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QUESTION 1

A company hires a program manager to create a healthcare management system. After five months, the program manager identifies an opportunity to integrate an online medical solution, which could provide additional value to the stakeholders. The program sponsor approves the change in scope.

The program manager should ensure that the results obtained by this opportunity are working in tandem with which of the following?

- A. Critical success factors
- B. Key performance indicators
- C. Benefits management plan
- D. Stakeholder engagement plan

Correct Answer: C

QUESTION 2

Josh is the program manager for his organization and he's leading the analysis for a new program that may be initiated by his company. The analysis is a focus on the return on investment for new software that may be created if the program is initiated. What type of a document is Josh likely creating for his company?

- A. Business case
- B. Program charter
- C. Program scope statement
- D. Statement of work

Correct Answer: A

QUESTION 3

You are the program manager for your organization. Your program team has 43 people that all need to be monitored and controlled. You would like to create a standardized report that you can use to monitor, control, and record the performance of each staff member in your program. What type of report can you create that will help you track your staff and their performance?

- A. Performance reports
- B. Staff variance reports
- C. Exceptions report
- D. Lessons learned

Correct Answer: A



QUESTION 4

The program manager leads a medical billing system integration program for company A, a health services provider. Company A acquires smaller company X, which delivers health services strategically aligned with company A. Company X uses a different billing approach than company A. Company A's chief information officer (CIO) seeks counsel on which solution would be the better option moving forward, requesting the program manager's assistance. How should the program manager respond to the CIO's request?

- A. Document the resources required to implement the recommended solution and demonstrate how this solution will save the company money.
- B. Find similar examples of the preferred approach and ask the project teams to document why the preferred approach is better
- C. Gather the costs and benefits associated with each option and recommend the appropriate solution defining why the selected approach is better.
- D. Conduct a thorough stakeholder analysis and develop a program management plan to implement the appropriate solution for both companies.

Correct Answer: C

QUESTION 5

You are the program manager for a construction program. In this program you are requiring that all workers adhere to the identified safety requirements. Some of the work in the program you've decided is too risky for the program team members so you've hired specialists to manage the dangerous work. The outsourcing of the dangerous work to a specialist is what type of risk response?

- A. Avoidance
- B. Mitigation
- C. Transference
- D. Enhancing

Correct Answer: C