Latest Version: 9.0

Question: 1

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

Question: 2

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

Question: 3

In the Joint Project Governance Model (part of MS Operations Model). Which of the model levels deal with: Agreement Level Management including change management Program Initiation and follow up Steering operational activity

A. Joint Operational Level.
B. Executive Management Level.
C. Joint Steering Level.
D. Tactical Management Level.

Answer: C

Question: 4

What is the difference between Project Governance and Operational Interaction according to the Operations Model?

A. Project Governance is describing the interaction with all relevant stakeholders (e.g. customer, CT Team, Operations Team, Care Team etc.) on management level covering business aspects of the project in contrast to Operational Interaction which is focusing on the day-to-day interfacing between the operations team and the customer demand organization.
B. Project Governance is describing the interaction with all relevant stakeholders (e.g. customer, CT Team, Operations Team, Care Team etc.) on management level covering business aspects of the project in contrast to Operational Interaction which is describing the internal interaction between the operational functions e.g. FM, CM, PM etc.
C. Project Governance is describing the interaction between customer and CT Team in contrast to Operational Interaction which is describing the internal interaction between the operational functions e.g. FM, CM, PM etc.
D. Project Governance is intended to cover NSN internal matters that are not directly related to matters between the Operator and NSN, while the Operational Interaction deals with communication.

Answer: A

Question: 5

Governance is critical to successful operations. Which statement best describes it according to the Operations Model?

A. Governance addresses the complete communication requirements between the Operator/Customer 'Demand Organization' and Nokia Siemens Networks; and is based on four levels of relationship.
B. Governance addresses the complete communication requirements between the Operator/Customer 'Demand Organization' and Nokia Siemens Networks; and is based on three levels of relationship.
C. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on three levels of relationship.
D. Governance addresses the complete communication requirements between the CBT and Nokia Siemens Networks; and is based on four levels of relationship.

Answer: B