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Exam : **SDM_2002001030**

Title : **SDM Certification - PS NSOP**

Vendor : **Nokia**

Version : **DEMO**

NO.1 Which statements correctly describes Third Party Management?

- A. Managing contracts and subcontracts undertaken with partner organizations in order to provide outsourced service delivery to the customer.
- B. Managing contracts undertaken with partner organizations in order to provide outsourced service delivery to the customer.
- C. Managing contracts where they are essential with partner organizations in order to provide outsourced service delivery to the customer.
- D. Managing essential contracts on behalf of the customer in order to provide the outsourced service delivery scope of services or to fully novate them.

Answer: D

NO.2 How would you ensure the GNOC has 24x7 management support?

- A. Ensure that the Team Leader knows all the managers who can support in case of escalation. Ensure in any case you can manage 24x7 all the management tasks assigned to you and ensure your availability.
- B. Have Process Owners and/or Team Leaders take on escalation management roles and delegate some of your responsibilities to them to test their capability.
- C. Organize the shift by taking into account the experience of the Team Leaders and engineers. Ensure you have constant communication with the Team Leader in case it is necessary for you to manage the team.
- D. Assign tasks and define process's Owners. Provide the Team Leaders with the right management contact names who might provide support in case needed. Delegate all the responsibility to them when you are present at the NOC.

Answer: B

NO.3 In setting up the spare part requirements with NSN which of the statements MOST closely describes the key set-up requirement?

- A. Having an OLA with Care for spare part management.
- B. Having an effective warehouse management system to support Hardware Services.
- C. Locating spare parts in Service vehicles and at Network Locations.
- D. Implementing a Spare Part Management process and tools in GDC.

Answer: A

NO.4 As far as network operations meetings are concerned which of the following statements is correct?

- A. Due to cost saving measures I only organise network operations team meetings if major changes in scope or SLA's occur from customer side.
- B. I'm organising regular operational team meetings to keep the operations team fully informed about the operational status at a detailed level and to check if any re-planning and/or modification of the Transition or Transformation plan is required.
- C. I'm organising regular operational team meetings in order to get a feeling about the status of the different operational teams.
- D. In the regularly organised operational team meetings my major focus is to check the timekeeping

and performance of the operations team members.

Answer: B

NO.5 Which option is MOST likely to considerably reduce service costs?

- A. The use of subcontractors.
- B. Provision of services using the shared delivery model.
- C. Controlling Field Operations from the GDC.
- D. Utilise best practice from NSN's PS Global Services.

Answer: B

NO.6 Why is a Resource Plan required during the 'Create Customer Solution' Phase?

- A. To initiate recruitment of Operations team.
- B. In order to make a services cost calculation.
- C. To reserve resources from Resource Manager.
- D. To reserve subcontractor resources.

Answer: B

NO.7 Serious flood damage in a major city has resulted in a completely cut off mobile network. Contractually this is 'Force Majeur' and no SLA's are effected in contractual terms. What is your priority recommended course of action?

- A. Start repairing sites once power is restored with priority given to sites generating highest income.
- B. Have a special team ready to start checking all sites to ensure they are safe.
- C. Prepare a plan for the customer detailing the extent of the damage and actions/costs to repair.
- D. Use spare generators to get priority sites safely back on air as soon as possible.

Answer: D

NO.8 Which are the five competence levels used in NSN?

- A. Beginner, basic, intermediate, advanced, professional.
- B. Initial, basic, intermediate, advanced, world-class.
- C. Initial, basic, intermediate, professional, world-class.
- D. Initial, basic, medium, advanced, excellent.

Answer: B

NO.9 During the bidding phase, what type of support can be provided by Procurement Management?

- A. None. Operations Manager is responsible for negotiating the Subcontractor contracts after the deal with the customer is closed.
- B. Ensure cost efficient, qualified and compliant Subcontractor solutions for the customer project.
- C. Prepare training plans to develop Subcontractor competence level.
- D. Proactively develop the supply chain for required consumables.

Answer: B

NO.10 When MUST Outsourcing Deals be subject to presales extra qualification rigour to ensure compliance with outsourcing guidelines for Qualification & QA and Solution Review?

- A. When they have a TCV for services of over EUR20 million or require Level C LoA approval.

- B. When they are strategic in nature, have a TCV for services of over EUR80 million or require Level B LoA approval.
- C. When they have a TCV for services of over EUR50 million or require Level C LoA approval.
- D. When they are strategic in nature, have a TCV for services of over EUR100 million or require Level A LoA approval.

Answer: B

NO.11 Why does NwOps have SLA's and which process is the MOST fundamental to achieving this?

- A. SLA's are necessary to define the service quality targets and Performance Management is the key process to achieve the targets.
- B. Contractually we need metrics to measure performance quality; Fault Management is the critical process that supports achieving them.
- C. SLA's define the E2E service quality, Configuration Management is the key process to achieve the target.
- D. SLA's defines the quality of the (G)NOC services provided by NSN, The key process that MOST affects SLA's is OSS Administration

Answer: B

NO.12 A risk event with a 100% probability of occurrence is;

- A. a risk event with a high impact.
- B. a problem and triggers the contingency plan.
- C. very irritating.
- D. an issue and triggers the mitigation plan.

Answer: B

NO.13 In setting up the service delivery, Operational Service Level Agreements are required for Spare Part Management, Network Optimization and Shared Delivery of Fault Management. Which Lines of Business will you have to set up agreements with?

- A. Care; NPO; GDC
- B. Other Operator Spare Part supplier; NPO; GDC
- C. Customer; NPO; GDC
- D. Care; Customer; GDC

Answer: A

NO.14 You have a Trouble Ticketing system that has a limited capability, which other function can you use to assist you when calculating the SLA?

- A. Configuration Management
- B. OSS Management
- C. Fault Management
- D. Performance Management

Answer: D

NO.15 In which phase of the delivery MUST the Operations Manager report and negotiate changes in

the scope of work?

- A. During disengagement.
- B. When the Customer requests quotation for a new scope of work.
- C. During project execution and in agreement with CT's strategy towards the Customer.
- D. When the total amount of the Changes start to impact the project final Gross Margin.

Answer: C