//

Question 1

Which one of the following is a project manager responsible for?

Overseeing operations

End-to-end project management ownership

Project success

Team development

**Incorrect**

Not quite. Please review the video [*What is the role of a project manager?*](https://www.coursera.org/learn/project-management-fundamentals-microsoft/lecture/C9sQS/what-is-the-role-of-a-project-manager)

**1 point**

**2.**

Question 2

Which of the following options reflects the correct sequence of the project creation process?

Deliverable, operations handover, need, idea, project execution, projects

Projects, idea, need, project execution, deliverable,operations handover

Need, idea, projects, project execution, deliverable, operations handover

Idea, projects, project execution, need, deliverable, operations handover

**Correct**

That’s correct. Initially, an organization realizes a ‘need’ that later turns into an ‘idea’ for action. After undergoing feasibility studies, the idea becomes a ‘project’. The project is then implemented and the deliverable is created and handed over to operations for continual support until the product retires. This is the correct logical sequence from end to end.

**1 / 1 point**

**3.**

Question 3

Which of the following are the two main characteristics that help project managers stay focused throughout the project? Select all that apply.

Accountability

**Correct**

That’s correct. Accountability is one of two main characteristics that help the project manager to maintain focus on achieving the project objectives.

Timely communication

Transparency

Responsibility

**Correct**

That’s correct. Responsibility is one of two main characteristics that help the project manager to maintain focus on achieving the project objectives.

**1 / 1 point**

**4.**

Question 4

During a coffee break with your peers, you discuss the interconnection between the four core values and twelve principles of project management.

One of your peers mentioned that the values and principles contribute towards developing a dynamic and adaptive project environment. Do you agree or disagree with your peers?

Disagree

Agree

**Correct**

That’s correct. The 4 core values and 12 principles of project management helps in developing a dynamic and adaptive environment for projects.

**1 / 1 point**

**5.**

Question 5

Project managers need to demonstrate ethical conduct such as integrity, care, trustworthiness, and compliance. What is this principle known as?

Stewardship

Value

Quality

Leadership

**Correct**

That’s correct. Stewardship is the principle that covers integrity, care, trustworthiness, and compliance.

**1 / 1 point**

**6.**

Question 6

Which of the following integrates portfolio, program, and project management?

Organizational project management (OPM)

Organizational process assets (OPA)

Enterprise environmental factors (EEF)

Project management office (PMO)

**Correct**

That’s correct. Portfolio, program, and projects are the components of OPM, which put them into action to align project management objectives with organizational strategies.

**1 / 1 point**

**7.**

Question 7

How many process groups and processes are there in a process-based approach in project management?

5 progress groups and 54 processes

5 progress groups and 49 processes

54 process groups and 5 processes

49 process groups and 5 processes

**Correct**

That’s correct. The process based approach has 5 process groups and 49 processes.

**1 / 1 point**

**8.**

Question 8

Which of the process groups is where the project activities are carried out, resources are allocated, and team members collaborate to deliver project deliverables?

Executing

Planning

Initiating

Project phase

**Correct**

That’s correct. The executing process group is where the plan is put into action.

**1 / 1 point**

**9.**

Question 9

Which project management elements can be tailored? Select all that apply.

Tools and techniques

**Correct**

That’s correct. Tailoring provides flexibility in choosing the tools and techniques for performing needed analysis specific to the project.

Processes

**Correct**

That’s correct. Tailoring the project management processes to fit specific project requirements increases the chances of project success.

Development approach

**Correct**

That’s correct. Attributes associated with the deliverable helps the project manager and the project team to tailor the right development approach for the project.

Change Management

**1 / 1 point**

**10.**

Question 10

Your project team is not aware of the Benefits management plan and wants to hear about it from you. You are in the process of educating your team about it.

Which of the following statements are true about the benefits management plan (BMP)? Select all that apply.

The BMP is prepared in the pre-project phase.

The BMP is part of business documents.

**Correct**

That’s correct. BMP is part of business documents like business case.

The BMP is developed within the project lifecycle.

The BMP is a dynamic document.

**Correct**

That’s correct. The BMP can be updated and refined whenever new information is available.

You didn't select all the correct answers

**1 point**

**11.**

Question 11

Which document summarizes the project’s outcome, detailing achievements, challenges, and lessons learned?

Business document

Project charter

Final report

Historical records

**Correct**

That’s correct. The project final report contains a summary of the project’s outcome including detailing the deliverable, cost and schedule utilized in the project, validation results and lessons learned.

**1 / 1 point**

**12.**

Question 12

Which of the following are the subsidiary management plans for the triple constraints of a project?

Scope management plan

**Correct**

That’s correct. The scope management plan is a subsidiary management plan as project scope is one of the triple constraints and it describes how the scope will be planned, structured and controlled.

Cost management plan

**Correct**

That’s correct. The cost management plan is a subsidiary management plan as project cost is one of the triple constraints and it describes how the costs will be planned, structured and controlled.

Project management plan

Schedule management plan

**Correct**

That’s correct. The schedule management plan is a subsidiary management plan as the project schedule is one of the triple constraints and it describes how the schedule will be planned, structured and controlled.

**1 / 1 point**

**13.**

Question 13

Project objectives include which of the following? Select all that apply.

Project cost

**Correct**

That’s correct. PAchieving the project cost is one of the project objectives.

Project scope

**Correct**

That’s correct. Achieving the project scope is one of the project objectives.

Project schedule

**Correct**

That’s correct. Achieving the project schedule is one of the project objectives.

Project risk

**1 / 1 point**

**14.**

Question 14

What is the systematic process of defining, measuring, and tracking benefits throughout the project life cycle?

Benefits realization management (BRM)

Project management office (PMO)

Program management

Organizational project management (OPM)

**Correct**

That’s correct. BRM is a discipline that focuses on ensuring that the intended benefits of a project are identified, planned and ultimately realized.

**1 / 1 point**

**15.**

Question 15

Which of the following are the components of enterprise environmental factors (EEF)?

Internal only

External and internal

External only

**Correct**

That’s correct. EEFs contain both internal and external influencers.

**1 / 1 point**

**16.**

Question 16

Which of the following highlights the importance of governance? Select all that apply.

Risk handling

Alignment with strategic objectives

**Correct**

That’s correct. Governance plays a major role in aligning projects with strategic objectives.

Resource optimization

**Correct**

That’s correct. Resource utilization and optimization are taken care of by Project Governance.

Project coordination

You didn't select all the correct answers

**1 point**

**17.**

Question 17

From the choices below, identify the different structures available in organizations. Select all that apply.

Functional structure

**Correct**

That’s correct. In this structure, organizations are divided by functional areas such as marketing, finance, operations, information technology, and sales.

Projectized structure

**Correct**

That’s correct. In a project organization structure, all project resources report to the project manager.

Matrix structure

**Correct**

That’s correct. Matrix structures provide flexibility and adaptability in managing resources.

Spiral structure

**1 / 1 point**

**18.**

Question 18

What are the characteristics of a project organization structure that make it superior for projects compared to other available structures?

Project organization dedicates resources and autonomy.

**Correct**

That’s correct. Project managers have higher authority and full control over resources.

Project organization can maximize benefits realization.

Project organization focuses the organization on project management entirely.

Project organization can improve project reputation.

You didn't select all the correct answers

**1 point**

**19.**

Question 19

While a PMO can refer to a portfolio, program, or project management office, what is the term used in an adaptive environment?

