



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

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### QUESTION 1

During the middle of the night you have learnt that the only way to get a priority site back on air is to take one of the following actions, all of which should allow the SLA to be met. Which option BEST meets both NSN and the customers interests?

- A. Send the 'On Call' engineer to collect and deliver the spare part from another region.
- B. Arrange for a taxi to deliver the spare from another region.
- C. Take a part from a site under a lower priority.
- D. Take a part from a site undergoing site acceptance.

Correct Answer: B

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### QUESTION 2

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.

Correct Answer: B

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### QUESTION 3

How would you ensure the GNOC has 24x7 management support?

- A. Ensure that the Team Leader knows all the managers who can support in case of escalation. Ensure in any case you can manage 24x7 all the management tasks assigned to you and ensure your availability.
- B. Have Process Owners and/or Team Leaders take on escalation management roles and delegate some of your responsibilities to them to test their capability.
- C. Organize the shift by taking into account the experience of the Team Leaders and engineers. Ensure you have constant communication with the Team Leader in case it is necessary for you to manage the team.
- D. Assign tasks and define process's Owners. Provide the Team Leaders with the right management contact names who might provide support in case needed. Delegate all the responsibility to them when you are present at the NOC.

Correct Answer: B

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### QUESTION 4



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 setup.

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 setup.

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 setup.

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 setup.

Correct Answer: A

## QUESTION 5

Which statements correctly describes Third Party Management?

A. Managing contracts and subcontracts undertaken with partner organizations in order to provide outsourced service delivery to the customer.

B. Managing contracts undertaken with partner organizations in order to provide outsourced service delivery to the customer.

C. Managing contracts where they are essential with partner organizations in order to provide outsourced service delivery to the customer.

D. Managing essential contracts on behalf of the customer in order to provide the outsourced service delivery scope of services or to fully novate them.

Correct Answer: D