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QUESTION 1

You are supporting the HWS set-up for a MV Outsourcing delivery. Which statements covers the MOST critical requirements for successful delivery?

- A. Clearly defined SLA's and SOR with achievable MTBF KPI commitments.
- B. Clearly defined SOR with all relevant parties and SLA's aligned to the Outsourcing contract.
- C. Contract with the HWS providers and clear implementation plan to ensure HW swaps are on time.
- D. Clearly defined SOR with customer written into the contract.

Correct Answer: B

QUESTION 2

Which team provides the majority of remote support to the GNOC regarding fault fixing?

- A. Configuration Management.
- B. Field Operations.
- C. Performance Management.
- D. Customer Care back office.

Correct Answer: B

QUESTION 3

What are the defined Gates in the NSN Sales Work Flow?

- A. 1. Customer Selection 2. Go/No Go 3. Bid/No Bid 4. Approval/No Approval 5. Deal/No Deal 6. Start Delivery.
- B. 1, Receive the RFQ 2, Define Bid Team 3, Create Customer Offer 4. Negotiate Contract
- 5. Prepare Transition Plan.
- C. 1. Identify Customer Needs 2. Develop a Solution 3. Prepare Commercial Offer 4. Negotiate Contract 5. Prepare PTA.
- D. 1. Receive RFQ 2. Develop Solution 3. Prepare Commercial Offer 4. Negotiate Contract
- 5. Prepare for Delivery.

Correct Answer: A

QUESTION 4



After major software upgrade on an RNC in a mobile network, the Performance Mgt Team has analysed the Performance Mgt data and has noticed a trend of call set-up failures, who now needs to be informed with the MOST urgency?

- A. Network Planning and Optimisation and Care.
- B. Configuration Management and Network Planning and Optimisation.
- C. Configuration Management and Care.
- D. Configuration Management and Fault Management.

Correct Answer: D

QUESTION 5

What needs to be included in the cost base line at Gate 4?

- A. All risk values captured during risk management workshops.
- B. All costs related to risk mitigation plans.
- C. All costs of risk management agreed between the sales account manager and service delivery responsible.
- D. All costs related to risk contingency plans.

Correct Answer: C

QUESTION 6

What's the BEST way to ensure control of Operational Delivery scope?

- A. Having regular meetings with customer and the CT FandC.
- B. Ensure complete and clear scope statement at Gate 5.
- C. By reading the PTA and the lessons learned from previous projects.
- D. Having regular internal meetings with all stakeholders.

Correct Answer: B

QUESTION 7

Which Network Operations process utilises the majority of resources?

- A. Performance Management.
- B. Alarm Monitoring
- C. Configuration Management.

D. Fault Management.

Correct Answer: B

QUESTION 8

You are the Head of an Operator's, i.e. not NSN, Operations and Maintenance department and the mobile network is undergoing many upgrades. You are faced with a problem in that you CANNOT, for financial reasons, employ sufficient Field personnel to react to corrective maintenance. Four options have been proposed, which one do you recommend to the CTO to maximise the efforts with the LEAST risk without incurring any additional cost?

- A. Prioritise sites based on revenue earning trends and forecasts giving highest earning sites highest priority.
- B. Minimise the NOC team by not working 24x7 and use savings to deploy people to the field.
- C. Have the project teams carrying out the upgrades in response to the corrective maintenance requests.
- D. Put a competence development plan together to ensure that all Field people are more capable of handling a wider range of problems.

Correct Answer: A

QUESTION 9

Which statement describes BEST the purpose of a Transition plan?

- A. The transition plan documents the handover from sales to service execution.
- B. The transition plan nominates the Project Manager and describes the Scope of Work.
- C. The Transition plan defines in detail how the project will transfer operation and responsibility to deliver contractual scope.
- D. The transition plan is used to get management approval for project execution.

Correct Answer: C

QUESTION 10

Which BEST describes the responsibility of the Security Management organization?

- A. Security Checks, NDA definition, Premises Security (Management of Third party and Collaborators who need to access to premises).
- B. Security Monitoring, Incident Management, Provisioning Management, Infrastructure and Premises Security and all associated administration.
- C. Management of Third parties supporting the security functions, Access Monitoring, Network Security ID Management.
- D. Network Security Management, Access Security Management, Hands related security.



Correct Answer: B

QUESTION 11

Which are the five competence levels used in NSN?

- A. Beginner, basic, intermediate, advanced, professional.
- B. Initial, basic, intermediate, advanced, world-class.
- C. Initial, basic, intermediate, professional, world-class.
- D. Initial, basic, medium, advanced, excellent.

Correct Answer: B

QUESTION 12

Governance is critical to successful operations. Which statement best describes it according to the Operations Model?

- A. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization\\' and Nokia Siemens Networks; and is based on four levels of relationship.
- B. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization\\' and Nokia Siemens Networks; and is based on three levels of relationship.
- C. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on three levels of relationship.
- D. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on four levels of relationship.

Correct Answer: B

QUESTION 13

When is the right moment to freeze the project scope considering the case life cycle?

- A. Before Gate 4.
- B. During the Handover from business acquisition to project delivery phase (Gate 6 - PTA).
- C. During operational delivery.
- D. At Disengagement.

Correct Answer: B

QUESTION 14



What are the key considerations to be taken into account when defining the resources and locations for Field Operations?

- A. Network Element deployment plan, Infrastructure plan, Environmental Information, SLA, Subcontractor plan.
- B. Geographical coverage, Infrastructure plan, Environmental Information, Landlord and Local Authority agreements, SLA.
- C. Geographical coverage, Network Element deployment plan, Infrastructure plan, Environmental information, SLA.
- D. Geographical coverage, Network Element deployment plan, Estimated site visits, SLA.

Correct Answer: C

QUESTION 15

In an outsourcing deal what activity is the assessment and verification of all customer information relevant for NSN to build its technical and commercial solution for a deal prior to contract signing?

- A. Joint Evaluation.
- B. Due Diligence.
- C. Discovery Period.
- D. Contract Negotiation.

Correct Answer: B

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