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QUESTION 1

Which OSS Functions are mapped to Configuration Management?

- A. Resource Domain Management, Resource Planning and Optimization, Resource Logistics and Resource Status Monitoring.
- B. Resource Provisioning / Configuration, Resource Activation, Resource Inventory Mgt and Resource Specification.
- C. Voucher Management, Resource Planning and Optimization, Resource Logistics and Resource Status Monitoring.
- D. Workforce Management, Correlation and Root Cause Analysis, Resource Specification and Resource Performance Monitoring / Management.

Correct Answer: B

QUESTION 2

According to the 'Service Level Framework' of the Operations Model, which of these descriptions MOST accurately describes the key components of a Service Level Agreement?

- A. SLA is an service supplier internal agreement between different service delivery entities. It defines the Quality of Service, priorities and responsibilities and performance metrics.
- B. A formal negotiated agreement (contract) between the supplier of a service and the receiver of the service. It defines the Quality of Service, priorities and responsibilities, performance metrics (SLA KPI), incentives and penalties, legal clauses, etc.
- C. A formal agreement between different service entities and the receiver of the service. It defines incentives, penalties and legal clauses.
- D. SLA define the list of services that are part of the agreement. That list includes: technology services, delivery conditions and time schedules.

Correct Answer: B

QUESTION 3

How would you handle performance problems related to RAN frequency planning in a project where customer is responsible for Network Planning?

- A. Request NPO resources and start troubleshooting.
- B. Do nothing, the performance problems are customer's responsibility in this case.
- C. Request Field Ops teams to go to the field, make test calls and help the customer to identify where the problem is MOST critical.
- D. Request an NSN NPO Solution Consultant to meet the customer for evaluating a potential up selling opportunity.

Correct Answer: D



QUESTION 4

What are the MOST critical requirements in Field Operations to ensure performance quality?

- A. Planning maintenance 24x7 and having people available.
- B. Making sure there are sufficient people and spare parts to fix faults.
- C. Meeting response times with suitably qualified and resourced people for assigned Work Orders.
- D. Ensuring there is a WFM system in place.

Correct Answer: C

QUESTION 5

In an NSN outsourced contract, which set of contractual exemptions regarding matters out of the control of NSN should be recommended?

- A. - Performance degradation caused by matters not approved by NSN
 - Network downtime caused by Maintenance
 - Issues due to misalignment of the customers third party SLA\\'s to NSN\\'s contractual SLA\\'s
 - Performance/Capacity limitations arising caused by special holidays
- B. - Performance degradation caused by matters not approved by NSN
 - Planned downtime for activities necessary to maintain and optimise the network
 - Issues due to misalignment of the customers 3rd party SLA\\'s to NSN\\'s contractual SLA\\'s
 - Performance/Capacity limitations due to lack of Capex Investment by the operator
- C. - Performance degradation caused by matters not approved by NSN
 - Planned downtime for activities necessary to maintain and optimise the network
 - Issues due to misalignment of NSN Internal OLA\\'s to NSN\\'s contractual SLA\\'s
 - Performance/Capacity limitations arising caused by special holidays
- D. - Performance degradation caused by matters not approved by NSN
 - Planned downtime for activities necessary to maintain and optimise the network
 - Issues due to misalignment of the customers 3rd party SLA\\'s to NSN\\'s contractual SLA\\'s
 - Performance degradations caused by subcontractors

Correct Answer: B



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