

# PR2P.exam

Number: PR2P  
Passing Score: 800  
Time Limit: 120 min

## PR2P

### PRINCE2 Practitioner Exam

#### Version 2.2

#### Sections

1. PRINCE2 Principles
2. Business Case Theme
3. Organization Theme
4. Quality Theme
5. Plans Theme
6. Risk Theme
7. Change Theme
8. Progress Theme
9. Starting up and Initiating a Project
10. Directing a Project, Controlling a Stage and Managing Product Delivery
11. Managing a Stage Boundary and Closing a Project

## Exam A

### QUESTION 1

Scenario

#### 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 review future job descriptions of the transferred staff before the final contract is signed with the selected service provider.

The service level agreement between MFH and the selected service provider will specify the type and quality of service required. The selected service provider must follow the industry standards for providing outsourced services.

MFH has a quality management system which contains a document control procedure for all its documentation, however this does not include change management.

All project documents will be subject to a quality review. Nominated products will require a formal approval record signed-off by the quality review chair.

Extract from the draft Quality Management Strategy (may contain errors)

#### Introduction

1. This document defines the approach to be taken to achieve the required quality levels during the project.
2. The Project Board will have overall responsibility for the Quality Management Strategy.
3. Project Assurance will provide assurance on the implementation of the Quality Management Strategy.

Quality management procedure - Quality standards

4. The selected service provider will operate to industry standards for providing outsourced services.
5. MFH document standards will be used.

**Records**

6. A Quality Register will be maintained to record the planned quality events and the actual results from the quality activities.
7. Configuration Item Records will be maintained for each product to describe its status, version and variant.
8. Approval records for products that require them will be stored in the quality database.

Roles and responsibilities

9. The DIT will check that the employment contracts for outsourced staff adhere to employment law.
10. Team Managers will provide details of quality checks that have been carried out.
11. Team Managers will ensure that the Quality Register is updated with the names of team members who are involved in the review process.
12. The Senior User will review the Product Descriptions of the products to be produced by the selected service provider to ensure that they can be achieved.

Which is a correctly defined acceptance criterion for the running cost of the outsourced service?

- A. Must be kept to a minimum.
- B. Must be kept to a level acceptable to the Ministry of Food Hygiene.
- C. Subject to market conditions.
- D. The annual increase to be less than half the rate of inflation.

**Correct Answer:** D

**Section:** Quality Theme

**Explanation**

**Explanation/Reference:**

**QUESTION 2**

Scenario

**Additional Information**

**Product Description**

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MFH has a quality management system which contains a document control procedure for all its documentation, however this does not include change management.

All project documents will be subject to a quality review. Nominated products will require a formal approval record signed-off by the quality review chair.

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Although it is not specified in the current corporate branding standards, the MFH corporate logo should be shown on the front page of the service level agreement.

- A. Obtain agreement from the Director of Facilities Division to amend this within the remaining +2 days tolerance.
- B. Raise an issue (off-specification).
- C. Raise an issue (request for change).
- D. Accept this error as a concession.

**Correct Answer: C**  
**Section: Quality Theme**  
**Explanation**

**Explanation/Reference:**

**QUESTION 3**  
Scenario  
**Additional Information**  
**Product Description**

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The service level agreement looks like any other MFH document.

- A. Obtain agreement from the Director of Facilities Division to redesign the service level agreement within the remaining +2 days tolerance.
- B. Raise an issue (off-specification).
- C. Accept this error as a concession.
- D. No action required.

**Correct Answer:** D

**Section:** Quality Theme

**Explanation**

**Explanation/Reference:**

**QUESTION 4**

Scenario

**Additional Information**

**Product Description**

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None of the reviewers have proof-reading skills.

- A. Record an action to request that Project Assurance identify a proof-reader who can, within the next 2 days, complete the check for typographical errors.
- B. Ask the reviewers present at the meeting to conduct a proof-reading exercise and pass any comments to the author within 2 days.
- C. Contact Project Assurance to find appropriate resources to come into the review.
- D. No action required.

**Correct Answer: A**

**Section: Quality Theme**

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

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