

PMP® EXAM PREP PMI Authorized Training Partner BOOTCAMP Session 3 Part 1

Attendance Alert
Percipio Users: Name is based
on your information in
Percipio
Using Zoom: Enteryour first

Using Zoom: Enter your first and last name

PMP® Exam Prep

This course will assist learners in preparing for PMI's PMP Exam (2021 Update)

Scheduled Breaks



Part 1	Periodic breaks	
1 -hour break	At the 3.5 Hour Mark	
Part 2	Periodic breaks	

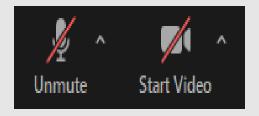
For attendance purposes, please stay logged in during all breaks.



Logging In with Correct Name for Attendance is Your Responsibility

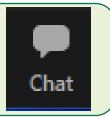
- Your name should be the same as in your Learning Platform (EX: Percipio, Skillport), Zoom account when joining through the Zoom app or client, or the name you input before joining directly using the Zoom link.
- Joining from Learning Portal: Check to make sure your first and last name is correct. If it is not, and you are a Percipio or Skillport user reach out to Skillsoft Support for assistance support@skillsoft.com
- Joining through Zoom: Please use your first and last name
- If your name does not look correct, the Skillsoft trainers and mentors will reach out to let you know.
- "Test" messages in the Chat or Q&A will not receive a response.

We are saving everyone's bandwidth usage by disabling cameras and microphones

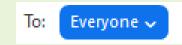


Ways to Participate in a Webinar

Find the Chat option in your Zoom command bar



Change the To: choice in the blue box to everyone.



Explore the Reactions option in your Zoom command bar



This is a fun way to provide quick and easy feedback

Using Zoom: Chat vs. Q&A

Please use the **Chat** to:

- Respond to instructor's questions
- Share examples of tools and techniques discussed
- Ask questions to clarify a concept, term or technique

Please use the **Q&A** for:

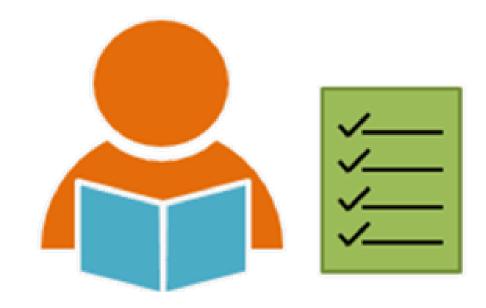
- Technical assistance Begin with: Percipio or Non-Percipio student
- Guidance on how to access course material—Begin with: Percipio or Non-Percipio
- Clarification on lecture points, if not answered by instructor

Note - Questions will stay until answered, unlike the chat which continues to scroll

Please be very patient, the support team responds to many inquires per session.

IS Live ATTENDANCE REQUIRED?

- YES, if you are taking this training to register for the PMP exam live attendance is required. However, this is the exception rule for the 5 Day Bootcamp You are allowed to miss one session if you make up the sessions by watching the replay.
- If you miss more than 15 mins at any time beyond the one session allowed, you will need to make it up by attending the live session in a different 5-day cohort*.
- *Please see the Bootcamp calendar at http://calendar.skillsoft.com/ for information about upcoming sessions.



IN CASE OF ABSENCE

You can request a replay for a previous session by asking in the Q&A or for a past/current session by emailing the Mentoring Team 48 hours after the session ends using the email address

mentoring@skillsoft.com

Please indicate the following in your request:

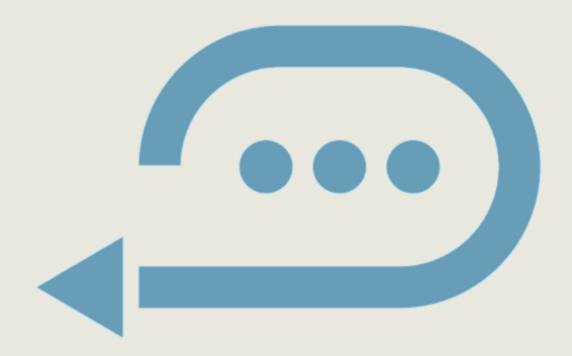
- The Bootcamp Cohort you are attending
- The Session Number
- The Date and Time Attended in New York Time Zone
- Example:

PMP ATP Bootcamp: 8 Day NA Cohort June/July/August 2022 Cohort Session 7 Recording Aug 2, 2022, 1:00 PM New York Time

REPLAY LIMIT:

There is no limit to request a replay for study purposes.

