

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

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**QUESTION 1**

There is going to be a planned outage during the maintenance window and it will affect a large part of a city, what is the MOST relevant actions required from the FM process?

- A. Inform the Operations Manager and GDM and ensure the work is closely monitored.
- B. Inform Customer Care and ensure the work is closely monitored. For this size of impact also inform the GDM, Operations Director and potentially the customer.
- C. Inform the Care Manager and ensure the work is closely monitored.
- D. Send SMS messages to Operations Management when the planned works start and monitor the planned work closely.

Correct Answer: B

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**QUESTION 2**

By which trigger is Accrued Cost transferred to Actual Cost?

- A. Subcontractor invoice received.
- B. Trouble Ticket/Work Order Closed.
- C. Goods Receipt (GR) booked.
- D. Trouble Ticket/Work Order issued to subcontractor.

Correct Answer: C

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**QUESTION 3**

You are the on call Technical Support Engineer. Fault Management has escalated all of the following TT's to Tech Support

- 1) An isolated BTS Outage impacting a VIP corporate client, Customer CTO is demanding a report.
- 2) Critical alarm on an MGW serving the major city's airport
- 3) Critical Node alarm showing LOS on 1 fibre of a protected fibre ring.

What is the correct prioritisation order?

- A. 1:FIBRE LOSS, 2: MGW, 3:CTO REPORT.
- B. 1: MGW, 2: FIBRE LOSS, 3: CTO REPORT.
- C. 1:CTO REPORT, 2:MGW, 3:FIBRE LOSS.

D. 1:CTO REPORT, 2:FIBRE LOSS, 3:MGW.

Correct Answer: B

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#### QUESTION 4

In setting up the spare part requirements with NSN which of the statements MOST closely describes the key set-up requirement?

- A. Having an OLA with Care for spare part management.
- B. Having an effective warehouse management system to support Hardware Services.
- C. Locating spare parts in Service vehicles and at Network Locations.
- D. Implementing a Spare Part Management process and tools in GDC.

Correct Answer: A

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#### QUESTION 5

What are the defined Gates in the NSN Sales Work Flow?

- A. 1. Customer Selection 2. Go/No Go 3. Bid/No Bid 4. Approval/No Approval 5. Deal/No Deal 6. Start Delivery.
- B. 1, Receive the RFQ 2, Define Bid Team 3, Create Customer Offer 4. Negotiate Contract
- 5. Prepare Transition Plan.
- C. 1. Identify Customer Needs 2. Develop a Solution 3. Prepare Commercial Offer 4. Negotiate Contract 5. Prepare PTA.
- D. 1. Receive RFQ 2. Develop Solution 3. Prepare Commercial Offer 4. Negotiate Contract
- 5. Prepare for Delivery.

Correct Answer: A

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