

1. Which of the following statements are true?

- I. Unit testing is executed by developer
- II. In Unit testing individual functions or procedures are tested
- III. It is kind of white box testing

select one

a. I,II, III -----Ans (crct)

b. Both I and II

c. Only I

d. Only II

---

---

2. public final class Constraints

{

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

}

What does the above statement indicate?

- a. None of the Listed
- b. EMPLOYEE role information set in the field
- c. syntax errors
- d. creating the constraints file to make use of the defined constraints in other class-----

ANS

---

---

- e. DEFAULT\_ROLE set to EMPLOYEE field

3. Which of the following is true?

a. the requirement 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-----ANS (crct)

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

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4. 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-----ANS
  - c.Follow-the-moon model
  - d. none of these
- 
- 

5. If l0/l1 team is unable to find the resolution in the knowledge database, whom do they contact for further troubleshooting?

- a. L3 support
- b. L4 support
- c. none of these

d. L2 support-----ANS

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11.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.

Select one:

- a.All of the listed options
  - b.Only III
  - c.Only I and II-----ANS
  - d.Only II and III
- 
-

12. \_\_\_\_\_ is the process of applying as much creativity as possible and validating the application against invalid data.

Select one:

a.White box Testing

b.Sanity Testing

c.Negative Testing-----ANS

d.Regression Testing

---

---

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

Select one:

a.System Planning

b.System Analysis -----ANS

c.Feasibility Study

d.Design DFD

---

---

14. Through Shift Left Methodology, the knowledge flows from \_\_\_\_\_.

Select one:

a.L4,L3,L2toL1-----ans

b.L1,L2,L4toL4

c.L1,L2,L4toL3

d.L1,L3,L4toL2

---

---

15. Which key constraint can accept null value

Select one:

a.Check

b.Unique key -----ANS

c.Primary key

d.Foreign key

---

---

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

Select one-

a.ECAB(Emergency Change Advisory Board)-----ANS

b.ECAB(Exclusive Change Advisory Board)

c.None of the listed options

d.CAB(Change Advisory Board))

---

---

17.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-----

ANS

b.Lower,Lower

c.higher,higher

d.higher,Lower

---

---

18) question is not clear

---

---

19) which key attributes of incidents handling, refers to the time when the solution to the problem was found and the work started?

Select one-

A. Status Time

B. Response Time

c. Resolution time

D. Restoration Time -----ANS

---

---

20) L2 support team provides ---- for solving basic technical problems

Select one-

- a.Output to L3 support team
  - b.Output to L0/L1 support team
  - c.Input to L0/L1 support team-----ANS
  - d.Input to L3 support team
- 
- 

21. Benchmarking is the process of comparing one business process and performance mettrics

to industry bests or best practices from other industry and setting uop a target level for

each of the metrics.

true-----ans

false

---

---

22. 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 developer 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 transferred to an appropriate exception

handler and terminate the program-----ANS

---

---

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

Selected one:

a.None of the listed options

b.New, Active,Resolved,Closed-----ans

c.Active,New,resolved,Closed

---

---

d.New,Resolved,Active,Closed

24. design document is to developers

Select one:

a.blueprint-----ANS

b.handbook

c.Reference Material

d.Guide

---

---

25.Application Consolidation services focuses on consolidating multiple

application which are \_\_\_\_\_ in nature to cohesive IT application landscape

Select one:

a.dissimilar-----ans

b.similar

c.unrelated

d.disconnected

---

---

26 .which SERVICE HAS THE PRIMARY OBJECTIVE as to prevent problems before

happening to production environment?

Select one:

a.Continous Build & Release

b.Application Strengthening-----ans

c. Compliance & Regulatory Updates

d.Release Planning

---

---

27. which process grants authorised users the right to use a service

Select one:

a.access management-----ANS

b.Event management

c. Problem Management

d.Incident management

---

---

28. which statement can enclose a continue statement

a.while , do , for , or foreach-----ANS

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

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

d.while,do,for,or foreach

---

---

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

Select one:

- a.To increase the performance of the table
  - b.All the listed options-----ANS
  - c.To order the records in the table
  - d. To search the records in the table
- 
- 

30.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-----ans

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

---

---

31. 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-----ANS

b.Product upgrade

c.Ad hoc Requests

d.Batch Monitoring

---

---

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

Select one:

a.Economic

b.Techical

c.Behavioral

d.All of the listed options-----ANS

---

---

33. 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-----ANS

---

---

34. In which phase of the AVM Lifecycle are the customer's requirements actually fulfilled

Select one:

a.None of the listed options

b.Initiation and Planning Phase

c.Service Phase -----ANS

d.Knowledge Transition Phase

---

---

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

Select one:

a.SLA Breach-----ANS

---

---

b.SLA Met

c.Penalty Clause

d.None of the listed options

---

---

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

Select one.

A-Monitoring-----ANS

B-online processing

C-analyzing

D-testing

---

---

37 ..... 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-----ANS

D-execution

---

---

38 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-----ANS

B-will give multiple record

C-will display nothing

D-will give single record

---

---

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

A-white box testing, black box testing

B-test automation and black box testing

c-test automation and white box testing-----ANS

D-none of the listed options

---

---

40. why should the team have project demo to the customer on a regular basis?

Select one-

A-to ask the customers feedback on the developed user stories.

B-all of the listed options.-----ANS

C-to showcase that the requirements of the highest business value to the customer have been prioritized and developed for the customer

D-to make him feel confident that his requirements are being developed the way it is expected.

---

---

Q41. In AVM projects, inefficient processes leads to \_\_\_\_\_ productivity and \_\_\_\_\_ support costs.

