



# SDM\_2002001030<sup>Q&As</sup>

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### QUESTION 1

Why is the Operations Model important for the Outsourcing business?

- A. NSN is the only supplier in the market who has a standardized delivery model to reduce costs and improve the service quality via standardization.
- B. The Operations Model is based on a industry standard and reduces cost and improves the service quality via standardization.
- C. The Operations Model is a integrated approach including functions/organizations, processes, performance metrics (SLA/OLA), OSS systems and needed infrastructure topics to reduce costs and improve the service quality via standardization.
- D. The Operations Model describes processes to the detailed level needed to reduce costs and improve the service quality via standardization.

Correct Answer: C

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### QUESTION 2

Governance is critical to successful operations. Which statement best describes it according to the Operations Model?

- A. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization\\' and Nokia Siemens Networks; and is based on four levels of relationship.
- B. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization\\' and Nokia Siemens Networks; and is based on three levels of relationship.
- C. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on three levels of relationship.
- D. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on four levels of relationship.

Correct Answer: B

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### QUESTION 3

What is the right timing to review the costs in a subcontractor contract?

- A. Only when the Customer pushes NSN to reduce costs.
- B. Periodically or when Customer asks for price revisions.
- C. When there is a change in the scope.
- D. When the contractor shows a bad performance.

Correct Answer: B

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#### QUESTION 4

NSN have 2 customers in the same country that have agreed to a shared delivery model but request a low risk plan. Which option do you choose?

- A. Start by having a single organisation to manage the preventative maintenance and other planned work then progress to include corrective maintenance.
- B. Have the GDC directly manage the Field Operations using the Work Force Management Tools.
- C. Start by having a single organisation manage the corrective maintenance and progress to include preventative maintenance and other planned work.
- D. Have one of the current organizations manage all corrective maintenance and the other all preventative maintenance and planned work. Later on put all works under single management.

Correct Answer: A

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#### QUESTION 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.

Correct Answer: B

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