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Peoplecert MSP-Practitioner Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Stakeholder Engagement: Learn how to effectively manage diverse stakeholders, including executives, sponsors, team members, suppliers and customers, with advanced communication and relationship-building skills.
Topic 2	<ul style="list-style-type: none">Resource Management: Learn how to allocate and optimize resources (human, financial and material) effectively, even in complex and changing environments, to achieve programme objectives.
Topic 3	<ul style="list-style-type: none">Risk and Issue Management: Acquire advanced knowledge of identifying, assessing and managing risks and issues that can impact a programme's success.
Topic 4	<ul style="list-style-type: none">Programme Management: Develop expertise in programme management best practices, mastering principles, themes and processes to help organizations manage programmes effectively.
Topic 5	<ul style="list-style-type: none">Problem Solving: Develop expertise in addressing complex programme management challenges and resolving issues efficiently and effectively.

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Peoplecert MSP Practitioner, 5th edition Exam Sample Questions (Q56-

Q61):

NEW QUESTION # 56

Which one of below options is the delivery mechanism for 'stakeholder engagement'?

- A. Programme communications plan
- B. Information management plan
- C. Benefit profiles
- D. Resource management plan

Answer: A

Explanation:

Stakeholder engagement is managed and delivered primarily through the Stakeholder Profiles and the Programme Communications Plan. The communications plan ensures stakeholders receive the right information at the right time to maintain engagement and support. The MSP Practitioner states, "Stakeholder engagement is delivered by Stakeholder profiles and programme communications plan" which provide structured means of communicating and managing stakeholder interests to ensure effective programme governance and delivery.

NEW QUESTION # 57

Which of following groups can be a stakeholder for building a city programme?

- A. All of above
- B. Political leadership
- C. People interested in being residents
- D. Employees

Answer: A

Explanation:

All the listed groups are valid stakeholders in a city-building programme. MSP recognizes that stakeholders can be diverse, including internal groups like employees, external political leadership, and the wider community such as potential residents. The MSP Practitioner notes: "All are valid stakeholders in programme," emphasizing the importance of identifying and engaging a broad spectrum of stakeholders to ensure programme success. Inclusive stakeholder management supports better decision-making, risk mitigation, and benefits realization by addressing varied needs and expectations across the stakeholder landscape.

NEW QUESTION # 58

Which principle ensures creating a 'Vision'?

- A. Focusing on benefits and threats to them
- B. Leading Change
- C. Adding value
- D. Envisioning and communicating a better future

Answer: D

Explanation:

The principle "Envisioning and communicating a better future" specifically addresses the need for creating a clear, compelling Vision. The MSP Practitioner states: "Envisioning and communicating a better future categorically takes the need of creating an effective Vision statement." This principle ensures that the programme has a forward-looking, inspirational view of the outcomes and benefits, which guides all programme activities and stakeholder engagement efforts. The Vision helps to align everyone involved and drives commitment towards the desired future state.

NEW QUESTION # 59

Three items of information have been recorded in the documents to support the 'decisions' theme. In which document should they be recorded?

□

Answer:

Explanation:

□ Explanation:

Decision Item

Document

Each project will have a change control authority... up to £5,000. Above this level... referred to a programme authority... over £10,000 to the CEO/CFO Programme strategy: Decision-making approach There is a low likelihood that legislation may be passed that allows customers to immediately switch utility providers without penalty Risk register 'Return on investment' will be used at the programme level as the basis for calculating the profit or loss generated in relation to money invested Decision register Setting monetary thresholds for escalation and delegation is a "Decision-making approach" activity. Legislative uncertainty with a probability and impact is a Risk. Documenting the specific criteria or "basis" used for previous or current decisions belongs in the Decision Register.

NEW QUESTION # 60

The customer web-based portal being delivered by Web 'n' Go in Tranche 2 will allow customers to make enquiries and request services online. The BCM held a workshop with call centre managers to identify what the most common problems and queries are that they typically receive. This information will help Web 'n' Go develop a solution that meets customer needs.

Is this use of information an appropriate application of the 'knowledge' theme, and why?

- A. No, because the programme office lead should ensure that Web 'n' Go has the information and knowledge it needs
- B. No, because sensitive customer information should not be shared with Web 'n' Go which is an external company
- C. Yes, because the call centre managers' understanding of customer needs should help Web 'n' Go develop more effective customer processes
- D. Yes, because the BCM should encourage the call centre managers to share their experiences with each other to improve existing service to customers

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 both explicit knowledge (documented data) and tacit knowledge (experience, insights, and "know-how"). A successful programme must capture tacit knowledge from those who are closest to the operational reality and convert it into a form that can improve the programme's outputs. This is often achieved through collaborative techniques like workshops.

In this scenario, the Business Change Manager (BCM) is facilitating the transfer of tacit knowledge from the call centre managers to the supplier, Web 'n' Go. Option A is the correct answer because this application of the knowledge theme ensures that the technical solution (the portal) is informed by real-world operational insights. By understanding common customer problems, the supplier can design features that directly address those pain points, thereby increasing the likelihood of customer adoption and the realization of benefits (such as reduced call volumes). This proactive knowledge sharing is a critical part of the Design Approach within the Knowledge theme, ensuring that what is "built" is fit for purpose. While sharing info with external companies (Option D) requires security protocols, the principle of using operational knowledge to drive design remains a core MSP best practice.

NEW QUESTION # 61

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