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CompTIA Project+

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QUESTION 1

Two project team members are assigned to set up new work areas and are disagreeing about the placement of hardware and peripherals at the end users\\' desks. The requirements do not specify where to place the items, just what is needed in each space. Which of the following should the project manager do to resolve the conflict?

A. Send out a survey to the potential end users to gather information about the best functional setup for work productivity.

B. Provide clear instructions based on personal preference and aesthetics for setup of the work areas.

C. Explain to team members that the placement of the items is not too important, as long as everything is connected and working.

D. Facilitate a meeting between team members to review the pros and cons of the different configurations so as to encourage an amicable solution.

Correct Answer: D

This answer is based on the best practice of conflict resolution in project management, which is to use a collaborative or problem-solving approach that seeks a win- win outcome for all parties involved. By facilitating a meeting, the project manager can help the team members communicate effectively, understand each other\\'s perspectives, and find a mutually acceptable solution that meets the project requirements. This way, the project manager can also maintain team morale and cohesion, and avoid imposing a decision that may cause resentment or dissatisfaction among the team members. References: CompTIA Project+ Certification Study Guide4, CompTIA Project+ Certification Exam Objectives5, How Do You Handle Conflict in Project Management? 7 Strategies for Conflict Resolution in Project Management, The Conflict Resolution Skills Every Project Manager Needs

QUESTION 2

A PM is working on the preliminary scope statement and identifies that this project has the same approach as another project that was completed last year. Which of the following actions would the PM most likely perform?

A. Call the previous PM for advice on risks and issues.

B. Ask the project sponsor to provide previous final project report results.

C. Complete the project charter using the other PM\\'s subject matter expertise.

D. Use existing artifacts and accommodate based on the current project success criteria.

Correct Answer: D

This answer is based on the best practice of using historical information and lessons learned from previous projects to improve the planning and execution of current projects. By using existing artifacts, such as scope statements, project plans, risk registers, and change logs, the PM can leverage the knowledge and experience of the previous PM and avoid repeating the same mistakes or oversights. However, the PM should also accommodate the artifacts based on the current project success criteria, which may differ from the previous project in terms of scope, schedule, budget, quality, or stakeholder expectations. The PM should not rely solely on the previous PM\\'s advice, the project sponsor\\'s report, or the project charter, as these sources may not provide enough detail or accuracy for the current project\\'s scope statement. References: CompTIA Project+ Certifiction Study Guide, CompTIA Project+ Certification Exam Objectives, How to Use Historical Information in Project Management

1.

 How to Use Lessons Learned to Improve Project Management

2.

 How to Define Project Success Criteria

3.

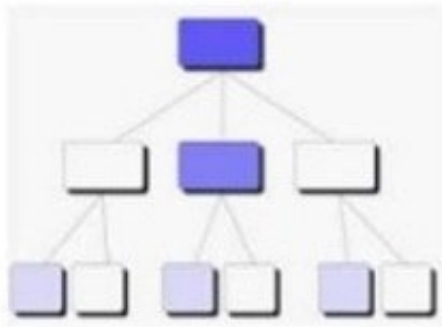 How to Use Existing Artifacts in Project Management

QUESTION 3

During the execution phase of a project, the project team faced an unexpected website downtime The project manager how a brainstorming session and the team identified causes and effects tor the problem Now the project team needs to

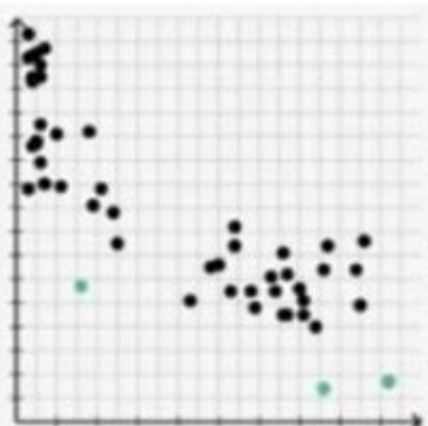analyze and determine whether the particular cause and effect are related by using one of the following charts.

