Awareness

Question: 385

A project team is working together for the first time. During the first sprint, the project manager was asked to solve a prioritization conflict between the Scrum Master and the Product Owner related to a feature requested by an important customer.

How should the project manager resolve this conflict?

A. Refer to the roles and responsibilities for the agile team.

B. Schedule a meeting with the Scrum Master and Product Owner.

C. Emphasize that the Scrum Master has the responsibility to conduct the sprint planning.

D. Contact the customer to understand the request in order to make a decision.

Answer: A

Explanation:

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In Agile (particularly Scrum), the Product Owner is solely responsible for backlog prioritization. The Scrum Master facilitates the process but does not have authority over content decisions. When a conflict arises about prioritization, the resolution lies in re-establishing role clarity—not in the project manager stepping in to override roles.

The correct action is to reinforce Agile roles and responsibilities, particularly that the Product Owner owns prioritization. This aligns with the Agile Practice Guide and the Scrum Guide.

Option B may be helpful but delays resolution and misses the fundamental answer.

Option C incorrectly shifts authority to the Scrum Master.

Option D bypasses the Agile team structure and disrespects team autonomy.

Reference:

Agile Practice Guide, Ch. 3: Roles and Responsibilities in Agile Teams

Scrum Guide: Product Owner Responsibilities

Question: 386

A project manager is leading a diverse global team. The team members disagree about the requirements for a recently approved change request. The conflict among the team members has resulted in low morale and decreased performance.

What should the project manager do?

A. Allow the most senior team member to make a decision and communicate the decision to the team members.

B. Speak with the team members about their disagreement and seek clarity regarding the requirements.

C. Ask for advice from the human resources (HR) department about how to handle the situation.

D. Escalate to the change control board (CCB) and have them seek clarity on the requirements of the change.

Answer: B

Explanation:

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The project manager’s primary responsibility during team conflict is to engage directly with the team to facilitate resolution and restore team performance. This includes using interpersonal and leadership skills such as active listening, emotional intelligence, and coaching. When there’s confusion about change requirements, the project manager should first clarify with the team before escalating or deferring.

The PMBOK® Guide – Seventh Edition emphasizes that project managers should foster open communication, resolve conflict early, and clarify ambiguity through engagement.

Option A undermines collaboration and may create resentment.

Option C (HR) is inappropriate for technical disagreements.

Option D escalates too early before using team-level conflict resolution.

Reference:

PMBOK® Guide – Seventh Edition, Section 3.1: Leadership and Communication

PMI Talent Triangle: Power Skills – Conflict Management

Question: 387

During a risk review meeting early in a project, the project team flags the possibility that a key team member might be away during the implementation of a key work package. Unfortunately, this team member is currently the only resource with the knowledge to perform this work, although it is possible someone else could do it with training.

What should the project manager do?

A. Establish a long-term training program for the junior team members.

B. Reassign the tasks among team members to allow them to split the workload.

C. Ask team members to document knowledge assets for all the tasks.

D. Ensure team members collaborate throughout the project to share knowledge.

Answer: D

Explanation:

This scenario highlights a common project risk: resource dependency on a single skilled team member. The most immediate and practical action is to ensure active collaboration among team members to foster knowledge transfer. Agile and adaptive environments encourage continuous collaboration to mitigate such risks early. Option D reflects proactive risk response and aligns with the Agile principle of shared knowledge and team empowerment.

The Agile Practice Guide (Chapter 4: "Agile Teams and Team Performance") emphasizes the importance of collaboration and cross-functional learning. It promotes the development of T-shaped skills, where individuals develop a broad range of knowledge while maintaining deep expertise in specific areas. This approach allows other team members to step in when needed.

Option A is too long-term and not responsive enough to the current project phase.

Option B might not address the knowledge gap if others are untrained.

Option C is useful but does not solve the immediate knowledge-sharing concern.

Reference:

PMBOK® Guide – Seventh Edition, Principles: “Build quality into processes and deliverables” and “Engage stakeholders.”

Agile Practice Guide, Chapter 4: "Team Composition and Empowerment"

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Question: 388

A new employee has joined the management team and wants to get a quick overview of all the agile team's projects. What should the agile team lead recommend to the employee as a first step to gain this understanding?

A. Review the information radiators for each project.

B. Connect with each project's scrum master to assess progress.

C. Meet with each project's development team separately.

D. Attend the daily standup meetings for each project.

Answer: A

Explanation:

In Agile environments, “information radiators” are visual tools used to display project status, sprint progress, burndown charts, impediments, and more. These tools are designed to be easily accessible and quickly convey the state of work to all stakeholders, including new team members and managers.

The Agile Practice Guide (Chapter 6: "Managing with Agile") states that: “Agile teams make use of visible charts or ‘information radiators’ to keep project status, goals, and tasks visible and transparent to all.” This makes Option A the correct and most efficient first step for the new employee.

Option B is less efficient and may overload Scrum Masters.

Option C is time-consuming and unnecessary at the initial stage.

Option D provides insight but requires daily repetition and is less efficient than reviewing radiators.

Reference:

Agile Practice Guide, Chapter 6: “Information Radiators and Transparency”

PMBOK® Guide – Seventh Edition, Value Delivery System: Transparency and Visibility

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Question: 389

The sponsor calls the project manager and questions why the stakeholders have not received updates for over 1 month. The project recently implemented a project management information system (PMIS) that provides real-time access to various project status measurements and information. The project manager is certain that all stakeholders have the opportunity and permissions for status updates.

How should the project manager proceed?

A. Call and apologize to the team members and provide an update on how this issue was caused.

B. Review the communications management plan and stakeholder engagement plan for the project.

C. Request the operations support team to troubleshoot and determine the root cause of the issue.

D. Obtain a list of the affected stakeholders and email the current status information to them.

Answer: B

Explanation:

The first step in any communication-related issue is to review the Communications Management Plan and the Stakeholder Engagement Plan to ensure expectations are correctly documented and aligned. These documents define who needs what information, when, and how it should be delivered. PMIS may provide access, but stakeholders may still require proactive updates through preferred channels (e.g., emails, reports).

According to the PMBOK® Guide – Seventh Edition (Communication Performance Domain and Stakeholder Engagement), project managers should tailor communications based on stakeholder needs, which are identified through these plans.

Option A is reactive and not process-driven.

Option C assumes a technical failure without verification.

Option D provides a one-time fix but does not resolve the systemic issue of missed stakeholder expectations.

Reference:

PMBOK® Guide – Seventh Edition, Communication and Stakeholder Engagement Performance Domains

PMBOK® Guide – Sixth Edition, Sections 10.1–10.3 and 13.1–13.3

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Question: 390

A project manager has developed a communications management plan. A junior team member asks why they are duplicating efforts by producing different versions of the same newsletter.

How should the project manager respond?

A. Explain that each stakeholder expects a different customized newsletter, ensuring it complies to all of their requirements.

B. Explain that to prepare for all situations and as part of risk mitigation, many different newsletters are created just in case they are needed.

C. Explain that customized newsletters are part of the organizational culture and that following this step-by-step process is of utmost importance.

D. Explain that each individual newsletter is based on specific categories of communication for the intended audience.

Answer: D

Explanation:

In project communications, messages must be tailored to the stakeholder's role, interest, and level of influence. The Communications Management Plan defines how information is formatted, delivered, and customized. It is standard practice to segment communication content by stakeholder groups to ensure relevance and engagement.

The PMBOK® Guide – Seventh Edition emphasizes tailoring communications “based on stakeholder needs and preferences” and aligning the format and detail with their interests. This ensures effective communication and reduces the risk of disengagement or misinterpretation.

Option A is close but implies arbitrary compliance, not intentional tailoring.

Option B describes an inefficient and impractical practice.

Option C describes organizational norms, not best practices per PMI standards.

Reference:

PMBOK® Guide – Seventh Edition, Communication Performance Domain

PMBOK® Guide – Sixth Edition, Section 10.2 “Manage Communications”

Question: 391

A project manager is working on a software development project. Software development will be carried out through a partnership with a vendor based on a list of initial requirements not yet completely defined.

What type of contract and project approach should the project manager consider?

A. Time and materials (T&M) with an agile approach

B. Cost reimbursable contract with a predictive approach

C. Fixed-price contract with a predictive approach

D. Memorandum of understanding (MOU) with an agile approach

Answer: A

Explanation:

Since the requirements are not fully defined and the project involves a vendor partnership, an agile approach is suitable. Agile supports iterative development and welcomes evolving requirements. A Time and Materials (T&M) contract is commonly used in such cases where scope is uncertain. This type of contract allows flexibility in scope and payment based on actual work performed.

According to the Agile Practice Guide, “When scope cannot be clearly defined early in the project, time and materials or cost-reimbursable contracts may be more appropriate.” T&M contracts provide flexibility to accommodate changes, which aligns well with agile delivery.

Option B is incorrect because cost-reimbursable with predictive does not support flexibility in evolving requirements.

Option C (Fixed-price with predictive) assumes fixed scope, which is unsuitable for this scenario.

Option D (MOU) is not a formal contract and lacks enforceable terms.

Reference:

Agile Practice Guide, Section 5.5.3: “Procurement and Agile Projects”

PMBOK® Guide – Seventh Edition, Tailoring Considerations for Contracting in Agile Environments

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Question: 392

A Scrum team has information radiators but must also keep stakeholders aware of their progress. In addition, the project management office (PMO) has specific templates for status reporting to management. The project lead realizes that a variety of reporting will be needed to satisfy enterprise and stakeholder needs.

What should the project lead do?

A. Determine the minimum communications needed for the project, and adapt the communication plans as needed.

B. Document only the plan for written communications, and send meeting invites for verbal communication sessions.

C. Follow the project management office (PMO) guidelines for communications instead of generating a project communications management plan.

D. Create a communications management plan informing all project team members and stakeholders who will receive what type of communication.

Answer: D

Explanation:

When multiple stakeholders and organizational layers are involved, it's essential to have a well-defined Communications Management Plan. This plan outlines what information will be shared, how, when, and with whom. It integrates both agile practices (e.g., information radiators, daily standups) and organizational needs (e.g., formal reports, PMO templates).

PMBOK® Guide – Seventh Edition emphasizes tailoring communication strategies based on stakeholder needs and context. Agile teams are encouraged to remain transparent and adapt communication forms to suit stakeholders (Agile Practice Guide, Chapter 6).

Option A ignores the need for comprehensive documentation.

Option B is incomplete and doesn’t cover all communication formats.

Option C prioritizes PMO policy over project-specific needs.

Reference:

PMBOK® Guide – Seventh Edition, Communication Performance Domain

Agile Practice Guide, Chapter 6: “Managing with Agile: Communications”

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Question: 393

A project manager has been assigned to an existing infrastructure project. The current project manager, who is retiring, and the project sponsor have had a good working relationship for many years. The project sponsor has expressed dissatisfaction with having a new project manager assigned to the project.

What should the project manager do?

A. Set up a new communication plan and stakeholder engagement plan and submit to the project sponsor.

B. Discuss the strategic benefits of the project and schedule communication with the project sponsor.

C. Send weekly project reports to the project sponsor to provide an opportunity for engagement and feedback.

D. Set up a detailed meeting with the project sponsor and brief them about the project's progress.

Answer: D

Explanation:

When trust or satisfaction is an issue with a stakeholder—especially one as critical as the sponsor—the first step is direct communication. A one-on-one meeting to understand expectations, concerns, and establish rapport is essential. This aligns with stakeholder engagement best practices, where early and proactive engagement is prioritized.

The PMBOK® Guide – Seventh Edition, in the Stakeholder Performance Domain, recommends identifying and analyzing stakeholder needs and initiating communication to build or maintain relationships.

Option A is too process-oriented and premature before establishing rapport.

Option B is informative but lacks interpersonal connection.

Option C provides updates but does not address dissatisfaction or rebuild trust.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement Performance Domain

PMBOK® Guide – Sixth Edition, Section 13.3: Manage Stakeholder Engagement

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Question: 394

During a sprint, the team is experiencing conflict because the customer asks for additional features that increase the complexity. The scrum master is trying to resolve the conflict.

Which approach should the scrum master use?

A. Discuss the definition of done (DoD) with the customer.

B. Approach the product owner to determine the next course of action and update the backlog.

C. Discuss the acceptance criteria with customer.

D. Perform backlog prioritization to ensure that everyone is working on the highest value features.

Answer: B

Explanation:

In Scrum, the product owner is the sole person responsible for managing the product backlog. When a customer requests new features mid-sprint, it is inappropriate to add them directly to the sprint. The correct procedure is to have the Scrum Master direct the customer to the product owner, who will evaluate the request and decide whether to include it in the product backlog for future prioritization.

According to the Agile Practice Guide and the Scrum Guide, only the product owner has the authority to accept or reject items in the product backlog. The Scrum Master facilitates communication and protects the team from scope creep during the sprint.

Option A (Definition of Done) is useful for clarifying quality, not for managing scope changes.

Option C (Acceptance criteria) applies to existing backlog items, not new feature requests.

Option D (Backlog prioritization) is the product owner’s job and only happens after the sprint, not mid-sprint.

Reference:

Agile Practice Guide, Chapter 3: Roles and Responsibilities

The Scrum Guide 2020: Product Owner and Scrum Master Roles

PMBOK® Guide – Seventh Edition, Agile Tailoring Considerations

Question: 395

A project manager was notified about a new regulatory requirement that could impact the project schedule.

What should the project manager do first?

A. Increase the amount of slack in the critical path to reduce the impact of the regulatory requirement.

B. Update the schedule and project risk register according to the regulatory requirement.

C. Consult the project management plan for guidance on addressing the regulatory requirement.

D. Assess the impact of implementing the potential regulatory requirement on the project.

Answer: D

Explanation:

When a change (such as a new regulatory requirement) is introduced, the first step is always to assess the potential impact. This allows the project manager to understand how scope, schedule, cost, or quality may be affected. Only after assessing the impact should changes be formally documented and implemented.

The PMBOK® Guide – Seventh Edition emphasizes adaptive planning and impact assessment in response to external change (e.g., legal or regulatory). The guide states: "Assess changes to determine impact before recommending a course of action."

Option A (Increase slack) is reactive and premature without assessment.

Option B implies implementation before assessing consequences.

Option C (Consult the plan) might follow, but impact assessment is the most immediate and necessary action.

Reference:

PMBOK® Guide – Seventh Edition, System Thinking and Risk Principles

PMBOK® Guide – Sixth Edition, Section 4.6: Perform Integrated Change Control

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Question: 396

A project manager is approached by two new product owners who were instructed by their managers to join a new agile team. Both product owners were told they could start working with the new agile team immediately.

What should the project manager do to advise both product owners?

A. Modify the communications management plan to integrate the new product owners into the teams effectively.

B. Reiterate that having one product owner will improve clarity and accountability.

C. Present the product owners' product backlogs and prioritize the team's assigned requirements.

D. Confirm that two product owners are necessary and that both will report to an overarching chief product owner.

Answer: B

Explanation:

According to The Scrum Guide (2020), there is only one Product Owner per Scrum Team. The Product Owner is responsible for maximizing the value of the product and is accountable for managing the product backlog. Having more than one Product Owner creates confusion, conflicts in prioritization, and reduces clarity for the team.

Option B reinforces a key Scrum value: clear accountability. This response upholds Scrum principles and prevents role duplication.

