Fold each printed sheet in half lengthwise. The left side of the document will list the term and the right side will list the definition. Tape or staple the open edges of your flashcards. Cut out your flashcards on the solid lines indicated and fold them on the dotted lines.

Module 6
Chapter 1: Change Control

Term
Change

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

Module 6
Chapter 1: Change Control

Term
Change control

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

Module 6
Chapter 1: Change Control

Term
Change control board (CCB)

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

Module 6
Chapter 1: Change Control

Term
Change control plan

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.

Module 6

Chapter 1: Change Control

Term
Change control system

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

Module 6

Chapter 1: Change Control

Term
Change log

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

Module 6

Chapter 1: Change Control

Term
Change request

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

Module 6

Chapter 1: Change Control

Term
Corrective action

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

Module 6

Chapter 1: Change Control

Term
Defect repair

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

Module 6

Chapter 1: Change Control

Term
Gold plating

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.

Module 6

Chapter 1: Change Control

Term
Perform Integrated Change Control

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.

Module 6

Chapter 1: Change Control

Term
Preventive action

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

Module 6

Chapter 1: Change Control

Term
Scope creep

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

Module 6

Chapter 2: Stakeholder Performance Domain

Term
Identify Stakeholders

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.

Module 6

Chapter 2: Stakeholder Performance Domain

Term
Monitor Stakeholder Engagement

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

Module 6

Chapter 2: Stakeholder Performance Domain

Term
Plan Stakeholder Engagement

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

Module 6 *Chapter 2: Stakeholder Performance Domain* **Term** Project Stakeholder Management 	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.
Module 6 *Chapter 2: Stakeholder Performance Domain* **Term** Stakeholder register 	A project document that includes information about project stakeholders including an assessment and classification of project stakeholders.
Module 6 *Chapter 3: Communications* **Term** Acknowledge 	To signal receipt of a message; does not necessarily mean agreement with or comprehension of the message.
Module 6 *Chapter 3: Communications* **Term** Communications Management Plan 	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.

Module 6
Chapter 3: Communications

Term
Decode

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

Module 6
Chapter 3: Communications

Term
Encode

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

Module 6
Chapter 3: Communications

Term
Feedback

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

Term
Feedback loop

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

Module 6

Chapter 3: Communications

Term
Manage Communications

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

Module 6

Chapter 3: Communications

Term
Monitor Communications

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

Module 6

Chapter 3: Communications

Term
Noise

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

Module 6

Chapter 3: Communications

Term
Plan Communications Management

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.

Module 6

Chapter 3: Communications

Term
Project Communications Management

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

Module 6

Chapter 3: Communications

Term
Receiver

The recipient of a message in a communication.

Module 6

Chapter 3: Communications

Term
Sender

The person who initiates a message in a communication.

Module 6

Chapter 3: Communications

Term
Social computing

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

Module 6

Chapter 4: Knowledge Transfer

Term
Knowledge

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

Module 6

Chapter 4: Knowledge Transfer

Term
Lessons learned

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.

Module 6

Chapter 4: Knowledge Transfer

Term
Lessons learned register

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.

Module 6

Chapter 4: Knowledge Transfer

Term
Manage Project Knowledge

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

Module 6

Chapter 5: Closure

Term
Close Project or Phase

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

Module 6

Chapter 5: Closure

Term
Definition of done (DoD)

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