Adaptive project management office (PMO)

Organizational project management (OPM)

Project management office (PMO)

Value delivery office (VDO)

**Correct**

That’s correct. Value Delivery Office (VDO) is the same as PMO but in an adaptive delivery approach.

**1 / 1 point**

**20.**

Question 20

Which of the below refers to the method used to create a product, service or result encompassing the entire project life cycle?

Development Methods

Estimation Methods

Collaboration Methods

Validation Methods

**Correct**

That’s correct. This refers to the methods or approach in which the deliverables are produced in a project.

**1 / 1 point**

**21.**

Question 21

When measuring the performance of one of your projects, you notice that the comparison between the plan compared to the actuals shows a negative deviation in the parameters of cost and schedule.

As a project manager, what do you understand from this situation?

Schedule is delayed

Cost and Schedule, both doesn’t sync with each other

Cost has overrun and schedule is delayed

Cost has overrun

**Correct**

That’s correct. Negative deviation on cost and schedule parameters indicates that the project has consumed more cost than planned, resulting in cost overrun. It also indicates that project activities are taking more time to complete than planned resulting in schedule delays.

**1 / 1 point**

**22.**

Question 22

Which of the following are characterized by continuous input from stakeholders and end-users through repeated iterations?

Knowledge base

Lessons learned

Feedback loop

Processes

**Correct**

That’s correct. Iterations involve gathering feedback from stakeholders and consumers during product development.

**1 / 1 point**

**23.**

Question 23

You are handed the project charter and the business documents of a new project. You were part of the charter development.

According to you, who is accountable for the development of business documents such as the business case and benefits management plan in the pre-project phase?

Project manager

Program manager

Project sponsor

Portfolio manager

**Correct**

That’s correct. Sponsors are accountable for the development of a business case and benefits management plan in the pre-project phase which guides the project manager and the team regarding the benefits to be realized once the project completes.

**1 / 1 point**

**24.**

Question 24

What are the leadership styles that the situational leadership model recommends?

Direct, control, support, delegate

Direct, Coach, Support, Delegate

Dictate, control, support, delegate

Dictate, Coach, Sustain, Delegate

**Correct**

That’s correct. These are the 4 different leadership styles that the situational leadership model recommends.

**1 / 1 point**

**25.**

Question 25

Which theory proposes factors such as hygiene and motivation that influence employee satisfaction in the workplace?

Intrinsic versus extrinsic motivation theory

Expectancy theory

Herzberg’s theory

Theory X, Y, and Z

**Correct**

That’s correct. Herzberg’s two factor theory proposes that hygiene factors influence job dissatisfaction while motivation factors increase job satisfaction.

**1 / 1 point**

**26.**

Question 26

Which of the following is a document that identifies, assesses, and tracks potential risks throughout a project lifecycle?

Risk chart

Risk Register

Risk report

Risk table

**Correct**

That’s correct. Risk Register is the document that contains the identified risks, and it stores all the information about the risk such as the risk owner, the risk priority, the impact the risk causes to the project, the response plan and the revised priority of the risk.

**1 / 1 point**

**27.**

Question 27

You are employed to manage a construction project that is time-sensitive. The board of directors wants an estimate of the length of time required to build the housing foundations in the construction project. To provide an informed estimate, you gather the following data during your analysis:

* Optimistic Estimate (O): 30 days
* Most Likely Estimate (M): 40 days
* Pessimistic Estimate (P): 50 days

Using the three-point estimation technique, what is the estimated duration for constructing the foundation?

43.33 days

45 days

54 days

40 days

**Correct**

That’s correct. The formula for calculating three-point estimates is O+P+4ML / 6. Therefore, according to the scenario, the calculation is (30+50+4\*40) / 6, which is equal to 40 days.

**1 / 1 point**

**28.**

Question 28

What are the different registers available as artifacts in project management? Select all that apply.

Project register

Risk register

**Correct**

That’s correct. This register is a document that records identified risks, their potential impact, and proposed response strategies, serving as a central repository for monitoring and managing risks throughout the project lifecycle.

Stakeholder register

**Correct**

That’s correct. This register is a document that identifies all individuals, groups, or organizations impacted by or involved in the project, providing details about their interests, influence, and communication preferences to facilitate effective engagement and management.

Lessons learned register

**Correct**

That’s correct. This register is a repository that captures insights, experiences, and best practices from project execution, facilitating knowledge sharing and continuous improvement for future projects.

**1 / 1 point**

**29.**

Question 29

What is the focus of product management in comparison to the focus of project management?

Program

Market

Strategic

Business

**Incorrect**

Not quite. Please review the video [*What is product management*?](https://www.coursera.org/learn/project-management-fundamentals-microsoft/lecture/q9nzw/what-is-product-management)

**1 point**

**30.**

Question 30

Which of the following are different stages of a product lifecycle? Select all that apply.

Develop

Decline

**Correct**

That’s correct. Declining stage is the final stage of product lifecycle

Growth

**Correct**

That’s correct. Growth is the second stage of product lifecycle

Maturity

**Correct**

That’s correct. Maturity is the third stage of the product life cycle.

Introduction

**Correct**

That’s correct. Introduction is the first stage of product lifecycle.

//

**1.**

Question 1

Which of the following is a method?

Planning

Scope decomposition

Project Plan

Governance

**Correct**

That’s correct. Scope decomposition is the process of breaking down the project scope into smaller and more manageable units of work called activities.

**1 / 1 point**

**2.**

Question 2

True or False: Models outline the phases, processes, and activities involved in managing projects from initiation to closure.

True

False

**Correct**

That’s correct. In project management, a model is a thinking strategy to explain a process, framework or phenomenon.

**1 / 1 point**

**3.**

Question 3

Who is the sole reason behind the initiation of a project?

Business development managers

Sponsor

PMO

Project Manager

**Correct**

That’s correct. The sponsor is the authoritative role that is behind the reason for creation of projects.

**1 / 1 point**

**4.**

Question 4

Which of the following is the correct expansion for the acronym OSCAR?

Organizational Strategic Conflict Adapting Resolution.

Open Source Complete Archive Repository

Optimum Security Card

Outcome, Situation, Choice / Consequences, Actions and Review

**Correct**

That’s correct. OSCAR stands for Outcome, Situation, Choice / Consequences, Actions and Review.

**1 / 1 point**

**5.**

Question 5

True or False: RASCI and RACI belong to situational leadership models.

True

False

**Incorrect**

Not quite. These matrices describe the various roles of leaders and they belong to situational leadership models.

//

**Your grade: 80%**

Your latest: **80%**•

Your highest: **80%**•

To pass you need at least 80%. We keep your highest score.

**1.**

Question 1

Which process group is characterized by the formal acceptance and completion of the project?

Planning

Monitoring and controlling

Initiating

Closing

**Incorrect**

Not quite. Please review the video [Process-based approach to project management.](https://www.coursera.org/learn/project-management-fundamentals-microsoft/lecture/1ixSx/process-based-approach-to-project-management)

**1 point**

**2.**

Question 2

From the following, choose the development approaches. Select all that apply.

Progressive

Iterative

**Correct**

That's correct. Iterative is one of the development approaches.

Incremental

**Correct**

That's correct. Incremental approach is one of the development methods.

Predictive

**Correct**

That's correct. Predictive is one of the development approaches.

