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SDM Certification – CARE

Nokia SDM 2002001040

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QUESTION NO: 1

Who needs to agree on the Care Plan?

- A. Head of Care in region and Care Program Manager.
- B. Care Program Manager and CT Head.
- C. Customer and CT Head.
- D. Care Program Manager and Customer.

ANSWER: D

QUESTION NO: 2

What are the 3 Care SWS portfolio segments?

- A. Active Network Assurance (ANWA), Preventive Services, Launch Support services.
- B. Active Network Assurance (ANWA), Software Evolution & Expertise (SEE) and Multi Supplier Support (MSS).
- C. Active Network Assurance (ANWA), Software Evolution & Expertise (SEE), Life Extender (LE) Services.
- D. There are only two portfolio segments in Care SWS: Active Network Assurance (ANWA), Software Evolution & Expertise (SEE).

ANSWER: B

QUESTION NO: 3

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. F&C 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.

ANSWER: B

QUESTION NO: 4

Which fields are not editable in CDB after submission to SAP? If the following fields are incorrect, contract creation needs to be repeated in CDB and SAP alike:

- A. Sales organisation, distribution channel and payment terms.
- B. Contract start and end date, SLA and service items.
- C. CaPM; F&C and CT head contact details.
- D. Service Items, Purchase Order numbers and total contract value.

ANSWER: A

QUESTION NO: 5

According to the contract renewal process, when should be the first contract proposal presented to the customer ? (T = expiration time of current contract)

- A. T - 4 months.
- B. T - 3 months.
- C. As soon as prepared.
- D. T - 6 months.

ANSWER: A

QUESTION NO: 6

How do you prove that you are in control of your financial processes?

- A. You can always explain the deviations.
- B. You do not exceed the cost base-line for the half-year.
- C. There are no big deviations between forecast and actual.
- D. You delegate completely to F&C.

ANSWER: C

QUESTION NO: 7

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.

ANSWER: B

QUESTION NO: 8

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.

ANSWER: A

QUESTION NO: 9

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 from SAP / accounting system.
- B. All from NELLE.
- C. SAP for April and May, NELLE for June.
- D. All from Invoicing tool.

ANSWER: C

QUESTION NO: 10

Where does the information on required engineering resources' competence levels in CTs comes from?

- A. Product Lines provide the information based on product roadmaps and expected service activities.
- B. Resource Streams Managers define the need based on Personal Development Plan related discussions with their people.
- C. Required competence levels are evaluated by Streams, based on the results of the Resource Allocation process.
- D. Product Managers define the need based on sales plans and product roadmaps.

ANSWER: C