

**Module 6**  
*Chapter 1: Change Control*

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**Term**  
Change

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**Module 6**  
*Chapter 1: Change Control*

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**Term**  
Change control

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**Term**  
Change control board (CCB)

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*Chapter 1: Change Control*

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**Term**  
Change control plan

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**Term**  
Change control system

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**Term**  
Change log

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**Term**  
Change request

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**Term**  
Corrective action

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A process whereby modifications to documents, deliverables, or baselines associated with the project are identified, documented, approved, or rejected.

A modification to any formally controlled deliverable, project management plan component, or project document.

A component of the project management plan that establishes the change control board, documents the extent of its authority, and describes how the change control system will be implemented.

A formally chartered group responsible for reviewing, evaluating, approving, delaying, or rejecting changes to the project, and for recording and communicating such decisions.

A comprehensive list of changes submitted during the project and their current status.

A set of procedures that describes how modifications to the project deliverables and documentation are managed and controlled.

An intentional activity that realigns the performance of the project work with the project management plan.

A formal proposal to modify a document, deliverable, or baseline.

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**Term**  
Defect repair

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**Term**  
Gold plating

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**Term**  
Perform Integrated Change Control

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**Term**  
Preventive action

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**Term**  
Scope creep

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**Module 6**  
*Chapter 2: Stakeholder Performance Domain*

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**Term**  
Identify Stakeholders

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**Module 6**  
*Chapter 2: Stakeholder Performance Domain*

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**Term**  
Monitor Stakeholder Engagement

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**Module 6**  
*Chapter 2: Stakeholder Performance Domain*

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**Term**  
Plan Stakeholder Engagement

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The uncontrolled expansion of product scope without adjustments to time, cost, and resources; initiated by a project team member who adds features or configuration elements, bypassing integrated change control.

An intentional activity to modify a nonconforming product or product component.

An intentional activity that ensures the future performance of the project work is aligned with the project management plan.

The process of reviewing all change requests; approving changes and managing changes to deliverables, organizational process assets, project documents, and the project management plan; and communicating the decisions.

The process of identifying project stakeholders regularly and analyzing and documenting relevant information regarding their interests, involvement, interdependencies, influence, and potential impact on project success.

The uncontrolled expansion to product or project scope without adjustments to time, cost, and resources.

The process of developing approaches to involve project stakeholders, based on their needs, expectations, interests, and potential impact on the project.

The process of monitoring stakeholder relationships, and tailoring strategies for engaging stakeholders through modification of engagement strategies and plans.

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*Chapter 2: Stakeholder Performance Domain*

**Term**

Project Stakeholder Management

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*Chapter 2: Stakeholder Performance Domain*

**Term**

Stakeholder register

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**Module 6**

*Chapter 3: Communications*

**Term**

Acknowledge

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*Chapter 3: Communications*

**Term**

Communications Management Plan

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Decode

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Encode

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*Chapter 3: Communications*

**Term**

Feedback

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*Chapter 3: Communications*

**Term**

Feedback loop

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A project document that includes information about project stakeholders including an assessment and classification of project stakeholders.

The processes required to identify the people, groups, or organizations that could impact or be impacted by the project, to analyze stakeholder expectations and their impact on the project, and to develop appropriate management strategies for effectively engaging stakeholders in project decisions and execution.

A component of the project, program, or portfolio management plan that describes how, when, and by whom information about the project will be administered and disseminated.

To signal receipt of a message; does not necessarily mean agreement with or comprehension of the message.

To translate a message into symbols, such as text, sound, or some other medium for transmission.

To translate a message back into a form useful to the receiver.

A self-correcting cycle created when the outputs of a process are fed back to the inputs for purposes of continuous improvement.

The receiver's response to a message that expresses the receiver's understanding of the message and/or reaction to it.

**Module 6**  
*Chapter 3: Communications*

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**Term**  
Manage Communications

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**Module 6**  
*Chapter 3: Communications*

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**Term**  
Monitor Communications

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**Module 6**  
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**Term**  
Noise

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**Module 6**  
*Chapter 3: Communications*

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**Term**  
Plan Communications Management

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**Term**  
Project Communications Management

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**Term**  
Receiver

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**Term**  
Sender

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*Chapter 3: Communications*

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**Term**  
Social computing

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The process of ensuring that the information needs of the project and its stakeholders are met.

The process of ensuring timely and appropriate collection, creation, distribution, storage, retrieval, management, monitoring, and the ultimate disposition of project information.

The process of developing an appropriate approach and plan for project communication activities based on the information needs of each stakeholder or group, available organizational assets, and the needs of the project.

A disruptive element that can corrupt or confuse the intended message or signal.

The recipient of a message in a communication.

The processes required to ensure timely and appropriate planning, collection, creation, distribution, storage, retrieval, management, control, monitoring, and ultimate disposition of project information.

A form of collaboration that incorporates different forms of public IT infrastructure to help team members build networks and relationships and support information exchange.

The person who initiates a message in a communication.

**Module 6**  
*Chapter 4: Knowledge Transfer*

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**Term**  
Knowledge

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**Module 6**  
*Chapter 4: Knowledge Transfer*

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**Term**  
Lessons learned

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*Chapter 4: Knowledge Transfer*

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**Term**  
Lessons learned register

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*Chapter 4: Knowledge Transfer*

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**Term**  
Manage Project Knowledge

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**Module 6**  
*Chapter 5: Closure*

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**Term**  
Close Project or Phase

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**Module 6**  
*Chapter 5: Closure*

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**Term**  
Definition of done (DoD)

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The knowledge gained during a project, which shows how project events were addressed or should be addressed in the future, for the purpose of improving future performance.

A mixture of experience, values and beliefs, contextual information, intuition, and insight that people use to make sense of new experiences and information.

The process of using existing knowledge and creating new knowledge to achieve the project's objectives and contribute to organizational learning.

A project document used to record knowledge gained during a project, phase, or iteration so that it can be used to improve future performance for the team and the organization.

A checklist of all the criteria required to be met so that a deliverable can be considered ready for customer use.

The process of finalizing all activities for the project, phase, or contract.