

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 (crct)

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 (crct)
- 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 I0/I1 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

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

20)L2 support team provides ----- 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-----ans

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--  
ANS

c. Exception handling maintains the normal flow of the application-----ANS

d. With the exception handling mechanism, the developer can write their code much "cleaner" and have exception automatically handled-----ans

e. With the exception handling mechanism, when an exception occurs, the execution of the program is transferred to an appropriate exception handler and terminate the program-----ANS

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 cohesive IT application landscape

Select one:

a. dissimilar-----ans

b. similar

c. unrelated

d. disconnected

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

Select one:

a. Continuous Build & Release

b. Application Strengthening-----ans

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 , 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 black 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.Penalty Clause

d.None of the listed options

---

36. .... 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

---

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, inefficient 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-----ANS

B-False

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 don't waste money with excess capacity.

True or false?

a. True

b. False-----ANS

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 requirements should be implemented-----ANS
- b- software to be used
- c- technology to be used in development-----ANS
- 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 realized 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-----Ans

c) Release Planning

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
- 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. -----Ans

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

1. unit testing done by tester true or false?

Ans: False

2. Breaking the system modules into smaller programs and allocating these programs to the members of the system development team is the activity involved in.....

A. System Design Phase

B. System Development Phase-----ans

C. System Analysis Phase

D. System Implementation Phase

3. What is meant by Response time?

ANS: Response time refers to the time when the initial response was given by the production support team

4. Which service identifies and maintains a record of all installed applications?

Ans: Application License Management

5. How to identify performance of select Query?

- a. Using hint
- b. Using Explain plan-----ans
- c. Table statistics
- d.Using Dbms\_sql

6. In CR process who sets priority for request determined by committee?

ANS: Change MANAGER

7. Unit testing is commonly automated but cannot still be performed?

Ans: false

---

8. High level design gives the overall system design in terms

Of functional architecture and database design? T or F.....True

---

9. in which step of sdlc project termination is done?

- A. design phase
  - b. System maintenance phase
  - c. Feasibility study phase ----ans
  - d. Coding phase
- 

10. Continual service improvement is \_\_ type of initiative?

- a. Run better
  - b. Productivity improvement
  - c. Optimization
  - d. Efficiency improvement---ans
- 

11. L2 is support team is \_ of functional escalation for L0&L1 teams?

ANS: 1ST LEVEL

---

12. Function point sizing is dependent on technology ... T or f?

ANS: TRUE

---

13. Providing uninterrupted access to apps and system and ensuring app availability is the main objective of AVM ... T or f?

ans: True

14. Which one is not an outcome of best practice in AVM engagement?

- a. efficient and effective operations
- b. increased maintenance and operation costs. ----- ans
- C. Improves reliability.
- D. improves customer satisfaction

15. Creating FAQ documents is an example of which csi method?

- a. idea management system
- b. Process standardization
- c. Self-service strategy-----ANS
- d. None

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-----ANS
- 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-----ANS

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

b. Restoration Time-----ans

c. Status Time

d. Response Time

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

Select one:

- a.L1, L2, L4toL3
- b.L4, L3, L2toL1-----and
- c.L1, L2, L3toL4
- d.L1, L3, L4toL2

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-----ANS
- 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?

Select one:

- a. To make him feel confident that his requirements are being developed the way it is expected
- b. 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 THE LISTED OPTIONS-----ANS



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

Select one:

a. True-----ANS

b. False

8. Which master servicer of AVM 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-----ans

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

Select one:

a. Both I and II

b. I, II and III-----ANS

c. Only I

d. Only II

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

Select one:

A. One Hour

B.20-40 Min

C.10-15 min-----ANS

D. Depending upon the team's clarifications and the amount of issues to be discussed.

11. in legacy AVM service phase activities can be categorized as which of the following ?

Select one:

a)production support

b)maintenance

c) all of the listed options-----ans

d)enhancements

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

Select one:

a.Four

b.Three

c.Six

d.Five-----ans

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-----ans

c.L3 Support

d.L1 Support

q14) In which step of SDLC are enhancements, upgrades and bug fixes done??

a) Maintenance and evaluation-----ans

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 -----ans

d) Knowledge transition phase

16. Minor enhancements are handled by which support team?

Select one:

- a) L2
- B) NONE
- c) L3 support team ----- ans
- D) L4

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. -----ANS
- 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.-----ANS
- d.Mailbox and Ticketing Tool Monitoring Service.

