



# SDM\_2002001030<sup>Q&As</sup>

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### QUESTION 1

A certain SLA is failing on a regular basis, what actions could be done to resolve this?

- A. Use the FM and CM processes to find the root cause of SLA failure, find a solution, implement, test and verify.
- B. Use the FM and PM processes to find the root cause of SLA failure, find a solution, implement, test and verify.
- C. Discuss with the technical back office and put in a solution to resolve this issue.
- D. Discuss with the NOC Manager, find a solution, implement solution and check status.

Correct Answer: B

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### QUESTION 2

What are the advantages of the GNOC service provided by NSN; And how can we use these advantages to improve the GNOC business?

- A. NSN NOC service advantages compared to our competitors are faster set up of the NOC center and lower cost of the network management. The capability to reduce the NOC set up time can be used to improve the NOC business.
- B. Advantages of the NSN NOC services compared to our competitors are lower delivery costs, centralised investments and improvements (Process and Tools) also bring global value. NSN Business Management know-how can be used to identify areas of improvement.
- C. Utilisation of best practices based on global delivery, know-how and a common resource pool, increasing NSN's competitive business capability and improvement of the customer business through leveraging the Operations Model. Enabling centralisation of investments and improvements.
- D. NSN NOC service advantages are the know-how of the NOC personnel and capability of managing OL
- E. The capability of managing contract and price can be used to improve the NOC business.

Correct Answer: C

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### QUESTION 3

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 4

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 RandDs 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.

Correct Answer: A

#### QUESTION 5

In an MS outsourced deal, what are the 3 key functions typically retained by the Operator?

A. Marketing, Sales and Customer Care.

B. Strategic planning, Marketing and Network Planning.

C. Strategic planning, Capacity Planning and Customer Care.



D. Strategic planning, Marketing and Billing.

Correct Answer: D

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