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QUESTION 1

What are the three main phases of NSN business?

A. Sell, Deliver, Care.

B. Buy, Sell, Install.

C. Install, Commission, Integrate.

D. Sell, Install, Care.

Correct Answer: A

QUESTION 2

What is the basic cost management requirement for a CAPM?

A. Know the approval processes.

B. Not to exceed the cost base-line.

C. Know where to find the best resources.

D. Not to take any risks.

Correct Answer: B

QUESTION 3

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

QUESTION 4

What is Cost of Goods Sold?

A. Marketing Costs.

B. Contract Financing Costs.

C. Entertainment Costs.

D. The cost of producing Products or Services sold.

Correct Answer: D

QUESTION 5

In which of the following situations can a company show profit at the same time as cash is decreasing?

A. When a company invests its profits to expand its manufacturing capability.

B. When Work-in-Progress is increasing rapidly.

C. When Work-in-Progress is invoiced and released as cost.

D. Depreciation is much higher than amortization rates.

Correct Answer: A

QUESTION 6

A large price increase is demanded when renewing a 3rd Party Service Contract. What should be done in this case?

A. Care Program Manager should inform the customer about higher service fee for the coming period.

B. Care Program Manager should check the existing Frame or local Agreements to see if the increase is allowed in the 3rd party contract.

C. The Logistics Coordinator should rise a new Purchase Order for the higher value.

D. CaPM should reject the offer/invoice and just order what was agreed before.

Correct Answer: B

QUESTION 7

In which of the following situations can a company show profit at the same time as cash is decreasing?

A. When Work-in-Progress is increasing rapidly.

B. The company invoices and records sales, but the customers do not pay.

C. When Work-in-Progress is invoiced and released as cost.

D. Depreciation is much higher than amortization rates.

Correct Answer: B

QUESTION 8

What are the four pillars of Care?

A. Customer Relationship, Care Business Management, Operational Management, Financial Management.

B. Customer Relationship, SWS Management, Operational Management, Financial Management.

C. Operational Management, SWS Management, HWS Management, Financial Management.

D. Operational Management, Business Management, Financial Management, HWS Management.

Correct Answer: A

QUESTION 9

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 10

It is June and in your latest financial report you see columns "Actual" Sales and Cost for Q2 Total. Where do the values come from?

A. All form SAP / accounting system.

B. All from NELLE.

C. SAP for April and May, NELLE for June.

D. All from Invoicing tool.

Correct Answer: C

QUESTION 11

What is the most relevant element to be analyzed when performing a risk analysis of the Service Level commitment with the Customer?

A. Installed Base value.

B. The internal NSN service delivery capability.

C. Customer Network topology.

D. Competitors\\' Service Level offering.

Correct Answer: B

QUESTION 12

How can the Care Program Manager monitor GCC performance?

A. Via monthly report distributed by GCC Engagement Team in most regions.

B. The Resolve tool provides a report.

C. With the monthly CDB report.

D. The Care Program Coordinator provides a report.

Correct Answer: A

QUESTION 13

A complex NSN solution is delivered by SI project management. It consists of four NSN products; two of them include SI customized SW and two include 3rd party SW applications. Who is responsible for agreeing and setting up technical support for the 3rd party products?

A. Care Program Manager.

B. SI Technical Manager.

C. Care 3rd Party Service Manager.

D. Mainly Care 3rd Party Service Manager, assisted by SI Partner Manager.

Correct Answer: B

QUESTION 14

What characterizes good forecasting?

A. The resource estimate is no more than 10% above the actual requirements, to ensure availability.

B. The estimate for the profit does not fluctuate, unless the business changes.

C. It is done independently by the Controller who then gets the financial parameters exactly right.

D. All resources are forecast as one monthly total, to keep the process simple and efficient.

Correct Answer: B

QUESTION 15

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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