**SET 1:**

1. Which of the following are the best practices?

I. Move all the hardcoded values to the constant file

II Have log file to log all the activities

III. Better to catch general exceptions than specific exceptions (SQL exception, Arithmetic Exceptions)

Select one:

a. Only II and III

b. Only I and II

c. Only III

d. All the listed options.

2. What type of testing is performed by independent testing team/testing service?

Select one:

a. Smoke Testing/Regression Testing/UAT/Unit Testing

b. Unit Testing, System/Functional Testing SIT, Regression testing, UAT

c. Unit Testing/SIT/UAT

d. System/Functional Testing/SIT, Regression Testing, UAT

3. Which key attributes of incident handling, refers to the time when the solution to the problem was found and the work started?

Select one:

a. Resolution Time (*refers to how long it takes from the time an issue is logged until it is fully resolved*)

b. Restoration Time

c. Status Time

d. Response Time (*refer to how quickly you will respond to a technical issue being raised via phone, email or other methods*)

4. Through Shift left Methodology, the knowledge flows from\_\_\_\_\_\_\_\_\_\_

Select one:

a. L1, L2, L4 to L3

b. L4 -> L3 -> L2 -> L1

c. L1, L2, L3 to L4

d. L1, L3, L4 to L2

5. Which of the following are true?

Select one:

a. The requirements document describes how the requirements that are listed in the document are implemented efficiently

b. Consistency and completeness of functional requirements are always achieved in practice.

c .Prototyping is a method of requirements validation

d. Requirements review is carried out to find the errors in system design.

6. Why should the team have Project demo to the customer on a regular basis?

Select one:

a. To make him feel confident that his requirements are being developed the way it is expected

b. To showcase that the requirements of highest business value to the customer have been prioritized and developed for the customer.

c. To ask for the customers feedback on the developers user stories

d. All of the listed options

7. Function point Sizing is dependent on technology. State True or False

Select one:

a. True

b. False

8. Which Master Service of AVM (Application Value management) managed services catalog focuses on long-term functionality, stability and preventive maintenance to avoid problems that typically arise from incomplete or short-term solutions?

Select one:

a. Governance Services

b .Managed production Services

c. Product Services

d. Managed Application Services.

9. Which of the following statements are true?

I. Unit Testing is executed by the developer

II. In Unit Testing, individual functions or procedures are tested

III. It is kind of white box testing

Select one:

a. Both I and II

b. I, II and III

c. Only I

d. Only II

10. How much time should a daily standup usually take?

Select one:

a) One Hour

b) 20-40 Minutes

c) 10-15 minutes

d) Depending upon the team's clarifications and the amount of issues to be discussed.

11. In legacy AVM services phase activities can be categorized as which of the following?

Select one:

a) Production support

b) Maintenance

c) Enhancements

d) All of the listed options

12. How many phases are there in ITIL service life cycle?

Select one:

a) Four

b) Three

c) Six

d) Five

13. Application services such as functional enhancements, business solution delivery and environment management services are performed by which support group?

Select one:

a) L2 Support

b) L4 Support

c) L3 Support

d) L1 Support

14 In which step of SDLC are enhancements, upgrades and bug fixes done?

a) Maintenance and evaluation

b) Problem/opportunity identification

c) Design

d) Development and documentation

15. In which phase of the AVM lifecycle are the customer requirements actually fulfilled?

a) None

b) Initiation and Planning phase

c) Service phase

d) Knowledge transition phase

16. Minor enhancements are handled by which support team?

Select one:

a) L2 Support Team

b) L3 support team

c) L4 support Team

d) None of the above

17. Which of the following is NOT a benefit of Data Migration Service?

Select one:

a. Eliminates the risk of losing data.

b. Meets regulatory and compliance requirements for data retention.

c. Decreases system/product productivity and performance while minimizing disruption due to data loss

d. Maintains integrity and availability of data to support business decisions.

