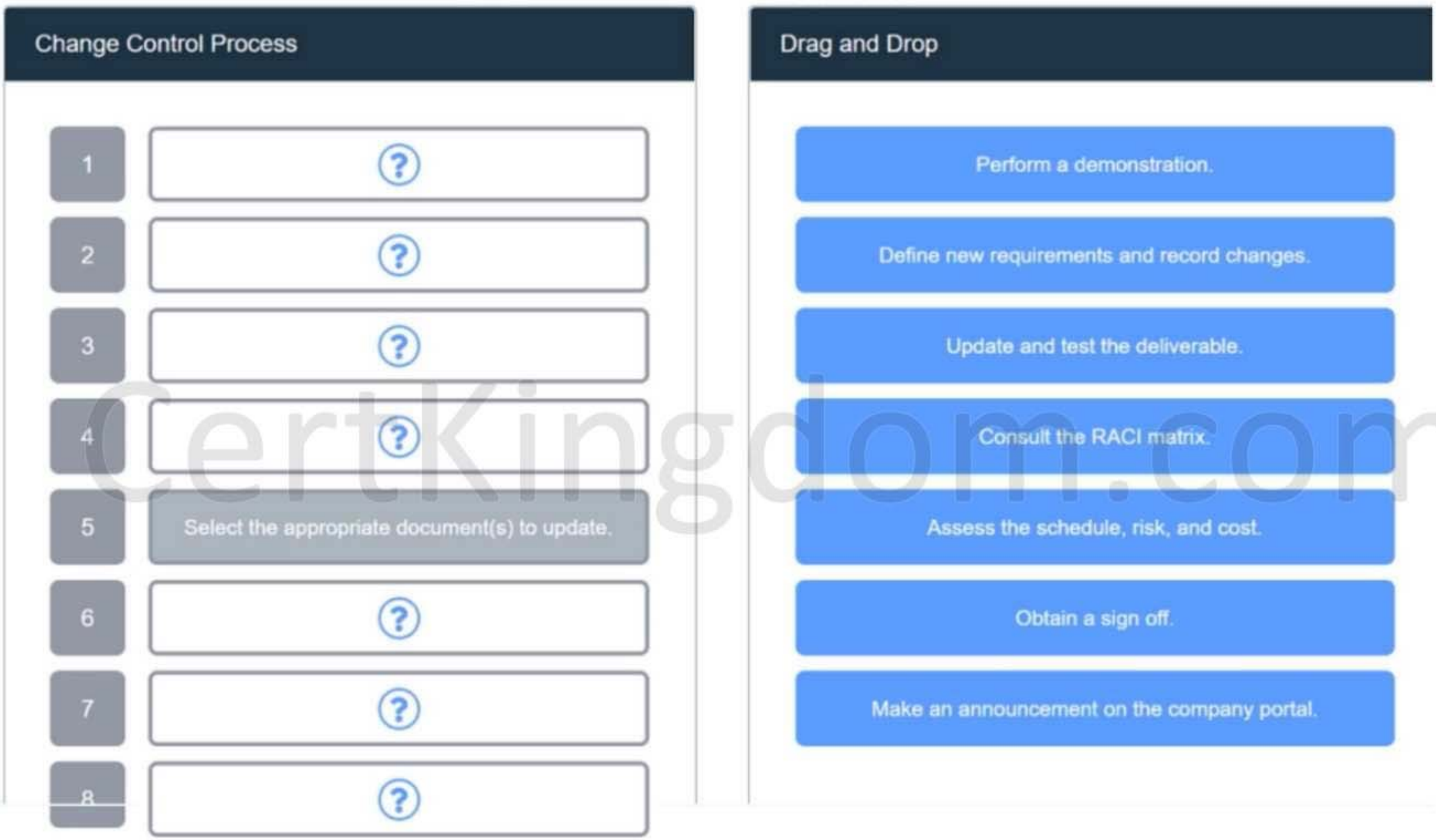
Exam	**PK0-005**
Title	**CompTIA Project+ Certification Exam**
Version	**5.0**
Product Type	**81 Q&A with explanations**

QUESTION 1
During a gate review meeting, the deliverable was rejected by the customer.
INSTRUCTIONS
Review the dashboard.
Part 1: Drag and drop each task, placing them in the correct order based on the project change control process.
Part 2: Select the proper document(s) to be updated.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.
Part 1:



Part 2:

Question Options

Select the appropriate document(s) to update.

- Risk register
- Schedule
- Statement of work
- Organizational chart
- Change log
- Issues log
- WBS dictionary

Answer: See the Explanation for the solution.

