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QUESTION 1

What is the process framework of the Operations Model?

- A. The Process Framework provides standard processes which can be used directly for each project in order to deliver the service.
- B. The process framework view defines the process structure and flows across the functions and the interfaces to other parties in order to deliver the services.
- C. The Process Framework provides suggestions on how to apply the processes within different organization with the related functions in order to deliver the service.
- D. The Process Framework is a single cross functional process that allow the interaction of the functions, it highlights possible overlapping between functions and it improve the quality of the service delivery.

Correct Answer: B

QUESTION 2

Which BEST describes those people most suitable for Mentoring and Coaching NSN's Managers of outsourced service deliveries?

- A. People that are expert in the Operations Model and it's workings.
- B. People that have managed outsourced service deliveries for 5 years or more.
- C. People with relevant experience and up-to-date knowledge of business practices for outsourced service delivery.
- D. People who can communicate effectively and convincingly.

Correct Answer: C

QUESTION 3

In NSN we are working with five competence levels. What's the name of level 5?

- A. Professional.
- B. World-class.
- C. Excellent.
- D. Outstanding.

Correct Answer: B

QUESTION 4



Under what circumstance could Technical support be provided by Care Engineers?

- A. For any fault that cannot be resolved by Technical Support.
- B. In all fault cases concerning 3rd party hardware issues.
- C. In all circumstances where Care are co-located within the same location as Technical support.
- D. Where the customer contract included care ESS or onsite support services.

Correct Answer: D

QUESTION 5

When is the right moment to freeze the project scope considering the case life cycle?

- A. Before Gate 4.
- B. During the Handover from business acquisition to project delivery phase (Gate 6 - PTA).
- C. During operational delivery.
- D. At Disengagement.

Correct Answer: B

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