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QUESTION 1

Which statement is MOST complete in describing the Network Operations Business Manager role in an Outsourced delivery?

- A. End to End management of the operated network according to the defined scope.
- B. Management of the (G)NOC and Field Maintenance functions within the defined scope.
- C. Management of the (G)NOC, Field Maintenance and Optimisation functions.
- D. Management of the Resources, 3rd Parties and interfaces to other internal business lines.

Correct Answer: A

QUESTION 2

Which main steps are required to set up an effective Change Management Process in an Operational Delivery?

- A. - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
 - The change management process is documented and communicated to customer/subcontractor/ internally in NSN.
 - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool setup.
- B. - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
 - The change Management process is documented and communicated internally in NSN.
 - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool setup.
- C. - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
 - The Operations Business Manager talks about the change management process with all relevant stakeholders internally in NSN and on the customer/subcontractor side.
 - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool setup.
- D. - The change Management process is discussed and approved by NSN NwOps Delivery team.
 - The Operations Business Manager talks about the change management process with all relevant stakeholders internally in NSN.
 - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool setup.

Correct Answer: A

QUESTION 3

What is the difference between a function and an organisation within the Operations Model?

- A. A function in the Operations Model is a pure functional view, an organisation describes a organizational structure based on functions.
- B. A function in the Operations Model is related to a process within a set of processes, an organization is the set of processes related to different functions.
- C. A function in the Operations Model is a specific role within the organization, an organization is a group of functions.
- D. The terminology function and organization address respectively tasks and processes within the Operations Model.

Correct Answer: A

QUESTION 4

According to the 'Service Level Framework' of the Operations Model, which of these descriptions MOST accurately describes the key components of a Service Level Agreement?

- A. SLA is an service supplier internal agreement between different service delivery entities. It defines the Quality of Service, priorities and responsibilities and performance metrics.
- B. A formal negotiated agreement (contract) between the supplier of a service and the receiver of the service. It defines the Quality of Service, priorities and responsibilities, performance metrics (SLA KPI), incentives and penalties, legal clauses, etc.
- C. A formal agreement between different service entities and the receiver of the service. It defines incentives, penalties and legal clauses.
- D. SLA define the list of services that are part of the agreement. That list includes: technology services, delivery conditions and time schedules.

Correct Answer: B

QUESTION 5

A mobile customer that is reporting excellent growth and margin in an emerging market is complaining bitterly about the quality of voice services. Which options, which are all truthful, do you choose to inform the customer? Note: the customer is accountable for site acquisition.

- A. The voice quality issue is due to coverage problems that will improve over time.
- B. The voice quality issue is the result of the rapid growth and it is recommended to slow down the growth rate.
- C. The voice quality issue is due to some sites not being available before the project planned dates and recommend temporary sites are implemented to cover the gap.
- D. The voice quality issue is not caused by NSN as it is a direct result of sites not being available before the planned date.

Correct Answer: C

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