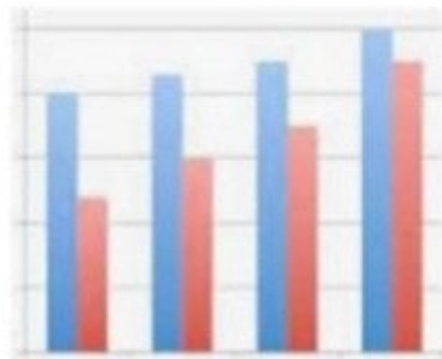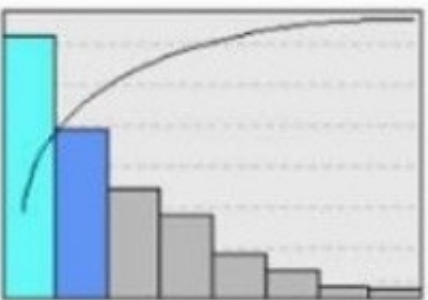Which of the following should the team use?

○ A.

○ B.

○ C.

○ D.

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

Option A shows a cause and effect diagram, also known as a fishbone diagram or an Ishikawa diagram. This is a tool that helps to identify and analyze the root causes of a problem by displaying the possible causes and effects in a graphical format. A cause and effect diagram can help the project team to determine whether the particular cause and effect are related by using a systematic and logical approach, such as asking "why" questions or using the 5 Whys technique. A cause and effect diagram is better than the other options because: Option B shows a Gantt chart, which is a tool that helps to plan and track the tasks, dependencies, durations, and resources of a project along a timeline. A Gantt chart does not focus on the causes and effects of a problem, but rather on the sequence and progress of the project activities. Option C shows a pie chart, which is a tool that helps to compare and visualize the proportions of different categories or segments of data. A pie chart does not show the relationships between the causes and effects of a problem, but rather the distribution of the data values. Option D shows a scatter plot, which is a tool that helps to examine the correlation or association between two variables or sets of data. A scatter plot does not show the causes and effects of a problem, but rather the pattern or trend of the data points. References: CompTIA Project+ Certification Study Guide8, CompTIA Project+ Certification Exam Objectives9, Cause and Effect Diagrams for PMP

1.

 Cause and Effect Analysis: Using Fishbone Diagram and 5 Whys

2.

 How to Create a Cause and Effect Diagram

3.

 How to Use Cause and Effect Analysis to Solve Business Problems

4.

 What is a Gantt Chart?

5.

 What is a Pie Chart?

6.

 What is a Scatter Plot?

QUESTION 4

Which of the following BEST illustrates how team members with different roles should interact on the team?

A. SOW

B. WBS

C. RACI

D. PERT

Correct Answer: C

RACI is a tool that best illustrates how team members with different roles should interact on the team. RACI is an acronym that stands for responsible, accountable, consulted, and informed. RACI is a type of responsibility assignment matrix (RAM) that defines and clarifies the roles and responsibilities of each team member for each task or activity in a project. RACI can help to improve communication, collaboration, and accountability among team members and avoid confusion, duplication, or conflicts.

QUESTION 5

A stakeholder raises a concern with a project manager because of the number of emails that have been received before a coding release. Which of the following actions should the project manager take next?

A. Inform the CCB to stop communication.

B. Establish a RACI matrix.

C. Escalate the communication issues.

D. Revise the communication plan.

Correct Answer: D

When stakeholders express concerns about the volume of communication, it\\'s important to review and adjust the communication plan to ensure it meets the project\\'s needs and stakeholders\\' preferences. A RACI matrix is useful for defining

roles and responsibilities but does not address communication frequency or methods directly. Escalating the issue may not be necessary if it can be resolved by revising the plan. Informing the CCB (Change Control Board) to stop

communication is not advisable as the CCB\\'s role is to oversee changes, not to manage day-to-day communications.

References: The CompTIA Project+ Certification Study Guide provides detailed information on managing the project life cycle, establishing communication plans, and handling stakeholder concerns.

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