Self-Assessment Questions for
Module 10 Project Communications Management

Question 1: Which of the following is usually not a component of a status report?

    A.) Analysis of project forecasts
    B.) Analysis of past performance
    C.) Work to be completed next
    D.) Lessons Learned

Question 2: Anderson is managing a 5-year long large construction project that has a fixed budget. During the first year of project execution, Anderson indicates that he will not be able to complete the project within the current approved budget. He calculates the project's Estimate at Completion (EAC) and it turns out to be twice the approved budget. Reporting such a huge EAC can create problems for Anderson as the project manger. What is his best course of action in this scenario?

    A.) Report the calculated EAC value.
    B.) Report the original budget at the EAC.
    C.) Modify the scope of the project so that the project completes within the approved budget.
    D.) Report the calculated EAC value with plus/minus 50% tolerance limits.

Question 3: Martin is managing a process improvement project. He used to have six project team members reporting to him. One of the team members has been released from the project and now there are only five members reporting to him. How many communication channels have been eliminated as a result of this?

    A.) 5
    B.) 6
    C.) 1
    D.) 15

Question 4: Jim has just calculated his project's new Estimate at Completion (EAC). This information now needs to be distributed. Which of the following processes is the most suitable for this purpose?

    A.) Manage Stakeholder Engagement
    B.) Control Communications
    C.) Manage Communications
    D.) Control Costs

Question 5: Which of the following would not necessarily occur as a result of poor communications management planning?

    A.) Delays in the project
    B.) Communication of sensitive information to wrong audience
    C.) Degraded project quality
    D.) Communications breakdowns

Question 6: If there are 45 communications channels in total, what is the size of the team?

    A.) 5
    B.) 10
    C.) 30
    D.) 45

Question 7: Susan is managing a complex multi-million dollar project with a large number of stakeholders. The success of the project relies heavily on timely and effective communications. Taking the large number of project stakeholders into consideration, Susan decides to use an electronic document management system that will contain every project document. She also makes this system and all documents accessible by the authorized stakeholders. This electronic document management system is an example of which of the following?

    A.) Organizational Process Asset
    B.) Template
    C.) Lessons Learned Library
    D.) Information Management System

Question 8: Communications play a vital role in the success of any project. There are many methods that can be used to ensure successful communications. If all of the given communication methods are feasible for a certain situation, which one of the following would be the most effective?

    A.) Push
    B.) Pull
    C.) Interactive
    D.) Unidirectional

Question 9: Which of the following has a strong effect on project communications?

    A.) Enterprise Environmental Factors
    B.) Stakeholder Register
    C.) Project Scope
    D.) Project Budget

Question 10: A project manager is currently reviewing her project communications management plan. She finds out that the plan is outdated and needs to be revised. Which process must she start next?

    A.) Plan Communications Management
    B.) Plan Risk Responses
    C.) Control Communications
    D.) Manage Communications

Question 11: Which of the following techniques cannot be applied during the Control Communications process?

    A.) Information Management Systems
    B.) Performance Reporting
    C.) Expert Judgment
    D.) Meetings

Question 12: Which of the following PMBOK processes ensures that the information needs of the project stakeholders are met throughout the project life cycle?

    A.) Plan Communications Management
    B.) Identify Stakeholders
    C.) Manage Communications
    D.) Control Communications

Question 13: According to the Basic Communication Model, upon the receipt of a message, the receiver may signal the receipt of the message. This signal is also called?

    A.) Acknowledge
    B.) Feedback
    C.) Encode
    D.) Decode

Question 14: Which of the following is not a component of a Communications Management Plan?

A.) Stakeholder communications requirements
B.) Communication methods
C.) List of all project stakeholders
D.) Escalation process

Question 15: Which of the following PMBOK processes is focused mainly on the execution of the Communications Management Plan?

