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Vendor:Nokia

Exam Code:SDM_2002001030

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Version:Demo

QUESTION 1

What needs to be included in the cost base line at Gate 4?

- A. All risk values captured during risk management workshops.
- B. All costs related to risk mitigation plans.
- C. All costs of risk management agreed between the sales account manager and service delivery responsible.
- D. All costs related to risk contingency plans.

Correct Answer: C

QUESTION 2

You are managing a NOC in country 'X' where there are very limited 3G skills. The customer has announced they will upgrade their network to 3G. What solution will BEST resolve the skill issue to the mutual benefit of Customer and NSN?

- A. GNOC provide the NOC and Technical Support with small team of experts based in country.
- B. Employ contractors in local NOC and Field to fill the competence gap.
- C. A full transition from local support to GNOC delivery should take place, meaning no local 3G Network Operations support in country.
- D. Employ contractors to fill gap whilst competence experts from regional pool transfer capability.

Correct Answer: A

QUESTION 3

The customer has an urgent request for network tuning in a specific area due to significant cases of call drop, with the promise of increasing business opportunity in another area which is mainly in the hands of the other supplier (competitor), what's the correct way to answer this request?

- A. It's a major network problem for which NSN could get the blame: therefore I will act to complete this additional service as soon as possible without hassling the customer with any administration.
- B. This additional service improves the partnership between NSN and customer along with the high probability to increase the business and NSN's footprint. Therefore I will act to complete this additional service as soon as possible without a PO.
- C. I assure the customer that NSN is going to solve the problem by our professional network planning and optimization service, but in order to obtain all required resources and tools, it's necessary to have a purchase order to start the activities.
- D. I will escalate this customer request to the Customer Team and ask to approve the related risk order.

Correct Answer: C

QUESTION 4

In an NSN BOT Case, the NI Project Team has informed you, "The NwOPs Field Operations Manager", that a logistics delivery will be one week late further delaying the NSN roll-out which is well behind schedule. They are requesting your support, which is the BEST recommendation?

- A. Utilise the Operational spares to resolve the issue; but at the same time jeopardizing the operational network.
- B. Use parts from low priority operational sites to ensure the high priority sites affected can be put on air.
- C. Tell NI to present a new roll-out plan to the customer and apologise for the delay which is outside of your control.
- D. Tell NI to inform the customer of our options and ask them which they prefer.

Correct Answer: A

QUESTION 5

The Network Operations Delivery team receives from the Sales Team, the Risk Log at Handover, which is the basis for the planned contingency reserves in the cost baseline, During operational delivery a new relevant risk is identified, What is the BEST way to manage it?

- A. Define the response plan for the new Risk and apply it.
- B. If the new risk is not part of the current Risk Log, then it must be part of a Change Management process and not be included in the contingency reserves.
- C. Communicate to the CT Head in the next Operational Review Meeting about the new risk that has been identified.
- D. Evaluate the impact and probability and, if needed, make a revision of the contingency reserves in the Cost Baseline and communicate to the relevant stakeholders.

Correct Answer: D

QUESTION 6

Who is responsible to prepare the initial Project Plan for Gate 4 approval?

- A. Operations Manager.
- B. Bid Manager.
- C. Tender Project Manager or Transition Manager.
- D. Operational Delivery Team.

Correct Answer: C

QUESTION 7

Which one of the following is NOT part of procurement management?

- A. Procurement planning.
- B. Solicitation planning.
- C. Transition planning.
- D. Source selection.

Correct Answer: C

QUESTION 8

What is the difference between a function and an organisation within the Operations Model?

- A. A function in the Operations Model is a pure functional view, an organisation describes a organizational structure based on functions.
- B. A function in the Operations Model is related to a process within a set of processes, an organization is the set of processes related to different functions.
- C. A function in the Operations Model is a specific role within the organization, an organization is a group of functions.
- D. The terminology function and organization address respectively tasks and processes within the Operations Model.

Correct Answer: A

QUESTION 9

Which of the statements BEST describes standards?

- A. Standards are a contractual requirement to ensure conformity and interoperability across networks.
- B. Standards allow operators to work together and without them network operations would not know what performance measures to take.
- C. Network Operations standards are imposed by regulatory bodies to ensure networks can interoperate.
- D. Standards provide common protocols and compliances for interoperability within or across organisations and Operators and Vendors alike are active in setting international standards by participating in forums etc.

Correct Answer: D

QUESTION 10

When are purchases usually recognized?

- A. When goods receipt is posted in SAP.
- B. When subcontractor invoice is received.

- C. When the customer pays the invoice.
- D. When the service is completed.

Correct Answer: A

QUESTION 11

What are the key responsibilities for CM Manager?

- A. Network HW and SW Upgrades Management; Management of the network maintenance; Management of CM personnel; CM tools selection; CM procedure management; Correlation of CM procedures with PM and FM procedures.
- B. SLA SOA content definition; Account Director support; Third party company management; End to End quality of service Management.
- C. Leadership and Management; Network Configuration reporting; Network database maintenance; management of network acceptance and changes; maintenance and development of CM tools; change management procedures and templates; configuration integrity.
- D. CM Procedure Management, CM Team Leadership; CM report creation; Network Planning; HW management.

Correct Answer: C

QUESTION 12

When MUST Outsourcing Deals be subject to presales extra qualification rigour to ensure compliance with outsourcing guidelines for Qualification and QA and Solution Review?

- A. When they have a TCV for services of over 20 million or require Level C LoA approval.
- B. When they are strategic in nature, have a TCV for services of over 80 million or require Level B LoA approval.
- C. When they have a TCV for services of over 50 million or require Level C LoA approval.
- D. When they are strategic in nature, have a TCV for services of over 100 million or require Level A LoA approval.

Correct Answer: B