**1 / 1 point**

**3.**

Question 3

What is the deliberate adaptation of development approaches, governance, and processes to make them more suitable for the given project environment?

Governance

Rolling wave planning

Development approach

Tailoring

**Correct**

That's correct. Tailoring caters to suitability and flexibility specific to the project environment.

**1 / 1 point**

**4.**

Question 4

What document describes how to identify and account for project artifacts under configuration control and how to record and report changes to them?

Project management plan

Benefits management plan

Configuration management plan

None of the above

**Correct**

That's correct. The configuration management plan provides guidance for configuration control.

**1 / 1 point**

**5.**

Question 5

Which organizational structure types does a project manager have full authority on projects?

Weak matrix

Functional organization

Project organization

Balanced matrix

**Correct**

That's correct. Project organizations provide full authority to project managers to manage projects.

**1 / 1 point**

**6.**

Question 6

A startup company is developing a new product that requires rapid prototyping and experimentation to validate market demand and refine the product concept. The company has limited resources and a high level of uncertainty regarding customer preferences and product features. The company's founders prioritize flexibility, adaptability, and speed to market. Which development approach is most appropriate for this scenario?

Predictive

Plan-driven

Lean

Iterative and incremental

**Correct**

That's correct. An adaptive method, which allows flexibility, adaptability, and speed, is the most suitable in the given scenario. An iterative and incremental approach are components of adaptive methods.

**1 / 1 point**

**7.**

Question 7

Which of the following statements are characteristics of the agile approach

Inflexible to changes

Plan-driven

Fast delivery

Periodic cadence

**Incorrect**

Not quite. Please review the video [Development approaches.](https://www.coursera.org/learn/project-management-fundamentals-microsoft/lecture/yh6It/development-approaches)

**1 point**

**8.**

Question 8

A project manager encounters various challenges and problems during a project. What should she use to record and track these?

Stakeholder register

Assumption log

Issue log

Risk register

**Correct**

That's correct. An issue log is a dynamic document used to record and track all the issues, problems, and challenges in the project.

**1 / 1 point**

**9.**

Question 9

Identify the different tailoring process steps. Select all that apply.

Tailor for stakeholders

Tailor for organization

**Correct**

That's correct. This is one of the tailoring process steps.

Implement ongoing improvement

**Correct**

That's correct. This is one of the tailoring process steps.

Select initial development approach

**Correct**

That's correct. This is one of the tailoring process steps.

Tailor for project

**Correct**

That's correct. This is one of the tailoring process steps.

**1 / 1 point**

**10.**

Question 10

What is the uncontrolled expansion of project and product scope without any adjustment to time, cost, and resources called?

Scope creep

Scope management

Deliverable

Progressive elaboration

**Correct**

That's correct. Scope creep indicates any deviation in scope from the original.

//

Which process group involves verifying that all the project work and deliverables meet the project plan requirements?

Closing

Monitoring and controlling

Planning

Executing

**Correct**

That's correct. Monitoring and controlling involves validating the project work and deliverables.

**1 / 1 point**

**2.**

Question 2

A project team member discovers a conflict of interest involving a key stakeholder who is also a supplier for the project. The stakeholder is attempting to influence project decisions in their favor, potentially compromising project integrity. What action should the project manager take to address this situation in line with project governance principles?

Request the team member to handle the situation independently without involving others.

Confront the stakeholder directly and demand compliance with project guidelines.

Report the conflict of interest to the Project Governance board or steering committee.

Ignore the conflict of interest to maintain positive stakeholder relationships.

**Correct**

That's correct. Project managers must report issues beyond their control to the Project Governance team.

**1 / 1 point**

**3.**

Question 3

From the following, identify some of the key components of project governance. Select all that apply.

Project lifecycle

Quality assurance

**Correct**

That's correct. Quality assurance is one of the components of governance.

Stakeholder engagement and communication

Decision-making

**Correct**

That's correct. Decision-making is one of the components of project governance.

Risk management and compliance

**Correct**

That's correct. Risk management is one of the components of governance.

You didn't select all the correct answers

**1 point**

**4.**

Question 4

From the below, pick the options that form part of the project management plan (PMP). Select all that apply.

Scope baselines

**Correct**

That's correct. This is part of the PMP.

Cost baselines

**Correct**

That's correct. This is part of the PMP.

Schedule baselines

**Correct**

That's correct. This is part of the PMP.

Development approach baselines

**1 / 1 point**

**5.**

Question 5

Which of the following outlines how an organization is shaped, how tasks and responsibilities are allocated, and how information flows within the organization?

Enterprise environmental factors

Organizational project management

Organizational process assets

Organizational structure

**Correct**

That's correct. A structure outlines the shape and defines responsibilities across organizations.

**1 / 1 point**

**6.**

Question 6

A startup company is developing a new product that requires rapid prototyping and experimentation to validate market demand and refine the product concept. The company has limited resources and a high level of uncertainty regarding customer preferences and product features. The company's founders prioritize flexibility, adaptability, and speed to market. Which development approach is most appropriate for this scenario?

Iterative and incremental

Predictive

Lean

Plan-driven

**Correct**

That's correct. An adaptive method, which allows flexibility, adaptability, and speed, is the most suitable in the given scenario. An iterative and incremental approach are components of adaptive methods.

**1 / 1 point**

**7.**

Question 7

Which of the following statements about the project organization approach is true? Select all that apply.

The project manager has full authority or high authority.

**Correct**

That's correct. In project organization, the project manager has high authority over projects and project resources.

The entire project is controlled by the functional manager.

**This should not be selected**

Not quite. Please review video [Organizational structures.](https://www.coursera.org/learn/project-management-fundamentals-microsoft/lecture/gP2Wk/organizational-structures)

The project manager is responsible for project success.

**Correct**

That's correct. Project managers are responsible and accountable for the project outcome and success.

A strong project governance is present.

**1 point**

**8.**

Question 8

Identify different knowledge areas in program management from the below choices. Select all that apply.

Project closing

Project stakeholder management

**Correct**

That's correct. Stakeholder management is one of the knowledge areas.

Project quality management

Project procurement management

You didn't select all the correct answers

**1 point**

**9.**

Question 9

Identify the different tailoring process steps. Select all that apply.

Implement ongoing improvement

**Correct**

That's correct. This is one of the tailoring process steps.

Tailor for organization

**Correct**

That's correct. This is one of the tailoring process steps.

Select initial development approach

Tailor for stakeholders

Tailor for project

**Correct**

That's correct. This is one of the tailoring process steps.

You didn't select all the correct answers

**1 point**

**10.**

Question 10

Which of the following forms part of organizational process assets (OPA)? Select all that apply.

Governmental regulatories

Historical project data

**Correct**

That's correct. OPA is a repository that contains past project data.

Project templates

**Correct**

That's correct. Templates for project documentation are part of OPA.

Organizational policies, guidelines, and governance frameworks

**Correct**

That's correct. OPA includes policies, procedures, guidelines, and governance frameworks needed for effective project management.

Lessons learned document

**Correct**

That's correct. The lessons learned document is part of OPA.

What is a key characteristic of the adaptive development approach? Select the correct option.

Emphasis on detailed upfront planning

Sequential execution of project phases

Iterative and incremental development

Resistance to change

**Correct**

That’s correct. Adaptive development approach includes both iterative and incremental development methods.

**1 / 1 point**

**2.**

Question 2

Which of the following can be seen as a benefit of incremental development approach in software development?

