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Question 1

Question Type: MultipleChoice

A project manager is preparing a contingency plan for an AI-enabled underwriting platform. During outages, the business must still make time-sensitive decisions. What strategy best supports business continuity?

Options:

A- Implement a manual override process with defined escalation and decision rules
B- Stop all underwriting until the AI system returns
C- Keep the AI system running without monitoring to avoid interruptions
D- Only increase marketing to offset the outage

Answer:

A

Explanation:

PMI-CPMAI highlights the need to manage AI operational risks through structured contingency planning and trustworthy AI governance. A business continuity-aligned contingency strategy is a manual override with clear escalation and decision rules so critical underwriting decisions can continue when the AI platform is unavailable. This is consistent with CPMAI expectations for operational readiness and accountability: define alternate operating modes, ensure decision traceability, and maintain service reliability despite disruptions. Stopping all underwriting (B) fails the ''must still decide'' requirement. Running without monitoring (C) violates trustworthy AI controls and increases the chance of unnoticed failures or harmful decisions. Marketing (D) does not address continuity of operations. A defined manual override aligns with governance principles by preserving accountability and ensuring the organization can meet obligations during system downtime.

Question 2

Question Type: MultipleChoice

A manufacturing firm plans to use AI to predict equipment failures. The team can access sensor data but it contains many missing values and out-of-range readings. What should the project manager prioritize first?

Options:

A- Data understanding and quality assessment to characterize missingness and anomalies
B- Deploy the model quickly and fix issues later
C- Ignore the sensor data and use only expert opinion
D- Focus only on UI design for the dashboard

Answer:

A

Explanation:

PMI-CPMAI stresses that AI delivery is data-driven and iterative, and that teams must manage the Data Understanding work to identify appropriate datasets and validate quality before model development. Missing values and out-of-range readings can materially distort training and inference, so the PMI-aligned priority is to characterize the data: understand sources, sampling frequency, sensor health, definitions, and the nature of missingness (random vs. systematic), then define cleansing/imputation and anomaly-handling strategies as part of data preparation. Deploying quickly (B) increases operational risk and rework. Ignoring the data (C) undermines the predictive objective. UI design (D) is valuable but secondary to data readiness in AI projects. PMI's methodology supports a disciplined approach: understand and assess data first, then prepare/transform it, then evaluate model performance using agreed metrics and governance controls.

Question 3

Question Type: MultipleChoice

An AI team is defining success criteria for a customer support chatbot. Leadership wants to approve the project but needs objective measures that reflect both business value and risk. Which set of metrics is most appropriate?

Options:

A- Response time only
B- User satisfaction, containment rate, escalation accuracy, and privacy/compliance incidents
C- Number of features delivered
D- Lines of code written

Answer:

B

Explanation:

PMI-CPMAI emphasizes establishing acceptable performance metrics and aligning AI outcomes to business value while ensuring responsible and trustworthy practices. For chatbots, business value includes deflection/containment (how many issues are resolved without human agents), customer experience (satisfaction), and operational performance (latency). Risk measures must also be included because trustworthy AI requires governance and compliance controls (privacy/security, transparency, accountability). Therefore, metrics that combine outcomes and controls---user satisfaction, containment, correct escalation/hand-off, and privacy/compliance incident rates---are the most PMI-aligned set. Response time alone (A) misses quality and risk. Features delivered (C) and lines of code (D) are delivery activity measures, not AI value or trust measures. PMI's approach encourages metrics that support go/no-go decisions and lifecycle monitoring, making option B the best fit.

Question 4

Question Type: MultipleChoice

A fintech AI project uses third-party data sources for credit risk modeling. The project manager is concerned about compliance and accountability if the external data quality changes. Which control best supports responsible and trustworthy AI delivery?

Options:

A- Establish data governance and supplier controls, including auditability and monitoring
B- Remove all external data sources immediately
C- Only document model performance once at launch
D- Allow each team to apply its own data definitions

Answer:

A

Explanation:

PMI's trustworthy AI framing highlights governance, transparency, and accountability as essential ingredients for systems people can interpret and monitor. When third-party data feeds can change, the PMI-aligned approach is to establish governance and supplier controls that define data quality expectations, lineage, permitted uses, privacy constraints, and monitoring/audit mechanisms. This supports accountability by making data dependencies explicit and enabling early detection when upstream changes degrade model behavior. Removing external data (B) may be unnecessary and can

reduce predictive power; a responsible approach is controlled use, not blanket elimination. One-time documentation at launch (C) fails to address lifecycle change. Allowing inconsistent definitions across teams (D) increases risk of aggregation errors and noncompliance. PMI-CPMAI's emphasis on responsible practices (privacy/security, governance, monitoring) supports the structured governance and monitoring option as the best control.

Question 5

Question Type: MultipleChoice

A project team is using a generative AI assistant to draft stakeholder communications. The drafts are often generic and miss project constraints. What is the most likely cause?

