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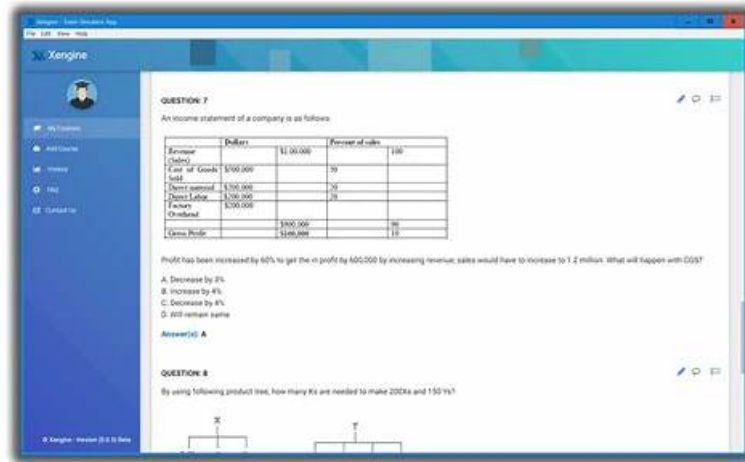
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Peoplecert MSP-Practitioner Exam Syllabus Topics:

Topic	Details
Topic 1	• Governance and Control: Gain an in-depth understanding of programme governance, including setting up and maintaining governance structures, accountability mechanisms and assurance processes to deliver programme success.
Topic 2	• Resource Management: Learn how to allocate and optimize resources (human, financial and material) effectively, even in complex and changing environments, to achieve programme objectives.
Topic 3	• Tailoring: Learn how to tailor the MSP 5th edition method to suit the specific needs and context of your programme and organization.
Topic 4	• Programme Management: Develop expertise in programme management best practices, mastering principles, themes and processes to help organizations manage programmes effectively.
Topic 5	• Problem Solving: Develop expertise in addressing complex programme management challenges and resolving issues efficiently and effectively.
Topic 6	• Stakeholder Engagement: Learn how to effectively manage diverse stakeholders, including executives, sponsors, team members, suppliers and customers, with advanced communication and relationship-building skills.
Topic 7	• Benefits Realization: Master techniques for identifying, defining, tracking and realizing the full range of benefits a programme is intended to deliver, with a focus on benefits measurement and realization.

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Peoplecert MSP Practitioner, 5th edition Exam Sample Questions (Q58-Q63):

NEW QUESTION # 58
The programme is in the 'embed the outcomes' process at the end of Tranche 2. As part of the adopt the capabilities activity, the BCM is concerned that many of the sales staff are continuing to use the old sales system alongside the new systems and processes. This is impacting on cost reductions and increased sales.
The BCM has confirmed that the new system has all the functionality required.
As part of the 'adopt the capabilities' activity what should the BCM do to resolve this situation?

- A. Encourage those staff members who are using the new system effectively to share their knowledge and experiences
- B. Start reporting on the reduced costs and increased sales compared to the baselines
- C. Confirm that the sales staff have transitioned successfully to the new sales system as It is being used by all staff
- D. Ensure that access to the old sales system is removed and provide support in the new ways of working

Answer: D

Explanation:
Comprehensive and Detailed 200 to 250 words of Explanation From Exact Extract of project- programme-and-portfolio-management of 5th Edition MSP:
The 'Embed the outcomes' process is where the focus shifts from delivering technical capabilities to ensuring that those capabilities are integrated into business-as-usual (BAU). A key activity within this process is 'Adopt the capabilities', which involves supporting the business through the transition and ensuring that old ways of working are retired.
In this scenario, the staff are resisting the change by maintaining a "safety net" (the old system). According to MSP 5th Edition, to successfully embed a change, the programme must often "burn the bridges" to the old state once the new system is proven to be functional. Option D is the correct answer because it addresses both the technical and human aspects of the transition. Removing access to the old system forces the adoption of the new process, while providing support ensures that staff feel capable and confident in the new environment. Simply reporting on benefits (Option A) or encouraging knowledge sharing (Option C) will not resolve the issue if the old system remains an available option for those resistant to change. The Business Change Manager (BCM) must lead this transition, ensuring that the organization moves fully into the future state described in the Target Operating Model, thereby allowing the benefits to be fully realized.

NEW QUESTION # 59
Which principle ensures creating a 'Vision'?