Option A assumes both POs will stay, which violates Scrum roles.

Option C bypasses the underlying issue of role conflict.

Option D introduces a hierarchy not present in standard Scrum roles.

Reference:

The Scrum Guide (2020), Section: “Product Owner”

Agile Practice Guide, Chapter 3: “Roles in Agile Teams”

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Question: 397

A project lead was asked to support the team by subdividing the project tasks as necessary to help define the minimum viable product (MVP).

Which two steps should the project lead take to define the MVP? (Choose 2)

A. Hold a team meeting to generate a work breakdown structure (WBS).

B. Create a responsible, accountable, consulted, informed (RACI) chart.

C. Develop a project management plan, including subtasks, to meet the requirements.

D. Conduct an information gathering session to determine the project value.

E. Refer to the stakeholder register to determine who should be consulted.

Answer: D,E

Explanation:

To define the MVP in an agile project, it's essential to identify the highest-value features and gather input from stakeholders. MVP refers to the smallest functional product that delivers value to users.

Option D (Conducting an information-gathering session) aligns with MVP development since the value delivered is the priority in Agile.

Option E (Referring to the stakeholder register) ensures that the right stakeholders are consulted to define what "minimum" means from their perspective.

Option A (Creating a WBS) is traditional/predictive and not suitable for MVP-focused, value-driven development.

Option B (RACI) is useful for role clarity but not directly relevant to defining an MVP.

Option C (Developing a PM Plan) is broader and not MVP-specific.

Reference:

Agile Practice Guide, Chapter 5: “Agile Product Development”

PMBOK® Guide – Seventh Edition, Value Delivery System and Stakeholder Engagement

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Question: 398

A project manager leads an agile development project. During the sprint planning meeting, the development team expresses concerns that the proposed scope of the next sprint is much larger than expected given the current resource allocation. The project manager believes the scope is essential to meet the project milestones.

How should the project manager approach negotiating an agreement with the team to ensure the project remains on track?

A. Allocate additional resources to the development team to ensure the original scope can be completed on time.

B. Suggest prioritizing the most critical features for the next sprint as well as reevaluating the remaining scope.

C. Agree on reducing the scope to match the team's resources and plan to add the removed items to future sprints.

D. Insist on keeping the original scope and explain the importance of meeting all the project milestones on time.

Answer: B

Explanation:

In Agile, scope is flexible, and time and resources are generally fixed per sprint. Therefore, when scope seems unmanageable, prioritization is the correct approach. The Scrum team—including the Product Owner—must decide which items provide the most value and can fit within the sprint.

Option B aligns with Agile principles by focusing on value delivery and continuous negotiation. This maintains flexibility while aiming to achieve business objectives.

Option A contradicts Agile team principles by injecting resources mid-sprint.

Option C is partially correct but lacks the negotiation and prioritization step.

Option D contradicts Agile’s principle of team-driven planning and adaptive scope.

Reference:

Agile Practice Guide, Chapter 5: “Agile Planning Concepts”

The Scrum Guide (2020), Section: “Sprint Planning”

PMBOK® Guide – Seventh Edition, Performance Domain: Planning and Delivery

Question: 399

A project manager is leading a project that is kicking off next month. The project manager realizes that there are many stakeholders that need updates on different aspects of the project at different frequencies.

What should the project manager do first to ensure each stakeholder has the information they need?

A. Develop a communications management plan that reflects the needs of the stakeholder community.

B. Engage with each stakeholder to determine their information needs related to the project.

C. Create a responsible, accountable, consulted, and informed (RACI) chart based on the stakeholders and their communications needs.

D. Determine the most appropriate mechanisms to leverage when communications are necessary.

Answer: B

Explanation:

Before the project manager can develop a communications plan or determine appropriate tools, the first step is to understand the stakeholders’ communication needs. According to the PMBOK® Guide – Seventh Edition, effective stakeholder engagement begins by identifying and analyzing stakeholder needs and expectations. Engaging stakeholders early allows the project manager to tailor communication effectively.

Option A comes after gathering information and is a planning activity.

Option C (RACI chart) is useful for defining roles and responsibilities, not specifically stakeholder communication needs.

Option D is a tactic that follows understanding needs, not a starting point.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement Performance Domain

PMBOK® Guide – Sixth Edition, Section 13.1: Identify Stakeholders

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Question: 400

A project is in the execution phase and there are disagreements between two key stakeholders about the project's scope. One stakeholder is adamant about expanding the scope and the other stakeholder is content with the current arrangement.

What should the project manager do?

A. Escalate the stakeholder's conflict to senior management so they can resolve the issue.

B. Schedule a one-on-one discussion with each stakeholder to understand their concerns.

C. Schedule a meeting with both stakeholders to encourage dialogue and reach a decision.

D. Suggest that the two stakeholders meet together to agree upon a project scope.

Answer: C

Explanation:

In conflict resolution, particularly in stakeholder disagreements, the project manager should act as a facilitator and mediator. Scheduling a joint meeting to promote open dialogue and reach mutual understanding supports collaborative decision-making and promotes transparency.

The PMBOK® Guide – Seventh Edition and PMI's Conflict Resolution guidance recommend collaborative problem-solving as the most effective approach in stakeholder conflict. Engaging both parties together helps to clarify misunderstandings and identify common ground.

Option A is a last resort if resolution fails.

Option B is useful for gathering information but delays the resolution.

Option D lacks the project manager’s facilitation and may not be constructive.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement and Team Performance Domains

PMBOK® Guide – Sixth Edition, Section 9.5: Manage Team (Conflict Resolution Techniques)

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Question: 401

During planning, a virtual project team agreed to the project reporting structure and established a meeting cadence that fits multiple time zones. One month into execution, the project manager notices that certain members are disengaged during project meetings.

What should the project manager do to resolve this issue?

A. Work with the team to review the effectiveness of the agreed project practices.

B. Set up follow-up sessions on all action items for team members.

C. Distribute the meeting agenda and objectives the day before the project meetings.

D. Review the project reporting structure to clarify the project objectives.

Answer: A

Explanation:

When team engagement issues arise, especially in virtual environments, it is crucial to reflect with the team on whether agreed-upon practices (cadence, structure, tools) are still effective. This supports continuous improvement, a core Agile and PMI principle. Working with the team promotes psychological safety and empowers them to propose better formats for collaboration.

PMBOK® Guide – Seventh Edition emphasizes team performance and tailoring practices to context. Agile environments also promote retrospective thinking to improve team dynamics.

Option B addresses accountability but doesn’t resolve disengagement.

Option C is a good practice but doesn’t tackle underlying disengagement.

Option D focuses on reporting structure, not team dynamics.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance and Development Performance Domains

Agile Practice Guide, Chapter 4: “Virtual Teams and Collaboration”

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Question: 402

A project feature from the development team was rejected due to low quality. Over the past few weeks, the testing team has become concerned because the development team has not yet responded to the rejection. As a result, the testing team has escalated the conflict to the project manager.

What should the project manager do?

A. Remove the development team's rejected feature from the backlog.

B. Reassure all team members that the development team will fix the issue.

C. Initiate an improvement plan for the development team to follow.

D. Evaluate the context for the conflict with the development team.

Answer: D

Explanation:

Before taking action or implementing changes, the project manager should investigate the root cause of the issue. Evaluating the context means engaging the development team to understand delays, roadblocks, or miscommunication. This aligns with conflict resolution best practices, which recommend first gathering facts and context before responding.

The PMBOK® Guide – Seventh Edition emphasizes systems thinking, servant leadership, and collaborative problem-solving. This approach ensures fair assessment and avoids premature assumptions.

Option A is a decision that may bypass due diligence.

Option B is speculative and dismissive of current concern.

Option C might be appropriate after analysis but is premature.

Reference:

PMBOK® Guide – Seventh Edition, Team and Delivery Performance Domains

PMBOK® Guide – Sixth Edition, Section 9.5: Conflict Resolution and Team Management

Question: 403

A company is experiencing a high rate of rejected project deliverables. The project manager is requested to suggest a solution to improve quality.

What should the project manager suggest?

A. Request that all team members receive the newest quality standards training and review one another's work.

B. Request that a quality specialist be assigned to the project to check the final product at the end of the project.

C. Break down the project into several iterations and incorporate a quality check by a quality auditor in each iteration.

D. Break down the project into several iterations and incorporate automatic testing and quality improvement sessions.

Answer: D

Explanation:

The best way to improve deliverable quality is to embed continuous feedback and inspection throughout the process, rather than relying solely on late-phase inspections. By breaking the project into iterations (an Agile principle), the team can apply automated testing early and often, while also using retrospectives (quality improvement sessions) to continuously improve.

According to the Agile Practice Guide (Chapters 3 and 5), Agile frameworks encourage frequent quality checks, test automation, and continuous integration to reduce defect rates. This approach aligns with “Build Quality In,” a principle emphasized in both the PMBOK® Guide (Seventh Edition) and lean/agile practices.

Option A addresses training but lacks ongoing quality integration.

Option B is reactive and too late in the process.

Option C is better than B, but quality auditing alone is not sufficient.

Reference:

PMBOK® Guide – Seventh Edition, Quality Performance Domain

Agile Practice Guide, Chapter 5: "Agile Product Quality Management"

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Question: 404

The team's work assignments have been generically distributed. A new team member is performing slower than expected.

What should the project manager do?

A. Extend the project timeline to allow the new team member to work at their own pace.

B. Have all of the other team members retrain the new team member to improve team performance.

C. Change the way the work assignments are distributed to facilitate new team member development.

D. Assess the new team member's skills in order to determine additional training needs.

Answer: D

Explanation:

When a team member is underperforming, the project manager should first assess skill gaps or knowledge barriers. Identifying whether the person needs additional training, mentoring, or support is a fundamental leadership responsibility. This supports the PMBOK® principle of fostering individual and team performance.

The PMBOK® Guide – Seventh Edition emphasizes team development through coaching, mentoring, and training. Adaptive leadership helps align assignments with competency and career development.

Option A accepts inefficiency without root cause analysis.

Option B may disrupt team focus and doesn’t address individual needs.

Option C is broader but should come after identifying actual training gaps.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Talent Triangle: Leadership & People Skills

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Question: 405

A virtual project team has members located on four continents. The project director is concerned about the declining motivational levels of team members and feelings of noninclusion by other team members. The project director has tasked the project manager with finding a solution.

What should the project manager do?

A. Develop a plan for individual team members' growth and organize more team-building events.

B. Recommend that the project director appoint project managers for each continent.

C. Set up ground rules for team engagement, taking into consideration different cultures.

D. Take differences in time zones into consideration when scheduling team meetings.

Answer: C

Explanation:

In virtual and culturally diverse teams, inclusivity and engagement are best supported by agreed-upon team norms and working agreements. Ground rules that respect time zones, cultures, and communication styles foster equity and psychological safety.

PMBOK® Guide – Seventh Edition and the Agile Practice Guide both emphasize the importance of team agreements, team charters, and cultural awareness in virtual settings.

Option A is supportive but doesn’t address inclusion issues directly.

Option B adds bureaucracy and fragmentation.

Option D is one part of inclusion but not a complete solution.

Reference:

PMBOK® Guide – Seventh Edition, Team and Communication Performance Domains

Agile Practice Guide, Chapter 4: “Agile Teams and Cultural Considerations”

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Question: 406

A project manager of an infrastructure development project receives multiple issues from the customer validation team close to the product launch date.

What should the project manager do to manage such a situation for upcoming phases?

A. Revise the project schedule to accommodate fixing discovered issues.

B. Ensure customer validation occurs more frequently during the life cycle of the project.

C. Review the customer validation team's test plan early in the life cycle.

D. Ask the project team to increase unit testing of the deliverables.

Answer: B

Explanation:

Waiting until the product is nearly launched before involving customer validation is a known anti-pattern. To avoid late-stage surprises, validation should be integrated continuously throughout the lifecycle. This aligns with the Agile principle of customer collaboration and feedback loops.

According to PMBOK® Guide – Seventh Edition, early and continuous engagement of stakeholders (especially customers) helps in detecting issues early. Frequent validation allows incremental improvements and reduces risk of rework at later stages.

Option A is reactive and not preventive.

Option C is helpful but not sufficient without continuous validation.

Option D focuses on internal quality but not customer-centric validation.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Delivery Performance Domains

Agile Practice Guide, Chapter 5: “Customer Involvement and Continuous Feedback”

Question: 407

Construction work is preventing the project team members from entering the building where their offices are located.

What should the project manager do next?

A. Inform the authorities so that they are aware of the situation and can take appropriate action.

B. Continue business as usual since the construction work is not related to the project.

C. Select the next action to be taken according to the risk management plan.

D. Communicate with the stakeholders about the construction and ask for direction.

Answer: C

Explanation:

This scenario represents the realization of an external risk. When an identified risk occurs, the appropriate action is to follow the response strategy as documented in the risk management plan. The PMBOK® Guide – Seventh Edition emphasizes the importance of using the risk response plan to guide actions when risks occur. This avoids delays and ensures a structured response rather than ad hoc decision-making.

Option A may be needed in some cases but is not the project manager’s responsibility unless required by law.

Option B ignores the actual disruption caused.

Option D introduces unnecessary delay by deferring action instead of using the pre-approved plan.

Reference:

PMBOK® Guide – Seventh Edition, Risk Management Performance Domain

PMBOK® Guide – Sixth Edition, Section 11.6: Implement Risk Responses

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Question: 408

A project team member who has the expert knowledge necessary for the project is often absent from meetings. The team member sends a message to the project manager questioning them about the rationale behind some decisions made on the project.

How should the project manager handle the situation?

A. Inform the team member that decisions were already made and feedback should have been provided in the past.

B. Schedule a meeting to review the team member's concerns and revisit the decisions if required.

C. Explain to the team member that it is mandatory that they increase their participation in project meetings.

D. Add the team member's concerns to the risk register and discuss them during the next regular meeting.

Answer: B

Explanation:

Although the team member was absent, they possess expert knowledge that may impact project outcomes. The appropriate course of action is to schedule a meeting to hear their concerns and determine whether any adjustments are necessary. This aligns with stakeholder engagement best practices and the PMBOK® Guide’s principle of team collaboration and empowerment.

Option A discourages engagement and feedback.

Option C focuses on compliance rather than collaboration.

Option D misclassifies this situation as a risk when it is a communication and engagement issue.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement and Team Performance Domains

Agile Practice Guide, Chapter 4: Team Collaboration and Feedback

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Question: 409

A project manager just took over a construction project which was already in its execution phase. Labor union representatives of the construction workers ask to revise the overtime per hour rate, as wage per hour have increased across the industry.

What should the project manager do first?

A. Obtain approval from sponsors to increase the rates because it can affect project due to lack of resources.

B. Carefully read the agreements and see if there was any clause if the per hour rate could be increased.

C. Assign a team member to negotiate the increased wage per hour with the labor union representatives.

D. Negotiate with the labor union representatives if the clause about increased wage per hour meets their requirements.

Answer: B

Explanation:

The project manager must first review the contract or agreements to determine if such rate adjustments are allowed or pre-defined. The PMBOK® Guide – Seventh Edition stresses the importance of understanding procurement and contract terms when managing requests that affect cost or scope. Only after confirming the legal framework can the project manager take appropriate next steps, whether renegotiation or formal change control.

Option A is premature before understanding contractual obligations.