18. Which service provides real time monitoring of all jobs and constantly checks the status of the jobs?

Select one:

a. Application monitoring service.

b. Batch Scheduling/Execution Service.

c. Batch monitoring service.

d. Mailbox and Ticketing Tool Monitoring Service.

19. Enhancement services, assessment services and transformation services are rendered by L4 support team?

Select one:

a. True

b. False

20.\_\_\_\_\_\_\_\_\_ is the only trigger type you can have on any type of view.

Select one:

a) Insert trigger

b) Instead of trigger

c) Delete trigger

d) Row trigger

21. What is/are service benefit(s) for Application Problem Management service?

Select one:

a) Reduction of effort in fire-fighting or resolving repeated incidents

b) Lesser productivity of business and IT

c) Increased effort on workarounds and temporary fixes

d) All of the listed options

22. AVM projects faced lot of challenges prior to Service catalog approach. State true or False.

Select one:

a) True

b) False

23. Which service in MAS, follows SDLC phases and manages end to end delivery from design, System Testing, Release Planning, Go live support and post production support?

Select one:

a) Functional Enhancements

b) Application Integration Services

c) Application Strengthening

d) Release Planning

24. Which step of SDLC performs cost/benefit analysis?

Select one:

a) Feasibility Study

b) Analysis

c) Design

d) None of the following options.

25. Which support level deals with unknown incidents?

Select one:

a) L4 support

b) L0/L1 support

c) L2 support

d) L3 support

26. One of the more challenging aspects of change management is ensuring that all details of changes are sufficiently documented and all parties are in agreement as to what is expected.

State true or False

a) True

b) False

27. What will be the result of the following SQL when executed?

SELECT TOP 10[Name]

FROM [GLS2\_PROD ].[dbo].[tblAssociate]

Sample Data:

ID Name

31208 Rajashekar Gupta P

103210 Nagarajan,Rajeswari

103549 Balagoplan, Narayanan

Select one

a- Returns top 10 Names in the table

b- Returns top 10 rows in the table

c- Returns Null

d- Syntax error in the SQL

28. Which of the following statements are true?

I. A well written logging code offers quick debugging, easy maintenance, and structured storage of an application's runtime information.

II. LOG.INFO ("Data base operation failed. Check your SQL connection") statement logs the above lines in logger for best understanding.

Select one:

a) Only I

b) Both I and II

c) Neither I nor II

d) Only II

29. L2 support team provides\_\_\_\_\_\_\_\_\_\_\_ for solving basic technical problems.

Select one

a) o/p to L3 support team

b) i/p to L0/L1 support team

c) i/p to L3 support team

d) o/p to L0/L1 support team

30. What is the exception that should be raised by the below situation?

public void division(int num1, int num2)

{

try

{

result=num1/num2

}

catch(-----e)

Select one:

a) DivideByzeroException

b) OutOfMemoryException

c) DivisionErrorException

d) ApplicationError

31. Define product upgrade service

I. Focuses on analyzing the current implementations, IDENTIFYING CLIENT specific customizations, conducting a feasibility study, preparation of a comprehensive upgrade roadmap and executing the same

II. Focuses on to achieving a complete product integration through progressive assembling of product components in a single stage or in incremental stages, with a defined integration strategy and procedure

Select one:

a) I only

b) Both I and II

c) Neither I nor II

d) II only

32. Which of the following UML diagram represents the relationship among the classes?

Select one

a) UseCase Diagram

b) Class Diagram

c) Sequence Diagram

d) Activity Diagram

33. What does ITIL stands for?

Select one:

a) Information Technology Ideal Library

b) Information Technology Infrastructure Library

c) Information Technology Interactive Library

d) Information Technology Intelligence Library

34. A \_\_\_\_\_ is a method or technique that has consistently shown results superior to those achieved with other means and that is used as benchmark

Select one:

a. Best practice

b. Process

c. Scheme

d. System

35. A design document contains declaration for all new classes, procedures, global and class variables and the description of all new procedures.

state true or false.

