

# PRINCE2Practitioner Certification Materials - Latest PRINCE2Practitioner Dumps Sheet

Title	Service Level Agreement.
Purpose	<ul style="list-style-type: none"><li>• This agreement specifies the level of service MFH requires from the selected service provider and provides measurable criteria against which the selected service provider's performance will be assessed.</li></ul>
Composition	<ul style="list-style-type: none"><li>• Responsibilities of MFH and selected service provider.</li><li>• Mechanisms for monitoring and reporting performance levels.</li><li>• Dispute resolution process.</li><li>• Confidentiality provisions.</li><li>• Conditions for termination of contract.</li><li>• Glossary of technical terms contained in SLA.</li></ul>
Format and presentation	<ul style="list-style-type: none"><li>• A4, Word document, printed both sides in black and white.</li><li>• Font: Arial, 12pts.</li></ul>
Quality criteria	<ul style="list-style-type: none"><li>• Contains all composition items listed above.</li><li>• Not more than 60 pages.</li><li>• Complies with MFH corporate branding standards.</li><li>• No typographical errors.</li></ul>
Quality skills required	<ul style="list-style-type: none"><li>• Proof-reading skills.</li><li>• Director of Compliance Division - Reviewer.</li><li>• Director of Information Technology Division - Reviewer.</li><li>• Administrator.</li></ul>
Quality responsibilities	<ul style="list-style-type: none"><li>• Producer/Presenter: Director of Facilities Division.</li><li>• Chair: Project Manager.</li></ul>

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The benefits of obtaining a PRINCE2 Practitioner certification are numerous. Firstly, it provides recognition of the candidate's knowledge and skills in project management. Secondly, it enhances the candidate's employability and career prospects. Thirdly, it provides a common language and understanding of project management methodologies, which is essential for effective communication within project teams. Overall, the PRINCE2 Practitioner certification exam is a valuable certification for project managers who wish to enhance their knowledge and skills in project management.

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After taking a bird's eye view of applicants' issues, TrainingDump has decided to provide them with the real PRINCE2Practitioner Questions. These PRINCE2Practitioner dumps pdf is according to the new and updated syllabus so they can prepare for PRINCE2Practitioner certification anywhere, anytime, with ease. A team of professionals has made the product of TrainingDump after much hard work with their complete potential so the candidates can prepare for PRINCE2 Practitioner Exam (PRINCE2Practitioner) practice test in a short time.

PRINCE2 Practitioner certification exam is designed for individuals who want to validate their knowledge and skills in managing projects using the PRINCE2 methodology. PRINCE2 is a widely recognized project management framework that is used across various industries and sectors. PRINCE2 Practitioner Exam certification exam is intended for professionals who have already completed the PRINCE2 Foundation certification and want to further enhance their project management expertise.

## PRINCE2 Practitioner Exam Sample Questions (Q104-Q109):

### NEW QUESTION # 104

#### Scenario:

The Ministry of Food Hygiene (MFH) has a quality management system which contains a document control process to manage all documentation requirements. The document control process was created by the MFH Quality Manager, who now maintains all of MFH's documents and performs an organization-wide configuration management role. The MFH Quality Manager will administer the configuration management procedure for the Restructuring project since this must comply with the MFH document control process.

According to PRINCE2, which statement about appointing the MFH Quality Manager to administer the configuration management procedure is correct?

- A. The MFH Quality Manager should only administer the configuration management procedure on one project at a time. If the MFH Quality Manager already performs this task on another project, another individual should be appointed.
- B. The MFH Quality Manager should administer the configuration management procedure on this project because this task should always be assigned to corporate or programme management.
- C. **The MFH Quality Manager would be suitable to perform this task because he is the author of the document control process and is likely to have the knowledge required for this role.**

**Answer: C**

### NEW QUESTION # 105

#### HOTSPOT

#### Project Scenario

Calendar Project (Note: The companies and people within the scenario are fictional.) There has been a reduction in the number of orders at the MNO Manufacturing Company due in part to the increased marketing activities of its competitors. To help counter this, the company has decided to create a promotional calendar for next year for all its current and prospective customers. The end product of this project will be a prepared calendar pack, ready for printing. The design of the calendar will be similar to one sent out previously, and must reflect the company image as described in the existing corporate branding standards. Another project is currently producing a new company logo which is to be printed on each page of the promotional calendar. The prepared calendar pack will consist of:

Design for each month - correctly showing all public holidays and new company logo

Selected photographs- 12 professionally-produced photographs, showing different members of staff

Selected paper and selected envelope - for printing and mailing the calendar

Chosen label design - a competition to design a label will be held as part of this project

List of customers - names and addresses of customers to whom the calendar will be sent.