Recap Session 2



Today's Session Topics (Mapped to the PMP Student Manual)

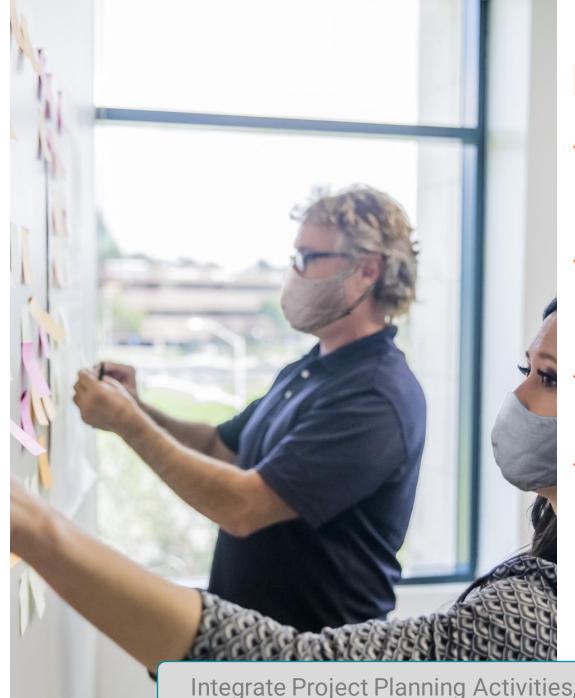
	Creating a High-Performing Team	Starting the Project	Doing the Work	Keeping the Team on Track	Keeping the Business in Mind
	Lesson 1	Lesson 2	Lesson 3	Lesson 4	Lesson 5
Topic A	Build a Team	Determine Appropriate Project Methodology/Methods and Practices	Assess and Manage Risks	Lead a Team	Manage Compliance Requirements
Topic B	Define Team Ground Rules	Plan and Manage Scope	Execute Project to Deliver Business Value	Support Team Performance	Evaluate and Deliver Project Benefits and Value
Topic C	Negotiate Project Agreements	Plan and Manage Schedule	Manage Communications	Address and Remove Impediments, Obstacles, and Blockers	Evaluate and Address Internal and External Business Environment Changes
Topic D	Empower Team Members and Stakeholders	Plan and Manage Budget and Resources	Engage Stakeholders	Manage Conflict	Support Organizational Change
Topic E	Train Team Members and Stakeholders	Plan and Manage Quality of Products and Deliverables	Create Project Artifacts	Collaborate with Stakeholders	Employ Continuous Process Improvement
Topic F	Engage and Support Virtual Teams	Integrate Project Planning Activities	Manage Project Changes	Mentor Relevant Stakeholders	
Topic G	Build Shared Understanding about a Project	Plan and Manage Procurement	Manage Project Issues	Apply Emotional Intelligence to Promote Team Performance	
Topic H		Establish Project Governance Structure	Ensure Knowledge Transfer for Project Continuity		
Topic I		Plan and Manage Project/Phase Closure			



Integrate Project Planning Activities

TOPICF





Integration Management

- ✓ Assessment and coordination of all plans and activities that are built, maintained, and executed throughout a project.
- ✓ A holistic, integrated view ties plans together, aligns efforts, and highlights how they depend on each other.
- ✓ An integrated view of all plans can identify and correct gaps or conflicts.
- ✓ A consolidation of the plans encapsulates the overall project plan and its intended business value.



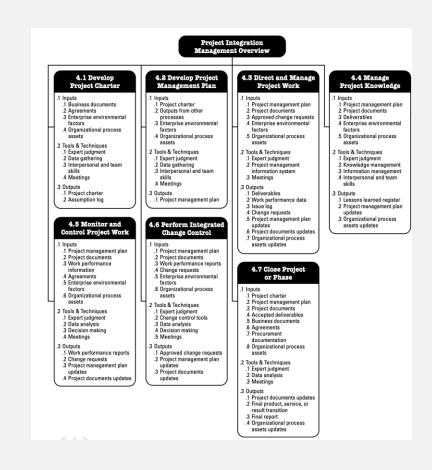


Project Integration Management Processes

Projects and project management are integrative by nature. This is an overview of the processes that project managers need to know.

Also know that:

- ✓ These processes overlap and interact with each other.
- ✓ The links among these processes are often iterative.



Project Management Information System (PMIS)

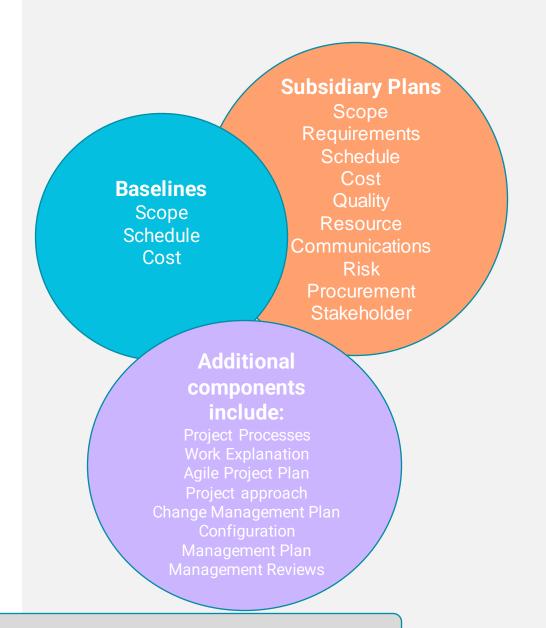
An information system e.g. Microsoft Project consisting of the tools and techniques used to gather, integrate, and disseminate the outputs of project management processes.

The PMIS enables quick and efficient work.