Option C delegates responsibility without understanding the terms.

Option D implies negotiation without confirming legal allowances.

Reference:

PMBOK® Guide – Seventh Edition, Procurement and Planning Considerations

PMBOK® Guide – Sixth Edition, Section 12.1: Plan Procurement Management

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Question: 410

The project team members have finalized the technical specifications after their discussion with the machine manufacturers. However, it has been identified that the specifications are not aligned with the project management office (PMO). The project team members are confident about their choice of specifications.

What should the project manager do in this situation?

A. Request a decision from the project sponsor.

B. Give approval of the technical specifications.

C. Ask the sponsor for additional funding to hire a senior subject matter expert (SME).

D. Schedule a meeting with all of the subject matter experts (SMEs) to discuss.

Answer: D

Explanation:

When there is a conflict between the project team and organizational standards (represented by the PMO), the project manager should initiate a discussion among relevant subject matter experts to resolve the disagreement collaboratively. This approach ensures alignment between technical validity and compliance with organizational processes.

Option A escalates prematurely.

Option B bypasses the PMO’s input.

Option C assumes external help is needed before internal resolution attempts.

Reference:

PMBOK® Guide – Seventh Edition, Governance and Stakeholder Engagement Domains

PMBOK® Guide – Sixth Edition, Section 5.2 and 5.3: Collect and Define Requirements

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Question: 411

As part of planning activities for a new project, the project manager must develop a budget that encompasses the full project scope. What should the project manager do to build the project budget?

A. Reference the work breakdown structure (WBS) and project schedule to estimate costs associated with each WBS element.

B. Schedule a working session with the project sponsor to review the project charter and estimate the cost per project phase.

C. Review historical project files and lessons learned to identify a similar project and adapt the budget used in the historical project.

D. Ask key project stakeholders to estimate the cost of delivering the project, then calculate an average that can be used for the budget.

Answer: A

Explanation:

To accurately develop a project budget, the project manager must base cost estimates on detailed scope elements. The work breakdown structure (WBS) provides a hierarchical decomposition of all deliverables and work packages. By referencing the WBS along with the project schedule, the project manager can estimate the costs of each component and aggregate them into a total project budget. This approach is known as bottom-up estimating.

Option B relies too much on the high-level charter and sponsor input, which is insufficient for detailed cost planning.

Option C uses analogous estimating, which is less precise and appropriate only when limited information is available.

Option D is an informal and unreliable estimation method.

Reference:

PMBOK® Guide – Seventh Edition, Planning Performance Domain

PMBOK® Guide – Sixth Edition, Sections 7.2 (Estimate Costs) and 7.3 (Determine Budget)

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Question: 412

A project manager is leading a diverse project team that includes new and experienced team members. A conflict has occurred between two team members. One team member prefers using digital tools for project communication. The other team member prefers in-person meetings and phone calls for communication.

What should the project manager do to manage this conflict?

A. Arrange a team-building activity to foster understanding and open communication among the team members.

B. Allow the team members to continue using their preferred communication tools and methods.

C. Initiate a conversation with the team members individually to understand their situations regarding communication.

D. Instruct the team members to adapt to the project's communication tools and methods.

Answer: C

Explanation:

When conflict arises due to communication preferences, the project manager should first seek to understand each individual's needs and preferences. Initiating individual conversations allows the project manager to assess the context behind each perspective and then mediate a resolution that supports team cohesion and project communication needs.

Option A promotes team-building but does not directly resolve the specific issue.

Option B risks inconsistent communication and confusion.

Option D is prescriptive and may lead to resistance rather than resolution.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMBOK® Guide – Sixth Edition, Section 9.5: Manage Team (Conflict Management Techniques)

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Question: 413

A project manager's project relies on services from a department that has a new leader. Since the new leader was appointed, the services from their department have been slow which threatens the project's delivery deadline.

What should the project manager do?

A. Add the issue to the issue log and communicate the issue in the next regular report to project stakeholders.

B. Escalate the issue to the project sponsor notifying them of the slow services from the department.

C. Send all service requests to the department earlier in the project to lessen the impact on the delivery date.

D. Arrange a meeting with the leader to explain the project's needs and understand the leader's perspective.

Answer: D

Explanation:

Before escalating or logging an issue, the project manager should take a proactive leadership role and engage directly with the new leader. This conversation allows for alignment of expectations and identification of any process or communication issues that can be resolved collaboratively. This approach is consistent with stakeholder engagement best practices.

Option A postpones corrective action and risks further delays.

Option B escalates prematurely, which may harm collaboration.

Option C is a planning tactic, but not a resolution to the current delay.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder Engagement and Team Performance Domains

PMBOK® Guide – Sixth Edition, Section 13.3: Manage Stakeholder Engagement

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Question: 414

A large and complex project is comprised of multiple regions. The estimate to complete (ETC) work is assumed to be performed at the same cumulative cost performance index (CPI) as that incurred by the project to date. As of now, the earned value (EV) is 145 person/day, the planned value (PV) is 145 person/day, the actual cost (AC) is 170 person/day, and budget at completion (BAC) is 285 person/day.

What is the estimate at completion (EAC)?

A. 334 person/day

B. 285 person/day

C. 310 person/day

D. 315 person/day

Answer: A

Explanation:

When future performance is expected to continue at the same cost efficiency (CPI), the formula to calculate Estimate at Completion (EAC) is:

EAC = BAC / CPI

Step 1:

CPI = EV / AC = 145 / 170 ≈ 0.8529

Step 2:

EAC = 285 / 0.8529 ≈ 334 person/day

Thus, the correct estimate at completion is approximately 334 person/day.

Option B is the original BAC and does not reflect cost inefficiency.

Options C and D are incorrect based on the formula and data provided.

Reference:

PMBOK® Guide – Sixth Edition, Section 7.4: Control Costs

Earned Value Management Formula Sheet (PMI)

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Question: 415

A software delivery project is in the execution phase. The project team has identified a need for an additional server as the software requires more data storage space than planned for. Without the additional server, the project delivery cannot continue.

What should the project manager do?

A. Use the project budget and procure a new server before raising a change request.

B. Request that the requirement is funded with the business operational expenses.

C. Apply contingency reserves to procure a server that fits the requirement.

D. Raise a change request and obtain approval from the project owner.

Answer: D

Explanation:

When a requirement arises during project execution that affects scope, schedule, or budget, the project manager must follow formal change control procedures. Procuring a server that was not part of the original baseline constitutes a change. Therefore, the correct action is to raise a change request and obtain approval before proceeding.

Option A bypasses change control protocols, which may lead to governance or audit issues.

Option B shifts the cost improperly without formal agreement.

Option C assumes the change is covered under contingency without verification.

Reference:

PMBOK® Guide – Seventh Edition, Delivery Performance Domain

PMBOK® Guide – Sixth Edition, Section 4.6: Perform Integrated Change Control

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Question: 416

A project lead was recently elected to complete the execution of a legacy project for a water filtration plant due to the project director's reassignment. The project lead has been on five similar projects in the recent past. The client has challenged the completion status due to a lack of construction evidence. The client has also indicated their intention to apply performance-associated penalties that are detailed in the contract.

What should the project lead do?

A. Accept the client's observations and pay the penalties as per the project contract details.

B. Investigate the client's project reports and proceed to negotiate the levying of any penalties.

C. Inform the project director of the change and complete the project so as to not incur any penalties.

D. Request for the recall of the project director to investigate the situation and negotiate potential penalties.

Answer: B

Explanation:

The project lead must investigate the client's claims to assess the validity of the concerns and the associated penalties. Engaging in fact-finding and documentation review is the first step. If there’s a dispute, negotiation should follow. This approach aligns with the PMBOK® Guide’s guidance on issue management and stakeholder engagement.

Option A is premature and accepts liability without due diligence.

Option C bypasses the client’s concern.

Option D deflects the responsibility and delays resolution.

Reference:

PMBOK® Guide – Seventh Edition, Stakeholder and Delivery Performance Domains

PMBOK® Guide – Sixth Edition, Section 13.3: Manage Stakeholder Engagement

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Question: 417

A project manager with global teams is managing a project that is progressing as expected. However, recently the project manager has learned of some team members missing the daily meetings. After investigating the issue, the project manager realizes different time zones is the main cause of the issue.

What should the project manager do next?

A. Schedule a team-building workshop involving all teams to support better communication.

B. Schedule a meeting and ask all teams to sort the issues and move ahead with full participation.

C. Ask everyone to only invite team members in different parts of the world as necessary.

D. Share the time-overlap schedule with the team to make meeting scheduling convenient.

Answer: D

Explanation:

When working with global teams, effective coordination across time zones is critical. Creating and sharing a time-overlap schedule ensures meetings are scheduled when most team members can participate. This respects geographic constraints and improves attendance and collaboration.

Option A is helpful for relationship building but not a direct solution to time zone conflict.

Option B lacks a clear action plan.

Option C discourages inclusion and may hinder transparency.

Reference:

PMBOK® Guide – Seventh Edition, Team and Communication Performance Domains

Agile Practice Guide, Chapter 4: "Working with Distributed Teams"

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Question: 418

A project manager leads a regulatory initiative with tight, non-negotiable timelines. During a status meeting, a key stakeholder asks if a critical milestone associated with the reporting functionality can be moved up by 4 weeks.

What should the project manager do first?

A. Gather additional information and ask the team to perform a root cause analysis.

B. Update the master schedule to reflect the reprioritized deliverables.

C. Ask the team to work with the product owner to reprioritize the backlog.

D. Request additional information and discuss the feasibility options and impacts with the team.

Answer: D

Explanation:

Before taking any action, the project manager should gather more context and engage the team to assess feasibility. This includes evaluating schedule impacts, resource constraints, regulatory implications, and whether scope trade-offs are required. This approach aligns with the PMBOK® Guide’s recommendation to evaluate change impacts before making decisions.

Option A is misaligned; root cause analysis is more appropriate for problem resolution, not for scope acceleration.

Option B assumes approval and feasibility without review.

Option C applies to Agile backlog reprioritization but this is a regulatory milestone, likely not in a product backlog.

Reference:

PMBOK® Guide – Seventh Edition, Delivery and Planning Performance Domains

PMBOK® Guide – Sixth Edition, Section 4.6: Perform Integrated Change Control

Question: 419

A project manager was appointed to lead an already approved project. While reviewing the benefits management plan, the project manager finds out that the information about the forecasted value of the project may not be accurate.

What should the project manager do?

A. Meet with the project sponsor and key stakeholders to confirm that the information about the forecasted project value is accurate.

B. Ask the organization to cancel the project because the project manager is unable to confirm that the project will deliver the forecasted value.

C. Proceed with execution of the project whether the information about the forecasted value is right or not because the project is already approved.

D. Develop scope alternatives to achieve the forecasted project value in the event that project benefits information is inaccurate.

Answer: A

Explanation:

The project manager is responsible for ensuring that the project remains aligned with its expected benefits and strategic objectives. If the benefits management plan contains questionable or outdated forecasted values, the correct course of action is to confirm that information with the sponsor and key stakeholders. This ensures alignment before execution continues.

Option B is premature and drastic.

Option C disregards the risk of misalignment with business value.

Option D assumes changes before confirming whether the original forecast is incorrect.

Reference:

PMBOK® Guide – Seventh Edition, Value Delivery System and Measurement Principles

PMBOK® Guide – Sixth Edition, Section 1.2.6: Benefits Realization

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Question: 420

At the first retrospective meeting, a developer in a newly formed team points out that frequent delays in documenting the requirement solution are impacting the workflow. The developer wants to know why the analyst is not doing their job on time. Confronting the analyst causes a conflict that quickly escalates. The analyst is certain that the documentation process is not solely their function.

What should the project manager do to resolve the conflict and prevent future conflicts as the team matures?

A. Facilitate a conflict discussion and find a win-win situation for both parties so that they can continue to work together.

B. Allocate additional key resources and document who will be held accountable for the various aspects of the team's workflow.

C. Clarify the role ambiguity and define resource responsibilities with the team using a responsibility assignment matrix (RAM).

D. Set up a group discussion after each requirement is discussed to understand the dependencies that can impact workflow.

Answer: C

Explanation:

The root of this conflict is unclear roles and responsibilities. The best action is to eliminate ambiguity by using a Responsibility Assignment Matrix (RAM), such as a RACI chart, to clearly define who is responsible, accountable, consulted, and informed for each task. This reduces confusion and prevents similar conflicts.

Option A resolves the current issue temporarily but doesn’t prevent future misalignment.

Option B assumes staffing is the problem, which is unproven.

Option D helps but doesn’t formally clarify accountability.

Reference:

PMBOK® Guide – Sixth Edition, Section 9.1: Plan Resource Management

PMBOK® Guide – Seventh Edition, Team Performance Domain (Roles and Responsibilities)

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Question: 421

During a progress review meeting, the project sponsor requests a complete revamp of the product roadmap to meet the strategic objectives based on market conditions. This change will result in a completely new product.

What should the project manager do first?

A. Put the current project work on hold and revisit the scope based on the impacts.

B. Perform a root cause analysis to assess which deliverables can be reused by the team.

C. Discuss with the team and implement the revisions that were requested by the sponsor.

D. Update the business case and seek sponsor approval on the modified project scope.

Answer: D

Explanation:

Since the requested change implies a complete shift in direction and scope, the business case must be updated to reflect the new strategic goals. The business case justifies the project’s existence, and updating it ensures all stakeholders are aligned before initiating a new scope or restarting the project.

Option A is reactive and premature without business justification.

Option B is tactical and may follow later.

Option C bypasses critical governance and approval processes.

Reference:

PMBOK® Guide – Seventh Edition, Value Delivery and Governance Domains

PMBOK® Guide – Sixth Edition, Section 1.2.5: Business Case Review

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Question: 422

A project manager is facilitating an iteration retrospective. The iteration did not go well and the committed functionality was not delivered to users. The project involves a vendor team for the build and an internal quality assurance (QA) team. In the past, there were tensions between the vendor and the internal team.

What should the project manager do?

A. Hold separate retrospective meetings for both the vendor team and the internal team.

B. Schedule a preliminary meeting with the account manager from the vendor and the test manager.

C. Establish a clear agenda for the meeting and remind the vendor and internal teams that the scope is to improve the process.

D. Invite the procurement manager and a representative from the vendor to manage the current tense relationship.

Answer: C

Explanation:

To address prior tensions and focus the retrospective on constructive improvements, the project manager should set clear expectations for behavior and objectives. A well-structured agenda helps keep the discussion process-oriented and prevents blame. This approach aligns with Agile principles and effective facilitation practices.

Option A prevents open communication and collaboration.

Option B focuses only on leadership, not the whole team.

Option D introduces unnecessary escalation and shifts focus from improvement to contract management.

Reference:

Agile Practice Guide, Chapter 5: Retrospectives and Continuous Improvement

PMBOK® Guide – Seventh Edition, Team Performance Domain (Feedback and Facilitation)

Question: 423

A team member on an important company project mistakenly caused significant cost overruns. The sponsor informed the project manager and expects the project manager to take action within 1 week. This team member has always been an outstanding performer.

What should the project manager do first to address the sponsor's concerns?

