# CompTIA

## Exam Questions PK0-004

CompTIA Project+ Certification Exam

**NEW QUESTION 1**
Which of the following risk strategies is represented by the purchase of insurance?

A. Mitigate
B. Accept
C. Transfer
D. Avoid

**Answer:** C

**Explanation:**

"Transfer: Moving the liability for the risk to a third party by purchasing insurance, performance bonds, and so on"


**NEW QUESTION 2**
A project manager is releasing resources and archiving documents. Which of the following phases is the project MOST likely in?

A. Initiation
B. Planning
C. Monitor and control
D. Closing

**Answer:** D


**NEW QUESTION 3**
During the initiation phase, a project manager has asked for ADocument containing the high-level objectives and goals for a project.
Which of the following documents would contain these items?

A. Business case
B. Requirements document
C. Project timeline
D. Task plan

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 138


**NEW QUESTION 4**
Which of the following charts is a graphical representation of the causes of a specifiCEvent?

A. Histogram
B. Scatter
C. Fishbone
D. Gantt

**Answer:** C

**Explanation:**
A fishbone diagram is a cause-and-effect diagram that shows the relationship between the effects of problems and their causes. This diagram depicts every potential cause of a problem and the effect that each proposed solution will have on the problem.


**NEW QUESTION 5**
A project schedule lists a resource as 50% because it likely:

A. is a shared resource.
B. depict a resource shortage.
C. signifies overallocation of a resource.
D. notes underallocation of a resource.

**Answer:** A


**NEW QUESTION 6**
A project team is composed of numerous team members who are located throughout a country. All personnel have identified core business hours. A team engineer based in a machine shop has a question during business hours for the project manager, who is located at ADifferent facility.
Which of the following is the MOST expedient communication method, assuming the question can be resolved quickly?

A. Email
B. Social media
C. Text messaging
D. Face-to-face

**Answer:** C

**Explanation:**

References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 261

**NEW QUESTION 7**
A project manager has contracted a third-party vendor to achieve milestones. Which of the following risk strategies is the project manager applying?

A. Transfer
B. Accept
C. Avoid
D. Mitigate

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 238

**NEW QUESTION 8**
A PM receives notification that an issue will impact ADeliverable on the critical path. The issue is logged with a unique ID and assigned to a team member; however, the team member has not addressed it after a week. Which of the following would be the BEST approach to resolving the issue?

A. Assign ADifferent team member to resolve the issue before the next status meeting.
B. Review the issue with the assigned team member to determine ADue date.
C. Set ADue date to resolve the issue and inform the assigned team member.
D. Report the team member to a functional manager for disciplinary action.

**Answer:** B

**NEW QUESTION 9**
Three IT companies have agreed to summarize their efforts as a common organization to generate new businesses in the IT cloud computing industry. Which of the following is the type of organizational change described?

A. Expansion
B. Rightsizing
C. Merger
D. Onboarding

**Answer:** C

**NEW QUESTION 10**
During a project, a key stakeholder asks a project team member to add a requirement. The team member adds the requirement without informing the project manager. Which of the following is described in this scenario?

A. Change request
B. Risk mitigation
C. Change control
D. Scope creep

**Answer:** D

**NEW QUESTION 10**
A team member was replaced on a project by a new team member of equal capability. Which of the following should the project manager do FIRST?

A. Resource loading
B. Resource leveling
C. Prioritizing tasks
D. Allocating resources

**Answer:** D

**NEW QUESTION 14**
The PMO is responsible for: (Choose two.)

A. managing the project plan, scope, risk, and budget.
B. contributing expertise, deliverables, and estimates of costs.
C. setting standards and practices for the organization and providing governance.
D. outlining consequences of non-performance and coordinating between disparate projects.
E. approving funding, developing the project schedule, and gathering high-level requirements.

**Answer:** CD

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 85

**NEW QUESTION 16**
A project manager needs to identify the resources assigned to a particular task. In which of the following documents can this information be found?

A. Project schedule
B. Cost plan
C. Scope statement
D. Impact assessment

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 156

**NEW QUESTION 18**
A project manager wants to introduce the practice of a WBS to the PMO, but the other managers believe this will create extra work. Which of the following would BEST communicate the need for a WBS to the other managers? (Select TWO).

A. Using the WBS will help prevent work from slipping or being forgotten.
B. TheWBS will be required on very large projects.
C. TheWBS will be required if the project manager has the time available to complete it.
D. TheWBS will aid in determining which resources are required for the project.
E. The WBS is the best way to determine risks of the project.