Select one-

A-higher,increased

B-lesser,decreased

C-lesser,increased-----ANS

D-higher,decreased

---

---

Q42. In AVM, Best Practices can be categorized under which of the following?

Select one-

A-All of the listed options-----ANS

B-Transformation

C-Effectiveness

D-Innovation

E-Efficiency

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---

Q43.Which support level majorly deals with unknown incidents?

Select one-

A-L3 Support

B-L4 Supprt

C-L2 Support-----ans

D-L0/L1 Support

---

---

Q44.Design documents does not contain details on the infrastructure associated with the system.

State true or false.

A-True-----ANS

B-False

---

---

45.what is the exception that should be raised by the below situation ?

```
{
```

```
try
```

```
{
```

```
result=num1/num2
```

```
}
```

```
catch(----e)
```

Select one :

a-OutOfMemoryException

b-DivisionError

c-DivideByzeroException-----ANS

d-ApplicationError

---

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

true or false ?

a.True

b. false-----ANS

---

47.What are the various purposes of Business requirement document(BRD) ?

Select one-

a- A BRD details the business solution for a project including the documentation of  
customer needs and expectations.-----ans

b- A BRD is a formal document that provides a contract between supplier and client..-----  
-----ans

c- A BRD contains detailed project plan and design

d- A BRD effectively defines the scope of the project.-----ANS

---

48. Design document details ? select one or more

a- How the requirements should be implemented-----ANS

b- software to be used

c- technology to be used in development-----ANS

d-Architecture design of the system.-----ANS

---

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

Select one-

a- Feasibility study-----ANS

b- Analysis

c- Design

d- none of the above.

---

---

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

Select one-

a-Service transition

b-Service operations-----Ans

c-Continual Service improvement

d-Service design

---

---

51) 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-----Ans

c) Release Planning

d) compliance & Regulatory Updates.

---

---

52) Which of the following statement is false?

Select one-

a) The process of destroying unreferenced objects is called Garbage Collection

b) None of the listed options-----

Ans

c) Garbage Collector frees the memory occupied by the unreachable objects during the program execution

d) An object becomes eligible for garbage collection when no live thread can access it

e) Heap part of the memory is involved in Garbage Collection

---

53) Select the validations that are applicable for the text box field.

Enter username

[Submit]

Select one or more:

- a) Should check if the text box is null
  - 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-----Ans
- 

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

Select one-

- a) Insert trigger
  - b) Delete trigger
  - c) Instead-of trigger-----Ans
  - d) Row trigger
- 

55) 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 Rajashekhar Gupta P

103210 Nagarajan,Rajeswari

Select one-

a) Returns Null

b) Returns top 10 Names in the table-----Ans

c) Returns top 10 rows in the table

d) Syntax error in the SQL

---

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

Select one-

True

False-----Ans

---

57)identify the benefit of CSI

ANS) ALL

---

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

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

---

59) 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-----ANS
  - d. Both I and II
- 

60) 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.
- a. Only II
  - b. Only I
  - c. Neither I nor II

d. Both I and II-----ANS

---

1. unit testing done by tester true or false?

Ans: False

---

2. 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

---

3.What is meant by Response time ?

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

---

4.Which service identifies and maintains a record of all installed applications?

Ans: Application License Management

---

5.How to identify performance od select Query?

a.Using hint

b.Using Explain plan-----ans

c.Table statistics

d.Using Dbms\_sql

---

6.In CR process who sets priority for request determined by committee?

ANS:Change MANAGER

---

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

Ans;false

---

8. High level design gives the overall system design in terms

of functional architecture and database design? T or F.....True

---

9. In which step of sdlc project termination done?

a. design phase

b . System maintenance phase

c. Feasibility study phase ----ans

d. Coding phase

---

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

- a. A. Run better
  - b. Productivity improvement
  - c. Optimization
  - d. Efficiency improvement---ans
- 

11. L2 support team is \_\_\_ of functional escalation for  
L0&L1 teams?

ANS:1ST LEVEL

---

12. Function point sizing is dependent on technology ... T or f? ANS:TRUE

---

13. Providing uninterrupted access to apps and system and ensuring app availability

is the main objective of AVM ... T or f? ans:True

---

14.Which one is not an outcome of best practice in AVM engagement .

a.efficient and effective operations

b.increased maintenance and operation costs. ----- ans

C. Improves reliability.

D.improves customer satisfaction

---

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

a.idea management system

b. Process standardization

c. Self service strategy

d. None

---

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(SQLexception,Arithmetic Exceptions)

Select one:

a.Only II and III

b.Only I and II-----ANS

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 Tseting?System/Functional Testing?SIT,Regression testing,UAT

c.unit Tseting/SIT/UAT

d.System/Functioanl Testing/SIT,Regression Testing,UAT-----ANS

---

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

b.Restoration Time-----ans

c.Status Time

d.Response Time

---

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

Select one:

a.L1,L2,L4toL3

b.L4,L3,L2toL1-----and

c.L1,L2,L3toL4

d.L1,L3,L4toL2

---

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-----

-----ANS

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 THE LISTED OPTIONS----ANS

---

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

Select one:

a.True-----ANS

b.False

---

8.Which master service of AVm managed services catalog focuses on long-term functionality,stability and preventive maintainance to

avoid problems thta typically arise from incomplete or short-term solutions?

Select one:

a.Governance Services

b.Managed production Services-----ans

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-----ANS
- c.Only I
- d.Only II

---

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

Select one:

a.One Hr

b.20-40 Min

c.10-15 min-----ANS

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

---

11.in legacy AVM service phase activities can be catogorized as which of the following ?

