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QUESTION 1

What is the main purpose of Care SWS Preventive Services or Active Software Support (ASWS)?

- A. To provide an up-selling opportunity for CaPMs.
- B. To prevent revenue loss for the CT.
- C. To improve network availability and avoid problems before they occur.
- D. to provide a full range of services designed to suit the Communications Service Provider's needs.

Correct Answer: C

QUESTION 2

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 3

In which documents are the Care service level commitments with the customer officially stated?

- A. Account plan.
- B. Project Plan.
- C. Care Agreement.
- D. Care Plan.

Correct Answer: C

QUESTION 4

What needs to be done if a 3rd Party Service Contract is due to expire?

- A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.



- B. Care Program Manger should inform Product Line.
- C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.
- D. The Care Program Manager should inform the Service Engagement Manager.

Correct Answer: A

QUESTION 5

What is the purpose of Care Program Management Assessment?

- A. Verify the implementation and execution of the Care processes within certain CT.
- B. Check Care Program Manager's competence level.
- C. Check Care processes' status in specific CT and CaPM's competence level.
- D. Accessing the Network Elements under Care.

Correct Answer: A

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