**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 ( SQL exception, Arithmetic

Exceptions)

**2.What type of testing is performed by independent testing team/testing service?**

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/ Functioanl Testing/SIT, Regression

Testing, UAT

**3.Which key attributes of incident handling,refers to the time when the solution to the problem**

**was found and the work started?**

a. Resolution Time

b. Restoration Time

c. Status Time

d. Response Time

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

a. L1, L2, L4toL3

b. L4, L3, L2toL1

c.L1, L2, L3toL4

d.L1, L3, L4toL2

**5.Which of the following are true?**

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.

**6.Why should the team have Project demo to the customer on a regular basis?**

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 of the listed options

**8.Which master service of AVM (Application Value management) managed services catalog focuses on long-term functionality, stability and preventive maintenance to avoid problems that typically arise from incomplete or short-term solutions?**

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

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

a. One Hr

b.20-40 Min

c.10-15 min

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 ?**

a) production support

b) maintance

c) all of the listed options

d) enhancements

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

a. Four

b. Three

c. Six

d. Five

**13.application services such as functional enhancements, business solution delivery and environment management services are performed by which support group?**

a. L2 Support

b. L4 Support

c.L3 Support

d.L1 Support

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

a) maintenance and evaluation

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

d)knowledge transition phase

**16.minor enhancements are handled by which support team?**

a) L2

B) NONE

c) L3 support team

D)L4

**17.Which of the following is NOT a benefit of Data Migration Service?**

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

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?**

a. Application monitoring service.

b. Batch Scheduling/Execution Service.

c. Batch monitoring service

d. Mailbox and Ticketing Tool Monitoring Service.

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

a) Insert trigger

b) instead of trigger

c)delete trigger

d)row trigger

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

A-All of the listed options

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

**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?**

A-Functional Enhancements

B-Application Integration Services

C-Application Strengthening

D-Release Planning

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

A-Feasibility Study

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

**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

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

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

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

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

c. Sequence Diagram

d. Activity Diagram

**33.What does ITIL stands for?**

Select one :

a. Information Technology Ideal Library

b. Information Technology Infrastructure Library

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

b. Process

c. Scheme

d. System

**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.

a. Only II

b. Neither I nor II

c. I only

d. Both I and II

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

select one or more

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

**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

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**

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')**

a) multiple record

b) displays nothing

c)throw an error-----------------------------------------------

d) display 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

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 normal 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**

a) project manager

b) none of these

c)change manager

d)client manager

**48) Which key constraint can accept null values?**

Select one:

a) foreign key

b) primary key

c) check

d) unique key

**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 statements

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

c. High

d. Low

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

Select one:

a. access management

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

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

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

**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

**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. 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

**61. 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

**62. 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

**63. 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

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

Select one.

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

b.ECAB(Exclusive Change Advisory Board)

c.None of the listed options

d.CAB(Change Advisory Board))

**65.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

**66.Which of the following is the incident status correct order?**

Selected one:

a. None of the listed options

b. New, Active, Resolved, Closed

c. Active, New, resolved, Closed

d. New, Resolved, Active, Closed

**67. design document is to developers**

Select one:

a. blueprint

b. handbook

c. Reference Material

d. Guide

**68.Application Consolidation services focuses on consolidating multiple**

**application which are \_\_\_\_\_\_\_\_\_\_\_\_\_\_in nature to coehesive IT application landscape**

Select one:

a. dissimilar

b. similar

c. unrelated

d. disconnected

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

a. Continous Build & Release--------------------------------ANS

b. Application Strengthening

c. Compliance & Regulatory Updates

d. Release Planning

**70.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

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

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

**72.what is the difference between white box testing and black box testing**

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.

**73. 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

**74. The key analysis involved in feasibility analysis is/are**

Select one:

a. Economic

b. Technical

c. Behavioral

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

**75. Which of the following is NOT an outcome of Best Practices in AVM engagement**

a. Efficient and Effective Operations

b. Improve Reliability

c. Improves Customer Satisfaction

d. Increased Manitenance and Operating costs---------------------------------ANS

**76. 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

**77. ......... 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

**78 ...... 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

**79. 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

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

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

B-Transformation

C-Effectiveness

D-Innovation

E-Efficiency

**81. Design document details ? select one or more**

a- How the requirements should be implemented

b- software to be used

c- technology to be used in development

d-Architecture design of the system

**82.In which ITIL service lifecycle phase is the value of services actually realized by a customer?**

Select one

a-Service transition

b-Service operations---------------------------------------ANS

c-Continual Service improvement

d-Service design

**83 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.

**84 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.

**85identify the benefit of CSI**

ANS) ALL

**86 WHICH OF THE FOLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM**

ANS) PROMOTE ENHANCEMENT CHANGES TO PRODUCTION BY WORKING WITH

RELES MANGMNNT TEAM

**87 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

**TRUE OR FALSE**

**1.Function point Sizing is dependent on technology**.

True---------------------------------------------------------------------ANS

False

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

True---------------------------------------------------------------------ANS

False

**3.AVM projects faced lot of challenges prior to Service catalog approach.**

True---------------------------------------------------------------------ANS

False

**4.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**.

True-------------------------------------------ANS

False

**5.A design document contains declaration for all new classes, procedures, global and class variables and the description of all new procedures.**

True ------------ANS

False

**6.CSi is one of the key focus areas in ITIL framework.**

True---------------------------------------------------------------------ANS

False

**7.Application community and Resilience support services assist client in the analysis, design and implementation of business continuity solutions.**

True---------------------------------------------------------------------ANS

False

**8.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

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

a. True--------------------------------------------ANS

b. false

**10.There is no process that needs to be followed in Scrum as it is only driven**

True

False---------------------------------------------------------ANS

**11.A scheduled batch process can consist of the execution of hundreds or thousands of jobs in a random sequence**

True

False--------------------------------------ANS

**12.Design documents does not contain details on the infrastructure associated with the**

**system.**

True

False-------------------------------------------------------------------ANS

**13.Primary Key in a table can have null value.**

True

False-----------------------------------------------------------------------------------Ans