



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

SDM Certification - CARE

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### QUESTION 1

Who is responsible for ensuring the setup and availability of online services (NOLS, RAS, etc.) as agreed with the customer?

- A. Care Program Manager.
- B. SWS Manager.
- C. HWS Manager.
- D. CT Head.

Correct Answer: A

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### QUESTION 2

What is the next step after receiving a quotation for renewal of services from 3rd party suppliers?

- A. Care Program Manager should contact the 3rd Party Service Manager to check the renewal options in the existing Frame or Local Agreement.
- B. Care Program Manager should ask Logistics Coordinator to raise a Purchase Order.
- C. Care Program Manager should contact the Supplier to discuss further discounts.
- D. Care Program Manager should contact the appropriate Product Line and ask for advice.

Correct Answer: A

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### QUESTION 3

Who is responsible for identifying Care business opportunities and new up-selling possibilities?

- A. The Care Program Manager supported by the CT Head.
- B. The Care Program Manager supported by the FandC Controller.
- C. Multiple roles working in the Care Organization supported by the Care Program Manager.
- D. Care Program Coordinator if assigned, otherwise Care Program Manager.

Correct Answer: C

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### QUESTION 4

How many milestones (gates) are defined in the contract renewal process?

- B. 4



C. 6

D. 7

Correct Answer: D

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#### QUESTION 5

A customer's Care Contract expires within the next 6 months, what needs to be done?

A. Care Program Manager must initiate the Care contract renewal process. Contact the CT and Service Engagement Manager in order to support re-negotiations, further ensure that the customer is aware that the care contract is expiring.

B. Care Program Manager waits until contract is expired then informs the Customer that a renewal is required and the price is increased due inflation in the country. Further CaPM presents a new contract to the customer with lower services levels than today.

C. Inform the CT and ask the Account Manager to come up with a proposal for a new contract.

D. Ensure NELLE is updated to reflect that no revenue are forecast and no resources are needed from the day the contract expires.

Correct Answer: A

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