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item

1. What happens during a project closing? Select all that apply.

1 / 1 point

- ☐ The customer identifies new deliverables and ongoing task work.
- ☒ The project manager and team confirms all project tasks are complete.

✔ Correct

- ☒ The team obtains formal recognition from key stakeholders that the project is complete.

✔ Correct

- ☒ The team executes remaining project management processes, such as procedural or administrative work.

✔ Correct

2. Which step of the closing process may be as simple as sending an email or as complicated as having a large meeting?

1 / 1 point

- ☒ Make sure that all stakeholders are aware the project, or phase, is ending.
- ☐ Host a closing celebration with the team.
- ☐ Review contracts and documentation with the whole project team.
- ☐ Conduct a formal retrospective with the team.

✔ Correct

3. Consider the following scenario:

1 / 1 point

The project manager reviews documentation for the project, including the statement of work and RACI chart. The project manager closes the vendor contract, submits all payments, and retrieves all final deliverables from contracted workers. They send an email communication to ensure all stakeholders are aware that the project is ending. Finally, the project manager finishes up the project by gathering final feedback and conducting closing surveys.

What step of the closing process did the project manager skip in this scenario?

- ☐ Conduct administrative closure of the procurement process
- ☐ Complete any necessary follow-up work, such as gathering data and information
- ☐ Refer to documentation created earlier in the project
- ☒ Put together closing documentation, such as creating closeout reports

✔ Correct

4. As a project manager, which of the following should you include in the closeout report? Select all that apply.

1 / 1 point

- ☒ Open items, such as ideas for changes you'd like to make

✔ Correct

- ☒ Key accomplishments, such as which objectives the team met

✔ Correct

- ☐ Daily project tasks, such as a breakdown in a spreadsheet
- ☒ Resources, such as the original project plan

✓ Correct

5. In what three ways does a small closing process at the end of each milestone *differ* from a formal, more comprehensive closing phase at the end of the project?

1 / 1 point

- ☒ A formal closing, at the end of a project, is the last step before a team disbands.

✓ Correct

- ☐ After a milestone closing, during the project, there is no need to reach out to stakeholders.

- ☒ A formal closing, at the end of a project, includes an impact reporting meeting.

✓ Correct

- ☒ After a milestone closing, during the project, stakeholders provide feedback regarding any changes that need to be made going forward.

✓ Correct

6. What should a project manager do to ensure an effective closing process? Select all that apply.

1 / 1 point

- ☒ The project manager confirms the work is done and the agreed-upon closing processes are executed.

✓ Correct

- ☒ The project manager completes a project closeout report.

✓ Correct

- ☒ The project manager gives the stakeholders an impact reporting presentation.

✓ Correct

- ☐ The project manager invites the stakeholders to provide the notes from their independent retrospective.

- ☒ The project manager hosts a retrospective meeting for the team.

✓ Correct

7. What team considerations should the project manager focus on during the closing process?

1 / 1 point

- ☐ Work with each team member to review the work that they did and the deadlines they missed
- ☒ Build a culture that allows retrospectives so teams can collaborate and have positive changes
- ☐ Encourage the team to review one another's work to find the weak link in the team
- ☐ Review all project tasks to see where the team members could have been involved more

✓ Correct

8. Fill in the blank: As a project manager, it is important to avoid two kinds of projects: abandoned projects and _____ projects.

1 / 1 point

- ☒ never-ending
- ☐ unwritten
- ☐ unapproved
- ☐ incomplete

✓ Correct

9. Which document acts as a blueprint for what the team did, how they did it, and what they delivered?

1 / 1 point

- ☐ Retrospective review

- ☒ Project closeout report
- ☐ Impact report
- ☐ ROAM analysis

✓ Correct

10. Fill in the blank: A _____ is a meeting to discuss successes, failures, and possible future improvements on the project.

1 / 1 point

- ☐ closeout
- ☐ status update
- ☐ stakeholder review
- ☒ retrospective

✓ Correct