

# BICSI Registered Telecommunications Project Manager (RTPM) Practice Exam (Sample)

Study Guide



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## Questions

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- 1. Which of the following is part of the QA Plan Contents?**
  - A. Incident reports**
  - B. Training schedules**
  - C. Field test reports**
  - D. Workplace hazard forms**
  
- 2. In customer perception, which percentage indicates the impact of body language?**
  - A. 7%**
  - B. 38%**
  - C. 55%**
  - D. 100%**
  
- 3. Are periodic progress reports considered deliverables in a project?**
  - A. Yes, always**
  - B. No, they are not**
  - C. Only in certain project types**
  - D. Yes, but only if requested**
  
- 4. What does Conformance Quality focus on during the quality planning?**
  - A. Client feedback collection**
  - B. Physical quality and workmanship**
  - C. Client engagement strategies**
  - D. Financial budgeting**
  
- 5. What should be obtained for OSP pre-site surveys?**
  - A. Project timelines**
  - B. All relevant documentation**
  - C. Client feedback**
  - D. Vendor lists**

- 6. What do many bidding laws in the United States require regarding specific work portions?**
- A. To be bundled in one contract**
  - B. To be bid and contracted separately**
  - C. To require a public auction**
  - D. To use an online bidding system**
- 7. What is a dependency type categorized under PERT?**
- A. Finish-Start**
  - B. Start-Progress**
  - C. Start-Finish**
  - D. End-Start**
- 8. What is the primary concern when using standard conventions in drafting?**
- A. The aesthetics of the drawing**
  - B. Compliance with industry standards**
  - C. The time saved in drawing production**
  - D. Reducing paper usage**
- 9. Which type of contract involves the contractor submitting a fixed price for the scope of work?**
- A. Cost Plus Fee**
  - B. Unit Price**
  - C. Stipulated Sum**
  - D. Value Engineering**
- 10. What does the acronym NTP stand for in project management?**
- A. New Technology Project**
  - B. Notice to Proceed**
  - C. Network Transfer Protocol**
  - D. Next Timeline Phase**

## **Answers**

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1. C
2. C
3. B
4. B
5. B
6. B
7. A
8. B
9. C
10. B

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## **Explanations**

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## 1. Which of the following is part of the QA Plan Contents?

- A. Incident reports
- B. Training schedules
- C. Field test reports**
- D. Workplace hazard forms

The inclusion of field test reports in the Quality Assurance (QA) Plan Contents is significant because they serve as critical documentation of the testing process for telecommunications systems. Field test reports are used to verify that the installed systems meet the project's technical specifications and performance criteria. They provide evidence that the solutions implemented are functioning as intended in the real-world environment, which is essential for ensuring overall quality and reliability. Field test reports are typically produced after conducting various tests intended to assess performance, compliance, and any other metrics defined in the QA Plan. They facilitate continuous improvement by allowing teams to identify issues, track performance over time, and ensure adherence to quality standards. This process helps in managing risk and ensures that any necessary corrective actions can be taken before the completion of the project. In contrast, the other options, while important in their own right, do not typically belong to the core components of a QA Plan. Incident reports relate to specific issues that arise during the project but are not foundational to the QA structure itself. Training schedules pertain more to personnel development rather than quality assurance. Workplace hazard forms focus on safety and compliance rather than the quality of the telecommunications system being developed.

## 2. In customer perception, which percentage indicates the impact of body language?

- A. 7%
- B. 38%
- C. 55%**
- D. 100%

The percentage that indicates the impact of body language on customer perception is 55%. This figure is often cited in communication studies and is based on the research of psychologist Albert Mehrabian, who demonstrated that when conveying feelings or attitudes, the majority of communication effectiveness comes from non-verbal cues. Specifically, 55% of the message is conveyed through body language, 38% through tone of voice, and only 7% through the actual words spoken. Understanding the significance of body language in customer interactions is vital for project managers and professionals in telecommunications, as it helps to build trust, convey confidence, and enhance the overall communication experience with clients. Non-verbal signals, such as facial expressions, posture, and gestures, play a crucial role in how messages are perceived and can greatly influence customer satisfaction and relationship building.