Select one:

a)production support

b)maintance

c) all of the listed options-----ans

d)enhancements

---

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

Select one:

- a.Four
  - b.Three
  - c.Six
  - d.Five-----ans
- 

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-----ans

c.L3 Support

d.L1 Support

---

q14)In which step of SDLC are enhancements , upgrades and bug fixes done??

a) maintenance and evaluation -----ans

b)problem/opportunity identification

c)design

d)development and documentation

---

15.in which phase of the AVM lifecycle are the customers requirements actually fulfilled?

a)none

b)initiation and planning phase

c) service phase -----ans

---

d)knowledge transition phase

16.minor enhancements are handled by which support team ?

Select one:

a)L2

B)NONE

c) L3 support team ----- ans

D)L4

---

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.-----ANS
  - 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.-----ANS

---

d.Mailbox and Ticketing Tool Monitoring Service.

19.enhancement services , assessment services and transformation services are rendered by l4 support team?

Select one:

true -----ans

FALSE

---

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

Select one:

a)Insert trigger

b)instead of trigger -----ans

c)delete trigger

d)row trigger

---

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

Select one:

A-All of the listed options

B-Reduction of effort in fire-fighting or resolving repeated incidents-----ans

C-Lesser productivity of business and IT

D-Increased effort on workarounds and temporary fixes

---

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

Select one:

A-True-----ANS

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-----ANS

C-Application Strenghtening

D-Release Planning

---

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

Select one:

A-Feasibility Study-----ANS

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-----ans

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

true-----ans

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 Rajashekhar Gupta P

103210 Nagarajan,Rajeswari

103549 Balagoplan, Narayanan

Select one

a- Returns top 10 Names in the table-----ANS

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.

a- Only I

b- Both I and II-----ANS

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-----ans

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-----ANS

b-OutOfMemoryException

c-DivisionError EXception

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 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-----ANS

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-----ANS

c. Sequence Diagram

d. Activity Diagram

---

33.What does ITIL stands for?

Select one :

a. Information Technology Ideal Library

b. Information Technology Infrastructure Library -----ANS

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-----ANS

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 -----ANS

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-----ans

d. Both I and II

---

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

Select one :

a. true -----ANS

b. false

---

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

select one or more

Select one :

- a. BRD details the business solution for a project including the documentation of customer needs and explanation-----ANS
- b. BRD is formal document that provides a contract between supplier and client. -----ANS
- c. BRD contains the detailed project plan and design
- d. The BRD effectively defines the scope of the project-----ANS

ANS- a, b, d

---

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

Select one :

- a. true -----ANS
- 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-----ANS
- 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 -----ANS

---

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----- ANS

d)dispaly single row

---

43)which of the following statement is false

Select one:

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

b) none-----ANS

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)garbage collection frees the memory occupied by the unreachable objects

---

44)SDLC stands for

Select one:

a)software development life cycle-----ANS

b)system development life cycle

c)software design life cycle

d)system design life cycle

---

46)advantages of exceptional handling

Select:

a)none

b) with the exception handling mechanism when the exception occurs the execution of the prgm is transferred to an appropriate exception handler and

terminate the pgm-----ANS

c)exception handling maintains the nrmal flow of application-----ANS

d)with the exception handling mechanism the developer can code much

cleanser and ahve exception automatically dectected-----ANS

e)in exception handling generic exception object can be extended to any specific type exception-----  
---ANS

---

47) who is responsible for reviewing the CR to verify that there is sufficient details

Select one:

a) project manager

b) none of these

c) change manager----- ANS

d) client manager

---

48) Which key constraint can accept null values?

Select one:

- a) foreign key
  - b) priamry key
  - c) check
  - d) unique key ----- ANS
- 

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 statemnets----- ANS

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----- ANS

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-----ans

c.High

d.Low

---

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

Select one:

a.access management-----ANS

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-----ANS

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-----ANS

b.Adhoc Service request Fulfilment service

d.Standard Service request Fulfilment service

---

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

Select one:

a.%Batch job abend---ANS

b.%of Tickets Responded

c.%Reduction in batch window---ANS

d.%jobs completed within Target time ---ANS

---

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

Select one:

a.true

b.false-----ANS

---

57) What are all Three defined levels of benchmark?

Select one:

a.Threshold Limit

b.Goal-----ans

c.Upper Control Limit-----ANS

d.Lower Control Limit-----ANS

---

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

Select one:

true

false-----ans

---

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

Select one:

a.Using HINT

b.Using Explain plan-----ANS

c.Using Table statistic

d.Using DBMS\_SQL

---

60) enter user name -- not sure

1.DISTINCT keyword used for \_\_\_\_\_

ANS:- To find Unique records from table

2. Which policy Cognizant follows \_\_\_\_\_

ANS:- Run Better, Run Different

3.Which is Not DML command

- a. Insert
- b .Delete
- c. Update
- d. Truncate-----ANS

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(SQLexception,Arithmetic Exceptions)

Select one:

- a.Only II and III
- b.Only I and II-----ANS
- 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-----ANS

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
- b.Restoration Time -----ANS(Kirthee)
- c.Status Time
- d.Response Time

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

Select one:

- a.L1,L2,L4toL3
- b.L4,L3,L2toL1-----ANS(May be)
- c.L1,L2,L3toL4
- d.L1,L3,L4toL2

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-----  
----ANS
- 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 requiremnts of highest bussiness 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-----  
---ANS

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

Select one:

- a.True-----ANS
- b.False

8.Which master service of AVm (Application Value management) managed services catalog focuses on long-term functionality,stability and preventive maintainance to avoid problems thta 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-----ANS
- c.Only I
- d.Only II

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

Select one:

- a.One Hr
- b.20-40 Min
- c.10-15 min-----ANS
- d.Depending upon the team's clarifications and the amount of issues to be discussed.

