

The Essence of Project Management Manage Issues Questions

Name: _____

Location: _____

Date: _____

1. An issue is best defined as:
 - A. A formally defined problem that will impede progress of a project and about which no agreement has been reached
 - B. A formally defined problem that will impede progress of a project that the project team will be able to easily resolve
 - C. A formally defined problem that could impede progress of a project and a resolution has been formulated
 - D. A formally defined problem that will impede progress of a project that will be a minor impact
2. Which of the following is not a good problem-solving technique?
 - A. Ishikawa
 - B. Delphi
 - C. Root Cause Analysis
 - D. Fish Bone Diagram
3. When there is no good resolution for an issue, which of the following is not a good alternative?
 - A. Make a decision among bad alternatives
 - B. Select one solution that is better in the long term
 - C. Select a solution that causes less pain than the others
 - D. Provide the sponsor with only the alternative that is preferred by the project manager
4. For which of the following can the team member make a decision himself?
 - A. The technical solution isn't working properly but the team member knows he can fix it if he is late on this task. However, the solution will allow him to accelerate his next coding task and he will be on schedule after both of these tasks are completed.
 - B. The technical solution isn't working properly, and a new software component needs to be purchased.
 - C. The technical solution isn't working properly but the team member can fix it without impacting his scheduled task.
 - D. The technical solution for the project is based on a software product from the Project Sponsor's personal friend. The technical solution isn't working properly, and the team member knows another approach that will definitely work. This can be implemented within the scheduled task and will not affect the budget.

5. The benefits of an Ishikawa Diagram are:
 - A. It allows various categories of causes to be explored
 - B. It encourages creativity through a brainstorming process
 - C. It provides a visual image of the problem and potential categories of causes
 - D. All of the above
6. A contractor quit the project unexpectedly. This is resulting in a delay and will continue to do so until the project team gets the right replacement. This is an example of an:
 - A. Issue
 - B. Risk
 - C. Action Item
 - D. Defect/bug
7. During a meeting we decide the Communication Plan needs to be updated to reflect the new monthly meeting we are having with the Marketing and Sales departments. This is an example of a/an:
 - A. Issue
 - B. Risk
 - C. Action Item
 - D. Defect/bug
8. Which problem solving technique asks a series of "why" questions?
 - A. Ishikawa
 - B. Pareto Analysis
 - C. Root Cause Analysis
 - D. Fish Bone Diagram
9. Which problem solving technique is used to observe problems and determine their frequency of occurrence, to help you prioritize your effort on areas that will have the most impact?
 - A. Ishikawa
 - B. Pareto Analysis
 - C. Root Cause Analysis
 - D. Fish Bone Diagram
10. A lack of issues management may result in all of the following except:
 - A. Not understanding how to identify issues
 - B. Not understanding the nature of the issues
 - C. Not understanding good problem-solving techniques
 - D. Not understanding how to analyze a future event

The Essence of Project Management Manage Issues Answers

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