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Nokia SDM_2002001040

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QUESTION NO: 1

How the resource requirement forecast is taken from NELLE inputs?

A. Resource streams manager analyse input and define the number of resources needed.

B. NELLE planning packages include resource requirements and total figures are calculated automatically.

C. F&C controller evaluates the required use of resources and calculates the expected SPC cost.

D. NELLE has no direct link to resource forecasting, forecasts are separately defined at MRA meeting.

ANSWER: B

QUESTION NO: 2

What are the three main phases of NSN business?

A. Sell, Deliver, Care.

B. Buy, Sell, Install.

C. Install, Commission, Integrate.

D. Sell, Install, Care.

ANSWER: A

QUESTION NO: 3

What is the purpose of the Monthly Resource Allocation meeting?

A. To provide resources to the CT.

B. To let the Resource Manager know in detailed level how many people and with which competencies are needed where and when.

C. To advise the Account Manager / CT Head of the resource requirements.

D. To tell the customer the number of engineers who will be available to support their network.

ANSWER: B

QUESTION NO: 4

Who needs to agree on the Care Plan?

A. Head of Care in region and Care Program Manager.

B. Care Program Manager and CT Head.

C. Customer and CT Head.

D. Care Program Manager and Customer.

ANSWER: D

QUESTION NO: 5

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: 6

Which fields are not editable in CDB after submission to SAP? If the following fields are incorrect, contract creation needs to be repeated in CDB and SAP alike:

A. Sales organisation, distribution channel and payment terms.

B. Contract start and end date, SLA and service items.

C. CaPM; F&C and CT head contact details.

D. Service Items, Purchase Order numbers and total contract value.

ANSWER: A

QUESTION NO: 7

Where does the information on required engineering resources' competence levels in CTs comes from?

A. Product Lines provide the information based on product roadmaps and expected service activities.

B. Resource Streams Managers define the need based on Personal Development Plan related discussions with their people.

C. Required competence levels are evaluated by Streams, based on the results of the Resource Allocation process.

D. Product Managers define the need based on sales plans and product roadmaps.

ANSWER: C

QUESTION NO: 8

How do you prove that you are in control of your financial processes?

A. You can always explain the deviations.

B. You do not exceed the cost base-line for the half-year.

C. There are no big deviations between forecast and actual.

D. You delegate completely to F&C.

ANSWER: C

QUESTION NO: 9

It is June and in your latest financial report you see columns "Actual" Sales and Cost for Q2 Total. Where do the values come from?

A. All form SAP / accounting system.

B. All from NELLE.

C. SAP for April and May, NELLE for June.

D. All from Invoicing tool.

ANSWER: C

QUESTION NO: 10

What are the 3 Care SWS portfolio segments?

A. Active Network Assurance (ANWA), Preventive Services, Launch Support services.

B. Active Network Assurance (ANWA), Software Evolution & Expertise (SEE) and Multi Supplier Support (MSS).

C. Active Network Assurance (ANWA), Software Evolution & Expertise (SEE), Life Extender (LE) Services.

D. There are only two portfolio segments in Care SWS: Active Network Assurance (ANWA), Software Evolution & Expertise (SEE).

ANSWER: B