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Interviews ›

ITIL Interview

Congratulations on getting an ITIL Interview.

We all know interviews are stressful and competition is intense.

However, with a small bit of preparation, you can have a strong understanding of ITIL and really impress the interviewer.

ITIL Interview Questions

Here we will discuss frequently asked ITIL Interview Questions.

ITIL Interview Questions

What is ITIL?
ITIL stands for Information Technology Infrastructure Library.

What is incident management?
These are issues that are resolved by the service desk. Issues included items such as password reset, questions on how the system works, and requests for batch jobs to be run etc.

What is Problem Management?

Problem management takes the time to identify what the problem is and fix the problem

permanently. Once the root cause has been identified it becomes a known error, and a request for change is made. Incident management aims to fix the issue and quickly get the users back on track but may not identify the root cause and fix the problem permanently.

What is Configuration Management?

Configuration Management is basically keeping a list or inventory of all the companies hardware and software. Think of a huge organization that has thousands of computers, software, and mobile devices. Someone needs to manage this and keep an inventory of the companies IT resources.

What is Change Management?

Change management aims to manage the process of change and hopefully limit problems related to changes. Change begins with a request for change (RFC). The change manager will then review the change and approve it. If the change is significant the change will be brought to a change advisory board that meets on a regular basis.

What is Release Management?

The release manager is responsible for releasing software and hardware into production. The release manager is responsible for release identification such as if there are major, minor or emergency fixes and version the releases. Release management is also responsible for a roll out plan and back out plan.

What is a back-out plan?

If a release fails you need to roll back your changes. A back-out plan will outline your plan on how to roll back.

What is Service Desk?

The service desk is your first line of support. Basically, when a user of the system thinks he/she finds a bug or an issue they phone or email the service desk. The service desk logs in the issue into a tracking tool and tries to resolve the issue quickly. If the issue is resolved the issue is closed. If the issue cannot be resolved then it is escalated.

What is Service Level Management?

Service Level Management monitors you if are living up to your expectations to the service level agreement.   For example, if you are an internet service provider are you up and running 24-7.

What is Capacity Management?

Basically, capacity management answers the question do we have the right IT infrastructure in place to support the demand of the users.   Capacity Management always takes a budget into

consideration.

What is IT Service Continuity Management?

Plans for an interruption of IT Service. IT Service Continuity management will differ in different regions. For example, if you live in an area of high flood zones what is your backup plan.

What is Availability Management?

Availability Management is basically making sure the system is available during the hours specified in the service level agreement. Availability management ensures that availability levels are measured, and always improved on.

What is Security Management?

Security Management process describes the structured fitting of security in the management organization. ITIL security management is based on the ISO 27001 standard.

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