Reduces project risk by accommodating changing requirements.

Provides opportunities for feedback and iteration throughout the development process.

Thorough planning before execution ensuring the deliverables flow through the progress groups sequentially.

Enables delivery of tangible value to stakeholders early and frequently.

**Correct**

That’s correct. Early value delivery and frequencies in delivery are some of the benefits of incremental development approach.

**1 / 1 point**

**3.**

Question 3

What development approach combines elements of both Predictive and Adaptive methodologies, offering flexibility while maintaining some level of structure?

Adaptive

Predictive

Incremental

Hybrid

**Correct**

That’s correct. Hybrid is a combination of both predictive and adaptive methodologies.

**1 / 1 point**

**4.**

Question 4

Which of the following best describes the key characteristic of iterative development approach in software development?

Sequential phases of initiation, planning, execution, monitoring/control, and closure

Dividing the project into small, functional increments

Setting up the basic infrastructure and website framework

Repeating cycles of planning, execution, evaluation, and refinement

**Correct**

That’s correct. Iterations involve repeating steps until the ultimate outcome is achieved.

**1 / 1 point**

**5.**

Question 5

Which of the following development approaches emphasizes thorough upfront planning and sequential execution of project phases?

Predictive

Adaptive

Hybrid

Agile

**Correct**

That’s correct. Predictive approach focuses on upfront planning and an orderly execution of project phases.

//

Which level of PMO exercises a moderate level of authority over project management processes? Select the correct option.

Controlling PMO

Supportive PMO

Directive PMO

Hybrid PMO

**Correct**

That’s correct. A controlling PMO executes a moderate level of authority over the project components.

**1 / 1 point**

**2.**

Question 2

True or False: A Functional Structure provides effective project authority to project managers.

True

False

**Correct**

That’s correct. The Project Manager has little to no authority in a functional structure.

**1 / 1 point**

**3.**

Question 3

Which of the following encompasses the documented processes, procedures, and guidelines that an organization has developed over time?

Organizational Process Assets

Project Governance

Organization structure

Enterprise Environmental factors

**Correct**

That’s correct. OPA is an organization’s repository that includes project documentation, templates, lessons learned, knowledge database, processes, procedure and general guidelines on various howtos.

**1 / 1 point**

**4.**

Question 4

In the context of project success, what does the acronym E-PMO stand for? Select the correct option.

Economic PMO

Entity PMO

Environmental PMO

Enterprise PMO

**Correct**

That’s correct. E-PMO stands for Enterprise PMO

**1 / 1 point**

**5.**

Question 5

Which of the following in project management, is a fundamental aspect that ensures projects are executed efficiently, transparently, and in alignment with organizational objectives? Select the correct option.

Benefits Realization

Governance

Organizational Structure

Value Delivery Office (VDO)

**Correct**

That’s correct. Project Governance ensures that projects are performed efficiently and in alignment with organizational objectives contributing to project success.

//

**.**

Question 1

From the following identify which subsidiary plan focuses on detailing how project reports and project information needs will be defined, validated and controlled throughout the project lifecycle.

Project Management Plan

Communication Management Plan

Stakeholder engagement plan

Resource Management Plan

**Correct**

That's correct. The Communication Management Plan is the document that defines and determines the communication requirements for the entire project, including project reports and information needs.

**1 / 1 point**

**2.**

Question 2

True or False: There are 10 subsidiary plans which are components of the Project Management Plan.

True

False

**Incorrect**

Not quite. There are 9 subsidiary plans which consolidate to the PM plan. You can reference the 49 Process chart.

**1 point**

**3.**

Question 3

What determines the success of a project? Select all that apply.

Project success is determined when the intended benefits are realized at the end of the project.

**Correct**

That's correct. Every project is expected to deliver value and benefits at the end which is a success criterion as described in business documents.

Project success is determined when the project meets any one of the constraints such as cost, budget and schedule.

Project Management Plan

Project success is determined when the project meets the project objectives.

**Correct**

That's correct. Fulfillment of project objectives determines project success.

**1 / 1 point**

**4.**

Question 4

In the context of project success, what does the acronym KPI stand for?

Key Project Indicators

Key Project Instructors

Key Performance Indicators

Known Project Issues

**Correct**

That's correct. KPI stands for Key Performance Indicators which are metrics to measure success of a project.

**1 / 1 point**

**5.**

Question 5

What is a key metric used to measure project success?

Employee Satisfaction

Benefits Realization

Stakeholder Resistance

Project Scope Changes

**Correct**

That's correct. The benefits realized at the end of the project are measured to determine whether the project has achieved the success criteria and this is the key for ensuring project success.

//

**1.**

Question 1

Which of the following terms best describes this sentence: ‘A systematic series of activities causing an end result, that one or more inputs will be acted upon to create one or more outputs.’

Procedure

Process

Process group

Project

**Correct**

That’s correct. A process is a series of actions you do for a particular purpose.

**1 / 1 point**

**2.**

Question 2

True or False: The tailoring process involves 4 steps.

True

False

**Incorrect**

Not quite. There are 4 steps in the tailoring process. They are: 1) select initial development approach;, 2) Tailor for the organization;, 3) Tailor for the Project; and 4) Implement ongoing improvement.

**1 point**

**3.**

Question 3

A review at the end of a project phase in which a decision is made to continue to the next phase is called the \_\_\_\_\_.

Project Management Plan

Business case

Project phase

Phase gate

**Correct**

That’s right. Phase gate is the review point at the end of every project phase before it moves to the next phase, in the project life cycle.

**1 / 1 point**

**4.**

Question 4

What does tailoring in project management involve?

Unchanging adherence to standardized practices

Ignoring project specifications for uniformity

Implementing rigid templates without modifications

Customizing approaches to suit the project and organization

**Correct**

That’s correct. Tailoring allows customizing abilities to project managers to make choices in the development approach, life cycle approach, processes and artifacts to suit project needs.

**1 / 1 point**

**5.**

Question 5

The Benefits Management plan may include which of the following? Select all the correct options.

Strategic alignment

**Correct**

That’s right. It ensures that the project at its level, is not only delivering individual benefits but also advancing the overall strategic direction of the organization.

Time frame for realizing benefits

**Correct**

That’s right. This helps in setting realistic expectations, prioritizing efforts, and facilitating effective monitoring and evaluation of benefits as the project progresses.

Target Benefits

**Correct**

That’s right. Establishing target benefits provides a clear vision for the project team and stakeholders, guiding efforts towards achieving specific outcomes.

Risks

**Correct**

That’s right. It facilitates proactive risk management by outlining strategies for mitigating, managing, or responding to risks, ensuring that obstacles are addressed to protect the benefits realization process.

Metrics

**Correct**

That’s right. It provides a basis for objective evaluation, enabling the project team and stakeholders to track and measure the success of the project in delivering the expected outcomes.

//

**Question**

A document that outlines the approach and strategies for identifying, planning, measuring, and realizing the anticipated benefits of a project is called \_\_\_\_\_\_\_\_\_\_\_.

Project charter

Business case document

Benefits management plan

**Correct**

That’s correct. The benefits management plan defines the strategies for benefits realization in projects.

//

Imagine that your organization has acquired more businesses in recent times and has undergone a change in the company logo, which was officially released 2 weeks ago. This logo incorporates all of these business identities into one.

Your organization now intends on replacing company logos, internally as well as externally. As part of this huge initiative, one of the projects is to replace the existing ID badges of the employees with new ones that would carry the new logo. You are the project manager assigned to this project.

