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

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

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 (refers to how long it takes from the time an issue is logged until it is fully resolved)

b. Restoration Time

c. Status Time

d. Response Time (refer to how quickly you will respond to a technical issue being raised via phone, email or other methods)

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

Select one:

a. L1, L2, L4 to L3

b. L4 -> L3 -> L2 -> L1

c. L1, L2, L3 to L4

d. L1, L3, L4 to L2

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

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. To showcase that the requirements of highest business value to the customer have been prioritized and developed for the customer.

c. To ask for the customer’s feedback on the developer’s user stories

d. All of the listed options

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

Select one:

a. True

b. False

8. Which Master Service of AVM (Application Value management) 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

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

c. Only I

d. Only II

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

Select one:

a) One Hour

b) 20-40 Minutes

c) 10-15 minutes

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

11. In legacy AVM services phase activities can be categorized as which of the following?

Select one:

a) Production support

b) Maintenance

c) Enhancements

d) All of the listed options

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

Select one:

a) Four

b) Three

c) Six

d) Five

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

c) L3 Support

d) L1 Support

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

a) Maintenance and evaluation

b) Problem/opportunity identification

c) Design

d) Development and documentation

15. In which phase of the AVM lifecycle are the customer requirements actually fulfilled?

a) None

b) Initiation and Planning phase

c) Service phase

d) Knowledge transition phase

16. Minor enhancements are handled by which support team?

Select one:

a) L2 Support Team

b) L3 support team

c) L4 support Team

d) None of the above

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

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.

d. Mailbox and Ticketing Tool Monitoring Service.

19. Enhancement services, assessment services and transformation services are rendered by L4 support team?

Select one:

a. True

b. False

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

Select one:

a) Insert trigger

b) Instead of trigger

c) Delete trigger

d) Row trigger

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

Select one:

a) Reduction of effort in fire-fighting or resolving repeated incidents

b) Lesser productivity of business and IT

c) Increased effort on workarounds and temporary fixes

d) All of the listed options

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

Select one:

a) True

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

c) Application Strengthening

d) Release Planning

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

Select one:

a) Feasibility Study

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

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

a) True

b) False

27. 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

103549 Balagoplan, Narayanan

Select one

a- Returns top 10 Names in the table

b- Returns top 10 rows in the table

c- Returns Null

d- Syntax error in the SQL

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.

Select one:

a) Only I

b) Both I and II

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

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

b) OutOfMemoryException

c) DivisionErrorException

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

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

c) Sequence Diagram

d) Activity Diagram

33. What does ITIL stands for?

Select one:

a) Information Technology Ideal Library

b) Information Technology Infrastructure Library

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

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

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 (Think this is)

d. Both I and II

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

Select one:

a) True

b) False

38. What are the various purpose of Business requirement document (BRD)?

Select valid options:

a) BRD details the business solution for a project including the documentation of customer needs and explanation

b) BRD is formal document that provides a contract between supplier and client.

c) BRD contains the detailed project plan and design

d) The BRD effectively defines the scope of the project

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

Select one:

a) True

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

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 the above

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

d) Displays single row

43) Which of the following statement is false

Select one:

a) The process of destroying unreferenced objects is called garbage collector

b) Garbage collection frees the memory occupied by the unreachable objects

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) None of the above

44) SDLC stands for

Select one:

a) Software Development Life Cycle

b) System Development Life Cycle

c) Software Design Life Cycle

d) System Design Life cycle

45. Benchmarking is the process of comparing one business process and performance metrics to industry bests or best practices from other industry and setting a target level for each of the metrics.

a. True

b. False

46) Advantages of exceptional handling

Select valid options:

a) With the exception handling mechanism when the exception occurs the execution of the program is transferred to an appropriate exception handler and terminate the program

b) Exception handling maintains the normal flow of application

c) With the exception handling mechanism the developer can code much cleanser and have exception automatically detected

d) In exception handling generic exception object can be extended to any specific type exception (I think it’s wrong) (in one doc it is marked as crct)

e) None of the listed options

47) Who is responsible for reviewing the CR (Change Request) to verify that there are sufficient details?

Select one:

a) Project manager

b) Change Manager

c) Client Manager

d) None of these

48) Which key constraint can accept null values?

