SDM_2002001030 Q&As

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QUESTION 1

What is the advantage of centralizing as much of the Network Operations as possible?

A. To realize the MOST economic and efficient organization by reducing staff costs and providing faster response times regarding problems and changes.

B. To improve the Fault Resolution Time.

C. To realize the MOST economic and efficient organization by reducing the number of Trouble Tickets.

D. To create a center in which the MOST expert personnel can cooperate to improve the Network Management activity.

Correct Answer: A

QUESTION 2

One of the (G)NOC employees has made an error due to a procedure misunderstanding which has caused a major outage and the customer is very angry and demanding you remove the employee from the organization.

What is the MOST correct course of action?

A. Review the procedure, correct the cause and provide OJT to all those using the procedure then inform the customer that this is the action you have taken and that employee has been fired.

B. Review the procedure, correct the cause and provide OJT to all those using the procedure then inform the customer that this is the action you have taken and ask permission to retain the employee.

C. Review the procedure, correct the cause and provide OJT to all those using the procedure then inform the customer that this is the action you have taken and you will also remove the employee as soon as possible.

D. Review the procedure, correct the cause and provide OJT to all those using the procedure then inform the customer that this is the action you have taken and that you guarantee it will not happen again.

Correct Answer: D

QUESTION 3

The customer is concerned about NSN Security Management employees having access to its IT network. What is the correct response?

A. Meet with the customer and explain the user management, identity management solutions and authentication/authorization mechanisms used.

B. Offer to locate the NSN employees at the customer premises so they can be supervised by customer.

C. Arrange a meeting to agree how reduce access that will satisfy the customer.

D. Inform the customer that the Security Management team must have access if they are to perform their duties as agreed in the contract.

Correct Answer: A

QUESTION 4

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 and 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.

Correct Answer: C

QUESTION 5

Which of the statements BEST describes standards?

A. Standards are a contractual requirement to ensure conformity and interoperability across networks.

B. Standards allow operators to work together and without them network operations would not know what performance measures to take.

C. Network Operations standards are imposed by regulatory bodies to ensure networks can interoperate.

D. Standards provide common protocols and compliances for interoperability within or across organisations and Operators and Vendors alike are active in setting international standards by participating in forums etc.

Correct Answer: D

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