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PRINCE2 Practitioner exam is a certification exam designed to test an individual's understanding and application of the PRINCE2 project management methodology. PRINCE2 (an acronym for PProjects IN Controlled Environments) is a globally recognized project management framework that provides a structured approach to project management. It is widely used in government, public and private sector organizations, and is renowned for its focus on delivering projects that are on time, within budget and of high quality. The PRINCE2 Practitioner exam is intended for individuals who have already completed the PRINCE2 Foundation exam and are looking to further their knowledge and understanding of the PRINCE2 methodology.

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PRINCE2 Practitioner Certification Exam is a challenging exam that requires thorough preparation and study. Candidates must have a good understanding of the PRINCE2 methodology, including the seven principles, seven themes, and seven processes. Additionally, candidates must be able to apply these concepts to real-world scenarios and demonstrate their ability to manage projects using the PRINCE2 framework.

## PRINCE2 Practitioner Exam Sample Questions (Q154-Q159):

NEW QUESTION # 154  
Scenario

#### Additional Information

Chief Executive Officer (CEO): He started the company 25 years ago and knows his job very well. He injured his leg two years ago which has restricted his visits to the engineering area. As CEO he has an overall perspective of the business strategic requirements and the authority to commit resources as required.

Marketing Director: She has been with the company for three years, following a successful career with a publicity company. She has the ability to represent the needs of the business, particularly as this is a marketing project. She has the authority to commit the annual business marketing budget, from which the project will be funded, as she sees appropriate. She will be responsible for monitoring the expected benefits of the calendar, in particular the improvement of the company's image.

Engineering Manager: He has been responsible for many engineering innovations in the company and is still as keen and energetic as the day he started. Whilst he will not be part of the project team, his staff will feature in the photos for the promotional calendar.

Central Records: This group of five staff looks after all company records and document control. They now maintain all project files.

Bright Lights: This is the local office supplies company. It supplies all the stationery and office equipment needs of the company and will supply the stationery for this project.

Portraits Ltd: This is a professional photographic company with a number of excellent photographers and a history of successful work. This company has been selected to take the photos for the company calendar.

It has yet been decided which of the photographers to use.

Which 2 statements explain why the Marketing Director should be appointed as a Senior User for this project?

- A. She can represent the Marketing department.
- B. She previously had a successful career in publicity.
- C. A number of the products will be produced by the Sales department and the Marketing department.
- D. The Marketing department will help to deliver the benefits of this project.
- E. The project will be funded from the business marketing budget.

**Answer: A,D**

#### NEW QUESTION # 155

##### Project Scenario

Calendar Project (Note: The companies and people within the scenario are fictional.) There has been a reduction in the number of orders at the MNO Manufacturing Company due in part to the increased marketing activities of its competitors. To help counter this, the company has decided to create a promotional calendar for next year for all its current and prospective customers. The end product of this project will be a prepared calendar pack, ready for printing. The design of the calendar will be similar to one sent out previously, and must reflect the company image as described in the existing corporate branding standards. Another project is currently producing a new company logo when it is to be printed on each page of the promotional calendar. The prepared calendar pack will consist of:

- \* Design for each month - correctly showing public holidays and new company logo
- \* Selected photographs- 12 professionally-produced photographs, showing different members of staff
- \* Selected paper and selected envelope - for printing and mailing the calendar
- \* Chosen label design - a competition to design a label will be held as part of this project
- \* List of customers - names and addresses of customers to whom the calendar will be sent.

The project is currently in initiation and will have two further stages:

Stage 2 will include the activities to:

- \* Create the customer list using information from the Accounts and Marketing departments
- \* Confirm compliance with the Data Protection Legislation
- \* Create a design for each month - this will be done by the internal creative team
- \* Select and appoint a professional photographer
- \* Gather photograph design ideas from previous project and agree photographic session schedule
- \* Prepare a production cost forecast
- \* Select paper and envelope.

Stage 3 will include the activities to:

- \* Produce and select professionally-taken photographs
- \* Hold the label design competition and choose the label design
- \* Assemble the prepared calendar pack.

