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QUESTION 1

What is the purpose of the Monthly Resource Allocation meeting?

A. To provide resources to the CT.

B. To let the Resource Manager know in detailed level how many people and with which competencies are needed where and when.

C. To advise the Account Manager / CT Head of the resource requirements.

D. To tell the customer the number of engineers who will be available to support their network.

Correct Answer: B

QUESTION 2

What is the Assist tool?

A. A relational Database.

B. A knowledge management tool.

C. A helpdesk data entry tool.

D. We don\\'t use this tool in NSN Care.

Correct Answer: B

QUESTION 3

What is an additional possible use of a well made Care Plan?

A. It could serve as an induction document, helping to introduce new Care Team Members.

B. It could substitute the contract in disputes with the customer after the serious outage.

C. It can be used as a template for NI Project Plan creation.

D. It could be used to facilitate financial forecasting and to consolidate price information.

Correct Answer: A

QUESTION 4

Care Plan can be used as:

A. Basic reference in contractual disputes with customer.

B. Service Manual, helping to induct new Care Team members.

C. Financial Planning support tool in CT.

D. The source of resource forecast data.

Correct Answer: B

QUESTION 5

It is June and in your latest financial report you see columns "Actual" Sales and Cost for Q2 Total. Where do the values come from?

A. All form SAP / accounting system.

B. All from NELLE.

C. SAP for April and May, NELLE for June.

D. All from Invoicing tool.

Correct Answer: C

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