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CCMP Test Questions With Complete Correct Answers 2023/2024.

What is included in the contract? Answer - Anything that is referenced as part of the contract.

Scope Answer - Which core contract element addresses what the contract is about? When was the contract agreed? Answer - Which of the following is NOT one of the four core elements of a contract?

1,3,4 Answer - Which of the following may be incorporated into the contract? 1.) bid documents 3.) Letters, change orders and specifications. 4.) SOWs, SLAs, RFP, procedures and prices

The bid, negotiation and implementation teams Answer - Who should be involved in the formal contract hand over meeting?

Keep Satisfied Answer - A stakeholder group with a low level of impact and a high level of dependence on an outcome is represented as which group type for communication purposes?

Stay informed and maintain confidence Answer - By understanding projects on a stakeholders radar screen, you will

Build awareness Answer - If you are unlikely to be impacted by a contract and you have little importance towards it then you are most likely to be categorized as which type of stakeholder?

Both 1 and 2 Answer - What should be considered when identifying a stakeholders important issues? 1.) What programs they have in the near future. 2.) What they consider to be a risk.

A very complex project may require a more segmented approach to evaluation. This is called a...? Answer - Two cycle evaluation

What are intangible evaluation criteria? Answer - Factors that rely on organizational culture and behavior

When embarking on a long term project, which of the following is often not given adequate consideration at the proposal evaluation stage? Answer - The suppliers cultural compatibility with the buyer

When is the earliest you can begin to define the evaluation matrix for an RFP Answer - Prior to drafting the RFP

What is the name of the bid evaluation approach that requires a supplier to achieve a satisfactory level on specific evaluation criteria? Answer - Hurdle

Above what value does the uniform commercial code in the USA require contracts to be in writing? Answer - US \$500

Of the following, which is the best time to address dispute resolution procedures? Answer - Procedures should be agreed at the beginning of negotiations.

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ACMP Global CCMP Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Execute, Manage, and Monitor Implementation of the Change Management Plan: This section measures skills of Change Managers and Program Leads and focuses on executing all elements of the change management plan. It covers implementing resource allocation, communication, sponsorship, stakeholder engagement, learning, measurement, benefits realization, sustainability, and adjusting the plan as needed to achieve desired outcomes.

Topic 2	<ul style="list-style-type: none"> • Develop and Gain Approval for the Comprehensive Change Management Plan: This section assesses skills of Change Managers and Project Managers and covers preparing detailed plans for all aspects of change management, including resources, communication, sponsorship, stakeholder engagement, learning, measurement, sustainability, and integration with project management. It also includes obtaining approval and establishing feedback mechanisms.
Topic 3	<ul style="list-style-type: none"> • Ethics: This section measures skills of Change Managers and Compliance Officers and focuses on demonstrating ethical behavior in change management. It covers promoting honesty, responsibility, fairness, respect, and advancing the discipline, while supporting practitioners within the change management community.
Topic 4	<ul style="list-style-type: none"> • Close the Change Management Effort: This section assesses skills of Change Managers and Program Leads and covers evaluating the success of the change initiative, conducting lessons learned, documenting recommended actions, gaining closure approvals, transferring ownership, ensuring sustainability, and recognizing achievements.

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ACMP Global Certified Change Management Professional Sample Questions (Q25-Q30):

NEW QUESTION # 25

Who is responsible for coordinating, applying and tracking change management activities?

- A. Sponsor
- B. Change agent
- C. Change stakeholder
- **D. Change management lead**

Answer: D

Explanation:

The change management lead is accountable for ensuring change management activities are properly coordinated, applied, and monitored. While sponsors provide leadership and stakeholders participate, the change management lead ensures integration of plans, tracks progress, and adjusts activities as needed.

Change agents support by influencing peers, but they are not accountable for overall coordination. ACMP clearly defines the change lead's role as orchestrator of the process across all groups.

(Reference: ACMP Standard, Process Groups 2-5; Role of Change Lead: Develop, coordinate, execute, and monitor change management activities.)

NEW QUESTION # 26

What resource component of the change management plan addresses the gap in skills of the impacted stakeholders before and after a major change?

- A. Financial resources
- B. Information resources
- C. Physical resources
- **D. Human resources**

Answer: D

Explanation:

Human resources are central to addressing skill and capability gaps in impacted stakeholders. According to ACMP, the resource plan must account for training, coaching, and allocation of people with the right skills to support adoption. While physical (B), financial (C), and informational (A) resources are also necessary, they do not directly address skills development. Human resources include internal staff, trainers, and external experts who enable stakeholders to transition successfully. Thus, option D is correct. (Reference: ACMP Standard, Process Group 3 - Resource Plan; Identify human resources to close skill gaps and build adoption capability.)

NEW QUESTION # 27

What should the change manager do before formally closing her work to evaluate the change management effort?

- A. Transfer ownership of change outcomes to stakeholder operational resources
- **B. Compare the change outcomes to the original change and project objectives**
- C. Release all change resources
- D. Seek formal approval from the sponsor to close the change management effort

Answer: B

Explanation:

Closing requires evaluation before handover and formal approval. The Standard directs practitioners to assess outcomes versus defined objectives and success criteria to determine if adoption, usage, and benefits targets were achieved. Only after this evidence-based evaluation should ownership be transferred, resources released, and closure approval sought. Therefore, comparing outcomes with the original objectives is the correct pre-closure step that informs the rest of the closure activities. (Reference: ACMP Standard, Process Group 5 - Close the Change Management Effort; Outcomes: Evaluate outcomes against objectives; Activities: Assess adoption/usage/proficiency, document lessons, recommend sustainability actions.)

NEW QUESTION # 28

What two activities are most critical to focus on when managing employee resistance?

- **A. Raising awareness of why change is needed and informing employees how change will impact them**
- B. Clarifying the expectations of managers and informing them how the change is progressing
- C. Identifying and addressing rumors and explaining how the change is being implemented
- D. Creating a training delivery plan and demonstrating sponsor commitment to the change

Answer: A

Explanation:

ACMP emphasizes that resistance is most effectively reduced when people understand why the change is necessary and how it affects their roles ("what's in it for me"). The Standard situates resistance management within execution, calling for targeted communications that build awareness of the business rationale and provide impact-based information to individuals and groups. Training and rumor management matter, but they are secondary to establishing awareness and personal impact clarity—the core precursors to willingness and adoption. (Reference: ACMP Standard for Change Management, Process Group 4 - Execute the Change Management Plan; Activities: Manage Resistance; Communications aligned to impact; Linkage to Process Group 1 impact assessment & WIIFM messaging.)

NEW QUESTION # 29

Some steering committee members do not understand the difference between project management and change management and, hence, the uniqueness of each. What clarification should be provided to these committee members?

- A. Project management and change management are focused on different stakeholders
- B. Project management and change management differ regarding the organizational level they are addressing
- **C. Project management and change management methodologies differ in focus**
- D. Project management and change management have different plans and outcomes for the project

Answer: C

ACMP explains that project management focuses on delivering outputs (scope, schedule, budget, quality), whereas change management focuses on ensuring adoption, usage, and benefits realization by addressing the people side of change. This difference in focus is the clearest and most fundamental distinction. While differences in plans, stakeholders, and levels of focus exist, option A captures the primary clarification needed: methodologies differ in focus and objectives.

(Reference: ACMP Standard, Introduction; Distinction between project management outputs and change management outcomes.)

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