Select one:

a) Foreign key

b) Primary key

c) Check

d) Unique key

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

c) When the order by clause is used in statement

d) When conditions are present in select statement

50) \_\_\_\_\_\_\_\_\_is the process applying creativity as much as possible and validating against invalid data

Select one:

a) Negative testing

b) Regression testing

c) Sanity testing

d) White box testing

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

c) High

d) Low

52) Which process grants authorized users the right to use a service?

Select one:

a. Access management

b. Problem Management

c. Event Management

d. Incident Management

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

c. Known error Resolution Services

d. Standard Service Request Fulfilment service

54) Which service identifies and maintains a record of all installed applications?

Select one:

a) Application License Management

b) Ad-hoc Service Request Fulfilment service

c) Standard Service Request Fulfilment service

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

Select valid Options:

a) %Batch job abound

b) %of Tickets Reopened

c) %Reduction in batch window

d) %jobs completed within Target time

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

Select one:

a. True

b. False

57) What are all three defined levels of benchmark?

Select one:

a. Threshold Limit

b. Goal

c. Upper Control Limit

d. Lower Control Limit

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

Select one:

a. True

b. False

59) How do we identify the performance of the select query?

Select one:

a. Using HINT

b. Using Explain plan

c. Using Table statistic

d. Using DBMS\_SQL

60) 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

c. Follow-the-moon model

d. None of these

61) If L0/L1 team is unable to find the resolution in the knowledge database, whom do they contact for further troubleshooting?

a) L4 support

b) L3 support

c) L2 support

d) None of these

62. The detailed study of existing system is referred to as:

Select one:

a. System Planning

b. System Analysis

c. Feasibility Study

d. Design DFD

63. If an urgent RFC is raised, which board needs to take an immediate action?

Select one:

a. ECAB (Emergency Change Advisory Board)

b. ECAB (Exclusive Change Advisory Board)

c. CAB (Change Advisory Board))

d. None of the listed options

64. 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

b. lower, lower

c. higher, higher

d. higher, lower

65. Which of the following is the incident status correct order?

Selected one:

a. None of the listed options

b. New, Active, Resolved, Closed

c. Active, New, Resolved, Closed

d. New, Resolved, Active, Closed

66. Application Consolidation services focuses on consolidating multiple application which are \_ \_ \_ \_ in nature to cohesive IT application landscape

(In the application consolidation process the emphasis needs to focus on:

* Identifying applications that are duplicated, obsolete, or can be outsourced
* Reducing the number of application instances and databases
* Migrating multiple instances of applications from disparate platforms
* Standardizing on best-of-breed applications and database solutions)

Select one:

a. dissimilar

b. similar

c. unrelated

d. disconnected

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

Select one:

a. Continuous Build & Release

b. Application Strengthening

c. Compliance & Regulatory Updates

d. Release Planning

68. Which statement can enclose a continue statement

a. while, do, for, or foreach

b. try, while, do, for, or for each

c. switch, while, do, for, or for each

d. while, do, for, or for each

69. What is the use of creating an index in the table?

Select one:

a. To increase the performance of the table

b. To search the records in the table

c. To order the records in the table

d. All the listed options

70. 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

d. White box testing is done by the testing team and black box testing is done only by the developer during development.

71. 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

b. Product upgrade

c. Ad hoc Requests

d. Batch Monitoring

72. The key analysis involved in feasibility analysis is/are

Select one:

a. Economic

b. Technical

c. Behavioral

d. All of the listed options

73. 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 Maintenance and Operating costs

74. If an incident is not responded to/resolved within the defined SLA time limits, it is considered as

Select one:

a. SLA Breach

b. SLA Met

c. Penalty Clause

d. None of the listed options

75. ......... activity is a part of support and it is required for any customer business availability/continuity.

Select one.

a) Monitoring

b) Online processing

c) Analyzing

d) Testing

76 ........... 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

d) Execution

77. 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

d) None of the listed options

78. In AVM projects, inefficient processes lead to \_\_\_\_\_ productivity and \_\_\_\_\_ support costs.

Select one-

a. higher, increased

b. lesser, decreased

c. lesser, increased

d. higher, decreased

79. In AVM, Best Practices can be categorized under which of the following?

Select one-

a) Transformation

b) Effectiveness

c) Innovation

d) Efficiency

e) All of the listed options

\*\*80. Design documents does not contain details on the infrastructure associated with the system.