A production cost forecast, based on the options and costs for the paper, envelope, printing and marketing of the calendar is to be produced in stage 2. However, the actual production and distribution of the calendars is not within the scope of the project. The product cost forecast will be reviewed by the Project Board to determine whether the project should continue.

It is now 05 October and the prepared calendar pack must be delivered to the print company by 30 November, to enable printing and distribution of the calendar in time for Christmas. The cost of the activities to develop the specialist products and the cost of the project management activities are estimated to be £20,000. There is a project time tolerance of +1 week / -2 weeks and a project cost tolerance of +£6,000 / -£6,000. A change budget of £500 has been allocated but there is no risk budget.

As the project approaches the end of stage 2, the Project Manager has requested a Product Status Account to ensure that all products are at their expected point of development. Although the list of customers has been quality reviewed, it has not been baselined because the Marketing department have not provided all of the prospective customers' details. What initial action should the Project Manager take?

- A. Check the target sign-off date for the list of customers.
- B. Raise an Exception Report to the Project Board to highlight the issue.
- C. Delay producing the End Stage Report until the list of customers has been baselined.
- D. Update the product status to baselined and obtain a commitment from the Marketing department to finish this work within the next few days.

**Answer: A**

### **NEW QUESTION # 156**

Project Scenario - Health and Safety Training Project:

ABC Company is a well-established training company that uses a standard model to develop training materials and deliver courses to customers.

ABC Company has commissioned a project in response to recent changes in government legislation relating to health and safety on construction sites. The project will deliver "capability to provide health and safety training", including the materials needed for classroom-based training and e-learning. The expected benefits for construction companies include a reduction in lost days and legal costs due to accidents.

The e-learning course will be developed by a specialist external consultancy. The materials for classroom-based training will be delivered by ABC Company's development team. All course materials will be piloted before they are used. ABC Company will deliver training to its customers and also hopes to sell the course materials to other training companies as part of their operational business. ABC Company will use their own sales and marketing departments to promote the courses.

The legislation requires construction companies to comply with the new legislation within two years. The course materials and trainers have to be accredited by a government agency before courses can be delivered.

ABC Company is planning to deliver pilot courses within five months of starting the project.

The ABC Company standard development model for new courses recommends the following stages:

End of the Project scenario.

Additional Information:

The Chief Executive Officer (CEO) founded the company five years ago. Under her leadership, ABC Company has grown quickly into a successful training company. It delivers a range of accredited professional training.

The Finance Director is also a founder member of ABC Company and is responsible for authorizing budgets for the Operations and Development Teams. She authorizes all large contracts personally.

The Purchasing Manager reports to the Finance Director and is responsible for managing and monitoring supplier contracts.

The Operations Director is responsible for the delivery of all training and for the training development budget. His department organizes courses, venues and trainers. They work with the Product and the Sales teams to provide a comprehensive training schedule. ABC Company's IT manager reports to the Operations Director.

The Business Development Director has recently been appointed to identify new training needs and propose new products. She will work with the Operations Director to ensure a cost-conscious approach and that appropriate development technologies are used for the health and safety course.

The Training Development Manager reports to the Business Development Director and is responsible for developing training materials and gaining accreditation, in accordance with the standard course development model. Course developers in his team have skills in a range of development technologies and are allocated to projects as needed.

The Training Delivery Manager, who reports to the Operations Director, is responsible for ensuring that internal and external trainers deliver ABC Company training courses to the required standard. He also checks course materials to ensure they are fit for purpose and of the required quality.

The Central Services Director has responsibility for corporate communications, facilities management and configuration management. He recently led a project to consolidate all company quality systems into one quality management system and set up a corporate quality department, now managed by the Corporate Quality Manager.

The Corporate Document Manager reports to the Central Services Director. She helped establish the company's document management system and now operates it across the business. She manages a team of administrators and contracts staff when workload is high.

The Sales Director joined ABC Company two months ago and is keen to establish himself by suggesting new markets for the courses and material. All account managers and the marketing team report to him. They promote existing training courses to other training companies and existing customers.

