



# SDM\_2002001040<sup>Q&As</sup>

SDM Certification - CARE

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#### QUESTION 1

What is the most important reason to have customer reporting in place?

- A. Because it is a standard Care BL requirement.
- B. Through this report Customer Management can understand the value we deliver for the money they pay.
- C. Because NSN Global Services management is requesting Care to do it.
- D. Because it is desired to have Customer Management get NSN vision about Care services performance.

Correct Answer: B

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#### QUESTION 2

Who should NOT participate in a Care Services tender?

- A. Service Product Manager.
- B. Cost Manager.
- C. Care Program Manager.
- D. RandD Engineer.

Correct Answer: D

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#### QUESTION 3

What is the purpose of a handover from Sales to Care?

- A. It enables the Account Manager / CT Head to explain to the CaPM the content of the Care Contract.
- B. It ensures that the Care Contract implementation responsibility is transferred from Sales to Care.
- C. It ensures a smooth and seamless Customer Relationship interface.
- D. It ensures that all the requirements to provide Care services under the Care Contract are agreed and available for the customer.

Correct Answer: B

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#### QUESTION 4

A Care Program Manager has to enable a customer's NOLS access. Who has to be involved?

- A. FandC and the CT must be involved.



- B. Legal and NOLS support is required to set up a separate agreement.
- C. This can be done by the Care Program Manager alone.
- D. This is an administrative task handled by NOLS support.

Correct Answer: B

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#### QUESTION 5

Who is responsible for providing comments regarding Care financial deviation to plan?

- A. Care Program Manager.
- B. FandC Controller.
- C. CT Head.
- D. Project Manager.

Correct Answer: A

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