



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

SDM Certification - CARE

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### QUESTION 1

What is CaPM's PRIMARY responsibility in the tendering process?

- A. To help the Account Manager to prepare a Customer Care Contract.
- B. To support the Account Manager to negotiate the Care Contract with the Customer.
- C. To consult the Service Engagement Manager to ensure availability of price options for Care Services.
- D. To act as the CT contact to the Care organisation and to support the CT in all tendering activities where Care services are being considered.

Correct Answer: D

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### QUESTION 2

What are the four pillars of Care?

- A. Customer Relationship, Care Business Management, Operational Management, Financial Management.
- B. Customer Relationship, SWS Management, Operational Management, Financial Management.
- C. Operational Management, SWS Management, HWS Management, Financial Management.
- D. Operational Management, Business Management, Financial Management, HWS Management.

Correct Answer: A

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### QUESTION 3

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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### QUESTION 4

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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#### QUESTION 5

A large price increase is demanded when renewing a 3rd Party Service Contract. What should be done in this case?

- A. Care Program Manager should inform the customer about higher service fee for the coming period.
- B. Care Program Manager should check the existing Frame or local Agreements to see if the increase is allowed in the 3rd party contract.
- C. The Logistics Coordinator should rise a new Purchase Order for the higher value.
- D. CaPM should reject the offer/invoice and just order what was agreed before.

Correct Answer: B

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