

Contents

List of figures	vi
List of tables	viii
Foreword	ix
Preface	x
Introduction	xi
About the exam	xiii
Section 1: Project management principles	1
1.1 Principles of project management	1
1.2 The project environment	21
1.3 Project life cycles	26
1.4 Project roles	32
Section 2: Project concept	39
2.0 Introduction to planning	39
2.1 The project business case	41
2.2 Success and benefits management	46
2.3 Stakeholder management	51
2.4 Communications	59
Section 3: Definition	65
3.1 The project management plan	65
3.2 Scope management	72
3.3 Estimating	80
3.4 Scheduling	85
3.5 Project resource management and procurement	97
3.6 Risk management	101
3.7 Quality management	111
Section 4: Development	117
4.1 Issue management	117
4.2 Change control and configuration management	123
4.3 Leadership and teams	131
4.4 Project reporting	137
4.5 Project reviews	141
Section review	147
Case study	165
Exam know-how	167
Glossary of terms	179
Index	189