

# SDM\_2002001030<sup>Q&As</sup>

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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

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## QUESTION 2

What are the basic steps needed to manage the Workforce?

- A. Book the necessary resources, manage shift work, monitor workforce utilization KPI.
- B. Schedule the planned activities, monitor and report to the management.
- C. Assign tasks, and hands over the activities plan; reports on the workforce management.
- D. Plan, assign, dispatch and manage the activities; Monitor, manage and report on the workforce management.

Correct Answer: D

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## QUESTION 3

In an NSN outsourced contract, which set of contractual exemptions regarding matters out of the control of NSN should be recommended?

- A. - Performance degradation caused by matters not approved by NSN
  - Network downtime caused by Maintenance
  - Issues due to misalignment of the customers third party SLA's to NSN's contractual SLA's
  - Performance/Capacity limitations arising caused by special holidays
- B. - Performance degradation caused by matters not approved by NSN
  - Planned downtime for activities necessary to maintain and optimise the network
  - Issues due to misalignment of the customers 3rd party SLA's to NSN's contractual SLA's
  - Performance/Capacity limitations due to lack of Capex Investment by the operator
- C. - Performance degradation caused by matters not approved by NSN

- Planned downtime for activities necessary to maintain and optimise the network
- Issues due to misalignment of NSN Internal OLA's to NSN's contractual SLA's
- Performance/Capacity limitations arising caused by special holidays
- D. - Performance degradation caused by matters not approved by NSN
- Planned downtime for activities necessary to maintain and optimise the network
- Issues due to misalignment of the customers 3rd party SLA's to NSN's contractual SLA's
- Performance degradations caused by subcontractors

Correct Answer: B

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#### QUESTION 4

The Operations Manager is only authorized to place orders to vendors:

- A. 1. if CT Head gave instruction for the order
- 2. they are within the guidelines and definitions documented in the Procurement Plan
- 3. he has received a written offer from the supplier
- 4. using SAP.
- B. 1. it is within the approved scope of the Operations Delivery
- 2. they are within the guidelines and definitions documented in the Procurement Plan
- 3. using suppliers which have been approved for this specific project and with which valid frame contracts exist or are provided by Procurement.
- 4. using SAP.
- C. 1. after Gate 6 of the NSN Sales Process
- 2. if the Operations Manager has informed the procurement department

3.

using suppliers which have been approved for this specific project and with which valid frame contracts exist or are provided by Procurement.

4.

sending PO through email or fax to the supplier

D. 1. within the approved scope of the operations delivery

2.

within the guidelines and definitions documented in the Procurement Plan

3.

using suppliers with good reputation and a good personal relationship with the Operations Manager

4.

sending the PO in written form such as email or fax.

Correct Answer: B

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## QUESTION 5

What are the most important elements that MUST be monitored constantly over a project life cycle?

A. Quality and Subcontractor Performance.

B. Contract conditions and Project Deliverables.

C. Cost, Time and Scope.

D. Financial Reports and Schedule.

Correct Answer: C

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