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QUESTION 1

When does the Care phase start?

- A. When the network, sub-network or deliverables get Customer final acceptance.
- B. When the project phase is completed.
- C. When the Account Manager receives the final payment from the Customer.
- D. When the Care Plan has been accepted by the Customer.

Correct Answer: A

QUESTION 2

Is there a need for Risk Analysis in Care?

- A. No, Risk Analysis is a mandatory process in NI Project Management only.
- B. Only when establishing Care for the newly negotiated contract.
- C. Always, at every stage of Care planning and execution.
- D. Only when needed as there is no official process.

Correct Answer: C

QUESTION 3

Who is responsible for ensuring the setup and availability of online services (NOLS, RAS, etc.) as agreed with the customer?

- A. Care Program Manager.
- B. SWS Manager.
- C. HWS Manager.
- D. CT Head.

Correct Answer: A

QUESTION 4

What is the purpose of Care Program Management Assessment?

- A. Verify the implementation and execution of the Care processes within certain CT.



- B. Check Care Program Manager's competence level.
- C. Check Care processes' status in specific CT and CaPM's competence level.
- D. Accessing the Network Elements under Care.

Correct Answer: A

QUESTION 5

What is Gross Profit?

- A. Gross Sales minus discounts and penalties.
- B. Net Sales minus Cost of Goods Sold.
- C. Gross sales minus all Operating Costs.
- D. Gross Sales minus Gross Costs.

Correct Answer: B

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