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Exam : SDM_2002001040

Title : SDM Certification – CARE

Version : Demo

1.What is a legally secure contract for NSN and a Customer?

- A. If NSN has a long-running relationship with the customer, so a "gentlemen's" or "verbal" agreement is enough, especially in some countries.
- B. A PO with the payment terms defined is sufficient, provided NSN had contractual relationship with the customer in the past.
- C. Terms and conditions documenting the commitments of both parties needs to be written and signed.
- D. A detailed customer Purchase Order with a description of the Services Ordered is sufficient.

Answer: C

2.What is CaPM's PRIMARY responsibility in the tendering process?

- A. To help the Account Manager to prepare a Customer Care Contract.
- B. To support the Account Manager to negotiate the Care Contract with the Customer.
- C. To consult the Service Engagement Manager to ensure availability of price options for Care Services.
- D. To act as the CT contact to the Care organisation and to support the CT in all tendering activities where Care services are being considered.

Answer: D

3.When does the Care phase start?

- A. When the network, sub-network or deliverables get Customer final acceptance.
- B. When the project phase is completed.
- C. When the Account Manager receives the final payment from the Customer.
- D. When the Care Plan has been accepted by the Customer.

Answer: A

4.Who should NOT participate in a Care Services tender?

- A. Service Product Manager.
- B. Cost Manager.
- C. Care Program Manager.
- D. R&D Engineer.

Answer: D

5.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.

Answer: C

6.How many milestones (gates) are defined in the contract renewal process?

- A. 3
- B. 4
- C. 6
- D. 7

Answer: D

7.Which of the following statements is true to be SOX Compliant in SDM-EX4-Care Contract Management?

- A. NSN must have a letter of intent from the Customer's Legal Department.
- B. NSN must have a written, signed Contract and a Customer Purchase Order.
- C. NSN must have a Customer Purchase Order for the actual Care we are delivering.
- D. NSN must have a Contract defined in CDB and a Customer Purchase Order.

Answer: B

8.A customer pays for a 5-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 the next 4 as Warranty Extended contract.

Answer: A

9.Who approves free of charge services included in the Care Contract?

- A. Care Program Manager.
- B. Head of CT after consulting Sales Director.
- C. Depending on NSN policy regarding discounts the person may vary.
- D. Sales Director.

Answer: C

10.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

11.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

12.In which documents are the Care service level commitments with the customer officially stated?

- A. Account plan.
- B. Project Plan.
- C. Care Agreement.
- D. Care Plan.

Answer: C

13.What standard response times for trouble resolution and technical query should be proposed to a new customer?

- A. Response times which are defined in a Service Level Agreement between Care Services and Business Unit / Product Line.
- B. Response times in other CTs in the same country.
- C. Response times which are defined in the global Care Contract Template.
- D. Customer requirements.

Answer: C

14.A large price increase is demanded when renewing a 3rd Party Service Contract. What should be done in this case?

- A. Care Program Manager should inform the customer about higher service fee for the coming period.
- B. Care Program Manager should check the existing Frame or local Agreements to see if the increase is allowed in the 3rd party contract.
- C. The Logistics Coordinator should rise a new Purchase Order for the higher value.
- D. CaPM should reject the offer/invoice and just order what was agreed before.

Answer: B

15.What is the next step after receiving a quotation for renewal of services from 3rd party suppliers?

- A. Care Program Manager should contact the 3rd Party Service Manager to check the renewal options in the existing Frame or Local Agreement.
- B. Care Program Manager should ask Logistics Coordinator to raise a Purchase Order.
- C. Care Program Manager should contact the Supplier to discuss further discounts.
- D. Care Program Manager should contact the appropriate Product Line and ask for advice.

Answer: A

16.A Care Program Manager has to enable a customer's NOLS access.
Who has to be involved?

- A. F&C and the CT must be involved.
- B. Legal and NOLS support is required to set up a separate agreement.
- C. This can be done by the Care Program Manager alone.
- D. This is an administrative task handled by NOLS support.

Answer: B

17.A contract is renewed in which the terms, conditions and price have remained the same but the scope has changed. In order to maintain SOX compliance what should be done?

- A. A simple contract extension is needed in CDB as the major terms and conditions are the same.
- B. A new contract should be created in CDB as the scope has changed.
- C. Terms and conditions are the same, only scope has been changed. So a simple contract extension is all that is needed.
- D. If a contract is renewed, it is mandatory to create a new contract in CDB.

Answer: B

18.What needs to be done if a 3rd Party Service Contract is due to expire?

- A. Care Program Manager should contact the 3rd Party Service Manager and supplier representatives to renew the contract.
- B. Care Program Manger should inform Product Line.
- C. Care Program Manager should inform the Customer to renew the contract directly with the supplier.
- D. The Care Program Manager should inform the Service Engagement Manager.

Answer: A

19.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 F&C 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.

Answer: C

20.The Care Agreement with a customer is due to expire in four months. So far there has been no discussion on contract re-negotiation with the customer.

What should the Care Program Manager do?

- A. Wait until the Customer contacts NSN to initiate contract re-negotiations.
- B. Initiate Care Contract re-negotiations with the customer.
- C. Arrange internal Care Contract renegotiation kick off meeting.
- D. Notify the Service Account Manager about the situation.

Answer: C