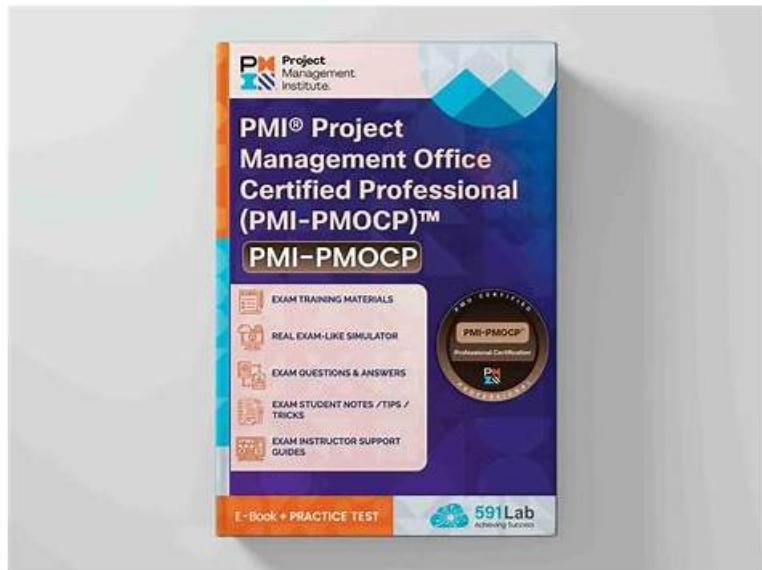


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PMI Project Management Office Certified Professional Sample Questions (Q49-Q54):

NEW QUESTION # 49

A PMO professional is mentoring a project manager who is overseeing a project critical to the organization's strategic goals. The project manager has encountered resistance from a key stakeholder who believes the project's direction might jeopardize their department's interests. Despite written communication, the stakeholder remains concerned.

What should the PMO professional advise the project manager to do?

- A. Convene a meeting with the stakeholder to better understand their concerns.
- B. Continue with the project as planned, ignoring the stakeholder's concerns.

- C. Assign a team member to handle the stakeholder and mitigate their objections.
- D. Escalate the issue to senior management to override the stakeholder's objections.

Answer: A

Explanation:

Direct engagement through a meeting to understand stakeholder concerns is the recommended approach.

PMI-PMOCP stresses active listening and open dialogue as key techniques for resolving resistance, building trust, and finding collaborative solutions that align project and stakeholder interests.

Escalating prematurely (option A) or ignoring concerns (option D) risks damaging relationships and project success. Delegating the issue (option C) may fragment accountability.

Reference: PMI Project Management Office Certified Professional (PMI-PMOCP) Examination Content Outline, PMI 2021. PMI-PMOCP Study Guide, Chapter on Stakeholder Engagement and Conflict Resolution.

NEW QUESTION # 50

During the last portfolio steering meeting, business representatives complained about the sudden unavailability of some critical resources for a project with very high visibility and importance. The PMO leader was not informed of this risk by the project manager.

Which action should the PMO leader take to avoid similar situations in the future?

- A. Facilitate the adoption of risk management practices by project managers.
- B. Schedule regular meetings with all of the project managers.
- C. Identify the skills the project managers need additional training in.
- D. **Review the processes identified as critical with the project managers.**

Answer: D

Explanation:

The PMO leader's role includes ensuring critical processes related to risk identification and escalation are clear and consistently followed. PMI-PMOCP highlights the importance of reviewing and reinforcing critical processes with project managers to prevent communication breakdowns and risk management failures. By reviewing these processes, the PMO leader ensures project managers understand their responsibilities for timely risk reporting and escalation.

While scheduling meetings (option B) and facilitating risk management adoption (option D) are supportive measures, the root cause often lies in process clarity and adherence. Identifying skills gaps (option C) can help but may not directly address process awareness. Strengthening critical processes mitigates risks effectively and improves governance transparency.

Reference: PMI Project Management Office Certified Professional (PMI-PMOCP) Examination Content Outline, PMI 2021. PMI-PMOCP Study Guide, Chapter on Governance and Risk Management.

