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QUESTION 1

Which statement BEST describes the key requirements for setting up Field Operations tools and process?

- A. Ensure effective Work Force Management and contractor Mgt process and tools.
- B. Ensure effective Work Force Management and Subcontractor Mgt process and tools.
- C. Ensure effective contractor management and Spare Part Management process and tools.
- D. Ensure effective Work Force Management and Spare Part Management process and tools.

Correct Answer: D

QUESTION 2

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

QUESTION 3

As far as network operations meetings are concerned which of the following statements is correct?

- A. Due to cost saving measures I only organise network operations team meetings if major changes in scope or SLA's occur from customer side.
- B. I'm organising regular operational team meetings to keep the operations team fully informed about the operational status at a detailed level and to check if any re-planning and/or modification of the Transition or Transformation plan is required.
- C. I'm organising regular operational team meetings in order to get a feeling about the status of the different operational teams.
- D. In the regularly organised operational team meetings my major focus is to check the timekeeping and performance of the operations team members.

Correct Answer: B

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

Which of the following options contains the basic steps of the Contract Change Management process?

- A. 1. Analyze change 2. Implement change 3. Close change.
- B. 1. Initiate change 2. Analyze change 3. Implement and Monitor change 4. Close change.
- C. 1. Open Change Request 2. Reject/Approve Change Request.
- D. 1. Analyze Change Request 2. Reject/Approve Change Request.

Correct Answer: B

QUESTION 6

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

QUESTION 7

What is the formula of the "value of risk" in the quantitative risk analysis?

- A. = (The impact of risk in) * (the probability of occurrence in %).
- B. = (The cost of risk mitigation in) * (the probability of occurrence in %).

C. = (The risk contingency budget in) / (the probability of occurrence in %).

D. = (The cost of transferring the risk in) / (the probability of occurrence in %).

Correct Answer: A

QUESTION 8

Three basic principles of the Operations Model are

A. - E2E responsibility per function (e.g. FM, CM, PM)

-Process Framework has to be used 1:1

-SLA/OLA Framework has to be used 1:1

B. - Organizational setup is adaptable according to project scope

-Process Framework has to be used 1:1

-SLA/OLA Framework has to be used 1:1

C. - Organizational setup has to be used 1:1

-Process Framework is adaptable according to project scope

-SLA/OLA Framework has to be used 1:1

D. - E2E responsibility per function (e.g. FM, CM, PM)

-Visibility of ongoing service activities via centralized monitoring and controlling function

-Linkage between all functions of the Operations Model on working and management level

Correct Answer: D

QUESTION 9

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

QUESTION 10

There is going to be a planned outage during the maintenance window and it will affect a large part of a city, what is the MOST relevant actions required from the FM process?

- A. Inform the Operations Manager and GDM and ensure the work is closely monitored.
- B. Inform Customer Care and ensure the work is closely monitored. For this size of impact also inform the GDM, Operations Director and potentially the customer.
- C. Inform the Care Manager and ensure the work is closely monitored.
- D. Send SMS messages to Operations Management when the planned works start and monitor the planned work closely.

Correct Answer: B

QUESTION 11

The customer is concerned about NSN Security Management employees having access to its IT network. What is the correct response?

- A. Meet with the customer and explain the user management, identity management solutions and authentication/authorization mechanisms used.
- B. Offer to locate the NSN employees at the customer premises so they can be supervised by customer.
- C. Arrange a meeting to agree how reduce access that will satisfy the customer.
- D. Inform the customer that the Security Management team must have access if they are to perform their duties as agreed in the contract.

Correct Answer: A

QUESTION 12

What is the tool used by NSN to collect and communicate Demand Planning (forecast) and financial Latest Estimates (LE)?

- A. SAP P20.
- B. Cost Baseline.
- C. MxPDM.
- D. NELLE.

Correct Answer: D

QUESTION 13

How would you handle performance problems related to RAN frequency planning in a project where customer is responsible for Network Planning?

- A. Request NPO resources and start troubleshooting.
- B. Do nothing, the performance problems are customer's responsibility in this case.
- C. Request Field Ops teams to go to the field, make test calls and help the customer to identify where the problem is MOST critical.
- D. Request an NSN NPO Solution Consultant to meet the customer for evaluating a potential up selling opportunity.

Correct Answer: D

QUESTION 14

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 Secur ID Management.
- D. Network Security Management, Access Security Management, HandS related security.

Correct Answer: B

QUESTION 15

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

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