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## **PMI Project Management Office Certified Professional Sample Questions (Q27-Q32):**

### **NEW QUESTION # 27**

Last year, a PMO professional from a food processing company implemented a new portfolio management tool that is running smoothly. As a part of the portfolio management process, a resource management functionality was released for better assessment of the portfolio delivery resource needs.

What should the PMO professional do first to ensure proper implementation?

- A. Put together a demo of the new resource management functionality.
- B. Identify a pilot group to test the new resource management functionality.
- C. Prepare training materials and deliver the training to all affected stakeholders.
- D. **Implement a feedback mechanism so that requirements can be adapted based on evolving needs.**

**Answer: D**

Explanation:

According to PMI-PMOCP principles in the Lifecycle Management domain, when introducing new functionalities or processes, the PMO professional should first establish a feedback mechanism to ensure the solution remains adaptive and responsive to stakeholder needs and changing conditions.

While demos, training, and pilot testing (Options B, C, D) are important activities, they follow the establishment of continuous feedback to refine and improve adoption. Feedback loops are critical for iterative improvement, stakeholder engagement, and achieving successful, sustainable implementation.

This approach aligns with PMI's emphasis on continuous improvement and responsiveness in portfolio and resource management processes.

References:

PMI-PMOCPEXAM Content Outline, Lifecycle Management Domain

PMI Practice Standard for Project Management Offices (2013), Continuous Improvement Sections PMI PMO Value Ring, Portfolio and Resource Management

#### **NEW QUESTION # 28**

A PMO professional overseeing multiple projects notices that project managers have varying levels of adherence to the project governance processes.

What should the PMO professional do first to ensure consistent governance across projects?

- A. Develop a comprehensive governance training program and mandate all project managers to complete it within a specified timeframe.
- B. Escalate governance oversight responsibilities to project sponsors to ensure project managers adhere to processes.
- C. **Schedule individual meetings with project managers to understand their challenges with governance processes and provide support.**
- D. Implement stricter enforcement of the governance processes by imposing fines and other penalties for noncompliance.

**Answer: C**

Explanation:

The first step to ensure consistent governance is to engage directly with project managers to understand their challenges and barriers in applying governance processes. This individualized approach (Option A) enables tailored support and fosters collaboration rather than resistance.

Mandating training (Option B) or escalating responsibility (Option C) are secondary actions that should follow once root causes are understood. Imposing penalties (Option D) risks alienation and is contrary to PMI's recommendations on fostering supportive governance cultures.

PMI-PMOCP governance practices emphasize stakeholder engagement and support to improve process adherence.

References:

PMI-PMOCPEXAM Content Outline, Governance Domain

PMI Practice Standard for Project Management Offices (2013), Governance and Stakeholder Support PMI PMO Value Ring, Governance and Compliance

#### **NEW QUESTION # 29**

A multinational company seeks to establish and maintain strong governance for its PMO to ensure efficient service delivery, accountability, and alignment with organizational goals.

What is the most critical action the PMO professional should take when establishing PMO governance to ensure the PMO operates effectively?

- A. Implement standardized governance processes that apply equally to all departments, ensuring that every aspect of PMO operations is controlled and monitored with strict procedures.
- B. Focus on increasing the number of governance meetings and reporting cycles to ensure PMO activities are constantly

monitored and adjusted as necessary.

- C. Develop a flexible PMO governance framework tailored to the PMO's unique functions and services, ensuring it can adapt to changing organizational needs while maintaining control and oversight.
- D. Rely on the existing successful project governance processes within the organization so that the PMO services will align naturally with them.

**Answer: C**

Explanation:

Effective PMO governance requires a tailored and flexible governance framework that balances control with adaptability. PMI-PMOCP stresses that governance must reflect the PMO's specific roles, services, and organizational context, enabling it to evolve with changing needs while providing appropriate oversight.

Relying solely on existing governance (option B) or focusing on frequency of meetings (option C) may not address unique PMO requirements. Strict standardized processes (option D) risk rigidity that can hinder responsiveness.

Reference: PMI Project Management Office Certified Professional (PMI-PMOCP) Examination Content Outline, PMI 2021. PMI-PMOCP Study Guide, Chapter on PMO Governance.

### NEW QUESTION # 30

A newly hired PMO professional is tasked with improving the executives' level of satisfaction with the PMO's performance. The PMO was established last year and has not been very successful in attending to the needs of the PMO customers.

Which two actions should the PMO professional take to address this issue? (Choose 2)

- A. Assess the maturity of the services the PMO is delivering and determine which services need to elevate their proficiency levels.
- B. Ensure that the services the PMO provides are the correct ones for the current PMO customers' needs.
- C. Review the compliance of PMO customers with the PMO processes to evaluate the PMO's maturity.
- D. Evaluate the organization's project management capability across departments to determine the PMO's maturity level.
- E. Measure how well the organization manages portfolios, programs, and projects to assess the PMO's overall maturity.

**Answer: A,B**

Explanation:

To improve executive satisfaction, the PMO professional must first assess the maturity of current PMO services to identify areas for improvement and elevate service proficiency. Simultaneously, the PMO should validate that the services offered align with actual customer needs, ensuring relevance and value delivery.

PMI-PMOCP stresses that customer-centric service management and continuous maturity assessments are essential for effective PMO governance and stakeholder satisfaction.

Measuring organizational maturity (option C), reviewing compliance (option D), or evaluating broader organizational capabilities (option E) provide context but are less directly related to immediate service improvement.

Reference: PMI Project Management Office Certified Professional (PMI-PMOCP) Examination Content Outline, PMI 2021. PMI-PMOCP Study Guide, Chapter on Service Delivery and Stakeholder Engagement.

### NEW QUESTION # 31

A PMO team member who joined the PMO 5 years ago as a junior PMO analyst recently received feedback from customers indicating a lack of initiative in handling daily tasks, leading to a low perception of the PMO's value.

What should the PMO professional leading the PMO do to resolve this issue?

- A. Find another role for the PMO team member within the PMO.
- B. Provide training to the PMO member through a training provider.
- C. Find another role for the PMO team member outside the PMO.
- D. Provide mentoring to the PMO team member to increase their performance.

**Answer: D**

Explanation:

PMI-PMOCP Lifecycle Management encourages mentoring and coaching as the first approach to address performance issues, especially for experienced team members. Mentoring helps build initiative, confidence, and capability through personalized guidance. Reassigning roles (Options B and D) should be secondary actions after development attempts. Training (Option C) might help but lacks the individualized support mentoring provides.

Effective mentoring fosters a culture of continuous learning and improves the PMO team's overall effectiveness and value.

References:

PMI-PMOCP Exam Content Outline, Lifecycle Management Domain

PMI Practice Standard for Project Management Offices (2013), Talent Development PMI PMO Value Ring, Capability Building and Mentoring

## NEW QUESTION # 32

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Some key things to know about Python classes: The 'self' keyword references PMI-PMOCP an instance of the calling class, Analog TV has been kept around for a long time based largely on the huge installed base.

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