

Exam Questions PK0-005

CompTIA Project+ Certification Exam

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NEW QUESTION 1

A PM is responsible for implementing a new customer relationship management system and has learned that the sales organization is reluctant to utilize the new system. The organization's reluctance could jeopardize the success of the project. Which of the following steps should be taken to understand the adoption issues and gain organizational acceptance of the initiative? (Choose two.)

- A. Train users on the proper use of the system.
- B. Escalate the issue to the CCB.
- C. Hold sessions to understand user challenges.
- D. Track system usage and report user activity.
- E. Log the issue in the project risk register.
- F. Create a memorandum of acceptable use.

Answer: CE

NEW QUESTION 2

During a quality analysis review, the causes of several issues have been highlighted. Which of the following should the project manager use to identify the MOST important causes?

- A. Ishikawa diagram
- B. Scatter diagram
- C. Pareto chart
- D. Decision tree

Answer: C

NEW QUESTION 3

A project team gathers weekly to review its progress. Which of the following is the project manager MOST likely to have prepared to ensure team members who are absent remain informed about assignments?

- A. Status report
- B. Project plan
- C. Change log
- D. Meeting minutes

Answer: D

NEW QUESTION 4

A project manager prefers to have immediate contact with team members because it allows for faster response times and more interactive discussions. Which of the following communication methods should the project manager use?

- A. Synchronous
- B. Informal
- C. Asynchronous
- D. Formal

Answer: A

NEW QUESTION 5

A project manager is in the closing phase of an IT asset refresh project that involves the disposal of several computers. The project sponsor notified the project manager that the company recently received a penalty as a result of disposing of some computers improperly. Which of the following should have been considered during initial planning to prevent this situation?

- A. ESG
- B. PHI
- C. PII
- D. ROIL

Answer: A

NEW QUESTION 6

The project team determines that software installation can only begin after the desktops have been installed and can be powered on. Which of the following dependencies does this represent?

- A. External
- B. Internal
- C. Mandatory
- D. Discretionary

Answer: B

NEW QUESTION 7

A project manager was not part of a contract negotiation. The project manager is concerned that stakeholders will expect the project to achieve deliverables requested in the RFP. Which of the following documents should the project manager produce FIRST to start communication about the boundaries of the project?

- A. Milestone chart

- B. Work breakdown structure
- C. Project charter
- D. Detailed scope statement

Answer: C

NEW QUESTION 8

A third party needs to perform a short-term task for which the duration cannot be accurately estimated and the cost cannot be calculated in advance. Which of the following should the project manager put in place before work begins?

- A. Time and materials contract
- B. Master service agreement
- C. Fixed-price contract
- D. Statement of work
- E. Cost-plus agreement

Answer: A

NEW QUESTION 9

Someone claiming to be from a tax agency sent an email to a team member asking for access to the project repository. Which of the following BEST describes this scenario?

- A. Social engineering
- B. Phishing
- C. Spoofing
- D. Hacking

Answer: B

NEW QUESTION 10

Due to multiple changes, the sign-off for the project scope baseline is delayed. The project sponsor has restricted the budget for this project. Which of the following should the project manager MOST likely do to move forward?

- A. Communicate with the affected stakeholders.
- B. Initiate a formal change request to modify the cost.
- C. Adjust the scope to stay within the cost.
- D. Set a new cost using a lightweight estimation method.

Answer: C

NEW QUESTION 10

A visual that displays team progress was created for stand-up meetings. Which of the following BEST describes what is being represented on the visual?

- A. Decision board
- B. Whiteboard
- C. Task board
- D. Dashboard

Answer: D

NEW QUESTION 12

A project manager is assigned to a multinational project with team members from different continents. Which of the following is the MOST important aspect for the project manager to consider?

- A. Resource allocation
- B. Communication security
- C. Technological factors
- D. Cultural differences

Answer: D

NEW QUESTION 14

After determining the appropriate maintenance window, which of the following should occur NEXT in the operational infrastructure change process?

- A. Implement the change.
- B. Approve the test plan.
- C. Notify customers.
- D. Develop a rollback plan.

Answer: B

NEW QUESTION 17

Which of the following offers administrators more direct control over operating systems?

- A. Infrastructure as a service

- B. Software as a service
- C. Functions as a service
- D. Platform as a service

Answer: D

NEW QUESTION 21

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