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## PMI Certified Professional in Managing AI Sample Questions (Q69-Q74):

### NEW QUESTION # 69

A project team is tasked with ensuring all AI-related decisions and actions are documented comprehensively for future auditing purposes. They need to track the reasons for specific AI choices, their impacts, and any issues encountered during the implementation.

What is represented in this situation?

- A. Strategic alignment
- **B. Transparency**
- C. Operational efficiency
- D. Compliance management

**Answer: B**

Explanation:

PMI-CPMAI places special emphasis on transparency and traceability as pillars of responsible AI. Transparency is defined not only as making AI behavior understandable, but also as maintaining clear documentation of decisions, rationales, configurations, changes, and incidents throughout the AI lifecycle. When a project team explicitly works to record why certain AI choices were made, what impacts they had, and which issues arose-specifically for future auditing and accountability-they are implementing transparency practices.

The framework explains that transparent AI management requires establishing audit trails: who approved which model, why a particular dataset was selected, which hyperparameters or thresholds were used, what risks were identified, and how they were mitigated. This documentation later supports internal and external audits, regulatory inquiries, and stakeholder questions. While such records contribute to compliance management and can indirectly support strategic alignment and operational efficiency, the concept being directly represented in the scenario is transparency-the deliberate effort to make AI decisions and their consequences visible, explainable, and reviewable.

Therefore, the situation described-comprehensive documentation of decisions, impacts, and issues for auditability-is best characterized as transparency rather than general compliance or efficiency.

### NEW QUESTION # 70

A telecommunications company is considering an AI solution to improve customer service through automated chatbots. The project team is assessing the feasibility of the AI solution by examining its potential scalability and effectiveness.

What will present the highest risk to the company?

- **A. The solution might breach customer data privacy regulations, leading to legal consequences**
- B. The solution may not handle the volume of customer queries effectively
- C. The chatbot may not integrate well with existing customer service platforms
- D. The team may lack experience implementing AI-based customer service solutions

**Answer: A**

Explanation:

In PMI's treatment of AI in customer-facing environments, responsible AI, privacy, and regulatory compliance are consistently framed as high-impact risk areas. For a telecommunications company using AI chatbots for customer service, any breach of customer data privacy is not just a technical issue but a legal, regulatory, and reputational threat. It may trigger regulatory investigations, fines, lawsuits, and loss of customer trust.

While scalability risks (such as the chatbot not handling volume) and integration risks (such as poor connection with existing platforms) may harm service quality, they are usually remediable through technical improvements, capacity upgrades, or refactoring. Conversely, PMI's AI governance perspective emphasizes that violations of data protection laws can incur "non-recoverable" damage: sanctions, forced shutdown of systems, and long-term brand erosion. Therefore, the potential that "the solution might breach customer data privacy regulations, leading to legal consequences" is typically assessed as a higher-order risk than operational challenges.

PMI-CPMAI content stresses implementing privacy-by-design, strict access controls, encryption, and compliance checks early in the solution lifecycle. This means that, in a feasibility and risk assessment, data privacy and regulatory compliance represent the highest risk category, and thus option A is the most appropriate answer.

### NEW QUESTION # 71

A logistics company is operationalizing an AI system to improve delivery times. The project team needs to identify performance constraints that may impact the AI solution.

Which method should the project manager use to meet the team's objective?

- A. Benchmarking against competitors
- B. Implementing advanced data visualization tools
- C. Training employees on AI ethics
- **D. Conducting a preliminary feasibility study**

**Answer: D**

Explanation:

When operationalizing an AI system to improve delivery times, PMI-style AI project guidance stresses the importance of identifying constraints and assumptions early, before heavy investment in build-out. A preliminary feasibility study is the standard method to surface key performance constraints that might impact the AI solution. This includes analyzing current logistics processes, data availability and latency, network conditions, service-level expectations (e.g., maximum response times for route optimization), infrastructure capacity, and integration limits with existing systems.

