

Nokia SDM 2002001040 Exam

Volume: 121 Questions

Question No : 1

A contract is about to expire but there is already a PO for the next year from the customer. Is there a need for CSDA?

- A. No, because CSDA is to ensure that NSN doesn't deliver services without money. If there is a PO already in place before expiration, the CaPM just updates the contract end date.
- B. No, because PO is in place and invoicing is uninterrupted. After getting the written consent of the CT head and F&C Controller, contract prolongation in CDB is the next step and delivery continues.
- C. Yes, CSDA is still needed because the contract is not signed. It means NSN is legally still vulnerable and management needs to grant written approval to acknowledge the higher risk.
- D. Yes, NSN needs to send a CSDA to inform higher management that a contract expired but delivery continues as the PO is in place.

Answer: C

Question No : 2

The forecast for the half-year fluctuates a lot each period, but the Care service level is stable. One way to improve the forecasting is:

- A. fine-tune the parameters in NELLE for invoicing, revenue recognition and payment.
- B. forecast external and internal subcontracting in the month when the cost will be registered, not when the work is performed.
- C. stop interfering with the demand plans made by the Controller and let them take full charge of the forecasts.
- D. increase the number of Sales Packages in NELLE, especially for sales.

Answer: B

Question No : 3

Why does NSN carry out Latest Estimate and Demand Supply Planning activities?

- A. It improves customer satisfaction.

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- B. It is a good business practice and a SOX requirement, resulting in better planning accuracy.
- C. It is an NSN F&C requirement.
- D. It is part of the Care Program Manager's duties.

Answer: B

Question No : 4

SI provides a SW Remedy Service. Of what modules is the SW Remedy Service composed?

- A. Help Desk for customization, SW fault management for customization, and impact analysis.
- B. Previous + remote emergency support.
- C. SW fault management for customization, impact analysis and 3rd party application support.
- D. The modules are exactly the same as those included in Car
- E. Software Maintenance Service, except that SW Remedy Service also includes 3rd party application support.

Answer: A

Question No : 5

What is the main purpose of Care SWS Preventive Services or Active Software Support (ASWS)?

- A. To provide an up-selling opportunity for CaPMs.
- B. To prevent revenue loss for the CT.
- C. To improve network availability and avoid problems before they occur.
- D. to provide a full range of services designed to suit the Communications Service Provider's needs.

Answer: C

Question No : 6

Who decides on terminating Care service delivery if the Care Contract has expired?

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- A. Care Program Manager according to CSDA process.
- B. Service Account Manager.
- C. Service Engagement Manager.
- D. CT Head according to CSDA process.

Answer: D

Question No : 7

Net Sales is 150, Cost of Goods Sold is 100. What is the Gross Profit in %?

- A. Cannot be determined without knowing Gross Sales.
- B. 1
- C. 0,5.
- D. 0,33.

Answer: D

Question No : 8

The largest impact on the SPC rate comes from:

- A. the utilization ratio.
- B. the total headcount.
- C. internal allocations.
- D. management overhead.

Answer: A

Question No : 9

What is the GIC code for SWM?

- A. G7402.

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B. G7405.

C. G7409.

D. G7407.

Answer: A

Question No : 10

What needs to be done if a 3rd Party Service Contract is due to expire?

A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.

B. Care Program Manger should inform Product Line.

C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.

D. The Care Program Manager should inform the Service Engagement Manager.

Answer: A

Question No : 11

Where does the information on required engineering resources' competence levels in CTs comes from?

A. Product Lines provide the information based on product roadmaps and expected service activities.

B. Resource Streams Managers define the need based on Personal Development Plan related discussions with their people.

C. Required competence levels are evaluated by Streams, based on the results of the Resource Allocation process.

D. Product Managers define the need based on sales plans and product roadmaps.

Answer: C

Question No : 12

Which of the following statements is true for GCC charges?

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- A. Account will be charged for escalated tickets only.
- B. Account will be charged for logged tickets, even when solved locally.
- C. Account will be charged a fixed monthly allocation.
- D. Account will be charged the working time from WTR.

Answer: A

Question No : 13

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.

Answer: A

Question No : 14

The following action must take place if NSN are not SOX Compliant:

- A. NSN will be fined 2.5 times the annual value of the contract.
- B. CT Head will be dismissed from NSN with 30 days notice.
- C. A new Contract signed and Customer Purchase Order issued as soon as possible.
- D. We must receive a Customer Purchase Order within 5 working days.

Answer: C

Question No : 15

A customer is planning a change to new NSN solutions/technologies. The customer wants to maximise the return on their existing investment in their mature network. What Care services are appropriate in this case?