NEW QUESTION # 51

A PMO professional is overseeing multiple customer care projects within a mid-sized company. The project sponsors, the chief of operations and the chief of customer success, have demanding schedules and are often occupied with other responsibilities.

How should the PMO professional ensure effective communication with these key stakeholders?

- A. Reach out to them only when critical issues arise in order to avoid adding to their workload unnecessarily.
- B. **Collaborate with them during early planning to establish a clear communications management plan, including defined reporting and escalation procedures.**
- C. Include them in the project's weekly team meetings to ensure they are continuously updated on the project's progress and aware of any emerging challenges.
- D. Engage with them primarily at the project's key phase gate reviews, ensuring their presence during all critical life cycle transitions.

Answer: B

Explanation:

Effective communication with busy executives requires early collaboration to define a communications management plan that specifies what information they need, how frequently, and through what channels.

This ensures communications are purposeful, efficient, and aligned with stakeholder preferences, minimizing unnecessary interruptions.

Engaging only at phase gates (Option A) or weekly meetings (Option C) may not match stakeholder availability or information

needs. Contacting only for critical issues (Option D) risks missing opportunities for proactive engagement. PMI-PMOCPEExam Content Outline, Governance Domain PMI Practice Standard for Project Management Offices (2013), Communication Management PMI PMO Value Ring, Stakeholder Communication

References:

PMI-PMOCPEExam Content Outline, Governance Domain

PMI Practice Standard for Project Management Offices (2013), Communication Management PMI PMO Value Ring, Stakeholder Communication

NEW QUESTION # 52

An enterprise PMO (EPMO) in a large telecommunications company is overwhelmed with service requests from various departments. With limited resources, the EPMO cannot serve all customers and meet their expectations in the short term. Which action should the PMO professional take to ensure efficient delivery?

- A. Educate customers on service-level agreements (SLAs) for each service.
- B. **Prioritize and assign service requests based on their strategic impact.**
- C. Escalate the issue to the executive team and request additional resources.
- D. Allocate PMO resources to incoming requests based on their experience.

Answer: B

Explanation:

The PMI-PMOCPE Lifecycle Management domain guides PMOs to prioritize resources and services based on strategic impact, ensuring that limited capacity is allocated to initiatives that deliver the highest organizational value.

Escalation (Option A) may be necessary eventually but is not the immediate corrective action. Allocating resources by experience (Option B) ignores strategic prioritization. Educating customers on SLAs (Option D) is useful but secondary to prioritization decisions.

This prioritization approach helps the EPMO maximize impact, manage expectations, and optimize service delivery under constraints.

References:

PMI-PMOCPEExam Content Outline, Lifecycle Management Domain

PMI Practice Standard for Project Management Offices (2013), Service Delivery and Prioritization PMI PMO Value Ring, Resource Management and Prioritization

NEW QUESTION # 53

A newly hired PMO professional works within the PMO and supports a large enterprise program. This professional is expected to guide junior PMO team members but faces difficulties with team management and collaboration.

How should the PMO leader best support the PMO professional in overcoming these challenges?

- A. Arrange regular knowledge-sharing sessions in the PMO community.
- B. **Offer personalized coaching with a focus on leadership skills.**
- C. Organize an all-hands meeting for the PMO team to discuss their challenges.
- D. Mentor the team member to help build their confidence.

Answer: B

Explanation:

Personalized coaching focusing on developing leadership skills is the best support to help the PMO professional overcome management and collaboration challenges. Coaching addresses individual development needs in a targeted manner.

Mentoring (Option A) is helpful but broader coaching better addresses leadership competencies. All-hands meetings (Option B) or knowledge-sharing sessions (Option D) are supportive but less personalized.

PMI-PMOCPE Lifecycle Management promotes leadership development as essential for PMO team effectiveness.

References:

PMI-PMOCPEExam Content Outline, Lifecycle Management Domain

PMI Practice Standard for Project Management Offices (2013), Talent Development PMI PMO Value Ring, Leadership Development

NEW QUESTION # 54

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