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QUESTION 1

What impact can be expected during the execution of projects for which the scope of work is NOT clearly defined?

- A. No impact.
- B. Non Conformance costs due to unplanned additional work.
- C. SLA's cannot be met due to requirement for scope clarification.
- D. Additional Efforts due to intensive Change Management.

Correct Answer: B

QUESTION 2

What are the defined Gates in the NSN Sales Work Flow?

- A. 1. Customer Selection 2. Go/No Go 3. Bid/No Bid 4. Approval/No Approval 5. Deal/No Deal 6. Start Delivery.
- B. 1, Receive the RFQ 2, Define Bid Team 3, Create Customer Offer 4. Negotiate Contract
- 5. Prepare Transition Plan.
- C. 1. Identify Customer Needs 2. Develop a Solution 3. Prepare Commercial Offer 4. Negotiate Contract 5. Prepare PTA.
- D. 1. Receive RFQ 2. Develop Solution 3. Prepare Commercial Offer 4. Negotiate Contract
- 5. Prepare for Delivery.

Correct Answer: A

QUESTION 3

What needs to be updated after approved scope change request?

- A. Account plan.
- B. Risk management plan.
- C. Scope of Works
- D. Communication plan.

Correct Answer: C

QUESTION 4



A planned work has over-run the allocated time window due to confusion over the planned works process. What action could be taken to prevent future over-run of planned works?

- A. Review the FM process and send recommendations to the FM Manager.
- B. Reviews the Performance Mgt process and sends recommendations to the Performance Mgt Manager.
- C. Reviews FM and Performance Mgt process and sends recommendations to FM and Performance Mgt Managers.
- D. Reviews Configuration Mgt process and send recommendations to Configuration Mgt Manager.

Correct Answer: D

QUESTION 5

When is the right moment to freeze the project scope considering the case life cycle?

- A. Before Gate 4.
- B. During the Handover from business acquisition to project delivery phase (Gate 6 - PTA).
- C. During operational delivery.
- D. At Disengagement.

Correct Answer: B

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