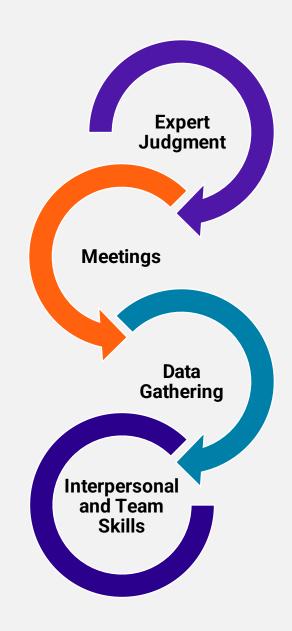
Project Management Plan Components

- These are a combination of essential and supporting processes used to run a project.
- Ensure the essential plans and processes are in place.
- Adapt and tailor the supporting plans and processes to your project.
- Consider the needs of the project to determine which components of the project management plan are needed.



Project Management Plan Tools and Techniques

- Use expert judgment to make critical decisions.
- Use meetings to facilitate communication and understanding.
- Gather data to understand the project
- Leverage interpersonal and team skills to be an effective leader.



GUIDELINES

Develop a Project Management Plan

- Review:
 - Project charter for the high-level boundaries of the project
 - Outputs from other processes
 - EEFs and OPAs
- Use tools and techniques.
- Use facilitation techniques.
- Document the project management plan.
- Assess incremental delivery options.

Integrate Project
Planning
Activities
LESSON 2
TOPIC F







Configuration Management Plan

Identify and account for project artifacts under configuration control, and how to record and report changes to them.

Change Management Plan

Provides direction for managing the **change control process** and documents the roles and responsibilities of the change control board (CCB).



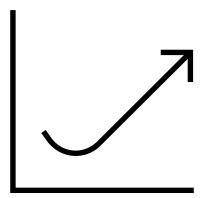
Identification, maintenance, status reporting, and verification of configurable items

Identification, impact analysis, documentation, and approving or rejecting of change requests.

Change Management Plan

Answers the following questions:

- Who can propose a change?
- What exactly constitutes a change?
- What is the impact of the change on project objectives?
- What are steps to evaluate a change request before approving or rejecting it?
- When a change request is approved, what project documents will record the next steps (actions)?
- How will you monitor these actions to confirm completion and quality?





Factoring in Dynamic Change

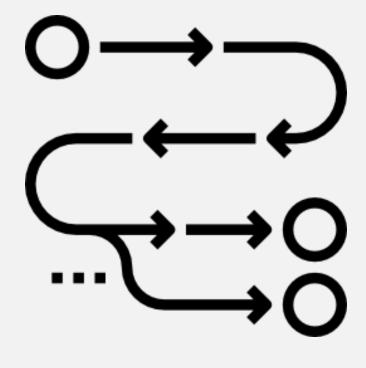
Highly dynamic and complex projects which are very common, require a robust approach to change.

Some Agile approaches for managing change:

Disciplined Agile (DA) - a hybrid tool kit that harnesses hundreds of agile practices to devise the best "way of working" (WoW) for your team or organization.

Scrum of Scrums - A technique for operation of Scrum at scale for multiple teams working on the same product, coordinating discussions of progress on interdependencies, and focusing on how to integrate the delivery of software, especially in areas of overlap.

Scaled Agile Framework (SAFe®) - A knowledge base of integrated patterns for enterprise-scale, lean-agile development.







Plan and Manage Procurement

TOPIC G



STARTING THE PROJECT > PLAN AND MANAGE PROCUREMENT

Deliverables and Tools



Statement of Work

Procurement Management Plan

Source selection criteria

Selected sellers

Change Control Log

Agreement

Change Requests



Make or Buy Analysis

Market research

Meetings

Expert judgment

Proposal Evaluation Techniques

Negotiations

Bidder Conferences

Change Control Process



Procurement Strategy

The approach by the buyer to determine the project delivery method and the type of legally binding agreement(s) that should be used to deliver the desired results.





Delivery Solution

The goal of procurement is the delivery of procured goods or services by the supplier to the procuring organization.

Solution Delivery Phase	Description		
Planning and analysis	Customer requirements are documented		
Detailed design	Solution is documented		
Implementation or installation	Solution is implemented or installed		
Testing	Solution is tested		
Training	Training is provided to the customer		
Handover	Solution is formally handed over to the customer		
Support and maintenance	Solution is transferred to customer support		



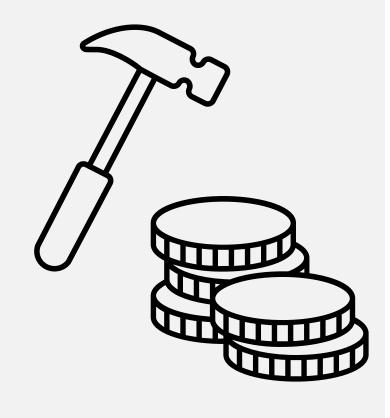
Make or Buy?

Make-or-buy analysis - The process of gathering and organizing data about product requirements and analyzing them against available alternatives including the purchase or internal manufacture of the product.

Make-or-buy decisions - Decisions made regarding the external purchase or internal manufacture of a product.

Make-or-buy decision considerations:

- What is the impact on cost, time, or quality?
- Is there an ongoing need for the specific skill set?
- How steep is the learning curve?
- Are required resources readily available within the organization?





Course: Deep Dive into Project Procurement (2021 Update)

Video: Make-or-buy Analysis (5:55 run time)

More about...

