SDM_2002001030 Q&As

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QUESTION 1

Which NwOps Service Products can we deliver from a GNSC?

A. NOC Management; Fault Management; Configuration Management; Performance Management; Security Management; OSS Administration.

B. Fault Management; Configuration Management; Performance Management; Security Management; OSS Administration; Network Optimization.

C. NOC Management; Fault Management; Configuration Management; Performance Management; Security Management; Network Optimization.

D. Fault Management; Configuration Management; Performance Management; Security Management; OSS Administration; Capacity Management

Correct Answer: A

QUESTION 2

What is the purpose of a Project Target Agreement for Network Operations?

A. 1) Agreement between the Operations Manager and the customer of the operational targets and the contract terms at the start of project execution 2) Formal approval from the customer that the Operations Manager proposed by NSN is considered acceptable from customer\\'s perspective.

B. 1) Agreement between the Operations Manager and his line manager of the targets relevant for Short Term Incentives 2) Operations Manager\\'s confirmation that he is aware of and accepts his incentive relevant objectives.

C. 1) Full or partial agreement between the CT Head and the respective Operations Manager on the cost baseline and the contract terms at the end of the handover process. 2) Ops Mgr\\'s formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team

D. 1) Full or partial agreement between the Bid Manager and the relevant Operations Manager of the cost baseline and the contract terms at the end of the handover process 2) Operations Manager\\'s formal confirmation that all relevant information from the Bid phase was handed over. 3) Release of the Bid team

Correct Answer: C

QUESTION 3

What functions does the CM team support?

A. Supports Network Implementation, Hardware Management, Network set up and Network Operations at engineering meetings.

B. Supports the Hardware Management, Site Configuration, Configuration Management, Optimization.

C. Supports Report Management, Measurement Analysis, Fault identification, Fault Resolution.

D. Supports the Network Planning and Optimisation, Performance Management, Fault Management, Network

Operations at Engineering meetings.

Correct Answer: D

QUESTION 4

In a Transformation deal the Field Operations costs are targeted to be reduced by 10% without impacting the SL

Which statement MOST accurately describes the correct course of action?

A. Reduce the HC to meet the desired cost level and redistribute the engineers/technicians to provide cover as best they can.

B. Identify competence synergies and amalgamate roles to allow headcount reduction; and review and enhance the locations and coverage of engineers/technicians to maximise efficiency.

C. Reduce the number of managers to meet the target and redistribute the engineers/technicians among the remaining managers.

D. Change the vehicles for lower cost models being careful not to upset employment contracts.

Correct Answer: B

QUESTION 5

What key action would you take to empower the (G)NOC Shift Leaders?

A. Ensure they have an up-to-date escalation process that provides management and technical support 24x7.

B. Ensure they have the best knowhow to understand and manage all the possible technical problems.

C. Ensure they have an up-to-date list of the expert people to contact in case technical support is needed.

D. Ensure they have the best skill to be (G)NOC Shift Leaders. Create a test to measure periodically their skills.

Correct Answer: A

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