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PMI PMI-CPMAI Exam Syllabus Topics:

Topic	Details
Topic 1	• Identifying Data Needs for AI Projects (Phase II): This section of the exam measures the skills of a Data Analyst and covers how to determine what data an AI project requires before development begins. It explains the importance of selecting suitable data sources, ensuring compliance with policy requirements, and building the technical foundations needed to store and manage data responsibly. The section prepares candidates to support early data planning so that later AI development is consistent and reliable.
Topic 2	• Iterating Development and Delivery of AI Projects (Phase IV): This section of the exam measures the skills of an AI Developer and covers the practical stages of model creation, training, and refinement. It introduces how iterative development improves accuracy, whether the project involves machine learning models or generative AI solutions. The section ensures that candidates understand how to experiment, validate results, and move models toward production readiness with continuous feedback loops.
Topic 3	• Matching AI with Business Needs (Phase I): This section of the exam measures the skills of a Business Analyst and covers how to evaluate whether AI is the right fit for a specific organizational problem. It focuses on identifying real business needs, checking feasibility, estimating return on investment, and defining a scope that avoids unrealistic expectations. The section ensures that learners can translate business objectives into AI project goals that are clear, achievable, and supported by measurable outcomes.

Topic 4	• Managing Data Preparation Needs for AI Projects (Phase III): This section of the exam measures the skills of a Data Engineer and covers the steps involved in preparing raw data for use in AI models. It outlines the need for quality validation, enrichment techniques, and compliance safeguards to ensure trustworthy inputs. The section reinforces how prepared data contributes to better model performance and stronger project outcomes.
Topic 5	• Testing and Evaluating AI Systems (Phase V): This section of the exam measures the skills of an AI Quality Assurance Specialist and covers how to evaluate AI models before deployment. It explains how to test performance, monitor for drift, and confirm that outputs are consistent, explainable, and aligned with project goals. Candidates learn how to validate models responsibly while maintaining transparency and reliability.}
Topic 6	• The Need for AI Project Management: This section of the exam measures the skills of an AI Project Manager and covers why many AI initiatives fail without the right structure, oversight, and delivery approach. It explains the role of iterative project cycles in reducing risk, managing uncertainty, and ensuring that AI solutions stay aligned with business expectations. It highlights how the CPMAI methodology supports responsible and effective project execution, helping candidates understand how to guide AI projects ethically and successfully from planning to delivery.

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PMI Certified Professional in Managing AI Sample Questions (Q50-Q55):

NEW QUESTION # 50
A hospital system has been using a chatbot and has received complaints from end users. The end users believe they are speaking to a person but are frustrated when answers do not make sense.
To help ensure end users know that they are engaging with an AI chatbot, what should be considered to support transparency?

- A. Operationalize advanced algorithms
- B. Disclosure notice with each use
- C. Inclusion of diverse data sets
- D. Use of interpretable AI models

Answer: B

Explanation:
Responsible and transparent AI-key themes in PMI-CPMAI-require that end users understand when they are interacting with an AI system rather than a human. In this scenario, end users mistakenly believe they are chatting with a person and become frustrated when responses are nonsensical. PMI-style responsible AI and ethics guidance emphasizes clear disclosure, user awareness, and expectation management as essential controls to protect trust and reduce harm.
The most direct way to support transparency here is a disclosure notice with each use (option C), for example a visible label or brief statement indicating "You are interacting with an AI-powered chatbot." This can appear at session start, in the chat header, or near the input box and may be reinforced periodically.
Inclusion of diverse datasets (option A) and interpretable models (option D) are important for fairness and explainability but do not solve the misunderstanding about the chatbot's identity. Operationalizing advanced algorithms (option B) might improve answer quality, but again, it does not address the core transparency issue. Therefore, to ensure users know they are engaging with an AI chatbot, the system should present a clear disclosure notice with each use.

NEW QUESTION # 51

The project team at an IT services company is working on an AI-based customer support chatbot. To help ensure the chatbot functions effectively, they need to define the required data.
Which method meets the project requirements?

- A. Gathering historical customer interaction logs for training data
- B. Developing a new script based on anticipated customer queries
- C. Using synthetic data generated from sample customer conversations
- D. Integrating feedback from beta customers to refine the model

Answer: A

Explanation:
For an AI-based customer support chatbot, PMI-CPMAI-aligned lifecycle guidance stresses that defining required data starts from real, historical interactions that reflect actual customer needs and behaviors. Gathering historical customer interaction logs for training data (option B) is the method that best meets this requirement. These logs typically include customer questions, intents, issues, resolutions, and escalation paths, providing a rich, labeled or label-ready corpus that is highly representative of real-world use.
By analyzing these logs, the team can identify the most frequent intents, common phrasing, edge cases, and areas where customers are confused or dissatisfied. This directly informs data schema design, labeling strategies, and coverage requirements for the chatbot. It also helps define performance metrics (such as resolution rate for top intents) and guardrails. Synthetic data (option A) may supplement coverage but should not be the primary basis for defining required data, as it risks encoding designer assumptions instead of reality. Feedback from beta customers (option C) is valuable later in the evaluation and improvement phases. Developing scripts based on anticipated queries (option D) aids dialogue design but does not truly define the underlying data required for robust training. Therefore, gathering and leveraging historical customer interaction logs is the most appropriate method to define required data for an effective support chatbot.