Select one:

a. True

b. False

36. Define CMDB

I. It is a database that contains information about configurable IT components along with relationship between these components

II. It is repository of information that describes all of the conditions in your IT system that might result in an incident for your customer and users.

Select one:

a. Only II

b. Neither I nor II

c. I only

d. Both I and II

37. CSI is one of the key focus areas in ITIL framework. True/false

Select one:

a) True

b) False

38. What are the various purpose of Business requirement document (BRD)?

Select valid options:

a) BRD details the business solution for a project including the documentation of customer needs and explanation

b) BRD is formal document that provides a contract between supplier and client.

c) BRD contains the detailed project plan and design

d) The BRD effectively defines the scope of the project

39. Application Continuity and Resilience support services assist client in the analysis, design and implementation of business continuity solutions. True/false

Select one:

a) True

b) False

40. public final class Constraints

{

Public Static final String DEFAULT\_ROLE="EMPLOYEE",

}

What does the above statement indicate?

Select one:

a) Creating the constraints file to make use of the defined constraints in other class

b) Syntax errors

c) EMPLOYEE role information set in the field

d) DEFAULT\_ROLE set to EMPLOYEE field

e) None of the Listed

41) The phases in software testing life cycle are

Select one:

a) Test planning

b) Test design

c) Test execution

d) Test closure

e) All the above

42 select ename. sal from emp where deptno = (select \* from dept where loc ='New york')

Select one:

a) Multiple record

b) Displays nothing

c) Throw an error

d) Displays single row

43) Which of the following statement is false

Select one:

a) The process of destroying unreferenced objects is called garbage collector

b) Garbage collection frees the memory occupied by the unreachable objects

c) An object becomes eligible for garbage collection when there is no live thread

d) Heap part of the memory is involved in garbage collection

e) None of the above

44) SDLC stands for

Select one:

a) Software Development Life Cycle

b) System Development Life Cycle

c) Software Design Life Cycle

d) System Design Life cycle

45. Benchmarking is the process of comparing one business process and performance metrics to industry bests or best practices from other industry and setting a target level for each of the metrics.

a. True

b. False

46) Advantages of exceptional handling

Select valid options:

a) With the exception handling mechanism when the exception occurs the execution of the prgm is transfered to an appropriate exception handler and terminate the program

b) Exception handling maintains the normal flow of application

c) With the exception handling mechanism the developer can code much cleanser and have exception automatically detected

d) In exception handling generic exception object can be extended to any specific type exception

e) None of the listed options

47) Who is responsible for reviewing the CR (Change Request) to verify that there is sufficient details?

Select one:

a) Project manager

b) Change Manager

c) Client Manager

d) None of these

48) Which key constraint can accept null values?

Select one:

a) Foreign key

b) Primary key

c) Check

d) Unique key

49) HAVING Clause can be used only

Select one:

a) When select statement have where clause

b) When the query has "group by" in select statements

c) When the order by clause is used in statement

d) When conditions is present in select statement

50) \_\_\_\_\_\_\_\_\_is the process applying creativity as much as possible and validating against invalid data

Select one:

a) Negative testing

b) Regression testing

c) Sanity testing

d) White box testing

51) Identify the priority of an incident that causes (or has the potential to cause) severe disruption to business operations and/or significant fiscal impact

Select one:

a) Medium

b) Critical

c) High

d) Low

52) Which process grants authorized users the right to use a service?

Select one:

a. Access management

b. Problem Management

c. Event Management

d. Incident Management

53) Which service is responsible for establishing a protocol for communication and coordination between vendors using major outages?

Select one:

a. Application License Management

b. Major incident and Mediator Support Service

c. Known error Resolution Services

d. Standard Service Request Fulfilment service

54) Which service identifies and maintains a record of all installed applications?

Select one:

a) Application License Management

b) Ad-hoc Service request Fulfilment service

c) Standard Service request Fulfilment service

55) Which of the following are the measurements of Batch Monitoring in AVM projects?