11.in legacy AVM service phase activities can be catogorized as which of the following ?

Select one:

- a)production support
- b)maintance
- c) all of the listed options-----ans
- d)enhancements

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

Select one:

- a.Four
- b.Three
- c.Six
- d.Five-----ans

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-----ans

d.L1 Support

q14)In which step of SDLC are enhancements , upgrades and bug fixes done??

a) maintenance and evaluation -----ANS

b)problem/opportunity identification

c)design

d)development and documentation

15.in which phase of the AVM lifecycle are the customers requirements actually fulfilled?

a)none

b)initiation and planning phase

c) service phase -----ans

d)knowledge transition phase

16.minor enhancements are handled by which support team ?

Select one:

a)L2

B)NONE

c) L3 support team ----- ans

D)L4

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.-----ANS
- 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.-----ANS
- d.Mailbox and Ticketing Tool Monitoring Service.

19.enhancement services , assessment services and transformation services are rendered by l4 support team?

Select one:

true -----ans

FALSE

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

Select one:

- a)Insert trigger
- b)instead of trigger -----ans
- c)delete trigger
- d)row trigger

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

Select one:

A-All of the listed options-----ANS

B-Reduction of effort in fire-fighting or resolving repeated incidents

C-Lesser productivity of business and IT

D-Increased effort on workarounds and temporary fixes

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

Select one:

A-True-----ANS

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-----ANS

C-Application Strengthening

D-Release Planning

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

Select one:

A-Feasibility Study-----ANS

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

true

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 Rajashekhar Gupta P

103210 Nagarajan,Rajeswari

103549 Balagopalan, Narayanan

Select one

a- Returns top 10 Names in the table-----ANS

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.

a- Only I

b- Both I and II-----ANS

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-----ANS
- b-OutOfMemoryException
- c-DivisionError EXception
- 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-----ANS

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----- ANS

c. Sequence Diagram

d. Activity Diagram

33.What does ITIL stands for?

Select one :

a. Information Technology Ideal Library

b. Information Technology Infrastructure Library -----ANS

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-----ANS

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 -----ANS
- 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 -----ANS

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

Select one :

- a. true -----ANS
- b. false

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

select one or more

Select one :

- a. BRD details the business solution for a project including the documentation of customer needs and explanation-----ANS
- b. BRD is formal document that provides a contract between supplier and client. -----ANS
- c. BRD contains the detailed project plan and design
- d. The BRD effectively defines the scope of the project-----ANS

ANS- a, b, d

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

Select one :

- a. true -----ANS
- 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-----ANS
- 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 -----ANS

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-----ANS (not confirmed)
- d) dispaly single row

43) which of the following statement is false

Select one:

- a) the process of destroying unreferenced objects is called garbage collector
- b) none-----ANS
- 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) garbage collection frees the memory occupied by the unreachable objects

44) SDLC stands for

Select one:

- a)software development life cycle-----ANS
- b)system development life cycle
- c)software design life cycle
- d)system design life cycle

46)advantages of exceptional handling

Select:

- a)none
- b) with the exception handling mechanism when the exception occurs the execution of the prgm is transferred to an appropriate exception handler and terminate the pgm-----
- c)exception handling maintains the nrmal flow of application-----
- d)with the exception handling mechanism the developer can code much cleanser and ahve exception automatically dectected-----
- e)in exception handling generic exception object can be extended to any specific type exception

47)who is responsible for reviewing the CR to verify that there is sufficient details

Select one:

- a)project manager
- b)none of these
- c)change manager----- ANS
- d)client manager

48) Which key constraint can accept null values?

Select one:

- a) foreign key
- b) priamry key
- c) check
- d) unique key ----- ANS

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 statemnets----- ANS
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50) \_\_\_\_\_ is the process applying creativity as much as possible and validating against invalid data

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- a)Negative testing----- ANS
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- 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

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- b.Critical

c.High-----ANS

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b. Problem Management

c. Event Management

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Select one:

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b. Major incident and Mediator Support Service-----ANS

c. Known error Resolution Services

d. Standard Service Request Fulfilment service

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Select one:

- a.%Batch job abend
- b.%of Tickets Responded
- c.%Reduction in batch window
- d.%jobs complted 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-----ANS

57) What are all Three defined levels of benchmark?

Select one:

- a.Threshold Limit-----ANS
- b.Goal
- c.Upper Control Limit-----ANS
- d.Lower Control Limit-----ANS

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

Select one:

- true-----ANS
- false

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

Select one:

- a.Using HINT
- b.Using Explain plan-----ANS
- c.Using Table statistic
- d.Using DBMS\_SQL

60) enter user name -- not sure

1. Which of the following statements are true

- I. Unit testing is executed by developer
- II. In Unit testing individual functions or procedures are tested
- III. It is kind of white box testing

select one

- a. I,II, III -----Ans
- b. Both I and II
- c. Only I
- d. Only II

2. public final class Constraints

```
{  
    Public Static final String DEFAULT_ROLE="EMPLOYEE",  
}
```

What does the above statement indicate?

