**Final Exam (Đề 2)**

**Review of attempt 1**

|  |  |
| --- | --- |
| **Started on** | Saturday, 8 January 2011, 01:37 PM |
| **Completed on** | Saturday, 8 January 2011, 03:03 PM |
| **Time taken** | 1 hour 26 mins |
| **Grade** | **55** out of a maximum of 100 (**55**%) |

Question**1**

Marks: 2

Which of the following most accurately describes the Actual Cost of Work Performed (ACWP)?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. The cost of completed work Correct |  |
|  | b. The plan of record Incorrect |  |
|  | c. BCWS = BCWP – ACWP Incorrect |  |
|  | d. How much “value” was “earned” by the work performed Incorrect |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**2**

Marks: 2

Which of the following does NOT reduce/prevent typical data collection errors?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Specify the data to a level that allows you to ascertain that what you collect is correct. Incorrect |  |
|  | b. Audit the collection process against the collection criteria periodically. Incorrect |  |
|  | c. Create rules that support validation (does the collected data make sense and is it what we expected? Did the quantity of data collected change? Etc.) . Incorrect |  |
|  | d. Update the change management system to reflect the new data Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**3**

Marks: 2

Which of the following is NOT a possible cause of customer dissatisfaction with the project team?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Damage from a natural disaster Correct |  |
|  | b. Breach of security Incorrect |  |
|  | c. Breach of ethics Incorrect |  |
|  | d. Lack of professionalism by development team Incorrect |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**4**

Marks: 2

Which of the following is NOT a common measurement pitfall?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Failure to define done. Correct |  |
|  | b. Failure to quantify component costs Incorrect |  |
|  | c. Failure to quantify product quality Incorrect |  |
|  | d. Failing to take action and follow up Incorrect |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**5**

Marks: 2

Which of the following is NOT a source of change?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Development Team Incorrect |  |
|  | b. Market Incorrect |  |
|  | c. Competition Incorrect |  |
|  | d. Crowdsourcing Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**6**

Marks: 2

Which of the following is NOT a quality dimension?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Scalability Incorrect |  |
|  | b. Extensibility Incorrect |  |
|  | c. Portability Incorrect |  |
|  | d. Resourceability Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**7**

Marks: 2

Which of the following is NOT an obstacle to data collection?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Setting up data collection Incorrect |  |
|  | b. Getting people to collect data Incorrect |  |
|  | c. Fear of being measured Incorrect |  |
|  | d. EVMS (Earned Value Management System) Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**8**

Marks: 2

Which of the following is NOT a typical project stakeholder?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Customer Incorrect |  |
|  | b. Customer Executive Management Incorrect |  |
|  | c. User Community Incorrect |  |
|  | d. Office Manager Correct |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**9**

Marks: 2

Which of the following most accurately describes the Budgeted Cost of Work Scheduled (BCWS)?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. The plan of record Correct |  |
|  | b. The cost of completed work Incorrect |  |
|  | c. How much “value” was “earned” by the work performed Incorrect |  |
|  | d. BCWS = BCWP – ACWP Incorrect |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**10**

Marks: 2

Which of the following is NOT an alternative that project teams have when managing change?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Preventing change. Incorrect |  |
|  | b. Managing change. Incorrect |  |
|  | c. Embracing change. Incorrect |  |
|  | d. Deleting change Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**11**

Marks: 2

Which of the following is the change control board (CCB) NOT responsible for?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Making sure that change requests are submitted correctly and completely Incorrect |  |
|  | b. Determining the disposition of change requests to the appropriate state Incorrect |  |
|  | c. Estimating each change request Correct |  |
|  | d. Ensuring that the change request process is timely and stakeholder friendly Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**12**

Marks: 2

Which of the following is NOT a key characteristic of Risk?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Uncertainty Incorrect |  |
|  | b. An associated loss if the risk occurs Incorrect |  |
|  | c. Being manageable Incorrect |  |
|  | d. Resources Correct |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**13**

Marks: 2

Which of the following is NOT a level of risk management?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Crisis Management (addressing risks after they become a crisis). Incorrect |  |
|  | b. React to EVMS risks (reacting to earned value risks quickly, but still reacting) Correct |  |
|  | c. Risk Mitigation (planning for risk mitigation, but no prevention) Incorrect |  |
|  | d. Prevention (identifying and preventing risks) Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**14**

Marks: 2

Which of the following is NOT true about why product change must be managed?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Adding functions that were not requested (no matter how useful and clever they are) consumes project resources and increases the risk of errors downstream. Incorrect |  |
|  | b. Requested new features will always add value to the project. Correct |  |
|  | c. The project team will discover problems during a development effort and spend resources to resolve them. Incorrect |  |
|  | d. All projects will receive enhancement requests. Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**15**

Marks: 2

Which of the following is NOT a characteristic of burnout?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Neglecting one's own needs Incorrect |  |
|  | b. Displacement of conflicts (the person does not realize the root cause of the distress) Incorrect |  |
|  | c. Behavioral changes become obvious to others Incorrect |  |
|  | d. Cheery, bright attitude at all times Correct |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**16**

Marks: 20

As a manager, what should you do to motivate employees? Explain to support your answer.

