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QUESTION 1

What is the purpose of a handover from Sales to Care?

- A. It enables the Account Manager / CT Head to explain to the CaPM the content of the Care Contract.
- B. It ensures that the Care Contract implementation responsibility is transferred from Sales to Care.
- C. It ensures a smooth and seamless Customer Relationship interface.
- D. It ensures that all the requirements to provide Care services under the Care Contract are agreed and available for the customer.

Correct Answer: B

QUESTION 2

Who should be the responsible person in NSN to discuss with the Customer's Operations Manager the needed services and their view on the current Care Contract?

- A. Account Manager or Care Program Manager.
- B. Account Manager.
- C. Care Program Manager.
- D. Service Engagement Manager.

Correct Answer: A

QUESTION 3

At the Care Contract Renewal Milestone 3 "First Proposal" which topic should be agreed before the contract is presented to the Customer?

- A. Terms and Conditions.
- B. Cost baseline.
- C. Penalty proposal.
- D. Long term contract strategy.

Correct Answer: A

QUESTION 4

What are the Care SW services in the portfolio segment Active Network Assurance (ANWA)?



- A. Preventive services, launch support, On site troubleshooting, tailored technical support.
- B. 3rd party management and support, 3rd party support from various vendors.
- C. SW change planning and support, SW change mass provisioning, SW change testing, Network cloning services.
- D. Software Maintenance (SWM), Emergency services, Life Extender (LE) and Active Software Support (ASWS).

Correct Answer: D

QUESTION 5

What needs to be done if a 3rd Party Service Contract is due to expire?

- A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.
- B. Care Program Manger should inform Product Line.
- C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.
- D. The Care Program Manager should inform the Service Engagement Manager.

Correct Answer: A

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