End of the additional information.

The project is at the end of stage 4. The project manager has changed the benefits management approach. It now includes all the

activities necessary to measure the increased revenue.  
Who should approve this update?

- A. Corporate management
- **B. Project board**
- C. Project manager
- D. Project assurance

**Answer: B**

**NEW QUESTION # 157**

While preparing the Risk Management Strategy, the Project Manager considered the commercial customer/ supplier environment and how this may affect the management of risk. Which approach should the Outsourcing project adopt?

- A. All project risks associated with the specialist deliverables should be owned by the selected service provider.
- B. Plan to use the selected service provider's risk management procedures.
- **C. Due to the sensitive nature of this project, consideration should be given to creating a separate Risk Register to be held by MFH and the selected supplier.**

**Answer: C**

**NEW QUESTION # 158**

Which of the following roles cannot be combined?

- A. Senior Supplier and Supplier Assurance
- **B. Project Assurance and Team Manager**
- C. Executive and Senior User
- D. Project Manager and Project Support

**Answer: B**

Explanation:

Explanation/Reference:

Testlet 1

Scenario

Additional Information

Product Description

Title	Service Level Agreement.
Purpose	<ul style="list-style-type: none"> <li>• This agreement specifies the level of service MFH requires from the selected service provider and provides measurable criteria against which the selected service provider's performance will be assessed.</li> </ul>
Composition	<ul style="list-style-type: none"> <li>• Responsibilities of MFH and selected service provider.</li> <li>• Mechanisms for monitoring and reporting performance levels.</li> <li>• Dispute resolution process.</li> <li>• Confidentiality provisions.</li> <li>• Conditions for termination of contract.</li> <li>• Glossary of technical terms contained in SLA.</li> </ul>
Format and presentation	<ul style="list-style-type: none"> <li>• A4, Word document, printed both sides in black and white.</li> <li>• Font: Arial, 12pts.</li> </ul>
Quality criteria	<ul style="list-style-type: none"> <li>• Contains all composition items listed above.</li> <li>• Not more than 60 pages.</li> <li>• Complies with MFH corporate branding standards.</li> <li>• No typographical errors.</li> </ul>
Quality skills required	<ul style="list-style-type: none"> <li>• Proof-reading skills.</li> <li>• Director of Compliance Division - Reviewer.</li> <li>• Director of Information Technology Division - Reviewer.</li> <li>• Administrator.</li> </ul>
Quality responsibilities	<ul style="list-style-type: none"> <li>• Producer/Presenter: Director of Facilities Division.</li> <li>• Chair: Project Manager</li> </ul>

Quality notes from the Daily Log

The Director of Information Technology Division (DIT) has been asked to ensure that any changes to the outsourced staff employment contracts adhere to employment law. The DIT will review future job descriptions of the transferred staff before the final contract is signed with the selected service provider.

The service level agreement between MFH and the selected service provider will specify the type and quality of service required.

The selected service provider must follow the industry standards for providing outsourced services.

MFH has a quality management system which contains a document control procedure for all its documentation, however this does not include change management.

All project documents will be subject to a quality review. Nominated products will require a formal approval record signed-off by the quality review chair.

Extract from the draft Quality Management Strategy (may contain errors) Introduction

1. This document defines the approach to be taken to achieve the required quality levels during the project.
2. The Project Board will have overall responsibility for the Quality Management Strategy.
3. Project Assurance will provide assurance on the implementation of the Quality Management Strategy.

Quality management procedure - Quality standards

4. The selected service provider will operate to industry standards for providing outsourced services.
5. MFH document standards will be used.

Records

6. A Quality Register will be maintained to record the planned quality events and the actual results from the quality activities.
7. Configuration Item Records will be maintained for each product to describe its status, version and variant.
8. Approval records for products that require them will be stored in the quality database.

Roles and responsibilities

9. The DIT will check that the employment contracts for outsourced staff adhere to employment law.
10. Team Managers will provide details of quality checks that have been carried out.
11. Team Managers will ensure that the Quality Register is updated with the names of team members who are involved in the review process.

