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QUESTION 1

A company can improve its competitive advantage by following a number of functional level strategies. These include Efficiency, Quality, Innovation and one more. What is it?

A. Motivation.

B. Customer Responsiveness.

C. Value.

D. Demarcation.

Correct Answer: B

QUESTION 2

Who is responsible for managing customer requirements during the Care phase?

A. Care Technical Manager if assigned, otherwise the Care Program Manager.

B. Care Program Manager.

C. Care Program Coordinator if assigned, otherwise the Care Program Manager.

D. CT Head.

Correct Answer: B

QUESTION 3

What is the first step to be taken by the Care Program Manager if a support service requested by customer falls outside the scope of the Care Contract Agreement?

A. Authorise service delivery without a customer order.

B. Prepare a service offering and propose it to customer.

C. Check the delivery capability from the relevant support pipe and commercial approach with the Account Manager.

D. Refuse service delivery until the customer raises a purchase order.

Correct Answer: C

QUESTION 4

Who is responsible for ensuring the setup and availability of online services (NOLS, RAS, etc.) as agreed with the customer?

A. Care Program Manager.

B. SWS Manager.

C. HWS Manager.

D. CT Head.

Correct Answer: A

QUESTION 5

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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