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QUESTION 1

Which team provides the majority of remote support to the GNOC regarding fault fixing?

A. Configuration Management.

B. Field Operations.

C. Performance Management.

D. Customer Care back office.

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

According to the Operation Model, which entity in the NSN organization can support in providing to the customer, information regarding local Network security protection regulation?

A. Information Technology.

B. Legal Intellectual Property Rights.

C. Human Resources.

D. Real Estate.

Correct Answer: A

QUESTION 4

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 5

After major software upgrade on an RNC in a mobile network, the Performance Mgt Team has analysed the Performance Mgt data and has noticed a trend of call set-up failures, who now needs to be informed with the MOST urgency?

A. Network Planning and Optimisation and Care.

B. Configuration Management and Network Planning and Optimisation.

C. Configuration Management and Care.

D. Configuration Management and Fault Management.

Correct Answer: D

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