



SDM_2002001040^{Q&As}

SDM Certification - CARE

Pass Nokia SDM_2002001040 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.passapply.com/sdm_2002001040.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Nokia
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

The Care Plan should:

- A. always be considered as the latest document agreed with customer, overruling the contract.
- B. serve as a contract summary with no reference to other issues.
- C. have no power over the Care Contract, there should always be a proper disclaimer included in Care Plan.
- D. Always be kept confidential from Customer as it contains NSN specific service delivery details and other confidential information like contact lists.

Correct Answer: C

QUESTION 2

Who is responsible for identifying Care business opportunities and new up-selling possibilities?

- A. The Care Program Manager supported by the CT Head.
- B. The Care Program Manager supported by the FandC Controller.
- C. Multiple roles working in the Care Organization supported by the Care Program Manager.
- D. Care Program Coordinator if assigned, otherwise Care Program Manager.

Correct Answer: C

QUESTION 3

A Care Program Manager has to enable a customer's NOLS access. Who has to be involved?

- A. FandC and the CT must be involved.
- B. Legal and NOLS support is required to set up a separate agreement.
- C. This can be done by the Care Program Manager alone.
- D. This is an administrative task handled by NOLS support.

Correct Answer: B

QUESTION 4

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

QUESTION 5

What is an additional possible use of a well made Care Plan?

- A. It could serve as an induction document, helping to introduce new Care Team Members.
- B. It could substitute the contract in disputes with the customer after the serious outage.
- C. It can be used as a template for NI Project Plan creation.
- D. It could be used to facilitate financial forecasting and to consolidate price information.

Correct Answer: A

[Latest SDM_2002001040 Dumps](#)

[SDM_2002001040 Study Guide](#)

[SDM_2002001040 Exam Questions](#)