C. When describing a new business project for the team to implement
D. When describing a new business acquisition for the team to review

Correct Answer: B

QUESTION 97
Team members have reported poor sound quality during critical, time-sensitive conference calls. Which of the following may be a more effective means of communication?

A. One-on-one meetings
B. Project wiki
C. Text messages
D. Social media

Correct Answer: A

QUESTION 98
A company has hired a new project manager. The PMO has briefed the new project manager on the following expected responsibilities for projects:

▪ Coordinate project schedule
▪ Manage to the triple constraint
▪ Provide performance feedback to team members' managers

Which of the following types of organizational structures did the new project manager MOST likely join?

A. Balanced matrix
B. Strong matrix
C. Functional
D. Projectized

Correct Answer: D

QUESTION 99
A project manager wants to ensure that a detailed overview of a new kitchen fits the client's standards. Which of the following will the project manager MOST likely work to accomplish?

A. Detailed project schedule to deliver on time
B. Gate reviews to capture the progress and feedback
C. Reasonable number of changes to maintain quality
D. Wide range of time between the start and end of the installation

Correct Answer: B

QUESTION 100
A project manager is managing a project with a hard deadline in two weeks. At the current rate of progress, the project will not finish on time. Which of the following techniques is MOST likely to be used to complete the project on time?

A. Throttling
B. Crashing
C. Resource leveling
D. Resource smoothing

Correct Answer: B
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 170

QUESTION 101
The PM is preparing for the planning phase kickoff meeting. It is imperative for the team to focus during the meeting on the expected outcomes. Which of the following best describes what the PM should work on FIRST?

A. Project charter
B. Project schedule
C. Meeting agenda
D. Responsibility assignment matrix
E. Risk register

Correct Answer: B

QUESTION 102
In which of the following categories does a business process change fit?

A. Project change
B. Organizational change
C. General change
D. Departmental change

Correct Answer: B
Explanation:
"Business process changes typically occur within the organization. An example of a business process change is automating a process that previously was performed on paper. If your project has anything to do with this process or is impacted by the process, changes will be coming your way"

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

QUESTION 103
Two team members completely disagree on how to complete a specific task. The project manager observes the conflict but takes no immediate action. Which of the following techniques is the project manager using?

A. Compromising
B. Smoothing
C. Withdrawing
D. Accepting

Correct Answer: C
Explanation:

Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 200

QUESTION 104
Which of the following is used to perform a root cause analysis?

A. Ishikawa diagram
B. Bar chart
C. Pareto diagram
D. Scatter plot

Correct Answer: A
Explanation:
http://asq.org/learn-about-quality/cause-analysis-tools/overview/overview.html

QUESTION 105
A project is in the initiation phase. Which of the following tasks will take place during this phase?

A. Develop a WBS.
B. Define the project requirements.
C. Create a project charter.
D. Acquire the project resources.

Correct Answer: C

QUESTION 106
A governance committee has just approved a new project. The project scheduler is now developing the project schedule. Which of the following activities should be done FIRST?

A. Add durations.
B. Add the start and finish dates
C. Add tasks.
D. Add resources.

Correct Answer: C

QUESTION 107
Which of the following describes risk mitigation?

A. The transfer of the risk to another entity or project inside or outside the organization, along with associated costs.
B. The understanding of the risk with a detailed explanation of how the project intends to address the potential for occurrence.
C. The quantification of the risk in terms of how much the risk could potentially cost the project or parent organization.
D. The weighting or prioritization of the risk against all other identified risks within this project or others associated with it.

Correct Answer: B

QUESTION 108
A project manager is informed that a team member would like to enhance the code with an additional function. Which of the following should the project manager do NEXT?

A. Submit a change request.
B. Evaluate the impact of the change.
C. Get approval from the CCB.
D. Communicate the change to stakeholders.

Correct Answer: B

QUESTION 109
The client accepts the critical design review. Which of the following meetings should be held to move to the NEXT step in the project?

A. Execution
B. Kickoff
C. Closure
D. Planning

Correct Answer: B
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 112

QUESTION 110
A company is in the process of combining the human resources and marketing departments. Which of the following describes this change?

A. Business process change
B. Business merger
C. Internal reorganization
D. Interorganizational change

Correct Answer: A

QUESTION 111
A client has provided a list of deliverables to include in the project scope. Which of the following will allow the project team to ensure all deliverables are included in the final product while managing scope creep?

A. Requirements traceability matrix
B. Gantt chart
C. SWOT analysis
D. Project charter

Correct Answer: A

QUESTION 112
Which of the following is a characteristics of a matrix organization?

A. Authority lies solely with the project manager.
B. Authority is directed by the project architect.
C. Authority is shared between the project manager and project coordinator.
D. Authority is shared between functional and project managers.

Correct Answer: D
Explanation:
Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 56

QUESTION 113
A project is about to begin the execution phase. The SOW and project plan have been approved, and the project team has been formed. Which of the following types of meetings should happen NEXT?

A. Update
B. Scheduling
C. Kickoff
D. Review

Correct Answer: B

QUESTION 114
A project manager would like to bring vendors into a new project. Which of the following documents should the potential vendors submit so the project manager can find the best vendors for the project?

A. SLA
B. SOW
C. Change request
D. RFP

Correct Answer: B
Explanation:
"If you're working with vendors to perform some or all of the work of the project, it's critical that they know exactly what you are asking them to do. The statement of work (SOW) details the goods or services you want to procure. In many respects it's similar to the project scope statement, except that it focuses on the work being procured. It contains the project description, major deliverables, success criteria, assumptions, and constraints"

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

QUESTION 115
The project manager has noticed a vendor is not performing in accordance with the SLA. Which of the following items should the project manager use to highlight the vendor's areas of poor performance?

A. Balanced score card
B. WBS