

# DUMPS ARENA

## SDM Certification - PS NSOP

Nokia SDM 2002001030

Version Demo

Total Demo Questions: 10

Total Premium Questions: 160

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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
<b>Total</b>	<b>160</b>

**QUESTION NO: 1**

NSN have 2 customers in the same country that have agreed to a shared delivery model but request a low risk plan. Which option do you choose?

- A.** Start by having a single organisation to manage the preventative maintenance and other planned work then progress to include corrective maintenance.
- B.** Have the GDC directly manage the Field Operations using the Work Force Management Tools.
- C.** Start by having a single organisation manage the corrective maintenance and progress to include preventative maintenance and other planned work.
- D.** Have one of the current organizations manage all corrective maintenance and the other all preventative maintenance and planned work. Later on put all works under single management.

**ANSWER: A****QUESTION NO: 2**

Because of a new technology introduced in the network the customer is interested to launch a new service in 1 month's time, but you know this is not possible due to HW problem (product line defect). The HW Problem has been causing intermittent degradation on voice and data services to the extent that the KPI for serviceability is not being met. HW upgrades are needed and will take at LEAST 2 months to implement. What course of action is recommended to the Account Director?

- A.** Fully inform the customer about the issue and provide a plan that contain deadlines in which the problem is solved, Highlight the improvement introduced by the new HW and the all features that can be supported, Describe the implementation plan of the new technology necessary to run the service and demonstrate the impact that the new service can have in network, Describe how the new NSN HW would allow a fast evolution toward the new technology.
- B.** Inform the customer we are still investigating and fully expect to have the matter resolved within very short time, Describe the new HW and describe also the big improvement that the HW can brings in terms of QoS and KPI, Highlight the fact that the implementation of new technology is part of a different plan in which NSN is investing a lots of money and significant R&Ds is now focusing on that.
- C.** As there is not clear plan to solve the HW issue do not promise any dead line and highlight the fact that the existing technology is going to be replaced by the new one, Describe the implementation plan of the new technology and propose to swap the old one as soon as the new one is ready to be implemented, Highlight the service improvement introduced by the new technology and the improved QoS as well.
- D.** Inform the customer that the HW upgrade necessary to solve the issue will take at least 3 weeks even if in the plan it will take only 2 weeks, Be realistic because there could be some delay and leave the customer with the other issue related to the new technology evolution.

**ANSWER: A****QUESTION NO: 3**

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.

**ANSWER: C**

#### **QUESTION NO: 4**

What key action would you take to empower the (G)NOC Shift Leaders?

- A. Ensure they have an up-to-date escalation process that provides management and technical support 24x7.
- B. Ensure they have the best knowhow to understand and manage all the possible technical problems.
- C. Ensure they have an up-to-date list of the expert people to contact in case technical support is needed.
- D. Ensure they have the best skill to be (G)NOC Shift Leaders. Create a test to measure periodically their skills.

**ANSWER: A**

#### **QUESTION NO: 5**

Who is responsible to prepare the initial Project Plan for Gate 4 approval?

- A. Operations Manager.
- B. Bid Manager.
- C. Tender Project Manager or Transition Manager.
- D. Operational Delivery Team.

**ANSWER: C**

#### **QUESTION NO: 6**

What standard is the Network Operations OSS functions based on?

- A. TAM/SID.

- B. ITIL.
- C. ISO.
- D. ITU-T.

**ANSWER: A**

#### QUESTION NO: 7

What are the key considerations to be taken into account when defining the resources and locations for Field Operations?

- A. Network Element deployment plan, Infrastructure plan, Environmental Information, SLA, Subcontractor plan.
- B. Geographical coverage, Infrastructure plan, Environmental Information, Landlord & Local Authority agreements, SLA.
- C. Geographical coverage, Network Element deployment plan, Infrastructure plan, Environmental information, SLA.
- D. Geographical coverage, Network Element deployment plan, Estimated site visits, SLA.

**ANSWER: C**

#### QUESTION NO: 8

What does Business Management in the Operations Model mean?

- A. Management of a (G)NOC and field maintenance organisation.
- B. Scope of Outsourced Service Delivery including day to day operations of the CSP networks and all hosted systems.
- C. Contractual SLA management, Contract management, Partner management and Risk Management.
- D. F&C activities related to Contract Management.

**ANSWER: C**

#### QUESTION NO: 9

In an outsourcing deal what activity is the assessment and verification of all customer information relevant for NSN to build its technical and commercial solution for a deal prior to contract signing?

- A. Joint Evaluation.
- B. Due Diligence.
- C. Discovery Period.
- D. Contract Negotiation.

**ANSWER: B**

**QUESTION NO: 10**

Can the Lead Network Operations Business Manager start operational delivery after the baseline shows an expected 30% negative gross margin?

- A. No. Maximum accepted negative gross margin is 10%.
- B. Yes. NSN needs to fulfill its obligations and execute operational service delivery anyway.
- C. Yes. If the Cost Baseline is in line with the Business Case.
- D. Only after the Cost Baseline is approved according to the required approval levels in the Region.

**ANSWER: D**