

Post Assessment ITIL

ITIL (Information Technology Infrastructure Library)

1. What is the main goal of ITIL?
 - a. To enforce strict compliance in IT organizations
 - b. To align IT services with business needs**
 - c. To maximize the use of cloud technologies
 - d. To reduce IT staff requirements
 2. Which ITIL process ensures services meet agreed performance levels?
 - a. Service Desk
 - b. Problem Management
 - c. Service Level Management**
 - d. Change Management
 3. In ITIL, which is NOT part of the Service Lifecycle?
 - a. Service Strategy
 - b. Service Testing**
 - c. Service Operation
 - d. Service Design
 4. The RACI matrix in ITIL is used for:
 - a. Process documentation
 - b. Role assignment**
 - c. Financial management
 - d. Risk analysis
 5. The **Change Advisory Board (CAB)** is responsible for:
 - a. Testing changes before deployment
 - b. Approving or rejecting changes**
 - c. Monitoring service levels
 - d. Creating IT policies
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Cloud Services

6. Which of the following is an example of **IaaS**?
 - a. Microsoft Office 365
 - b. Amazon EC2**
 - c. Google Docs
 - d. Salesforce CRM
- Answer: b**

7. What does **SaaS** stand for?
 - a. System as a Service
 - b. Software as a Service**
 - c. Security as a Service
 - d. Storage as a Service
 8. What is the benefit of a hybrid cloud model?
 - a. Unlimited storage
 - b. Mix of public and private cloud benefits**
 - c. Complete reliance on private infrastructure
 - d. Reduced need for virtualization
 9. Which of these is a key characteristic of cloud computing?
 - a. High latency
 - b. On-demand self-service**
 - c. Fixed storage capacity
 - d. Manual resource scaling
 10. **Multi-tenancy** in cloud services refers to:
 - a. Dedicated servers for each client
 - b. Multiple users sharing resources securely**
 - c. Only private cloud usage
 - d. Multiple cloud providers working together
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Virtualization

11. Which technology allows multiple operating systems to run on a single hardware platform?
 - a. Containerization
 - b. Virtualization**
 - c. Server clustering
 - d. Load balancing
12. What is a **Type-1 Hypervisor**?
 - a. Runs on bare-metal hardware**
 - b. Requires an operating system
 - c. Manages Docker containers
 - d. A storage management tool
13. Which of the following is a virtualization platform?
 - a. Kubernetes
 - b. VMware vSphere**
 - c. Terraform

- d. Ansible
14. What is **vMotion** in VMware?
- a. A storage replication tool
 - b. A live migration feature
 - c. A backup solution
 - d. A virtual machine template
15. Which of these is a benefit of virtualization?
- a. Increased hardware dependency
 - b. Reduced resource utilization
 - c. Easier disaster recovery
 - d. Limited scalability
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Ansible

16. Ansible uses which protocol for communication?
- a. SSH
 - b. HTTPS
 - c. FTP
 - d. SNMP
17. In Ansible, **playbooks** are written in:
- a. JSON
 - b. YAML
 - c. XML
 - d. CSV
18. Which of the following is NOT a component of Ansible?
- a. Inventory
 - b. Tasks
 - c. Pods
 - d. Modules
19. What does **idempotency** in Ansible mean?
- a. Tasks execute only once
 - b. Tasks produce consistent results
 - c. Tasks require human intervention
 - d. Tasks cannot be repeated
20. Which command runs an Ansible playbook?
- a. ansible-pb
 - b. ansible-playbook

- c. ansible-runbook
 - d. playbook-ansible
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Docker

- 21. A Docker **image** is:
 - a. A running container
 - b. A template for containers
 - c. A physical server
 - d. A cluster manager
 - 22. What is the default Docker container orchestration tool?
 - a. Kubernetes
 - b. Docker Swarm
 - c. Ansible
 - d. Puppet
 - 23. Docker containers are isolated using:
 - a. Virtualization
 - b. OS-level processes
 - c. Hypervisors
 - d. Network segmentation
 - 24. The command to list running Docker containers is:
 - a. docker ps
 - b. docker list
 - c. docker containers
 - d. docker show
 - 25. The file used to define a multi-container Docker application is:
 - a. Dockerfile
 - b. docker-compose.yml
 - c. container-config.yml
 - d. compose-docker.yaml
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Terraform

- 26. Terraform is primarily used for:
 - a. Managing containers
 - b. Infrastructure automation

- c. Application monitoring
 - d. Security auditing
27. Terraform code is written in:
- a. YAML
 - b. Python
 - c. HCL (HashiCorp Configuration Language)
 - d. JSON
28. Terraform's command to create or update resources is:
- a. terraform build
 - b. terraform deploy
 - c. terraform apply
 - d. terraform plan
29. What is a **Terraform state file**?
- a. A backup of resource configurations
 - b. A record of current infrastructure
 - c. A YAML configuration file
 - d. A monitoring report
30. **Providers** in Terraform are:
- a. Predefined infrastructure templates
 - b. Plugins to interact with cloud platforms
 - c. Configuration management tools
 - d. User access control mechanisms
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Kubernetes

31. In Kubernetes, a **pod** is:
- a. A virtual machine
 - b. A group of one or more containers
 - c. A monitoring tool
 - d. A storage unit
32. What is the role of the **Kubelet**?
- a. Scheduling containers
 - b. Ensuring container health on nodes
 - c. Managing storage volumes
 - d. Monitoring network traffic
33. The **etcd** component in Kubernetes is used for:
- a. Networking

- b. Storage
 - c. Cluster configuration data
 - d. Logging
34. Kubernetes' command-line interface is:
- a. kubectl
 - b. kubecli
 - c. kctl
 - d. docker-kube
35. A **Kubernetes service** is used to:
- a. Store container logs
 - b. Expose pods to external or internal traffic
 - c. Manage stateful applications
 - d. Configure storage
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Storage

36. Which of the following is a block storage service?
- a. Amazon S3
 - b. Amazon EBS
 - c. Google Drive
 - d. Dropbox
37. RAID stands for:
- a. Redundant Array of Independent Disks
 - b. Random Access Independent Data
 - c. Reconfigurable Array of Internal Drives
 - d. Remote Access Infrastructure Device
38. NAS stands for:
- a. Network Attached Storage
 - b. Non-Accessible Storage
 - c. Network Access System
 - d. Nonvolatile Array Storage
39. Which is a distributed file storage system?
- a. Ceph
 - b. MySQL
 - c. Redis
 - d. Kafka

40. An example of object storage is:

- a. AWS S3
- b. Amazon RDS
- c. VMware vSAN
- d. Kubernetes Volumes