CompTIA Project+ Certification Exam Objectives

EXAM NUMBER: PK0-004

About the Exam

The CompTIA Project+ examination is designed for business professionals who coordinate or manage small-to-medium-size projects. The exam will certify that the successful candidate has knowledge and skills required to manage the project life cycle, ensure appropriate communication, manage resources and stakeholders, and maintain project documentation. This candidate will also have the ability to support the completion of larger projects.

The examination is intended for candidates who possess at least 12 months of cumulative project management experience.

The skills and knowledge measured by this examination were derived from an industry-wide job task analysis and validated through an industry-wide survey. The results of this survey were used in weighing the domains and ensuring that the weighting is representative of the relative importance of the content.

The CompTIA Project+ examination is designed for business professionals who need to assist in coordating projects or manage small projects. The exam will certify that the successful candidate has the knowledge and skills required to plan and manage a small-to-medium-size project through to successful completion. The successful candidate will also have knowledge required to manage the project life cycle, ensure appropriate communication, manage resources and stakeholders, and maintain project documentation to support the completion of larger projects.

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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.

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TEST DETAILS

Required exam	PK0-004
Number of questions	Maximum of 95 questions
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. The CompTIA Project+ exam is based on these objectives.

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Project Basics	36%
2.0 Project Constraints	17%
3.0 Communication and Change Management	26%
4.0 Project Tools and Documentation	21%
Total	**100%**

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1.0 Project Basics

1.1 Summarize the properties of a project.

- Temporary
- Start and finish
- Unique
- Reason/purpose
- Project as part of a program
- Project as part of a portfolio

1.2 Classify project roles and responsibilities.

- **Sponsor/champion**
  - Approval authority
    - Funding
    - Project charter
    - Baseline
    - High-level requirements
  - Control
  - Marketing
  - Roadblocks
  - Business case/justification
- **Project manager**
  - Manage team, communication, scope, risk, budget, and time
  - Manage quality assurance
  - Responsible for artifacts
- **Project coordinator**
  - Support project manager
  - Cross-functional coordination
  - Documentation/ administrative support
  - Time/resource scheduling
  - Check for quality
- **Stakeholder**
  - Vested interest
  - Provide input and requirements
  - Project steering
  - Expertise
- **Scheduler**
  - Develop and maintain project schedule
  - Communicate timeline and changes
  - Reporting schedule performance
  - Solicit task status from resources
- **Project team**
  - Contribute expertise to the project
  - Contribute deliverables according to schedule
    - Estimation of task duration
    - Estimation of costs and dependencies
- **Project Management Office (PMO)**
  - Sets standards and practices for organization
  - Sets deliverables
  - Provides governance
  - Key performance indicators and parameters
  - Provides tools
  - Outlines consequences of non-performance
  - Standard documentation/templates
  - Coordinate resources between projects

1.3 Compare and contrast standard project phases.

- **Initiation**
  - Project charter
  - Business case
  - High-level scope definition
  - High-level risks
- **Planning**
  - Schedule
  - Work breakdown structure
  - Resources
  - Detailed risks
  - Requirements
  - Communication plan
  - Procurement plan
  - Change management plan
  - Budget
- **Execution**
  - Deliverables
- **Monitor and control**
  - Risks/issues log
  - Performance measuring and reporting
  - Quality assurance/governance
  - Change control
  - Budget
- **Closing**
  - Transition/integration plan
    - Training
  - Project sign off
  - Archive project documents
  - Lessons learned
  - Release resources
  - Close contracts

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1.4 Identify the basics of project cost control.