Select valid Options:

a) %Batch job abound

b) %of Tickets Reopened

c) %Reduction in batch window

d) %jobs completed within Target time

56) There is no process that needs to be followed in Scrum as it is only driven

Select one:

a. True

b. False

57) What are all three defined levels of benchmark?

Select one:

a. Threshold Limit

b. Goal

c. Upper Control Limit

d. Lower Control Limit

58) A scheduled batch process can consist of the execution of hundreds or thousands of jobs in a random sequence

Select one:

a. True

b. False

59) How to we identify the performance of the select query?

Select one:

a. Using HINT

b. Using Explain plan

c. Using Table statistic

d. Using DBMS\_SQL

60) Providing full time application support through multiple shifts and by operating at different time zones and countries is known as

a. Follow-the-support model

b. Follow-the-sun model

c. Follow-the-moon model

d. None of these

61) If L0/L1 team is unable to find the resolution in the knowledge database, whom do they contact for further troubleshooting?

a) L4 support

b) L3 support

c) L2 support

d) None of these

62. The detailed study of existing system is referred to as:

Select one:

a. System Planning

b. System Analysis

c. Feasibility Study

d. Design DFD

63. If an urgent RFC is raised, which board needs to take an immediate action?

Select one:

a. ECAB (Emergency Change Advisory Board)

b. ECAB (Exclusive Change Advisory Board)

c. CAB (Change Advisory Board))

d. None of the listed options

64. The ability to resolve known incidents in known error resolution services in --- downtime to the business, which in turn means ----- availability of the service?

Select one-

a. Lower, higher

b. lower, lower

c. higher, higher

d. higher, lower

65. Which of the following is the incident status correct order?

Selected one:

a. None of the listed options

b. New, Active, Resolved, Closed

c. Active, New, Resolved, Closed

d. New, Resolved, Active, Closed

66. Application Consolidation services focuses on consolidating multiple application which are \_ \_ \_ \_ in nature to cohesive IT application landscape

Select one:

a. dissimilar

b. similar

c. unrelated

d. disconnected

67 .which SERVICE HAS THE PRIMARY OBJECTIVE as to prevent problems before happening to production environment?

Select one:

a. Continuous Build & Release

b. Application Strengthening

c. Compliance & Regulatory Updates

d. Release Planning

68. Which statement can enclose a continue statement

a. while , do , for , or foreach

b. try, while, do, for, or for each

c. switch, while, do, for, or for each

d. while, do, for, or for each

69. What is the use of creating an index in the table?

Select one:

a. To increase the performance of the table

b. To search the records in the table

c. To order the records in the table

d. All the listed options

70. What is the difference between white box testing and black box testing?

Select one:

a. White box testing is testing on the QA environment and Black box testing is testing on the UAT environment

b. All the listed options

c. White box testing requires the knowledge of the structure of the code and black box testing is done to test the business requirement at a high level

d. White box testing is done by the testing team and black box testing is done only by the developer during development.

71. Activities in traditional AVM model are broadly classified under

I. Application/Production support

II. Bug Fix

What is the third one?

Select one:

a. Enhancements

b. Product upgrade

c. Ad hoc Requests

d. Batch Monitoring

72. The key analysis involved in feasibility analysis is/are

Select one:

a. Economic

b. Technical

c. Behavioral

d. All of the listed options

73. Which of the following is NOT an outcome of Best Practices in AVM engagement

Select one:

a. Efficient and Effective Operations

b. Improve Reliability

c. Improves Customer Satisfaction

d. Increased Maintenance and Operating costs

74. If an incident is not responded to/resolved within the defined SLA time limits, it is considered as

Select one:

a. SLA Breach

b. SLA Met

c. Penalty Clause

d. None of the listed options

75. ......... activity is a part of support and it is required for any customer business availability/continuity.

Select one.

a) Monitoring

b) Online processing

c) Analyzing

d) Testing

76 ...... is harder for complex systems in particular, when various subsystems are tightly coupled as changes in one system or interface may cause bug to emerge in another .

