SDM_2002001040 Q&As

SDM Certification - CARE

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QUESTION 1

What is the first step to be taken by the Care Program Manager if a support service requested by customer falls outside the scope of the Care Contract Agreement?

A. Authorise service delivery without a customer order.

B. Prepare a service offering and propose it to customer.

C. Check the delivery capability from the relevant support pipe and commercial approach with the Account Manager.

D. Refuse service delivery until the customer raises a purchase order.

Correct Answer: C

QUESTION 2

What is the MAIN customer relationship activity performed by the Care Program Manager?

A. Acts as deputy for the Account Manager.

B. Acts as primary interface towards the customer for all NSN-related activities and issues.

C. Acts as primary interface towards the customer for the Project Life Cycle activities and issues.

D. Acts as primary interface towards the customer for Care-related activities and issues.

Correct Answer: D

QUESTION 3

Is there a need for Risk Analysis in Care?

A. No, Risk Analysis is a mandatory process in NI Project Management only.

B. Only when establishing Care for the newly negotiated contract.

C. Always, at every stage of Care planning and execution.

D. Only when needed as there is no official process.

Correct Answer: C

QUESTION 4

In a SI solution some non standard NSN servers are used. Who is responsible for the Equipment Support?

A. NSN is responsible for only equipment used in NSN standard solutions and therefore the Customer must have contract directly with the equipment provider.

B. SI local organization.

C. 100% Care.

D. Responsibility is split between SI and Care according to local agreement.

Correct Answer: C

QUESTION 5

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

A. It improves customer satisfaction.

B. It is a good business practice and a SOX requirement, resulting in better planning accuracy.

C. It is an NSN FandC requirement.

D. It is part of the Care Program Manager\\'s duties.

Correct Answer: B

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