Options:

A- The prompts provide insufficient context and constraints
B- The model is too efficient
C- The tool requires more compute
D- The team is over-monitoring outputs

Answer:

A

Explanation:

PMI guidance on using GenAI highlights that prompts must provide context, guidance, and constraints; otherwise outputs tend to be vague or unhelpful. If stakeholder communications miss constraints (scope boundaries, timeline, dependencies, risk posture), the most likely cause is insufficient prompt specificity---e.g., missing audience, intent, tone, project phase, constraints, and success criteria. PMI explains that the utility of GenAI outputs is strongly tied to the granularity of input: when prompts lack detail, results often become generic and misaligned with the real need. In CPMAI-aligned execution, this is addressed by iteratively refining prompts (diverge then converge), adding structured context such as assumptions, constraints, and acceptance criteria, and validating outputs against governance expectations for accuracy and appropriateness. Compute (C) may affect latency, not relevance; ''model efficiency'' (B) is not a driver of generic content; monitoring (D) improves trustworthiness rather than causing generic outputs. The PMI-consistent diagnosis is insufficient contextual prompting.

Question 6

Question Type: MultipleChoice

An insurance company is selecting an AI approach to automate simple claim approvals for low-risk cases. The organization wants the system to take actions with minimal human intervention based on predefined policies. Which AI capability best fits?

Options:

A- Conversational
B- Predictive analytics
C- Autonomous systems
D- Hyperpersonalization

Answer:

C

Explanation:

In PMI's Seven Patterns of AI, capability selection depends on whether the system is primarily advising humans or acting on their behalf. When the goal is to automate operational actions---approving or routing claims under policy constraints with minimal human intervention---the capability aligns with autonomous systems, which emphasize automated execution within defined rules, safeguards, and operational boundaries. Predictive analytics (B) can score risk, but it typically supports decision support; autonomous systems extend this by taking actions automatically according to governance-approved policies. PMI-CPMAI's responsible and trustworthy AI principles reinforce that higher-autonomy use cases require stronger controls: clear escalation paths, contingency plans, monitoring, and audit trails to ensure accountability for automated decisions. Conversational (A) and hyperpersonalization (D) do not fit the core need of automated adjudication. Therefore, autonomous systems is the best match for low-risk auto-approvals with predefined guardrails.

Question 7

Question Type: MultipleChoice

A healthcare organization is preparing training data for an AI model that predicts patient readmissions. The team discovers inconsistent coding across clinics for the same diagnosis. Which action best addresses the problem during data preparation?

Options:

A- Determine and apply data transformation and standardization steps
B- Ignore the inconsistency because the model will learn patterns anyway
C- Replace real data with only synthetic data
D- Skip validation to save time

Answer:

A

Explanation:

PMI-CPMAI aligns data preparation with executing data cleansing and enhancement activities so that datasets meet model and operational requirements. Inconsistent clinical coding is a data quality issue that threatens accuracy, fairness, and interpretability, because identical conditions may be represented differently across sources. The PMI-aligned response is to determine and apply the necessary transformation steps---standardizing codes to a controlled vocabulary, mapping local codes to a canonical schema, normalizing formats, and documenting rules and lineage so the process is auditable. Ignoring inconsistencies (B) increases noise and can embed systematic bias (e.g., certain clinics appearing ''higher risk'' due to coding artifacts). Relying only on synthetic data (C) can reduce fidelity if the synthetic process fails to reflect true clinical distributions. Skipping validation (D) violates responsible delivery expectations because it undermines patient safety and data integrity. PMI's responsible and trustworthy framing supports disciplined data readiness work before model development proceeds.

Question 8

Question Type: MultipleChoice

A city transportation department is deploying an AI model that adjusts traffic signal timing. The department is concerned that traffic patterns will shift seasonally and during major events. What is the best method to manage this risk after deployment?

Options:

A- Perform continuous monitoring and auditing for drift and performance degradation
B- Increase the training dataset size once before launch
C- Disable model updates to maintain consistent behavior
D- Rely on vendor guarantees instead of internal controls

Answer:

A

Explanation:

PMI-CPMAI emphasizes that AI solutions require lifecycle governance, including operational controls that sustain trustworthy performance in changing real-world conditions. The PMI-CPMAI exam outline highlights practices such as maintaining audit trails and applying responsible and trustworthy AI oversight as part of operationalization. In dynamic environments like traffic control, model drift and data drift are expected: shifts in commuting behavior, roadworks, special events, and weather can change the distributions the model sees. The most PMI-aligned method is continuous monitoring and auditing, which supports early detection of performance degradation, emerging bias, and safety-impacting behaviors, and enables controlled remediation (retraining, threshold adjustments, rollback plans). Simply increasing training data once (B) does not address ongoing change. Disabling updates (C) can lock in outdated behavior and increase harm over time. Vendor guarantees (D) do not replace the organization's accountability obligations under trustworthy AI principles (ethics, responsibility, governance, transparency).

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