A.) Plan Communications Management
B.) Execute Communications
C.) Control Communications
D.) Manage Communications

Answer Sheet for Self-Assessment 10

Question Number	My Answer	Correct	Incorrect
Question 01		☐	☐
Question 02		☐	☐
Question 03		☐	☐
Question 04		☐	☐
Question 05		☐	☐
Question 06		☐	☐
Question 07		☐	☐
Question 08		☐	☐
Question 09		☐	☐
Question 10		☐	☐
Question 11		☐	☐
Question 12		☐	☐
Question 13		☐	☐
Question 14		☐	☐
Question 15		☐	☐
Total Number			
% Correct		_____%	

To calculate the % correct, divide the "total correct" by 0.15. Example: If you have 13 correct then calculate 13 / 0.15 = 86.6%

Answers for Self-Assessment 10

Question Number	Correct Answer
Question 01	D
Question 02	A
Question 03	B
Question 04	C
Question 05	C
Question 06	B
Question 07	D
Question 08	C
Question 09	A
Question 10	A
Question 11	B
Question 12	D
Question 13	A
Question 14	C
Question 15	D

Answers & Explanations for Self-Assessment 10

Question 1: Which of the following is usually not a component of a status report?

    A.) Analysis of project forecasts
    B.) Analysis of past performance
    C.) Work to be completed next
    D.) Lessons Learned

Correct answer is **D**

Explanation: A status reports shows the current status of the project as of the Status Date. Lessons learned are usually not included in the status report.

Reference: PMBOK Guide 5th Edition, page 301

Question 2: Anderson is managing a 5-year long large construction project that has a fixed budget. During the first year of project execution, Anderson indicates that he will not be able to complete the project within the current approved budget. He calculates the project's Estimate at Completion (EAC) and it turns out to be twice the approved budget. Reporting such a huge EAC can create problems for Anderson as the project manger. What is his best course of action in this scenario?

    A.) Report the calculated EAC value.
    B.) Report the original budget at the EAC.
    C.) Modify the scope of the project so that the project completes within the approved budget.
    D.) Report the calculated EAC value with plus/minus 50% tolerance limits.

Correct answer is **A**

Explanation: Anderson should be honest in his reporting. He should report the true calculated value regardless of the repercussions of reporting it.

Reference: PMI Code of Ethics and Professional Conduct, Honesty

Question 3: Martin is managing a process improvement project. He used to have six project team members reporting to him. One of the team members has been released from the project and now there are only five members reporting to him. How many communication channels have been eliminated as a result of this?

    A.) 5
    B.) 6
    C.) 1

D.) 15

Correct answer is **B**

Explanation: The total original team size was seven (project manager plus six team members). The total number of communications channels was 21. After the release of one member, the total team size is now six. The total number of communication channels is now 15. Therefore, there has been an elimination of six communications channels.

Reference: PMBOK Guide 5th Edition, page 292

Question 4: Jim has just calculated his project's new Estimate at Completion (EAC). This information now needs to be distributed. Which of the following processes is the most suitable for this purpose?

    A.) Manage Stakeholder Engagement
    B.) Control Communications
    C.) Manage Communications
    D.) Control Costs

Correct answer is **C**

Explanation: EAC is forecasting information. Project information is distributed during the Manage Communications process.

Reference: PMBOK Guide 5th Edition, page 297

Question 5: Which of the following would not necessarily occur as a result of poor communications management planning?

    A.) Delays in the project
    B.) Communication of sensitive information to wrong audience
    C.) Degraded project quality
    D.) Communications breakdowns

Correct answer is **C**

Explanation: Improper communications planning will lead to improper communications during the project. This may lead to delays, communication of sensitive information to the wrong audience and/or communications breakdowns. However, this wouldn't necessarily lead to degradation of quality. Degradation of quality is normally a result of poor scope management and/or poor quality management.

Reference: PMBOK Guide 5th Edition, page 290

Question 6: If there are 45 communications channels in total, what is the size of the team?

    A.) 5

B.) 10
C.) 30
D.) 45

Correct answer is **B**

Explanation: The communication channels formula is ch = n(n -1)/2. The easiest way to find the right answer is to plug in the choices and see which one is correct. The correct answer is 10 since 10(9)/2 = 45.

Reference: PMBOK Guide 5th Edition, page 292

Question 7: Susan is managing a complex multi-million dollar project with a large number of stakeholders. The success of the project relies heavily on timely and effective communications. Taking the large number of project stakeholders into consideration, Susan decides to use an electronic document management system that will contain every project document. She also makes this system and all documents accessible by the authorized stakeholders. This electronic document management system is an example of which of the following?

