1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ refer(s) to all the work involved in creating the products of the project and the processes used to create them.

A. Deliverables

B. Milestones

**C. Scope**

D. Product Development

1. Which tool or technique for collecting requirements is often the most expensive and time consuming
2. **interviews**
3. focus groups
4. surveys
5. observation
6. A \_\_\_\_\_\_\_\_\_\_\_\_ is a deliverable-oriented grouping of the work involved in a project that defines the total scope of the project
7. scope statement
8. **WBS**
9. WBS dictionary
10. Work package
11. What approach to developing a WBS involves writing down or drawing ideas in a nonlinear format?
12. top-down
13. bottom-up
14. analogy
15. **mind mapping**
16. Assume you have a project with major categories called planning analysis, design, and testing. What level of the WBS would these items fall under?
17. 0
18. 1
19. **2**
20. 3
21. Which of the following is not a best practice that can help in avoiding scope problems on IT projects?
22. keep the scope realistic
23. use off-the-shelf hardware and software whenever possible
24. follow good project management processes
25. **don’t involve too many users in scope management**
26. What major restaurant chain terminated a large project after spending $170 million on it, primarily because they realized the project scope was too much handle?
27. Burger King
28. Pizza Hut
29. **McDonald’s**
30. Taco Bell
31. Scope \_\_\_\_\_\_\_\_\_\_\_\_ is often achieved by a customer inspection and then sign-off on key deliverables
32. **verification**
33. validation
34. completion
35. close-out
36. Which of the following is not a suggestion for improving user input?
37. Develop a good project selection process for information technology projects
38. Have users on the project team
39. Co-locate users with developers
40. **Only have meetings as needed, not on a regular basis**
41. Project management software helps you develop a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, which serves as a basis for creating Gantt charts, assigning resources, and allocating costs.
42. project plan
43. schedule
44. **WBS**
45. Deliverable

Chapter 6

1. What is the first process in planning a project schedule
2. defining milestones
3. **defining activities**
4. estimating activity resources
5. sequencing activity sequencing
6. Predecessor, successors, logical relationships, leads and lags, resource requirements, constraints, imposed dates, and assumptions are all examples of \_\_\_\_\_\_\_\_\_\_\_.
7. items in an activity list
8. items on a Gantt chart
9. milestone attributes
10. **activity attributes**
11. As the project manager for a software development project, you are helping to develop the project schedule. You decide that writing code for a system should not start until users sign off on the analysis work. What type of dependency is this?
12. technical
13. mandatory
14. **discretionary**
15. external
16. You cannot start editing a technical report until someone else completes the first draft. What type of dependency does this represents?
17. **finish-to-start**
18. start-to-start
19. finish-to-start
20. start-to-finish
21. Which of the following statements is false?
22. A resource breakdown structure is a hierarchical structure that identifies the project’s resources by category and type
23. **Duration and effort are synonymous terms**
24. A three-point estimate that includes an optimistic, most likely, and pessimistic estimate
25. A Gantt chart is a common tool for displaying project schedule information
26. What symbol on a Gantt chart represents a slipped milestone?
27. a black arrow
28. a white arrow
29. a black diamond
30. **a white diamond**
31. What type of diagram shows the planned and actual project schedule information?
32. a network diagram
33. a Gantt chart
34. **a Tracking Gantt chart**
35. a milestone chart
36. \_\_\_\_\_\_\_\_\_ is a networking diagramming technique used to predict total project duration
37. **PERT**
38. A Gantt chart
39. Critical path method
40. Crashing
41. Which of the following statements is false?
42. “Growing Grass” was on the critical path for a large theme project
43. the critical path is the series of activities that determine the earliest time by which a project can be completed
44. a forward pass through a project network diagram determines the early start and early finish dates for each activity
45. **fast tracking is a technique for making cost and schedule trade-offs to obtain the greatest amount of schedule compression for the least incremental cost.**
46. ­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_ is a method of scheduling that considers limited resources when creating a project schedule and includes buffers to protect the project completion date.
47. Parkinson’s law
48. Murphy’s law
49. Critical path analysis
50. **Critical chain scheduling**