

Certified Professional Services Manager Practice Test Questions and Answers

1. What is the primary focus of professional services project management?

- A) Maximizing billable hours
- B) Delivering client value while maintaining profitability
- C) Minimizing project timelines
- D) Reducing team communication

2. Which metric is most important for measuring professional services success?

- A) Number of projects completed
- B) Client satisfaction and utilization rates
- C) Office location preferences
- D) Marketing budget allocation

3. What is the key principle of resource allocation in professional services?

- A) Assigning the least expensive resources
- B) Matching the right skills to the right projects
- C) Using only senior-level consultants
- D) Rotating assignments randomly

4. How should scope changes be handled in professional services projects?

- A) Automatically rejected to avoid conflicts
- B) Documented, evaluated for impact, and approved through proper channels
- C) Implemented immediately without discussion
- D) Handled only at project completion

Answers: 1-B 2-B 3-B 4-B

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