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**Nokia**

# SDM-2002001030

*PDM MS (SDM\_2002001030)*



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**QUESTION: 151**

Can the Lead Network Operations Business Manager start operational delivery after the baseline shows an expected 30% negative gross margin?

- A. No. Maximum accepted negative gross margin is 10%.
- B. Yes. NSN needs to fulfill its obligations and execute operational service delivery anyway.
- C. Yes. If the Cost Baseline is in line with the Business Case.
- D. Only after the Cost Baseline is approved according to the required approval levels in the Region.

**Answer: D**

**QUESTION: 152**

Which of these Key Performance Indicators (KPI) supports the identification of possible cost overruns?

- A. Project Cost Adherence (PCA)
- B. Gross Margin (GM)
- C. Actual Costs.
- D. Forecast Costs (NELLE)

**Answer: A**

**QUESTION: 153**

Which team provides the majority of remote support to the GNOC regarding fault fixing?

- A. Configuration Management.
- B. Field Operations.
- C. Performance Management.
- D. Customer Care back office.

**Answer: B**

**QUESTION: 154**

You are supporting the review of the SLA's and are asked to advise the two 'Exemptions' that will have MOST impact. Which are the 2 with MOST impact?

- A. Non aligned 3rd Party SLA's & NSN Customer Contract SLA's & Performance/Capacity limitations arising caused by special holidays.
- B. Performance degradation caused by activities not approved by NSN & Planned downtime for activities necessary to maintain and optimise the network.
- C. Planned downtime for activities necessary to maintain and optimise the network & Performance degradations caused by subcontractors.
- D. Planned downtime for activities necessary to maintain and optimise the network & non aligned 3rd Party SLA's & NSN Customer Contract SLA's.

**Answer:** D

**QUESTION:** 155

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

**QUESTION:** 156

Which statement BEST describes the key requirements for setting up Field Operations tools and process?

- A. Ensure effective Work Force Management and contractor Mgt process and tools.
- B. Ensure effective Work Force Management and Subcontractor Mgt process and tools.
- C. Ensure effective contractor management and Spare Part Management process and tools.
- D. Ensure effective Work Force Management and Spare Part Management process and tools.

**Answer:** D

**QUESTION: 157**

The customer CTO calls you (The Technical Support Manager) directly to resolve a service outage in what he describes as strategically important area. What is the correct course of action?

- A. Call out a Technical Support Engineer to immediately resolve the issue.
- B. Request the NOC to raise an urgent TT for the issue.
- C. Escalate to FLM.
- D. Immediately advise the CT head of the situation and request advice for prioritisation.

**Answer: B**

**Explanation:**

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**QUESTION: 158**

The customer has an urgent request for network tuning in a specific area due to significant cases of call drop, with the promise of increasing business opportunity in another area which is mainly in the hands of the other supplier (competitor), what's the correct way to answer this request?

- A. It's a major network problem for which NSN could get the blame: therefore I will act to complete this additional service as soon as possible without hassling the customer with any administration.
- B. This additional service improves the partnership between NSN and customer along with the high probability to increase the business and NSN's footprint. Therefore I will act to complete this additional service as soon as possible without a PO.
- C. I assure the customer that NSN is going to solve the problem by our professional network planning and optimization service, but in order to obtain all required resources and tools, it's necessary to have a purchase order to start the activities.
- D. I will escalate this customer request to the Customer Team and ask to approve the related risk order.

**Answer: C**

**QUESTION: 159**

What are the MOST critical requirements in Field Operations to ensure performance quality?

- A. Planning maintenance 24x7 and having people available.
- B. Making sure there are sufficient people and spare parts to fix faults.
- C. Meeting response times with suitably qualified and resourced people for assigned Work Orders.
- D. Ensuring there is a WFM system in place.

**Answer:** C

**QUESTION:** 160

Which Network Operations process utilises the majority of resources?

- A. Performance Management.
- B. Alarm Monitoring
- C. Configuration Management.
- D. Fault Management.

**Answer:** B



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