SET 1:

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)

Select one:
a. Only II and III
b. Only I and II
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 Testing, System/Functional Testing SIT, Regression testing, UAT
c. Unit Testing/SIT/UAT
d. System/Functional 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?

Select one:
a. Resolution Time (*refers to how long it takes from the time an issue is logged until it is fully resolved*)
b. Restoration Time
c. Status Time
d. Response Time (*refer to how quickly you will respond to a technical issue being raised via phone, email or other methods*)

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
d. Requirements review is carried out to find the errors in system design.

7. Function point Sizing is dependent on technology. State True or False

Select one:
a. True
b. False

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?

Select one:
a. Governance Services
b . Managed production Services
c. Product Services
d. Managed Application Services.

11. In legacy AVM services phase activities can be categorized as which of the following?

Select one:

a) Production support
b) Maintenance
c) Enhancements
d) All of the listed options

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
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

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
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.
d. Mailbox and Ticketing Tool Monitoring Service.

19. Enhancement services, assessment services and transformation services are rendered by L4 support team?

Select one:

a. True
b. False

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

Select one:

a) Feasibility Study
b) Analysis
c) Design
d) None of the following options.

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
a) True
b) False

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

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
d. Both I and II

37. CSI is one of the key focus areas in ITIL framework. True/false

Select one:

a) True
b) False

39. Application Continuity and Resilience support services assist client in the analysis, design and implementation of business continuity solutions. True/false

Select one:

a) True
b) False

43) Which of the following statement is false

Select one:

a) The process of destroying unreferenced objects is called garbage collector

b) Garbage collection frees the memory occupied by the unreachable objects

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) None of the above

45. Benchmarking is the process of comparing one business process and performance metrics to industry bests or best practices from other industry and setting a target level for each of the metrics.

a. True
b. False

46) Advantages of exceptional handling

Select valid options:

a) With the exception handling mechanism when the exception occurs the execution of the prgm is transfered to an appropriate exception handler and   terminate the program
b) Exception handling maintains the normal flow of application
c) With the exception handling mechanism the developer can code much cleanser and have exception automatically detected
d) In exception handling generic exception object can be extended to any specific type exception
e) None of the listed options

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

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) Ad-hoc Service request Fulfilment service
c) Standard Service request Fulfilment service

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

Select valid Options:

a) %Batch job abound
b) %of Tickets Reopened
c) %Reduction in batch window
d) %jobs completed within Target time

56) There is no process that needs to be followed in Scrum as it is only driven

Select one:

a. True
b. False

58) A scheduled batch process can consist of the execution of hundreds or thousands of jobs in a random sequence

Select one:

a. True

b. False

66. Application Consolidation services focuses on consolidating multiple application which are _ _ _ _ in nature to cohesive IT application landscape

Select one:
a. dissimilar
b. similar
c. unrelated
d. disconnected

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

Select one:
a. Continuous Build & Release
b. Application Strengthening
c. Compliance & Regulatory Updates
d. Release Planning

71. 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
b. Product upgrade
c. Ad hoc Requests
d. Batch Monitoring

72. The key analysis involved in feasibility analysis is/are

Select one:

a. Economic
b. Technical
c. Behavioral
d. All of the listed options

74. If an incident is not responded to/resolved within the defined SLA time limits, it is considered as

Select one:
a. SLA Breach
b. SLA Met
c. Penalty Clause
d. None of the listed options

75. .... activity is a part of support and it is required for any customer business availability/continuity.

Select one.
a) Monitoring
b) Online processing
c) Analyzing
d) Testing

76 ...... 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
d) Execution

78. What are all the services under Product Engineering Services??

a) White box testing, black box testing
b) Test automation and black box testing
c) c-test automation and white box testing
d) None of the listed options

79. In AVM projects, inefficient processes leads to _____ productivity and _____ support costs.
 Select one-
a. higher, increased
b. lesser, decreased
c. lesser, increased
d. higher, decreased

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

Select one-
a) Transformation
b) Effectiveness
c) Innovation
d) Efficiency
e) All of the listed options

81. Design documents does not contain details on the infrastructure associated with the system.
State true or false.
a. True
b. False

82. Service portfolio management ensures we do not waste money with excess capacity. True or False?

a. True
b. False

83. 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

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

Select one-
a) Service transition
b) Service operations
c) Continual Service improvement
d) Service design

85) 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
d) Compliance & Regulatory Updates.

88) Benefits of CSI: All

89) WHICH OF THE FOLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM
 ANS) PROMOTE ENHANCEMENT CHANGES TO PRODUCTION BY WORKING WITH RELES MANGMNNT TEAM

91) DISTINCT keyword used for_____ANS:- To find Unique records from table

92. Which policy Cognizant follows_____ANS:- Run Better, Run Different

94) Match
1.WaterFall   -inflexible partition of stage
2.Evolutionary   - specific incremation
3.Component Based   -Requirement inevitable
4.spiral -   explicity recognization of risk

95)
1.Requirement Gathering   - Domain Analysis
2.Design   -Structure and behavior
3.Implementation   -Module Development
4.maintenance -performance Tuning