- a. None of the Listed
  - b. EMPLOYEE role information set in the field
  - c. syntax errors
  - d. creating the constraints file to make use of the defined constraints in other class-----
- ANS
- e. DEFAULT\_ROLE set to EMPLOYEE field

3. Which of the following is true?

- a. the requirement 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-----ANS
- d. requirements review is carried out to find the errors in system design

4. 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-----ANS
- c.Follow-the-moon model
- d. none of these

5. If I0/I1 team is unable to find the resolution in the knowledge database, whom do they contact for further troubleshooting?

- a. L3 support
- b. L4 support
- c. none of these
- d. L2 support-----ANS

11.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.

Select one:

- a.All of the listed options
- b.Only III
- c.Only I and II-----ANS
- d.Only II and III

12. \_\_\_\_\_ is the process of applying as much creativity as possible and validating the application against invalid data.

Select one:

- a.White box Testing
- b.Sanity Testing
- c.Negative Testing-----ANS
- d.Regression Testing

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

Select one:

- a.System Planning
- b.System Analysis -----ANS
- c.Feasibility Study
- d.Design DFD

14. Through Shift Left Methodology, the knowledge flows from\_\_\_\_\_.

Select one:

- a.L4,L3,L2toL1-----ANS
- b.L1,L2,L4toL4
- c.L1,L2,L4toL3
- d.L1,L3,L4toL2

15. Which key constraint can accept null value

Select one:

- a.Check
- b.Unique key -----ANS
- c.Primary key

d.Foreign key

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

Select one-

- a.ECAB(Emergency Change Advisory Board)-----ANS
- b.ECAB(Exclusive Change Advisory Board)
- c.None of the listed options
- d.CAB(Change Advisory Board))

17.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-----
- ANS
- b.Lower,Lower
- c.higher,higher
- d.higher,Lower

18)question is not clear

19)which key attributes of incidents handling, refers to the time when the solution to the problem was found and the work started?

Select one-

- A.Status Time

B.Response Time

c.Resolution time-----ANS

D.Restoration Time

20)L2 support team provides ---- for solving basic technical problems

Select one-

a.Output to L3 support team

b.Output to L0/L1 support team

c.Input to L0/L1 support team

d.Input to L3 support team -----ANS

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

true-----

false

22. 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

c.Exception handling maintains the normal flow of the application

d.With the exception handling mechanism, the developer can write their code much "cleaner" and have exception automatically handled

e.With the exception handling mechanism,when an exception occurs, the execution of the program is transferred to an appropriate exception handler and terminate the program

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

Selected one:

- a.None of the listed options
- b.New, Active,Resolved,Closed-----ANS
- c.Active,New,resolved,Closed
- d.New,Resolved,Active,Closed

24. design document is to developers

Select one:

- a.blueprint-----ANS
- b.handbook
- c.Reference Material
- d.Guide

25.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

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

Select one:

- a.Continous Build & Release
- b.Application Strengthening
- c. Compliance & Regulatory Updates
- d.Release Planning

27.which process grants authorised users the right to use a service

Select one:

- a.access management-----ANS
- b.Event management
- c. Problem Management
- d.Incident management

28.which statement can enclose a continue statement

- a.while , do , for , or foreach-----ANS
- b.try,while,do,for,or foreach
- c.switch,while,do,for,or foreach
- d.while,do,for,or foreach

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

Select one:

- a.To increase the performance of the table
- b.All the listed options-----ANS
- c.To order the records in the table
- d. To search the records in the table

30.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-----ANS
- d.Whitebox testing is done by the testing team and bleck box testing is done only by the developer during development.

31. 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-----ANS
- b.Product upgrade
- c.Ad hoc Requests
- d.Batch Monitoring

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

Select one:

- a.Economic
- b.Technical
- c.Behavioral
- d.All of the listed options-----ANS

33. 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-----ANS

34. In which phase of the AVM Lifecycle are the customer's requirements actually fulfilled

Select one:

- a.None of the listed options
- b.Initiation and Planning Phase
- c.Service Phase -----ANS
- d.Knowledge Transition Phase

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

Select one:

- a.SLA Breach-----ANS
- b.SLA Met
- c.Penalty Clause
- d.None of the listed options

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

Select one.

A-Monitoring-----ANS

B-online processing

C-analyzing

D-testing

37 ..... 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-----ANS

D-execution

38 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-----ANS

B-will give multiple record

C-will display nothing

D-will give single record

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

- A-white box testing, black box testing
- B-test automation and black box testing
- C-test automation and white box testing-----ANS
- D-none of the listed options

40. why should the team have project demo to the customer on a regular basis?

Select one-

- A-to ask the customers feedback on the developed user stories.
- B-all of the listed options.-----ANS
- C-to showcase that the requirements of the highest business value to the customer have been prioritized and developed for the customer
- D-to make him feel confident that his requirements are being developed the way it is expected.

Q41. In AVM projects,inefficent processes leads to \_\_\_\_\_ productivity and \_\_\_\_\_ support costs.

Select one-

- A-higher,increased
- B-lesser,decreased
- C-lesser,increased-----ANS
- D-higher,decreased

Q42.In AVM, Best Practices can be categorized under which of the following?

Select one-

- A-All of the listed options-----ANS
- B-Transformation
- C-Effectiveness
- D-Innovation
- E-Efficiency

Q43.Which support level majorly deals with unknown incidents?

Select one-

A-L3 Support

B-L4 Supprt

C-L2 Support

D-L0/L1 Support

Q44.Design documents does not contain details on the infrastructure associated with the system.

State true or false.

A-True-----ANS

B-False

45.what is the exception that should be raised by the below situation ?