- **Total project cost**
- **Expenditure tracking**
- **Expenditure reporting**

- **Burn rate**
- **Cost baseline/budget**
  - Plan vs. actual

1.5 Identify common project team organizational structures.

- **Functional**
  - Resources reporting to functional manager
  - Project manager has limited or no authority

- **Matrix**
  - Authority is shared between functional managers and project managers
  - Resources assigned from functional area to project
  - Project manager authority ranges from weak to strong

- **Projectized**
  - Project manager has full authority
  - Resources report to project manager
  - Ad hoc resources

1.6 Given a scenario, execute and develop project schedules.

- **Work breakdown structure**
- **Scheduling activities**
  - Determine tasks
  - Determine task start/finish dates
  - Determine activity/task durations
  - Determine milestones

- Set predecessors
- Set dependencies
- Sequence tasks
- Prioritize tasks
- Determine critical path
- Allocate resources

- Set baseline
- Set quality gates
- Set governance gates
  - Client sign off
  - Management approval
  - Legislative approval

1.7 Identify the basic aspects of the Agile methodology.

- **Readily adapt to new/ changing requirements**
- **Iterative approach**
- **Continuous requirements gathering**

- **Establish a backlog**
- **Burndown charts**
- **Continuous feedback**
- **Sprint planning**

- **Daily standup meetings/ SCRUM meetings**
- **SCRUM retrospective**
- **Self-organized and self-directed teams**

1.8 Explain the importance of human resource, physical resource, and personnel management.

• **Resource management concepts**
  - Shared resources
  - Dedicated resources
  - Resource allocation
  - Resource shortage
  - Resource overallocation
  - Low quality resources
  - Benched resources
  - Interproject dependencies
  - Interproject resource contention

• **Personnel management**
  - Team building
  - Trust building
  - Team selection
  - Skill sets
  - Remote vs. in-house
  - Personnel removal/replacement
  - Communication issues

  - Conflict resolution
    - Smoothing
    - Forcing
    - Compromising
    - Confronting
    - Avoiding
    - Negotiating

2.0 Project Constraints

2.1 Given a scenario, predict the impact of various constraint variables and influences throughout the project.

- **Common constraints**
  - Budget
  - Scope
  - Deliverables
  - Quality
  - Environment
  - Resources
  - Requirements
  - Scheduling

- **Influences**
  - Change request
  - Scope creep
  - Constraint reprioritization
  - Interaction between constraints
  - Stakeholders/sponsors/management
  - Other projects

2.2 Explain the importance of risk strategies and activities.

- **Strategies**
  - Accept
  - Mitigate
  - Transfer
  - Avoid
  - Exploit

- **Risk activities**
  - Identification
  - Quantification
  - Planning
  - Review
  - Response
  - Register
  - Prioritization
  - Communication

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3.0 Communication & Change Management

3.1 Given a scenario, use the appropriate communication method.

- **Meetings**
  - Kick-off meetings
  - Virtual vs. in-person meetings
  - Scheduled vs. impromptu meetings
  - Closure meetings
- **Email**
- **Fax**
- **Instant messaging**
- **Video conferencing**
- **Voice conferencing**
- **Face-to-face**
- **Text message**
- **Distribution of printed media**
- **Social media**

3.2 Compare and contrast factors influencing communication methods.

- **Language barriers**
- **Time zones/geographical factors**
- **Technological factors**
- **Cultural differences**
- **Interorganizational differences**
- **Intraorganizational differences**
- **Personal preferences**
- **Rapport building/relationship building**
- **Tailor method based on content of message**
- **Criticality factors**
- **Specific stakeholder communication requirements**
  - Frequency
  - Level of report detail
  - Types of communication
  - Confidentiality constraints
  - Tailor communication style

3.3 Explain common communication triggers and determine the target audience and rationale.

- **Audits**
- **Project planning**
- **Project change**
- **Risk register updates**
- **Milestones**
- **Schedule changes**
- **Task initiation/completion**
- **Stakeholder changes**
- **Gate reviews**
- **Business continuity response**
- **Incident response**
- **Resource changes**

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3.4 Given a scenario, use the following change control process within the context of a project.