Answer:

|  |
| --- |
| As a manager,I should do to motivate employees:   - Keep valued, skilled employees on the project and the company - Cultivate good communication and rapport - Create environment friendly and full equipment - Bonus and reward - Don't use individual data and estimate result to punish individual - Reduce to work overtime and increase overtime pay  You make your employees to see that we are to attach much importance to advice of them and evaluate great their talent. |

Comment: Look good, but there're still some other important factor need to consider such as training opportunities, fun at work, ect…  
Need to explain to support your answer

Partially correct

Marks for this submission: 16/20.

Question**17**

Marks: 2

Which of the following information does NOT the Change Control Board need to assess the change?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Earned Value (benefits of implementing change) Correct |  |
|  | b. Cost (potential cost or cost savings) Incorrect |  |
|  | c. Size (how big is the change?) Incorrect |  |
|  | d. Impact (consequences of the change) Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**18**

Marks: 2

Which of the following most accurately describes the Budgeted Cost of Work Performed (BCWP)?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. The cost of completed work Incorrect |  |
|  | b. The plan of record Incorrect |  |
|  | c. BCWP = ACWP – BCWS Incorrect |  |
|  | d. How much “value” was “earned” by the work performed Correct |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**19**

Marks: 2

Which of the following is NOT true about change management for a software project?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Change is inevitable. Incorrect |  |
|  | b. There are good changes Incorrect |  |
|  | c. There are bad changes Incorrect |  |
|  | d. Customers will always help you manage changes effectively. Correct |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**20**

Marks: 2

Which of the following is NOT a key step in the risk management process?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Risk identification Incorrect |  |
|  | b. Risk prioritization Incorrect |  |
|  | c. Assigning Risk Resources Correct |  |
|  | d. Risk Monitoring Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**21**

Marks: 2

Which of the following are NOT goals of having good team morale?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Keep valued, skilled employees on the project and in the company Incorrect |  |
|  | b. Reduce the cost of retirement Correct |  |
|  | c. Reduce turnover and the cost of re-training Incorrect |  |
|  | d. Cultivate good communication & rapport Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**22**

Marks: 2

Which of the following fields is NOT necessary when documenting a risk?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Impact (and to what) if the risk event occurs Incorrect |  |
|  | b. Quantitative Evaluation of Risk Resources Correct |  |
|  | c. Probability of the risk event occurring Incorrect |  |
|  | d. Risk Exposure Incorrect |  |
|  | e. None of the above Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**23**

Marks: 2

Which of the following does NOT describe what the audience for a project report wants?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Brevity (keep presentations brief) Incorrect |  |
|  | b. A summation (provide a summary. Support your summary with details, but don't provide all details) Incorrect |  |
|  | c. A lot of detail (the more detail the better) Correct |  |
|  | d. A picture (tell a story that gives meaning) Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**24**

Marks: 15

In your opinion, what actions will software quality management be responsible for during a software project? Explain to support your answer.

Answer:

|  |
| --- |
|  |

Comment: No Answe

Incorrect

Marks for this submission: 0/15.

Question**25**

Marks: 15

What can the project manager do to avoid customer dissatisfaction? Explain to support your answer.

Answer:

|  |
| --- |
| The project manager can do to avoid customer dissatisfaction:  - Build a professional development team  - To ensure code of practice and security - To bring out solution for each customer's problems - To respect customer's idea. Allow customer to join project and to report detailed result about the progress project for each period |

Comment: > You have got some good ideas, but there're still others need to be considered.  
> Below are some demension for your reference:  
- Work with your stakeholders define and document the following for your project: Done, Quality , Success, Customer’s Bill of Rights, Project Team’s Bill of Rights  
- Avoid project failure  
- Measure your customers/stakeholders to determine their satisfaction

Partially correct

Marks for this submission: 13/15.

Question**26**

Marks: 2

Which of the following does NOT accurately describe why it is important to define done for a project?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. So done is clearly defined for all stakeholders to make sure that they are all in agreement Incorrect |  |
|  | b. So there done is defined in terms of quantifiable data that demonstrate success Incorrect |  |
|  | c. So the stakeholders know when issues will be addressed Correct |  |
|  | d. So the project manager can address any issues immediately if done changes for any stakeholder Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.

Question**27**

Marks: 2

Which of the following is NOT a statistical pitfall?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. Bias Incorrect |  |
|  | b. Errors in methodology. Incorrect |  |
|  | c. (Mis)-interpretation of results. Incorrect |  |
|  | d. Picking the wrong chart Correct |  |
|  | e. None of the bove Incorrect |  |

Incorrect

Marks for this submission: 0/2.

Question**28**

Marks: 2

Which of the following does NOT describe why an organization should collect historical data?

Choose one answer.

|  |  |  |
| --- | --- | --- |
|  | a. To compare team performance. Correct |  |
|  | b. Learning how to not repeat past mistakes is an important part of improving project performance Incorrect |  |
|  | c. To avoid wasting time and money. Incorrect |  |
|  | d. To identify and continue things (best practices) that contributed to past successes. Incorrect |  |
|  | e. None of the above Incorrect |  |

Correct

Marks for this submission: 2/2.