**1.**

Question 1

As a Project Manager, how can you confirm if the project phase has started?

Can confirm if the project phase has started by the Project Charter.

**1 / 1 point**

**2.**

Question 2

As part of project initiation, what are the activities you would focus on?

For the project initiaton I would focus on the creation of the following documentation: Project Charter Stakeholder Register Stakeholder Analysis Matrix Kickoff Meeting Agenda and Minutes Preliminary Risk Register High-Level Requirements Document Project Governance Plan

**1 / 1 point**

**3.**

Question 3

After project initiation activities, what is the next phase in the project and what would you do there?

The next phase after Initiation is the Planning Phase. Key activities include developing a detailed project schedule, procuring resources, refining the risk management plan, and establishing communication and distribution strategies.

**1 / 1 point**

**4.**

Question 4

After project planning, what are the subsequent project phases and what would you perform there?

The subsequent phases after Planning are Execution, Monitoring and Controlling, and Closure. In Execution, implement badge production and distribution; in Monitoring and Controlling, track progress and address issues; in Closure, verify completion, collect feedback, and archive documentation.

**1 / 1 point**

Attempting this practice exercise will help you in expanding your knowledge and understanding on project flow across the different stages in the project.

//

A logical grouping of project management processes that includes inputs, tools and techniques and outputs across the project life cycle is called \_\_\_\_\_\_\_\_\_.

Process groups

Initiating process groups

Closing process group

**Correct**

That’s correct. Process groups are the logical grouping of project management processes across the project life cycle.

//

Question 1

Fill in the blank: For small projects, project managers should typically use \_\_\_\_\_.

recently created tools

highest-rated tools

simple and straightforward tools

more sophisticated tools

**Correct**

**1 / 1 point**

**2.**

Question 2

As a project manager, you need to update your project charter with a statement about the tangible outcome of the project. Which section of the project charter does this belong to?

Project deliverable

Benefits

Business case

Project scope

**Correct**

**1 / 1 point**

**3.**

Question 3

Who does the project manager need to get approval from before indicating a *Go* for the project? Select all that apply.

Key stakeholders

**Correct**

Project sponsor

**Correct**

Vendors

Project team members

**1 / 1 point**

**4.**

Question 4

Fill in the blank: Project managers need to ensure project information is \_\_\_\_\_ through formal documentation, such as email, a presentation, or a digital document.

easily accessible to everyone

available only to team members

easily accessible to the public

available only to stakeholders

**Correct**

**1 / 1 point**

**5.**

Question 5

A project manager works with a large team to release a new website. What work management software can they use to effectively assign tasks to team members?

Google Docs

Asana

Spreadsheets

Visual tools

**Correct**

**1 / 1 point**

**6.**

Question 6

A project manager needs a tool to track the number of tasks completed for the week. What type of tool should they use?

Work management

PowerPoint slides

Email

Chat

**Correct**

**1 / 1 point**

**7.**

Question 7

What tool can you use to create presentations for stakeholders on a new project?

Microsoft Teams

Microsoft Word

Google Spreadsheets

Google Slides

**Correct**

**1 / 1 point**

**8.**

Question 8

A spreadsheet is a versatile tool that helps a project manager to do what? Select all that apply.

Manage budgets

**Correct**

Build charts

**Correct**

Communicate with teammates

Create timelines

**Correct**

**1 / 1 point**

**9.**

Question 9

Fill in the blank: \_\_\_\_\_ are items you need to help get the project done. They are considered project resources.

Status updates

Materials

Meetings

Reports

**Correct**

//

Question 1

For this exercise, you will read a scenario and describe tools you should use for the project. Start by reading the scenario:

As the project manager of a new project, you decide which scheduling, productivity, collaboration, and work management tools the team will use. For the project, you will have eight team members and four remote stakeholders. You expect the project to take around six months to complete. There are a dozen deliverables and over 100 tasks.

Have you read the scenario?

I have!

**Feedback**

Great! Now, compare your answers to the feedback below.

**1 / 1 point**

**2.**

Question 2

List at least one scheduling tool to keep the project on track. In 1-2 sentences, describe how you can use the tool.

Microsoft Excel can be used as a scheduling tool by creating a Gantt chart to track the 100+ tasks, their timelines, and assignees for the eight team members and four remote stakeholders. However, manual updates and limited real-time collaboration may hinder efficient alignment.

**Feedback**

Did you consider any of these scheduling tools?

* Smartsheet to maintain the project’s schedule, resources, and budget
* Google Sheets to create task lists and project plans, and analyze data with charts

**1 / 1 point**

**3.**

Question 3

List at least two productivity and collaboration tools to achieve tasks and better communicate with the team and stakeholders. In 1-2 sentences, describe how you can use each tool.

Microsoft Teams: Teams enables real-time communication via channels for task discussions, file sharing, and video calls, integrating with Microsoft Project for seamless updates and collaboration among the eight team members and four stakeholders. Microsoft Project: Project manages the 100+ tasks by creating schedules, assigning tasks, and tracking progress, with shared views for stakeholders and integration with Teams for efficient communication.

**Feedback**

Did you consider any of these productivity and collaboration tools?

* Cloud Storage such as Google Drive to store documents online
* Email such as Gmail or Outlook to send emails to vendors
* Chat tools such as Slack to better communicate with your team members and stakeholders
* Video conferencing tools such as Zoom or WebEx to host online meetings
* Comprehensive tools like Microsoft Teams or Google Workplace to streamline productivity and collaboration

**1 / 1 point**

**4.**

Question 4

List at least one type of project management software—also called work management tools—to plan, track, and complete work. In 1-2 sentences, describe how you can use the tool.

Microsoft Project can plan and track 100+ tasks by creating schedules with assignments, dependencies, and deadlines for the eight team members, with Gantt charts and reports for the four stakeholders to monitor progress and ensure deliverable completion.

**Feedback**

Did you consider Asana, Trello, Monday.com, or Basecamp to help organize the work and visualize the team’s tasks?

Remember that work management tools, such as Asana, often provide a lot of features. They may include the scheduling and productivity tools you need to complete your project.

//

What are the main uses of scheduling and work management software? Select all that apply.

Help visualize a team’s project progress

**Correct**

The software typically has a visual component that makes it easy to understand task progress. It also helps project managers easily assign tasks.

Easily assign tasks to multiple teammates

**Correct**

With the software, the project manager can easily assign tasks and the team can understand who is working on what tasks. It also helps the project manager visualize team progress.

Quickly communicate with teammates and stakeholders

Efficiently track progress on the team’s work

**Correct**

Work management software is useful to track and visualize progress so project managers don’t have to do it manually. It also helps them easily assign tasks.

**1 / 1 point**

**2.**

Question 2

Which of the following are best practices when introducing a new tool to a team? Select all that apply.

Discuss the tool early and often

**Correct**

Make sure you give your team enough time to prepare to use a new tool. Discuss the new tool with them from the start so they don’t feel surprised when you introduce it. You should also give them the chance to provide feedback.

Ensure the tool is functional *after* the team is introduced to it.

If replacing a tool, allow for a transition period

**Correct**

If you are replacing an existing tool, allow for a period of time to transition from the old tool to the new. You should also ask for stakeholder input and make time to discuss the tool from the start.

Get feedback from stakeholders on important features that may help manage the project.