• **Change control process**
  - Identify and document
  - Evaluate impact and justification
      - Regression plan (Reverse changes)
  - Identify approval authority
  - Obtain approval

  - Implement change
  - Validate change/quality check
  - Update documents/audit documents/version control
  - Communicate throughout as needed

• **Types of common project changes**
  - Timeline change
  - Funding change
  - Risk event
  - Requirements change
  - Quality change
  - Resource change
  - Scope change

3.5 Recognize types of organizational change.

• **Business merger/acquisition**
• **Business demerger/split**
• **Business process change**
• **Internal reorganization**
• **Relocation**
• **Outsourcing**

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4.0 Project Tools & Documentation

4.1 Compare and contrast various project management tools.

- **Project scheduling software**
- **Charts**
  - Process diagram
  - Histogram
  - Fishbone
  - Pareto chart
  - Run chart
  - Scatter chart
  - Gantt chart
- **Dashboard/status report**
- **Knowledge management tools**
  - Intranet sites
  - Internet sites
  - Wiki pages
  - Vendor knowledge bases
  - Collaboration tools
- **Performance measurement tools**
  - Key performance indicators
  - Key performance parameters
  - Balanced score card
- **SWOT analysis**
- **Responsible, Accountable, Consulted, Informed (RACI) Matrix**

4.2 Given a scenario, analyze project centric documentation.

- **Project charter**
- **Project management plan**
- **Issues log**
- **Organizational chart**
- **Scope statement**
- **Communication plan**
- **Project schedule**
- **Status report**
- **Dashboard information**
- **Action items**
- **Meeting agenda/meeting minutes**

4.3 Identify common partner or vendor-centric documents and their purpose.

- **Request for Information**
- **Request for Proposal**
- **Request for Quote**
- **Mutually binding documents**
  - Agreements/contract
  - Non-disclosure agreement
  - Cease and Desist letter
  - Letter of Intent
  - Statement of Work
  - Memorandum of Understanding
  - Service Level Agreement
  - Purchase Order
  - Warranty

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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 a part of a comprehensive exam preparation program.

ACRONYM	SPELLED OUT
AC	Actual Cost
BAC	Budget At Completion
C&D	Cease and Desist
CCB	Change Control Board
COQ	Cost of Quality
CPM	Critical Path Method
CV	Cost Variance
EAC	Estimate At Completion
ETC	Estimate To Complete
EV	Earned Value
FF	Finish to finish
FS	Finish to Start
HR	Human Resources
IM	Instant Messaging
IMS	Integrated Master Schedule
ISO	International Standards Organization
KPI	Key Performance Indicator
KPP	Key Performance Parameters
LOI	Letter of Intent
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NDA	Non-Disclosure Agreement
OBS	Organizational Breakdown Structure
PM	Project Manager
PMO	Project Management Office
PMP	Project Management Plan
PO	Purchase Order
PV	Planned Value
RACI	Responsible, Accountable, Consulted, Informed
RASI	Responsibility, Authority, Support, Inform
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Quote
RTM	Requirements Traceability Matrix

ACRONYM	SPELLED OUT
SLA	Service Level Agreement
SME	Subject Matter Expert
SOW	Statement of Work
SS	Start to Start
SV	Schedule Variance
SWOT	Strengths, Weaknesses, Opportunities and Threats
WBS	Work Breakdown Structure

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Suggested Classroom Equipment
for Project+ Certification Training

**CompTIA has included this sample list of hardware and software to assist candidates as they prepare for the Project+ exam. This list may also be helpful for training companies who wish to create a lab component to their training offering. The bulleted lists below each topic are a sample list and not exhaustive.

GENERAL EQUIPMENT
• White board

IT HARDWARE
• Workstations
• Printers

SOFTWARE
• Microsoft Project (or similar program)
• Microsoft Word (or similar program)
• Microsoft Excel (or similar program)
• Microsoft PowerPoint (or similar program)
• Microsoft Visio (or similar program)
• Microsoft SharePoint
• Jira (or similar program)

OTHER
• Samples templates and
  artifacts of PM documents