A. Document the team member's mistake in the lessons learned.

B. Train the team member to improve their performance to avoid future mistakes.

C. Talk with the team member to identify the reason for the mistake.

D. Relocate the team member to another project due to the mistake.

Answer: C

Explanation:

The project manager should begin by talking with the team member to understand what led to the mistake. This aligns with PMI's emphasis on servant leadership, respect for individuals, and systems thinking. Gathering context before taking corrective action ensures fairness and allows root cause identification, which can support appropriate next steps like training, process improvement, or system-level changes.

Option A prematurely documents the issue without understanding it.

Option B may be appropriate later but assumes a skill gap before confirming the cause.

Option D is punitive and fails to explore the root cause or support a high-performing team member.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance Domain

PMI Code of Ethics and Professional Conduct (Respect and Fairness)

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Question: 424

A project manager is creating the quality management plan for deliverables with very precise requirements. The project manager is uncertain about how to create quality standards so the suppliers can show conformity when delivering the product.

Which two actions should the project manager take first? (Choose 2)

A. Review the conformity management plan to ensure the requirements are clearly defined.

B. Reference the quality management plans from old projects to determine if they apply to these deliverables.

C. Add a conformity team member to inspect each deliverable upon receipt from the supplier.

D. Evaluate industry standards of similar products to determine which apply to this project.

E. Ask the suppliers to create a statement of conformity when the product is delivered.

Answer: A,D

Explanation:

Before defining new quality standards, the project manager should first ensure that conformity requirements are clearly defined and that applicable industry standards are considered. Clear requirements and established benchmarks help ensure suppliers understand and comply with expectations. These are foundational steps in quality planning.

Option B (referencing old plans) may provide some insight but is secondary to defining requirements for the current project.

Option C (adding inspectors) is a control measure, not a planning action.

Option E (requesting supplier statements) occurs during execution, not planning.

Reference:

PMBOK® Guide – Seventh Edition, Quality Performance Domain

PMBOK® Guide – Sixth Edition, Sections 8.1 (Plan Quality Management)

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Question: 425

During a requirements review session with a customer, a team member gets upset when questioned by the customer and responds angrily.

What should the project manager do next?

A. Discuss with the whole team the root cause of this issue

B. Meet with the team member to reset expectations

C. Provide the team member with space to manage their emotions

D. Follow up with the whole team to find the best approach

Answer: B

Explanation:

The project manager should address the issue directly and promptly with the team member involved. One-on-one dialogue helps reset behavioral expectations and maintains professional conduct when dealing with customers. It also shows leadership and reinforces team norms.

Option A may be necessary later but may embarrass the individual if done publicly.

Option C may show empathy but avoids addressing the issue.

Option D is too broad and doesn’t directly resolve the immediate behavior.

Reference:

PMBOK® Guide – Seventh Edition, Team Performance and Stakeholder Engagement Domains

PMI Code of Ethics and Professional Conduct (Responsibility and Respect)

Question: 426

A project team is experiencing communication issues during project execution. The project manager realizes that the communications management plan needs to be reviewed.

Which are three fundamental actions the project manager should take? (Choose 3)

A. Decide on the frequency of communications.

B. Define key performance indicators (KPIs) to measure and report.

C. Determine the appropriate methods of communication.

D. Identify the level of detail needed by different stakeholders.

E. Obtain executive approval on the communications management plan.

Answer: A,C,D

Question: 427

An email arrives shortly after the beginning of a sprint. It is from a key project stakeholder who is unfamiliar with agile approaches and has a serious complaint about future work that has been scheduled. The stakeholder is insisting that a future work package be removed from the backlog entirely, claiming that it is unnecessary.

What should the project manager do?

A. Address the stakeholder's request at the daily standup and ask for the team's opinion.

B. Discuss the stakeholder's request at the next retrospective meeting.

C. Invite the stakeholder to the backlog refinement meeting to discuss their request.

D. Alter the backlog to accommodate the stakeholder's request.

Answer: C

Question: 428

After the first iteration, a scrum master notices that some of the team members are struggling with testing their developed product. What should the scrum master do next?

A. Log the issue and see if improvements show in the second iteration.

B. Log the issue and ask a senior member to coach these team members.

C. Hire new team members to implement the correct way of testing.

D. Check lessons learned and use the testing process from previous projects.

Answer: B

Question: 429

An experienced project manager is in a meeting with project key stakeholders when they are informed that a senior manager with extensive experience on similar projects will join the project steering committee. The project kick-off meeting is scheduled for the following week.

What should the project manager do next?

A. Have the kick-off meeting as scheduled and capture any new requirements raised in the meeting.

B. Have a one-on-one interview with the new senior manager before the kick-off meeting.

C. Ask the new senior manager to send any new requirements before the kick-off meeting.

D. Ask the project sponsor to hold the kick-off meeting after the new senior manager has onboarded.

Answer: B

Question: 430

In an organizational upper-level management meeting, the CEO shows interest in a project of which they were not previously aware. After the meeting, what should the project manager do to ensure the CEO's support?

A. Update the stakeholder engagement plan to include the CEO.

B. Meet with the CEO to review the current deliverables for the project.

C. Identify the CEO's preferred method of communication.

D. Send the updated project management plan and documents to the CEO.

Answer: A

Question: 431

A software development project is about to start. The product owner and project manager cannot agree on which programming language to use from the available two. The company lacks experienced developers in the product owner's preferred language; however, they are very skilled in the other language.

What should the project manager do?

A. Persuade the product owner to use the language preferred by the developers.

B. Coordinate programming language training for the developers.

C. Hire a vendor with the necessary skills to quickly fill the gap in resources.

D. Plan according to the requirement from the product owner.

Answer: A

Question: 432

A project manager with agile experience is part of an organization that is transitioning to agile. The project manager was assigned to the first agile project by the project management office (PMO). The PMO manager asked the project manager if an existing governance from a previous project would be suitable to use in the current agile project.

How should the project manager respond?

A. This framework is not appropriate for agile.

B. This is a learning experience for the agile team.

C. An agile approach is easily adaptable.

D. An agile approach is different.

Answer: C

Question: 433

During project execution, a key stakeholder approaches the project manager and questions the business value of the project. What should the project manager do?

A. Explain to the stakeholder that it is up to the project sponsor and the client to determine if the project still has the perceived business value.

B. Inform the stakeholder that the project will still proceed to completion because the project charter has already been approved.

C. Consult the remainder of the stakeholders and the sponsor to determine if they have the same concern.

D. Validate the business value with the stakeholder by ensuring each requirement is still aligned to the business and project objectives.

Answer: D

Question: 434

A project manager is asked to manage an agile project, allowing the company to comply with a new upcoming regulation. After the project kickoff, the scope is modified to have the project team work on specific tasks, while a global team will manage the program for several countries in parallel. The project management plan has not yet been shared, and the deadline to complete the project is fixed.

What should the project manager do to handle the scope change?

A. Define an initial backlog and start working on the clearest tasks, then incrementally refine the scope.

B. Create a risk entry in the risk management plan due to the lack of a global project management plan.

C. Review the organizational process assets (OPAs) from past projects with similar scope changes.

D. Formalize the change in the scope with the project sponsor to limit accountability for the specific tasks.

Answer: A

Question: 435

A project manager is leading the construction of a branch office building for a national bank. The project manager is informed that the regulatory authority has closed the bank.

In closing this project midway, which activities should the project manager execute first?

A. Perform contract, financial, and administrative tasks.

B. Finalize the in-progress administrative tasks.

C. Evaluate contract and administrative tasks.

D. Execute financial and administrative tasks.

Answer: C

Question: 436

A company is building a minimum viable product (MVP). How should the project manager help to ensure the company builds a high-quality product?

A. Ask the product manager to spend more time improving quality.

B. Determine the quality metrics for the product and recommend options for improvements.

C. Partner with a qualified third-party vendor to develop a product that meets the requirements.

D. Hire a quality engineering leader to drive the strategy.

Answer: B

Question: 437

A project was recently flagged as being noncompliant during an inspection. Several options were suggested on how to address the noncompliance, but each may have different impacts on the budget, schedule, and quality.

How should the project manager proceed?

A. Review the risk register.

B. Perform a cost-benefit analysis.

C. Determine the cost of change.

D. Conduct a root cause analysis (RCA).

Answer: B

Question: 438

A project team is not motivated and is producing the bare minimum. The team has no interest in keeping pace with the aggressive project schedule.

What should the project manager do first to get the team energized and performing efficiently?

A. Seek to understand the sentiments of each team member and then work with them to address their concerns.

B. Bring the team together on a phone call to explain the criticality of the project and the impact of schedule delays.

C. Contact the functional manager to request a replacement for team members who are not able to meet the schedule.

D. Begin holding daily meetings and ask each team member to share their status and demand that they remain on schedule.

Answer: A

Question: 439

A product owner has indicated there is strong customer interest in adding a new set of functionalities to a product. Using agile approaches, the project manager evaluates the new functionalities of the product.

What should the project manager do?

A. Negotiate with the product owner to determine which functionality should be pushed out of the scope of the project.

B. Discuss with the team how this change in scope impacts development at the next retrospective to determine next steps.

C. Negotiate with the product owner to determine what might be removed from the backlog that is of similar size.

D. Add the functionality to the product backlog for inclusion once a change request is created and approved.

Answer: C

Question: 440

A project manager has been assigned to a new project. The project sponsor has requested a detailed timeline, but the project includes some deliverables that are not yet clearly defined.

Which project management approach should the project manager advise using?

A. As the project includes elements that are not yet clearly defined, an agile approach is the best option.

B. As the project sponsor has requested a detailed timeline up front, an agile approach is the best option.

C. As the project appears to have both agile and predictive elements, a hybrid approach is the best option.

D. As the project includes elements that are not yet clearly defined, a predictive approach is the best option.

Answer: C

Question: 441

A supplier that the company has used for years has trouble accepting the new terms of an agile contract. They do not understand the terms in the contract and feel they should not have to sign it because they have had a long relationship with the company.

Which action should the project manager take?

A. Ask the team if they can do the work until there is an available supplier.

B. Train the supplier in agile approaches to help them understand the contract.

C. Issue a request for proposal (RFP) to find new suppliers with agile experience.

D. Change contract terms and conditions to avoid losing the supplier.

Answer: B

Question: 442

The key stakeholder of an agile project has low visibility of the project's progress. The stakeholder expresses a concern to the project manager about whether or not the scope is moving in the right direction.

What should the project manager do?

A. Determine alternative solutions to provide improved stakeholder visibility and engagement.

B. Invite the stakeholder to the demo session and request their feedback about which direction to follow.

C. Prioritize all of the requirements that are critical to the stakeholder in the next planning session.

D. Review the scope with the stakeholder, request their feedback, and create an action plan.

Answer: A

Question: 443

During a sprint retrospective, the project manager notices that one of the team members does not achieve the sprint objectives on a regular basis. This team member is an experienced resource.

How should the project manager properly address this situation?

A. Align the project goals with the team member.

B. Reassign the team member to another project.

C. Nominate the team member to receive agile training.

D. Allocate another resource to support the team member.

Answer: A

Question: 444

Following an investment decision-making meeting for a project, a change to the organizational structure takes place in a multinational company. Due to the organizational change, internal stakeholders are referring the project manager to various other personnel for approval of the project budget.

What should the project manager do to obtain approval of the project budget?

A. Provide the decision executive with all of the project details and request budget approval from the appropriate person.

B. Identify the right person with help from local management, present the project summary, and request budget approval.

C. Approach each of the referred individuals separately and request approval of the project budget from the appropriate person.

D. Obtain the latest organizational chart and send an email to the appropriate person requesting budget approval.

Answer: B

Question: 445

During a project iteration, half of the project team was reallocated to a new project. How should the project lead handle the situation?

A. Raise the risk of having the velocity impacted for the current iteration and discuss it with the product owner.

B. Raise the issue with the product owner to bring additional resources to the project team.

C. Raise the risk with the project stakeholders and wait until the velocity for the current iteration is calculated.

D. Raise the issue with the project stakeholders to analyze the project impact and take the proper actions.

Answer: A

Question: 446

A project manager assembled a team of 10 developers. Because the organization did not have a development team for this project, contractors were hired. In the kick-off meeting, one of the developers recommended the use of development standards. The project manager's previous team in another organization had good development guidelines.

What should the project manager do?

A. Recommend that the team use industry-accepted guidelines.

B. Contact the chief information officer (CIO) and request the enterprise development guidelines.

C. Contact the previous team and ask for a copy of their guidelines.

D. Recommend that the team develop their own guidelines.

Answer: D

Question: 447

During a sprint, the product owner requested a change in the features to be delivered in the same sprint. According to the product owner, the request from the customer is due to regulatory reasons and they have a deadline to meet.

What should the project manager do?

A. Perform the change only if it has a higher or equivalent priority of the current remaining features.

B. Submit the feature changes to the change control board (CCB) so they can evaluate and approve.

C. Follow the plan by delivering the features and handle the change later in the project.

D. Discuss with the stakeholders about the possibility of accommodating the feature changes.

Answer: D

Question: 448

A virtual project team is working on a multinational project with a risk management strategy. An unexpected situation occurs in one of the project countries, creating the possibility that project operations will shut down for at least two months.

What should the project manager do to address this risk?

A. Relocate the project to another country that is not shutting down.

B. Evaluate the possibility of having another country complete the task.

C. Identify additional team members who are able to complete the task.

D. Determine if the project has built-in slack to remain on schedule.

Answer: B

Question: 449

During a planning session, the development team and the product owner are arguing about the effort needed to deliver a specific feature in a software development project. The product owner says that the feature can be developed in one week, whereas the team estimates that it will take at least two weeks. After several hours of discussion, they have not reached an agreement.

What should the project lead do?

A. Communicate to the stakeholders that the project has to be delayed for two weeks.

B. Ask the project team to accept the shorter estimate as it is important to keep a good relationship with the product owner.

C. Decide what should be the time estimate and proceed with the planning meeting.

D. Educate the product owner that the project team members are the most appropriate group for assessing the effort.

Answer: D

Question: 450

A project is approaching the closing phase. While preparing for the final steps, the quality system is updated in accordance with new international quality standards, resulting in new deliverable/approval procedures.

Which action should the project manager take?

A. Apply the new list of approval procedures.

B. Escalate the issue to the project sponsor.

C. Ask the project team if the scope can be changed.

D. Inform the customer that the project will be late.

Answer: A

Question: 451

The velocity of the team is decreasing at every iteration. The project team members are complaining that the user stories are being rejected by the quality assurance team.

Which three actions should the project manager take? (Choose three)

A. Conduct a root cause analysis (RCA) and identify a solution.

B. Elaborate on the plan to implement a solution and execute it.

C. Increase the working time to recover the lost time.

D. Negotiate with the teams involved to manage team dependencies.

E. Evaluate the effectiveness of the proposed solution.

Answer: A,B,E

Question: 452

Early on during a sprint in an agile project, the project team begins deliberating two different approaches to implement a feature. The project manager is concerned that the team is spending too much time discussing this feature, because the team needs to cover other features in the sprint as well.

How should the project manager approach the situation?

A. Intervene in the deliberation process and weigh in on which approach would be better to use.

B. Deliberate with the team moving the item to the product backlog and taking up the next item in the list.

C. Stop the deliberation process and ask the team to take a vote using the nominal group technique.

D. Allow the team to continue deliberating until the team reaches a consensus on the desired approach.

Answer: B

Question: 453

A scrum master noticed that one of the team members is afraid to ask questions, does not like to collaborate with other team members, and avoids taking responsibility for their actions. What is the likely reason that would cause a team member to behave that way?

