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QUESTION 1

How does an NSN-PRS report show that SAP / accounting system and NELLE are set-up consistently?

- A. The half-year total remains stable.
- B. The totals coming from NELLE and SAP / accounting system match.
- C. It compares the GIC structure with the Service Order structure.
- D. Forecasted and actual cost and sales are on the same GICs.

Correct Answer: D

QUESTION 2

A contract is renewed in which the terms, conditions and price have remained the same but the scope has changed. In order to maintain SOX compliance what should be done?

- A. A simple contract extension is needed in CDB as the major terms and conditions are the same.
- B. A new contract should be created in CDB as the scope has changed.
- C. Terms and conditions are the same, only scope has been changed. So a simple contract extension is all that is needed.
- D. If a contract is renewed, it is mandatory to create a new contract in CDB.

Correct Answer: B

QUESTION 3

In NELLE, CIT resources are:

- A. planned as man-working-days (MWD).
- B. planned as Head-Count.
- C. planned as money value.
- D. not planned with NELLE.

Correct Answer: A

QUESTION 4

Who is responsible for commercial and relationship escalation towards the customer?

- A. Care Program Manager.



- B. Care Program Manager supported by CT Head.
- C. CT Head supported by Care Program Management.
- D. Care Program Manager supported by Project Manager.

Correct Answer: C

QUESTION 5

What is the purpose of the Monthly Resource Allocation meeting?

- A. To provide resources to the CT.
- B. To let the Resource Manager know in detailed level how many people and with which competencies are needed where and when.
- C. To advise the Account Manager / CT Head of the resource requirements.
- D. To tell the customer the number of engineers who will be available to support their network.

Correct Answer: B

QUESTION 6

Care Plan can be used as:

- A. Basic reference in contractual disputes with customer.
- B. Service Manual, helping to induct new Care Team members.
- C. Financial Planning support tool in CT.
- D. The source of resource forecast data.

Correct Answer: B

QUESTION 7

The Care Plan should:

- A. always be considered as the latest document agreed with customer, overruling the contract.
- B. serve as a contract summary with no reference to other issues.
- C. have no power over the Care Contract, there should always be a proper disclaimer included in Care Plan.
- D. Always be kept confidential from Customer as it contains NSN specific service delivery details and other confidential information like contact lists.

Correct Answer: C



QUESTION 8

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 9

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

QUESTION 10

What Care SW service should be sold with every new SW sales?

- A. Launch Support.
- B. SW Change Mass provisioning.
- C. Software Maintenance (SWM).
- D. Life Extender (LE).

Correct Answer: C

QUESTION 11

A customer is experiencing problems with element stability. What is the appropriate Care service to offer in this case?

- A. Software Maintenance.
- B. Spare Part Management.



- C. HWS or SWS Life Extender.
- D. Care SWS preventive services or Active Software Support (ASWS).

Correct Answer: D

QUESTION 12

Variable costs:

- A. vary with the volume of production.
- B. vary according to an index.
- C. are same as OPEX costs.
- D. is an efficiency ratio.

Correct Answer: A

QUESTION 13

A customer is planning a change to new NSN solutions/technologies. The customer wants to maximise the return on their existing investment in their mature network. What Care services are appropriate in this case?

- A. Active Software Support (ASWS).
- B. HWS and/or SWS Life Extender.
- C. Spare Part Management (SPM).
- D. Expert Support services.

Correct Answer: B

QUESTION 14

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 15

What is the MOST essential information (apart from the tender document), needed by HWS Managers to properly support a Customer RFQ?

- A. Forecasted Network deployment, with a list of Network Elements proposed and related detailed configuration.
- B. Current services provided to the Customer by competitors, together with related prices.
- C. Detailed information about existing Customer Logistic structure, including the number of warehouses and depots available.
- D. Detailed information on NSN HWS setup in another customer in the same country.

Correct Answer: A

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