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QUESTION 1

What is the purpose of Care Program Management Assessment?

- A. Verify the implementation and execution of the Care processes within certain CT.
- B. Check Care Program Manager's competence level.
- C. Check Care processes' status in specific CT and CaPM's competence level.
- D. Accessing the Network Elements under Care.

Correct Answer: A

QUESTION 2

What are the 3 Care SWS portfolio segments?

- A. Active Network Assurance (ANWA), Preventive Services, Launch Support services.
- B. Active Network Assurance (ANWA), Software Evolution and Expertise (SEE) and Multi Supplier Support (MSS).
- C. Active Network Assurance (ANWA), Software Evolution and Expertise (SEE), Life Extender (LE) Services.
- D. There are only two portfolio segments in Care SWS: Active Network Assurance (ANWA), Software Evolution and Expertise (SEE).

Correct Answer: B

QUESTION 3

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 4

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 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.

Correct Answer: C

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