Explanation:

Part 1:

Change Control Process:
Consult the RACI matrix.
Define new requirements and record changes.
Assess the schedule, risk, and cost.
Perform a demonstration.
Obtain a sign off.
Update and test the deliverable.
Make an announcement on the company portal.
The change control process is a sequence of steps that helps to manage and document any changes or modifications to a project scope, schedule, cost, quality, or resources. The change control process typically involves the following steps:
Consult the RACI matrix. A RACI matrix is a tool that defines and clarifies the roles and responsibilities of each team member for each task or activity in a project. RACI stands for responsible, accountable, consulted, and informed. Consulting the RACI matrix can help to identify who needs to be involved or informed about the change request and how to communicate with them.
Define new requirements and record changes. The new requirements and changes are the details of what needs to be modified or added to the project deliverables or objectives based on the customer feedback or request. Defining and recording the new requirements and changes can help to communicate and justify the need and rationale for the change and its implications on the project scope and quality.
Assess the schedule, risk, and cost. The schedule, risk, and cost are the aspects of the project that may be affected by the change request. Assessing the schedule, risk, and cost can help to determine the impact and feasibility of the change and identify any possible alternatives or corrective actions to minimize or avoid its negative effects.
Perform a demonstration. A demonstration is a presentation or show of how the modified or updated deliverable works or meets the customer expectations or requirements. Performing a demonstration can help to validate and verify that the change request has been implemented correctly and effectively and to obtain feedback or approval from the customer or stakeholders.
Obtain a sign off. A sign off is a formal acceptance and approval of the change request and its deliverables from the customer or stakeholders. Obtaining a sign off can help to confirm that the change request has been completed successfully and satisfactorily and to close the change control process.
Update and test the deliverable. The deliverable is the product or service that is produced or provided by the project. Updating and testing the deliverable can help to ensure that it meets the quality standards and criteria and that it works as expected after implementing the change request.
Make an announcement on the company portal. The company portal is a platform or channel that allows internal communication and collaboration among employees within an organization. Making an announcement on the company portal can help to inform and update other team members or departments about the change request and its outcomes and to share any lessons learned or best practices from the change control process.
Part2:

Risk register: A risk register is a document that identifies, analyzes, and records the potential risks or

uncertainties that may affect a project. Updating the risk register can help to capture any new or modified risks that may arise from the change request and to plan and implement appropriate risk responses.
Schedule: A schedule is a document that shows the planned start and end dates, durations, dependencies, and progress of each task or activity in a project. Updating the schedule can help to reflect any changes or adjustments to the project timeline or milestones that may result from the change request and to monitor and control the project performance and delivery.
Statement of work: A statement of work (SOW) is a document that defines the scope, deliverables, schedule, and terms and conditions of a project or contract. Updating the SOW can help to document any changes or additions to the project scope or deliverables that may be requested or agreed upon by the customer or stakeholders and to ensure alignment and agreement on what needs to be done and how it will be done.
Change log: A change log is a document that tracks and records any changes or modifications that are made to the project scope, schedule, cost, quality, or resources during a project. Updating the change log can help to document the change request, approval, implementation, and impact of each change and ensure traceability and transparency.

QUESTION 2
A PM is responsible for implementing a new customer relationship management system and has learned that the sales organization is reluctant to utilize the new system. The organization's reluctance could jeopardize the success of the project. Which of the following steps should be taken to understand the adoption issues and gain organizational acceptance of the initiative? (Select TWO).

A. Train users on the proper use of the system.
B. Escalate the issue to the CCB
C. Hold sessions to understand user challenges.
D. Track system usage and report user activity.
E. Log the issue in the project risk register.
F. Create a memorandum of acceptable use.

Answer: CD

Explanation:
The project manager should hold sessions to understand user challenges and track system usage and report user activity. These steps will help the project manager to identify the root causes of the adoption issues and monitor the progress of the system utilization. They will also help to communicate with the sales organization and provide feedback and support12

QUESTION 3
Following a successful release, a project manager sent a survey to all stakeholders to gain an understanding of opportunity areas for the team. Which of the following can use the survey results as an input?

A. Daily stand-up
B. Project momentum
C. Performance feedback
D. Meeting minutes

Answer: C

Explanation:
The project manager can use the survey results as an input for performance feedback for the project team members. Performance feedback is a process of providing constructive and timely information on the performance of individuals or teams in relation to project goals and
expectations. Performance feedback can help to motivate, improve, and recognize project team members345
The survey results can be used as an input for performance feedback. Performance feedback involves analyzing and evaluating the performance of the project team and project management against the project plan, including identifying areas for improvement. The survey results can help identify these areas for improvement and provide feedback to the project team on their performance. Reference: CompTIA Project+ Study Guide Section 4.1.1

QUESTION 4
Which of the following is an activity that should be used in the closing phase of a project to support the project triple constraint?

A. Evaluating the project
B. Releasing the resources
C. Closing the contracts
D. Reconciling the budget

Answer: A

Explanation:
Evaluating the project is an activity that should be used in the closing phase of a project to support the project triple constraint. This involves reviewing the project plan, deliverables, and outcomes to ensure they meet the project objectives and requirements. Reference: CompTIA Project+ Study Guide Section 4.4.4

QUESTION 5
During a quality analysis review, the causes of several issues have been highlighted. Which of the following should the project manager use to identify the MOST important causes?