Make-or-buy Analysis

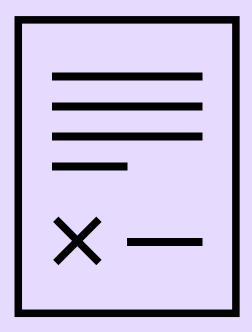
skillsoft.**

Procurement SOW

The Statement of Work (SOW) describes the procurement item in sufficient detail to allow prospective sellers to determine if they are capable of providing the products, services, or results.

- Distributed to potential vendors to evaluate their capability to perform the work or provide the services.
- Serves as a basis to develop the procurement documents during the solicitation process.
- ✓ A project scope baseline is used to create the procurement SOW.

summary scope deliverables fees

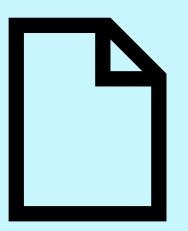




Procurement Management Plan

- Specifies the types of contracts that will be used
- Describes the process for obtaining and evaluating bids
- Mandates standardized procurement documents
- Describes how providers will be managed







Source Selection Criteria

A set of attributes desired by the buyer which a seller is required to meet or exceed to be selected for a contract. Some of these are:



Plan and Manage
Procurement
LESSON 2
TOPIC G

- ✓ Overall or life-cycle cost
- ✓ Understanding of need
- ✓ Technical capability
- ✓ Management approach
- ✓ Technical approach
- ✓ Warranty
- √ Financial capacity
- ✓ Production capacity and interest
- ✓ Business size and type
- ✓ Past performance of sellers
- ✓ References
- ✓ Intellectual property rights
- ✓ Proprietary rights



Qualified Vendors

- ✓ Vendors approved to deliver products, services, or results based on the procurement requirements identified for a project.
- ✓ The list of qualified vendors can be based on historical information about the vendors.
- ✓ If the required resources are new to the organization, market research can help to "vet" them.



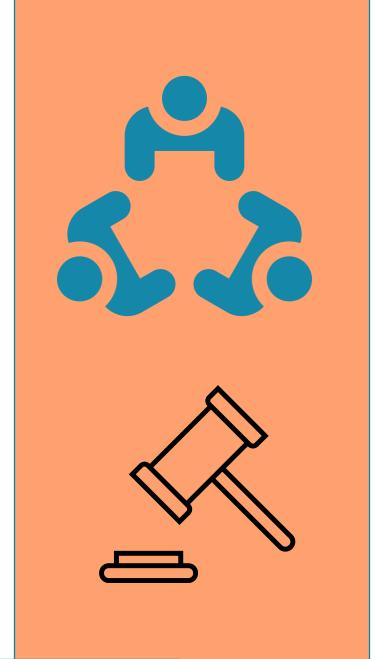


Bidder Conferences

These are meetings with prospective sellers prior to the preparation of a bid or proposal to ensure all prospective vendors have a clear and common understanding of the procurement.

Also known as contractor conferences, vendor conferences, or pre-bid conferences.

- ✓ Buyer explains the requirements, proposed terms, and conditions; buyer clarifies the vendors' queries.
- ✓ Buyer ensures all prospective vendors have a clear and common understanding of technical and contractual requirements of the procurement.





External Resource Requirements and Needs

Sometimes you need to move beyond the organization to secure services and expertise from outside sources on a contract or short-term basis.

External resource are used commonly. It helps businesses to focus more on their core competencies.





Supplier and Contracts

Contract - A mutually binding agreement that obligates the seller (**supplier**) to provide the specified product, service or result and obligates the buyer to pay for it.

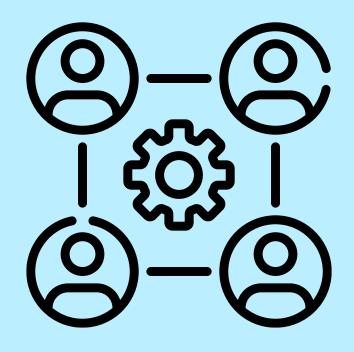
- ✓ Customized for each agreement
- ✓ Contract types:
 - Fixed-price
 - Cost-reimbursable
 - Time-and-material (T&M)
- ✓ Agile contract types
 - Capped Time and Materials Contracts
 - Target Cost Contracts
 - Incremental Delivery Contracts



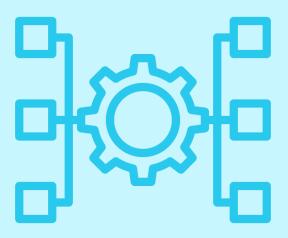


Communicating with Suppliers and Vendors

- Critical component of the procurement process due to the people involved.
- ✓ Consult the Communications Management Plan for provisions for working with vendors or suppliers, such as:
 - Periodic progress reports of supplier activities.
 - Advance notification of potential supplier cost overruns or schedule delays, and acknowledgement by the project manager to the supplier.
 - Formal acceptance by the project manager of supplier's contract deliverables.







