

# SDM\_2002001030<sup>Q&As</sup>

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**QUESTION 1**

Which are the interfaces for the Performance Mgt function?

- A. Configuration Management, Technical Support, Fault Management, Network Planning and Optimisation, Field Operations, Third party vendors.
- B. Configuration Management, Technical Support, Fault Management, Network Planning and Optimisation, Network Operations Management.
- C. Field Operations, Technical Support, Fault Management, Network Planning and Optimisation, Network Operations Management.
- D. Configuration Management, Customer Account Team, Network Planning and Optimisation, Network Operations Management.

Correct Answer: B

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**QUESTION 2**

Which OSS Tool would be used to perform the eTOM defined function of: Fulfilment - Service Activation?

- A. NetAct Configurator.
- B. NetAct SQM.
- C. Oblicore.
- D. One NDS.

Correct Answer: D

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**QUESTION 3**

Who represents the interests of the Network Operations for GNSC delivered services to the in-country organisation?

- A. Network Operations Manager
- B. NOC Manager
- C. Customer Operations Manager
- D. Operations Director

Correct Answer: C

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**QUESTION 4**

What are the Performance Management responsibility key areas?

A. Monitor Resource Performance, Create Resource Performance Degradation Report, Track and Manage Resource Performance Resolution, Close Resource Performance Degradation Report and Report Resource Performance.

B. Escalate resource, Analyze Resource Performance, Create Resource Performance Degradation Report, Track and Manage Resource Performance Resolution, Close Resource Performance Degradation Report and Report Resource Performance

C. Monitor Resource Performance, Analyze Resource Performance, Create Resource Performance Degradation Report, Track and Manage Resource Performance Resolution, Close Resource Performance Degradation Report, Control Resource Performance, Report Resource Performance.

D. Monitor Resource Performance, Escalate resource, Create Resource Performance Degradation Report, Track and Manage Resource Performance Resolution, Control Resource Performance, Report Resource Performance.

Correct Answer: C

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#### QUESTION 5

What is the MOST effective way to convince the customer to agree to changes in contractual scope?

A. Collect data and formulate supporting business case showing free services already delivered and material gap between contract scope and actual delivery.

B. Request that customer does an industry benchmark.

C. Request that NSN does an industry benchmark.

D. Collect data and formulate supporting business case with tangible and comprehensive analysis of impact to the business case and profitability.

Correct Answer: D

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