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### **QUESTION 1**

Which option is a governance approach for a project?

- A. committee of stakeholder reps
- B. measurements of system security
- C. operating procedures for data backup
- D. status reports on total IT systems

Correct Answer: A

### **QUESTION 2**

Which step is important when you define pain points for a multidepartment business initiative?

A. Prioritize needs and opportunities across the full scope of the departments.

B. Ask each department to rate their priorities on a 1-10 scale of importance.

C. Use a survey to gain feedback on service-level expectations for network infrastructure.

D. Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding.

Correct Answer: A

## **QUESTION 3**

You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect?

A. A network upgrade is in the planning stage.

B. Users are in transition from three old systems and technologies where measurements from old to new processes are unreliable.

C. The solution requirements do not include analytics, so measuring results is out of scope.

D. The RFID chip and sensor technology is old and an upgrade is planned for next year.

Correct Answer: B

### **QUESTION 4**



Who are the two primary users of an implementation strategy? (Choose two.)

- A. the technical architect
- B. the leaders for training
- C. executive sponsor and steering committee
- D. the program leader responsible for achieving business results
- E. major work package owners

Correct Answer: DE

# **QUESTION 5**

Which statement about a forum for feedback is true?

- A. It is used to broadcast status.
- B. It is for managers only.
- C. It provides a way to exchange positive and negative things that happen.
- D. It is the best way to announce training.
- Correct Answer: C

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