ITIL Basics & Scenario-Based Interview Questions

ITIL Basics

- ITIL (Information Technology Infrastructure Library) is a set of practices for IT service management (ITSM).
- Its goal is to align IT services with the needs of the business.
- ITIL provides a cohesive set of best practices drawn from public and private sectors worldwide.
- Key ITIL Processes: Incident Management, Problem Management, Change Management, Service Request Management, Knowledge Management.
- ITIL Service Lifecycle Stages: Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement.
- Incident Management: Restore service as quickly as possible with minimal disruption.
- Problem Management: Identify and resolve the root cause of recurring incidents.
- Change Management: Ensure changes are evaluated, approved, and implemented with minimal risk.
- Service Request Management: Handle user requests like password resets, software installs, and access permissions.
- Knowledge Management: Create, share, and manage information for improved decision-making.

Q: You receive multiple tickets for the same issue, what should you do?
A: Raise a problem record, investigate the root cause, and communicate with users through a standard update process.

Q: How do you prioritize incidents when many come at once?
A: Use impact and urgency to assign a priority. High business impact + high urgency gets top priority.

Q: What would you do if a change caused unexpected downtime?
A: Initiate incident management to restore service, raise a problem ticket, and update the change record with lessons learned.

Q: A recurring incident has been affecting users for months. What process applies?
A: Problem management — investigate root cause, document a known error, and propose a permanent fix.

Q: A critical service goes down outside business hours. What is the first step?
A: Log and categorize the incident, notify on-call support, and initiate high-priority incident handling procedures.

Q: How do you handle a VIP user's incident?
A: Acknowledge immediately, provide frequent updates, and prioritize resolution while following standard processes.

Q: Why is documenting every step in an incident important?
A: For knowledge sharing, compliance, root cause analysis, and training purposes.

Q: A change request is urgent and must be deployed today. How do you proceed?
A: Escalate to Change Advisory Board (CAB) or emergency CAB, assess risk, and proceed only after approval.

Q: How do you ensure service desk agents have access to troubleshooting knowledge?
A: Maintain a Knowledge Base (KB) and Known Error Database (KEDB) linked to incident management tools.

Q: What's your role in continual service improvement (CSI)?
A: Collect feedback from incidents, identify process gaps, suggest improvements, and help implement changes.