19. Enhancement services, assessment services and transformation services are rendered by I4 support team?

Select one:

True -----ans

FALSE

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

Select one:

a) Insert trigger

b) Instead of trigger -----ans

c) Delete trigger

d) Row trigger

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

Select one:

A-All of the listed options

B-Reduction of effort in fire-fighting or resolving repeated incidents-----ans

C-Lesser productivity of business and IT

D-Increased effort on workarounds and temporary fixes

22.AVM projects faced lot of challenges prior to Service catalog approach. State true or False.

Select one:

A-True-----ANS

B-False

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?

Select one:

A-Functional Enhancements

B-Application Integration Services-----ANS

C-Application Strengthening

D-Release Planning

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

Select one:

A-Feasibility Study-----ANS

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-----ans

D-L3 support

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

True-----ans

False

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-----ANS

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-----ans

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-----ANS

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-----ANS

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. Use Case Diagram

b. Class Diagram----- ANS

c. Sequence Diagram

d. Activity Diagram

-----

33. What does ITIL stands for?

Select one:

a. Information Technology Ideal Library

b. Information Technology Infrastructure Library -----ANS

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-----ANS

b. Process

c. Scheme

d. System

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

State true or false

Select one:

A. true -----ANS

B. false

-----

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-----ans
- d. Both I and II

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

Select one:

- a. true -----ANS
- b. false

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

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

Select one:

a. true -----ANS

b. false

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-----ANS

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? Select one:

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')

Select one:

a) multiple record

b) displays nothing

c) throw an error----- ANS

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

-----

46) Advantages of exceptional handling

Select:

a)none

b) With the exception handling mechanism when the exception occurs the execution of the program is transferred to an appropriate exception handler and terminate the pgm-----  
ANS

c) Exception handling maintains the normal flow of application-----ANS

d) With the exception handling mechanism the developer can code much cleaner and have exception automatically detected-----ANS

e) In exception handling generic exception object can be extended to any specific type exception-----ANS

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----- ANS

c)when the order by clause is used in statement

d)when conditions is present in select statement

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-----ans

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-----ANS

c. Known error Resolution Services

d. Standard Service Request Fulfilment service

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

Select one:

a. %Batch jobabend---ANS

b. %of Tickets Responed

c. %Reduction in batch window---ANS

d. %jobs complted within Target time ---ANS

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

Select one:

a.true

b.false-----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

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

Select one:

true

false-----ans

60) enter user name -- not sure

1.DISTINCT keyword used for\_\_\_\_\_ANS:- To find Unique records from table

2. Which policy Cognizant follows\_\_\_\_\_ANS:- Run Better, Run Different



3.Which is Not DML command

- a. Insert
- b .Delete
- c. Update
- d. Truncate-----ANS

6)End of service ensures all corresponding critical jobs as a part of the 'end of term' processes are completed on time during the processing cycle

Ans:True.

7)Which of the following are the measurements of batch monitoring in AVM projects?

Ans:%Batch job abend,%jobs completed within target time

8)Which service is responsible for establishing a protocol for communication and coordination between vendors during major outages?

Ans:major incident and mediator support service.

9)Which assessment service of L4 focuses on analysing the existing demand on the applications and planning for the growth in future?

Ans:Application Rationalization study.

18) Match the following:

Requirement Capture----- domain analysis

Design-----structure and behavioral modeling

Implementation-----module development and integration

Maintenance-----performance tuning

42.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

true-----ans

false

43.Machine.config.contains settings that apply to an entire Network.

State true or False:

Select one:

True

False

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

Select one:

- a. %Batch job abend-----ANS
- b. %of Tickets Responed
- c. %Reduction in batch window-----ANS
- d. %jobs complted within Target time -----ANS

45) Which of the following are the different Securable Scopes?

Choose a correct options

Select one or more:

- a. Server
- b. Client
- c. Database
- d. Schema

48. Batch jobs would be run at peak times, when there is huge number of customers accessing the applicatino. State True or false.

- a) True -----Ans
- b) False

50. In Legacy AVM service phase activities can be categorized as which of the following,

- a) production support
- b) maintance
- c) all of the listed options----->Ans
- d) enhancements

51. Where can you see the details of recurring/similar incidents and workarounds documented for future use?

- a) KEDB ----->Ans
- b) System
- c) Remedy Tickets
- d) Individuals Notepad

52. What is the service related to informaton security compliance handled by L3 Support?

- a) Continuous Build & release
- b) Compliance & Regulatory Updates -----Ans
- c) Application Strengthening
- d) Release Planning

53. As L4 team are the highest level of support and are experts, they need not get approval from business for project funding for new enhancements. State true or false.