Select one.

a) Compilation

b) Testing

c) Debugging

d) Execution

77.

select ename, sal

FROM emp

WHERE deptno=(SELECT\*FROM dept

WHERE lock='NEW YORK');

what will be the output of the above example?

Select one:

a) Will throw an error

b) Will give multiple record

c) Will display nothing

d) Will give single record

78. What are all the services under Product Engineering Services??

a) White box testing, black box testing

b) Test automation and black box testing

c) c-test automation and white box testing

d) None of the listed options

79. In AVM projects, inefficient processes leads to \_\_\_\_\_ productivity and \_\_\_\_\_ support costs.

Select one-

a. higher, increased

b. lesser, decreased

c. lesser, increased

d. higher, decreased

80. In AVM, Best Practices can be categorized under which of the following?

Select one-

a) Transformation

b) Effectiveness

c) Innovation

d) Efficiency

e) All of the listed options

81. Design documents does not contain details on the infrastructure associated with the system.

State true or false.

a. True

b. False

82. Service portfolio management ensures we do not waste money with excess capacity. True or False?

a. True

b. False

83. Design document details? Select one or more

a. How the requirements should be implemented

b) Software to be used

c) Technology to be used in development

d) Architecture design of the system

84. In which ITIL service lifecycle phase is the value of services actually realized by a customer?

Select one-

a) Service transition

b) Service operations

c) Continual Service improvement

d) Service design

85) Which service manages the versions of the code base, ensures retrofitting the code and ensures planning, scheduling, and execution of a successful build?

Select one-

a) Application Strengthening

b) Continuous Build & Release

c) Release Planning

d) Compliance & Regulatory Updates.

86) Select the validations that are applicable for the text box field. (Answer NOT CONFIRMED)

Enter username

[Submit]

Select one or more:

a) Should check if the text box is null (Not confirmed)

b) Must check the special characters

c) Should check whether the user has access

d) Should check the number of characters

e) All of the listed options

87) Primary Key in a table can have null value. State True or False.

Select one-

a. True

b. False

88) Benefits of CSI: All

89) WHICH OF THE FOLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM

ANS) PROMOTE ENHANCEMENT CHANGES TO PRODUCTION BY WORKING WITH RELES MANGMNNT TEAM

90) Which analysis prevents the recurrence of incidents or prevents incidents even before they happen and lead to automation to reduce manual interventions, errors and efforts in L2 support?

I. Reactive analysis

II. Proactive analysis

a. I

b. Neither I nor II

c. II

d. Both I and II

91) DISTINCT keyword used for\_\_\_\_\_\_\_\_\_\_\_\_\_

ANS:- To find Unique records from table

92. Which policy Cognizant follows\_\_\_\_\_\_\_\_\_\_

ANS:- Run Better, Run Different

93.Which is Not DML command

a. Insert

b .Delete

c. Update

d. Truncate------------------------ANS

94) Match

1.WaterFall -inflexible partition of stage

2.Evolutionary - specific incremation

3.Component Based -Requirement inevitable

4.spiral - explicity recognization of risk

95)

1.Requirement Gathering - Domain Analysis

2.Design -Structure and behavior

3.Implementation -Module Development

4.maintenance -performance Tuning

96. design document is to developers

a.**blueprint**---------ANS

b.handbook

c.Reference Material

d.Guide

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97. Breaking the system modules into smaller programs and allocating these programs to the members of the system development team is the activity involved in ..............

A. System Design Phase

B. **System Development Phase**-----ans

C. System Analysis Phase

D. System Implementation Phase

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98. What is meant by Response time ?

ANS:**Response time refers to the time when the initial response was given by the production support team**

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99. In which step of sdlc project termination done?

a. design phase

b . System maintenance phase

c. **Feasibility study phase** ----ans

d. Coding phase

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100. Continual service improvement is \_\_ type of initiative?

a.A. Run better

b. Productivity improvement

c. Optimization

d**. Efficiency improvement**---ans

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101. L2 is support team is \_ of functional escalation for

L0&L1 teams?

