

# RCDD<sup>Q&As</sup>

BICSI Registered Communications Distribution Designer - RCDDv14

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#### **QUESTION 1**

A newly appointed country manager suggests that the regional program manager use a social media platform to expedite communications and address questions. The new country manager used this social media platform at a previous job.

What should the regional program manager do to address the country manager\\'s request?

- A. Suggest that the country manager use the existing communication channels while the team becomes familiar with the new social media platform
- B. Ask the country manager to champion the social media platform, as they may have more influence than the regional program manager
- C. Review existing in-house social media capabilities to determine if they will meet the needs of the country manager\\'s request and update the stakeholder register
- D. Ask the technology, security, and project teams to assess the country manager\\'s request.

Correct Answer: C

#### **QUESTION 2**

A program is completed and the expected benefits are realized Before executing the transition and closing of the program, what should the program manager do?

- A. Create a final program report.
- B. Archive documents and lessons learned
- C. Obtain approval from the program governance board to initiate program closure activities
- D. Perform administrative and program management information system (PMIS) closure activities.

Correct Answer: C

#### **QUESTION 3**

A new program is comprised of four component projects. The program manager must assign project managers to each of the tour projects. There are eight potential project managers to consider. What should the program manager do before assigning the project managers?

- A. Determine budgetary constraints related to the project managers\\' salaries
- B. Request performance feedback from the project managers\\' line managers
- C. Evaluate the project managers\\' skills and match them to the needs of the projects
- D. Interview each project manager to determine their career aspirations

Correct Answer: C

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#### **QUESTION 4**

A program will generate revenue for several years after it ends. The program manager and the operations manager, who are accountable for managing the benefits after program closure, are in disagreement. The operations manager is concerned that information necessary for managing the processes and benefits after program closure will be unavailable. The program manager expresses that managing the benefits after program closure is not within the scope and must be managed through the scope management plan.

What should the program sponsor do?

- A. Direct the operations manager to allocate a resource to the program to ensure that knowledge transfer and process development occur before closure
- B. Direct the operations manager to allocate the necessary resources to establish proper plans for accepting the benefits and processes after program closure.
- C. Direct the program manager to develop the necessary plans to ensure benefits can be transitioned and sustained after program closure.
- D. Direct the program manager to assess the impact of this change and follow the established change management process

Correct Answer: C

#### **QUESTION 5**

An insurance company launches a program to consolidate the multiple systems used by its agents This program will benefit stakeholders by offering efficient policy administration processes, improved customer service and the ability to grow market share However, since the new program will also introduce new policies and pricing controls, some stakeholders are opposed to its implementation

To obtain consensus among stakeholders, what should the program manager do?

- A. Ensure that the program considers organizational change management and outreach efforts to help convey program benefits
- B. Identify stakeholders who are opposed to the program, and present them with the value of the program\\'s benefits
- C. Create focus groups representing different types of stakeholders and then meet with them at the program planning stage to hear their concerns
- D. Ask the program sponsor to be the interface with stakeholders for all future communications

Correct Answer: B

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