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QUESTION 1

Variable costs:

- A. vary with the volume of production.
- B. vary according to an index.
- C. are same as OPEX costs.
- D. is an efficiency ratio.

Correct Answer: A

QUESTION 2

In which of the following situations can a company show profit at the same time as cash is decreasing?

- A. When Work-in-Progress is increasing rapidly.
- B. The company invoices and records sales, but the customers do not pay.
- C. When Work-in-Progress is invoiced and released as cost.
- D. Depreciation is much higher than amortization rates.

Correct Answer: B

QUESTION 3

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.

Correct Answer: C

QUESTION 4

Who is the main responsible person to drive the Care Contract Renewal through the whole renewal process after the Internal Kick-off Meeting?

- A. Care Program Manager.

- B. Care Renewal Leader.
- C. Care Service Engagement Manager.
- D. CT Head.

Correct Answer: B

QUESTION 5

During monthly reporting the Care Program Manager finds a lot of wrong cost allocations to her / his project. What should s/he do?

- A. Comment in the report that there have been wrong allocations.
- B. Ask FandC to find out what the allocations contain and then ask to get them corrected, then report findings and corrective actions.
- C. Nothing specific - deviations by default will be investigated by FandC controller and then FandC team will take all the corrective actions needed.
- D. Ask the CT head to support in finding and correcting possible reasons.

Correct Answer: B

QUESTION 6

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.

Correct Answer: A

QUESTION 7

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.

Correct Answer: B

QUESTION 8

What is the main business responsibility of the Care Program Manager?

- A. Supervises sales and costs and defines discounts.
- B. Supervises revenues and costs and provides reports to the Account Manager.
- C. Supervises revenues and costs and analyses profitability.
- D. Supervises revenues and costs and approves customer discounts.

Correct Answer: C

QUESTION 9

Who is responsible for entering CARE data into NELLE?

- A. Care Program Manager.
- B. Project FandC with the input from CaPM.
- C. Services Account Manager.
- D. Cost and Progress Manager.

Correct Answer: B

QUESTION 10

NSN's internal drive testing team has found that the quality of the customer Network has decreased over time. What should the responsible Care Program Manager do?

- A. Nothing. The customer's own planning department take care of network quality.
- B. NSN has a good solid business with the customer with a very limited number of reported problems and a very profitable contract. CaPM simply tells the customer that NSN will provide planning support free of charge.
- C. CaPM informs the Account Manager about the quality issue in the customer network and expects the CT to act on the information if they want to increase sales.
- D. CaPM sees an opportunity to increase the Care revenues by providing additional proactive services. Therefore s/he engages the team to make a business proposal for the additional services.

Correct Answer: D

QUESTION 11

What is the Care Program Manager's role in up-selling?

- A. To identify and promote additional services to the customer.
- B. To sell Hardware Services and Software Services to the customer.
- C. To get some additional Care services orders.
- D. To make presentations about new NSN products to the customer.

Correct Answer: A

QUESTION 12

Which of the Care Service Cancellation process tasks is NOT under Care Program Manager responsibility?

- A. Care contract closing in Contract Database.
- B. Ensuring with local CLicS Key User that the Customer's users are removed from CLicS role management.
- C. Communication of changes related to customer's HWS services through the HWS organization and collaborators.
- D. Identifying related 3rd party vendor support agreements.

Correct Answer: C

QUESTION 13

What is the GIC code for SWM?

- A. G7402.
- B. G7405.
- C. G7409.
- D. G7407.

Correct Answer: A

QUESTION 14

A contract is about to expire but there is already a PO for the next year from the customer. Is there a need for CSDA?

- A. No, because CSDA is to ensure that NSN doesn't deliver services without money. If there is a PO already in place before expiration, the CaPM just updates the contract end date.
- B. No, because PO is in place and invoicing is uninterrupted. After getting the written consent of the CT head and FandC Controller, contract prolongation in CDB is the next step and delivery continues.
- C. Yes, CSDA is still needed because the contract is not signed. It means NSN is legally still vulnerable and

management needs to grant written approval to acknowledge the higher risk.

D. Yes, NSN needs to send a CSDA to inform higher management that a contract expired but delivery continues as the PO is in place.

Correct Answer: C

QUESTION 15

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.

Correct Answer: C

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