NEW QUESTION # 52
A project team is trying to determine the most suitable environment to operationalize their AI/machine learning (ML) solution. They need to consider various factors to help ensure a successful implementation.
What should the project manager do?

- A. Evaluate the system's scalability options
- B. Identify the end users and their interactions
- C. Consider the cost of implementation
- D. Analyze the solution's compliance requirements

Answer: B

Explanation:
When choosing an environment to operationalize an AI/ML solution, PMI-CPMAI guidance stresses starting from stakeholders and end-user interactions, then deriving technical choices (infrastructure, deployment model, integration pattern) from those needs. Identifying who the end users are, how they will interact with the system, and in which workflows and channels is crucial. This includes understanding whether the AI will be consumed via dashboards, embedded in existing applications, via APIs, or as decision support in specific business processes.
Once these interaction patterns are clear, the project manager and technical team can determine environment needs: latency requirements, availability, integration points, security boundaries, on-prem vs. cloud, edge vs. centralized deployment, and needed tooling for monitoring and MLOps. Scalability (option A), cost (option B), and compliance (option D) are all important factors, but they are secondary considerations that should be evaluated in the context of how users will actually use the system.
PMI's AI lifecycle view emphasizes that environment and architecture decisions must be requirements-driven, not purely cost- or technology-driven. Therefore, the project manager should first identify the end users and their interactions with the solution (option C) as the basis for selecting the most suitable operational environment.

NEW QUESTION # 53
A project manager is preparing for an AI model evaluation. The model has shown an overall 70% accuracy rate, but the project key performance indicators (KPIs) require at least 89% accuracy.
Which issue related to accuracy reduction should the project manager investigate first?

- A. Inadequate computational power being used
- B. Incorrect selection of model algorithms
- C. Training data is not representative of real-world data

- D. Failure to split training, testing, and validation datasets

Answer: C

Explanation:
When an AI model underperforms against defined KPIs (70% accuracy vs required 89%), PMI-style AI evaluation guidance directs project managers to first investigate data-related issues, especially representativeness and quality of the training data, before focusing on algorithms or infrastructure. If the training data is not representative of real-world data (option A), the model may learn patterns that do not generalize to production conditions. For example, it might be overexposed to common, simple cases and underexposed to rare but critical scenarios, specific customer segments, geographies, or newer product types.

This mismatch is one of the most common causes of accuracy degradation between expected and actual performance. Ensuring representativeness involves checking that the data covers the full spectrum of operational scenarios, class distributions, time periods, and user demographics relevant to the use case. Inadequate compute (option B) more often affects training time than final accuracy, assuming the model trains to convergence. Failure to split datasets correctly (option C) leads to unreliable evaluation metrics, but the question already states an accuracy result and a KPI gap, pointing to performance, not just measurement. Algorithm selection (option D) is important but typically evaluated after confirming that the data foundation is sound. Thus, the first issue to investigate is whether training data is representative of real-world data.

NEW QUESTION # 54

A government agency is operationalizing a new AI tool for predictive policing. The project manager needs to identify data subject matter experts (SMEs) to ensure data quality and relevance. The project team has access to historical crime data, socioeconomic data, and real-time incident reports.

Which method will help in determining the data SMEs for this project?

- A. Reviewing certifications in advanced data analytics and machine learning
- B. Conducting workshops to assess knowledge in real-time incident data processing
- C. Evaluating the team's familiarity with historical crime and socioeconomic data
- D. Identifying individuals who have worked on similar AI tools in policing

Answer: C

Explanation:
In CPMAI's Data Understanding phase, the methodology emphasizes identifying data sources, ownership, quality, and the people who truly understand those data assets. Data subject matter experts (SMEs) are not defined purely by generic analytics skills or by having worked on AI before; they are defined by deep familiarity with the specific datasets and domain context that drive the AI solution.

For predictive policing, the key datasets are historical crime data, socioeconomic data, and real-time incident reports. CPMAI guidance stresses that teams must understand how these datasets are generated, what biases they may contain, their limitations, and how they relate to the real-world processes they represent. Therefore, the best way to identify appropriate data SMEs is to evaluate who on the team (or in the wider organization) already has strong familiarity with these concrete data sources, their structures, and usage history.

Options focusing on prior AI tools, workshops on a single data stream, or generic analytics certifications do not guarantee deep, source-specific knowledge. Aligning with CPMAI's data-centric approach, evaluating the team's familiarity with historical crime and socioeconomic data is the most appropriate method, making option C correct.

NEW QUESTION # 55

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