CIS 202A Chapter Review - Chapter 10

True/False
Indicate whether the statement is true or false.

1. (1 point)
The information technology field is relatively stable and unchanging.

2. (1 point)
you can separate technical skills and soft skills when working on information technology projects.

3. (1 point)
By analyzing stakeholder communications needs, you can avoid wasting time or money on creating or disseminating unnecessary information.

4. (1 point)
Getting project information to the right people at the right time and in a useful format is not as important as developing the information in the first place.

5. (1 point)
It is not important to document any changes in technical specifications that might affect product performance.

6. (1 point)
People have a tendency to want to report bad information.

7. (1 point)
Adding more people to a project that is falling behind schedule often causes more setbacks because of the increased complexity of communications.

8. (1 point)
Communicating badly exponentially increases the possibility of making fatal mistakes.

9. (1 point)
Status reports can take various formats depending on the stakeholders’ needs.

10. (1 point)
Many projects have each team member prepare a monthly or sometimes weekly progress report.

11. (1 point)
Project managers must realize that all conflict is bad.

12. (1 point)
Emotional conflict, which stems from personality clashes and misunderstandings, often depresses team performance.

13. (1 point)
It is common to find someone with a natural ability for both communication and technical skills.

14. (1 point)
It is not good practice to include time for informal meetings with customers to help develop relationships and provide staff to assist in relationship management.

15. (1 point)
Do not have a meeting if there is a better way of achieving the objective at hand.

Multiple Choice
Identify the choice that best completes the statement or answers the question.

16. (1 point)
There are ____ main processes in project communications management.
   a. two    b. three    c. four    d. five

17. (1 point)
The output of the ____ process is a communications management plan.
   a. reporting performance   b. distributing information   c. managing stakeholder expectations   d. planning communications

18. (1 point)
   ____ involves making needed information available to project stakeholders in a timely manner.

19. (1 point)
   ____ involves collecting and disseminating performance information, including status reports, progress measurement, and forecasting.

20. (1 point)
Having ____ review and approve all stakeholder communications analysis will ensure that the information is correct and useful.
   a. stakeholders   b. project team members   c. top management   d. customers

21. (1 point)
Information regarding the content of essential project communications comes from the ____.
   a. organizational chart   b. communications management plan   c. work breakdown structure (WBS)   d. expectations management matrix

22. (1 point)
The ____ serves as a good starting point for information distribution.
   a. stakeholder communications analysis   b. WBS   c. communications management plan   d. status report

23. (1 point)
Often, many non-technical professionals—from colleagues to managers—prefer to ____ about project information to try to find pertinent information.
   a. read detailed reports   b. read e-mails   c. read Web pages   d. have a two-way conversation

24. (1 point)
   ____ are often more effective, particularly for sensitive information.
   a. Electronic communications   b. Short face-to-face meetings   c. Telephone conversations   d. Long face-to-face meetings

25. (1 point)
Since information technology projects often require a lot of coordination, it is a good idea to have ____ meetings.
   a. long, frequent   b. short, infrequent   c. short, frequent   d. long, infrequent

26. (1 point)
Many practitioners define project success as ____.
   a. meeting project scope goals   b. meeting time goals   c. satisfying the customer/sponsor   d. meeting cost goals

27. (1 point)
describe where the project stands at a specific point in time.
   a. Progress reports   b. Status reports   c. Forecasts   d. Updates

28. (1 point)
   With the ____, project managers use a give-and-take approach to resolving conflicts.
   a. confrontation mode   b. compromise mode   c. smoothing mode   d. forcing mode

29. (1 point)
   When using the ____, project managers retreat or withdraw from an actual or potential disagreement.
   a. confrontation mode   b. withdrawal mode   c. smoothing mode   d. forcing mode

30. (1 point)
   The _____ line for any e-mail messages you write should clearly state the intention of the e-mail.
   a. to   b. from   c. subject   d. cc