### **3. Are periodic progress reports considered deliverables in a project?**

- A. Yes, always**
- B. No, they are not**
- C. Only in certain project types**
- D. Yes, but only if requested**

Periodic progress reports are typically not considered deliverables in the traditional sense because deliverables refer to tangible or consumable outputs produced as a result of project activities. Deliverables can include products, services, or documents developed during the project lifecycle that contribute towards the end goals of the project. While progress reports provide important information about the status of the project, they serve more as a tool for communication and tracking rather than as a final output or goal of the project. Their primary purpose is to inform stakeholders about progress, risks, and issues that may impact the project, thus acting as a management tool rather than a finished deliverable. In many project management frameworks, deliverables are explicitly defined as items that meet specific acceptance criteria for completion. Progress reports do not necessarily meet these criteria since they do not provide a product or service; instead, they provide insights into how the project is progressing. Therefore, categorizing periodic progress reports as deliverables could lead to misunderstandings about project outputs and what constitutes a successful project completion.

### **4. What does Conformance Quality focus on during the quality planning?**

- A. Client feedback collection**
- B. Physical quality and workmanship**
- C. Client engagement strategies**
- D. Financial budgeting**

Conformance Quality during quality planning primarily emphasizes the adherence to specified standards and requirements throughout a project. This focus ensures that the physical quality and workmanship of the project are aligned with the predetermined criteria and industry standards. It is essential for delivering a product or service that meets both client expectations and regulatory guidelines. By concentrating on this aspect, project managers can assess how well the outputs comply with the desired specifications, thereby reducing defects and ensuring a higher level of overall quality. The other options involve important aspects of project management but do not specifically relate to the integrity of the physical product or service delivered. Client feedback collection is crucial for understanding client satisfaction and areas for improvement, while client engagement strategies focus on maintaining communication and collaboration throughout the project. Financial budgeting, on the other hand, pertains to managing project costs and resources effectively but does not directly address the measures of quality in terms of product performance and standards compliance.

## 5. What should be obtained for OSP pre-site surveys?

- A. Project timelines
- B. All relevant documentation**
- C. Client feedback
- D. Vendor lists

Obtaining all relevant documentation for outside plant (OSP) pre-site surveys is crucial because this documentation provides essential context and information related to the project. It typically includes existing infrastructure maps, utility plans, easement agreements, and any previous survey results. This foundational information allows project managers and teams to assess the current state of the environment where the work will take place, identify potential challenges, and plan effectively. Having comprehensive documentation ensures that the site survey is thorough, addresses specific project needs, and aligns with regulatory requirements. It sets the stage for a successful implementation by ensuring all stakeholders are informed and that no critical information is overlooked during planning and execution phases. Such documentation fosters better communication among team members and helps to streamline the decision-making process throughout the lifecycle of the project.

## 6. What do many bidding laws in the United States require regarding specific work portions?

- A. To be bundled in one contract
- B. To be bid and contracted separately**
- C. To require a public auction
- D. To use an online bidding system

Many bidding laws in the United States stipulate that specific portions of work, particularly in construction and public works projects, should be bid and contracted separately. This requirement is often linked to promoting competition and ensuring that specialized contractors can participate in the bidding process for particular aspects of a project, instead of having to compete for an entire contract that may not align with their expertise. By allowing for separate bidding for different work portions, these laws help to ensure that the best-qualified bidders can be selected for specific tasks. This can lead to higher quality work and potentially cost savings, as specialized contractors might offer more competitive pricing for their specific services. Furthermore, separate bidding can also enhance transparency in the project procurement process, allowing stakeholders to have clearer visibility into how contracts are awarded. In contrast, bundling such work into a single contract can limit competition and may not result in the best outcomes regarding quality or pricing, as it consolidates contracts in a way that might favor larger firms over more specialized contractors. Other options like public auctions and online bidding systems are not universally mandated by bidding laws, but rather may be specific to certain jurisdictions or types of projects, making separate bidding the more widely applicable requirement.

