

100% Money Back
Guarantee

Vendor:Nokia

Exam Code:SDM_2002001040

Exam Name:SDM Certification - CARE

Version:Demo

QUESTION 1

The Care contract scope has changed, what should the CaPM do first?

- A. Include the new scope in the CT financial plans.
- B. Update the NELLE forecast with new costs and resource requirements.
- C. Inform Care sub regional or regional organisation.
- D. Inform Product Managers who should then prepare new services descriptions.

Correct Answer: B

QUESTION 2

What is the base-line against which we track Care profit?

- A. As-sold total contract profitability.
- B. Previous LE.
- C. Annual plan.
- D. ATP.

Correct Answer: C

QUESTION 3

What are the traditional tiers in the technical support structure for fault handling? (pre-Forward)

- A. Customer Interaction Teams, Regional Care Centers, Business Unit Technical Support, RandD.
- B. Customer Interaction Teams, Global Care Centers, Business Unit Technical Support, RandD.
- C. Customer Interaction Teams, Business Unit Technical Support, RandD.
- D. Regional Care Centers, Business Unit Technical Support / Product specific 3rd level support.

Correct Answer: B

QUESTION 4

What are the four pillars of Care?

- A. Customer Relationship, Care Business Management, Operational Management, Financial Management.
- B. Customer Relationship, SWS Management, Operational Management, Financial Management.

C. Operational Management, SWS Management, HWS Management, Financial Management.

D. Operational Management, Business Management, Financial Management, HWS Management.

Correct Answer: A

QUESTION 5

How the resource requirement forecast is taken from NELLE inputs?

A. Resource streams manager analyse input and define the number of resources needed.

B. NELLE planning packages include resource requirements and total figures are calculated automatically.

C. FandC controller evaluates the required use of resources and calculates the expected SPC cost.

D. NELLE has no direct link to resource forecasting, forecasts are separately defined at MRA meeting.

Correct Answer: B

QUESTION 6

In NELLE, CIT resources are:

A. planned as man-working-days (MWD).

B. planned as Head-Count.

C. planned as money value.

D. not planned with NELLE.

Correct Answer: A

QUESTION 7

In which document are the methods of working between PS and Care defined?

A. Care Services Professional Services Technical Support Co-operation Model.

B. Care Plan.

C. Care Internal Monthly Report.

D. CaPM Handbook.

Correct Answer: A

QUESTION 8

What is an additional possible use of a well made Care Plan?

- A. It could serve as an induction document, helping to introduce new Care Team Members.
- B. It could substitute the contract in disputes with the customer after the serious outage.
- C. It can be used as a template for NI Project Plan creation.
- D. It could be used to facilitate financial forecasting and to consolidate price information.

Correct Answer: A

QUESTION 9

It is June and in your latest financial report you see columns "Actual" Sales and Cost for Q2 Total. Where do the values come from?

- A. All from SAP / accounting system.
- B. All from NELLE.
- C. SAP for April and May, NELLE for June.
- D. All from Invoicing tool.

Correct Answer: C

QUESTION 10

During the preparation of the Care Plan, it is recommended that the Care Program Manager reviews which of the following?

- A. Care Agreement, Supply Contract, Project Plan, WTR Report, Account Plan, NSN-PRS Report.
- B. Care Agreement, other Service Agreements, Supply Contract, Project Plan, Account Plan, 3rd Party Agreements.
- C. Care Agreement, NELLE Forecast, Supply Contract, WTR Report, Project Plan, Account Plan.
- D. Supply Contract, NSN-PRS Report, Project Plan, Account Plan, 3rd Party Agreements.

Correct Answer: B

QUESTION 11

What is the main business responsibility of the Care Program Manager?

- A. Supervises sales and costs and defines discounts.
- B. Supervises revenues and costs and provides reports to the Account Manager.
- C. Supervises revenues and costs and analyses profitability.

D. Supervises revenues and costs and approves customer discounts.

Correct Answer: C

QUESTION 12

A contract is renewed in which the terms, conditions and price have remained the same but the scope has changed. In order to maintain SOX compliance what should be done?

A. A simple contract extension is needed in CDB as the major terms and conditions are the same.

B. A new contract should be created in CDB as the scope has changed.

C. Terms and conditions are the same, only scope has been changed. So a simple contract extension is all that is needed.

D. If a contract is renewed, it is mandatory to create a new contract in CDB.

Correct Answer: B