**Answer:** AD

**NEW QUESTION 19**
Which of the following statements are correct regarding project management? (Select two.)

A. A project can be part of an organization's program management.
B. An organization's portfolio will include programs.
C. A program has ADefined start and finish.
D. An organization's portfolio is a temporary and unique endeavor.
E. A project portfolio will be managed under program management.

**Answer:** BC

**NEW QUESTION 24**
Team members have reported that meetings are poorly attended and unproductive.
Which of the following steps can the project manager take to make the meetings more productive?

A. Discontinue the meetings with the poorest attendance.
B. Decrease the length of the meetings.
C. Distribute an agendABefore each meeting.
D. Document team member attendance and report it to management.

**Answer:** C

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 326

**NEW QUESTION 25**
Which of the following elements should be included on a responsibility assignment matrix?

A. Responsible, accountable, consulted, informed
B. Resource, accountable, signoff, input
C. Responsible, accurate, confidential, informed
D. Resource, accountable, consulted, informed

**Answer:** A

**NEW QUESTION 30**
Which of the following inherently affects quality standards?

A. SLA
B. MOA
C. MOU
D. WBS

**Answer:** D

**NEW QUESTION 32**
Which of the following is an example of a project?

A. Purchasing pedometers from local retail stores for employees
B. Implementing a health awareness program at an organization
C. Conducting semi-annual blood drives at an organization
D. Presenting a scripted workshop at an organization's three locations

**Answer:** B

**NEW QUESTION 35**
A contract review meeting has been scheduled with a non-performing vendor. The project manager has been asked to provide recommendations for continuous service improvements and removal of the vendor. Which of the following documents should the project manager review BEFORE the meeting?

A. Issue log
B. Status report
C. Risk register
D. SOW

**Answer:** B

**NEW QUESTION 37**
A new project sponsor has joined the project team, and the constraints on the project have been reprioritized. The project cost was previously the most important factor, but the new sponsor has indicated that meeting a new, shorter deadline is the priority.
Which of the following effects is this MOST likely to have on the project?

A. The deliverables and quality will remain the same, but the cost will increase.
B. The deliverables and quality will remain the same, but the cost will decrease.
C. The deliverables and cost will remain the same, but the quality will increase.
D. The cost and quality will remain the same, but the deliverables will increase.

**Answer:** A

**NEW QUESTION 39**
A company hires an outside vendor to provide 24/7 support.
Which of the following documents would determine the contractual obligations?

A. PO
B. SLA
C. LOI
D. MOU

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 303

**NEW QUESTION 43**
Which of the following documents need to be updated as events occur during a project? (Select TWO).

A. Change request
B. Risk register
C. Meeting minutes
D. Issue log
E. Status report

**Answer:** CE

**NEW QUESTION 47**
A project team is mainly based in a metropolitan area. The team also has members in a remote area, where Internet access is limited and unstable.
Which of the following factors will MOST likely influence the communication methods used in the project?

A. Personal preferences
B. Technological factors
C. Language barriers
D. Cultural differences

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 270

**NEW QUESTION 50**
A project team is comprised of a mix of in-house and virtual team members.
When a complex announcement needs to go out to the entire project team, which of the following is the
MOST effective way to communicate it?

A. Composing a project team email with the details of the announcement is the best metho
B. It gives the project manager the opportunity to explain but not be overcome with questions from the team.
C. Using text messaging to make the announcement is the best metho
D. It allows the project manager to reach the project team members wherever they are located.
E. Sending a fax is the best metho
F. It gives the project manager the opportunity to explain the announcement and come up with questions and answers the team may have.
G. Hosting a weBConference meeting is the best metho
H. It gives the project manager the opportunity to explain the announcement and answer any questions from the team.

**Answer:**

D

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 260

**NEW QUESTION 54**
A new stakeholder has joined the project team and requested modifications that will result in minor changes to the project budget and schedule. The project manager is concerned that the requests will lead to:

A. quality control issues.
B. additional risks.
C. scope creep.
D. time constraints.

**Answer:** C

**NEW QUESTION 56**
A company has dictated project scope changes but has stated that the original budget still applies. Which of the following will MOST likely be impacted by the changes?

A. Quality
B. Regulations
C. Schedule
D. project team

**Answer:** C

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 133

**NEW QUESTION 57**
A project has fallen behind schedule for no obvious reason, so the PM has gathered the team to brainstorm. Which of the following should the PM do NEXT?