- a) True
- b) False-----Ans

54. 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.----->Ans
- d) Maintains integrity and availability of data to support business decisions.

55. Which of the following is true

select one

- a) The requirement document describes how the requirements that are in the listed document are implemented efficiently
- b) Consistency and completeness of functional requirements are achieved in practice
- c) Prototyping is the method of requirement validation-----Ans
- d) Requirement review is carried out to find errors in the system design

58. A good test case has to be

- a) Economic and traceable
- b) Accurate and appropriate
- c) Repeatable and reusable
- d) All of the options-----Ans

59. Metrics specify a set of \_\_\_\_\_ that will be measured, Procedures to measure them, and ways to interpret the measurements (Don't Know)

Select one:

- a) Parameters-----Ans
- b) Services
- c) Processes
- d) Limitation

60. The key considerations involved in the feasibility analysis are/is:

select one :

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

61. Complexity Points sizing is dependent on technology. State True or False.

Select one

- a) True-----Ans
- b) False

63. which of the following services focuses on the monitoring the ticketing tool for incoming tickets and assigning to appropriate groups

- a) application monitoring services
- b) batch scheduling/execution services
- c) mailbox and ticketing tool monitoring services-----ANS
- d) none of these

65. which of the following is the benefit of ITIL

- a) reduced hidden costs that traditionally increases substantially TCO
- b) reduced cost of training
- c) decreased competence capability and productivity of IT staff-----Ans
- d) improves IT services through the use of proven best practices

66. Select the validations that are applicable for the mandatory input field "Email-Id"

- i. Email-Id field should not be empty
- II. Email-Id field should have proper domain name
- III. Email-Id field should not start with special characters

Select one

- a. I, II, III-----Ans
- b. Only II
- c. only III
- d. Only I and II
- e. Only I

67. Which service focus to capture all applications, its critical attributes, its interface and relations to other applications?

Select One:

- a. Application Problem Management service
- b. Batch Scheduling/Execution service
- c. Application CMDB Maintenance service----- Ans
- d. Incident Resolution service

68. Knowledge Transition phase helps the cognizant's team to get the application and business knowledge from the clients or the incumbent vendor.

State true or false. Select one

- a) true ----- Ans
- b) false

70. which transformation service of L4 deals with identifying applications that are redundant and unused so that they can be withdrawn?

Application optimization and tuning

application upgrade/migration

application consolidation

application Decommissioning-----ANS

71.) L0/L1 team should not contact the user for seeking additional information regarding the issue  
FALSE

72. which team is responsible for receiving incident and request from end users analyzing them responding either to a) the end users or escalation or to the other IT support teams for the solution?

b) Development team

c) testing team

d) Production support team-----ANS

e) none

73. Faster RCA and impact analysis are some of the aspects of CMDB maintenance for L2 support. TRUE OR FALSE

a) TRUE-----ANS

b) FALSE

74. End of term (year/quarter) services alias is called as seasonal services.

a) TRUE----- Ans

b) FALSE

75. SDLC is the process of developing s/w through business needs, analysis, design, implementation, release and maintenance.

A) True -----> Ans

b) False

76. Metrics specifies a set of \_\_\_\_\_ that will be measured, procedures to measure them, and ways to interpret the measurements.

Select one:

a. processes

b. Services

c. parameters----- Ans

d. limitation

77. The goal of unit testing is to isolate each part of the program and show that the individual parts are correctly executed. State true or false

select one:

a) true ----- Ans

b) false

78.Which of the following statement is false?

- a)Garbage collector frees the memory occupied by the unreachable objects during the program execution.
- b)None of the options-----ANS
- c)The process of destroying unreferenced objects is called Garbage collection.
- d)Heap part of the memory is involved in garbage collection.
- e)An object becomes eligible for garbage collection when no live thread can access it.

79.which of the following are the activities of Product implementation & COnfiguration service ?

- I.Requirements GAthering
- II.Design and build
- III.Test
- Iv.Enable product interfacing

select one.

- a.I,II,III-----ANS
- b.I,III
- c.I,II
- d.I,II,III, & IV

80.Which service providers real time monitoring of all jobs and constatly checks the status of the jobs?

Select one:

- a) Application monitoring service
- b) Batch Scheduling/Execution service
- c) Mailbox and ticketing tool monitoring service
- d) Batch monitoring service.-----Ans