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 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(jeeva)

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--------------------------
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 dfeveloper 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 transffered to an appropiate 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 coehesive IT application landscape

Select one:
a.dissimilar

b.similar---ANS(jeeva)
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-------------------------------ANS
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 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
B-False--ANS

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.--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

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 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