The project is currently in initiation and will have two further stages:

Stage 2 will include the activities to:

Create the customer list using information from the Accounts and Marketing departments

Confirm compliance with the Data Protection Legislation

Create a design for each month - this will be done by the internal creative team

Select and appoint a professional photographer

Gather photograph design ideas from previous project and agree photographic session schedule

Prepare a production cost forecast

Select paper and envelope.

Stage 3 will include the activities to:

Produce and select the professionally-taken photographs

Hold the label design competition and choose the label design

Assemble the prepared calendar pack.

A production cost forecast, based on the options and costs for the paper, envelope, printing and marketing of the calendar is to be produced in stage 2. However, the actual production and distribution of the calendars is not within the scope of the project. The product cost forecast will be reviewed by the Project Board to determine whether the project should continue.

It is now 05 October and the prepared calendar pack must be delivered to the print company by 30 November, to enable printing and distribution of the calendar in time for Christmas. The cost of the activities to develop the specialist products and the cost of the project management activities are estimated to be £20,000. There is a project time tolerance of +1 week /-2 weeks and a project cost tolerance of +

£6,000 / -£6,000. A change budget of £500 has been allocated but there is no risk budget.

Lines 1 to 6 in the table below consist of an assertion statement and a reason statement. For each line identify the appropriate option, from options 1 to 6, that applies. Each option can be used once, more than once or not at all.

Hot Area:

**Answer:**

Explanation:

## NEW QUESTION # 106

Scenario

Additional Information

Further information on some resources who could be involved in the project:

Outcome Account Manager: He represents Outcome which is a recruitment agency that provides specialist outsourcing resources.

Outcome provided the consultants who carried out the feasibility study and the same consultants will be providing support and guidance to the Information Technology and Facilities teams during the project.

Director of Finance Division: She was transferred from the Information Technology Division 12 months ago. She is responsible for ensuring a cost-conscious approach is adopted in all operational and project activities across the Ministry of Food Hygiene.

Hardware Manager: Reports to the Director of Information Technology. He provides computer hardware to all business functions but has little awareness of the needs of his colleagues working in software.

Payroll Manager: Reports to the Director of Finance. He is a very experienced and efficient qualified accountant who has much of the responsibility of running the Finance Division on behalf of the Director of Finance. He has been involved in drafting the Ministry's business strategy and assisting in a full business risk assessment. He also drafted the corporate Business Case standards.

Which 2 alternative actions apply to the proposed user assurance for this project?

- A. Retain because selecting only one of them may cause unnecessary conflict.
- B. Remove because neither of these individuals are from the business functions to be outsourced.
- C. Retain because they are able to help identify stakeholders and their communication requirements.
- D. Retain because their divisions will be the major users of the outsourced services and they can provide the user perspective on the impact of any proposed changes.
- E. Retain because they are both very positive about outsourcing the selected business functions.

**Answer: C,D**

## NEW QUESTION # 107

When does Directing a Project begin?

- A. From the completion of Initiating a Project
- B. From the beginning of Starting up a Project
- C. From the completion of Starting up a Project
- D. From the beginning of Initiating a Project

**Answer: C**

## NEW QUESTION # 108

Which project controls should be established for the Outsourcing project?

- A. Highlight Reports to the Project Board; Exception Reports to the Project Board when stage or project tolerances are forecast to be exceeded.
- B. Highlight Reports to the Project Manager; Exception Reports to the Project Board when project tolerances are forecast to be exceeded.
- C. Highlight Reports to the Project Board; Exception Reports to corporate management when stage tolerances are forecast to be exceeded.

**Answer: A**

## NEW QUESTION # 109

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