**ITIL**

**1.What is ITIL?**

ITIL stands for Information Technology Infrastructure Library. ITIL is a series of practices in IT Service Management (ITSM) for aligning operations and services. ITIL describes the processes, procedures, tasks and checklists that can be applied by an organization as part of an overall IT strategy; to improve customer delivery; or to maintain a certain level of competency organization-wide.

**2.Name few benefits using ITIL?**

* Reduces IT operations costs.
* Improves IT productivity and employee satisfaction.
* Establishes cost-effective practices.
* Builds a stable environment that allows for growth, scale, and change.
* Assists with managing risk, disruption, and failure.
* Strengthen customer relationships by delivering efficient services that meet their needs.
* Helps IT organizations become centered on addressing business issues rather than just IT issues.

**3.What is incident? What kind of severity you have?**

ITIL defines an incident as an unplanned interruption to a service or quality reduction of an [IT service](https://www.bmc.com/blogs/it-service/). Incident severity levels are a measurement of the impact an incident has on the business. Typically, the lower the severity number, the more impactful the incident. For ex: we define a SEV (severity) 1 incident as “a critical incident with very high impact.”

**4.Tasks in incident management**

Service desk personnel are usually designed as [Level 1 support](https://www.bmc.com/blogs/support-levels-level-1-level-2-level-3/), which includes the following activities:

* Incident identification
* Incident logging
* Incident categorization
* Incident prioritization
* Initial diagnosis
* Escalation, as necessary, to level 2 support
* Incident resolution
* Incident closure

Communication with the user community throughout the life of the incident

**5.** **what is change management and its cycle?**

Change management is a broad term used to define various ways in which an organization prepares and implements change.

Change management is a cyclic process, as an organization will always encounter the need for change. There are three phases in the Organizational Change Management Life Cycle: Identify, Engage and Implement.

## 6. What is release management? What are different phases?

Release management is the process of overseeing the software development lifecycle (SDLC). It is one of the main processes of the IT Infrastructure Library (ITIL) framework. It includes leading the planning, designing, testing, deploying, and releasing phases of software product development. Release management is essential to the SDLC. It ensures that the development team meets business requirements and delivers high-quality software.

**7.What is an SLA?**

SLA stands for *Service Level Agreement*, a guarantee that a company provides you in terms of performance, support, and level of service.

**8.Root cause analysis?**

Root cause analysis (RCA) is a problem-solving technique it helps isolate what happened, when, where, and why a problem occurred.

* Assign resources
* Identify the problem
* Analyze the problem to isolate the root cause
* Identify and implement the corrective action
* Verifying the results

**8. What is SAN and how does it work?**

A storage area network (SAN) is a dedicated, independent high-speed network that interconnects and delivers shared pools of storage devices to multiple servers. Each server can access shared storage as if it were a drive directly attached to the server.

**9. VM Ware and its types?**

VMware provides different applications and software for virtualization.  VMware products are categorized into two levels, desktop applications, and Server applications.

It is useful for:

* Running multiple operating systems and applications on a single computer
* Consolidate hardware to get vastly higher productivity from fewer servers
* Save more than 50% of total cost spend on IT
* It simplifies IT management and speeds up the deployment of new applications

The main types of virtualization include Server, Network, Storage, Application, and Desktop.

* **Application Virtualization**: It increases the mobility of the applications and facilitates migration of the VMs with lesser downtime.
* **Desktop Virtualization**: It is the virtualization of the desktop so as to reduce the cost and increase of the service.
* **Network Virtualization**: It completely reflects the physical network as the software-defined network.
* **Server Virtualization**: The multiple operating systems and the physical server could be run on the single server.
* **Storage Virtualization**: It gives the abstraction layer for the resources of physical storage to get optimized in virtual deployment.

### 10.What is the use of VMware Workstation?

* Enables the user to run more than one operating system on a single system
* Saves the existing OS configuration in the form of virtual machines.
* Allows you to work on different OS without switching between them.

CREATE TABLE tableName

(columnName1 datatype,

columnName2 datatype,

...

columnNameN datatype);

INSERT INTO tableName [(column1, column2,..., columnN)] VALUES (value1, value2,...,valueN);

UPDATE tableName SET columnName1 = value1, columnName2 = value2,..., columnNameN = valueN WHERE [condition];

Example:

|  |
| --- |
| UPDATE EMPLOYEE SET EMP\_NAME = 'Parmender' WHERE EMP\_ID = '5'; |

DELETE FROM tableName [WHERE condition];

Example:

|  |
| --- |
| DELETE FROM EMPLOYEE WHERE EMP\_ID = 5; |

ALTER TABLE tableName ADD columnName datatype;

IS NULL or NOT NULL

SELECT column\_namesFROM table\_name  
WHERE column\_name IS NULL; or use NOT NULL

Like (%) command

SELECT \* FROM Customers  
WHERE CustomerName LIKE 'a%';

|  |  |
| --- | --- |
| Testing Tools | : HP Quality Center /ALM, JMeter, JIRA, Bugzilla, Manual Testing Artifacts, Appium, Android SDK Emulator, Browser Stack, Serena Business Manager Tool, SOAP UI, Postman, SNOW, Jenkins, GIT, Eclipse, Selenium IDE, WebDriver. |
| Types of Testing | : Functional Testing, Regression Testing, Sanity Testing, Ad hoc Testing, Cross Browser Testing, Logical Testing, Rule Based, Feature Based testing, and Database Testing |
| Web Skills & Database | : Core Java, HTML, Java Script, XML, SQL Server, Oracle |
| Airline Reservation Tool | : Liaison UTS Terminal Commander Tool |
| Operating Systems | : Windows XP, 08&10, Linux and iOS |
| MS Office Suite | : MS-Excel, MS- Word, MS-Power Point |