ANS:**1ST LEVEL**

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102. Creating FAQ documents is an example of which csi method?

a.idea management system

b. Process standardization

c. **Self service strategy**--------ANS

d. None

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103) Which assessment service of L4 focuses on analysing the existing demand on the applications and planning for the growth in future?

Ans:**Application Rationalization study**

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104. Where can you see the details of recurring/similar incidents and workarounds documented for future use?

a) **KEDB** ----------->Ans

b) System

c) Remedy Tickets

d) Individuals Notepad

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105. What is the service related to informaton security compliance handled by L3 Support?

a) Continuous Build & release

b) **Compliance & Regulatory Updates** --------------Ans

c) Application Strengthening

d) Release Planning

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106. Metrics specifiers a set of \_\_\_\_\_ that will be measured, Procedures to measure them, and ways to interprent the measurements(Dont Know)

a) **parameters**-----------Ans

b) Services

c) Processes

d) limitation

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107. which of the following services focuses on the monitoring the ticketing tool for incomming tickets and assigning to appropriate groups

a)application monitoring services

b)batch scheduling/execution services

c)**mailbox and ticketing tool monitoring services**--------ANS

d)none of these

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108. which of the following is the benefit of ITIL

a)reduced hidden costs that traditionally increases substantially TCO

b)reduced cost of training

c)**deceased competence capability and productivity of IT staff**------------Ans

d)improves IT services through the use of proven best practices

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109. Which service focus to capture all applications, its critical attributes,its interface and relations to other applications?

a. Application Problem MAnagement service

b.BAtch Sheduling/Execution service

c.**Application CMDB Maintanance service**------------- Ans

d.Incident Resolution service

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110. which transformation service of L4 deals with identifying applications that are redundant and unused so that they can be withdrawn?

a.Application optimization and tuning

b.application upgrade/migration

c.application consolidation

**d.application Decommissioning**-------------ANS

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111.which team is responsible for receiving incident and request from end users analyzing them responding either to a)the end users or escalation ot to the other IT support teams for the solution?

b)Develpment team

c)testing team

d)**Production support team**----------ANS

e)none

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112. which of the following are the activities of Product implementation & Configuration service?

I. Requirements Gathering

II. Design and build

III. Test

Iv. Enable product interfacing

a.**I,II,III**----------ANS

b.I,III

c.I,II

d.I,II,III, & IV

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113. what are the advantages of exception handling

Select one or more:

a.None of the listed options.

b.In Exception handling,generic Exception object can be extended to any specific type of exception--ANS

c.Exception handling maintains the normal flow of the application-------------ANS

d.**With the exception handling mechanism, the dfeveloper can write their code much "cleaner" and have exception automatically handled**-----------ans

e.**With the exception handling mechanism,when an exception occurs, the execution of the program is transffered to an appropiate exception handler and terminate the program**----------ANS

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114) Which of the following are the different Securable Scopes?

Choose a correct options

a.**Server**------ans

b.Client

c.**Database**------ans

d.Schema

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115. Service portfolio management ensures we dont waste money with excess capacity.

true or false ?

a.True

b. **false**------ANS

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116) Primary Key in a table can have null value. State True or False.

True

**False**--------Ans

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117. Unit testing done by tester true or false?

Ans: **False**

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118. Unit testing is commonly automated but cannot still be performed?

Ans;**false**

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119) There is no process that needs to be followed in Scrum as it is only driven

a.true

b.**false**--------------------ANS

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120) A scheduled batch process can consist of the execution of hundreds or thousands of jobs in a random sequence

true

**false**------------ans

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121. As L4 team are the highest level of support and are experts, they need not get approval from business for project funding for new enhancements.State true or false.

a)True

b) **False-----**---Ans

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122. L0/L1 team should not contact the user for seeking additional information regarding the issue

**FALSE**

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