

Top ITIL Interview Questions

Focus areas for application support or technical consultants in ITIL.

- **ITSM tools**

What is ITSM tool?

what ITSM tool contain?

How to use ITSM tool?

- **Incident management**

What is Incident?

when Incident gets created and who all can create Incident?

Incident lifecycle, different states of Incident stages? (Queued, InProgress, HOLD, resolved, closed)

What is Incident priority? (P1,P2,P3) (Critical, urgent, normal)

- **Problem management**

What is Problem?

When problem ticket gets created?

When an Incident qualify for problem ticket?

Stages of problem ticket (Queued, InProgress, RCA ready and RCA complete and closed)

- **Change management**

What is change?

When Change ticket gets created?

What are the different sources trigger change management process?

What Change Freeze or Moratorium period?

Different change types? (Normal, urgent, and emergency)

- **Service Request**

What is Service request?

When Service request used?

Difference between Service request and Incident?

- **SLA/SLO**

Q1. What is ITIL®?

ITIL refers to a set of ITSM practices which helps in the alignment of IT services with business needs according to the current market trends. It helps businesses to establish a competitive advantage.

Q2. What are the processes that constitute ITIL?

ITIL consists of five service publications:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Q3. What are the benefits of ITIL?

- Successful alignment between IT and the business
- Establish a relationship with the customer and focus on customer satisfaction through service delivery
- Cost-effective through better utilization of resources
- Better managing of risk to the business and service disruption
- Supports constant and sudden business change

Q4. What are the objectives of Incident Management?

The main objectives of Incident Management are:

- Ensure that approved and regulated methods are used for all the processes involved like efficient response, documentation, analysis and ongoing management.
- Report and resolve the incident in the IT services when they occur.
- Focus on user and customer satisfaction.
- Align incident management activities efficiently

Q5. How does the Incident Management system work?

- Records incidents
- Categorizes them based on their impact and urgency
- Authorization of the incident
- Recovery after the occurrence of the incident

Q6. What is an SLA?

An SLA or a Service Level Agreement refers to the commitment between a service provider and the end user.

Q7. Explain the different types of SLA.

Service Level Agreements are of three types:

- Customer Service Level Agreement which exists between you and the external customer.

- Internal Service Level Agreement which exists between you and an internal customer, which could refer to a department or another organization.
- Vendor Service Level Agreement which exists between you and the vendor.

Q8. What is the main goal of Problem Management in ITIL®?

Problem Management helps to execute the following functions:

- Recognize and mitigate recurring incidents
- Identify the root cause of these occurrences
- Prevention of the incident from reoccurring

Q9. List the main steps in the Problem Management process.

- Detection of the problem
- Categorization of the problem and its prioritization
- Investigation of the root cause
- Workaround a solution for the problem
- Initiate a known error record
- Resolving the problem
- Close the problem
- Review the problem

Q10. Explain a Known Error.

A Known Error refers to an identified problem that has an acknowledged root cause and a solution. It consists of the following:

- Status
- Error Description
- Root Cause
- Workaround

Q11. List the objectives of the IT Service Continuity Management.

The objectives of IT Service Continuity Management are:

- Analyze the risks involved
- Test backing out situations
- Finalize the back out arrangements

Q12. What is Configuration Management's purpose in ITIL?

Its main purpose is to receive, collect, store, manage and verify data on IT assets and configurations.

Q13. What is CMDB?

A configuration management database (CMDB) is an ITIL term for a database used by an organization to store information about hardware and software assets (commonly referred to as configuration items). It is useful to break down configuration items into logical layers. This database acts as a data warehouse for the organization and stores information regarding the relationships among its assets. The CMDB provides a means of understanding the organization's critical assets and their relationships, such as information systems, upstream sources or dependencies of assets, and the downstream targets of assets

Q14. What is the difference between a project and a process?

A project usually has a fixed time span whereas a process is continuous and does not have an end date.

Q15. What are the responsibilities of an ITIL Service Desk?

Responsibilities of an ITIL Service Desk are:

- To log, classify and prioritize incidents
- To investigate the incidents
- Resolving the incident
- Incident management reporting

Q16. Differentiate between proactive and reactive problem management.

The main difference between proactive and reactive problem management is, proactive problem management prevents incidents from occurring by identifying potential problems and errors in the IT infrastructure whereas, reactive problem management recognizes and eliminates the root cause of incidents that are witnessed.

Q17. Differentiate between an incident and a problem.

An incident is referred to an event that leads to disturbances and disruptions in an IT service, and a problem is the underlying cause of these incidents.

Q18. What is the objective of Change Management in ITIL®?

Change Management's main objective is to manage change requests in an effective manner and with agility in order to minimize the risk and interruptions through establishing standardized procedures.

Q19. What is Post Implementation Review (PIR)?