A. Lack of technical skills

B. Fear of conflict

C. Lack of experience

D. Company culture

Answer: B

Question: 454

An organization is undergoing an agile transformation and migrating most of its projects from a predictive approach. The CFO expressed a concern that predictability on both costs and scope will be lost with the new agile approach.

What should the project manager do?

A. Provide mentoring to the CFO, who is a key stakeholder in the project, and clarify the benefits of an agile approach.

B. Ask the CEO to intervene by asking for support from the executive board to accelerate the company's transformation.

C. Apply influence with other key stakeholders on the board to mitigate any risks that may be generated by the CFO's position on the matter.

D. Submit a report to all key stakeholders on the cost-benefit analysis of the new approach and detail how the company will save money.

Answer: A

Question: 455

A company is going through a large cost-cutting initiative. Senior management requests a report on the work remaining for outstanding projects.

Which tool should the project manager use for this purpose?

A. Cumulative flow diagram

B. Earned value (EV)

C. Burndown chart

D. Forecast estimation

Answer: C

Question: 456

A project is continuously overlapping phases. Due to a recent human error, the team, which is made up of senior members, is experiencing distrust issues from other departments and lacking initiative. This is impacting overall performance and putting the project objectives at risk.

What should the project manager do when executing the next sprint?

A. Coach those responsible for the error so that the whole team understands they are not responsible for it.

B. Explain high-level objectives and ask team members to self-organize around their tasks to meet the objectives.

C. Request offsite team-building activities and deploy incentive plans around their tasks.

D. Identify the poor performers and ask their functional managers to assign them a mentor.

Answer: B

Question: 457

A project is nearing the completion of a sprint when the product owner announces that a local regulator has banned part of the deliverable. What should the project manager do?

A. Add more items to the sprint backlog that will add value.

B. Complete the sprint and seek a waiver from the regulator.

C. Complete the sprint, but do not release the deliverable.

D. Perform a sprint risk assessment and analyze challenges.

Answer: D

Question: 458

A company has decided to create a new product to prepare itself for the changing economy. The technology required for the new product is not well understood yet, and the requirements are still being debated.

Which approach should the project manager advise for this project?

A. Lean

B. Predictive

C. Agile

D. Hybrid

Answer: C

Question: 459

A sales director is upset that progress has been slow on the delivery of critical features to the customer. After consulting with the team, the project manager learns that a subject matter expert (SME) on the customer side is not cooperative in providing the input needed to complete the definition of ready (DoR).

What should the project manager do to avoid the same problem in future projects?

A. Review the responsibility matrix at the customer kick-off meeting.

B. Rely on internal SMEs for expert input on implementing the user stories.

C. Include a contractual penalty for delays created by the customer.

D. Require customer SMEs to attend at least half of the daily meetings.

Answer: D

Question: 460

A team member has escalated an issue to the project manager, stating that they have done their part of the job. Their concern is that there is still no response from the other party in the service level agreement (SLA). The team member is eager to find a resolution for the reported issue.

What should the project manager advise the team member to do to ensure that the project escalation mechanism is effective?

A. Involve all of the stakeholders in the escalation by setting up a conference call.

B. Escalate to the other party's management and inform the steering committee.

C. Reach out to peer managers for similar escalation situations and follow past experiences.

D. Review the established project escalation process and take the appropriate action.

Answer: D

Question: 461

An ongoing project with company A is impacted by the recent acquisition of company B. This could affect the current suppliers for the ongoing project.

What should the project manager do next?

A. Retain company A's supplier based on the long-term relationship with them.

B. Consolidate the list of suppliers for companies A and B.

C. Engage the suppliers of company B to validate the current list of suppliers.

D. Evaluate the project suppliers of company B for future use.

Answer: C

Question: 462

A project manager is working in a regulated industry. The minimum viable product (MVP) for the launch has been defined. The project manager learns that the regulatory body requires a prototype for inspection before the product can be launched; however, the prototype is not part of the MVP definition.

What should the project manager do next?

A. Speak with the product manager to prioritize the compliance-related activities high enough in the backlog to submit a prototype to the regulatory body.

B. Identify the missing requirements, prioritize the missing compliance work directly into the backlog, and assign the work to the team.

C. Reschedule the launch of the product until the team can produce a prototype for inspection as required by the compliance team.

D. Create an MVP that contains the scope for the prototype and that will be prioritized with the compliance team.

Answer: A

Question: 463

A multinational company is embarking on an ambitious organizational change project. The objectives of the project include the complete transformation of the organization's structure, role catalog, and global locations in which supporting services are to be delivered.

What should the project manager advise as an essential component of the project?

A. A communications management plan and a change management plan to convey the need for change and support the organization.

B. A panel of subject matter experts (SMEs) that can be consulted for their opinions on how to implement the change project.

C. A project risk management plan to evaluate and mitigate the risks of change on the performing organization.

D. A project stakeholder map to assist in understanding which senior executives need to be consulted on the communications management plan.

Answer: A

Question: 464

A project team working on a big data project has concluded the make-or-buy decision on a particular feature, which will drive an increase in product adoption. The team decided to buy commercial software.

What should the project manager do next?

A. Request a purchase order.

B. Inform the project sponsor.

C. Update the risk register.

D. Finalize change control.

Answer: C

Question: 465

A project manager is confused when the operational results from previous iteration solutions have not been acceptable to the client. Team members have already delivered all previous solutions, which were accepted by the client as complete.

What should the project manager do?

A. Recommend a change in the project methodology or the approach.

B. Develop and execute a stakeholder engagement strategy.

C. Determine the criteria and measuring systems for objective success.

D. Allocate more time for mentoring project team members.

Answer: C

Question: 466

A project manager is working on a global project and realizes that one team member is not performing as expected. The project manager meets with the team member to find out what is causing this low performance. The project manager discovers the team member is experiencing conflict and feels uncomfortable with the team. The team member then asks to be moved to another project.

What should the project manager do?

A. Request human resources (HR) to help.

B. Move the team member to another project.

C. Confront the issue with the rest of the team directly.

D. Ask other team members to be more welcoming.

Answer: A

Question: 467

A project team has experienced deliverable delays in the last few iterations. During the retrospective, the team realizes that the quality issues identified are because the quality process is outdated.

Who should the project manager ask to update the process?

A. Project team

B. Project management office (PMO)

C. Quality lead

D. Product owner

Answer: C

Question: 468

An IT team has reached out to the project manager for guidance on which communication method to use when system downtime will impact the resources working on the project.

Which two communication methods should the project manager recommend? (Choose 2)

A. Communicate via email to the project's email distribution group.

B. Communicate via instant messaging.

C. Communicate via the project team's document management site.

D. Communicate in the IT risk forum.

E. Communicate verbally to the key project stakeholders.

Answer: A,E

Question: 469

A project manager is assigned to a research project. The project team has been selected and has worked together on other projects. Based on the project documentation, team members seem to be working at their own pace and have had little interaction with the project manager.

What should the project manager do to have a high-performing team?

A. Set up regular project status meetings and invite all team members.

B. Encourage the team to define the ground rules for performance.

C. Set up individual calls to follow up on each team member's progress.

D. Invite team members to an informal meeting to get to know one another.

Answer: B

Question: 470

A project manager is managing a project in a fast-paced environment. The project manager needs to empower the team to collaborate toward an expected outcome and enable high-team performance. The CEO has suggested that the project manager apply a servant leadership style.

What should the project manager do to demonstrate the capabilities of a servant leader?

A. Encourage all team members to develop the perfect plan to achieve the desired results.

B. Create an environment where all team members compete to achieve the desired results.

C. Assess the business case and define the project priorities to motivate all team members.

D. Define the project's objectives and create an environment where all team members can succeed in achieving them.

Answer: D

Question: 471

A project manager is in the process of authoring the communications management plan for a new project. One of the project's stakeholders has a habit of posting work updates on social media, which may include confidential project status updates.

What should the project manager do?

A. Ensure that social media posts related to the project are removed.

B. Ensure that sensitive information is not included in stakeholder updates.

C. Review social media access and restrict it to ensure confidentiality.

D. Review the protocols and security measures to ensure confidentiality.

Answer: B

Question: 472

A project manager is managing a project that will engage resources from multiple countries in different time zones. What should the project manager do to ensure that team members are effective?

A. Schedule meetings every 2 days at the same time with all team members.

B. Organize a daily meeting for all team members and extend it, if required.

C. Schedule meetings every 2 days that align with team members' time zones.

D. Organize a standard meeting time to engage all of the team members.

Answer: C

Question: 473

A project is starting its first iteration out of eight. The team realizes that a key deliverable will depend on the acquisition of a new device.

What should the project manager do?

A. Assign a resource from the core team to handle the acquisition.

B. Register a risk and escalate it to the project sponsor.

C. Update the status report with information about this dependency.

D. Register a risk and monitor its exposure variation.

Answer: D

Question: 474

To ensure effective team communication and processes, a standard set of software including video conferencing is defined for a virtual scrum team. Several team members are reporting problems with their access and cannot adhere to team processes.

How should these issues be resolved?

A. Individual team members should discuss solutions to resolve the issues after the Scrum is concluded.

B. The scrum master should ensure the appropriate escalation to resolve the issues.

C. The product owner owns the open issues until they are resolved.

D. Individual team members need to submit service desk tickets to resolve the issues.

Answer: B

Question: 475

Presented with flowcharts of the organization's operations, stakeholders are unfamiliar with several recorded processes, and others note that some recorded processes were discontinued. The project sponsor notices that the chart is several years old and wants an updated version immediately.

What should the project manager do?

A. Assemble the entire project team to produce new flowcharts from current versions.

B. Assemble and create teams of experts and stakeholders to update flowcharts to reflect current conditions.

C. Raise a change request and ask the project sponsor to approve it so the flowcharts can be updated.

D. Work with a consultant and the project sponsor to produce new flowcharts.

Answer: B

Question: 476

A key project stakeholder recently joined the project and is questioning some of the previously made decisions. This starts to impact project execution.

What should the project manager do?

A. Reach out to the stakeholder via phone to explain that all decisions have been agreed upon with their predecessor.

B. Provide the stakeholder with a link to a file-sharing site where the supporting documents for decisions are filed.

C. Schedule a meeting with the stakeholder to provide an overview of the project, including the agreed-upon decisions.

D. Update the risk register with a new risk of potential project changes as a result of stakeholder misalignment.

Answer: C

Question: 477

A project is late due to a large number of scope changes. This was raised as a risk in the risk register during the initiation phase. The team is afraid that they will be blamed in case of failure and recommends that the project manager ask for an extension.

What should the project manager do first?

A. Ask the sponsor for their advice on the way forward.

B. Ask the team to document the impact of the risk in detail.

C. Refer to the risk register and follow the mitigation plan.

D. Refer to the change log and ensure that changes are documented.

Answer: C

Question: 478

The project sponsor wants to obtain quick feedback from end users for a product under development. The roadmap is extensive and will not be completed for quite some time.

What should the project manager do?

A. Advise the stakeholders that they will need to wait until development is completed in order to get actual end-user feedback.

B. Hire additional resources to accelerate the schedule and deliver the product faster in order to get actual end-user feedback.

C. Advise the stakeholders to share images of the finished product in order to obtain valuable feedback from end users.

D. Work with the stakeholders to determine the minimum requirements needed to get valuable end-user feedback and revise the project schedule.

Answer: D

Question: 479

A project manager notices during project meetings that some team members repeatedly threaten to resign when they do not agree with something. Which phase of conflict escalation is the project in?

A. Beginning

B. Resolution

C. Intensification

D. Final

Answer: C

Question: 480

A project sponsor indicates that the time frame for a project needs to be shortened. The project network diagram cannot be modified, but there are extra resources available in the company.

What action should the project manager take?

A. Crash the project schedule.

B. Conduct earned value management (EVM) analysis.

C. Fast track the project.

D. Perform Monte Carlo analysis.

Answer: A

Question: 481

A project manager has been assigned to a new project. The project manager read the business case, charter, and statement of work (SOW) and scheduled a discussion with the sponsor about the scope, goals, and objectives. The project manager requested a meeting with the sponsor and the business analyst who performed the business case before setting up a kickoff meeting.

Why did the project manager request the meeting?

A. To rewrite the business case to include additional objectives

B. To identify and investigate perceived and potential misunderstandings in the business case

C. To verify the feasibility of the solutions in the business case

D. To identify impediments, obstacles, and blockers for the team in the business case

Answer: B

Question: 482

In a hybrid project, the project manager has identified a few stakeholders. According to the stakeholder matrix, the head of development has a high rating of power/influence and a high likelihood of conflict.

Which action should the project manager avoid?

A. Escalating a conflict within the project

B. Creating a new communication channel

C. Giving special attention to this stakeholder

D. Dismissing the stakeholder's opinions

Answer: D

Question: 483

A project manager has an engineering team mostly comprised of new hires. The project manager has to carefully predict in which stage of the project they will need to spend most of their time to ensure the team is properly integrated and performing well.

In which stage of the project would the project manager need a greater effort to lead them?

A. Performing

B. Storming

C. Norming

D. Forming

Answer: D

Question: 484

The project team is conducting iteration planning and having difficulty evaluating a new technology that will be used in this iteration. What should the project lead do?

A. Hire an external subject matter expert (SME) to help with design and implementation.

B. Coach the team to determine a path forward to achieve an efficient solution.

C. Provide technical guidance on complexity assessment.

D. Guide the team with estimating the time required.

Answer: B

Question: 485

A project team wants to change a delivery approach for a project. Team members explain the need for a review of the information-sharing approach to ensure efficient information exchange during the project.

What should the project manager do?

A. Ask the project sponsor to decide on the best communication strategy.

B. Review the stakeholder engagement plan with the project team.

C. Ask the project sponsor to approve funding for a collaboration tool.

D. Review the communications management plan with the project team.

Answer: D

Question: 486

A project manager is working in a constantly changing business environment. In order to address this situation, the project manager has decided to use a collaborative leadership style.

Which landscape describes the project environment?

A. High accountability, little authority

B. Available resources, bad roadmaps

C. Good roadmaps, little accountability

D. Enough authority, insufficient resources

Answer: A

Question: 487

During the execution of a project, a project manager is informed that a team member is leaving the company. What should the project manager do next?

A. Wait for the next project status meeting to evaluate the impact of one less resource.

B. Ask the project sponsor to replace the resource immediately.

C. Record the situation in the issue log immediately and evaluate the impact of losing the resource.

D. Freeze the activities of the lost resource until they are replaced.

Answer: C

Question: 488

A project manager was recently assigned to work on a hybrid project. After being a part of the project team for a couple of months, the project manager realizes that parts of this project depend on other organizational projects. These dependencies have not been identified.

What should the project manager do first?

A. Brainstorm with the team and stakeholders to identify the risks.

B. Review the risk register and update it if necessary.

C. Host a retrospective session with the agile team.

D. Ignore the concerns for now and review them in 3 months.

Answer: A

Question: 489

An experienced project manager has been assigned to a hybrid project that requires an extensive amount of information to be updated. Which tool should the project manager use along with the team?

A. Pareto chart

B. Kanban board

C. SharePoint

D. Excel files

Answer: B

Question: 490

An investment company is interested in unifying direction and control criteria in one of its principal projects. The project manager was advised to enforce the main framework of this initiative.