A.) Organizational Process Asset
B.) Template
C.) Lessons Learned Library
D.) Information Management System

Correct answer is **D**

Explanation: In this example, the electronic document management system is distributing the project information to the project stakeholders. This is an example of an Information Management System and is a tool and technique of the Manage Communications process.

Reference: PMBOK Guide 5th Edition, page 300

Question 8: Communications play a vital role in the success of any project. There are many methods that can be used to ensure successful communications. If all of the given communication methods are feasible for a certain situation, which one of the following would be the most effective?

A.) Push
B.) Pull
C.) Interactive
D.) Unidirectional

Correct answer is **C**

Explanation: The most effective communication includes feedback. If all of the given choices are applicable for a certain situation, interactive communication would be the most effective.

Reference: PMBOK Guide 5th Edition, page 295

Question 9: Which of the following has a strong effect on project communications?

A.) Enterprise Environmental Factors
B.) Stakeholder Register
C.) Project Scope
D.) Project Budget

Correct answer is **A**

Explanation: The organization's structure has a major effect on the project's communications requirements. The organization's structure, a part of Enterprise Environmental Factors, has a strong effect on project communications.

Reference: PMBOK Guide 5th Edition, page 291

Question 10: A project manager is currently reviewing her project communications management plan. She finds out that the plan is outdated and needs to be revised. Which process must she start next?

A.) Plan Communications Management
B.) Plan Risk Responses
C.) Control Communications
D.) Manage Communications

Correct answer is **A**

Explanation: The project manager is currently performing the Control Communications process. The Control Communications can trigger an iteration of the Plan Communications Management process. Since the plan is outdated, the Plan Communications Management process needs to be revisited.

Reference: PMBOK Guide 5th Edition, page 304

Question 11: Which of the following techniques cannot be applied during the Control Communications process?

A.) Information Management Systems
B.) Performance Reporting
C.) Expert Judgment
D.) Meetings

Correct answer is **B**

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Explanation: Performance reporting is carried out during the Manage Communications process. The rest of the choices are valid tools and techniques of the Control Communications process.

Reference: PMBOK Guide 5th Edition, page 303

Question 12: Which of the following PMBOK processes ensures that the information needs of the project stakeholders are met throughout the project life cycle?

A.) Plan Communications Management
B.) Identify Stakeholders
C.) Manage Communications
D.) Control Communications

Correct answer is **D**

Explanation: The Control Communications process ensures that the information needs of the project stakeholders are met throughout the project life cycle. This process belongs to the Monitoring and Controlling Process Group and the Project Communications Management Knowledge Area.

Reference: PMBOK Guide 5th Edition, page 303

Question 13: According to the Basic Communication Model, upon the receipt of a message, the receiver may signal the receipt of the message. This signal is also called?

A.) Acknowledge
B.) Feedback
C.) Encode
D.) Decode

Correct answer is **A**

Explanation: This signal doesn't mean that the receiver is in agreement with the transmitted message. The receiver is just confirming the receipt of the message. This signal is called "acknowledgement".

Reference: PMBOK Guide 5th Edition, page 293

Question 14: Which of the following is not a component of a Communications Management Plan?

A.) Stakeholder communications requirements
B.) Communication methods
C.) List of all project stakeholders
D.) Escalation process

Correct answer is **C**

Explanation: The list of all project stakeholders is documented in the project stakeholder register and is not a part of the Communications Management Plan. The rest of the choices are valid components of the Communications Management Plan.

Reference: PMBOK Guide 5th Edition, page 296

Question 15: Which of the following PMBOK processes is focused mainly on the execution of the Communications Management Plan?

A.) Plan Communications Management
B.) Execute Communications
C.) Control Communications
D.) Manage Communications

Correct answer is **D**

Explanation: There is only one executing process in the Communications Management knowledge area, i.e., Manage Communications. The Manage Communications process is primarily focused on the execution of the Communications Management plan by making the project information available to the project stakeholders as planned.

Reference: PMBOK Guide 5th Edition, page 297

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