Components of Contracts

- Description of the work being procured for the project, its deliverables, and scope
- ✓ Delivery date and schedule information
- ✓ Identification of authority, where appropriate
- ✓ Responsibilities of both parties
- Management of technical and business aspects
- ✓ Price and payment terms
- ✓ Provisions for termination
- ✓ Applicable guarantees and warranties



Traditional Contract Types

Contract type	Description
Fixed-price	 An agreement that sets the fee that will be paid for a defined scope of work regardless of the cost or effort to deliver it. Also known as a lump sum contract. Provides maximum protection to buyer but requires a lengthy preparation and bid evaluation. Suited for projects with a high degree of certainty about their parameters.
Cost-reimbursable	 A contract involving payment to the seller for the seller's actual costs, plus a fee typically representing the seller's profit. Includes incentives for meeting certain objectives, such as costs, schedule, or technical performance targets. Suited for projects when parameters are uncertain.
Time and Material (T&M)	 A type of contract that is a hybrid contractual arrangement containing aspects of both cost-reimbursable and fixed-price contracts. Combines a negotiated hourly rate and full reimbursement for materials. Include not-to-exceed values and time limits to prevent unlimited cost growth. Suited for projects when a precise statement of work cannot be quickly prescribed.



Agile Contract Types

Contract Type	Description
Capped Time and Materials Contracts	 Works like traditional Time and Materials contracts. However, an upper limit is set on customers' payment. Customers pay up for the capped cost limit. Suppliers benefit in case of early time-frame changes.
Target Cost Contracts	 Supplier and customer agree on final price during project cost negotiation. Primarily for mutual cost savings if contract value runs below budget. These contracts may allow both parties to face additional costs if it exceeds budget.
Incremental Delivery Contracts	 Customers review contracts during the contract life cycle at prenegotiated designated points of the contract lifecycle. Customers can make required changes, continue or terminate the project at these points.

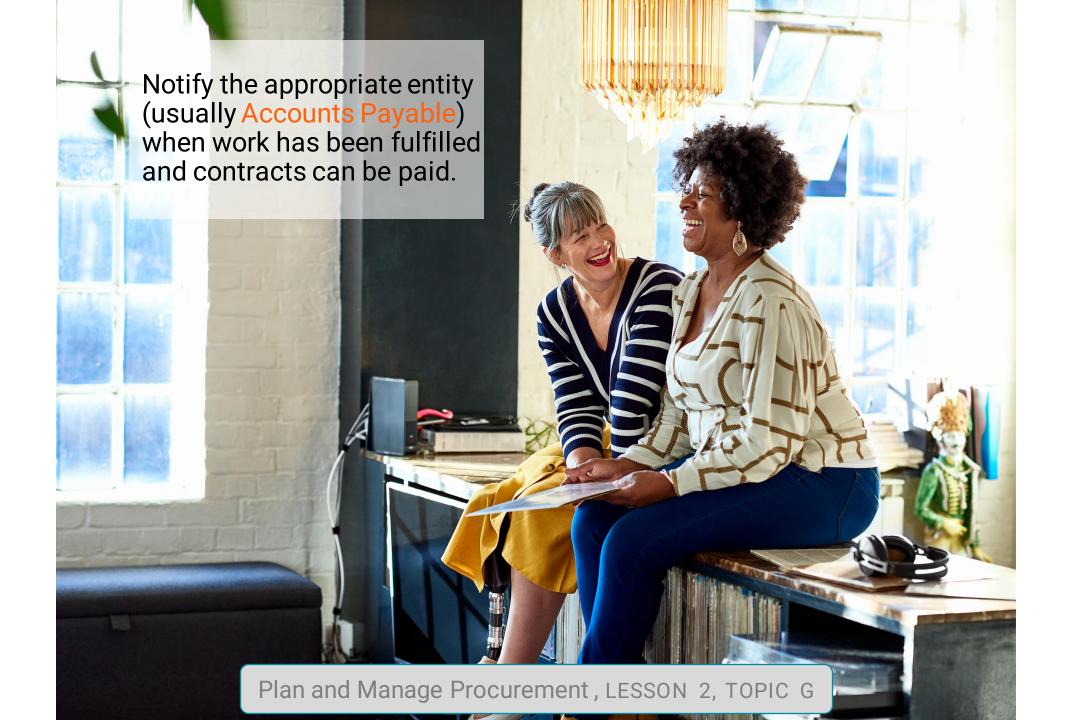


Course: Deep Dive into Project Procurement (2021 Update)

Video: Contract Types and Procurement Considerations (2:04 run time)

More about...

Contract Types and Procurement Considerations

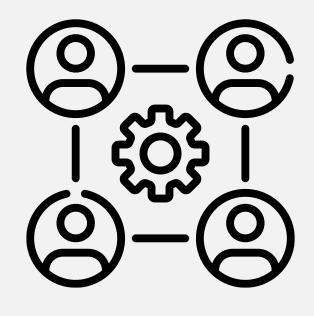




Contract Change Control System

The system used to collect, track, adjudicate, and communicate changes to a contract.

- Might be a component of the integrated change control system or a separate system.
- Specifically dedicated to control contract changes.
- Specifies the process by which project contract changes can be made.
- ✓ Includes the documentation, disputeresolution processes, and approval levels to authorize the changes to contract specifications.





Types of Contract Changes

Component	Description
Administrative changes	Non-substantive changes, usually about the way the contract is administered.
Contract modification	A substantive change to the contract requirements such as a new deadline or a change to the product requirements.
Supplemental agreement	An additional agreement related to the contract but negotiated separately.
Constructive changes	Changes that the buyer may have caused through action or inaction.
Termination of contract	A contract may be terminated due to vendor default or for customer convenience. Defaults are due to nonperformance, such as late deliveries and poor quality, or nonperformance of some or all project requirements.



