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|   | Assertion   |            | Reason   |            |
|---|---|------------|--|------------|
| 1 | The Outcome Account Manager should be appointed as a Senior Supplier for the project.   | True-False | Senior Suppliers are responsible for the provision of supplier resources.                        | True-False |
| 2 | The Director of Finance would be an appropriate choice for the role of a Senior Supplier.   | True-False | The Senior Supplier must demonstrate that the forecast benefits are realized.                    | True-False |
| 3 | After being selected in stage 3, a representative from the selected service provider should join the Project Board as a Senior Supplier in stage 4. | True-False | The Senior Supplier is responsible for assessing the viability of the project approach.          | True-False |
| 4 | A specialist outsourcing consultant from Outcome would be an appropriate choice to provide supplier assurance during stage 2.                       | True-False | Supplier assurance ensures that supplier standards are met and used effectively.                 | True-False |
| 5 | The Hardware Manager would be an appropriate choice for the role of Senior Supplier.  | True-False | The Senior Supplier is accountable for the quality of the products delivered by the supplier(s). | True-False |
| 6 | The Payroll Manager is an appropriate choice to provide business assurance.   | True-False | Business assurance should be undertaken by someone with an accountancy qualification.            | True-False |

**Correct Answer:**

|   | Assertion   |            | Reason   |            |
|---|---|------------|--|------------|
| 1 | The Outcome Account Manager should be appointed as a Senior Supplier for the project.   | True-False | Senior Suppliers are responsible for the provision of supplier resources.                        | True-False |
| 2 | The Director of Finance would be an appropriate choice for the role of a Senior Supplier.   | True-False | The Senior Supplier must demonstrate that the forecast benefits are realized.                    | True-False |
| 3 | After being selected in stage 3, a representative from the selected service provider should join the Project Board as a Senior Supplier in stage 4. | True-False | The Senior Supplier is responsible for assessing the viability of the project approach.          | True-False |
| 4 | A specialist outsourcing consultant from Outcome would be an appropriate choice to provide supplier assurance during stage 2.                       | True-False | Supplier assurance ensures that supplier standards are met and used effectively.                 | True-False |
| 5 | The Hardware Manager would be an appropriate choice for the role of Senior Supplier.  | True-False | The Senior Supplier is accountable for the quality of the products delivered by the supplier(s). | True-False |
| 6 | The Payroll Manager is an appropriate choice to provide business assurance.   | True-False | Business assurance should be undertaken by someone with an accountancy qualification.            | True-False |

**QUESTION 47**

**Additional Information**

Chief Executive Officer (CEO): He started the company 25 years ago and knows his job very well. He injured his leg two years ago which has restricted his visits to the engineering area. As CEO he has an overall perspective of the business strategic requirements and the authority to commit resources as required.

Marketing Director: She has been with the company for three years, following a successful career with a publicity company. She has the ability to represent the needs of the business, particularly as this is a marketing project. She has the authority to commit the annual business marketing budget, from which the project will be funded, as she sees appropriate. She will be responsible for monitoring the expected benefits of the calendar, in particular the improvement of the company's image.

Engineering Manager: He has been responsible for many engineering innovations in the company and is still as keen and energetic as the day he started. Whilst he will not be part of the project team, his staff will feature in the photos for the promotional calendar.

Central Records: This group of five staff looks after all company records and document control. They now maintain all project files.

Bright Lights: This is the local office supplies company. It supplies all the stationery and office equipment needs of the company and will supply the stationery for this project.

Portraits Ltd: This is a professional photographic company with a number of excellent photographers and a history of successful work. This company has been selected to take the photos for the company calendar. It has yet to be decided which of the photographers to use.

