
Question: 1

Which pieces of information help to assess user readiness for a rollout?

- A. number of users and years in role
- B. user awareness and time scheduled for training
- C. budget and testing script
- D. number of changes in processes and number of open help desk problems

Answer: B

Question: 2

Which statement about implementation timelines is true?

- A. They should allow for the shortest total project elapsed time, regardless of risk.
- B. They should have a good balance across a variety of business groups.
- C. The timing should be realistic, given the scope, budget, risk, and potential benefits.
- D. The duration should be set by a single executive sponsor so that accountability is easiest to determine.

Answer: C

Question: 3

Which option describes what a five forces model shows?

- A. industry players: suppliers, complementers, customers, and competitors
- B. a list of industry trends and drivers for total market growth
- C. the top three competitive advantages owned by each of the major suppliers
- D. an analysis of customer priorities for technology purchase decisions

Answer: A

Question: 4

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

Answer: B

Question: 5

Which statement about a forum for feedback is true?

- A. It is used to broadcast status.
- B. It is for managers only.
- C. It provides a way to exchange positive and negative things that happen.
- D. It is the best way to announce training.

Answer: C
