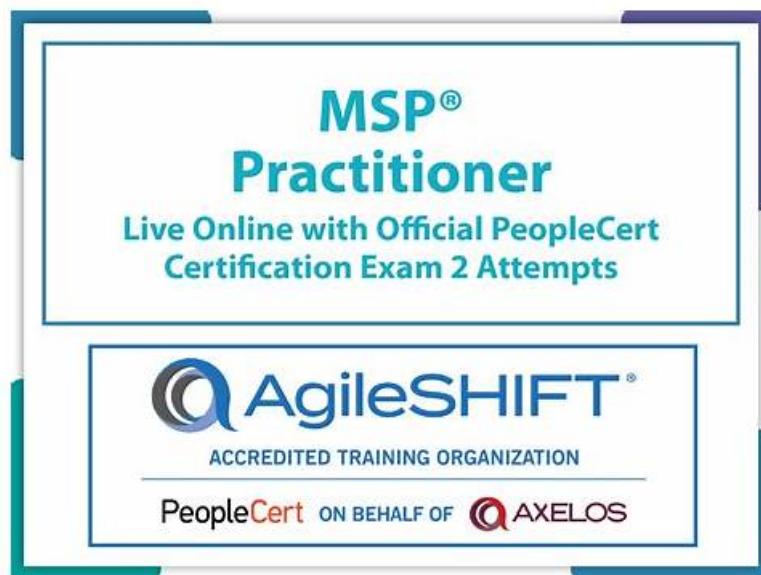


# Peoplecert MSP-Practitioner Exam Overview & MSP-Practitioner Practice Exams Free



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## Peoplecert MSP-Practitioner Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Stakeholder Engagement: Learn how to effectively manage diverse stakeholders, including executives, sponsors, team members, suppliers and customers, with advanced communication and relationship-building skills.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Quality Management: Understand quality assurance and control processes to ensure that programme deliverables and outcomes meet or exceed defined quality standards.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Problem Solving: Develop expertise in addressing complex programme management challenges and resolving issues efficiently and effectively.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>Programme Management: Develop expertise in programme management best practices, mastering principles, themes and processes to help organizations manage programmes effectively.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Resource Management: Learn how to allocate and optimize resources (human, financial and material) effectively, even in complex and changing environments, to achieve programme objectives.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 7	<ul style="list-style-type: none"><li>Tailoring: Learn how to tailor the MSP 5th edition method to suit the specific needs and context of your programme and organization.</li></ul>

Topic 8	<ul style="list-style-type: none"><li>• Risk and Issue Management: Acquire advanced knowledge of identifying, assessing and managing risks and issues that can impact a programme's success.</li></ul>
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### Peoplecert MSP Practitioner, 5th edition Exam Sample Questions (Q101-Q106):

#### NEW QUESTION # 101

Which of the following is Not one of MSP defined levels of stakeholder engagement?

- A. Formally Approve
- B. Active Consultation
- C. Keep informed
- D. Maintain Interest

#### Answer: A

##### Explanation:

"Formally Approve" is not one of the MSP-defined levels of stakeholder engagement. MSP outlines levels such as Maintain Interest, Active Consultation, and Keep Informed to categorize the nature and intensity of stakeholder engagement.

The MSP Practitioner indicates: "Fourth option is face to face," which means formal approval is a governance or decision-making activity rather than an engagement level.

Understanding and applying appropriate engagement levels ensures stakeholders receive relevant information and involvement suited to their influence and interest, facilitating support and minimizing resistance.

This categorization aids programme teams in managing communication and expectations effectively.

#### NEW QUESTION # 102

In delivering the capability, who is responsible for aligning projects with benefits realization?

- A. None
- B. BCM
- C. Both
- D. Programme Manager

#### Answer: C

#### NEW QUESTION # 103

The programme is starting Tranche 1 and there is a lot of dissatisfaction in the workforce about the planned merging of the engineering roles. The programme board has made some proposals on how to deal with this issue but is unsure whether to involve the sponsoring group.

According to the 'decisions' theme, which document should be consulted to clarify whether it is necessary to escalate this issue to the sponsoring group?

