SDM Certification - PS NSOP

Nokia SDM_2002001030

Version Demo

Total Demo Questions: 10

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Topic Break Down

Topic	No. of Questions
Topic 1, Communication Management	9
Topic 2, Config Mgt	4
Topic 3, Cost Management	147
Total	160

QUESTION NO: 1

Which two Network Operations processes play key roles in supporting Network Optimization?

A. Configuration Management & Fault Management.

B. Performance Management & Fault Management.

C. Performance Management & Configuration Management.

D. Configuration Management & Technical Support.

ANSWER: C

QUESTION NO: 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 set-up.

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 set-up.

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 set-up.

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 set-up.

ANSWER: A

QUESTION NO: 3

What is the impact to the CBL contingency due to the identification of new operational risks?

A. Reduction of Gross Margin.

B. Change Management process must be triggered.

C. New Cost Baseline must be approved by Revenue Recognition Board.

D. Cost per Site will increase.

ANSWER: A

QUESTION NO: 4

What are the basic steps needed to manage the Workforce?

A. Book the necessary resources, manage shift work, monitor workforce utilization KPI.

B. Schedule the planned activities, monitor and report to the management.

C. Assign tasks, and hands over the activities plan; reports on the workforce management.

D. Plan, assign, dispatch and manage the activities; Monitor, manage and report on the workforce management.

ANSWER: D

Explanation:

22Apres - Transition & Transformation Management

QUESTION NO: 5

What are the 2 main inputs for the cost baseline calculation?

A. Subcontractor Costs and Overhead.

B. Subcontractor Costs and Vehicles and Tools.

C. Costs of Internal Resources and Costs of Direct External Workforce.

D. Costs of local project resources, and 3rd Party services.

ANSWER: D

QUESTION NO: 6

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.

ANSWER: D

QUESTION NO: 7

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 & 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.

ANSWER: B

QUESTION NO: 8

What is the methodology that ensures the BEST outcome for both NSN and customer?

A. Revenue Sharing.

B. Gain Sharing.

C. Risk-Reward.

D. Improvement of end user experiences.

ANSWER: B

QUESTION NO: 9

The Field Operations organisation is not performing efficiently and requires re-organisation. Which statement BEST describes the correct approach?

A. Re-organize based on a headcount limit that will realise the savings required.

B. Reorganize, creating teams for each function of the Operations Model.

C. Plan a new organisation based on an optimised process delivery using the Operations Model.

D. Check what other projects are doing and use the same approach as them.

ANSWER: C

Explanation:

6Apres - Integration Management

QUESTION NO: 10

When does the Operations Manager need to update NELLE/ERM DP with operational data?

A. At year end.

B. Weekly.

C. Per STP.

D. At least once a month, before period cut-off.

ANSWER: D

Explanation:

4Apres - Fault Mgt

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