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## Peoplecert MSP Practitioner, 5th edition Exam Sample Questions (Q15-

## Q20):

### NEW QUESTION # 15

Which of the following is a Governance document?

- A. Blueprint
- B. Risk Register
- C. Quality and assurance strategy
- D. Project Dossier

**Answer: C**

Explanation:

The Quality and Assurance Strategy is a governance document that outlines how quality management and assurance processes will be applied throughout the programme. Governance documents establish controls and frameworks for programme management, ensuring standards and compliance are maintained.

The MSP Practitioner clarifies that strategies-such as Quality Management Strategy-are integral governance documents that help define expectations, responsibilities, and quality assurance mechanisms.

While the Blueprint and Project Dossier are boundary and management documents respectively, and the Risk Register is a management tool, governance documents like the Quality and Assurance Strategy provide oversight and control mechanisms essential for programme success.

This strategy ensures that quality is embedded in programme processes and deliverables, aligning with best practices and stakeholder expectations, which is vital for confidence and assurance in transformational change initiatives.

### NEW QUESTION # 16

The programme is in the 'deliver the capabilities' process. When the Call Centre Rationalization Project is complete, it will be important to inform all staff and customers. This is because there will be new contact details for the new single call centre with longer opening hours. The programme manager has planned for both internal and external announcements to publicize this.

Which theme is MOST relevant to these planned activities?

- A. Organization
- B. Structure
- C. Knowledge
- D. Decisions

**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 Knowledge Theme in MSP 5th Edition covers the management of information, including how it is communicated to stakeholders to support the transformation. A core element of this theme is Stakeholder Engagement, which requires a structured approach to informing, involving, and influencing those affected by the programme's outcomes.

In the scenario described, the activity of making "internal and external announcements" to inform staff and customers about new contact details is a fundamental part of the programme's communication strategy.

Option B is the correct answer because the Knowledge theme ensures that the right information reaches the right people at the right time. In MSP 5th Edition, communication is not just about broadcasting; it is about ensuring that the information provided (the new contact details) enables the successful adoption of the new capability (the rationalized call centre). Without this flow of knowledge, customers would be unable to access the service, and the benefit of "longer opening hours" would not be realized. This activity is a practical application of the theme's focus on information management and stakeholder communication to bridge the gap between delivering a technical capability and achieving a successful business outcome.

### NEW QUESTION # 17

Which of the following is Not a core element of successful communication?

- A. Identifying correct people to communicate
- B. Stakeholder identification and analysis
- C. Feedback Collection system
- D. Message Clarity and consistency

**Answer: A**

Explanation:

While identifying the correct people to communicate with is important, MSP does not list it as one of the four core elements of successful communication.

The MSP Practitioner outlines the four core elements as:

- a) Stakeholder identification and analysis
- b) Message Clarity and consistency
- c) Effective system of message delivery
- d) Feedback Collection system

These elements ensure messages are targeted, clear, consistently delivered, and that feedback is captured to improve communication.

Misidentifying core communication elements can weaken engagement efforts, so focusing on these pillars supports stronger communication outcomes throughout the programme lifecycle.

#### **NEW QUESTION # 18**

In which document would you expect to find the levels of confidentiality to be applied in the programme?

- A. The Quality Management Strategy
- B. The Benefits Management Strategy
- **C. The Information Management Strategy**
- D. The Resource Management Strategy

**Answer: C**

#### **NEW QUESTION # 19**

During Tranche 1, the Call Centre Manager had played an active role in the programme as a BCM. However, at the end of the tranche, it was decided that they were not required during Tranche 2. In addition, the CTO was appointed as a new BCM for Tranche 2.

Which principle is being applied by the 'organization' theme, and why?

- A. Lead with purpose, because the appointment of the new BCM should result in more integrated decisionmaking in Tranche 2
- B. Align with priorities, because the appointment of the new BCM shows senior commitment to Tranche 2
- C. Lead with purpose, because the new BCM has a more senior role in UU and will be able to lead the work in Tranche 2
- **D. Align with priorities, because the new BCM is able to provide support to operations to deliver the Tranche 2 outcomes**

**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:

The 'Align with priorities' principle ensures that the programme structure and its resources remain focused on the current needs of the business as it moves through the transformational flow. The Organization Theme supports this by ensuring that the right people are in the right roles at the right time. Unlike project management roles, MSP roles- specifically the Business Change Manager (BCM)-can and should change as the programme moves between tranches.

In this scenario, Tranche 2 likely involves technical or systems-led changes (indicated by the appointment of the Chief Technology Officer as BCM). Option C is the correct answer because the BCM's primary responsibility is to bridge the gap between the programme and the business operations to ensure that outcomes are delivered and benefits are realized. By changing the BCM to reflect the specific focus of Tranche 2, the programme ensures that the person with the most relevant operational authority and "priority" alignment is leading the transition. This flexibility is a core strength of the MSP framework, allowing the programme to adapt its leadership to the specific nature of the work being performed in different stages of the lifecycle.

#### **NEW QUESTION # 20**

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