- A. Adding value
- B. Focusing on benefits and threats to them
- C. Leading Change
- D. Envisioning and communicating a better future

Answer: D

NEW QUESTION # 60
POTI model is part of which governance theme?

- A. Risk and issue management
- B. Business Case
- C. Vision
- D. Blueprint

Answer: D

Explanation:
The POTI (Projects, Operations, Teams, and Infrastructure) model is part of the Blueprint governance theme.
It defines the high-level scope and structure of the blueprint, outlining how projects, operational activities, teams, and infrastructure work together to deliver transformation.
The MSP Practitioner confirms: "POTI model defines scope blueprint," situating it firmly within the Blueprint theme that describes the future state and the means to achieve it.
Understanding POTI helps in mapping and managing the components necessary for successful delivery of programme benefits within the defined future organizational state.

NEW QUESTION # 61

The programme is in the 'design the outcomes' process. The programme team is reviewing the programme brief and a revised version of the vision statement that has been prepared and validated in a workshop with key stakeholders.
What action should the programme manager and BCM take FIRST?

- A. Capture uncertain events that would affect one or more outcomes of benefit in the risk register
- B. Hold a workshop to confirm and document the increased customer numbers with call centre managers
- C. Schedule the activities and resources to track the observable outcomes and realization of benefits
- D. Analyse past programme benefit profiles in order to agree a new, standard template to be used by the programme team

Answer: B

Explanation:
Comprehensive and Detailed 200 to 250 words of Explanation From Exact Extract of project- programme-and-portfolio-management of 5th Edition MSP:
The 'Design the outcomes' process is where the high-level vision is translated into a detailed Target Operating Model (TOM) and a Benefit Framework. Once the vision is validated, the next logical step in the MSP transformational flow is to begin detailing the benefits that the new state will provide.
Option B is the correct answer because it focuses on quantifying the benefits-specifically the "increased customer numbers." Before scheduling resources (Option C) or refining risk registers (Option A), the Business Change Manager (BCM) and the Programme Manager must work with the business (the call centre managers) to define what success looks like in measurable terms. This involves creating Benefit Profiles. By holding a workshop to confirm these numbers, the BCM ensures that the benefits are realistic, owned by the business, and directly linked to the validated vision. This step is crucial for the Justification Theme, as it provides the evidence needed to build the detailed Business Case. In MSP 5th Edition, the
"benefits-led" nature of programmes means that defining the measurable improvements is a top priority once the desired future state (the vision) is understood. Only after these benefits are clearly identified and documented can the programme effectively plan the delivery of the capabilities required to achieve them.

NEW QUESTION # 62

The programme is in the 'deliver the capabilities' process in Tranche 3. Engineering staff have been installing the new water meters. As a result, fewer staff than planned have attended the first few training courses, delivered as part of the Training Project. If this trend continues, realization of the reduced costs could be delayed. The programme manager has asked the CEngO to schedule this routine work so that the engineers can attend training courses in the future.
Which theme is MOST relevant to this situation, and why?

- A. Justification, because the delays to the training courses could impact how quickly the reduced costs are realized
- B. Decisions, because the problem with the delayed training courses is causing a delay to delivery of the programme benefits
- C. Decisions, because the programme manager is responding to possible delays to the training courses affecting programme benefits
- D. Justification, because further delays to the training courses will start to impact programme costs, affecting the business case

Answer: A

Explanation:
Comprehensive and Detailed 200 to 250 words of Explanation From Exact Extract of project- programme-and-portfolio-management of 5th Edition MSP:
The Justification Theme in MSP 5th Edition is concerned with the ongoing viability of the programme and the realization of the benefits that justify the investment. A critical aspect of this theme is the monitoring of the Benefit Realization Plan. If events occur that

threaten the timing or magnitude of benefits, it directly impacts the programme's justification.

In this scenario, the failure of engineering staff to attend training is not just a scheduling issue; it is a threat to the realization of reduced costs. Option C is the correct answer because the Justification theme requires the programme manager to identify when the "pathway to benefits" is compromised. If staff are not trained, they cannot adopt the new ways of working, which delays the benefits. This delay must be addressed to protect the Business Case. While the programme manager is making a decision (Option A), the reason this situation is significant in an MSP context is that it affects the fundamental justification of the programme. The Justification theme ensures that the SRO and Programme Manager remain focused on the "why" of the programme-the benefits-and take action when those benefits are at risk of being delayed or lost due to operational conflicts between routine work and programme requirements.

NEW QUESTION # 63

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