# Free Questions for PK0-005

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# Question 1

Two stakeholders, who have a history of animosity toward one another, are in disagreement during a project. The project's timeline depends on the stakeholders accomplishing their tasks. Which of the following conflict resolution methods would be best to utilize?

## Options:

**A-** Smoothing

**B-** Confronting

**C-** Forcing

**D-** Compromising

## Answer:

B

## Explanation:

Confronting, also known as problem-solving or collaborating, is a method of conflict resolution that involves addressing the root cause of the conflict and finding a mutually beneficial solution that satisfies both parties. Confronting is the most effective method when the stakes

are high and the relationship is important, as it can lead to increased trust, respect, and cooperation. Confronting requires open communication, active listening, empathy, and creativity from both parties. Confronting is the best method to use in this scenario, as it can help the stakeholders overcome their personal animosity, focus on their common goals, and work together to complete their tasks on time12. Reference = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 7: Project Stakeholder Management, p. 246; What is Conflict Resolution, and How Does It Work?

# Question 2

## Question Type: MultipleChoice

Which of the following would be best to utilize when managing communications for project teams across multiple time zones?

## Options:

**A-** Business collaboration tool

**B-** Email

**C-** Virtual meetings

**D-** Enterprise CMS

## Answer:

A

## Explanation:

A business collaboration tool is a software that enables teams to communicate, share, and create together online. A business collaboration tool can help project teams across multiple time zones to overcome the challenges of distance, time differences, and cultural diversity. A business collaboration tool can provide features such as instant messaging, video conferencing, file sharing, document editing, project management, and more. A business collaboration tool can also integrate with other applications and platforms that the project team uses. A business collaboration tool can improve the efficiency, productivity, and quality of the project team's work12. Reference = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 4: Project Communications, p. 137; The 15 best collaboration tools for productive teams - Workable; 17 Best Business Collaboration Tools for Teams - Venngage

# Question 3

**Question Type:** **MultipleChoice**

A project team is working remotely from different locations across the country. As part of a lessons-learned exercise, the project manager would like to

identify the level of engagement among project team members. Which of the following would be the best tool for the project manager to use?

## Options:

**A-** Meeting chat

**B-** Email

**C-** Real-time survey

**D-** Whiteboard

## Answer:

C

## Explanation:

A real-time survey is a tool that allows the project manager to collect feedback from the project team members in an interactive and timely manner. A real-time survey can measure the level of engagement, satisfaction, motivation, and performance of the team members, as well as identify any issues, challenges, or opportunities for improvement. A real-time survey can also increase the participation and collaboration of the team members, as they can see the results and comments of their peers instantly. A real-time survey is more effective than a meeting chat, an email, or a whiteboard, as it can reach a larger and more diverse audience, provide more structured and quantitative data, and avoid distractions and interruptions. Reference = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 10: Project Closure, p. 367; The 9 best online survey apps in 2023 | Zapier

# Question 4

A few weeks before a project is scheduled to be completed, the client asks to add a new feature to the product that is being developed. The project manager analyzes the project schedule and determines the feature can be implemented quite easily without affecting the completion date. Which of the following should the project manager do first?

## Options:

**A-** Escalate the change to the CCB.

**B-** Review the requested change.

**C-** Document the change recommendations.

**D-** Validate the implementation of the requested change.

## Answer:

B

## Explanation:

The project manager should review the requested change first to assess its impact, feasibility, and alignment with the project objectives and scope. Reviewing the change will help the project manager to determine if the change is necessary, beneficial, and acceptable to the stakeholders. The project manager should also consider the risks, costs, and quality implications of the change before proceeding to the next steps of the change management process123. Reference = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 9: Project Change Management, p. 323; 5 Steps in the Change Management Process | HBS Online; 8 Steps for an Effective Change Management Process - Smartsheet

# Question 5

A contractor attended a project meeting that was exclusively for company employees. Which of the following actions should the PM take?

## Options:

**A-** Escalate to vendor management.

**B-** Consult the request for proposal.

**C-** Review the meeting cadence.

**D-** Reinforce the rules of engagement.

## Answer:

D

## Explanation:

The rules of engagement are the guidelines and expectations that define the relationship between the contractor and the company. They may include topics such as communication, confidentiality, access, security, performance, and compliance. The project manager should reinforce the rules of engagement with the contractor to ensure that they understand and respect the boundaries and protocols of the company. This will help to avoid any potential conflicts, misunderstandings, or breaches of contract. Reference = CompTIA Project+ Study Guide: Exam PK0-005, 3rd Edition, Chapter 7: Project Stakeholder Management, p. 239; Contractor Rules of Engagement - Cox Enterprises, p. 1; Legal Considerations for Engaging Contractors | LegalVision

# Question 6

**Question Type:** **MultipleChoice**

A project manager will conduct a release on the third Friday of the month. The project manager has notified users that the application will be unavailable for eight hours. Hence, users need to save any information in advance. Which of the following is the project manager most likely conducting?

