

SDM_2002001040^{Q&As}

SDM Certification - CARE

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QUESTION 1

Is it possible to see the sales revenue for a month in your financial report, even if an invoice has not been sent to the customer?

- A. Yes, because the invoice is generated automatically.
- B. Yes, because FandC accrue or defer the revenue from the sale.
- C. No, because sales are always recorded when the customer invoice is sent.
- D. No, because this is not SOX compliant.

Correct Answer: B

QUESTION 2

In which documents are the Care service level commitments with the customer officially stated?

- A. Account plan.
- B. Project Plan.
- C. Care Agreement.
- D. Care Plan.

Correct Answer: C

QUESTION 3

How many milestones (gates) are defined in the contract renewal process?

- B. 4
- C. 6
- D. 7

Correct Answer: D

QUESTION 4

In which of the following situations can a company show profit at the same time as cash is decreasing?

- A. When Work-in-Progress is increasing rapidly.
- B. The company invoices and records sales, but the customers do not pay.

- C. When Work-in-Progress is invoiced and released as cost.
- D. Depreciation is much higher than amortization rates.

Correct Answer: B

QUESTION 5

Variable costs:

- A. vary with the volume of production.
- B. vary according to an index.
- C. are same as OPEX costs.
- D. is an efficiency ratio.

Correct Answer: A

QUESTION 6

In order to report cost of poor quality, it is needed to:

- A. make internal cost transfer invoices to product lines.
- B. forecast cost of poor quality in NELLE.
- C. record the working time on the cost of poor quality SvO on projects in WTR.
- D. have a cost of poor quality budget approved in advance.

Correct Answer: C

QUESTION 7

The customer is opening a trouble ticket because the product they bought doesn't have a feature considered important to them. What does the Care Program Manager have to do?

- A. Treat it as a normal case.
- B. Contact the relevant business line and ask for the new feature and inform the Customer that they have the right to open tickets for any request related to delivered equipment.
- C. Explain to Customer that the requested feature is not part of contractually agreed deliverables in Care, hand the request over to relevant SSM, AM or CT Head, inform Customer that commercial team will clarify their request and close the ticket.
- D. Inform Customer that commercial team will clarify their request and close the ticket, then contact the relevant business line and ask for the new feature.

Correct Answer: C

QUESTION 8

What is the GIC code for SWM?

- A. G7402.
- B. G7405.
- C. G7409.
- D. G7407.

Correct Answer: A

QUESTION 9

Who should be the responsible person in NSN to discuss with the Customer's Operations Manager the needed services and their view on the current Care Contract?

- A. Account Manager or Care Program Manager.
- B. Account Manager.
- C. Care Program Manager.
- D. Service Engagement Manager.

Correct Answer: A

QUESTION 10

Which of the following tasks belongs to the Care Program Manager at Care Contract re- negotiations?

- A. Agree the prices internally.
- B. Ensure the Care Contract re-negotiations are initiated in a timely fashion.
- C. Negotiate the prices with the customer.
- D. Write the Care Contract document.

Correct Answer: B

QUESTION 11

What are the four pillars of Care?

- A. Customer Relationship, Care Business Management, Operational Management, Financial Management.
- B. Customer Relationship, SWS Management, Operational Management, Financial Management.
- C. Operational Management, SWS Management, HWS Management, Financial Management.
- D. Operational Management, Business Management, Financial Management, HWS Management.

Correct Answer: A

QUESTION 12

The Care contract scope has changed, what should the CaPM do first?

- A. Include the new scope in the CT financial plans.
- B. Update the NELLE forecast with new costs and resource requirements.
- C. Inform Care sub regional or regional organisation.
- D. Inform Product Managers who should then prepare new services descriptions.

Correct Answer: B

QUESTION 13

Who needs to agree on the Care Plan?

- A. Head of Care in region and Care Program Manager.
- B. Care Program Manager and CT Head.
- C. Customer and CT Head.
- D. Care Program Manager and Customer.

Correct Answer: D

QUESTION 14

Name the essential (bare MINIMUM) after-sales services provided by Care?

- A. Emergency Support, Help Desk, SW Rollout (SW Upgrade/Update) mass installation/deployment.
- B. HWS and Software Maintenance.
- C. SW Installation, SW Rollout, Emergency Support.
- D. Emergency Support, Help Desk, Spare Part Management.

Correct Answer: B

QUESTION 15

What is the main financial management activity performed by the Care Program Manager?

- A. Overall Care Profit and Loss responsibility.
- B. Overall account Profit and Loss profitability.
- C. Overall customer Profit and Loss responsibility.
- D. Overall services Profit and Loss responsibility.

Correct Answer: A

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