

# SDM\_2002001030<sup>Q&As</sup>

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### QUESTION 1

In one of the Operational meetings set up as part of the governance model, it has been highlighted that the customers 3rd Party technical support that is being performance managed by NSN is not meeting the SLA requirements and the escalation route has been exhausted. What happens next?

- A. Prepare a presentation, based on facts, i.e. from system tools that proves the 3rd party is the root cause of not meeting the SLA regularly and request that the customer address the matter.
- B. Take matter to the Joint Project Governance meeting, even call a special meeting if necessary, and agree the next steps.
- C. Without further discussion to ensure fastest remedial action, request the customer to renegotiate the contract with 3rd party supplier.
- D. As this is now a matter for the customer, i.e. the contract holder, report to the CT or CBT in order that this is discussed at the next account team meeting with customer.

Correct Answer: A

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### QUESTION 2

What is a typical contractual risk?

- A. A new handset from a fairly unknown producer was launched by one of our customer what might cause unexpected signalling or non 3GPP conformance.
- B. The wording in the annex of the contract is in contradiction with the main body and might be used by the customer to open up the agreement again to renegotiate conditions.
- C. The only and best technical experts with excellent knowledge about the customer network is on sick leave since few days and might not return for several month.
- D. The customer might postpone the payment of the issued invoices due to liquidity issues communicated in the press.

Correct Answer: B

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### QUESTION 3

Which statement is MOST correct regarding Governmental Security Regulators?

- A. Security regulators are authorised by local governments to provide guidelines for telecom operators and service providers.
- B. Security regulators are authorised by local governments to provide services for telecom operators and service providers.
- C. Security regulators are appointed by the local government specifically for telecommunications related matters.
- D. Security regulators are national governments and their agencies, including law enforcement agencies, national security agencies and export control authorities, etc.

Correct Answer: D

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#### QUESTION 4

What statement BEST describes the correct solution when developing a new Field Operations organization?

- A. Subcontracting high volume work to reduce costs, People located at home, Spare Parts located to meet SLA requirements 24x7.
- B. Subcontracting high volume work to reduce costs, People located to meet SLA response times, Spare Parts located to meet SLA requirements 24x7.
- C. Subcontracting non Telco work, People located to meet SLA response times, Spare Parts located to meet SLA requirements 24x7.
- D. Subcontracting high volume work to reduce costs, People located to meet SLA response times, Spare Parts located with Field Personnel.

Correct Answer: B

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#### QUESTION 5

What is the purpose of a Project Target Agreement for Network Operations?

- A. 1) Agreement between the Operations Manager and the customer of the operational targets and the contract terms at the start of project execution 2) Formal approval from the customer that the Operations Manager proposed by NSN is considered acceptable from customer's perspective.
- B. 1) Agreement between the Operations Manager and his line manager of the targets relevant for Short Term Incentives 2) Operations Manager's confirmation that he is aware of and accepts his incentive relevant objectives.
- C. 1) Full or partial agreement between the CT Head and the respective Operations Manager on the cost baseline and the contract terms at the end of the handover process. 2) Ops Mgr's formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team
- D. 1) Full or partial agreement between the Bid Manager and the relevant Operations Manager of the cost baseline and the contract terms at the end of the handover process 2) Operations Manager's formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team

Correct Answer: C

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