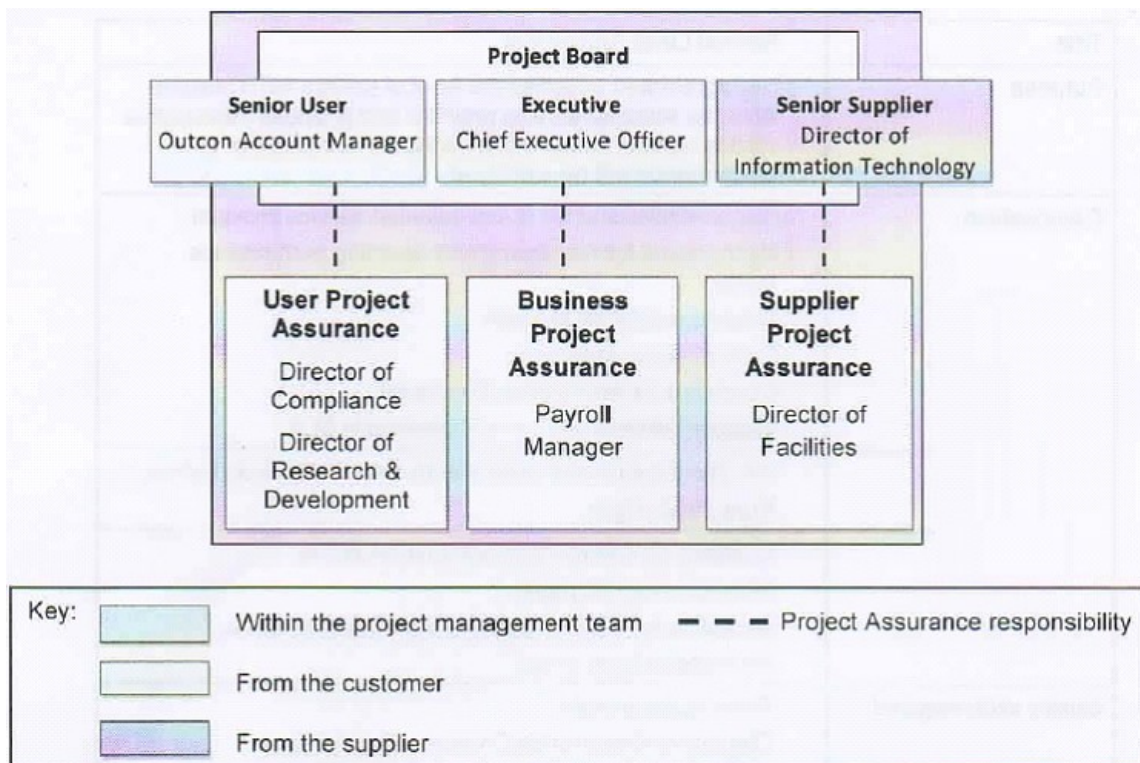
Which 2 statements explain why the Sales Manager should be appointed as User Assurance for this project?

- A. He joined the company last year with huge enthusiasm and is keen to increase sales.
- B. He can provide an evaluation of the potential impact the calendar will have on sales.
- C. He is able to advise on suitable stakeholder engagement of current and prospective customers.
- D. He would like to move into the Marketing department in the future and sees this as an opportunity to work closely with the Marketing Director.
- E. He can resolve any conflict in requirements between the Sales department and the Marketing department.

**Correct Answer: BC**

**QUESTION 48**

**Additional Information**



Further information on some resources who could be involved in the project:

**Outcome Account Manager:** He represents Outcome which is a recruitment agency that provides specialist outsourcing resources. Outcome provided the consultants who carried out the feasibility study and the same consultants will be providing support and guidance to the Information Technology and Facilities teams during the project.

**Director of Finance Division:** She was transferred from the Information Technology Division 12 months ago. She is responsible for ensuring a cost-conscious approach is adopted in all operational and project activities across the Ministry of Food Hygiene.

**Hardware Manager:** Reports to the Director of Information Technology. He provides computer hardware to all business functions but has little awareness of the needs of his colleagues working in software.

**Payroll Manager:** Reports to the Director of Finance. He is a very experienced and efficient qualified accountant who has much of the responsibility of running the Finance Division on behalf of the Director of Finance. He has been involved in drafting the Ministry's business strategy and assisting in a full business risk assessment. He also drafted the corporate Business Case standards.

Which 2 alternative actions apply to the proposed Executive for this project?

- A. Retain because he accepts that outsourcing is the best solution.
- B. Replace with 'Director of Finance Division' because she can ensure a cost-conscious approach to the project that gives value for money.
- C. Retain because he has the right level of authority to be able to control the strategic nature of the Outsourcing project.
- D. Add 'Director of Finance' because she understands the operation of the Information Technology Division and the Facilities Division.