{

try

{

result=num1/num2

}

catch(----e)

Select one :

a-OutOfMemoryException

b-DivisionError

c-DivideByzeroException-----ANS

d-ApplicationError

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

true or false ?

a.True-----ANS

b. false

47.What are the various purposes of Business requirement document(BRD) ?

Select one-

a- A BRD details the business solution for a project including the documentation of

customer needs and expectations.

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

c- A BRD contains detailed project plan and design.-----ANS

d- A BRD effectively defines the scope of the project.-----ANS

48. Design document details ? select one or more

a- How the requirements should be implemented-----ANS

b- software to be used

c- technology to be used in development-----ANS

d- Architecture design of the system.-----ANS

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

Select one-

a- Feasibility study-----ANS

b- Analysis

c- Design

d- none of the above.

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

Select one-

a-Service transition

b-Service operations-----ANS

c-Continual Service improvement

## d-Service design

51) 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-----Ans
- d) compliance & Regulatory Updates.

52) Which of the following statement is false?

Select one-

- a) The process of destroying unreferenced objects is called Garbage Collection
  - b) None of the listed options-----
- Ans
- c) Garbage Collector frees the memory occupied by the unreachable objects during the program execution
  - d) An object becomes eligible for garbage collection when no live thread can access it
  - e) Heap part of the memory is involved in Garbage Collection

53) Select the validations that are applicable for the text box field.

Enter username

[Submit]

Select one or more:

- a) Should check if the text box is null-----Ans
- 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.

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

Select one-

- a) Insert trigger
- b) Delete trigger
- c) Instead-of trigger-----Ans
- d) Row trigger

55) 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 Rajashekhar Gupta P

103210 Nagarajan,Rajeswari

Select one-

- a) Returns Null
- b) Returns top 10 Names in the table-----Ans
- c) Returns top 10 rows in the table
- d) Syntax error in the SQL

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

Select one-

True

False-----Ans

57) identify the benefit of CSI

ANS) ALL

58) WHICH OF THE FOLLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM

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

59) 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-----ANS

d. Both I and II

60) 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.
- a. Only II
  - b. Only I
  - c. Neither I nor II
  - d. Both I and II-----ANS

1.SLA is based on priority True or false.(True)

2.Design documents are based on ?

3.UML is Unified Moduling language ---ANS

4.CSI is \_\_\_\_\_ type of intiative.

5. End of term(Quater/montly) is called seaonal service (True or false)(True)

6.example: Aproduct works with document, client needs to add additional change which of the following priority is correct?

priority 1

priority 2 --- My ans

priority 3

priority 4

7.Which of the following is not ITIL service?

service Design

service stratergy

service Transition

service Optimization---- my ans

8.Integration Testing is user for?

9.Availability Management covers which of the following select one or more

Availability----my ans

capactiy

reliability---- my ans

maintainability---- my ans

10.Product Implementation and configuration based on

Requirement Gather

Design and build---- my ans

Build

Product Interface

11.BRD is created by (select one or more)

project core

designer--- my ans

matterexpert---- my ans

business partner--- my ans

12.email-id criteria check? (all the listed options)

13.Metric specifies \_\_\_\_ (process, service)-->forgot the other options----process

14.FAQ is example for csi metric by?

idea management service

process standardization---- my ans

self service

None

15.Match the following(its my ans)

waterfall - explicit recognition of risk

Evolutionary - inflexible partion of stage

Component based - requirement in evitable

Spiral - Specific incrementation

16.Match the following (its my ans)

Requirement Gathering -- Domain Analysis

Design -- Structure and behaviour

Implementation -- Module Development

Maintaince -- Performance Tuning

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**Question 21**  
Not yet answered  
Marked out of 1  
Flag question

Which of the following statement is false?  
Select one:

- a. None of the listed options
- b. An object becomes eligible for garbage collection when no live thread can access it.
- c. The process of destroying unreferenced objects is called Garbage Collection.
- d. Heap part of the memory is involved in Garbage Collection.
- e. Garbage Collector frees the memory occupied by the unreachable objects during the program execution.

**Question 22**  
Not yet answered  
Marked out of 1  
Flag question

button1

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 SQLconnection") statement logs the above lines in logger for best understanding.

Select one:

- a. Only II
- b. Only I
- c. Both I and II
- d. Neither I nor II

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Finish attempt ...  
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21.a

22.c

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https://ccpassessment.cognizant.com/mod/quiz/attempt.php?attempt=999483&page=2

**Question 23**  
Not yet answered  
Marked out of 1  
Flag question

button1

Which service identifies and maintains a record of all installed applications?  
Select one:

- a. Application License Management
- b. Application Monitoring service
- c. Adhoc Service Request Fulfillment service
- d. Standard Service Request Fulfillment service

**Question 24**  
Not yet answered  
Marked out of 1  
Flag question

In SQL, normally the GROUP BY clause follows the WHERE clause in a SELECT statement and precedes the ORDER BY clause.  
State True or False.

Select one:

- True
- False

**Question 25**  
Not yet answered  
Marked out of 1  
Flag question

button1

Service Portfolio Management ensures we don't waste money with excess capacity. State True or False.

Select one:

- True

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23.a      24.true      25.false      26.a

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**Question 26**  
Not yet answered  
Marked out of 1  
Flag question

Design Document is a \_\_\_\_\_ for developers.

Select one:

a. Blueprint  
 b. Handbook  
 c. Reference Material  
 d. Guide

**Question 27**  
Not yet answered  
Marked out of 1  
Flag question

Match the following:

Requirement Capture Choose...  
Design Choose...  
Implementation Choose...  
Maintenance Choose...

