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Exam : **SDM_2002001030**

Title : SDM Certification - PS NSOP

Version : Demo

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

2.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

3.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

4.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

5.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