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## New Study PMI-CPMAI Questions & Exam PMI-CPMAI Overview

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### PMI Certified Professional in Managing AI Sample Questions (Q52-Q57):

#### NEW QUESTION # 52

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. Training data is not representative of real-world data
- B. Inadequate computational power being used
- C. Incorrect selection of model algorithms
- D. Failure to split training, testing, and validation datasets

**Answer: A**

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 # 53

A manufacturing company is considering implementing an AI solution to optimize its supply chain. The project manager needs to determine if AI is necessary for this task.

Which action will address the requirements?

- A. Determining the specific cognitive tasks that AI can perform within the supply chain
- B. Evaluating the scalability of AI solutions for supply chain optimization
- C. Assessing the cost-benefit ratio of an AI implementation for the supply chain
- D. Identifying noncognitive versus AI methods used in supply chain management

**Answer: A**

Explanation:

Within the PMI-CPMAI framework, determining whether AI is necessary begins with assessing whether the problem actually requires cognitive capabilities, such as pattern recognition, prediction, anomaly detection, probabilistic reasoning, or optimization beyond traditional rule-based or statistical methods. PMI defines this diagnostic step as "evaluating the cognitive load of the task and identifying where AI adds value beyond conventional automation." The guidance emphasizes that AI should only be deployed when the task involves complexity, variability, or uncertainty that exceeds the capabilities of deterministic or non-AI solutions.

According to PMI-CPMAI's "AI Readiness and Use Case Evaluation" section, the first step in determining the appropriateness of AI is to "identify what cognitive functions are required-classification, prediction, inference, or decision support-and map these capabilities to specific pain points in the business process." This ensures the organization is not adopting AI simply because it is available, but because it is the correct technical solution for the operational challenge. PMI stresses that AI is justified only when "the task demands learning from data patterns or making context-aware decisions with minimal human intervention." Although scalability (B) and cost-benefit analysis (C) are important later-stage considerations, they do not answer the fundamental question of whether AI is needed at all. Option D, distinguishing noncognitive and AI methods, is supportive but not sufficient without explicitly identifying the cognitive tasks AI would perform.

### NEW QUESTION # 54

In an IT services firm, the AI project team is tasked with developing a virtual assistant to support customer service operations. The assistant must integrate seamlessly with existing customer relationship management (CRM) systems and handle a variety of customer queries.

Which necessary initial task should the project manager take?

- A. Procuring advanced natural language processing (NLP) libraries
- B. Building a dedicated data lake
- C. Designing a custom AI algorithm that enhances the chatbot's capacity
- D. Conducting a comprehensive data audit

**Answer: D**

Explanation:

For an AI virtual assistant that must integrate with existing CRM systems and support varied customer queries, PMI-CPMAI-aligned practices emphasize that the initial critical task is understanding and assessing the current data environment. This is best achieved by conducting a comprehensive data audit (option B). A data audit systematically examines what data exists in the CRM and surrounding systems, how it is structured, its quality, completeness, lineage, and how it flows across processes.

This step reveals whether the assistant can access necessary customer profiles, interaction histories, product details, and case records; identifies data gaps; and surfaces integration constraints (such as inconsistent IDs, missing timestamps, or poor-quality notes). The audit also supports decisions on privacy controls and consent management for customer data. Building a data lake (option A) is an architectural choice that should be based on audit findings, not a starting assumption. Designing a custom algorithm (option C) and procuring advanced NLP libraries (option D) are technical implementation activities that come after the project has

confirmed that the available data and integrations can support the intended capabilities and compliance obligations. Therefore, the necessary initial task for the project manager is to conduct a comprehensive data audit of the CRM-related landscape.

### NEW QUESTION # 55

A government project plans to implement an AI-based fraud detection system and the project team needs to define the success criteria. They identified potential improvements in detection accuracy, reduction in investigation time, and cost savings as key performance indicators (KPIs). However, they are unsure how to effectively quantify these KPIs.

Which two approaches should be used? (Choose 2)

- A. Use random benchmarks without industry comparison
- B. **Implement a continuous performance monitoring system**
- C. Establish a baseline using historical data comparisons
- D. Set fixed performance targets based on theoretical models
- E. Rely on only qualitative feedback from stakeholders

**Answer: B,C**

Explanation:

For an AI-based fraud detection system, PMI-CPMAI-aligned guidance on benefits realization and performance management stresses that success metrics must be quantified against a clear baseline and monitored continuously over time. To properly define and measure KPIs such as detection accuracy, reduced investigation time, and cost savings, the project team should first establish a baseline using historical data comparisons (D). That means analyzing historical fraud cases, prior detection rates, average investigation duration, and historical financial losses to understand "pre-AI" performance. This provides a reference point against which improvements can be measured in a verifiable way.

In addition, PMI-CPMAI emphasizes continuous performance monitoring (B) as part of AI lifecycle governance. Fraud patterns, transaction volumes, and user behavior evolve, so model performance relative to KPIs must be tracked on an ongoing basis using dashboards and periodic evaluations. This supports early detection of performance degradation, allows recalibration of thresholds, and validates that business benefits (e.g., decreased losses, reduced workload) are being sustained.

Relying only on qualitative feedback, random benchmarks, or purely theoretical targets does not meet PMI-CPMAI expectations for evidence-based measurement and governance. Therefore, the two appropriate approaches are: implementing a continuous performance monitoring system (B) and establishing a baseline using historical data comparisons (D).

### NEW QUESTION # 56

A healthcare provider had physicians review a potential diagnostic AI application. During their final review, the project team, along with the physicians, discovered that the AI model exhibits a higher than acceptable false-positive rate.

Before making the go/no-go AI decision, which next step should be performed by the team?

- A. Adjust the hyperparameters for better generalization
- B. Increase the training data volume
- C. Focus on the model's ethical implications
- D. **Reevaluate the business objectives and outcomes**

**Answer: D**

Explanation:

In PMI's AI project management view, model evaluation must always be tied back to business and domain objectives, especially in high-risk domains like healthcare. A high false-positive rate in a diagnostic system directly affects clinical workflow, patient anxiety, and cost. Before deciding to proceed or invest in further model tuning, PMI recommends confirming whether the observed performance actually meets or fails the agreed success criteria and risk thresholds.

The PMI-CPMAI approach to AI risk and value alignment stresses that teams should "evaluate model performance in the context of stakeholder needs, risk tolerance, and expected outcomes, revisiting objectives and requirements when discrepancies emerge" (paraphrased from PMI AI risk and value guidance). In this scenario, the team and physicians have identified that the false-positive rate is higher than acceptable. The next step, before a go/no-go decision, is to reassess the business and clinical objectives, trade-offs, and acceptable error rates: e.g., whether increased sensitivity justifies more false positives, or whether the system must be redesigned or repositioned (decision support vs. primary screener).

Technical options like hyperparameter tuning or more data may eventually be used, but they come after confirming what level of performance and error trade-off is required. Therefore, the appropriate next step is to reevaluate the business objectives and outcomes.

## NEW QUESTION # 57

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