



# SDM\_2002001040<sup>Q&As</sup>

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### QUESTION 1

NSN's internal drive testing team has found that the quality of the customer Network has decreased over time. What should the responsible Care Program Manager do?

- A. Nothing. The customer's own planning department take care of network quality.
- B. NSN has a good solid business with the customer with a very limited number of reported problems and a very profitable contract. CaPM simply tells the customer that NSN will provide planning support free of charge.
- C. CaPM informs the Account Manager about the quality issue in the customer network and expects the CT to act on the information if they want to increase sales.
- D. CaPM sees an opportunity to increase the Care revenues by providing additional proactive services. Therefore s/he engages the team to make a business proposal for the additional services.

Correct Answer: D

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### QUESTION 2

What does SOX compliancy mean for an expired contract?

- A. There is a legal requirement to gain written approval to continue service delivery without a valid contract in place.
- B. It is a legal requirement to gain written approval to continue service delivery if NSN neither has a contract nor a PO in place.
- C. SOX compliancy means that NSN is obliged to deliver services only if there are no significantly (>3 months) overdue payments from the customer.
- D. SOX compliancy means that if the customer is listed on the stock exchange and has failed to issue a PO towards NSN, Care needs to inform higher management without delay.

Correct Answer: A

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### QUESTION 3

A complex NSN solution is delivered by SI project management. It consists of four NSN products; two of them include SI customized SW and two include 3rd party SW applications. Who is responsible for agreeing and setting up technical support for the 3rd party products?

- A. Care Program Manager.
- B. SI Technical Manager.
- C. Care 3rd Party Service Manager.
- D. Mainly Care 3rd Party Service Manager, assisted by SI Partner Manager.

Correct Answer: B

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#### QUESTION 4

What is the base-line against which we track Care profit?

- A. As-sold total contract profitability.
- B. Previous LE.
- C. Annual plan.
- D. ATP.

Correct Answer: C

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#### QUESTION 5

When does the Care phase start?

- A. When the network, sub-network or deliverables get Customer final acceptance.
- B. When the project phase is completed.
- C. When the Account Manager receives the final payment from the Customer.
- D. When the Care Plan has been accepted by the Customer.

Correct Answer: A

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