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

------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

------------------------------------------------------------------------------------------------------------------------------------------------------------------

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 prvides ----- 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 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

------------------------------------------------------------------------------------------------------------------------------------------------------------------

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 coehesive 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 , 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 Manitenance 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.Penality Clause

d.None of the listed options

------------------------------------------------------------------------------------------------------------------------------------------------------------------

36. ......... activity is a part of supportand 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-------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 requiremnts 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 Rajashekar 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 is 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------------------------------ANS

d. None

--------------------------------------------------------------------------------------------------------------------------

1.Which of the following are the best practices?

I.Move all the hardcoded values to the constant file

IIhave log file to log all the activities

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

Select one:

a.Only II andIII

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. bussiness value to the customer have been priortized and developed for the customer.

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

D.aLL THE LISITED OPTIONS-----ANS

------------------------------------------------------------------------------------------------------------------

7.Function point Sizing is dependent on technlogy.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 plannning 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 Rajashekar 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 EXecption

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--------------------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 garbagae 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 transfered 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 decteced--------------------------------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 conditiins 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 Responed

c.%Reduction in batch window---ANS

d.%jobs complted 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 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.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 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

6)End of service ensures all corresponding critical jobs as a part of the 'end of term' processes are completed on time during the processing cycle

Ans:True.

7)Which of the following are the measurements of batch monitoring in AVM projects?

Ans:%Batch job abend,%jobs completed within target time

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

Ans:major incident and mediator support service.

9)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.

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

Ans:10-15 mins.

18)Match the following:

Requirement Capture------------ domain analysis

Design----------------structure and behaviourial modeling

implementation--------module development and integration

Maintainence--------performance tuning

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.

41.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

42.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

43.Machine.config.contains settings that apply to an entire Network.

State true or False:

Select one:

True

False

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

Select one:

a.%Batch job abend---------------------------ANS

b.%of Tickets Responed

c.%Reduction in batch window---------------------------ANS

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

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

Choose a correct options

Select one or more:

a.Server

b.Client

c.Database

d.Schema

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

a)All of the listed options --------------->Ans

b)To search the records in the table

c)To order the records in the table

d) To increase the performance of the table

47.What are the various purposes of Business requirement Document(BDR)?

a)BRD details the business solution for a project including the documentation of customer needs and expectations.------------------------------->Ans

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

c) BRD contains the detailed project plan and design-------------------------------------ANS

d) The BRD effectivly defines the scope of a project.-------------------------------------ANS

48.Batch jobs would be run at peak times, when there is huge number of custmers accessing the applicatino. State True or false.

a) True --------------------------Ans

b) False

49.In SQl, normally thr group by clause follows the where clause in a select statement and precedes the order by clause. State True or false.

a)True ---------------->Ans

b) False

50.In Legacy AVM service phase activities can be categorized as which of the following,

a)production support

b)maintance

c) all of the listed options----------------->Ans

d)enhancements

51.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

52.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

53.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

54.Which of the following is NOT a benifit of data Migration Service?

a)Eliminates the risk of losing date

b)Meets regulatory and compliance requirements for data retention

c)Decreases system/product productvity and performance while minimizing disruption due to data loss.-------->Ans

d)Maintains integrity and availabilty of data to support business decisions.

55.which of the following is true

select one

a)the requirement document describes how the requirement that are in the listed document are implemented efficiently

b)consistency and completeness of functional requirement are achievev in practice

c)prototyping is the method of requirement validation----------------------------------------Ans

d)requirement review is carried out to find error in the system design

56.How much time should a daily standup takes place

a)20-40 min

b)depend on team clarification and amount of itmes to be discussed

c)10-15 min-----------------------------------------------------------------Ans

d)one hr

57.public final class constants

{

pubic ststic final string DEFAULT\_ROLE = EMPLOYEE

}

What does above statement indicate

a)none of the options

b)DEFAULT\_ROLE is set to EMPLOYEE field

c)EMPLOYEE role information is set in the field

d)creating a constant file to make use of defined constant in the other class---------Ans

58.A good testcase has to be

a)Econimic and tracable

b)accurate and appropriate

c)repeatable and reusable

d)all of the options---------------------------------------Ans

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

Select one:

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

b) Services

c) Processes

d) limitation

60.The key considerations involved in the feasibility analysis is/are:

selest one :

a) Economic

b) Technical

c) Behavioral

d) All of the listed options. -------------------------------------------------Ans

61.COmplexity Points sizing is dependent technology. State True or False.

Select one

a) True--------------------------Ans

b) False

62.which of the following statement is true?

I A well written logging code offers quick debugging maintanence and structured storage of an

II LOG.info logs the above lines for better understanding

a) both I and II--------------ANS

b) neither I or II

c) only II

d) only I

63.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

64.which step in SDLC performs cost/benefit analysis

a)feasibiluty study------------ ANS

b)analysis

c)design

d)none

65.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

66.Select the validations that are applicable for the mandatory input field "Email-Id"

i.Email-Id field should not be empty

II.Email-Id field should have proper domain name

III.Email-Id field should not start with special characaters

Select one

a.I,II,III-------------------Ans

b.Only II

c.only III

d.Only I and II

e.Only I

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

Select One:

a. Application Problem MAnagement service

b.BAtch Sheduling/Execution service

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

d.Incident Resolution service

68.Knowledge Transition phase helps the cognizant's team to get the application and business knowlegde from the clients or the incumbent vendor.

State true or false.Select one

a) true ------------------------------- Ans

b)false

69.How many Primary keys can be created in a single table?

a)four

b)three

c)one----------ANS

d)two

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

Application optimization and tuning

application upgrade/migration

application consolidation

application Decommissioning-------------ANS

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

FALSE

72.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

73.Faster RCA and impactr analysis are some of the aspects of CMDB maintenance for L2 support.TRUE OR FALSE

a)TRUE---------------------ANS

b)FALSE

74.End of term(year/quarter)services alias is called as seasonal services.

a)TRUE------------------------------- Ans

b)FALSE

75.SDLC is the process of developing s/w through business needs,analysis,design,implementatino, release and maintenance.

A) True ------------------------->Ans

b) False

76.Metrics specifies a set of\_\_\_\_\_\_\_\_\_\_\_\_that will be measred,procedures to measre them,and ways to interupt the measurements.

Select one:

a.proccesses

b.Services

c.parameters------------------------------- Ans

d.limitation

77.The goal of unit testing is to isolate each part of the program and show that the individuals parts are correctly executed.State true or false

select one:

a) true ------------------------------- Ans

b)false

78.Which of the following statement is false?

a)Garbage collector frees the memory occupied by the unreachaable objects during the program execution.

b)None of the options--------ANS

c)The process of destroying unreferenced objects is called Garbage collection.

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

e)An object becomes eligible for garbage collection when no live thread can acces it.

79.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--------------------------------ANS

b.I,III

c.I,II

d.I,II,III, & IV

80.Which service providers real time monitoring of all jobs and constatly checks the status of the jobs?

Select one:

a) Application monitoring service

b) Batch Scheduling/Execution service

c) Mailbox and ticketing tool monitoring service

d) Batch monitoring service.-----------------------------------------------------Ans