

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

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**QUESTION 1**

Which description is MOST descriptive of Network Operations in an Operator organisation?

- A. Network Operations is managed by the Chief Technical Officer or equivalent and is the part of the organization responsible for matters of a technical nature including repairing the network to the quality standards agreed with their customers.
- B. Network Operations is part of the Outsourced services and is responsible for managing all the NwOps functions: Fault Management; Configuration Management; Performance Management; Security Management; OSS Administration; Maintenance, It does not include but Network Planning activities.
- C. Network Operations is the part of a customer's organisation that manages the Network Elements to ensure they are maintained and operative at all times to provide the quality of service promised to the end-users.
- D. Network Operations provides the management of the operated network and all events that may cause any disruption of service to end users or cause it to be in a jeopardous state. It follows that the overriding delivery objective is to provide the quality of service as defined by the business and promised to the end users.

Correct Answer: D

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**QUESTION 2**

A risk event with a 100% probability of occurrence is;

- A. a risk event with a high impact.
- B. a problem and triggers the contingency plan.
- C. very irritating.
- D. an issue and triggers the mitigation plan.

Correct Answer: B

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**QUESTION 3**

When the contract was signed, NSN did not offer shared delivery from a GDC. How would you go about influencing the customer to consider using NSN's GDC capability?

- A. Demonstrate how the GDC can fully replace the Local Service Delivery and team for managing the customer relationship.
- B. Use examples to demonstrate the capacity of the GDC in term of network management. Demonstrate that the shared delivery will not cause any damage to the customer business and highlight the shared delivery's advantage for NSN.
- C. Use examples that demonstrate the cost and quality benefits we have achieved through shared delivery in other cases.
- D. Demonstrate that the GDC enables the sharing of information gained by managing networks for different operators.

Correct Answer: C

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#### QUESTION 4

What is the MOST important failure related to GNOC services that may result in a loss of operator business.

- A. Failure to resolve network faults.
- B. Failure to achieve organizational KPI.
- C. Failure to update the network configuration database.
- D. Failure to manage the internal communication in the NOC.

Correct Answer: A

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#### QUESTION 5

You have a Trouble Ticketing system that has a limited capability, which other function can you use to assist you when calculating the SLA?

- A. Configuration Management
- B. OSS Management
- C. Fault Management
- D. Performance Management

Correct Answer: D

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