

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

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### QUESTION 1

When preparing for a major software upgrade what considerations MUST be planned?

- A. Time limits to complete the upgrade, required skills, SLA, required HW and required SW.
- B. Resources; rollback plan; work instructions; contact details; information to operator.
- C. Required HW to be installed, Required site visits, Required SW to be downloaded in the network, time limits to complete the upgrades.
- D. Contact details to inform the operators in case the upgrade fails, recovery plan and back up network elements.

Correct Answer: B

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### QUESTION 2

What BEST describes Network and Service Performance Assurance?

- A. Performance of KPI commitment setting; measurement definition and set-up of network and service SLA KPI's (Counters and Formulas) Analysis of network and service performance data including trend analysis; Reactive Optimisation (Based on Trouble Tickets - daily troubleshooting).
- B. Performance of KPI commitment setting; measurement definition and set-up of network and service SLA KPI's (Counters and Formulas) Analysis of network and service performance data including trend analysis; Alarm Monitoring; Trouble Ticket reporting.
- C. Work Order approval; Measurement definition and set-up of network and service SLA KPI's (Counters and Formulas) Analysis of network and service performance data including trend analysis; Reactive Optimisation (Based on Trouble Tickets - daily troubleshooting).
- D. Performance of KPI commitment setting; Documentation and Data Integrity Analysis of network and service performance data including trend analysis; Reactive Optimisation (Based on Trouble Tickets - daily troubleshooting).

Correct Answer: A

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### QUESTION 3

In setting up the spare part requirements with NSN which of the statements MOST closely describes the key set-up requirement?

- A. Having an OLA with Care for spare part management.
- B. Having an effective warehouse management system to support Hardware Services.
- C. Locating spare parts in Service vehicles and at Network Locations.
- D. Implementing a Spare Part Management process and tools in GDC.

Correct Answer: A

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**QUESTION 4**

What impact can be expected during the execution of projects for which the scope of work is NOT clearly defined?

- A. No impact.
- B. Non Conformance costs due to unplanned additional work.
- C. SLA's cannot be met due to requirement for scope clarification.
- D. Additional Efforts due to intensive Change Management.

Correct Answer: B

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**QUESTION 5**

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

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