## 7. What is a dependency type categorized under PERT?

- A. Finish-Start**
- B. Start-Progress**
- C. Start-Finish**
- D. End-Start**

The correct answer identifies a dependency type known as "Finish-Start" within the Program Evaluation and Review Technique (PERT). This dependency type indicates that one task (the successor) cannot start until another task (the predecessor) has finished. This is the most common type of dependency and is crucial for effective project scheduling. It establishes a clear sequence of events in which tasks are executed, helping project managers understand the workflow and time constraints necessary for completing a project. Understanding this dependency type is essential for project planning, as it often determines the critical path of a project. The critical path is defined by the longest sequence of dependent tasks that dictate the shortest time to complete the project. By identifying Finish-Start dependencies, project managers can better allocate resources, schedule tasks realistically, and anticipate potential delays in the project timeline. The other options do not represent standard dependency types widely recognized in PERT methodology. For instance, "Start-Progress" is not a defined dependency type in PERT, while "Start-Finish" and "End-Start" also describe relationships that are not used as frequently in conventional project management frameworks.

## 8. What is the primary concern when using standard conventions in drafting?

- A. The aesthetics of the drawing**
- B. Compliance with industry standards**
- C. The time saved in drawing production**
- D. Reducing paper usage**

The primary concern when using standard conventions in drafting is compliance with industry standards. Utilizing standard conventions ensures that drawings are understandable and interpretable across different stakeholders, including designers, engineers, contractors, and clients. This compliance reduces confusion, enhances communication, and increases the quality and reliability of the documentation. Industry standards provide a framework that promotes uniformity and consistency, which is essential for successful collaboration and project execution. In the context of the other options, while aesthetics, time savings, and reducing paper usage are valuable considerations, they do not take precedence over the need to adhere to established standards. Aesthetics might enhance the presentation of the drawing, but they do not impact its technical accuracy. Time savings can improve efficiency in production but should not compromise the clarity and correctness ensured by compliance with standards. Reducing paper usage is an environmentally conscious goal, yet it is secondary to the critical necessity of maintaining clear, universally understandable documentation as required by industry practices.

**9. Which type of contract involves the contractor submitting a fixed price for the scope of work?**

- A. Cost Plus Fee**
- B. Unit Price**
- C. Stipulated Sum**
- D. Value Engineering**

A stipulated sum contract, often referred to as a fixed-price contract, is structured to ensure that the contractor agrees to complete the specified scope of work for a predetermined amount of money. This type of contract provides clarity on the price from the outset, offering both parties a level of financial certainty throughout the project. It is favorable for clients who want to control project costs and minimize the risk of cost overruns, as the contractor is responsible for completing the project for the set price, regardless of potential challenges that may arise. Under a stipulated sum contract, any changes in the scope of work typically require a formal change order, which can lead to adjustments in the price. However, the initial agreement establishes clear expectations regarding costs, timelines, and deliverables. This makes it particularly advantageous in projects where the scope is well-defined, enabling smoother project management and accountability for both the contractor and the client. In contrast, a cost plus fee arrangement can lead to unpredictable expenses since the contractor is reimbursed for actual costs plus an additional fee, making it difficult to estimate the total project cost upfront. A unit price contract focuses on pricing each component of work separately, which works well for projects that have variable quantities but is less suited for fixed-price agreements. Value engineering is not

**10. What does the acronym NTP stand for in project management?**

- A. New Technology Project**
- B. Notice to Proceed**
- C. Network Transfer Protocol**
- D. Next Timeline Phase**

The acronym NTP stands for Notice to Proceed in project management. This is an important formal document issued by the project owner to the contractor, signaling the official beginning of the project or a specific phase of work. Issuing an NTP is a crucial step in ensuring that all parties are aligned on the project start date and can begin mobilizing resources to fulfill their contractual obligations. The Notice to Proceed also serves as a way to establish a start date for the project timeline, enabling the contractor to schedule work activities and manage resources effectively. It can help mitigate disputes regarding project commencement and is essential for maintaining a clear communication pathway between the project owner and the contractor. Understanding the role of an NTP is vital for a Project Manager, as it forms the baseline for further planning, monitoring, and execution of the project. This document also typically indicates whether other pre-conditions, such as permits or financing, have been secured, setting the stage for the project's successful initiation.