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QUESTION 1

What is the approach and the methodology preferred by PS to ensure the optimal running of Network Operations in Outsourcing deals?

- A. Reuse the gained experiences based on worldwide best practice to set up or transform the organization, processes and tools.
- B. Employ a model based on the best practice from experience gained in other projects.
- C. Transformation plan based on the Operations Model.
- D. Apply the BM functions of Operation Model to set-up SLA and OLA and apply the Operations Functions to set-up and organize processes and tools.

Correct Answer: C

QUESTION 2

Proposed changes from a Change Management process always require a new or revised:

- A. Cost baseline.
- B. Estimation of changes to cost, Schedule and resource plan.
- C. Procurement plan.
- D. Network Operations team organization.

Correct Answer: B

QUESTION 3

Which statement describes BEST the purpose of a Transition plan?

- A. The transition plan documents the handover from sales to service execution.
- B. The transition plan nominates the Project Manager and describes the Scope of Work.
- C. The Transition plan defines in detail how the project will transfer operation and responsibility to deliver contractual scope.
- D. The transition plan is used to get management approval for project execution.

Correct Answer: C

QUESTION 4

What is the purpose of a Project Target Agreement for Network Operations?



A. 1) Agreement between the Operations Manager and the customer of the operational targets and the contract terms at the start of project execution 2) Formal approval from the customer that the Operations Manager proposed by NSN is considered acceptable from customer's perspective.

B. 1) Agreement between the Operations Manager and his line manager of the targets relevant for Short Term Incentives 2) Operations Manager's confirmation that he is aware of and accepts his incentive relevant objectives.

C. 1) Full or partial agreement between the CT Head and the respective Operations Manager on the cost baseline and the contract terms at the end of the handover process. 2) Ops Mgr's formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team

D. 1) Full or partial agreement between the Bid Manager and the relevant Operations Manager of the cost baseline and the contract terms at the end of the handover process 2) Operations Manager's formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team

Correct Answer: C

QUESTION 5

What are the key functions for an FM Manager

A. SLA and OLA handling, reporting,

B. OLA and KPI handling, Work Order Management, reporting

C. Trouble Ticket Management, SLA and KPI handling, Alarm Monitoring Management

D. Performance Monitoring and reporting, OLA Management, Work Order handling

Correct Answer: C

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