Vendor: CompTIA

Exam Code:PK0-005

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Version: Demo

QUESTION 1

A team is working on a project that has different stages, such as initiation, planning, execution, and closure. Which of the following is this an example of?

A. Agile

B. Waterfall

C. Standard

D. Hybrid

Correct Answer: B

Explanation: The waterfall methodology is a project management framework that follows a linear and sequential process, where each stage of the project must be completed before moving on to the next one. The stages of the waterfall model are initiation, planning, execution, and closure, as described in the question12.

QUESTION 2

During a complex, multiyear project, a PM must discern which project tasks overlap so resources can be allocated appropriately. Which of the following is best for determining this information?

A. PERT chart

B. Milestone chart

C. Gantt chart

D. Budget burndown chart

Correct Answer: C

Explanation: A Gantt chart is a visual tool used in project management to represent the timing of tasks required to complete a project. It is particularly useful for showing the start and finish dates of elements of a project, dependencies

between tasks, and the current schedule status. This makes it an ideal choice for a project manager to discern overlapping tasks and allocate resources efficiently.

References = CompTIA Project+ Certification Study Guide (PK0-005)

QUESTION 3

A new junior PM who has ownership of a project does not understand how to manage conflicts involving multiple personalities. Which of the following is the best order of the stages the PM should follow to nurture the team to high performance?

A. Forming, storming, performing, norming, adjourning

B. Forming, performing, storming, norming, adjourning

C. Forming, norming, storming, performing, adjourning

D. Forming, storming, norming, performing, adjourning

Correct Answer: D

Explanation: This is the correct order of the stages of team development according to Tuckman\\'s model123. The forming stage is where team members first meet and get acquainted. The storming stage is where team members experience conflicts and disagreements. The norming stage is where team members resolve their differences and establish norms and rules. The performing stage is where team members work together effectively and efficiently. The adjourning stage is where team members complete the project and celebrate their achievements. References = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 6: Project Team Management, p. 197; The 5 Stages of Team Development (Including Examples) | Upwork; The 5 Stages of Team Development

- Teamwork; Using the Stages of Team Development | MIT Human Resources

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QUESTION 4

A project manager wants to schedule a troubleshooting session for team members who are located in Germany and California. Which of the following is most important for the project manager to consider when setting up the session?

A. Cultural differences

B. Technological factors

C. Time zones

D. Language barriers

Correct Answer: C

Explanation: Time zones are the most important factor to consider when setting up a troubleshooting session for team members who are located in different regions of the world. The project manager should ensure that the session is scheduled at a convenient and reasonable time for all participants, and avoid scheduling conflicts or communication delays. Time zones can also affect the availability and responsiveness of stakeholders, vendors, and customers1.

QUESTION 5

A project manager has decided to outsource portions of a project and will conduct a separate procurement. In which of the following phases does this task occur?

A. Planning

B. Initiating

C. Controlling

D. Executing

Correct Answer: A

Explanation: This answer is based on the understanding that outsourcing is a form of procurement, which is one of the knowledge areas in project management. Procurement involves acquiring goods and services from external sources to

support the project objectives. According to the CompTIA Project+ Study Guide1, procurement activities occur mainly in the planning phase of the project, where the project manager identifies the project needs, defines the scope of work, evaluates the potential vendors, and prepares the procurement documents. The other options are not correct because: Initiating is the phase where the project manager defines the project purpose, objectives, and deliverables, and obtains the project charter and stakeholder approval. Initiating does not involve procurement activities, although it may involve some preliminary research on the feasibility and availability of external resources. Controlling is the phase where the project manager monitors and measures the project performance, compares it with the baseline, and implements corrective actions if needed. Controlling does involve some procurement activities, such as reviewing the vendor deliverables, managing the changes, and resolving the issues, but these are not the main tasks of procurement. Executing is the phase where the project manager leads and directs the project team and other resources to complete the project work according to the plan. Executing does involve some procurement activities, such as selecting the vendor, signing the contract, and managing the relationship, but these are not the main tasks of procurement. References = CompTIA Project+ Study Guide: Exam PK0- 005, 3rd Edition, Chapter 8: Planning Projects, Part 4 (Procurement and Communication), pages 243-260; CompTIA Project+ Certification Exam Objectives, Domain 2: Project Planning, Objective 2.5: Given a scenario, plan procurement for a project.

QUESTION 6

Two team members have a minor disagreement on how a task should be performed. The project manager plans to meet with the team members to discuss the matter. Which of the following techniques should the project manager use to emphasize the areas of agreement and downplay the opposing views?