- A. Issue register
- B. Programme strategy: decision-making approach
- C. Decision register

- D. Programme strategy: issue resolution approach

**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 Decisions Theme in MSP 5th Edition defines how a programme maintains its integrity and remains aligned with strategic objectives through effective governance. A core part of this theme is the Decision-making Approach, which is a section within the Programme Strategy. This document outlines the levels of authority, the "delegation of power," and the escalation routes for issues and decisions that exceed the programme board's tolerance levels.

In this scenario, the workforce dissatisfaction is a significant issue that could derail the programme's benefits.

The Programme Board needs to know if they have the authority to implement their proposals or if the strategic impact requires approval from the Sponsoring Group. Option C is the correct answer because the Decision-making Approach specifies the criteria for escalation. It answers the question: "Who has the authority to make this specific choice?" While the Issue Resolution Approach (Option A) tells you how to handle an issue, the Decision-making Approach tells you at what level the final call must be made. Consulting this document ensures that the programme respects the boundaries between operational management (the Board) and strategic ownership (the Sponsoring Group), thereby maintaining proper governance and accountability as defined in the MSP framework.

**NEW QUESTION # 104**

The programme is in the first tranche. The programme manager met with the project managers from the Employment Contracts and Call Centre Rationalization projects as well as the BCM. Many topics were discussed. After the meeting, the programme manager reviewed the information gathered at the meeting.

Which information should result in an addition to the risk register?

- A. Customer service staff will be trained on all call centre systems in order to answer calls from customers and cross-sell all of UU's products
- B. Due to staff sickness, the Call Centre Rationalization Project is delayed in delivering the call centre integration, but the project is expected to finish on time
- C. Currently customer service staff have specialist areas of expertise in either electricity, gas or water and do not answer calls from other customers
- D. **Tranche 3 could be delayed as the Customer Processes Project has not yet started, and it is unclear what training the call centre staff will need**

**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:

In MSP 5th Edition, a Risk is defined as an uncertain event or set of events that, should it occur, will have an effect on the achievement of objectives. The Risk Register is used to capture these uncertainties. It is vital to distinguish between a "risk" (uncertainty about the future) and an "issue" (something that has already happened or a current fact).

Option C represents a classic programme risk: there is uncertainty regarding the training requirements for a future project, which creates a potential threat to the timeline of Tranche 3. This uncertainty needs to be managed, analyzed, and mitigated, making it a perfect entry for the risk register.

\* Option A describes a planned outcome or benefit.

\* Option B describes the current "as-is" state (a fact).

\* Option D describes a project-level issue (staff sickness and delay) that the project manager expects to resolve. While it could be escalated, the inherent uncertainty regarding the future impact on Tranche 3 in Option C is a more fundamental programme-level risk that must be recorded and tracked.

**NEW QUESTION # 105**

The 'identify the programme' process has started. The programme manager organized a meeting to discuss the work being planned for the 'design the outcomes' process. It was agreed that the Call Centre Manager and the CEngO should be included in future planning meetings.

Which theme is being applied?

- A. Structure

- B. Design
- **C. Organization**
- D. Justification

### Answer: C

Explanation:

Comprehensive and Detailed 200 to 250 words of Explanation From Exact Extract of project- programme-and-portfolio-management of 5th Edition MSP:

The Organization Theme in MSP 5th Edition is concerned with defining the governance structure, roles, and responsibilities necessary for the programme to succeed. This includes not just the core programme team (SRO, Programme Manager, BCM), but also how the programme interacts with functional departments and operational managers who will be affected by the change.

In this scenario, the decision to include the Call Centre Manager and the CEngO in future planning meetings is a direct application of the Organization theme. Option A is correct because this action identifies the key individuals needed to provide leadership and operational insight within the programme's governance framework. By including these roles early in the 'Identify the programme' and 'Design the outcomes' phases, the programme manager ensures that the "right people" are involved in shaping the future state. This facilitates better stakeholder engagement and ensures that the design is grounded in operational reality. While their input will certainly affect the "Design" (Option B), the act of defining who is involved in the meetings and clarifying their role in the programme's decision-making structure is an organizational activity. Proper organization ensures that there is clear accountability and that the necessary expertise is embedded within the programme's management team from the outset.

### NEW QUESTION # 106

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