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QUESTION 1

During the bidding phase, what type of support can be provided by Procurement Management?

- A. None. Operations Manager is responsible for negotiating the Subcontractor contracts after the deal with the customer is closed.
- B. Ensure cost efficient, qualified and compliant Subcontractor solutions for the customer project.
- C. Prepare training plans to develop Subcontractor competence level.
- D. Proactively develop the supply chain for required consumables.

Correct Answer: B

QUESTION 2

What is the difference between a function and an organisation within the Operations Model?

- A. A function in the Operations Model is a pure functional view, an organisation describes a organizational structure based on functions.
- B. A function in the Operations Model is related to a process within a set of processes, an organization is the set of processes related to different functions.
- C. A function in the Operations Model is a specific role within the organization, an organization is a group of functions.
- D. The terminology function and organization address respectively tasks and processes within the Operations Model.

Correct Answer: A

QUESTION 3

According to the Operations Model what are the 4 key functional areas of Field Operations?

- A. Corrective Maintenance; Preventative Maintenance; Provisioning; Maintenance Administration.
- B. Corrective Maintenance; Preventative Maintenance; Spare Part Management; Maintenance Administration.
- C. Corrective Maintenance; Planned Work; Provisioning; Maintenance Administration.
- D. Corrective Maintenance; Preventative Maintenance; Provisioning; Subcontractor Management.

Correct Answer: A

QUESTION 4

Which BEST describes the responsibility of the Security Management organization?

- A. Security Checks, NDA definition, Premises Security (Management of Third party and Collaborators who need to access to premises).
- B. Security Monitoring, Incident Management, Provisioning Management, Infrastructure and Premises Security and all associated administration.
- C. Management of Third parties supporting the security functions, Access Monitoring, Network Secur ID Management.
- D. Network Security Management, Access Security Management, HandS related security.

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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