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QUESTION 1

What does SOX compliancy mean for an expired contract?

- A. There is a legal requirement to gain written approval to continue service delivery without a valid contract in place.
- B. It is a legal requirement to gain written approval to continue service delivery if NSN neither has a contract nor a PO in place.
- C. SOX compliancy means that NSN is obliged to deliver services only if there are no significantly (>3 months) overdue payments from the customer.
- D. SOX compliancy means that if the customer is listed on the stock exchange and has failed to issue a PO towards NSN, Care needs to inform higher management without delay.

Correct Answer: A

QUESTION 2

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 CarE. Software Maintenance Service, except that SW Remedy Service also includes 3rd party application support.

Correct Answer: A

QUESTION 3

What is the main financial management activity performed by the Care Program Manager?

- A. Overall Care Profit and Loss responsibility.
- B. Overall account Profit and Loss profitability.
- C. Overall customer Profit and Loss responsibility.
- D. Overall services Profit and Loss responsibility.

Correct Answer: A

QUESTION 4

Which of the following tasks, according to the Care Program Manager's job description, is NOT part of Care Operation



Management?

- A. Execute Care Agreement and other contractual requirements related to Services in Care phase, and manage internal operational and financial risks.
- B. Lead positive development of customer satisfaction for Care Services and contribute to the overall CT action plan to develop customer relationship to increase customer loyalty.
- C. Establish operating practices and review ongoing operations.
- D. Manage subcontractors, contractors and 3rd parties whenever applicable.

Correct Answer: B

QUESTION 5

What is CaPM's PRIMARY responsibility in the tendering process?

- A. To help the Account Manager to prepare a Customer Care Contract.
- B. To support the Account Manager to negotiate the Care Contract with the Customer.
- C. To consult the Service Engagement Manager to ensure availability of price options for Care Services.
- D. To act as the CT contact to the Care organisation and to support the CT in all tendering activities where Care services are being considered.

Correct Answer: D

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