What should the project manager do first?

A. Document the direction and control framework into the project charter.

B. Develop an engagement plan to achieve consensus.

C. Identify and interview all of the relevant stakeholders.

D. Get direction and control framework requirements from stakeholders.

Answer: D

Question: 491

A product owner is complaining about the team's performance. The developers are highly skilled, and most of the issues were caused by dependencies. The developers provide a formal status report every day, but it is clear that the other team members are not satisfied with this.

What should the project lead do?

A. Ask the developers to use peer programming.

B. Build a task board on a large wall using sticky notes.

C. Build a detailed schedule and describe each task in detail.

D. Ask the product owner to reprioritize the backlog.

Answer: B

Question: 492

A work package to configure new computer hardware is received, and a list of related project activities have also been identified. What should the project manager do?

A. Define the project management plan.

B. Estimate the resources needed for the activities.

C. Consult subject matter experts (SMEs) to review the schedule.

D. Estimate the cost of each activity.

Answer: B

Question: 493

A project team consisting of 13 people was set up three months ago. As part of the transition to agile, a scrum master was assigned to the project. The scrum master wants to know the status of the team's development stage. The project manager believes that the team has passed the "storming" stage.

Which indicators should be used to determine the team's development stage?

A. Scrum ceremonies are held per the Scrum guide.

B. Team members share information and experiences.

C. Formal training courses have been completed by team members.

D. Project deliverables are formally approved.

Answer: B

Question: 494

A project is starting its first iteration out of six. During one of the daily meetings, the project manager realized that one of the team members does not have experience working in agile environments.

What should the project manager do?

A. Give the team member some time to learn agile practices.

B. Assign an agile mentor and follow the training process.

C. Ask to increase the capacity of the team to finish on time.

D. Ask the sponsor for additional budget for training.

Answer: B

Question: 495

A new project manager has been assigned to an ongoing project because of the promotion of their predecessor. The new project manager needs to understand the levels of decision-making authority on the team.

Which document should the incoming project manager review?

A. Resource management plan

B. Communications management plan

C. Information management plan

D. Stakeholder engagement plan

Answer: A

Question: 496

Due to an anticipated expansion, a company procured new technology. The project team responsible for using this technology does not have experience with it.

What should the project manager do?

A. Assess the benefit of using new technology versus old technology.

B. Hire project resources with experience using the new technology.

C. Propose training for the project team in batches on the new technology.

D. Request incentives for the team to use the new technology.

Answer: C

Question: 497

A project lead with a strong technical background oversees a project using agile delivery. The product owner asked the project lead to assist with ensuring the benefits of functionality that are built in the sprint are tracked.

What should the project lead advise?

A. During the sprint review, ensure that the completed items deliver business benefits.

B. Present in detail the business benefits delivered in the sprint during the sprint retrospective.

C. During the daily standup, ensure that each item meets the definition of done (DoD) before accepting it.

D. Review in detail the criteria for the definition of done (DoD) for each item during the sprint planning.

Answer: A

Question: 498

A newly hired project team lead was assigned a project using a hybrid delivery approach. As the project onboards a lot of new team members, the lead feels overwhelmed with the effort of explaining the project delivery process to each new team member.

What should the project lead do?

A. Use Pareto techniques to identify the knowledge required by the majority of the team.

B. Recommend putting the project temporarily on hold and focus on onboarding and training.

C. Develop a training curriculum and schedule training delivery throughout the project.

D. Document the processes and organize a week-long, off-site meeting with the project team.

Answer: C

Question: 499

A project steering committee meeting was arranged to approve a milestone of a project within two weeks. The project manager is informed that a new project executive will take over the project.

What should the project manager do first?

A. Assess the risks with the team members.

B. Submit a change request to the change control board (CCB).

C. Evaluate the project impact and seek additional funding if necessary.

D. Brief the new stakeholders on the current project status.

Answer: D

Question: 500

Two project team members are having difficulty communicating updates and issues. One team member prefers telephone calls for any kind of urgency, whereas the other team member prefers email communication. This difference results in a lack of understanding between the team members and sometimes hinders timely communication.

What should the project manager do?

A. Ask the team members to resolve this issue themselves.

B. Provide these team members with feedback that this issue is causing a delay.

C. Ask the team members to follow the ground rules in the project management plan.

D. Provide guidance to the team members to resolve the conflicts.

Answer: C

Question: 501

A project team member contacts the project manager to say they are not familiar with the regulations to complete some activities. What should the project manager do?

A. Ask the team member to contact the learning and development team for additional help.

B. Share the required documents with the team member.

C. Arrange a required training session for the team member.

D. Raise this issue in the next team meeting and ask the rest of the team to clarify.

Answer: C

Question: 502

A project manager is leading a team and wants each team member to produce their deliverables and be held accountable for the work product. What should the project manager do first?

A. Engage with each project team member to explain the individual consequences of late delivery.

B. Establish a daily standup meeting where each project team member reports their progress.

C. Create a plan of action and milestones (POAM) to detail the deliverables for each project team member.

D. Empower each project team member with ownership of a particular aspect of the project.

Answer: D

Question: 503

During a project's stakeholder identification stage, team members are struggling to identify the level of influence for two stakeholders. One is considered important, while the second is not quite as important as the first one. For this project, stakeholder engagement is a critical activity.

What should the project manager do?

A. Move forward due to time constraints.

B. Call a meeting with the project team to decide.

C. Consider both of them to be important stakeholders.

D. Conduct an evaluation on both stakeholders.

Answer: D

Question: 504

Two experienced team members in a hybrid project are having a conflict about a technical solution. The project manager has already spoken individually to the two team members without successfully resolving the conflict.

What should the project manager do next?

A. Discuss the topic with the team members in a team meeting.

B. Replace the two team members with other resources.

C. Contact the functional managers of each team member.

D. Schedule a meeting with both team members.

Answer: D

Question: 505

A project manager notices that the project team is encountering product issues while coding client-specific developments. The project manager foresees delays to the project's timeline because of these product issues.

Which methods should the project manager use to communicate project delays and other difficult messages to stakeholders?

A. Oral feedback, project meetings, and reporting

B. Project meetings and reporting

C. Project meetings and oral feedback

D. Written feedback, project meetings, and reporting

Answer: D

Question: 506

During project planning activities, a project manager identifies potential delays in obtaining resources required for a project. This will significantly impact the construction timeline.

What should the project manager do?

A. Review and update the project management plan to accommodate the delays.

B. Speak with the project sponsors about changing the project management plan.

C. Create a change request to increase the cost of resources.

D. Delay the project until additional resources can be identified.

Answer: A

Question: 507

A project manager is leading the development and delivery of a strategic product that must be delivered on time. The project is facing technical issues that could significantly impact the budget and ability to deliver some of the product features.

What should the project manager do first to resolve the issue?

A. Record the situation in the risk register and communicate it to stakeholders.

B. Assess the impact of the feature on the project and ask for a contingency.

C. Schedule a meeting with the team and management to discuss options.

D. Develop a quality management plan to clearly identify how features should be classified.

Answer: B

Question: 508

A newly assigned team member immediately begins questioning operating procedures. This new team member wants the team to follow operating procedures that the team member had used previously. During assignments, the new team member begins using some of those processes and procedures and suggests these practices to other team members.

What action should the project manager take?

A. Organize a training for the new team member on the processes the team is currently using.

B. Speak with the new team member at the retrospective and discuss potential improvements.

C. Formalize the new processes and implement the team member's proposed changes.

D. Hold a team meeting on governance, operating policies, procedures, and practices.

Answer: D

Question: 509

A project team is struggling to meet the project deadline due to a recurring conflict between two team members. What should the project manager do?

A. Hold the team collectively responsible for their actions.

B. Explore the possibility of reshuffling the team.

C. Introduce training sessions to improve the team's performance.

D. Schedule team-building activities as required.

Answer: D

Question: 510

Due to scope changes, some of the risks identified during the initiation phase have materialized into issues. What should the project manager do next?

A. Submit a request to access contingency reserves and accept the changes.

B. Submit a change request for additional resources and accept the changes.

C. Ask the project sponsor to reject high-risk scope changes.

D. Closely monitor scope changes and implement corrective actions.

Answer: A

Question: 511

An important project to build a new airport was suddenly stopped because of complaints from residents in the surrounding communities. The residents stated they were not consulted and that the project would cause ecological and pollution damage.

What should the project manager have done first to avoid this situation?

A. Identified the stakeholders and their expectations

B. Presented the project to the community

C. Added this situation to the risk register

D. Added these requests to the project scope statement

Answer: A

Question: 512

A project manager is planning the fifth sprint of a project when the sponsor requests a report on the business value gained to date. What should the project manager show to the sponsor?

A. The cumulative flow diagram

B. The data of the metrics defined to track benefits

C. The metrics plan to track benefits

D. The fifth sprint retrospective report

Answer: B

Question: 513

A project has progressed significantly and is getting close to completion. The project manager observed that team members are no longer focused and have started arriving to work late.

What should the project manager do?

A. Hold motivation sessions to keep team member morale high.

B. Engage functional managers to secure roles for team members.

C. Penalize team members who arrive to work late.

D. Ask for replacement project team members.

Answer: A

Question: 514

Project stakeholders have provided a team with requirements that will take at least one year to complete. The project sponsor advised that they need to see some return on investment (ROI) soon.

What should the project manager do?

A. Request additional funding from the project sponsor to accelerate delivery.

B. Discuss reducing the requirements with the project sponsor in order to release the product earlier.

C. Prioritize the work into incremental features that can be delivered iteratively.

D. Acknowledge that the benefits cannot be realized any sooner due to the nature of the requirements.

Answer: A

Question: 515

During project execution, a project manager is leading the team to work on the project schedule. During a meeting, the team has difficulty understanding the complexity of a task and is unable to provide an estimate for the required resources.

What should the project manager do first to resolve this issue?

A. Register the issue as a risk in the risk register.

B. Report to the sponsor that there is a new challenge in the project.

C. Engage an external expert to provide the estimation.

D. Refer to the organization's lessons learned from past projects.

Answer: D

Question: 516

A project team used agile approaches to create a minimum viable product (MVP). Currently, the team is discussing the possible next steps.

What should be the next step?

A. Break down the user stories into the smallest size possible.

B. Ensure user stories provide the steps necessary for implementation.

C. Prioritize the work at the user-story level.

D. Use scope cards in conjunction with story points.

Answer: C

Question: 517

A project manager has been assigned a project team with members in two different locations. The project manager noticed that the productivity of a senior team member in the other location is much lower than the local junior team members.

What should the project manager do to address the issue?

A. Share a work performance report with the team member's supervisor.

B. Assign a mentor to work with the senior team member.

C. Speak with the senior team member to identify the difficulties.

D. Collect feedback from all team members about team performance.

Answer: C

Question: 518

Customers are concerned about the quality of an interim software system for a project. The quality control team has approved the software, but the customers are complaining that some functions do not comply with the requirements.

What should the project manager do to prevent this from happening again?

A. Review the risk impact of quality nonconformance.

B. Review the communications management plan.

C. Revise the quality management plan.

D. Revise the product acceptance specifications.

Answer: D

Question: 519

A global and complex project is in the execution phase. Recently, there were executive board changes, and the executive sponsor is transitioning to a new role. The outgoing sponsor asked the project manager to speed up project completion of the current phase to ensure successful onboarding of the new sponsor.

What should the project manager do?

A. Use the contingency budget to implement compression techniques to finish the current project phase early.

B. Review the stakeholder engagement plan and determine the best course of action to take.

C. Notify the outgoing sponsor that the project needs to be put on hold until the new sponsor is onboarded.

D. Submit a change request to the change control board (CCB) to modify the end date of the current phase.

Answer: B

Question: 520

A project is using a Scrum team from a new vendor to deliver a component. Engaging a new vendor was identified as a delivery risk that, if eventuated, must be escalated to the board. The project manager and product owner work well with the Scrum team, but the vendor misses the first release by a couple of weeks.

What should the project manager do?

A. Escalate the issue to the board with opportunities to recover the delay as soon as possible.

B. Work with the product owner and the Scrum team to add 2 weeks to the release schedule.

C. Work with the product owner and the Scrum team to recover the delay before the last release.

D. Escalate the issue to the board and plan for the engagement to be terminated.

Answer: A

Question: 521

A project sponsor is replaced during a hybrid project closure. The new project sponsor wants to change all of the project documentation to reflect a fully predictive approach.

What should the project manager do next?

A. Review the key existing project documents with the new project sponsor.

B. Ask the team to estimate the time it will take to update the documentation.

C. Address the issue during the lessons learned session of the closing phase.

D. Set up a meeting with the new project sponsor to understand their concerns.

Answer: D

Question: 522

A project team is using an iterative and incremental delivery approach. The sprint's duration is 1 month with a production release every 3 months. In the last sprint review, the users communicated that they want the functionality presented and deployed in 5 weeks. The project lead is working on the next release plan.

When should the project lead have their team deploy the functionality?

A. In 1 month

B. In 5 weeks

C. In 12 weeks

D. In 2 months

Answer: B

Question: 523

The project team completed a demonstration of the main deliverable of the project. Although the project sponsor is happy with the outcome and is ready to sign the release to production, one of the business unit managers who attended the demo believes that the deliverable is not complete.

Which document should the project manager use to resolve this situation?

A. Requirements traceability matrix

B. Risk management plan

C. Project scope statement

D. Requirements management plan

Answer: A

Question: 524

An agile project has completed several iterations. The project manager has been asked to participate in a meeting with the executive functional manager, who is a company leader and the product owner's supervisor. The executive functional manager wants to know about the project deliverables.

What should the project manager focus on for the required meeting?

A. Demonstrating the actual working product

B. Analyzing the project performance of the sprints

C. Reviewing the team's performance metrics

D. Reviewing the burndown chart and backlog

Answer: A

Question: 525

A project team has not been meeting its deliverables because they are not receiving adequate resources to do their job. What should the project manager do for the team to meet the upcoming deliverables?

A. Ask the team to adapt based on their current resources.

B. Plan a meeting with the stakeholders to get more resources.

C. Replan the upcoming deliverables based on the available tools.

D. Ask the project sponsor to provide the needed resources.

Answer: D

Question: 526

A project leader is preparing to facilitate a sprint retrospective. The sales manager sends the project leader an email asking how a feature planned for the next shipment is being implemented.

What should the project leader do next?

A. Organize a meeting between the product owner and the sales manager.

B. Invite the sales manager to the next sprint review.

C. Organize a demo for the sales manager with the development team.

D. Invite the sales manager to the sprint retrospective.

Answer: B

Question: 527

A functional team member often becomes disruptive during status meetings and attempts to derail progress with the key stakeholders. This team member often discusses why the project will not be successful.

What should the project manager do?

A. Investigate alternatives for team member needs.

B. Evaluate the engagement needs for stakeholders.

C. Identify the root cause of the team member's misunderstanding.

D. Build trust and influence stakeholders.

Answer: C

Question: 528

A project manager is leading a project with a team that is comprised of both experienced and inexperienced team members. What should the project manager do to ensure an effective project team?

A. Ask the least experienced team members to work as assistants to the more experienced team members so they can gain some project experience.

B. Ask the project sponsor to replace the least experienced team members with more experienced ones.

C. Identify how the team members with no experience can contribute according to their capabilities and provide training if needed.

