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QUESTION 1

In an NSN outsourced contract, which set of contractual exemptions regarding matters out of the control of NSN should be recommended?

A. - Performance degradation caused by matters not approved by NSN

-Network downtime caused by Maintenance

-Issues due to misalignment of the customers third party SLA's to NSN's contractual SLA's

-Performance/Capacity limitations arising caused by special holidays

B. - Performance degradation caused by matters not approved by NSN

-Planned downtime for activities necessary to maintain and optimise the network

-Issues due to misalignment of the customers 3rd party SLA's to NSN's contractual SLA's

-Performance/Capacity limitations due to lack of Capex Investment by the operator

C. - Performance degradation caused by matters not approved by NSN

-Planned downtime for activities necessary to maintain and optimise the network

-Issues due to misalignment of NSN Internal OLA's to NSN's contractual SLA's

-Performance/Capacity limitations arising caused by special holidays

D. - Performance degradation caused by matters not approved by NSN

-Planned downtime for activities necessary to maintain and optimise the network

-Issues due to misalignment of the customers 3rd party SLA's to NSN's contractual SLA's

-Performance degradations caused by subcontractors

Correct Answer: B

QUESTION 2

In setting up the Field Operations organisation in a Greenfield environment which BEST describes the 3 key drivers to consider?

A. Geography, Technologies Deployed, Outsourcing SLA.

B. Geography, Contract scope, GDC Location.

C. Technologies Deployed, Training Plan, Outsourcing SLA's.

D. Technologies Deployed, Training Plan, Subcontractor SLA's.

Correct Answer: A



QUESTION 3

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.

Correct Answer: D

QUESTION 4

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.

Correct Answer: C

QUESTION 5

Governance is critical to successful operations. Which statement best describes it according to the Operations Model?

- A. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization` and Nokia Siemens Networks; and is based on four levels of relationship.
- B. Governance addresses the complete communication requirements between the Operator/Customer `Demand Organization` and Nokia Siemens Networks; and is based on three levels of relationship.
- C. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on three levels of relationship.
- D. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on four levels of relationship.

Correct Answer: B

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