## Options:

**A-** Application deployment

**B-** Rollback plans

**C-** Validation checks

**D-** Maintenance window schedules

## Answer:

A

## Explanation:

Application deployment typically involves making a software application available for use, often involving downtime or unavailability of the application. The description of the project manager notifying users about the application being unavailable for a certain period aligns with standard practices during deployment phases. The other options, such as rollback plans, validation checks, and maintenance window schedules, although important, do not directly indicate the action of making an application available for use, as described in the scenario.

# Question 7

In order to complete a major project deliverable, very specialized resources are required for some tasks. The PM failed to take into consideration during planning that the required resources would be available for fewer hours than required. Which of the following should the PM do first to make schedule changes?

## Options:

**A-** Add a new risk.

**B-** Perform an impact analysis.

**C-** Escalate to the sponsor.

**D-** Raise a change request.

## Answer:

B

## Explanation:

According to A Guide To Schedule Updating in Project Management, one of the best practices for effective schedule updating is to perform an impact analysis before making any changes to the schedule. An impact analysis helps the project manager to assess the effects of the change on the project scope, cost, quality, risk, and stakeholder expectations. It also helps to identify the best options for resolving the issue and minimizing the negative impacts. By performing an impact analysis first, the project manager can make informed decisions and communicate them clearly to the project team and stakeholders.

# Question 8

**Question Type: MultipleChoice**

A project manager has been scheduling and facilitating project meetings, scribing the minutes, distributing the minutes, and sending agendas prior to upcoming meetings. However, the project manager is frustrated because action items are not being completed. Which of the following should the project manager do to alleviate these concerns?

## Options:

**A-** Use a software tool during the meeting that can create a transcript of what is discussed.

**B-** Have a standing agenda that is vague enough so that it can be used again.

**C-** Delegate the roles and responsibilities to improve meeting management.

**D-** Reprimand project team members for not completing assigned action items.

## Answer:

C

## Explanation:

According to 6 Techniques for Running Project Management Meetings, one of the best practices for effective project meetings is to assign meeting roles to stay focused. By delegating the roles and responsibilities of facilitator, timekeeper, scribe, and presenter, the project manager can ensure that the meeting agenda is followed, the action items are recorded, and the outcomes are communicated. This can also increase the engagement and accountability of the project team members, and reduce the frustration of the project manager.

# Question 9

**Question Type: MultipleChoice**

A company needs to have structured cabling installed in one of its buildings. Which of the following would be the best document for the company to use to obtain and compare information on cabling services and costs from various vendors?

## Options:

**A-** RFB

**B-** RFQ

**C-** RF

**D-** RFP

## Answer:

D

## Explanation:

An RFP (request for proposal) is a document that solicits proposals from potential vendors for a specific project or service. An RFP typically describes the project scope, requirements, evaluation criteria, and instructions for submitting proposals. An RFP is the best document for the company to use to obtain and compare information on cabling services and costs from various vendors, as it allows the company to evaluate the vendors' qualifications, experience, approach, and pricing12.

# Question 10

**Question Type:** **MultipleChoice**

Which of the following is required to provide a hardware installation with a Tier 5 redundancy level?

## Options:

**A-** Storage project

**B-** Computer services project

**C-** Database project

**D-** Multitiered architecture project

## Answer:

D

## Explanation:

A multitiered architecture project is a type of project that involves designing and implementing a system that consists of multiple layers or tiers, such as presentation, application, and data. A multitiered architecture project can provide a high level of redundancy, scalability, and performance, as each tier can have multiple servers or components that can handle requests and failures independently. A Tier 5 redundancy level is the highest level of redundancy that requires a fully redundant, mirrored system plus one additional backup unit for every component12.

# Question 11

In the initiation phase, a PM is reviewing the objectives, the high-level requirements, the success criteria, and the budget resources. Which of the following action items will benefit from this analysis?

## Options:

**A-** Developing a RACI

**B-** Identifying and assessing stakeholders

**C-** Assigning project resources

**D-** Establishing communication channels

## Answer:

B

## Explanation:

Identifying and assessing stakeholders is an action item that will benefit from the analysis of the objectives, the high-level requirements, the success criteria, and the budget resources in the initiation phase. By reviewing these elements, the PM can determine who are the

key individuals or groups that have an interest or influence in the project, what are their expectations and needs, and how to engage them effectively throughout the project life cycle12.