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**Exam** : **SDM\_2002001040**

**Title** : **SDM Certification - CARE**

**Vendor** : **Nokia**

**Version** : **DEMO**

NO.1 When we receive payment for a customer invoice, what financial statement is affected?

- A. The Profit & Loss statement only.
- B. Both the Profit & Loss statement and the Balance Sheet.
- C. Profit & Loss and Cash Flow statements.
- D. Balance Sheet statement only.

**Answer:** D

NO.2 Who should be the responsible person in NSN to discuss with the Customer's Operations Manager the needed services and their view on the current Care Contract?

- A. Account Manager or Care Program Manager.
- B. Account Manager.
- C. Care Program Manager.
- D. Service Engagement Manager.

**Answer:** A

NO.3 Who is responsible for managing customer requirements during the Care phase?

- A. Care Technical Manager if assigned, otherwise the Care Program Manager.
- B. Care Program Manager.
- C. Care Program Coordinator if assigned, otherwise the Care Program Manager.
- D. CT Head.

**Answer:** B

NO.4 A company can improve its competitive advantage by following a number of functional level strategies. These include Efficiency, Quality, Innovation and one more. What is it?

- A. Motivation.
- B. Customer Responsiveness.
- C. Value.
- D. Demarcation.

**Answer:** B

NO.5 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

NO.6 Care Plan can be used as:

- A. Basic reference in contractual disputes with customer.
- B. Service Manual, helping to induct new Care Team members.
- C. Financial Planning support tool in CT.

D. The source of resource forecast data.

**Answer:** B

NO.7 The Care Plan should be updated:

- A. At least once per year.
- B. Only after each contract change.
- C. After each change to Care setup described.
- D. On customer request only.

**Answer:** C

NO.8 During the preparation of the Care Plan, it is recommended that the Care Program Manager reviews which of the following?

- A. Care Agreement, Supply Contract, Project Plan, WTR Report, Account Plan, NSN-PRS Report.
- B. Care Agreement, other Service Agreements, Supply Contract, Project Plan, Account Plan, 3rd Party Agreements.
- C. Care Agreement, NELLE Forecast, Supply Contract, WTR Report, Project Plan, Account Plan.
- D. Supply Contract, NSN-PRS Report, Project Plan, Account Plan, 3rd Party Agreements.

**Answer:** B

NO.9 In NELLE, CIT resources are:

- A. planned as man-working-days (MWD).
- B. planned as Head-Count.
- C. planned as money value.
- D. not planned with NELLE.

**Answer:** A

NO.10 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

NO.11 Which transaction in SAP triggers the cost of work by an external supplier?

- A. Setting the value to the Purchase Order.
- B. Goods Receipt of the Purchase Order.
- C. Booking the supplier invoice.
- D. Vendor item quantity update.

**Answer:** B

NO.12 If a CSDA gets declined, how much notice should be given to a customer that services will terminate?

- A. 10 working days.
- B. 30 working days.

- C. 30 calendar days.
- D. CT Head decides.

**Answer:** D

NO.13 A customer has a free 3-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 Warranty Extended for the next 2 years.

**Answer:** C

NO.14 The largest impact on the SPC rate comes from:

- A. the utilization ratio.
- B. the total headcount.
- C. internal allocations.
- D. management overhead.

**Answer:** A

NO.15 What is Gross Profit?

- A. Gross Sales minus discounts and penalties.
- B. Net Sales minus Cost of Goods Sold.
- C. Gross sales minus all Operating Costs.
- D. Gross Sales minus Gross Costs.

**Answer:** B