QUIZ NAVIGATION

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**Question 28**  
Not yet answered  
Marked out of 1  
Flag question

End of term (Year/Quarter) Services alias is called as Seasonal Services.  
State True or False.

Select one:

True  
 False

**Question 29**  
Not yet answered  
Marked out of 1  
Flag question

High Level Design gives the overall system design in terms of Functional Architecture and Database design. State True or False.

Select one:

True  
 False

**Question 30**  
Not yet answered  
Marked out of 1  
Flag question

Through Shift Left Methodology, the knowledge flows from \_\_\_\_\_.

Select one:

a. L1, L2, L4 to L3  
 b. L1, L3, L4 to L2

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28.true

29.true

30.d

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Select one:  
 True  
 False

**Question 29**  
Not yet answered  
Marked out of 1  
Flag question

High Level Design gives the overall system design in terms of Functional Architecture and Database design. State True or False.  
Select one:  
 True  
 False

**Question 30**  
Not yet answered  
Marked out of 1  
Flag question

Through Shift Left Methodology, the knowledge flows from \_\_\_\_\_.  
Select one:  
 a. L1, L2, L4 to L3  
 b. L1, L3, L4 to L2  
 c. L1, L2, L3 to L4  
 d. L4, L3, L2 to L1

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You are logged in as MATHIVATHANA ASOKAN (Logout)

**Certified Jr.Developer/App Analyst - AD and AVM**

Where can you see the details of recurring/similar incidents and workarounds documented for future use?  
Select one:  
 a. KEDB  
 b. System  
 c. Remedy Tickets  
 d. Individuals Notepad

**Question 32**  
Not yet answered  
Marked out of 1  
Flag question

Knowledge Transition phase helps the Cognizant's team to get the application and business knowledge from the clients or the incumbent vendor. State True or False.  
Select one:  
 True  
 False

**Question 33**  
Not yet answered  
Marked out of 1  
Flag question

\_\_\_\_\_ is harder for complex systems in particular, when various subsystems are tightly coupled, as changes in one system or interface may cause bugs to emerge in another.  
Select one:  
 a. Execution

QUIZ NAVIGATION

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31.a

32.true

33.c

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### Certified Jr.Developer/App Analyst - AD and AVM

Question 33  
Not yet answered  
Marked out of 1  
Flag question

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

Select one:

- a. Execution
- b. Testing
- c. Debugging
- d. Compilation

Question 34  
Not yet answered  
Marked out of 1  
Flag question

button1

What is the use of creating an index in a table?

Select one:

- a. To order the records in the table
- b. All of the listed options
- c. To search the records in the table
- d. To increase the performance of the table

Question 35  
Not yet answered  
Marked out of 1  
Flag question

Color Ans.

Which of the following is TRUE?

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34.b

35.c

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### Certified Jr.Developer/App Analyst - AD and AVM

Question 35  
Not yet answered  
Marked out of 1  
Flag question

Which of the following is 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.

Question 36  
Not yet answered  
Marked out of 1  
Flag question

button1

Which of the following UML diagram represents the relationships among the classes?

Select one:

- a. Activity Diagram
- b. Sequence Diagram
- c. Class Diagram
- d. UseCase Diagram

Question 37  
Not yet answered  
Marked out of 1  
Flag question

Color Ans.

What is the difference Between White Box and Black Box testing?

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36.c

37.d

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### Certified Jr.Developer/App Analyst - AD and AVM

Question 37 Not yet answered Marked out of 1 Flag question

What is the difference Between White Box 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. White box testing is done by the testing team and Blackbox testing is done only by the developer during development.
- c. All of the listed options
- d. 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.

Question 38 Answered Marked out of 1 Flag question

button1

Which of the following is the Incident status in CORRECT order?

Select one:

- a. New, Active, Resolved, Closed
- b. New, Resolved, Active, Closed
- c. Active, New, Resolved, Closed
- d. None of the listed options

Question 39 If an urgent RFC is raised, which board needs to take an immediate action?

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38.a

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### Certified Jr.Developer/App Analyst - AD and AVM

Question 39 Not yet answered Marked out of 1 Flag question

None of the listed options

Question 39 If an urgent RFC is raised, which board needs to take an immediate action?

Select one:

- a. ECAB (Exclusive Change Advisory Board)
- b. CAB (Change Advisory Board)
- c. ECAB (Emergency Change Advisory Board)
- d. None of the listed options

Question 40 Answered Marked out of 1 Flag question

button1

How much time should a daily standup usually take?

Select one:

- a. 10-15 min
- b. One Hr
- c. Depending upon the team's clarifications and the amount of issues to be discussed
- d. 20-40 Min

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39.a

40.a

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**Question 41**  
Not yet answered  
Marked out of 1  
Flag question

Applications 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. L1 support  
 d. L3 support

**Question 42**  
Not yet answered  
Marked out of 1  
Flag question

public final class Constants  
{  
public static final String DEFAULT\_ROLE="EMPLOYEE";  
}  
What does the above statement indicate?

Select one:

a. EMPLOYEE role information set in the field  
 b. Creating the constant file to make use of the defined constants in other class  
 c. Syntax Error  
 d. None of the listed options  
 e. DEFAULT\_ROLE is set to EMPLOYEE Field

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Finish attempt ...

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41.b

42.b

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**Question 43**  
Not yet answered  
Marked out of 1  
Flag question

Which Transformation service of L4 deals with identifying applications that are redundant and unused so that they can be withdrawn?

Select one:

a. Application Optimization and Tuning  
 b. Application Decommissioning  
 c. Application Consolidation  
 d. Application Upgrade/Migration

**Question 44**  
Not yet answered  
Marked out of 1  
Flag question

button1

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 (SQLException, Arithmetic Exceptions...)