Legal Concepts when Managing Disputes

Seek legal advice if the terms of a contract have not been met.

Negotiate settlements to arrive at a final equitable settlement of all outstanding issues, claims, and disputes by negotiation.

Legal Issue	Description
Warranty	A promise, explicit or implied, that goods or services will meet a pre-determined standard. The standard may cover reliability, fitness for use, and safety.
Waiver	The giving up of a contract right, even inadvertently.
Breach of contract	Failure to meet some or all of the obligations of a contract. It may result in damages paid to the injured party, litigation, or other ramifications.
Cease and desist (C&D) letter	A letter sent to an individual or a business to stop (cease) allegedly illegal activities and to not undertake them again (desist). Often used as a warning of impending legal action if it is ignored.



GUIDELINES

Handle Disputes

- Be aware of important legal terms e.g. 'warranty', 'waiver', and 'breach of contract' that can, if ignored, have a significant impact on the project.
- Consult with the legal department or an outside legal expert so you thoroughly understand any contracts that affect your project.
- If your contract isn't written specifically to exclude inadvertent waivers, avoid waiving your contract rights by:
 - Accepting a product that fails to meet standards for quality or performance.
 - Accepting late deliveries.
 - Overlooking an aspect of nonconformance to contractual obligations.

Plan and Manage Procurement LESSON 2 TOPIC G



GUIDELINES

Manage Suppliers and Contracts

- Index and store all contract correspondence for ease of retrieval.
- Develop and implement an effective contract change control system.
- Evaluate the risk of each contract change request.
- Document all contract changes and incorporate any effects of the changes into the project plan.
- Develop and implement an effective performance reporting system for the seller.
- Specify any performance reporting criteria to apply to the seller.
- Set performance milestones to monitor project progress.
- If work is performed at another site, conduct site visits to determine how the seller's work is progressing.
- Submit approved invoices for payment in accordance with the contract and the project's payment system.





Establish Project Governance Structure

TOPIC H



STARTING THE PROJECT > ESTABLISH PROJECT GOVERNANCE STRUCTURE

Deliverables and Tools



Stakeholder Artifacts



Meetings

Leverage Organizational Process Assets

PMIS

Update documents



Project Governance Establish Project Governance Structure, LESSON 2, TOPIC H





Project Governance

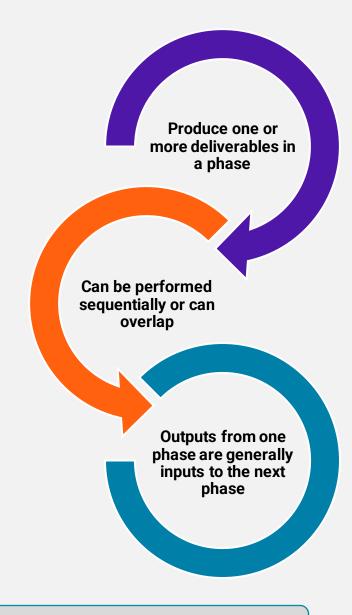
Components:

- Project success and deliverable acceptance criteria
- ✓ Process to identify, escalate, and resolve issues
- Relationship between project team, organizational groups, and external stakeholders
- ✓ Project organization chart with project roles
- Communication processes and procedures
- Processes for project decision-making
- Guidelines for aligning project governance and organizational strategy
- ✓ Project life cycle approach
- ✓ Process for stage gate or phase reviews
- Process for review and approval of changes above the project manager's authority
- Process to align internal stakeholders with project process requirements



Project Phases

A collection of logically related project activities that culminates in the completion of one or more deliverables.





Apply Governance to the Project Life Cycle

- ✓ At the beginning of a phase, verify and validate the former assumptions made to the project, analyze risks, and provide detailed explanation of the phase's deliverables.
- ✓ After the phase's key deliverables are produced, a review ensures completeness and acceptance.
- ✓ A phase can be closed, or the project terminated when huge risks are involved for the project or when the objectives are no longer required.





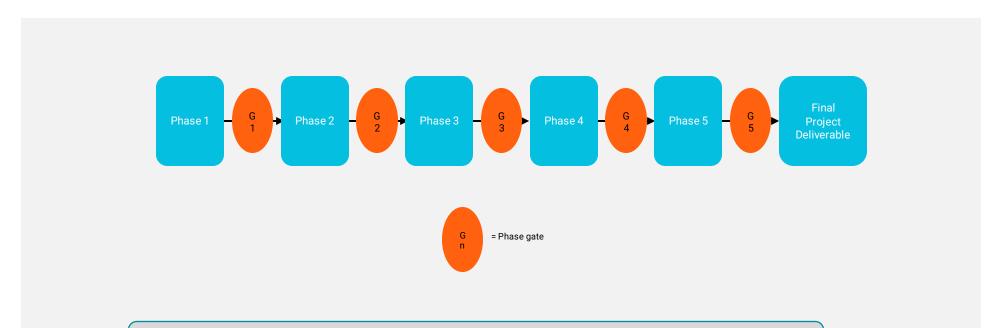
Phase Gates

A review at the end of a phase in which a decision is made to continue to the next phase, to continue with modification, or to end a project or program.

