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QUESTION 1

How does an NSN-PRS report show that SAP / accounting system and NELLE are set-up consistently?

- A. The half-year total remains stable.
- B. The totals coming from NELLE and SAP / accounting system match.
- C. It compares the GIC structure with the Service Order structure.
- D. Forecasted and actual cost and sales are on the same GICs.

Correct Answer: D

QUESTION 2

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

QUESTION 3

Which of the following statements is true to be SOX Compliant in SDM-EX4-Care Contract Management?

- A. NSN must have a letter of intent from the Customer's Legal Department.
- B. NSN must have a written, signed Contract and a Customer Purchase Order.
- C. NSN must have a Customer Purchase Order for the actual Care we are delivering.
- D. NSN must have a Contract defined in CDB and a Customer Purchase Order.

Correct Answer: B

QUESTION 4

A customer's Care Contract expires within the next 6 months, what needs to be done?

- A. Care Program Manager must initiate the Care contract renewal process. Contact the CT and Service Engagement Manager in order to support re-negotiations, further ensure that the customer is aware that the care contract is expiring.



B. Care Program Manager waits until contract is expired then informs the Customer that a renewal is required and the price is increased due inflation in the country. Further CaPM presents a new contract to the customer with lower services levels than today.

C. Inform the CT and ask the Account Manager to come up with a proposal for a new contract.

D. Ensure NELLE is updated to reflect that no revenue are forecast and no resources are needed from the day the contract expires.

Correct Answer: A

QUESTION 5

The following action must take place if NSN are not SOX Compliant:

A. NSN will be fined 2.5 times the annual value of the contract.

B. CT Head will be dismissed from NSN with 30 days notice.

C. A new Contract signed and Customer Purchase Order issued as soon as possible.

D. We must receive a Customer Purchase Order within 5 working days.

Correct Answer: C

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