Post Implementation Review (PIR) refers to the evaluation and analysis of the entire working process and solution. It is usually performed after the change request is put into effect to determine if the change and its implementation were successful.

Q20. List the seven R's of Change Management.

- RAISING the change
- REASON for the change
- RETURN that the change will deliver
- RISK regarding implementing the change
- RESOURCES required to perform the change
- RESPONSIBILITY for the change being performed
- RELATIONSHIPS between the change being performed and other changes

Q21. What is the difference between customers and end-users?

A customer is an entity who can choose from various products or suppliers whereas an end-user is the direct recipient of a product or service.

Q22. What is the importance of information security policy?

Information Security Policy protects information and data of organizations from security risks and threats.

Q26. Differentiate between Service Request and an Incident.

Service Requests are formal requests that are processed by a user for a service of information whereas Incident is an unplanned interruption to an IT service or reduction in the quality of an IT service.

Q27. Explain Service Portfolio, Service Catalog and Service pipeline.

Service Portfolio is a comprehensive list consisting of all the services that are provided by a service provider to the customers. Service Catalog is a subset of Service Portfolio which includes a list of the services that are ready to be offered to the customers. Service Pipeline refers to services that are under development process.

Q28. Differentiate between Emergency Changes and Urgent Changes.

Emergency Changes are the highest priority changes which require fast implementation whereas Urgent Changes are changes that serve an important business or legal requirement but do not help to restore a service.

Q29. What is a Change Advisory Board (CAB)?

Change Advisory Board refers to a group of authoritative people who aid in carrying out the change management process with the authorization, assessment, prioritization, and scheduling of the requested changes.

Q30. What is a Freeze period or change Freeze or Moratorium period in ITIL®?

Freeze period in ITIL refers to a particular time in the development procedure after which strictness and severity is observed in the rules required for making changes to the source code.

Moving on with ITIL Interview Questions.

Q31. Give examples of proactive problem management.

Two examples of proactive problem management are Trend Analysis and Pain Value Analysis.

Q32. Name the 4 P's required for effective Service Management in ITIL.

- People
- Processes
- Products
- Partners

Q33. Who protects and maintains the Known Error database?

The Problem Manager is responsible to maintain and protect the Known Error database as well as facilitates the initiation of the formal closure of all Problem records.

Q34. Define Workaround.

When the root cause of an issue or problem has not been resolved, a workaround acts as a temporary method for resolving the issue.

Q35. What is the RACI model?

RACI stands for the following:

- Responsible – Responsibility assigned to a particular person to complete the task.
- Accountable – Person held accountable for the given task.
- Consulted – People or groups who are consulted for the task.
- Informed – People who are kept informed about the progress of the on-going task.

Q36. What is Configuration baseline?

Configuration baseline in ITIL® refers to a baseline that is used for a configuration only and has been formally agreed on and managed by the change management process.

Q37. What is Service Strategy?

Service Strategy is a set of policies and objectives that are established to achieve a service goal.

Q38. Name the four P's of Service Strategy.

The four P's of Service Strategy are:

- Perspective – the vision behind the strategy and its course
- Pattern – method taken to implement the strategy
- Position – basis on which the strategy will be completed
- Plan – ways to achieve the goal

Q39. What do you understand by Service Transition?

Service Transition is the 3rd stage of the ITIL service lifecycle. The objective of this stage is to build and deploy IT services for different organizations. This

stage also responsible for ensuring that changes to services and service management processes are performed in a coordinated way. It consists of the following processes:

1. Change Management
2. Change Evaluation
3. Project Management
4. Application Development
5. Release and Deployment Management
6. Service Validation and Testing
7. Service Asset and Configuration Management
8. Knowledge Management

Q40. Explain CSI.

CSI in ITIL stands for Continues Service Improvement. It is the final stage in the ITIL service lifecycle. During this stage, all the services within the IT service provider are reviewed in order to identify the areas for improvement and updating.

Q41. List down the 7 steps involved in CSI.

Below are the 7 steps that are involved:

1. Identify the strategy for improvement
2. Define what will be measured
3. Gather the data
4. Process the data
5. Analyze the information and data
6. Present and use the information
7. Implement improvement

Q42. List down the four layers of service management measurements.

1. **Progress:** This is responsible for handling the progression of the current service operations

2. **Compliance:** This mainly deals with the compliance of the trending industry process and market standards
3. **Effectiveness:** This helps in maintaining the effectiveness of the services
4. **Efficiency:** This helps with the efficiency of service maintenance and workflow

Q43. What are the various types of Service Providers in ITIL processes?

Below are the different types of service providers in ITIL processes:

1. **Internal Service Provider:** This type of provider deal with internal organization management. They are physically present and serve the organization.
2. **External Service Provider:** This type of provider generally deal with external organization management. It is responsible for handling specific and special scenarios based on current market standards.
3. **Share Services:** This type of provider usually has its autonomous presence inside the organization.