A. Compromising

B. Forcing

C. Smoothing

D. Collaborating

Correct Answer: C

Explanation: Smoothing is a conflict resolution technique that involves emphasizing the areas of agreement and minimizing the areas of difference. It is useful when the conflict is minor and the relationship between the parties is more important than the issue. Smoothing can help maintain harmony and avoid further escalation of the conflict1.

QUESTION 7

A project manager queries stakeholders to identify the right communication channel to be used during the project life cycle. After reviewing the responses, the project manager reports that 70% of the stakeholders prefer email communication, and the rest prefer face- to-face communication. The project manager should update the stakeholder register with:

A. the preferred sponsor\\'s communication channel.

B. the preferred project manager\\'s communication channel.

C. the preferred reported communication channel.

D. email communication as the preferred communication channel.

Correct Answer: C

Explanation: This answer is based on the best practice of stakeholder management, which is to identify and document the communication preferences of each stakeholder or stakeholder group12. The project manager should update the stakeholder register with the information gathered from the stakeholder analysis, which includes the preferred communication channel for each stakeholder3. The preferred reported communication channel reflects the majority preference of the stakeholders, as well as the minority preference of the face-to-face communicators. The project manager should use this information to plan and execute effective communication throughout the project life cycle4. References = CompTIA Project+ Certification Study Guide5, CompTIA Project+ Certification Exam Objectives6, Stakeholder Register in Project Management1, What is a Stakeholder Register?2, How to Develop a Stakeholder Register3

QUESTION 8

A project manager is overseeing the implementation of a major upgrade to a critical ERP system. The project sponsor is requiring that the upgrade should not exceed more than three hours of downtime for the implementation and validation in production. During cutover, the team runs into a validation issue after 2.5 hours, and the process is only 70% through the validation steps. Which of the following actions should the project manager take?

A. Notify customers the downtime will take longer than expected.

B. Add new team members to help speed up validation.

C. Begin executing the rollback plan.

D. Record the issue and proceed with the implementation.

Correct Answer: C

Explanation: When a critical ERP system upgrade encounters a validation issue and is at risk of exceeding the allotted downtime, the project manager should begin executing the rollback plan. This action is taken to ensure that the system can be restored to its previous state without exceeding the downtime limit, thus minimizing the impact on the business operations.

QUESTION 9

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?

A. Allocate resources.

B. Determine the project budget

C. Develop a communication plan.

D. Establish baselines.

Correct Answer: D

Explanation: The next step after defining tasks, durations, resources, and costs is to establish baselines. 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. Establishing baselines 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 execution34

QUESTION 10

A project manager is assigned an initiative in a highly regulated industry that requires employees to safeguard certain pieces of PII. Which of the following is the best approach for the project manager to keep the information confidential?

A. Encryption

B. Multifactor authentication

C. Quality assurance

D. Password protection

Correct Answer: A

Explanation: Encryption is the process of transforming data into an unreadable format that can only be accessed by authorized parties who have the decryption key. Encryption is the best approach for the project manager to keep the PII confidential, as it protects the data from unauthorized access during storage and transmission12.

QUESTION 11

An institution wants to implement software solutions to help manage the internal flow for formally responding in writing to citizens\\' complaints. Which of the following solutions would be BEST?

A. Enterprise resource planning and end user applications

B. Electronic document and record management systems

C. Customer relationship management and databases

D. Content management and financial systems

Correct Answer: B

Explanation: Electronic document and record management systems would be the best software solutions to help an institution manage the internal flow for formally responding in writing to citizens\\' complaints. Electronic document and record management systems are software systems that help organizations create, store, organize, manage, track, and distribute electronic documents and records. Electronic document and record management systems can help to improve efficiency, productivity, collaboration, compliance, and security of document and record management processes and workflows3

QUESTION 12

The high-level technical requirements for a new application state that the application should be suitable to support enterprise-level client-server solutions. Which of the following meets these requirements?

A. Data warehouse

B. SQL database

C. Multitier architecture

D. Content management system

Correct Answer: C

Explanation: Multitier architecture is a type of software architecture that is suitable to support enterprise-level client-server solutions. Multitier architecture divides an application into logical layers or tiers that are distributed among different servers or machines. Each tier performs a specific function or role and communicates with other tiers through well- defined interfaces. Multitier architecture can provide benefits such as scalability, performance, security, maintainability, and reusability for complex and large-scale applications.