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QUESTION 1

A program completes all component projects and all identified benefits are being delivered. However, the program sponsor is concerned that long-term benefits may not meet organizational performance parameters. To ensure the realization of long-term benefits, what should the program manager use?

- A. Benefits register
- B. Benefits sustainment plan
- C. Benefits management plan
- D. Benefits transition plan

Correct Answer: B

QUESTION 2

You are the program manager for your organization. Your program has a budget of \$750,000 and is expected to last one year. The program is currently 30 percent complete and has spent \$245,000. The program is supposed to be 40 percent at this time. What is the schedule performance index (SPI) for this program?

- A. Negative ten percent
- B. .75
- C. \$300,000
- D. \$225,000

Correct Answer: B

QUESTION 3

You are the program manager for your organization. Management has asked you to create a method to track the program stakeholders' concerns, threats, and demands for communication. They would like you to map out each stakeholder or stakeholder group and identify trends within the chart to help your program communicate better. What type of a chart should you create for management?

- A. RACI chart
- B. Stakeholder analysis chart
- C. Roles and responsibilities chart
- D. Communication matrix

Correct Answer: B

QUESTION 4

Which of the following can be an effective tool during quality control to help determine the how the problem occurred?

- A. Rework
- B. Flowcharting
- C. Trend Analysis
- D. Pareto Diagram

Correct Answer: B

QUESTION 5

A program manager building the world's largest cruise ship is resolving the conflict between the two main sponsors who cannot agree on the number of food and beverage outlets to have onboard. What should the program manager do?

- A. Finalize the business case and market analysis with the core program team and present the findings to the chief executive officer for approval.
- B. Work with the core program team to conduct a market analysis and make the decision based on the best return on investment.
- C. Arrange a meeting with both sponsors and the steering committee to present the market analysis and work through the conflict.
- D. Engage the program stakeholders, present the market analysis and findings to facilitate the decision on the best option.

Correct Answer: C

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