

# Nokia

**Exam SDM\_2002001030**

**SDM Certification - PS NSOP**

Version: 6.0

**[ Total Questions: 160 ]**

**Topic break down**

<b>Topic</b>	<b>No. of Questions</b>
<b>Topic 1: Communication Management</b>	<b>10</b>
<b>Topic 2: Config Mgt</b>	<b>4</b>
<b>Topic 3: Cost Management</b>	<b>146</b>

**Topic 1, Communication Management****Question No : 1 - (Topic 1)**

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.

**Answer: C**

**Question No : 2 - (Topic 1)**

The Network Operations Delivery team receives from the Sales Team, the Risk Log at Handover, which is the basis for the planned contingency reserves in the cost baseline, During operational delivery a new relevant risk is identified, What is the BEST way to manage it?

- A. Define the response plan for the new Risk and apply it.
- B. If the new risk is not part of the current Risk Log, than it must be part of a Change Management process and not be included in the contingency reserves.
- C. Communicate to the CT Head in the next Operational Review Meeting about the new risk that has been identified.
- D. Evaluate the impact and probability and, if needed, make a revision of the contingency reserves in the Cost Baseline and communicate to the relevant stakeholders.

**Answer: D**

**Question No : 3 - (Topic 1)**

If you determine that one of your stakeholders has high level of power and little interest or involvement in your project, which strategy should be employed in managing that stakeholder?

- A. Monitor.
- B. Keep satisfied.

- C. Manage closely.
- D. Keep informed.

**Answer: B**

**Question No : 4 - (Topic 1)**

In the Joint Project Governance Model (part of MS Operations Model). Which of the model levels deal with: Agreement Level Management including change management Program Initiation and follow up Steering operational activity

- A. Joint Operational Level.
- B. Executive Management Level.
- C. Joint Steering Level.
- D. Tactical Management Level.

**Answer: C**

**Question No : 5 - (Topic 1)**

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

**Answer: D**

**Question No : 6 - (Topic 1)**

Governance is critical to successful operations. Which statement best describes it according to the Operations Model?

- A. Governance addresses the complete communication requirements between the

Operator/Customer 'Demand Organization' and Nokia Siemens Networks; and is based on four levels of relationship.

**B.** Governance addresses the complete communication requirements between the Operator/Customer 'Demand Organization' and Nokia Siemens Networks; and is based on three levels of relationship.

**C.** Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on three levels of relationship.

**D.** Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on four levels of relationship.

**Answer: B**

**Question No : 7 - (Topic 1)**

What are the main benefits of keeping an action point list of open/closed issues with the customer?

**A.** A properly followed-up action point list can be used to increase sales and create business opportunities with this customer.

**B.** Avoid duplication of effort, clear responsibilities and proper follow-up of identified issues.

**C.** It serves as the basis for contingency reserve revision.

**D.** The action point list serves as evidence for objective achievements.

**Answer: B**

**Question No : 8 - (Topic 1)**

What is the difference between Project Governance and Operational Interaction according to the Operations Model?

**A.** Project Governance is describing the interaction with all relevant stakeholders (e.g. customer, CT Team, Operations Team, Care Team etc.) on management level covering business aspects of the project in contrast to Operational Interaction which is focusing on the day-to-day interfacing between the operations team and the customer demand organization.

**B.** Project Governance is describing the interaction with all relevant stakeholders (e.g. customer, CT Team, Operations Team, Care Team etc.) on management level covering business aspects of the project in contrast to Operational Interaction which is describing the internal interaction between the operational functions e.g. FM, CM, PM etc.

**C.** Project Governance is describing the interaction between customer and CT Team in

contrast to Operational Interaction which is describing the internal interaction between the operational functions e.g. FM, CM, PM etc.

**D.** Project Governance is intended to cover NSN internal matters that are not directly related to matters between the Operator and NSN, while the Operational Interaction deals with communication.

**Answer: A**

**Question No : 9 - (Topic 1)**

Why is the Project Governance important for operations management?

**A.** Project Governance is setting up a defined communication and SoR structure between the customer and the CT team. It guarantees the interaction between these parties of a project on a regular basis and the results can influence operations.

**B.** Project Governance is setting up a defined communication and SoR structure with all operations internal entities (e.g. CARE, NI). It guarantees the interaction of all internal entities of a project on a regular basis.