**Correct**

Use stakeholder expertise to get feedback on features. You may also ask for their input on the tool’s functionality.

**1 / 1 point**

**3.**

Question 3

Fill in the blank: If a project has a \_\_\_\_\_, then it may be worth the team’s time to learn a more sophisticated tool.

limited budget

small team

large scope

short deadline

**Correct**

Projects with a large scope and sufficient funding may benefit from a more robust project management tool. With a more sophisticated tool, the project team and stakeholders will need time to get familiar with it.

**1 / 1 point**

**4.**

Question 4

As a project manager, you need to determine how best to communicate with stakeholders across the company. Which tools are best for communicating?

Work management software

Collaboration tools

Budgeting tools

Productivity tools

**Incorrect**

Work management software like Asana, Jira, Monday.com, and SmartSheet can help you track and visualize your project team’s progress. However, despite having communication features, they are not the best tools for communication. Collaboration tools like email and chat can help you and your team quickly and efficiently check in with each other on questions, comments, and other topics related to the project.

**1 point**

**5.**

Question 5

Which three of the following best practices can help you choose tools for your project?

Know a tool’s capability.

**Correct**

When you understand a tool’s capability, you determine if it’s going to make tasks easier for you or cause additional confusion. Sophisticated tools like scheduling and work management software can solve very specific problems. For example, they can help you visualize your team’s progress.

Choose the same tools you used in your last project.

Select tools based on your project’s scope

**Correct**

You may choose a tool based upon the project’s scope. For a larger project, you may need to use a more sophisticated tool. For a smaller project, a straight-forward tool might be more effective.

Understand a tool’s purpose.

**Correct**

When you understand a tool’s purpose, you can determine if it’s going to solve a specific problem. For example, some tools are good at helping you organize work and manage resources. Other tools will help you communicate more effectively.

//

**1.**

Question 1

What key document is typically developed during the project inception phase to provide a high-level overview of the project's goals, objectives, and stakeholders?

Stakeholder Register

Project Charter

Risk Register

Project Management Plan

**Correct**

That's correct. The Project Charter is developed during the initial stages of the project. It contains high level details of the project objectives and key stakeholders

**1 / 1 point**

**2.**

Question 2

Which of the following sentences are correct in relation to projects and project management? Select all that apply.

Projects drive change in organizations.

Projects are ongoing.

Project management is a life skill.

**Correct**

That's correct. Project management is suitable for any environment.

Projects are temporary in nature.

**Correct**

That's correct. Projects have a definite beginning and an end. They are therefore temporary.

You didn't select all the correct answers

**1 point**

**3.**

Question 3

In which process group do you verify if the deliverable produced is compliant to customer’s requirements?

At project start

At project end

During project closure

During monitoring and control

**Correct**

That's correct. During the monitoring and control stage, the deliverables are tested for adherence to customer’s requirements.

**1 / 1 point**

**4.**

Question 4

You are part of a project team working on the development of a new software application. The project manager, however, fails to communicate openly and effectively with the team regarding the project's progress, challenges, and changes in scope. This causes confusion and misunderstanding among team members.

What skill is the project manager lacking in this situation?

Time management

Negotiation

Problem-solving

Transparency

**Correct**

That's correct. The project manager did not maintain regular and transparent updates with the team.

**1 / 1 point**

**5.**

Question 5

How does a project manager demonstrate adaptability in leadership?

Making project changes independently

Using a consistent approach to leadership

Adhering to the initial project plan

Embracing and managing changes effectively

**Correct**

That's correct. Adaptability is the ability to respond to changing circumstances in the project. Embracing and managing changes effectively reflects the competence of adaptability

**1 / 1 point**

**6.**

Question 6

As a project manager, you are leading the development of a new software application for a large financial institution. During a stakeholder meeting, one of the key stakeholders expresses concerns about the user interface design, emphasizing the need for a more intuitive and user-friendly experience. This stakeholder represents the end-users of the software.

What is the primary importance of actively engaging and considering the feedback from this stakeholder in the project management process?

It enhances software adoption and acceptance.

It allows the project team to focus on technical specifications.

It ensures compliance with industry standards.

It streamlines the project schedule and timeline.

**Correct**

That's correct. Engaging stakeholder representing the end-users of the software helps to improve value delivery.

**1 / 1 point**

**7.**

Question 7

Which of the following are components of a portfolio? Select all that apply.

Operations

Projects

**Correct**

That's correct. Projects are a component of a portfolio.

Programs

**Correct**

That's correct. Programs are a component of a portfolio.

Sub-programs and sub-portfolios

**Correct**

That's correct. Sub-programs and sub-portfolios are components of a portfolio.

You didn't select all the correct answers

**1 point**

**8.**

Question 8

Who ensures portfolio components are aligned with organizational strategies?

Operations managers

Project managers

Portfolio managers

Program managers

**Correct**

That's correct. Portfolio managers manage projects, programs, and operations managers.

**1 / 1 point**

**9.**

Question 9

Your organization is experiencing challenges in aligning projects with strategic goals, and there is a need to improve project management practices across various departments. As a project manager, you notice the organization is considering establishing a centralized body to standardize project management processes. What type of Project Management Office (PMO) is most likely to address this situation?

Strategic PMO

Controlling PMO

Supportive PMO

Directive PMO

**Correct**

That's correct. Strategic PMO focuses on aligning project management with strategic goals of the organization.

**1 / 1 point**

**10.**

Question 10

Identify the various baselines available in project management. Select all that apply.

Deliverable baseline

Scope baseline

**Correct**

That's correct. Scope baseline is part of the Project Management Plan that contains the scope statement and acceptance criteria.

Schedule baseline

**Correct**

That's correct. Schedule baseline is part of the Project Management Plan and it contains the overall schedule or the duration of the project.

Cost baseline

**Correct**

That's correct. Cost baseline is part of the Project Management Plan and it contains the overall budget needed to complete the project.

//

**1.**

Question 1

What is the framework in which portfolio, program, and project management are integrated with organizational enablers in order to achieve strategic objectives?

Project Management Office (PMO)

Organizational Project Management (OPM)

Project management

Operations management

**Correct**

That’s correct. OPM is a framework whose purpose is to integrate all components of project management in an organization for effective delivery of strategic objectives.

**1 / 1 point**

**2.**

Question 2

True or False: A Project Management Office (PMO) is a component of Organizational Project Management (OPM).

True

False

**Correct**

That’s correct. OPM is an umbrella that includes all components of project management. PMO which is a governing body of project management is a component of OPM.

**1 / 1 point**

**3.**

Question 3

What are the four values of project management?

Respect, responsibility, fairness, and honesty

Planning, organizing, monitoring, and closing

Project Charter, Business Case, Benefits Management Plan, and Project Management Plan

Portfolios, programs, projects, and operations

**Correct**

That’s correct. These are the four values of project management

**1 / 1 point**

**4.**

Question 4

Which principle in project management involves identifying, assessing, and handling potential uncertainties that could impact the project?

Complexity

Systems thinking

Risk

Change

**Correct**

That’s correct. Risk is an uncertain event and the principle of risk guides the project team to identify different uncertainties, analyze them, and be prepared to address them with appropriate response actions.

**1 / 1 point**

**5.**

Question 5

Which of the following serves as guidelines for designing strategies, decisions, and problem-solving in a project environment?