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- E. Replace with 'Payroll Manager' because he is a very experienced and efficient qualified accountant.

**Correct Answer:** BC

**QUESTION 49**

Which principle is central to the quality theme and provides explicit understanding of what the project will create?

- A. Manage by stages
- B. Focus on products
- C. Manage by exception
- D. Learn from experience

**Correct Answer:** B

**QUESTION 50**

Extract from the Project Product Description (with errors). Which 2 statements apply to the Development skills required section?

|  |   |
|--|---|
| <b>Composition</b>                     | 1. Monthly calendar displays<br>2. 100gsm glossy paper<br>3. Full colour<br>4. Selected envelope<br>5. Chosen label design<br>6. List of customers<br>7. Selected photos<br>8. Photo session schedule   |
| <b>Derivation</b>                      | 9. New company logo design<br>10. Previous calendar designs<br>11. Internal creative team<br>12. Production cost forecast   |
| <b>Development skills required</b>     | 13. Photographer<br>14. Internal creative team<br>15. Printer   |
| <b>Customer's quality expectations</b> | 16. Professional photos<br>17. 10% more calendars should be printed than required to allow for any late additions to the list of customers<br>18. Compliance with applicable corporate standards<br>19. The calendar should reflect the company image as described in the corporate branding standards<br>20. The calendar will increase orders by at least 10% with a minimum of 10 further orders from the list of prospective customers within 12 months |
| <b>Acceptance criteria</b>             | 21. Appearance - each photo should be sufficiently attractive and humorous that the customer wants to display it<br>22. Appearance - new company logo promotes strong image<br>23. Security - complies with Data Protection Act<br>24. Accuracy - public holidays match the list supplied by Marketing on 01 November   |

- A. Move entry 13 to Composition because the appointment of the photographer is within the scope of this project.

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- B. Move entry 13 to Derivation because this is a source of information for this project.
- C. Delete entry 14 because this skill is NOT required within this project.
- D. Delete entry 15 because this skill is NOT required within this project.
- E. Add 'Knowledge of Data Protection Act.

**Correct Answer:** DE

**QUESTION 51**

In the PRINCE2 Quality review technique, who would most likely carry out the role of administrator:

- A. Project manager
- B. Project support
- C. Team Manager
- D. Project Assurance

**Correct Answer:** B

**QUESTION 52**

**Additional Information  
Product Description**

| Title                    | Service Level Agreement.   |
|--------------------------|--|
| Purpose                  | <ul style="list-style-type: none"><li>• This agreement specifies the level of service MFH requires from the selected service provider and provides measurable criteria against which the selected service provider's performance will be assessed.</li></ul>   |
| Composition              | <ul style="list-style-type: none"><li>• Responsibilities of MFH and selected service provider.</li><li>• Mechanisms for monitoring and reporting performance levels.</li><li>• Dispute resolution process.</li><li>• Confidentiality provisions.</li><li>• Conditions for termination of contract.</li><li>• Glossary of technical terms contained in SLA.</li></ul> |
| Format and presentation  | <ul style="list-style-type: none"><li>• A4, Word document, printed both sides in black and white.</li><li>• Font: Arial, 12pts.</li></ul>  |
| Quality criteria         | <ul style="list-style-type: none"><li>• Contains all composition items listed above.</li><li>• Not more than 60 pages.</li><li>• Complies with MFH corporate branding standards.</li><li>• No typographical errors.</li></ul>  |
| Quality skills required  | <ul style="list-style-type: none"><li>• Proof-reading skills.</li><li>• Director of Compliance Division - Reviewer.</li><li>• Director of Information Technology Division - Reviewer.</li><li>• Administrator.</li></ul>   |
| Quality responsibilities | <ul style="list-style-type: none"><li>• Producer/Presenter: Director of Facilities Division.</li><li>• Chair: Project Manager.</li></ul>   |

**Quality notes from the Daily Log**

The Director of Information Technology Division (DIT) has been asked to ensure that any changes to the outsourced staff employment contracts adhere to employment law. The DIT will