Select one:

a. All of the listed options  
 b. Only III  
 c. Only II and III  
 d. Only I and II

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43.b

44.d

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**Question 45**  
Not yet answered  
Marked out of 1  
Flag question

How many Primary Key/s can be created in a single table?

Select one:

a. Three  
 b. Four  
 c. Two  
 d. One

**Question 46**  
Not yet answered  
Marked out of 1  
Flag question

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

Select one:

a. Both I and II  
 b. I  
 c. Neither I nor II  
 d. II

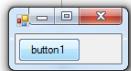
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45.d

46.d

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**Question 47**  
Not yet answered  
Marked out of 1  
Flag question

c. Neither I nor II  
 d. II

**Question 48**  
Not yet answered  
Marked out of 1  
Flag question

What service focus to capture all applications, its critical attributes, its interfaces and relations to other applications?

Select one:

a. Application CMDB Maintenance service  
 b. Application Problem Management service  
 c. Batch Scheduling/Execution services  
 d. Incident Resolution service

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47.a

48.

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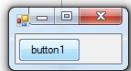
**Question 49**  
 Not yet answered  
 Marked out of 1

Which step of SDLC performs cost/benefit analysis?

Select one:

- a. Feasibility Study
- b. Analysis
- c. Design
- d. None of the following options

**Question 50**  
 Not yet answered  
 Marked out of 1



What are the advantages of Exception Handling?

Select one or more:

- a. With the exception handling mechanism, the developer can write their code much "cleaner" and have exception automatically handled.
- b. None of the listed options
- c. With the exception handling mechanism, when an exception occurs, the execution of the program is transferred to an appropriate exception handler and terminate the program.
- d. Exception handling maintains the normal flow of the application
- e. In Exception handling, generic Exception object can be extended to any specific type of exception.

**QUIZ NAVIGATION**

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57	58	59	60			

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49.a

50.

**ASEEP001: Assessment Window - Google Chrome**  
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**Question 51**  
 Not yet answered  
 Marked out of 1

SDLC is the process of developing software through business needs, analysis, design, implementation, release, and maintenance. State True or False.

Select one:

- True
- False

**Question 52**  
 Not yet answered  
 Marked out of 1



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

Select one:

- a. I, II, III
- b. I, III
- c. I, II
- d. I,II,III, and IV

**Question 53**  
 Which service provides real time monitoring of all jobs and constantly checks the status of the jobs?

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57	58	59	60			

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51.true

52.a

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Question 53  
Not yet answered  
Marked out of 1  
Flag question

Which service provides real time monitoring of all jobs and constantly checks the status of the jobs?  
Select one:

a. Application monitoring service  
 b. Mailbox and Ticketing Tool Monitoring Service  
 c. Batch Scheduling/Execution Service  
 d. Batch monitoring service

Question 54  
Not yet answered  
Marked out of 1  
Flag question

In Legacy AVM, Service phase activities can be categorized as which of the following?  
Select one:

a. All of the listed options  
 b. Production Support  
 c. Enhancements  
 d. Maintenance

Question 55  
The key considerations involved in the feasibility analysis is/are:  
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36	37	38	39	40	41	42
43	44	45	46	47	48	49
50	51	52	53	54	55	56
57	58	59	60			

Finish attempt ...  
Time left 1:46:04

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53.d

54.a

ASEEP001: Assessment Window - Google Chrome  
<https://ccpassessment.cognizant.com/mod/quiz/attempt.php?attempt=999483&page=5>

Question 55  
Not yet answered  
Marked out of 1  
Flag question

The key considerations involved in the feasibility analysis is/are:  
Select one:

a. Economic  
 b. Technical  
 c. Behavioral  
 d. All of the listed options

Question 56  
Not yet answered  
Marked out of 1  
Flag question

button1

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. Restoration Time  
 b. Resolution Time  
 c. Response Time  
 d. Status Time

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36	37	38	39	40	41	42
43	44	45	46	47	48	49
50	51	52	53	54	55	56
57	58	59	60			

Finish attempt ...  
Time left 1:45:51

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55.d

56.a

ASEEP001: Assessment Window - Google Chrome  
https://ccpassessment.cognizant.com/mod/quiz/attempt.php?attempt=999483&page=5

**Question 57**  
Not yet answered  
Marked out of 1  
Flag question

Identify the benefit(s) of CSI.

Select one:

a. Complete customer satisfaction  
 b. Provides ability to meet the agreed levels of service to the business  
 c. Increased resource productivity  
 d. Cost reduction to the customer  
 e. All of the listed options

**Question 58**  
Not yet answered  
Marked out of 1  
Flag question



Faster RCA and Impact analysis are some of the important aspects of CMDB maintenance for L2 support. State True or False.

Select one:

True  
 False

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50	51	52	53	54	55	56
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Finish attempt ...  
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You are logged in as MATHIVATHANA ASOKAN (Logout)

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57.e

58.true

59.a

60.false

ASEEP001: Assessment Window - Google Chrome  
https://ccpassessment.cognizant.com/mod/quiz/attempt.php?attempt=999483&page=5

**Question 59**  
Not yet answered  
Marked out of 1  
Flag question

SELECT ename, sal  
FROM emp  
WHERE deptno = ( SELECT \* FROM dept  
WHERE loc='NEW YORK');

What will be the output of the above example?

Select one:

a. Will throw an error  
 b. Will display nothing  
 c. Will give single record  
 d. Will give multiple record

**QUIZ NAVIGATION**

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Finish attempt ...  
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