1. What is Downtime?

:- Downtime is the time when when production is stop for plan maintance.

2. What is decommission and recommission ?

> Decommission means the process of old system from the production environment and
> Recommission means the process of putting the new system into the production environment.

3. What is SLA?

:- SLA stands for service level agreement is a commitment between service provider and client.

likre:- service quality, availability, responsibilities.

priority Response and recovery availability

Priority code	Description	Target Response Time	Target Resolution
> 1	critical	immediate	1hour
> 2	High	1hour	4hour
> 3	medium	4hour	1 day
> 4	low	1day	5days

4. What is ITIL process ?

:- ITIL is a sets of rule that provide the selection planning delivery, maintence and overall lifecycle of IT service within a business.

5. What is Incident management ?

:- Incident management describes the necessary actions taken by an organization to analyze , identify and current problem. while taking actions that can prevent future incidents

6. What is incident ?

:- Incident is unexpected event that effect business operational. It start with INT.

example :- suddenly disk failed.

7. What is change management ?

:- In ITIL change is " the addition" or removeable of any thing that could effect a direct or indirect effect or service. It start with CNG.

For example:- BIOS upadtion.

8. What is service request ?

:- A formal user request for something new to be provided is known as service-request. It start with SR.

For example :- I need a new laptop.

9. What is cloud?

:- Cloud provide on demand compute power storage data base, application and other IT resources via the internet.

10. What are the top companies that provider cloud services.

1) AWS (amazon web services) - Amazon
2) Azur - Microsoft
3) GCP (google cloud platform) - Google

11. What is Virtualization?

:- Virtualization allow us to host multiple virtual machine (VM) on a single physical machine by splitting the host machine hardware resources.

12. What is Hypervisor ?

:- A hypervisor software that create and allow on host computer to support multiple guest VMs by virtually sharing its resources, such as memory and processing.

13. What are application available for virtualization ?

1) VMware Workstation (VMware)
2) Virtual Box (Oracle)

14. What is KVM ?

:- KVM stands for kernel based virtual machine is a virtualization technology to run virtual machine in linux operating system.

15. What is BIOS ?

:- BIOS stands for basic input output system. It performed some integrity check search load and execute the boot loader program.

            Once the boot loader program is detected and loaded in the memory BIOS give the control to it. so in simple term BIOS loads and executes the MBR boot loader.

16. How to check BIOS version ?

:- dmidecode –s bios-version

17. What is kernel ?

:- Kernel is the heart of the operating system. Its establish relationship between hardware and software.

18. How to check the kernel version?

- uname -r
- cat /proc/version

19. How to update kernel ?

:- yum update kernel

20. Is downtime required to update the kernel?

:- Yes, because after update the kernel version we have to restart the system.

21. How to troubleshoot if user is not able to login?

1) Need to check /var and /usr is full or not.
2) Need to check user password expire or not.
3) User is in lock state or not
4) Need to check any entry in /etc/host.deny that restricting the user to login
5) Finally we need to check user exsist or not

22. How to fixed file system full issue ?

➢ First we need to final out which file system is full by using
  - # df –hT
➢ After that need go to that directories which is full
  - then run # du –sh * to check which file consuming more space
➢ After that we will inform that user delete the file if the file is not required or as per our permission. we will delete the file or compress the file. if these are not possible then need to extent the file system.

23. There is a free space in disk but user is not able to create file in that file system why?

:- If the inode number is full on that file system then we can not create files and directories, even though there is free space on that file system.

24. How to check inode number?

➢ ls –i.