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.

<table>
<thead>
<tr>
<th>DOMAIN</th>
<th>PERCENTAGE OF EXAMINATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Pre-project Setup/Initiating</td>
<td>12%</td>
</tr>
<tr>
<td>2.0 Project Planning</td>
<td>29%</td>
</tr>
<tr>
<td>3.0 Project Execution and Delivery</td>
<td>23%</td>
</tr>
<tr>
<td>4.0 Change Control and Communication</td>
<td>27%</td>
</tr>
<tr>
<td>5.0 Project Closure</td>
<td>9%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>
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
2.0 Project Planning

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

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

2.6 Identify components of an internal/external communication plan.

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

2.7 Outline the components of a risk management plan.

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

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

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

2.9 Identify components of a quality management plan.

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

2.10 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
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

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
- Communicate stakeholder expectations, high-level timeline, project goals and objectives, and roles and responsibilities to the project team
- Standards compliance
  - Local, state, federal, ISO
- Internal process compliance
  - Audit trails, retention, version control

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
- Decision oversight
  - Change control board, committee consulting
- Phase gate approval
  - Tollgate approval, project phase transition
- Internal process compliance
  - Audit trails, retention, version control

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

CompTIA Project+ Certification Exam Objectives Version 3.0 (Exam Number: PK0-003)
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.

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