CompTIA Project+ Certification Exam Objectives

EXAM NUMBER: PK0-003

CompTIA

About the Exam

Candidates are encouraged to use this document to help prepare for the CompTIA Project+ PK0-003 exam. This exam will certify that the successful candidate has the ability to initiate, manage and support a project or business initiative.

Project+ is not just for IT technicians. It is designed for any individual who wants to validate that he/she has the communication and business skills to:

- **Lead projects with confidence**
- **Complete projects on time and within budget**
- **Effectively initiate, plan, execute, monitor/control and close a project**

These content examples are meant to clarify the test objectives and should not be construed as a comprehensive listing of all the content of this examination.

EXAM DEVELOPMENT

CompTIA exams result from subject-matter expert workshops and industry-wide survey results regarding the skills and knowledge required of an entry-level IT professional.

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PLEASE NOTE

The lists of examples provided in bulleted format are not exhaustive lists. Other examples of technologies, processes or tasks pertaining to each objective may also be included on the exam although not listed or covered in this objectives document. CompTIA is constantly reviewing the content of our exams and updating test questions to be sure our exams are current and the security of the questions is protected. When necessary, we will publish updated exams based on existing exam objectives. Please know that all related exam preparation materials will still be valid.

TEST DETAILS

Required exam	PK0-003 JK0-017 (for CompTIA Academy Partners only)
Number of questions	Maximum of 100
Type of questions	Multiple choice
Length of test	90 minutes
Recommended experience	Minimum of one year of managing, directing or participating in small- to medium-scale projects
Passing score	710 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented.

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Pre-project Setup/Initiating	12%
2.0 Project Planning	29%
3.0 Project Execution and Delivery	23%
4.0 Change Control and Communication	27%
5.0 Project Closure	9%
Total	**100%**

1.0 Pre-project Setup/Initiating

1.1 Explain the requirements to complete a pre-project setup.

- Identify the project
- Validate the project
- Prepare a project charter
- Obtain approval (signature) for project charter

1.2 Identify the characteristics of a project.

- Temporary endeavor
- Delivers a unique product or service
- Constrained by time
- Resources and quality

1.3 Summarize the steps required to validate a project.

- Validate business case
  - Feasibility analysis
  - Justification for project
  - Alignment to strategic plan
- Identify and analyze stakeholders

1.4 Explain the components of a project charter.

- Key project deliverables
- High-level milestones
- High-level cost estimates
- Identify stakeholders
- General project approach
- Problem statement
- High-level assumptions
- High-level constraints
- High-level risks
- Project objectives

1.5 Outline the process groups of the project life cycle.

- Initiating/pre-project setup
- Planning
- Executing
- Monitoring/controlling
- Closing

1.6 Explain the different types of organizational structures.

- Functional
- Weak matrix
- Matrix
- Strong matrix
- Projectized

2.0 Project Planning

2.1 Prepare a project scope document based on an approved project charter.

- Key performance indicators (KPIs)
- Scope boundaries
- Constraints
- Assumptions
- Detailed objectives
- Final project acceptance criteria
- Validate scope statement with stakeholders

2.2 Use a work breakdown structure (WBS) and WBS dictionary to organize project planning.

- Explain the benefits of a WBS
- Explain the levels of a WBS
- Explain the purpose of a WBS
- Identify the planning processes that utilize the WBS as an input
- Critique a given WBS
- Explain the purpose of a WBS dictionary

2.3 Outline a process for managing changes to the project.

- Approvals required
- Forms needed
- Turnaround times
- Document routing
- Communication flow

2.4 Develop a project schedule based on WBS, project scope and resource requirements.

- Schedule to milestones
- Analyze Gantt chart
- Identify dependency types
- Determine the critical path of a project schedule
- Establish schedule baselines

2.5 Given a desired deliverable, apply the appropriate tool and/or method to produce the appropriate outcome.

- Tools
  - PERT
  - Gantt
- Methods
  - CPM

2.6 Given a scenario, interpret the results of using the following tools and/or methods.

- **Tools:**
  - GERT
- **Methods:**
  - Network diagram (ADM, PDM, CPM,CCM)

2.7 Identify components of an internal/external communication plan.

- Frequency
- Format (formal, informal, written and verbal)
- Method of distribution
- Distribution list

2.8 Outline the components of a risk management plan.

- Initial risk assessment
- Risk matrix
- Risk register
- Risk response strategies
- Stakeholder risk tolerance

2.9 Identify roles and resource requirements based on WBS and resource availability.

- Identify existing resource availability
- Identify training needs/ outsourcing requirements
- Assign resources to scheduled tasks

2.10 Identify components of a quality management plan.

- Quality metrics, control limits and frequency of measurement
- Quality assurance processes
- Quality control processes
- Quality baseline

2.11 Identify components of a cost management plan.

- Control limits
- Assign costs
- Chart of accounts
- Project budget
- Cost estimates (bottom up, top down, parametric, expert judgment, analogous)
- Cost baseline

2.12 Explain the procurement process in a given situation.

- Project needs assessment/gap analysis
- Make or buy decision
- RFI, RFQ, RFP (request for: information, quote, proposal)
- Request seller response
- Evaluate seller response
- Vendor selection
- Contract development

2.13 Explain the purpose and common components of a transition plan.

- Ownership
- Transition dates
- Training
- Extended support
- Warranties

3.0 Project Execution and Delivery

3.1 Coordinate human resources to maximize performance.

- **Assemble and develop project team, build team cohesiveness and perform individual performance appraisals**
- **Identify common causes of conflict**
  - Competing resource demands
  - Expert judgment
  - Varying work styles
- **Detect conflict and apply conflict resolution techniques**
  - Smoothing
  - Forcing
  - Compromise
  - Confronting
  - Avoiding
  - Negotiating

3.2 Explain the importance of a project kick-off meeting and outline the common activities performed during this meeting.

