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QUESTION 1

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

QUESTION 2

Which is the correct description of Fault Localisation?

A. Provides the real-time monitoring and management of alarms for network elements and infrastructure.

B. Fault rectification management and control instances as well as checking alarms and priorities.

C. Fault analysis, verification of parameters and connectivity, fault localisation, diagnostics, RCA and correlation.

D. Perform the localisation, correction and verification of faults, trouble ticket creation, RCA and correlation of alarms.

Correct Answer: C

QUESTION 3

What is the recommended action when customer asks for a consistency check to his network planning files which was not included in NSN scope of work?

- A. Execute if there is a risk to harm the customer satisfaction.
- B. Initiate the Change Management Process.
- C. Execute but only with formal approval of the Operations Business Manager.
- D. Execute if the task will not have a significant impact on the cost baseline and keep customer happy.

Correct Answer: B

QUESTION 4

NSN are required under the outsourcing contract to setup a local NOC for which the location, size, people and tools are already agreed - what are the other key considerations?

- A. NOC managers are only responsible for location, size and tools.
- B. IT and OSS connectivity; Air Conditioning system; Parking, Canteen.
- C. Security system and process, IT and OSS connectivity, LAB for HW and SW test.
- D. IT and OSS connectivity; Security system and process; Workstations; Telephones; Environmental HandS.

Correct Answer: D

QUESTION 5

Under what circumstance could Technical support be provided by Care Engineers?

- A. For any fault that cannot be resolved by Technical Support.
- B. In all fault cases concerning 3rd party hardware issues.
- C. In all circumstances where Care are co-located within the same location as Technical support.
- D. Where the customer contract included care ESS or onsite support services.

Correct Answer: D

QUESTION 6

In an outsourcing deal what activity is the assessment and verification of all customer information relevant for NSN to build its technical and commercial solution for a deal prior to contract signing?

- A. Joint Evaluation.
- B. Due Diligence.
- C. Discovery Period.
- D. Contract Negotiation.

Correct Answer: B

QUESTION 7

Which statement BEST describes the difference between Service Level Agreements (SLA's) and Operational Level Agreements (OLA's)?

- A. There is no difference and both SLA's and OLA's can be used as a matter of preference.
- B. SLA's measures network performance and OLA's operational performance.
- C. SLA's are contractually binding and OLA's are not.
- D. OLA's is contractually binding and SLA's are not.

Correct Answer: C

QUESTION 8

The swiftest and MOST effective communications take place among people with;

- A. the ability to reduce perception barriers.
- B. advanced degrees.
- C. common points of view.
- D. good encoding skills.

Correct Answer: C

QUESTION 9

Serious flood damage in a major city has resulted in a completely cut off mobile network. Contractually this is 'Force Majeur' and no SLA's are effected in contractual terms. What is your priority recommended course of action?

- A. Start repairing sites once power is restored with priority given to sites generating highest income.
- B. Have a special team ready to start checking all sites to ensure they are safe.
- C. Prepare a plan for the customer detailing the extent of the damage and actions/costs to repair.
- D. Use spare generators to get priority sites safely back on air as soon as possible.

Correct Answer: D

QUESTION 10

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

QUESTION 11

A Network Operations delivery is experiencing difficulties in the SLA compliance of one of its key Field Ops Subcontractors. It has been estimated by the operations team that, if the subcontractor breaches the MTTR SLA in the next reporting period, NSN will incur \$10,000 in penalties. The probability of the subcontractor breaching the SLA is 50 %, based on the fact that this has happened before. What is the expected monetary value of this risk event occurring?

- A. \$20,000.
- B. \$2,500.
- C. \$5,000.
- D. \$10,000.

Correct Answer: C

QUESTION 12

Which statement describes BEST the purpose of a Transformation management plan?

- A. The transformation plan identifies the transformation manager and describes the scope of work.
- B. Transformation is the sum of operational activities to improve work flow, increase profitability and increase operational efficiency.
- C. Transformation plan documents handover procedures from transition to operations.
- D. The transformation plan includes a task list, a risk assessment, a disengagement plan, a cost benefit analysis, acceptance criteria, current state description and future state definition.

Correct Answer: B

QUESTION 13

After major software upgrade on an RNC in a mobile network, the Performance Mgt Team has analysed the Performance Mgt data and has noticed a trend of call set-up failures, who now needs to be informed with the MOST urgency?

- A. Network Planning and Optimisation and Care.
- B. Configuration Management and Network Planning and Optimisation.
- C. Configuration Management and Care.
- D. Configuration Management and Fault Management.

Correct Answer: D

QUESTION 14

During the middle of the night you have learnt that the only way to get a priority site back on air is to take one of the following actions, all of which should allow the SLA to be met. Which option BEST meets both NSN and the customers interests?

- A. Send the 'On Call' engineer to collect and deliver the spare part from another region.
- B. Arrange for a taxi to deliver the spare from another region.
- C. Take a part from a site under a lower priority.
- D. Take a part from a site undergoing site acceptance.

Correct Answer: B

QUESTION 15

Which statements BEST describes how NwOps Solutions are put together?

- A. NwOps solutions must cater for the end-end business model of an individual Operator.
- B. NwOps solutions must be part of a larger deal.
- C. It is mandatory that NwOps solutions must include shared delivery.
- D. NwOps solutions cannot deviate from the Operations Model.

Correct Answer: A

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