A feasibility study helps the team clarify: what throughput is required, how frequently predictions must be updated, what real-time vs. batch constraints exist, and whether current hardware, APIs, and data pipelines can support those requirements. This aligns with PMI-CPMAI's emphasis on evaluating technical, data, and organizational readiness before committing to full-scale deployment. Benchmarking competitors (option A) may highlight external performance targets but does not systematically uncover the internal constraints. Implementing advanced visualization tools (option B) can help later with monitoring and communication but does not, by itself, identify constraints. Training employees on AI ethics (option D) is valuable from a governance standpoint, yet it does not address performance limitations. Thus, the method that directly meets the objective of identifying performance constraints is to conduct a preliminary feasibility study.

#### NEW QUESTION # 72

A project team is currently evaluating an AI solution. They need to ensure the machine learning model provides the expected business benefits.

Which critical factor should the project manager assess?

- A. Volume of training data
- **B. Alignment with key performance indicators**
- C. Maximization of model interpretability
- D. Minimization of human intervention

**Answer: B**

Explanation:

PMI-CPMAI consistently stresses that AI initiatives must be evaluated not just on technical metrics but on business value and outcomes. To ensure the machine learning model provides the expected business benefits, the project manager must verify that model performance is directly aligned with key performance indicators (KPIs) that were defined with stakeholders earlier in the project.

Within the PMI-CPMAI structure, KPIs link the problem statement and objectives (e.g., cost reduction, increased revenue, fewer failures, faster processing) to measurable AI outputs. This means: selecting the right performance metrics, setting thresholds, and confirming that improvements in those metrics correlate with real-world business gains. For example, in a financial, operational, or customer-focused AI system, the model's precision, recall, or uplift must translate into concrete improvements such as reduced churn, fewer false alerts, more accurate predictions, or improved customer satisfaction.

Maximizing interpretability (A), minimizing human intervention (C), or increasing training data volume (D) may be beneficial in some contexts, but they are means, not ends. PMI-CPMAI guidance is clear that decision-makers care primarily about whether the AI solution advances strategic objectives and measurable KPIs. Therefore, the critical factor the project manager should assess is the alignment of the AI solution's performance with key performance indicators (KPIs).

#### NEW QUESTION # 73

Different AI project team members are responsible for various parts of the project, both cognitive and non-cognitive. The project manager needs to ensure effective accountability documentation.

Which method will help to ensure accurate documentation?

- **A. Using a centralized documentation system accessible to all team members**

- B. Creating separate documentation protocols for cognitive and non-cognitive parts
- C. Implementing periodic documentation reviews by the project manager
- D. Assigning documentation responsibilities to a dedicated documentation team

**Answer: A**

Explanation:

The PMI-CPMAI framework places strong emphasis on traceability, accountability, and documentation across the entire AI lifecycle—covering both cognitive (ML models, data pipelines) and non-cognitive components (traditional automation, rule engines, integration services). It explains that AI projects typically involve cross-functional roles—data scientists, ML engineers, domain experts, security, compliance, and operations—and that "clear accountability requires that decisions, changes, and artifacts be documented in a way that is shared, searchable, and version-controlled across the team." To achieve this, PMI-CPMAI recommends centralized documentation repositories (for example, a single documentation platform or system-of-record) where all contributors can log design decisions, assumptions, model versions, data lineage, approvals, and test results. Centralization reduces fragmentation, ensures a "single source of truth," and supports audits, governance reviews, and handovers. Periodic reviews by the project manager improve quality but do not, by themselves, create systematic accountability. Splitting protocols for cognitive vs. non-cognitive parts can introduce silos and inconsistencies, and a separate documentation team may distance those doing the work from owning the records.

By contrast, using a centralized documentation system accessible to all team members aligns directly with PMI-CPMAI's call for integrated, lifecycle-wide documentation: every role remains responsible for its own artifacts, but all content lives in a shared, governed environment, enabling accurate, up-to-date accountability documentation.

## NEW QUESTION # 74

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