A. Ishikawa diagram
B. Scatter diagram

C. Pareto chart
D. Decision tree

Answer: C

Explanation:
The Pareto chart should be used to identify the most important causes of issues during a quality analysis review. The Pareto chart is a graphical representation of the frequency and impact of different causes, helping to identify the most common and impactful causes. Reference: CompTIA Project+ Study Guide Section 3.3.3

QUESTION 6
Which of the following BEST describes how an organization should coordinate management of multiple related projects?

A. Apply the SDLC process.
B. Establish a program.
C. Consult the CCB.
D. Use different frameworks

Answer: B

Explanation:
The BEST way to coordinate management of multiple related projects is to establish a program. A program is a group of related projects that are managed together to achieve specific strategic business objectives. Reference: CompTIA Project+ Study Guide Section 2.2.1
The organization should establish a program to coordinate management of multiple related projects. A program is a group of related projects, subprograms, and program activities that are managed in a coordinated way to obtain benefits and control not available from managing them individually. A program can help to align multiple projects with strategic goals, optimize resources and risks, and deliver value to stakeholders.

QUESTION 7
A project team gathers weekly to review its progress. Which of the following is the project manager MOST likely to have prepared to ensure team members who are absent remain informed about assignments?

A. Status report
B. Project plan
C. Change log
D. Meeting minutes

Answer: D

Explanation:
Meeting minutes should be prepared to ensure team members who are absent remain informed about assignments. Meeting minutes document what was discussed, decisions made, and assignments given during a meeting, providing a record of the team's progress and ensuring absent members are up-to-date. Reference: CompTIA Project+ Study Guide Section 4.2.2
The project manager should prepare meeting minutes to ensure team members who are absent remain informed about assignments. Meeting minutes are a written record of what was discussed and decided in a meeting. They usually include information such as attendees, agenda items, action items, decisions made, issues raised, and deadlines assigned. Meeting minutes can help to communicate important information to team members who could not attend the meeting and provide a reference for future follow-up.

QUESTION 8
A project manager prefers to have immediate contact with team members because it allows for faster response times and more interactive discussions. Which of the following communication methods should the project manager use?

A. Synchronous
B. Informal
C. Asynchronous
D. Formal

Answer: A

Explanation:
The project manager should use synchronous communication methods if they prefer to have immediate contact with team members. Synchronous communication is a type of communication that occurs in real time and allows for faster response times and more interactive discussions. Examples of synchronous communication methods include phone calls, video conferences, instant messaging, and face-to-face meetings. Synchronous communication can help to build rapport, clarify doubts, and resolve issues quickly among team members.
Synchronous communication should be used when the project manager prefers to have immediate contact with team members. Synchronous communication allows for real-time interaction and feedback, enabling faster response times and more interactive discussions. Reference: CompTIA Project+ Study Guide Section 3.1.3

QUESTION 9
As part of the planning phase, a PM has defined tasks, durations, resources, and costs. Which of the following is the NEXT step in the process?

A. Update the work breakdown structure.
B. Review the backlog.

C. Seek baseline approval.
D. Establish the resource pool.

Answer: C

Explanation:
The next step in the process after defining tasks, durations, resources, and costs is to seek baseline approval. A baseline is an approved version of a project plan that serves as a reference point for measuring progress and performance throughout the project lifecycle. A baseline typically includes scope, schedule, cost, quality, and risk parameters. Seeking baseline approval involves presenting the project plan to key stakeholders and obtaining their formal agreement on the project objectives and deliverables. Baseline approval can help to establish clear expectations, avoid scope creep, and facilitate change control during project execution.
The NEXT step after defining tasks, durations, resources, and costs during the planning phase is to seek baseline approval. Baseline approval involves finalizing the project plan and gaining approval from stakeholders, establishing the plan as the baseline for the project's performance. Reference: CompTIA Project+ Study Guide Section 3.4.1

QUESTION 10
A project manager realizes that a project will not be completed on time due to resource constraints. Which of the following actions should the project manager take NEXT?

A. Trigger the contingency plan and communicate with the stakeholders.
B. Work with the functional managers to create a work-around.
C. Submit a change request to the change control board.
D. Transfer the risk by hiring a new vendor who was successful on a previous project.
E. Set up an escalation meeting with the sponsor.

Answer: C

Explanation:
Submit a change request to the change control board. The project manager should submit a change request to the change control board (CCB) if they realize that the project will not be completed on time due to resource constraints. A change request is a formal proposal to modify any aspect of the project, such as scope, schedule, cost, quality, or resources. A change request must be submitted to the CCB, which is a group of stakeholders who are authorized to review and approve changes. Submitting a change request can help to document the impact of the resource constraints on the project and seek approval for any corrective actions or preventive actions12

QUESTION 11
By developing a project schedule, a PM has already validated the constraints, outlined the duration of the tasks and the phases, and confirmed the proper sequence and flow of the project. Which of the following activities still needs to be performed to complete the schedule?