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## PMI PMI-CPMAI Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>Operationalizing AI (Phase VI): This section of the exam measures the skills of an AI Operations Specialist and covers how to integrate AI systems into real production environments. It highlights the importance of governance, oversight, and the continuous improvement cycle that keeps AI systems stable and effective over time. The section prepares learners to manage long term AI operation while supporting responsible adoption across the organization.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>

Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>
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### PMI Certified Professional in Managing AI Sample Questions (Q121-Q126):

#### NEW QUESTION # 121

A team is evaluating different AI models for their project. They are considering error rates and overall performance. If the team had selected a model based solely on the error rate, what would be the outcome?

- A. An increase in stakeholder satisfaction based on performance
- B. A potential to overlook other critical performance metrics
- C. A better performance across the chosen domains
- D. A balanced performance across all metrics

**Answer: B**

Explanation:

Within CPMAI, model evaluation is never framed as a single-number decision. The methodology stresses that AI performance must be assessed using multiple technical and business metrics, not just error rate. In the Model Evaluation phase, guidance explains that model success "goes beyond raw accuracy" and must be aligned with ROI and cost-benefit criteria defined earlier in the project. This explicitly means that a team focusing only on error rate can easily miss critical aspects such as precision/recall trade-offs, class imbalance, latency, robustness, explainability, fairness, and business impact.

CPMAI materials also highlight that evaluation should answer whether the model is fit for purpose in the real context, which requires comparing different models across a balanced scorecard of metrics, including technical quality and business KPIs. Selecting a model based solely on error rate risks deploying a solution that looks good statistically but performs poorly in production, causes unintended bias, or fails to meet stakeholder expectations. Therefore, according to CPMAI-aligned evaluation practices, the outcome of using only error rate as the selection criterion is a potential to overlook other critical performance metrics, making option A the correct answer.

#### NEW QUESTION # 122

A healthcare provider is operationalizing an AI tool to assist in diagnostic processes. To ensure robust model governance, they need to address data privacy and ethical considerations.

What should the project manager do?

- A. Establish a comprehensive DPMS protocol
- B. Set up a continuous CUE review process
- C. Implement a multi-tiered DCA framework
- D. Develop a detailed privacy impact assessment (PIA)

**Answer: D**

Explanation:

Within PMI-CPMAI-aligned responsible AI practices, deploying AI in healthcare diagnostics requires explicit attention to data privacy, regulatory compliance, and ethical impact on patients. A Privacy Impact Assessment (PIA) is a structured method used to

systematically identify, analyze, and mitigate privacy and ethical risks associated with data processing and automated decisions. For an operationalized diagnostic AI tool, a PIA helps the project manager map data flows (collection, storage, use, and sharing), determine the legal basis for processing sensitive health data, highlight potential harms (misuse, breaches, inappropriate access), and define safeguards such as minimization, anonymization, consent handling, and access controls.

PMI-CP-consistent AI governance emphasizes documenting how data is used and how decisions affect individuals, as well as demonstrating that privacy and ethical considerations have been proactively assessed before and during operation. While internal frameworks or protocols (such as generic monitoring or controls) may help manage performance and operations, they do not replace a formal, focused assessment of privacy risk and ethical implications. A PIA provides concrete evidence that the organization has anticipated the effect of the AI system on patient rights, confidentiality, and trust, making it the most suitable action in this context.

Therefore, the project manager should develop a detailed privacy impact assessment (PIA).

### NEW QUESTION # 123

A team is running a forecasting project and wants to use previous user data to better predict future outcomes. However, the team does not have access to all the data they need.

Which action should the project manager take?

- A. Move forward cautiously with the understanding that there may be a need for a pause mid-project
- B. Do not move forward until access is given to all the necessary data
- C. Move forward while anticipating data access is given when needed. An iterative approach provides the ability to return to steps as needed later on
- D. Move forward in order to remain on schedule with the project

**Answer: C**

Explanation:

CPMAI explicitly frames AI and forecasting projects as iterative and incremental, not rigid, one-shot efforts. The methodology allows teams to progress through phases with the understanding that they may loop back when new data or insights become available. In a forecasting project where not all desired historical user data is accessible yet, the recommended approach is to move forward with what is available, while planning and documenting assumptions about missing data and potential impacts.

PMI/CPMAI guidance stresses that waiting for "perfect" data can stall value delivery and increase project risk. Instead, early iterations using partial but representative data help validate the problem framing, test pipelines, and surface data-access issues early, while governance and data owners work on unlocking additional datasets. The key is to acknowledge explicitly that the project is iterative: you may return to earlier data understanding and preparation steps as new data becomes available. This is exactly what option B describes—moving forward while anticipating additional access and leveraging an iterative lifecycle to revisit earlier steps—rather than freezing the project (C) or blindly pressing ahead without a plan (A or D).

### NEW QUESTION # 124

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. Using synthetic data generated from sample customer conversations
- C. Developing a new script based on anticipated customer queries
- 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 # 125

An aerospace company is exploring the potential of using AI for predictive maintenance. They need to determine if AI is the appropriate solution while weighing factors such as scalability, existing non-AI solutions, and data availability. What should the project manager do first?

- A. Create a detailed data plan for AI operationalization.
- B. Investigate the costs of implementing AI.
- C. Evaluate the scalability of current non-AI solutions.
- D. Analyze the available data for AI suitability.

**Answer: C**

Explanation:

The best answer is B. Evaluate the scalability of current non-AI solutions . In PMI-CPMAI, the project manager should not assume that AI is the right answer simply because the problem is important or data-rich.

The methodology emphasizes first determining whether an AI approach is actually needed and comparing it with non-cognitive or non-AI alternatives before moving deeper into data planning or implementation. PMI's official exam content outline includes conducting AI go/no-go assessments , separating cognitive from non-cognitive tasks , and aligning the solution approach to the real business need. It also stresses that understanding the AI pattern involved helps teams choose the right data strategy and scope responsibly.

Predictive maintenance is a recognized AI pattern area, but that still does not remove the need to assess whether a simpler existing solution can scale sufficiently.

Option A matters, but data suitability should be examined after the team has confirmed that AI is justified.

Option C is part of business-case work, and Option D is even later because operationalization planning only makes sense once AI has been chosen. Since the question asks what should be done first while weighing existing alternatives, PMI-aligned logic supports evaluating whether the current non-AI approach can already meet the need at scale.

### NEW QUESTION # 126

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