



## 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
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#### 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
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#### 4.7 Given a scenario, calculate and interpret the results of Earned Value Measurement (EVM).

- EV
  - PV
  - CPI
  - SPI
  - EAC
  - ETC
  - VAC
  - BAC
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#### 4.8 Given a scenario, manage and implement information distribution based on communications plan.

- Manage stakeholders' expectations
  - Schedule effective project meetings
  - Periodic stakeholders updates
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#### 4.9 Recognize the special communication needs of remote and/or indirect project team members.

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