A. Go over the meetings objectives and agenda.
B. Brief the team on which tasks have fallen behind schedule and where the project has slack.
C. Refer to the risk register to map the risks to issues and mitigation strategies.
D. Review the issue log with the project team and identify potential risks.
E. Review an IshikawADiagram with the project team to determine possible causes and effects.

**Answer:** B

**NEW QUESTION 59**
A task on the critical path will not be completed on time. The project manager is reviewing both the schedule and the risk register to create a corrective action plan. The project completion date and quality of the deliverable cannot change. Which of the following activities should the project manager perform NEXT?

A. Revise the project plan.
B. Update the issue log.
C. Request additional funding.
D. Issue a change request.

**Answer:** A

**NEW QUESTION 63**
In which of the following situations is a project manager MOST likely to use a process diagram?

A. When describing a new business idea for the team to review
B. When describing a new business workflow for the team to implement
C. When describing a new business project for the team to implement
D. When describing a new business acquisition for the team to review

**Answer:** B

**NEW QUESTION 64**
A project manager is managing a project with a hard deadline in two weeks. At the current rate of progress, the project will not finish on time.
Which of the following techniques is MOST likely to be used to complete the project on time?

A. Throttling
B. Crashing
C. Resource leveling
D. Resource smoothing

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 170

**NEW QUESTION 69**
Two team members completely disagree on how to complete a specific task. The project manager observes the conflict but takes no immediate action. Which of the following techniques is the project manager using?

A. Compromising
B. Smoothing
C. Withdrawing
D. Accepting

**Answer:** C

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 200

**NEW QUESTION 72**
The project manager has noticed a vendor is not performing in accordance with the SLA.
Which of the following items should the project manager use to highlight the vendor's areas of poor performance?

A. Balanced score card
B. WBS
C. Post-project evaluation
D. PERT

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 332

**NEW QUESTION 75**
A project manager is trying to explain to a stakeholder why projects are progressively elaborated upon. Which of the following is the BEST Explanation:?

A. In the beginning, projects entail ADegree of uncertainty that needs to be specified.
B. In the beginning, projects have start and finish dates that require elaboration.
C. In the beginning, projects are part of a program that requires coordination.
D. In the beginning, projects start with detailed inputs that need to be explained.

**Answer:** A

**NEW QUESTION 78**
A project manager has noticed poor attendance as status meetings.
Which of the following strategies should the project manager use to improve attendance? (Choose two.)

A. Provide an agendABefore the status meeting.
B. Adhere to an agenda and scheduled time.
C. Add non-project-related items to the agenda.
D. Add and discuss new agenda items throughout the meeting.
E. Discard the action items at the conclusion of the meeting.

**Answer:** AB

**NEW QUESTION 83**
A project team has finished creating a WBS and started developing a schedule. The team should FIRST determine the:

A. durations.
B. tasks.
C. critical path.
D. resources.

**Answer:** B

**NEW QUESTION 87**
A project manager is mapping qualifications and available personnel to the project requirements. Which of the following activities is the project manager completing?

A. Team Building
B. Team Selection
C. Resource loading
D. Resource leveling

**Answer:** A

**NEW QUESTION 88**
A customer has requested additional features for an active project. Which of the following steps should take place NEXT?

A. Implement the requested changes.
B. Evaluate the impact of the changes.

C. Update all project documents.
D. Submit the requested changes to the CCB.

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 293

**NEW QUESTION 91**
A project manager was directed to complete a project sooner than previously planned. Which of the following is the MOST cost-effective step to take to ensure the project's success?

A. Reduce the scope
B. Increase the budget
C. Decrease staff
D. Update the WBS

**Answer:** D

**Explanation:**
References: https://books.google.co.za/books?id=evR0gPFBHJ4C&pg=PA128&lpg=PA128&dq=complete+a+project+soon

**NEW QUESTION 95**
A team member was assigned a new task during a meeting. The team member did not complete the task by the end of the phase, and the PM is looking for evidence to escalate the issue. Which of the following documents could help in this situation?

A. Issue log
B. Action items
C. Dashboard information
D. Communication plan

**Answer:** A

**NEW QUESTION 100**
The project manager has had a large number of change requests approved by the project steering committee, but has been given no extra time to deliver the project.
Which of the following schedule compression techniques should be used by the project manager?

