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QUESTION 1

Which Network Operations functions require an escalation procedure?

- A. Functions related to Planning.
- B. All functions based in (G)NOC.
- C. Functions related to Care.
- D. All functions of NwOps.

Correct Answer: D

QUESTION 2

You are supporting the HWS set-up for a MV Outsourcing delivery. Which statements covers the MOST critical requirements for successful delivery?

- A. Clearly defined SLA's and SOR with achievable MTBF KPI commitments.
- B. Clearly defined SOR with all relevant parties and SLA's aligned to the Outsourcing contract.
- C. Contract with the HWS providers and clear implementation plan to ensure HW swaps are on time.
- D. Clearly defined SOR with customer written into the contract.

Correct Answer: B

QUESTION 3

What BEST describes Work Order Management?

- A. Receive the work order request and assign, On completion, create work order report.
- B. Collect work orders, define work orders priority list, check the compatibility of the work order with the network configuration, run the work order, create report.
- C. Receive, generate where applicable and manage work orders and their work flow, plan work order execution, Create reports.
- D. Receive, manage the work orders and their work flow, change the workflow as necessary, check the impact of the work order on the network, execute the work order.

Correct Answer: C

QUESTION 4

When preparing for a major software upgrade what considerations MUST be planned?



- A. Time limits to complete the upgrade, required skills, SLA, required HW and required SW.
- B. Resources; rollback plan; work instructions; contact details; information to operator.
- C. Required HW to be installed, Required site visits, Required SW to be downloaded in the network, time limits to complete the upgrades.
- D. Contact details to inform the operators in case the upgrade fails, recovery plan and back up network elements.

Correct Answer: B

QUESTION 5

What's the BEST way to ensure control of Operational Delivery scope?

- A. Having regular meetings with customer and the CT FandC.
- B. Ensure complete and clear scope statement at Gate 5.
- C. By reading the PTA and the lessons learned from previous projects.
- D. Having regular internal meetings with all stakeholders.

Correct Answer: B

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