A project sponsor and Chief Information Officer (CIO) disagree about how to release the final deliverables to the market. The sponsor wants to do a massive product release, while the CIO wants to be extremely cautious and add more time for testing and defect resolution. The project manager works with both parties and determines the best solution is to roll the product out in a pilot release to see how it tests, and then use customer feedback to determine next steps. Which of the following conflict resolution techniques is the project manager using?

A. Forcing
B. Negotiating
C. Compromising
D. Avoiding

Correct Answer: B
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 200

QUESTION 18
Which of the following is a schedule that illustrates the duration of an activity?

A. Process diagram
B. Ishikawa diagram
C. Gantt chart
D. Pareto chart

Correct Answer: C
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 168

QUESTION 19
A milestone task on the critical path has been completed. Which of the following should the project manager notify?

A. Owner of predecessor task
B. Project team
C. Project sponsor
D. Project steering committee

Correct Answer: C

QUESTION 20
Several team members report that meeting objectives are not being met. Which of the following documents would a project manager create to make team meetings more effective? (Choose two.)

A. Create an SOW prior to each meeting and adhere to it.
B. Create a meeting agenda prior to each meeting and adhere to it.
C. Create a lessons learned list prior to each meeting and adhere to it.
D. Create a project charter prior to each meeting and adhere to it.
E. Create an action item list during the meeting and adhere to it.

F. Create a corrective action plan prior to each meeting and adhere to it.
G. Create a WBS prior to each meeting and adhere to it.

Correct Answer: BE

QUESTION 21
When forming a project team, there are a number of phases. When a project team is productive and effective this phase is known as which of the following?

A. Forming
B. Norming
C. Performing
D. Storming

Correct Answer: C

QUESTION 22
A project schedule lists a resource as 50% because it likely:

A. is a shared resource.
B. depict a resource shortage.
C. signifies overallocation of a resource.
D. notes underallocation of a resource.

Correct Answer: A

QUESTION 23
A company decides to give a large section of its development project to another firm to manage and complete because that firm has the appropriately skilled resources to execute the work. This approach is referred to as:

A. Resource leveling
B. Staff Augmentation
C. Work relocation
D. Outsourcing

Correct Answer: D
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 297

QUESTION 24
A project team is composed of numerous team members who are located throughout a country. All personnel have identified core business hours. A team engineer based in a machine shop has a question during business hours for the project manager, who is located at a different facility. Which of the following is the MOST expedient communication method, assuming the question can be resolved quickly?

A. Email
B. Social media
C. Text messaging
D. Face-to-face

Correct Answer: C
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 261

QUESTION 25
A company hires a number of interns and assigns them key roles on a project. Which of the following should the project manager MOST likely anticipate?

A. Reduced quality
B. Reduced scope
C. Reduced risk
D. Reduced timeline

Correct Answer: A

QUESTION 26
A project manager has contracted a third-party vendor to achieve milestones. Which of the following risk strategies is the project manager applying?

A. Transfer
B. Accept
C. Avoid
D. Mitigate

Correct Answer: A
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 238

QUESTION 27
A business has implemented a new online performance management tool that allows functional and project managers to rate employees online. This action is known as which of the following?

A. Business process change
B. Organizational change
C. Internal reorganization
D. Business continuity planning

Correct Answer: A
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 297

QUESTION 28
A PM receives notification that an issue will impact a deliverable on the critical path. The issue is logged with a unique ID and assigned to a team member; however, the team member has not addressed it after a week. Which of the following would be the BEST approach to resolving the issue?

A. Assign a different team member to resolve the issue before the next status meeting.
B. Review the issue with the assigned team member to determine a due date.
C. Set a due date to resolve the issue and inform the assigned team member.
D. Report the team member to a functional manager for disciplinary action.

Correct Answer: B

QUESTION 29
A project coordinator logs potential events that can affect project constraints, and then records the results of brainstorming of potential strategies. Which of the following documents should the project coordinator use?

A. Risk register
B. Issue log
C. Communication plan
D. Status report

Correct Answer: A
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 240

QUESTION 30
A project manager is justifying a required change with the associated impact on the project. Which of the following is the NEXT step?

A. Implementation
B. Approval
C. Validation
D. Auditing

Correct Answer: B
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 294

QUESTION 31
An industry leader may be joining the project team and can potentially provide additional expertise. Which of the following strategies should the project manager employ?

A. Exploitation
B. Acceptance
C. Validation
D. Transfer

Correct Answer: C

QUESTION 32
A project manager provides status reports to a customer on a biweekly basis, but the customer is very busy and only has a few minutes to review the project. Which of the following are critical for the project manager to provide?

A. Cost, schedule, organizational chart, and risks/issues
B. Risks/issues, cost, RACI chart, and action items
C. Schedule, cost, risks/issues, and milestones
D. Action items, organizational chart, schedule, and NDA

Correct Answer: C
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 326

QUESTION 33
A risk with a high probability and medium consequence to a project has been identified. In response, the project manager has purchased an insurance plan with the intent to provide additional funds if the risk is realized. There is no risk to the schedule or scope. Which of the following types of risk strategies is this an example of?

A. Accept risk
B. Transfer risk
C. Mitigate risk
D. Exploit risk
E. Avoid risk

Correct Answer: B
Explanation:
"Transfer: Moving the liability for the risk to a third party by purchasing insurance, performance bonds, and so on"

Excerpt From: Kim Heldman. "CompTIA Project+ Study Guide." iBooks.

QUESTION 34
The executive sponsor asks a project manager to summarize the following for a project:

1. Final capital expenditures.
2. Anticipated cost of new employee resources to support the solution.
3. Maintenance estimates.

Which of the following information should the project manager provide?

A. Cost baseline
B. Burn rate
C. Cost variance report
D. Total project cost

Correct Answer: A

QUESTION 35
Which of the following documents should be used to provide high-level reporting to key stakeholders?

A. Dashboard
B. Communication plan
C. Statement of work
D. Project charter

Correct Answer: A
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 325