A. Rescheduling
B. Crashing
C. Rebaselining
D. Control scope

**Answer:** B

**NEW QUESTION 105**
During the storming stage of a project team's development, it is common to experience confusion about tasks and responsibilities because:

A. there is unfamiliarity with the project structure.
B. there is a lack of trust among team members.
C. there are minimal team decisions.
D. there is no engagement of the team by the project manager.

**Answer:** B

**NEW QUESTION 106**
Which of the following are examples of organizational change? (Choose two.)

A. Relocation
B. Scope
C. Business process
D. Schedule
E. Risk event

**Answer:** AC

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 297

**NEW QUESTION 107**
A project manager has been asked to prepare and present a review of the execution phase. Which of the following is the BEST audience for this review?

A. Vendors
B. Key stakeholders
C. Resources
D. Project team

E. Business analysts

**Answer:** D


**NEW QUESTION 110**
Which of the following individuals is MOST likely to be a key stakeholder for the product launch phase of a project?

A. Sales clerk
B. Marketing representative
C. Team lead
D. Product item

**Answer:** B


**NEW QUESTION 111**
In a project with a of $235,000, the CPI is 0.80, and the SPI is 1.20. Based on this information, which of the following can the key stakeholders determine about the project?

A. The project is under budget and ahead of schedule.
B. The project is over budget and ahead of schedule.
C. The project is under budget and behind schedule.
D. The project is over budget and behind schedule.

**Answer:** A


**NEW QUESTION 116**
Two team members have concluded that documentation is not required due to the size of the current project. The project manager has encouraged them to align strictly within the process.
Which of the following conflict resolution techniques has the project manager utilized?

A. Smoothing
B. Forcing
C. Compromising
D. Avoiding

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 200


**NEW QUESTION 120**
A project manager has been assigned a project with ABudget of $50,000. Three change requests are submitted during execution that will increase the overall project cost to $60,000. Which of the following steps should the project manager perform NEXT?

A. Wait until the change requests are approved by the CCB.
B. Approve the changes because the additional functionality is required to complete the process.
C. Speak with the project sponsor and provide ADetailed analysis of the changes and impacts to the project budget.
D. Schedule the changes as part of the second phase of the project when additional funding will be available and work can be completed.

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 292


**NEW QUESTION 121**
A project manager is attempting to establish the proper sequencing and duration of project activities. Which of the following would be the MOST beneficial?

A. Network diagram
B. IshikawADiagram
C. WBS
D. Gantt chart

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 160


**NEW QUESTION 124**
Which of the following is ADefinition of an RFP?

A. ADocument sent to potential vendors to solicit ABid for a project.
B. ADocument sent to potential vendors to request information for skills and experience for a project.
C. ADocument sent to potential vendors to request a commitment for a project.
D. ADocument sent to potential vendors to solicit information that excludes pricing information for a project.

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 300

**NEW QUESTION 127**
A team member learns that an assigned task is not due until the very end of the project. Moreover, the team member is not aware of any predecessor tasks dependent on completing the assigned task. Which of the following does the project manager use to decide if the team member can start the task later or earlier?

A. Review the PERT chart and evaluate if the task is a critical dependency.
B. Review the PERT chart and evaluate if the task is ADiscretionary dependency.
C. Review the PERT chart and evaluate if the task is a real dependency.
D. Review the PERT chart and evaluate if the task is an external dependency.

**Answer:** B

**Explanation:**
 References
http://www.pmgloss.com/comptia/

**NEW QUESTION 128**
A customer asks a project manager if a small change can be made during the delivery phase. The project manager does not agree to the change.
Which of the following is the MOST likely reason?

A. Established communication plan
B. Scope creep
C. Resource constraints
D. Iterative approach

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 133

**NEW QUESTION 133**
Which of the following are characteristics of a project? (Choose two.)

A. A project is a temporary endeavor.
B. A project provides a unique product, service, or result.
C. A project is an ongoing endeavor.
D. A project involves scheduled maintenance.
E. A project includes life-cycle cost management.

**Answer:** AB

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 71

**NEW QUESTION 134**
The project sponsor wishes to implement a 24/7 solution for the service desk, requiring the establishment of the capability on three different continents. Which of the following factors is MOST likely to influence communication methods across the project?

A. Personal preferences and message content
B. Level of message/report detail and confidentiality constraints
C. Time zones and language barriers
D. Technological and criticality factors

**Answer:** B

**NEW QUESTION 137**
A project manager needs to track the actual and estimated start and finish dates of all WBS work packages. Which of the following is a necessary step to record the actual durations?