Project Management Plan

Project Charter

Project management principles

Project management

**Correct**

That’s correct. The principles of project management act as guidelines for strategy development, decision making-processes, and problem-solving capabilities throughout the project environment. Principles are commonly applicable for all projects in an organization.

//

**Question**

How does organizational project management (OPM) differ from traditional project management approaches?

OPM integrates project management with organizational strategy.

OPM relies solely on individual project managers' expertise.

OPM covers the importance of project portfolios only.

OPM focuses exclusively on project schedules.

**Correct**

That’s correct. OPM focuses on achieving project success by integrating project management enablers such as portfolio, program, and projects with organizational strategy and business goals.

//

**Your grade: 100%**

Your latest: **100%**•

Your highest: **100%**•

To pass you need at least 80%. We keep your highest score.

**1.**

Question 1

Who is primarily responsible for the success of a project?

Project manager

Portfolio manager

Program manager

Operations manager

**Correct**

That’s correct. The project manager is primarily responsible for the success of a project.

**1 / 1 point**

**2.**

Question 2

True or False: When an organization decides to undergo a change in the way it onboards new hires, it will be executed through project management.

True

False

**Correct**

That’s correct. Project management helps organizations to perform changes.

**1 / 1 point**

**3.**

Question 3

What is the document that grants authority to a project manager to start the project?

Project Initiation

Project Management Plan

Business Case

Project Charter

**Correct**

That’s correct. The project charter officially marks the beginning of a project. Once signed, it grants the project manager authority to engage resources and start project activities.

**1 / 1 point**

**4.**

Question 4

What are the different phases of a project lifecycle ?

Initiation, planning, organising, and project closure

Pre-project, post-project, and project

Ideation, project, and post-project

Initiation, planning, execution, monitoring and control, closing

**Correct**

That’s correct. The project lifecycle consists of five phases: initiation, planning, execution, monitoring and control, and closing.

**1 / 1 point**

**5.**

Question 5

What are the documents referenced for the development of the Project Charter?

Project Management Plan

Standard Operating Procedure

Benefits Management Plan

**Correct**

That’s correct. The Benefits Management Plan, also created in the pre-project phase, defines the measurable benefits expected from the project.

Business Case

**Correct**

That's correct. The Business Case is one of the documents generated in the pre-project phase.

//

Which leadership competency is crucial for fostering a positive team culture and resolving conflicts?

Influencing skills

Technical expertise

Change management

Autocratic decision-making

**Correct**

That’s correct. Influencing skills is part of leadership competence that helps establish collaboration between project resources.

//

**Your grade: 100%**

Your latest: **100%**•

Your highest: **100%**•

To pass you need at least 80%. We keep your highest score.

**1.**

Question 1

You are the manager of a graphic design team that has been tasked with creating a series of promotional materials for a new product launch. Given the tight deadline, you decide to use generative AI to expedite the design process.

Which of the following approaches would be the best use of generative AI to meet your objective?

Implement generative AI to generate synthetic datasets for training new machine learning models.

Use a generative adversarial network (GAN) to create a variety of realistic images based on textual descriptions provided by the marketing team.

Use generative AI to synthesize speech and create an audio advertisement for the new product.

Rely on generative AI to automate customer support for inquiries about the new product.

**Correct**

That's correct. GANs are ideal for generating realistic images from textual descriptions, which can save time and resources in the design process.

**1 / 1 point**

**2.**

Question 2

As the head of a logistics company facing frequent supply chain disruptions due to unpredictable demand fluctuations, you decide to incorporate generative AI to improve efficiency.

Which of the following best uses generative AI when addressing this challenge?

Apply generative AI to automate the recruitment process by analyzing job descriptions and applicant data.

Implement a generative AI system which is costly but the best solution.

Implement generative AI to create personalized email marketing campaigns to attract new customers.

Use generative AI to forecast demand trends and simulate various supply chain scenarios for better planning.

**Correct**

That's correct. Generative AI can analyze data to predict demand and simulate different scenarios, helping to optimize supply chain operations.

**1 / 1 point**

**3.**

Question 3

True or False: Generative adversarial networks (GANs) involve two neural networks, the generator and the discriminator, which work together in an adversarial process to create highly realistic outputs.

True

False

**Correct**

That's correct. The generator creates data, while the discriminator evaluates it, continuously improving the quality of the generated outputs through their adversarial interaction.

**1 / 1 point**

**4.**

Question 4

Generative AI models like GPT and BERT use a mechanism called \_\_\_\_\_\_\_\_\_\_ to understand and generate contextually relevant text.

Convolution

Reinforcement learning

Backpropagation

Self-attention

**Correct**

That's correct. Self-attention allows models to weigh the importance of each word in a sequence relative to all other words, enabling better contextual understanding.

**1 / 1 point**

**5.**

Question 5

As the HR manager of a growing tech company, you are implementing generative AI to streamline the recruitment process.

Which strategy best addresses the ethical concerns associated with AI in hiring?

Implementing AI to automate administrative tasks like scheduling interviews.

Using AI to generate personalized email responses to all applicants.

Implementing rigorous testing and auditing of the AI system to identify and correct biases in the resume screening process.

Relying solely on AI-generated candidate evaluations to make hiring decisions.

**Correct**

That's correct. Regular audits and bias correction ensure the AI doe

//

**Question**

Jordan, an HR manager at a tech company, recently introduced a generative AI system for resume screening to streamline the hiring process. However, Jordan notices that the AI tends to select candidates from a specific university more frequently than others, which was unexpected. What should Jordan do to address this issue effectively?

Increase the number of resumes the AI reviews to ensure a larger pool of candidates is considered.

Replace the AI system with a more advanced model hoping it will solve the bias issue.

Conduct an audit of the AI's training data and algorithms to identify and mitigate any inherent biases.

Restrict the AI from screening resumes of candidates from that specific university.

**Correct**

That's correct. Auditing the training data and algorithms can help identify biases that the AI has learned, ensuring fair and unbiased candidate selection.

//

**Question**

Alex, a data scientist, is exploring the use of generative AI for creating a new app that generates personalized shopping lists based on user preferences and past purchases. Considering the underlying technologies of generative AI, which aspect should Alex focus on to ensure the app effectively understands and predicts user preferences?

Implementing supervised learning with a static dataset of common shopping items.

Focusing on vectorizing item descriptions to enhance search functionality.

Applying generative adversarial networks (GANs) to simulate competitive market scenarios.

Using unsupervised learning to identify inherent patterns in user data.

**Correct**

That's correct. Unsupervised learning is ideal for discovering latent patterns without predefined labels, which is essential for personalizing shopping lists based on observed user behaviors

//

**Question**

A marketing manager at a mid-sized tech company is considering using generative AI to enhance their email marketing campaigns. They want to use AI to personalize messages based on customer activity and preferences but are concerned about maintaining the brand’s unique voice. Which of the following options would be the most effective use of generative AI in this scenario?

Using generative AI to create generic content that can be slightly modified by the marketing team for each campaign.

Training the generative AI on a dataset of previous successful campaigns and customer feedback to tailor the content while preserving the brand’s voice.

Outsourcing content creation to a third-party service that does not use AI, to ensure quality and brand consistency.

Implementing a simple chatbot to handle all customer interactions using email.

