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QUESTION 1

What is the main purpose of Care SWS Preventive Services or Active Software Support (ASWS)?

- A. To provide an up-selling opportunity for CaPMs.
- B. To prevent revenue loss for the CT.
- C. To improve network availability and avoid problems before they occur.
- D. to provide a full range of services designed to suit the Communications Service Provider's needs.

Correct Answer: C

QUESTION 2

Who is responsible for commercial and relationship escalation towards the customer?

- A. Care Program Manager.
- B. Care Program Manager supported by CT Head.
- C. CT Head supported by Care Program Management.
- D. Care Program Manager supported by Project Manager.

Correct Answer: C

QUESTION 3

What is the MOST essential information (apart from the tender document), needed by HWS Managers to properly support a Customer RFQ?

- A. Forecasted Network deployment, with a list of Network Elements proposed and related detailed configuration.
- B. Current services provided to the Customer by competitors, together with related prices.
- C. Detailed information about existing Customer Logistic structure, including the number of warehouses and depots available.
- D. Detailed information on NSN HWS setup in another customer in the same country.

Correct Answer: A

QUESTION 4

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.

Correct Answer: B

QUESTION 5

The largest impact on the SPC rate comes from:

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

Correct Answer: A

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