A. Establish each WBS work package resource.
B. Establish and set the baseline.
C. Establish and set the quality gates.
D. Establish the tollgates.

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 167

**NEW QUESTION 140**
A project team is spread between two countries on different continents. Which of the following factors are MOST likely to influence communication methods selected for the communication plan? (Select TWO).

A. Interorganizational constraints

B. Personal preferences
C. Language barriers
D. Cultural differences
E. Confidentiality constraints

**Answer:** CD


**NEW QUESTION 142**
The project sponsor has cut the resources required for project completion. The project manager cannot complete the project without additional resources. Which of the following should the project manager do to obtain the resources?

A. The project manager should identify and document the reasons for the additional resources in a change request.
B. The project manager should hire additional resources temporarily to complete the project.
C. The project manager should terminate the project until additional resources are added to the project.
D. The project manager should ask the project team members to take on more tasks to complete the project on time.

**Answer:** A


**NEW QUESTION 145**
A project team is defining detailed risks. Which of the following project phases is taking place?

A. Initiation
B. Monitor and control
C. Execution
D. Planning

**Answer:** D


**NEW QUESTION 149**
During a project assessment, a project manager determines the initial project cost estimates were incorrect, and there is not enough budget left, including reserves, to complete the project.
Which of the following actions should the project manager take?

A. Alert the project sponsor of the situation.
B. Contact the customer and request more funding.
C. Announce the project will end early due to lack of funds.
D. Attempt to save money in downstream activities.

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 233


**NEW QUESTION 154**
An organization has determined that all projects must use a remote dashboard to allow portfolio management. Which of the following would enforce this directive?

A. Project management office
B. Project sponsor
C. Project manager
D. Project coordinator

**Answer:** A


**NEW QUESTION 157**
A project team has failed to deliver on changes the project manager outlined on a call two weeks ago. The project team members indicate they did not remember the contents on the call. Which of the following should the project manager do FIRST to improve the level of awareness of changes to the project schedule?

A. Define the communications plan.
B. Record the missed tasks on the issue log.
C. Provide meeting minutes after each call.
D. Complete a fishbone diagram.

**Answer:** A


**NEW QUESTION 159**
Due to a new government regulation, a project change is required. The project manager evaluates the change and realizes a representative from the legal department will need to approve the change as well.
The project manager should:

A. follow the change process flow and notify the legal department after the change is implemented.
B. extend a formal invitation to the legal department representative to join the CCB.
C. hold a separate meeting with the legal department representative and ask for approval.
D. notify the legal department representative in the event of an upcoming audit.

**Answer:** B

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 294

**NEW QUESTION 163**
Which of the following is the primary purpose of an MOA or an MOU?

A. State expectations of all signatory parties to reduce potential misunderstandings.
B. Facilitate potential legal action and resulting remediation if one of the signatory parties violates any terms.
C. Enumerate ADetailed code of conduct for all employees, contractors, and subcontractors participating in the program.
D. Provide transparency to competitors regarding all signatory parties.

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 303

**NEW QUESTION 164**
Which of the following documents is typically signed by the vendor and includes a reference for how customers' internal information will be protected?

A. MOU
B. NDA
C. SOW
D. SLA

**Answer:** D

**NEW QUESTION 166**
If a project sponsor wants to know the current status and progress of a project, which of the following is the BEST approach to find this information?

A. The project sponsor should obtain the current status from team members, put it into a presentation, and present it to the project manager for review.
B. The scheduler should obtain the current status from team members, apply it to the baseline of the schedule, and run a report.
C. The scheduler should obtain the current status from team members, update the project charter, project management plan, dashboard, and SOW, and then create a status report to provide to the project manager.
D. The scheduler should obtain the current status from team members, update the risk register, and provide the information to the project champion for review.

**Answer:** B

**NEW QUESTION 169**
A vendor has accepted a proposed project from a customer.
Which of the following is MOST likely to be the first document created by the project manager?

A. Project charter
B. Project management plan
C. Project statement of work
D. Project schedule

**Answer:** C

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 299

**NEW QUESTION 170**
A company has updated the method it uses to initiate projects. The company requires RFPs from three vendors, and low and high bids must be rejected to determine the selected vendor.
Which of the following terms describe this requirement?

A. Outsourcing
B. Business acquisition
C. Business process change
D. Internal reorganization

**Answer:** A

**Explanation:**
References: Kim Heldman, CompTIA Project+ Study Guide, 2nd Edition, Sybex, Indianapolis, 2017, p. 297

**NEW QUESTION 174**
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