**C.** Project Governance is setting up a defined communication and SoR structure between the operations management and the CT team. It guarantees the interaction between these parties of a project on a regular basis.

**D.** Project Governance is setting up a defined communication and SoR structure with all relevant stakeholders (e.g. customer, CT Team, Operations Team, Care Team etc.) on management level covering business and operational aspects of the project. It guarantees the interaction of all stakeholders of a project on a regular basis.

**Answer: D**

**Question No : 10 - (Topic 1)**

Somebody who's communicating to a group of people of more than 25 persons needs to make sure that;

**A.** his message is clear, unambiguous, and complete so that the receiver can receive it correctly.

**B.** he is using a lot of body language.

**C.** he is giving a hard copy to every attendant after his speech.

**D.** he is looking at every attendant in order to check that he/she is still listening to him.

**Answer: A**

**Topic 2, Config Mgt****Question No : 11 - (Topic 2)**

Which are the main CM interfaces?

- A. FM, PM, NOC management, Field maintenance management, NPO, customer and vendors.
- B. FM, PM, NOC management, Field maintenance management, SM.
- C. PM, NOC management, Field maintenance management, NPO, SM.
- D. FM, Care, NOC management, Field maintenance management, NPO.

**Answer: A**

**Question No : 12 - (Topic 2)**

What are the key responsibilities for CM Manager?

- A. Network HW & SW Upgrades Management; Management of the network maintenance; Management of CM personnel; CM tools selection; CM procedure management; Correlation of CM procedures with PM and FM procedures.
- B. SLA SOA content definition; Account Director support; Third party company management; End to End quality of service Management.
- C. Leadership and Management; Network Configuration reporting; Network database maintenance; management of network acceptance and changes; maintenance and development of CM tools; change management procedures and templates; configuration integrity.
- D. CM Procedure Management, CM Team Leadership; CM report creation; Network Planning; HW management.

**Answer: C**

**Question No : 13 - (Topic 2)**

What functions does the CM team support?

- A. Supports Network Implementation, Hardware Management, Network set up & Network Operations at engineering meetings.
- B. Supports the Hardware Management, Site Configuration, Configuration Management, Optimization.
- C. Supports Report Management, Measurement Analysis, Fault identification, Fault Resolution.
- D. Supports the Network Planning & Optimisation, Performance Management, Fault Management, Network Operations at Engineering meetings.

**Answer: D**

**Question No : 14 - (Topic 2)**

What BEST describe the CM process?

- A. Configuration Management plans, manages and controls changes to the network & infrastructure, including acceptance, management & approval of work orders, documentation, data management and integrity.
- B. Configuration Management controls all work orders and trouble tickets; manages and controls changes to the network.
- C. Configuration Management manages and controls changes to the network & infrastructure, including acceptance, management & approval of work orders, analysis of trends in mobile networks.
- D. Configuration Management plans, manages and controls changes to the network & infrastructure, including acceptance, management & approval of work orders, documentation, Trouble Ticket reporting, invoicing.

**Answer: A**

**Topic 3, Cost Management**

**Question No : 15 - (Topic 3)**

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.



Answer: C

**Question No : 16 - (Topic 3)**

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.

Answer: C

**Question No : 17 - (Topic 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

Answer: B

**Question No : 18 - (Topic 3)**

Why is it important to record changes in scope, schedule or cost?

- A. To ensure that change management can approve the changes.
- B. To ensure NSN is able to fulfill its contractual obligations satisfactorily over the contract life cycle.
- C. To ensure customer satisfaction.
- D. To maintain the profitability of the business case for NSN.

**Answer: D**

**Question No : 19 - (Topic 3)**

A certain SLA is failing on a regular basis, what actions could be done to resolve this?

- A. Use the FM and CM processes to find the root cause of SLA failure, find a solution, implement, test and verify.
- B. Use the FM and PM processes to find the root cause of SLA failure, find a solution, implement, test and verify.
- C. Discuss with the technical back office and put in a solution to resolve this issue.
- D. Discuss with the NOC Manager, find a solution, implement solution and check status.

**Answer: B**

**Explanation:**

17Après - Risk Management

**Question No : 20 - (Topic 3)**

Which Network Operations functions require an escalation procedure?

- A. Functions related to Planning.
- B. All functions based in (G)NOC.
- C. Functions related to Care.
- D. All functions of NwOps.