Synonyms include governance gate, tollgate, and kill point.

Used to check if each phase has fulfilled the exit criteria and is eligible to move to the next step.

Software development projects use a specialized type of phase gate called a quality gate.







Phase-to-Phase Relationships

Sequential relationships contain consecutive phases that start only when the previous phase is complete. This relationship reduces the level of uncertainty, which may eliminate the option for shortening a project's schedule.

Overlapping relationships contain phases that start prior to the previous phase ending. This relationship increases the level of risk and may cause rework if something from the previous phase directly affects the next phase.



Course: Selecting a Project Management Approach (2021 Update)

Video: Characteristics of Project Phases (5:15 run time)

More about...

Characteristics of Project Phases

GUIDELINES

Determine Appropriate Governance for a Project

- Involve the organization's decision managers i.e. senior managers.
- Choose the most appropriate governance goals and try to keep them simple.
- Select a group of experienced individuals to be responsible for all governance activities.
- Practice governance for projects, programs, and portfolios.
- Keep the governance process transparent to the project stakeholders.
- Remember that governance is an evolutionary process and take advantage of the lessons you have learned during it.

Establish Project
Governance
Structure, LESSON
2, TOPIC H





Plan and Manage Project/Phase Closure

TOPICI



STARTING THE PROJECT > PLAN AND MANAGE PROJECT/PHASE CLOSURE

Deliverables and Tools



Definition of Done Accepted Deliverables



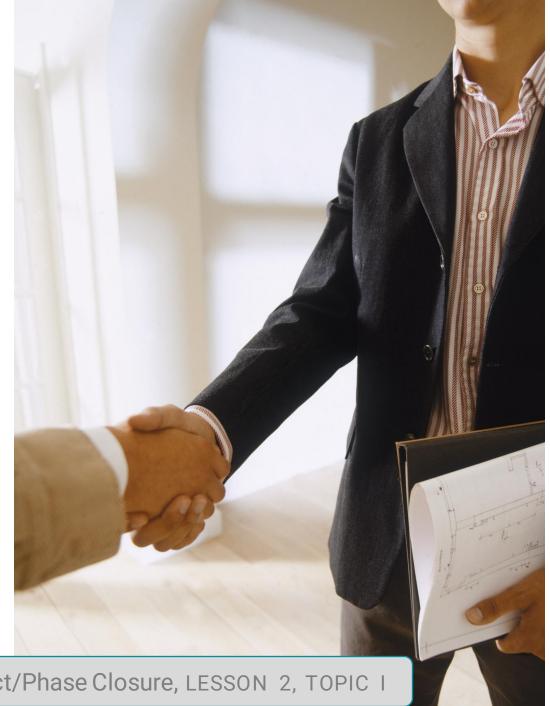
No specific tools



Close Project or Phase

Several important activities occur during closeout:

- ✓ The planned work is completed.
- ✓ Project or phase information is archived.
- ✓ Project team resources are released to pursue other endeavors.





Close Project or Phase Criteria

Closure Reasons:

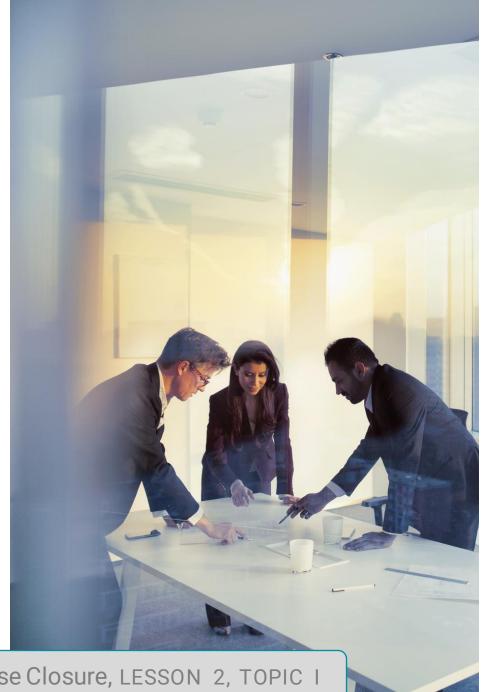
- The project or phase successfully met its completion objectives.
- Requirements changed during execution and the project is no longer feasible.
- Funding is no longer available to complete the requirements.
- Significant risks make the successful completion of the project impossible.
- The organization no longer needs the project deliverables.
- External factors eliminate the need for the project.
 Examples of these factors include:
 - Change in laws or regulations.
 - Merger or acquisition that affects the organization.
 - Global or national economic changes.