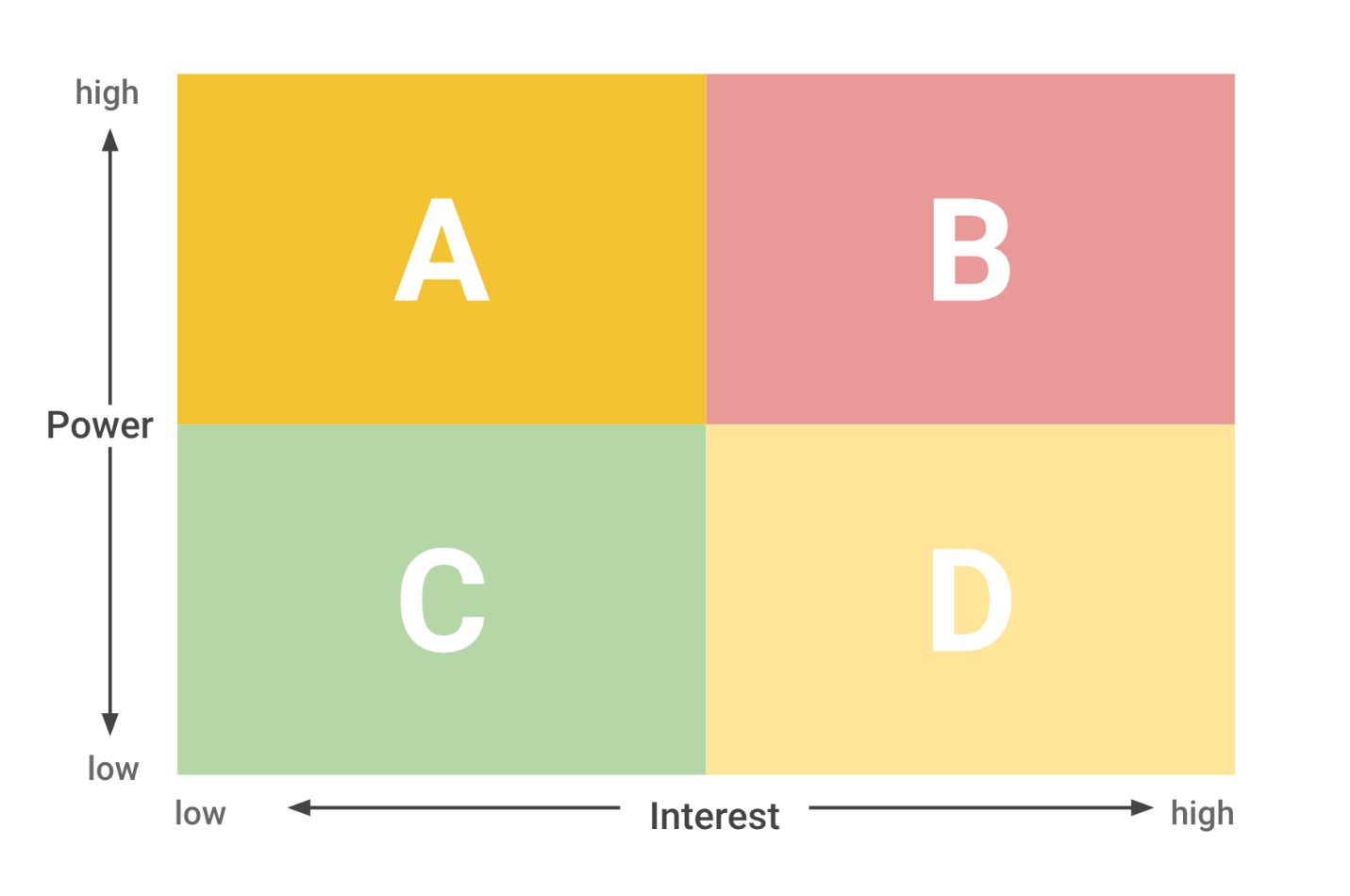
**Correct**

That's correct. By training the AI on specific company data, it can generate personalized content that aligns with the brand’s established voice and customer engagement strategies.

//

Question 1

Imagine you are a project manager for a healthcare company. When building a team for a new research project, you create a power grid to help you figure out which stakeholders to prioritize. Which box in the grid represents the stakeholders who are the key players on your team?

Stakeholder Analysis grid with Power and Interest on each axis. Box A in upper left (high power, low interest); Box B in the upper right (high power, high interest); Box C in the lower left (low power, low interest); Box D in the lower right (low power, high interest)

Box A (high influence, low interest)

Box D (low influence, high interest)

Box B (high influence, high interest)

Box C (low influence, low interest)

**Correct**

As a project manager, you should prioritize the stakeholders with higher interest and influence on your team. You should closely partner with key stakeholders to reach the desired outcomes.

**1 / 1 point**

// // **2.**

Question 2

What is the correct order of tasks in a stakeholder analysis?

Find ways to involve each stakeholder, list all the stakeholders the project impacts, and determine their level of interest and influence.

List all the stakeholders the project impacts, find ways to involve them, and determine their level of interest and influence.

Determine each stakeholder’s level of interest and influence, list all the stakeholders the project impacts, and find ways to involve them.

List all the stakeholders the project impacts, determine their level of interest and influence, and find ways to involve them.

**Correct**

First, a project manager needs to determine who their stakeholders are and understand their level of influence and interest. Then, a project manager needs to decide how to involve them in a project.

**1 / 1 point**

**3.**

Question 3

What does stakeholder analysis enable project managers to do? Select all that apply.

Avoid potential risks down the road

**Correct**

Stakeholder analysis can help you know what to expect as the project unfolds. It can also help you build partnerships and include the right people in important conversations.

Select more impactful projects

Build necessary partnerships

Accurately predict project outcomes

You didn't select all the correct answers

**0.8 / 1 point**

**4.**

Question 4

What is it called when a project manager involves stakeholders in decision-making to reach a broader consensus?

Stakeholder identification

Stakeholder mapping

Stakeholder buy-in

Stakeholder analysis

**Correct**

Stakeholder buy-in helps stakeholders feel invested in the outcome of a project by involving them in decision-making.

// Who is the project sponsor?

The person involved in the project who has a vested interest in the project's success

The person who will use the product produced by a project

The person who plans, organizes, and oversees the project

The person who is accountable for the project and ensures the project delivers the agreed-upon value to a business

**Correct**

A project sponsor is the person who is accountable for the project. They ensure the project delivers the agreed-upon value to the business.

//

When choosing a project team, a project manager considers required roles, team size, and which *three* additional factors?

Availability

**Correct**

Everyone on the team needs to be available to join the project. This means they are not staffed on another big project and have the time to contribute. Beyond availability, team members also need to have key skills and be motivated to complete their tasks.

Motivation

Necessary skills

**Correct**

Everyone on the team needs to have the right skills to do the job. If they don’t have the necessary skills, the project manager should ensure that they receive timely training to avoid project delays. Beyond key skills, team members also need to be available and motivated.

Stakeholder preferences

**This should not be selected**

Stakeholder preferences about team members are not a factor project managers need to consider when building the team. Team members need to have the necessary skills, be available to join the team, and be motivated to complete their tasks.

//

Which two factors are determined on a stakeholder power grid? Select all that apply.

Influence

**Correct**

The stakeholder power grid is a two-by-two grid used for conducting a stakeholder analysis. The power grid assigns each stakeholder a level of importance to the project using two measures: interest and influence.

Interest

**Correct**

The stakeholder power grid is a two-by-two grid used for conducting a stakeholder analysis. The power grid assigns each stakeholder a level of importance to the project using two measures: interest and influence.

Input

Impact

//