D. Assign critical project tasks to the most experienced team members as they are the only ones with the knowledge.

Answer: C

Question: 529

During user acceptance testing (UAT), a manager declined a core application functionality that was originally requested by a subject matter expert (SME). Due to the manager's influence, the project team is concerned about the overall impact to the project.

What should the project manager have done?

A. Obtained a list of the critical stakeholders from the project sponsor

B. Consulted with the project sponsor on stakeholder roles and responsibilities

C. Identified and consulted stakeholders during requirements gathering

D. Requested stakeholders to participate in project initiation and planning phases

Answer: B

Question: 530

A project manager who has been working on an ongoing volatile project is retiring. A new project manager is collaborating with the retiring project manager to ensure a smooth transition.

What should the new project manager first discuss, review, and clarify during the transition meetings?

A. Resource management plan

B. Change management plan

C. Lessons learned log

D. Risk register

Answer: D

Question: 531

A project manager is leading a complicated project that requires integrating several components from different suppliers. During execution, the project team indicates that some components are not being delivered to the site on time, affecting the project schedule.

What should the project manager do to address this concern?

A. Register the issue as a risk with the project team members.

B. Review the project schedule with project team members and the suppliers.

C. Advise the procurement department to develop a new supplier strategy.

D. Use the procurement and risk management plans to manage this issue.

Answer: D

Question: 532

A company is working on the prototype of a new contract document that includes visual elements. The product owner shared the project sponsor's feedback about the elements to be included, but the project team pushed back. However, when the project sponsor spoke with the team, they confirmed that all of the changes are possible.

How should the project manager mitigate this situation?

A. Execute a retrospective meeting to solve the misalignment.

B. Review the actions listed in the risk management plan.

C. Review and update the organizational process assets (OPAs).

D. Submit a change request to replace the product owner.

Answer: A

Question: 533

During a project planning meeting, a product manager and team are finalizing the project deliverables and notice that a key feature has a dependency from another team. A team member suggests removing the feature from the scope.

What should the project manager do?

A. Advise the team not to reduce the scope of the feature because the product manager originally included that requirement.

B. Discuss the issue with the team so the product manager can understand the trade-offs.

C. Suggest the team and product manager go with the faster approach, reducing the scope.

D. Prepare a presentation for the project sponsor with the team that includes both solutions and seek the sponsor's guidance.

Answer: B

Question: 534

A project manager notices that an extroverted project team member appears to be increasingly controlling the direction of the entire team. The other team members are not complaining but seem to be more passive.

What should the project manager do?

A. Meet with each team member to better understand the situation.

B. Meet with the extroverted team member and ask them to be more sensitive to others.

C. Address the situation in a team meeting and ask everyone to be more active.

D. Observe the team dynamics closely and step in if a team member complains.

Answer: A

Question: 535

A project manager is trying to define a project time line despite having incomplete and ambiguous information on requirements and regulations. What should the project

manager do to finish planning?

A. Review project documents to identify and eliminate uncertainties and inconsistencies.

B. Execute a root cause analysis to discover the underlying factors that might lead to risks and issues.

C. Perform an assumption and constraint analysis to provide more opportunities and remove limiting factors.

D. Conduct a strengths, weaknesses, opportunities, and threats (SWOT) analysis.

Answer: A

Question: 536

During a discovery phase, a project manager coordinated a brainstorming event to determine the best strategy to meet the product release date. After the project overview,

the subject matter expert (SME) remained quiet during the call.

What should the project manager do next?

A. Cancel the meeting if team members do not have the skills to suggest a strategy.

B. Pose direct questions to the participants based on their area of expertise to start engaging them in the conversation.

C. Review the roles and responsibilities during the call to determine who is accountable for the strategy.

D. Create a strategy based on the project manager's experience and get approval during the call.

Answer: B

Question: 537

A project lead is managing an agile project. The project activities, which have been placed in a backlog, still need to be refined and prioritized.

What should the project lead use for backlog refinement considering the sprints are 2 weeks long?

A. Sixty minutes every sprint going through stories with higher story points.

B. Ninety minutes every three sprints going through stories that are higher priority.

C. Sixty minutes every sprint going through stories that are higher priority.

D. Ninety minutes every three sprints going through stories with higher story points.

Answer: C

Question: 538

A project schedule's risk level continues to increase during project execution because sprints are consistently delivering less than the intended results. The project manager becomes concerned that the deliverable will be delayed and cost more than the project sponsor intended.

What should the project manager do first?

A. Engage with the project team to understand the schedule risk problem and present a solution to the project sponsor.

B. Conduct a risk review meeting to gain a better understanding of the schedule, then document the results.

C. Schedule a meeting with the scrum master to explain that adding additional sprints is necessary to reduce risks.

D. Notify the project sponsor of the schedule risk and request support to increase the project budget.

Answer: B

Question: 539

A project manager was just assigned to an ongoing project. According to the project's status, all the increments produced passed the acceptance criteria. During the last meeting with the project sponsor, the prototype is far from the sponsor's original expectations.

What should the project manager do first?

A. Cancel the ongoing project and start a new one.

B. Invite the sponsor to the retrospective meeting so they can clarify expectations.

C. Add additional sprints to modify the deliverables with the new information.

D. Complete the project and start a new one for the updated scope.

Answer: C

Question: 540

Generative artificial intelligence (AI) now helps produce documents on most projects across an organization and is yielding great benefits. Despite this change, a project manager notices that very few members of their current team know the AI tools available within the company. Consequently, they do not know how to use them effectively.

What should the project manager do?

A. Identify more user-friendly generative AI applications in the industry and share with the team.

B. Engage with some experienced personnel in the company and request they mentor the rest of the team.

C. Document this issue as a lesson learned and hold a briefing at the end of the project.

D. Invite the project sponsor to brief the team on the importance of generative AI and how to optimize the available applications.

Answer: C

Question: 541

A product owner is continuously adding requirements to a project that will significantly impact project delivery. How should the project manager address this?

A. Reprioritize the work and add all new work to the product backlog.

B. Check with the project team about their availability to continue project work.

C. Consult with senior managers on how to address this to ensure the product owner's expectations are fully met.

D. Ask the product owner to reprioritize and consider the project done when the highest priorities are delivered.

Answer: D

Question: 542

A project manager is leading a software development team to upgrade a banking software. During a sprint review, the product owner suggested a small addition to the process that might necessitate a change to the sprint.

What should the project manager do?

A. Review the proposed change with the team and consult the project sponsor for approval.

B. Evaluate the product owner's proposed change alone and consult the project sponsor for approval.

C. Submit the proposed change to the change control board (CCB) to evaluate and approve.

D. Accept the product owner's suggested change and notify the project sponsor of the acceptance.

Answer: A

Question: 543

A project manager is working on a hybrid project and is responsible for ensuring the design, build, and delivery of the software is completed in an agile way. How should the project manager plan the iteration?

A. Use a work breakdown structure (WBS) with firm start and end dates for all phases to ensure nothing is missed.

B. Use a kanban board as an information radiator to manage work in progress (WIP) at the individual and organizational levels.

C. Use a minimum viable product (MVP) to test and discover which features to schedule when and what to fail early.

D. Use a product backlog of the functionalities and features required to provide the expected business benefit.

Answer: D

Question: 544

A project team is currently dispersed across multiple countries and time zones. Recent team feedback shows engagement levels are sub-optimal, and information flows are irregular and one-sided. There are also company travel restrictions in place, preventing physical colocation.

What improvements should the project manager implement to improve engagement?

A. Upgrade each project team member's internet connection to allow virtual video conferencing.

B. Confirm with the team which approach works best for exchanging information.

C. Schedule a regular cadence and duration for agile ceremonies and sprint planning.

D. Submit a change request to the project sponsor for a travel exemption for the team to meet on-site.

Answer: B

Question: 545

A project team has obtained additional team members from different time zones. As a result, there are full-day delays in the work being completed because there are questions from team members from opposite time zones.

What should the project lead do?

A. Meet each team member during their work hours to ensure all questions are answered in a timely manner.

B. Inform all team members that they are required to check for messages every few hours to ensure fast response times.

C. During daily check-ins, compile questions, coordinate with all team members, and agree to meet.

D. Escalate to the project sponsor and request to replace certain team members so the time zones are aligned.

Answer: C

Question: 546

During a contract renewal meeting, an organization's commercial team and the customer are disagreeing and negotiations are failing. What should the project manager do to reach an agreement that will satisfy all parties?

A. Reinforce the initial rules of the negotiations.

B. Engage a facilitator to support the negotiations.

C. Concentrate on meeting the customer's requests.

D. Set clear expectations among the participants.

Answer: B

Question: 547

A company is transitioning from using a predictive approach to using an agile framework on a project. The project sponsor is concerned about the level of uncertainty and how to determine the time and budget required to complete the scope.

What should the project manager do to address this situation?

A. Communicate to the key stakeholders that the project baseline could not be estimated due to the new framework being used.

B. Ask the project team to create a high-level budget baseline for the project and provide more detail only for the first project stages.

C. Review organizational process assets (OPAs) for similar projects to determine the schedule, costs, and resources required to execute them.

D. Refine the amount of work required for the project with the project team and perform a detailed project baseline accordingly.

Answer: B

Question: 548

An agile team member discovers an impediment that is preventing them from doing their work efficiently. At which of the meetings should they bring up this impediment for resolution?

A. Sprint review meeting

B. Retrospective meeting

C. Daily Scrum meeting

D. Sprint planning meeting

Answer: C

Question: 549

A project manager received several complaints from different project team members related to an unnecessary additional step the functional lead implemented as a preference. The project team members' work has been affected by this and they have missed a few deadlines.

What should the project manager do to address this concern?

A. Recommend the functional lead meet with the project team members to convince them to accept the change.

B. Document the additional step from the functional lead and adjust the timelines to accommodate the change.

C. Ask the functional lead to remove this additional step as it is not vital to the project.

D. Advise the team that the functional lead's preference should be taken into consideration.

Answer: C

Question: 550

A team is performing above expectations, and the sponsor wants to expand the project scope to benefit the organization. However, there are only a few team members with the needed leadership experience.

What should the project manager do?

A. Communicate the risks and propose hiring members with leadership experience before continuing with the request.

B. Decline the scope expansion until the team members get appropriate leadership opportunities within the project.

C. Implement the scope expansion and suggest the team members get a mentor due to their lack of leadership experience.

D. Recognize each team member for their contributions and recommend them to the leadership development program.

Answer: A

Question: 551

In an organization transitioning to agile, the project team is in the norming phase. Team members became uncomfortable when the project manager assigned reporting responsibilities to the newest team member. Team members began questioning the project manager's decision.

What should the project manager do?

A. Invite team members to volunteer for roles for which they feel qualified.

B. Revoke the delegated responsibilities to keep the team members harmonious.

C. Remind team members that administrative decisions are the project manager's duties.

D. Explain the rationale for delegating responsibilities to team members.

Answer: D

Question: 552

A project is impacting several business units with different expectations and priorities. The project manager leading this project is meeting every month with each of these groups individually. During these meetings, each group has expressed dissatisfaction with the project and uses every opportunity to replace other groups' priorities with their own.

What should the project manager do to address these challenges?

A. Establish consensus on project priorities by meeting with all the groups together.

B. Develop a project schedule that accommodates all requirements from all groups.

C. Escalate the priorities of all the groups to the project sponsor and ask them to facilitate the process.

D. Meet with each group separately to avoid confrontation and send meeting notes at the end of each meeting.

Answer: A

Question: 553

A project manager is leading a highly visible project with a critical time constraint. Frequent scope changes have been well-managed with change control, but there have been misunderstandings among project team members.

What should the project manager do?

A. Communicate to the team the need to organize common ground rules.

B. Organize training sessions and bonding activities for all team members.

C. Communicate changes regularly to ensure all team members are aligned.

D. Introduce new products and team support tools during project preparation.

Answer: C

Question: 554

A virtual product development team is working well together and is on schedule. One team member wants to take 1 week off to attend a training.

What should the project manager do?

A. Decline the team member's request as it might jeopardize the schedule.

B. Approve the team member's request as it will increase motivation.

C. Decline the team member's request since the goal is not individual team member advancement.

D. Approve the team member's request on condition they work additional hours when they return from training.

Answer: B

Question: 555

During execution of the third sprint in a project, a project team is uncertain about the frequent updates on the vendor's platform. The team is concerned about how the updates will impact the rest of the backlog.

What should the project manager do to minimize the uncertainty?

A. Speak with the vendor and explain that constant updates are impacting the project and request an action plan to minimize the changes.

B. Schedule a spike meeting, conduct risk assessments, and incorporate them into the backlog to help with risk mitigation.

C. Explain to the project team that the vendor's updates are something unpredictable, and the team must continue working on the project.

D. Schedule a retrospective meeting and conduct a risk assessment with the team, implementing mitigation tasks before the next sprint.

Answer: B

Question: 556

A project team consists of several consultants from an external vendor. These consultants often change from month to month.

What should the project manager do to communicate the organizational values?

A. Distribute the team charter to new team members.

B. Host a question and answer (Q&A) session with the new team members.

C. Schedule a collaborative team outing to strengthen team relationships.

D. Review communications options with the vendor.

Answer: A

Question: 557

A project manager's team has been working very hard to meet a critical deadline. Some project team members are experiencing burnout due to the high workload.

What should the project manager do first to manage the team's workload effectively?

A. Add additional temporary resources to the project to achieve the next milestone.

B. Encourage open communication and involve the team in task distribution decisions.

C. Assign additional tasks to high-performing team members to decrease the burden on others.

D. Renegotiate the scope of the next milestone with the stakeholders to align with the team's capacity.

Answer: B

Question: 558

A project's planning process is finished, and all resources were budgeted for and approved by senior management. Just before the kickoff meeting, a member of the production department realizes that the plan does not meet the requirements for their area.

What should the project manager have done during the planning process?

A. Monitored the budget variations during the planning process

B. Developed a good resource estimation in the planning process

C. Included all functional managers in the planning process

D. Distributed the resource estimates to all areas during the planning process

Answer: C

Question: 559

An agile team is funded for a fixed 6-month period. The sponsor's request will take at least 12 months to complete.

What should the project manager do?

A. Inform the sponsor that the team is unable to complete the requests due to a lack of funding, and defer the project.

B. Prioritize the scope items to determine the duration needed for a minimal viable product (MVP) and adjust the funding request.

C. Have the team work on the list of requests from the sponsor without modification until the 6-month period ends.

D. Request the team complete all scope items, with the assumption of securing additional funding within 6 months.

Answer: B

Question: 560

To limit the amount of time and cost of using a contract programming firm, a product manager announces that the developers will not be paid for unrequested embellishments to the product. What should the development team and scrum master do to ensure they are paid for all their work?

A. Have the product manager work with the scrum master to assign specialists to user stories to meet the requirement.

B. Convert the story points on user stories to hours to provide estimates of the potential costs to the product manager.

C. Ensure that the task board is used as an information radiator and all stories have enough detail to build the required feature or function.

D. Refine the definition of done (DoD) for user stories to ensure that part of the completion is a verification review of the code.

Answer: C

Question: 561

A project is delivered using a hybrid approach. In the daily meeting, one of the developers informs the team that the business that will implement the next version of the product has a new manager. There is one more sprint before the new version of the product enters the staging phase.

What should the project manager do?