Close Procurements

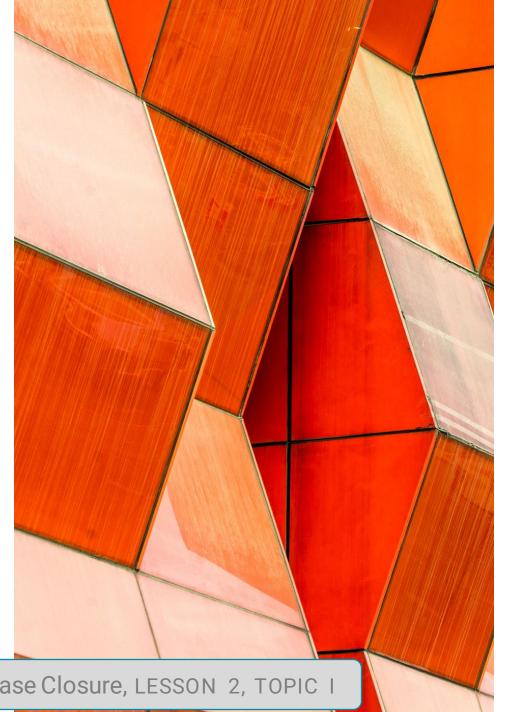
- ✓ Close procurements when the contract terms of a procurement have been satisfied by both buyer and seller.
- ✓ This occurs throughout the life of the project, not during project closure.
- ✓ Keep contracts open only for the necessary period, to avoid erroneous or unintentional charges against the contract.





Acceptance of **Project Deliverables**

- ✓ Project deliverables are deemed accepted when acceptance criteria have been met.
- ✓ These criteria generally refer to some or all of the requirements that were established at the beginning of the project (and which might have been modified during the project's life cycle).
- ✓ Deliverables that meet these acceptance criteria are formally signed off and approved by the customer or sponsor.





Payments

- ✓ Payments made to a supplier or vendor are made in accordance with the terms of the contract between the buyer and the supplier or vendor.
- ✓ Unless a contract is closed at the completion of the project or phase, payment will most likely have been made at the time of contract closure.
- ✓ It should not be delayed until project or phase closure (unless specified in the contract), to avoid the potential for accidental charges to the contract.























Use the Lessons-Learned Register

Considerations:

- ✓ Scheduling lessons learned
- ✓ Conflict management lessons learned
- ✓ Sellers lessons learned
- Customer lessons learned
- ✓ Strategic lessons learned
- ✓ Tactical lessons learned
- ✓ Any other aspects of lessons learned







Knowledge Management

- Knowledge management during project or phase closure consists of finalizing the lessons-learned register, which is compiled throughout the project life cycle.
- ✓ This document should then be added to the lessons-learned repository, which is a database of lessons learned from multiple projects.
- ✓ At the close of the project the lessons learned should be added to the Knowledge Management/Lessons Learned repository



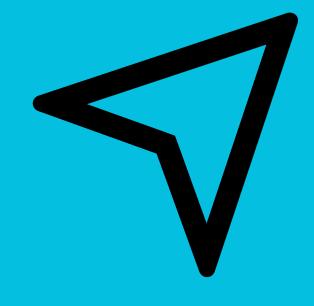
Transition Planning Artifacts

Coordination and strategy about how to best deliver and transition the product and other deliverables is needed.

Releasing and deploying deliverables in the most suitable manner ensures enduser awareness and increases the proper usages and adoption of outputs.

Preparation of artifacts includes:

- Training
- Documentation
- Communication
- Support





Transition Readiness

Releasing, delivering, and deploying the project's work into an environment that is not ready may negate its value.

Examine the readiness of all parties and **prepare them** for delivery, including:

- End users
- ✓ The business
- The physical resources
- The project team

Most critical in situations where there is an upgrade or improvement to an existing product or service.

Assess the readiness of all parties, implement the transition plans accordingly, and capture lessons learned for the **next release** or project.

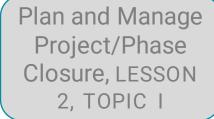




GUIDELINES

Close Out a Project or Phase

- Review the project management plan.
- If applicable, use a project termination checklist.
- Gather and organize performance measurement documentation, product documentation, and other relevant project records.
- Confirm project's products meet compliance requirements.
- Release project resources.
- Update records to ensure that they reflect final specifications.
- Be sure to update the resource pool database to reflect new skills and increased levels of proficiency.
- Analyze project success and effectiveness and document lessons learned.
- Prepare lessons-learned reports and a final project report.
- Obtain project approval and formal project acceptance.
- Archive a complete set of indexed project records.
- Celebrate the success of the project with the team and other stakeholders.





An architectural firm has spent a great deal of time and effort creating the design and blueprints for the building. They had to purchase materials and hire consultants and have been working on this project for six months. They have submitted all the invoices for the money they have spent on the work, as well as an invoice for the fee of \$5,000. What type of contract was this?

- ☐ Time and materials
- ☐ CPIF
- ☐ FPEPA
- Cost-reimbursable





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If the project was terminated early, why would the project manager insist that the team perform the Close Project or Phase process?

- ☐ To document the reasons why the project was terminated early, and how to transfer the finished and unfinished deliverables to others.
- ☐ The project manager should insist this is a waste of the team members' time since no one wants the project or its output any longer.
- ☐ To make sure everyone knows that the reason for the project termination was his fault or the fault of the team.
- ☐ To document lessons learned so mistakes won't be repeated in the future.



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In a multi-phase project, which of the following terms refers to a decision to continue with the next phase or to end the project? (Choose two.)

- ☐ Kill point
- ☐ Phase gate
- ☐ Threshold
- ☐ Go/No go point





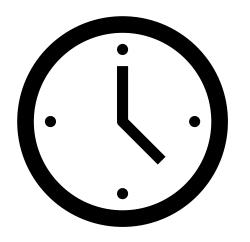
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1-Hour Break!



See you back after one hour!