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Questions 1: Which statement about customer expectations is not true -- a. The product or service should be usable as intended. b. Contractual provisions, including schedule and performance standards, should be met. c. Changes should be made immediately, and all customer wants should be satisfied without bureaucratic hassle d. The seller should assume the responsibility of understanding customer needs and addressing them effectively.

Questions 3: The document that describes the objectives, work content, deliverables, and end product of a project is the-- a. Project charter b. Product description c. Scope statement d. WBS

Questions 5: Maintenance is crucially important to projects and should-- a. Be included as an activity to be performed during the closeout phase b. Have a separate phase in the life cycle in information systems projects because 60% to 70% of life-cycle costs of computer systems are generally devoted to maintenance c. Not be viewed as part of the project life cycle d. Always be viewed as a separate project

Questions 2: The WBS is an input to scope change control because it-- a. Provides information on project objectives b. Defines the project ' s scope baseline c. Defines all project baselines d. Provides information on scope performance

Questions 4: When an organization chooses a project selection model, the most important criterion is -- a. Capability b. Realism c. Ease of use d. Cost

Questions 6: A project manager ' s company operates in a

high-technology area requiring the integration and sharing of several functional specialties. The project manager is considering the appropriate organizational structure of a new project, the likely choice would be -- a. Matrix b. Tight matrix c. Functional d.

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