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## SDM Certification - PS NSOP

Nokia SDM 2002001030

Version Demo

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## Topic Break Down

| Topic                             | No. of Questions |
|-----------------------------------|------------------|
| Topic 1, Communication Management | 9                |
| Topic 2, Config Mgt               | 4                |
| Topic 3, Cost Management          | 147              |
| Total                             | 160              |



**QUESTION NO: 1**

Which main steps are required to set up an effective Change Management Process in an Operational Delivery?

- A.** - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
  - The change management process is documented and communicated to customer/subcontractor/internally in NSN.
  - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool set-up.
- B.** - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
  - The change Management process is documented and communicated internally in NSN.
  - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool set-up.
- C.** - The change Management process is discussed and approved by customer/subcontractor/NSN NwOps Delivery team.
  - The Operations Business Manager talks about the change management process with all relevant stakeholders internally in NSN and on the customer/subcontractor side.
  - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool set-up.
- D.** - The change Management process is discussed and approved by NSN NwOps Delivery team.
  - The Operations Business Manager talks about the change management process with all relevant stakeholders internally in NSN.
  - Follow-up mechanisms defined and agreed like risk/operational reserves, PCA process, CR Tool set-up.

**ANSWER: A****QUESTION NO: 2**

What is the impact to the CBL contingency due to the identification of new operational risks?

- A.** Reduction of Gross Margin.
- B.** Change Management process must be triggered.
- C.** New Cost Baseline must be approved by Revenue Recognition Board.
- D.** Cost per Site will increase.

**ANSWER: A****QUESTION NO: 3**

What is the methodology that ensures the BEST outcome for both NSN and customer?

- A.** Revenue Sharing.
- B.** Gain Sharing.
- C.** Risk-Reward.

D. Improvement of end user experiences.

**ANSWER: B**

#### QUESTION NO: 4

Which two Network Operations processes play key roles in supporting Network Optimization?

- A. Configuration Management & Fault Management.
- B. Performance Management & Fault Management.
- C. Performance Management & Configuration Management.
- D. Configuration Management & Technical Support.

**ANSWER: C**

#### QUESTION NO: 5

What are the 2 main inputs for the cost baseline calculation?

- A. Subcontractor Costs and Overhead.
- B. Subcontractor Costs and Vehicles and Tools.
- C. Costs of Internal Resources and Costs of Direct External Workforce.
- D. Costs of local project resources, and 3rd Party services.

**ANSWER: D**

#### QUESTION NO: 6

When does the Operations Manager need to update NELLE/ERM DP with operational data?

- A. At year end.
- B. Weekly.
- C. Per STP.
- D. At least once a month, before period cut-off.

**ANSWER: D**

**Explanation:**

4Apres - Fault Mgt

**QUESTION NO: 7**

Which of the following options contains the basic steps of the Contract Change Management process?

- A. 1. Analyze change 2. Implement change 3. Close change.
- B. 1. Initiate change 2. Analyze change 3. Implement & Monitor change 4. Close change.
- C. 1. Open Change Request 2. Reject/Approve Change Request.
- D. 1. Analyze Change Request 2. Reject/Approve Change Request.

**ANSWER: B**

**QUESTION NO: 8**

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.

**ANSWER: D**

**Explanation:**

22Apres - Transition & Transformation Management

**QUESTION NO: 9**

The Field Operations organisation is not performing efficiently and requires re-organisation. Which statement BEST describes the correct approach?

- A. Re-organize based on a headcount limit that will realise the savings required.
- B. Reorganize, creating teams for each function of the Operations Model.
- C. Plan a new organisation based on an optimised process delivery using the Operations Model.
- D. Check what other projects are doing and use the same approach as them.

**ANSWER: C**

**Explanation:**

6Apres - Integration Management

**QUESTION NO: 10**

How would you handle performance problems related to RAN frequency planning in a project where customer is responsible for Network Planning?

- A.** Request NPO resources and start troubleshooting.
- B.** Do nothing, the performance problems are customer's responsibility in this case.
- C.** Request Field Ops teams to go to the field, make test calls and help the customer to identify where the problem is MOST critical.
- D.** Request an NSN NPO Solution Consultant to meet the customer for evaluating a potential up selling opportunity.

**ANSWER: D**