- **Communicate stakeholder expectations, high-level timeline, project goals and objectives, and roles and responsibilities to the project team**

3.3 Recognize the purpose and influence of organizational governance on a project's execution.

- **Standards compliance**
  - Local, state, federal, ISO
- **Internal process compliance**
  - Audit trails, retention, version control
- **Decision oversight**
  - Change control board, committee consulting
- **Phase gate approval**
  - Tollgate approval, project phase transition

3.4 Given a scenario, select which component(s) of a project plan is affected and select what action(s) should be taken.

- **Actions**
  - Schedule meetings
  - Manage scope
  - Follow communications plan
  - Manage project quality
  - Manage risks
  - Issue management
  - Prepare performance reports
  - Receive work performance information
  - Manage costs within budget
  - Implement approved changes
- **Components**
  - Risk register
  - Communications plan
  - Issues log
  - Change management form
  - Quality management metrics
  - Project schedule
  - WBS
  - Budget
  - Resource requirements
  - Scope statement

4.0 Change Control and Communication

4.1 Given a scenario, implement proper change management procedures.

- Identify change
- Document using the appropriate change control forms
- Perform impact analysis
- Coordinate with the appropriate stakeholders to select the course of action
- Update the appropriate project plan components based on the approved change request

4.2 Evaluate the impact of potential changes to triple constraint.

- Time/schedule
- Cost/resources
- Quality
- Scope

4.3 Using the risk management plan, determine an appropriate response to potential risk/opportunity events.

- Perform qualitative and quantitative risk analysis
- Opportunities
  - Sharing
  - Exploiting
  - Enhancing
- Threats
  - Avoidance
  - Acceptance
  - Mitigation
- Update risk register with appropriate changes

4.4 Given a scenario, execute appropriate resource leveling techniques.

- Fast tracking
- Crashing
- Delaying
- Optimizing
  - Use of tools as necessary

4.5 Explain the appropriate steps to ensure quality of project deliverables.

- Monitor work performance
- Analyze performance information
- Identify variances
- Generate change requests
- Implement change requests

4.6 Identify potential tools to use when a project deliverable is out of specification as defined in the quality baseline.

- Pareto charts
- Histograms
- Run charts
- Ishikawa diagram

4.7 Given a scenario, calculate and interpret the results of earned value measurement (EVM).

- EV
- PV
- CPI
- SPI
- EAC
- ETC
- VAC
- BAC

4.8 Given a scenario, manage and implement information distribution based on a communications plan.

- Manage stakeholders' expectations
- Schedule effective project meetings
- Periodic stakeholder updates

4.9 Recognize the special communication needs of remote and/or indirect project team members.

- Timezones
- Communication preferences
- Functional or hierarchical barriers
- Language barriers
- Technology barriers
- Cultural differences

5.0 Project Closure

5.1 Explain the importance and benefits of formal project closure.

- **Confirm and document objectives that were completed/not completed**
- **Release resources**
- **Provide historical information for future projects**
- **Close contracts**
- **Standards compliance**
  - Document retention compliance
- **Post-project review**
  - Meeting to review what went right/what went wrong

5.2 Identify circumstances in which project/phase closure might occur and identify steps to take when closure occurs.

- **Phase closure**
- **Project completion**
- **Stage completion**
- **Component completion**
- **Project cancellation**

5.3 Identify the components and purpose of closing documentation.

- **Lessons learned**
  - Strengths/weaknesses
- **Close report**
  - Historical data
  - Summary of costs
- **Post-mortem analysis**
  - Documents reasons for early closure and impact
- **Final individual performance appraisal**
  - Final review of performance
- **Transition plan**

CompTIA Project+ Acronyms

The following is a list of acronyms that appear on the CompTIA Project+ exam. Candidates are encouraged to review the complete list and attain a working knowledge of all listed acronyms as part of a comprehensive exam preparation program.

ACRONYM	SPELLED OUT
AC	Actual Cost
ADM	Arrow Diagram Method
BAC	Budget At Completion
CCB	Change Control Board
CCM	Critical Chain Method
COQ	Cost Of Quality
CPF	Cost-Plus-Fee
CPFF	Cost-Plus-Fixed-Fee
CPI	Cost Performance Index
CPM	Critical Path Method
CV	Cost Variance
EAC	Estimate At Completion
EMV	Expected Monetary Value
ETC	Estimate To Complete
EV	Earned Value
EVM	Earned Value Management
GERT	Graphical Evaluation and Review Technique
ISO	International Standards Organization
KPI	Key Performance Indicator
OBS	Organizational Breakdown Structure
PDM	Precedence Diagramming Method
PERT	Project Evaluation and Review Technique
PMO	Project Management Office
PV	Planned Value
RACI	Responsible, Accountable, Consulted, Informed
RAM	Responsibility Assignment Matrix
RBS	Risk Breakdown Structure
RFI	Request For Information
RFP	Request For Proposal
RFQ	Request For Quote
SME	Subject Matter Expert
SOW	Statement Of Work
SPI	Schedule Performance Index
SV	Schedule Variance
SWOT	Strengths, Opportunities, Weaknesses and Threats
VAC	Variance At Completion
WBS	Work Breakdown Structure

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