1. How can you explain to a person who is not aware of what is JCL, how you make him understand?
2. What is the difference between JCLLIB & JOBLIB?
3. In COND parameter when will the step be executed?
4. In a COBOL program how can you pass values through JCL, when you code an ACCEPT statement?
5. If I make changes to a COBOL-DB2 program, can we directly compile it?
6. What error code do you get if the load module and DBRM is not matching? (-818 –timestamp mismatch)
7. When do you get a -805 abend? (When program is pre compiled after changes but not bound, plan is not found/matching to the DBRM)
8. What happens if a COBOL program is not found in any of the job libraries provided in the JOB? What error code do you get?
9. I make changes to the CICS program, can I execute it directly once I recompile
10. There is a VSAM file in CICS region. If your program is not able to access it, what could be the reason ( May be it is in closed status. we need to do open and Enable it)
11. What is ASRA abend – Similar to SOC7
12. What are SOC7 and SOC4 abends
13. Explain the different files in VSAM (ESDS,KSDS,RRDS,LDS)
14. What error code do you get when a file is already open
15. What is the status code you get when no record is found in a VSAM file
16. What is the status code you get when you try to insert a record which is already existing in a VSAM file
17. What is the status code you get when you try to retrieve rows from a DB2 table in application program and it results in more than one row
18. What is the status code you get when you try to retrieve data in a DB2 table and the record is not found
19. There are 3 steps in a JOB. In the first step we create a GDG generation, 2nd step we read/modify it, 3rd step we delete it. How do you mention the generation as in step 1, step2 and step3. (+1,+1,+1)
20. For the above scenario, if step 2 has abended and you have to restart from step3, what changes do you make during restart from step3? ( No changes needed if we use CA11-RMS for restart, But in CA7-RMS you need to mention the 3rd step the GDG as (0) )
21. There is an error record in a VSAM file which is accessed in CICS region. We identified the error record and want to delete it and use the corrected file in the program in CICS. How can we do it. Can we close the file in online while doing the update?
22. How do you apply the ITIL processes in your current role as a prod support analyst
23. What are the steps you follow when you get an BAU alert or job alert
24. How do you decide the priority of a ticket/BAU issue
25. How will you notify the Business users when there is a critical issue, do you have a DL for communication (Thru Business outage communication, which contains the details of the problem and the actions that are being taken to work and fix the issue, next update time and the Major incident details. Timely updates need to be sent to the users)
26. If users are not able to access the application, will it be a critical incident (Depends on the number of people impacted. If it impacts huge number of users it’s a critical issue)