A. Invite the new manager to the next daily scrum.

B. Invite the new manager to the next sprint review.

C. Invite the new manager to the next sprint planning.

D. Invite the new manager to the next sprint retrospective.

Answer: B

Question: 562

A project manager is quantifying risk for their project. The project manager needs an expert opinion in this process, but experts are spread over different geographic locations and time zones.

What should the project manager do?

A. Apply the critical path method (CPM).

B. Use the Delphi Technique.

C. Use the Monte Carlo analysis online.

D. Utilize story point estimating.

Answer: C

Question: 563

After establishing a cost baseline and the appropriate cost management plan for a complex hybrid project, the project is still being challenged with cases of budgetary variations. What should the project manager do?

A. Track budget variations and work with the key stakeholders to adjust as necessary.

B. Approve budget variations upon request only when the cost performance index (CPI) is above 1.

C. Reject budget variations upon request to discourage the waste of money on the project.

D. Approve budget variations upon request to encourage rapid delivery of some components.

Answer: A

Question: 564

A railroad construction project is in the planning stage. During a monthly progress meeting, an external project manager from the sponsoring organization mentioned there is a potential delay in the design completion date. The external project manager wants to know the impact of this delay on the overall project completion date in the next monthly meeting.

Which three actions should the internal project manager take next? (Choose 3)

A. Perform variance analysis.

B. Validate the critical path method (CPM).

C. Establish what-if scenario analysis.

D. Determine the schedule performance index (SPI).

E. Execute a Monte Carlo simulation.

Answer: A,B,C

Question: 565

A project manager coordinates several projects in one program. Each project concerns a different country, has a different sponsor, and has specific business priorities. The resources are shared among the projects. The project manager anticipates this could result in delays and/or conflicts that will affect the program outcomes.

What should the project manager do to prevent such a situation?

A. Review all project schedules and add a 3-month time period to each to cover such a risk and ensure there will be no delay that could affect the program.

B. Organize regular meetings to identify risks related to the projects and program, assess them, and define action plans when needed to mitigate the risks.

C. Ask each project manager to write a detailed weekly report listing all the activities, what was achieved, what needs to be done, and the identified risks.

D. Ask the project managers to work on their own schedules independently of one another and aggregate these schedules to present at the monthly steering committee meeting.

Answer: B

Question: 566

A project management office (PMO) is following the execution of an organization's critical project. Some of the project phases are experiencing serious delays due to an international supply chain crisis. Project team members suggested revisiting the planned project phases to maintain the project's value delivery.

What should the project manager do?

A. Schedule a meeting with the project sponsor to report and discuss the issue.

B. Update the project schedule in response to the external crisis.

C. Develop a contingency plan and seek alternative suppliers.

D. Assess and consolidate projects phases and update the project management plan.

Answer: D

Question: 567

A company in the manufacturing industry has started a new initiative to integrate project management and improve product innovation. What first step should the project manager take to increase transparency among the stakeholders?

A. Define a plan on how communication throughout the project will be handled among the stakeholders.

B. Set up a project dashboard to show day-to-day project status across the company.

C. Invite key stakeholders to retrospective and review sessions to receive feedback as often as possible.

D. Invite upper management to process workshops where current project statuses will be discussed.

Answer: A

Question: 568

A project manager is in the middle of executing the construction of a high-rise plaza when the government regulatory agency announces an increase in the price of fuel. The project still has seven months left on the schedule.

What should the project manager do first?

A. Meet with the vendors to evaluate the impact on the budget.

B. Implement crashing to mitigate the impact on the budget.

C. Review the organizational process assets (OPAs) as a reference.

D. Request the release of management reserve for the project.

Answer: A

Question: 569

A project team member who was a top performer in the planning phase of a project was easily irritated during the fifth sprint of the software development phase. The team member's attitude and behavior made the other team members feel uncomfortable.

What should the project manager do?

A. Assess the workload of each team member and redistribute tasks.

B. Meet with the team member to offer any help that may be needed.

C. Reorganize the team to reduce the interactions causing the team discord.

D. Arrange an immediate agile training course for the team member.

Answer: B

Question: 570

A project team is using a vendor solution. The project team has been notified that the vendor solution will no longer be on the premises, but in the cloud. The cloud transition will require additional infrastructure resources and adherence to new security standards.

What should the project manager do first?

A. Initiate a change request for covering additional security scope.

B. Research alternative vendor solutions for on-premise security.

C. Ask the sponsor to provide security training for the project team.

D. Schedule a meeting with security to understand the standards.

Answer: D

Question: 571

A project manager found a repeated defect in a junior developer's code. The code is due in 2 days and a severe fine will be incurred if it is not fixed by then. The project manager wants to reassign the assignment to a more senior developer, but the junior developer is strongly opposed to the reassignment.

What should the project manager do?

A. Assign the issue to a senior developer and schedule training for the junior developer after the due date.

B. Assign the rework to the junior developer after consultation with the senior developer.

C. Reassign the issue to the senior developer and assign the junior developer to assist in fixing the issue.

D. Reassign the issue to the senior developer after explaining the situation to the junior developer.

Answer: D

Question: 572

A project manager regularly sends out project progress reports. However, there have been a few complaints from stakeholders who expressed that the communication does not meet their needs.

What should the project manager do?

A. Analyze the communication needs of the stakeholders.

B. Communicate the project details to the stakeholders.

C. Communicate progress more frequently to the stakeholders.

D. Introduce a separate stakeholder engagement meeting.

Answer: A

Question: 573

The project lead is very concerned about the quality of a specific design feature and how the product will perform. What should the project lead focus on to ensure project success and customer satisfaction?

A. Confirm that the deliverable will meet the defined acceptance criteria.

B. Update acceptance criteria while the deliverable is being developed.

C. Ask stakeholders to test against the defined acceptance criteria.

D. Plan extra tests if acceptance criteria are not met.

Answer: A

Question: 574

A project manager has taken over a project and realizes a number of the suppliers responsible for the delivery have not done an implementation as complex and large as this project. The project manager reviews the risk log and logs this as a risk. Three months later, two suppliers have missed key milestone dates and delivered substandard work.

What should the project manager do?

A. Support the suppliers by providing them with additional resources.

B. Execute the risk response plan and update the issue log.

C. Ask suppliers to submit a revised plan and schedule.

D. Execute the risk response plan and update the action register.

Answer: B

Question: 575

A project manager has just started a project to build an external web application for customers to track their orders. The project is expected to take 2 years to complete. Customers are very dissatisfied with the time line and demand the project be completed in 1 year.

What should the project manager do to improve delivery?

A. Review the work packages, schedule, and estimates with the team and consolidate tasks to shorten the schedule.

B. Schedule more frequent design reviews with the customers and provide prototypes to demonstrate progress and gather feedback.

C. Ask the sponsor for additional resources and funding to speed up the work and cover additional labor costs.

D. Review work packages with the team to build a new incremental delivery plan with multiple releases and obtain the customers' feedback.

Answer: D

Question: 576

A project manager is new to an organization that typically follows a hybrid approach but is shifting to incorporate more agile. A dedicated project team has been provisionally assigned. The new project manager needs to review the internal environment in order to build a high-performing team.

To build a high-performing team, which three factors should the project manager evaluate? (Choose 3)

A. Review the team's capability to determine if they have the skill set needed to proceed forward.

B. Evaluate the infrastructure to determine if the team has the appropriate equipment and communication channels.

C. Perform a benchmark analysis across similar sectors to determine if the structure can be followed.

D. Review the customer governance documents so that they align with the set expectations.

E. Assess the organizational culture to determine if more needs to be done to foster psychological safety.

Answer: A,B,E

Question: 577

A project lead has asked a project team to update a 200-page project report and send it to the project sponsor. The team mentioned that nobody reads the report and it takes time away from higher priority work. The project lead responded that they have to show all the work that they performed in every iteration.

What should the project lead do first?

A. Summarize the project report so it can be more efficient to read and send it to the project sponsor.

B. Ensure the communications methods, channels, frequency, and level of detail for the stakeholders are what is needed.

C. Reinforce the need to document and provide updated information to make the process transparent.

D. Include a task in every iteration to allocate time for the project team to complete the documentation updates.

Answer: B

Question: 578

A project manager is facilitating meetings with a diverse team, considering that the team members come from different cultures and have different backgrounds. What should the project manager do to facilitate effective communication?

A. Create incentives to promote better communication among team members.

B. Assign the work packages based on geographical working groups.

C. Understand and consider the emotions of each team member.

D. Plan for communication training workshops for all team members.

Answer: C

Question: 579

A project is on its third iteration out of nine. During the daily meetings, the project team realizes that some deliverable approvals are delayed because a key stakeholder is out of the office.

A. Update the issue log and escalate it to the project sponsor.

B. Remove the deliverables from the iteration backlog.

C. Meet with the stakeholders and request a solution.

D. Ask the team to work on the unblocked deliverables.

Answer: D

Question: 580

Multidisciplinary teams will be needed for a project. The project manager asks the project planner to create a consolidated schedule. The project manager determines from the consolidated schedule that the project's finish date exceeds the requested finish date.

What should the project manager suggest to the planner to analyze this issue?

A. Verify the total float of each activity of the consolidated project schedule.

B. Verify the critical path of the consolidated project schedule.

C. Verify successors and predecessors of each activity of the consolidated project schedule.

D. Verify the free float of each activity of the consolidated project schedule.

Answer: B

Question: 581

Four new teams have been formed to develop a new product. Several team members ask the project manager who will integrate the different work streams into one backlog.

What should the project manager do?

A. Create integration tasks and schedule an additional team meeting following the standup meeting to plan the integration.

B. Advise the teams to work individually and organize an integration iteration every four development sprints.

C. Instruct the team to use the kanban board daily to facilitate alignment of their work item list, allowing them to do their best work.

D. Advise the teams to collaborate with the product owner in prioritizing the stories, considering dependencies and preventing overlap.

Answer: D

Question: 582

A project team is concluding the final sprint to deliver two work packages. However, the scrum master has not scheduled sprints for three packages on the critical path, which is going to cause the schedule performance index (SPI) to trend toward 0.90 the following month.

What should the project manager do first?

A. Evaluate the schedule performance index (SPI) trend for slack to enable all five sprints while maintaining the cost performance index (CPI).

B. Instruct the scrum master to suspend the current sprints and initiate the critical sprints immediately.

C. Ask the scrum master to identify why sprints are in process for work that is not on the critical path.

D. Contact the project sponsor to request adjustment to the completion date and to enable the current workflow.

Answer: C

Question: 583

An organization has successfully delivered many projects using only predictive approaches. The organization has now decided to add some agile development processes into their standard deployment framework.

What should the project manager take into account first when building the schedule for this new project?

A. The benchmarked velocities of the previously completed projects

B. The benchmarked baselines of the previously completed projects

C. The compliance needs and categories of the new project

D. The compliance measurement criteria of the new project

Answer: C

Question: 584

A project manager works for an IT consulting firm that has submitted a bid during the request for proposal (RFP) process for a contract that focuses on data center migration and optimization. However, the consulting firm has little experience in data center optimization.

What should the project manager do?

A. Send the team to a data center optimization training workshop.

B. Partner with a company that is an expert in this area.

C. Outsource the data center optimization work to a vendor.

D. Request a budget to build this competency among project team members.

Answer: B

Question: 585

An organization is implementing a solar power system at its production plant. During the execution phase, one of the key stakeholders noticed and communicated that authorities are developing solar power regulation, which might impact the overall feasibility of the project.

What should the project manager do first?

A. Collect and analyze information about the new regulation.

B. Put the project on hold and wait for the regulation information to be confirmed.

C. Proceed with the project as long as the regulation is not yet finalized.

D. Meet with the sponsor to discuss the regulation issue and determine the proper action.

Answer: A

Question: 586

A project is on schedule. However, during a site visit, a project manager notices that the contractor's productivity is low.

What should the project manager do?

A. Assess the opportunity to deliver the project ahead of schedule and introduce a reward system.

B. Discuss the need to increase productivity with the contractor.

C. Plan the close-out activities since the project is on schedule.

D. Update the project schedule to align with the contractor's productivity.

Answer: B

Question: 587

An important project to build a new airport was suddenly stopped because of the complaints from residents in the surrounding communities. The residents stated that they were not consulted and that the project would cause ecological and pollution damage.

What should that project manager have done first in order to avoid this situation?

A. Identified the stakeholders and their expectations

B. Presented the project to the community

C. Added this situation to the risk register

D. Added these requests to the project scope statement

Answer: A

Question: 588

A project team is struggling to meet the project deadline due to a reoccurring conflict between two team members. What should the project manager do?

A. Hold the team collectively responsible for their actions.

B. Explore the possibility of reshuffling the team.

C. Introduce training sessions to improve the team's performance.

D. Schedule team-building activities as required.

Answer: D

Question: 589

A project manager is assigned to a long-term project. The project manager came across a government debate over a new law that may affect the project.

Which first two actions should the project manager perform? (Choose 2)

A. Create a change request to discuss with the change control board (CCB).

B. Perform a risk identification process with the project team.

C. Ask the project sponsor for additional budget for contingency.

D. Consult with the project stakeholders and evaluate the impact.

E. Discuss the possible impacts with subject matter experts (SMEs).

Answer: B,D

Question: 590

A scrum master is receiving conflicting status updates for the same task. How should an accurate status be obtained from the team?

A. Encourage team members to work together.

B. Establish a clear definition of done (DoD) for each task.

C. Assign one person to be responsible for the task.

D. Review the deliverable carefully and determine the right status.

Answer: B

Question: 591

A team is using an agile approach to maintain the project backlog. A new project obstacle was identified as a blocker and added to the backlog list. The team is facing challenges to remove this obstacle.

What should the project manager do next?

A. Escalate the obstacle to a servant leader for resolution.

B. Make changes to reprioritize the backlog because of the obstacle.

C. Reject the obstacle and present the partial solution to the customer.

D. Focus on generating business value despite the obstacle.

Answer: B

Question: 592

A project manager has been assigned to a new project. The project sponsor has requested a detailed time line, but the project includes some deliverables that are not yet clearly defined.

Which project management approach should the project manager advise using?

A. As the project includes elements that are not yet clearly defined, an agile approach is the best option.

B. As the project sponsor has requested a detailed time line up front, an agile approach is the best option.

C. As the project appears to have both agile and predictive elements, a hybrid approach is the best option.

D. As the project includes elements that are not yet clearly defined, a predictive approach is the best option.

Answer: C

Question: 593

A high-tech borehole project was initiated with the goal of providing water for a rural community of 1500 villagers located in an arid region. The project was completed with a cost performance index (CPI) of 1.09 and a schedule performance index (SPI) of 0.93. Six months after its completion, it is determined that the villagers could not access water.

What caused this situation to occur?

A. The project was completed behind schedule.

B. The requirements gathering was inadequate.

C. The risk analysis was inadequate.

D. The project was delivered above budget.

Answer: B

Question: 594

The vendor for a new IT data center project failed to follow the required cabling standards as stated in the requirements specification. The infrastructure manager and vendor were involved in an argument about the issue.

What should the project manager do to resolve and prevent additional arguments?

A. Host a meeting with the vendor and infrastructure manager to help resolve their disagreement.

B. Monitor the interactions between the vendor and infrastructure manager going forward.

C. Escalate the issue to the sponsor so appropriate action can be taken.

D. Instruct the vendor to correct the problem without additional arguments.

Answer: A