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SDM Certification – CARE

[Nokia SDM_2002001040](#)

Version Demo
Total Questions: 10

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QUESTION NO: 1

What is a legally secure contract for NSN and a Customer?

- A. If NSN has a long-running relationship with the customer, so a "gentlemen's" or "verbal" agreement is enough, especially in some countries.
- B. A PO with the payment terms defined is sufficient, provided NSN had contractual relationship with the customer in the past.
- C. Terms and conditions documenting the commitments of both parties needs to be written and signed.
- D. A detailed customer Purchase Order with a description of the Services Ordered is sufficient.

Answer: C

QUESTION NO: 2

What is CaPM's PRIMARY responsibility in the tendering process?

- A. To help the Account Manager to prepare a Customer Care Contract.
- B. To support the Account Manager to negotiate the Care Contract with the Customer.
- C. To consult the Service Engagement Manager to ensure availability of price options for Care Services.
- D. To act as the CT contact to the Care organisation and to support the CT in all tendering activities where Care services are being considered.

Answer: D

QUESTION NO: 3

When does the Care phase start?

- A. When the network, sub-network or deliverables get Customer final acceptance.
- B. When the project phase is completed.
- C. When the Account Manager receives the final payment from the Customer.
- D. When the Care Plan has been accepted by the Customer.

Answer: A

QUESTION NO: 4

Who should NOT participate in a Care Services tender?

- A. Service Product Manager.
- B. Cost Manager.
- C. Care Program Manager.
- D. R&D Engineer.

Answer: D

QUESTION NO: 5

The following action must take place if NSN are not SOX Compliant:

- A. NSN will be fined 2.5 times the annual value of the contract.
- B. CT Head will be dismissed from NSN with 30 days notice.
- C. A new Contract signed and Customer Purchase Order issued as soon as possible.
- D. We must receive a Customer Purchase Order within 5 working days.

Answer: C

QUESTION NO: 6

How many milestones (gates) are defined in the contract renewal process?

- A. 3
- B. 4
- C. 6
- D. 7

Answer: D

QUESTION NO: 7

Which of the following statements is true to be SOX Compliant in SDM-EX4-Care Contract Management?

- A. NSN must have a letter of intent from the Customer's Legal Department.
- B. NSN must have a written, signed Contract and a Customer Purchase Order.
- C. NSN must have a Customer Purchase Order for the actual Care we are delivering.
- D. NSN must have a Contract defined in CDB and a Customer Purchase Order.

Answer: B

QUESTION NO: 8

A customer pays for a 5-year warranty contract. What contract type is used in CDB/SAP?

- A. Care Agreement.
- B. Warranty Standard contract.
- C. Warranty Extended contract.
- D. 1st Warranty Standard and the next 4 as Warranty Extended contract.

Answer: A

QUESTION NO: 9

Who approves free of charge services included in the Care Contract?

- A. Care Program Manager.
- B. Head of CT after consulting Sales Director.
- C. Depending on NSN policy regarding discounts the person may vary.
- D. Sales Director.

Answer: C

QUESTION NO: 10

According to the contract renewal process, when should be the first contract proposal presented to the customer ?
(T = expiration time of current contract)

- A. T - 4 months.
- B. T - 3 months.
- C. As soon as prepared.
- D. T - 6 months.

Answer: A

QUESTION NO: 11