State true or false.

a. True

b. False

81. Service portfolio management ensures we do not waste money with excess capacity. True or False?

a. True

b. False

82. Design document details? Select one or more

a. How the requirements should be implemented

b) Software to be used

c) Technology to be used in development

d) Architecture design of the system

83. In which ITIL service lifecycle phase is the value of services actually realized by a customer?

Select one

a) Service transition

b) Service operations

c) Continual Service improvement

d) Service design

84) 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

c) Release Planning

d) Compliance & Regulatory Updates.

85) Select the validations that are applicable for the text box field. (Answer NOT CONFIRMED)

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

86) Primary Key in a table can have null value. State True or False.

Select one-

a. True

b. False

87) Benefits of CSI: All

88) WHICH OF THE FOLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM

ANS) PROMOTE ENHANCEMENT CHANGES TO PRODUCTION BY WORKING WITH RELES MANGMNNT TEAM

89) 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

d. Both I and II

90) DISTINCT keyword used for\_\_\_\_\_\_\_\_\_\_\_\_\_

ANS: - To find Unique records from table

91. Which policy Cognizant follows\_\_\_\_\_\_\_\_\_\_

ANS: - Run Better, Run Different

92.Which is Not DML command

a. Insert

b. Delete

c. Update

d. Truncate

94) Match

1.WaterFall - inflexible partition of stage

2.Evolutionary - specific incremation

3.Component Based - Requirement inevitable

4.spiral - explicitly recognization of risk

95) Match

1.Requirement Gathering - Domain Analysis

2.Design - Structure and behavior

3.Implementation - Module Development

4.maintenance - performance Tuning

96) BRD is created by (select one or more)

project core

designer

matter expert

business partner

97) design document is to developers

Select one:

a. blueprint

b. handbook

c. Reference Material

d. Guide

98) unit testing done by tester true or false?

False

99) 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

C. System Analysis Phase

D. System Implementation Phase

100) What is meant by Response time?

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

101) In CR (Change Request) process who sets priority for request determined by committee?

Change Manager

102) Unit testing is commonly automated but cannot still be performed?

False

103) High level design gives the overall system design in terms

of functional architecture and database design? T or F.........

True

103) In which step of sdlc project termination done?

a. design phase

b. System maintenance phase

c. Feasibility study phase

d. Coding phase

104) Continual service improvement is \_\_\_\_\_\_\_\_\_\_\_ type of initiative?

a. Run better

b. Productivity improvement

c. Optimization

d. Efficiency improvement

105) L2 is support team is \_\_\_\_\_\_\_\_\_\_\_\_\_ of functional escalation for

L0&L1 teams?

1ST LEVEL

106) Providing uninterrupted access to apps and system and ensuring app availability

is the main objective of AVM ... T or f?

True

107) Creating FAQ documents is an example of which csi method?

a. Idea management system

b. Process standardization

c. Self-service strategy

d. None

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

108) 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

b. I, III

c. I, II

d. I, II, III, & IV

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

select one:

a) true

b) false

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

Select one:

a. processes

b. Services

c. parameters

d. limitation

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

A) True

b) False

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

a) TRUE

b) FALSE

113) 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.

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

Ans: Application Rationalization study.

115) Machine.config. contains settings that apply to an entire Network.

State true or False:

Select one:

True

False

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

Choose the correct options

Select one or more:

a. Server

b. Client

c. Database

d. Schema

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

a) True

b) False

118) In SQL, normally the group by clause follows the where clause in a select statement and precedes the order by clause. State True or false.

a) True

b) False

119) In Legacy AVM service phase activities can be categorized as which of the following,

a) production support

b) maintenance

c) all of the listed options

d)enhancements

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

a) KEDB

b) System

c) Remedy Tickets

d) Individuals Notepad

121) What is the service related to information security compliance handled by L3 Support?

a) Continuous Build & release

b) Compliance & Regulatory Updates

c) Application Strengthening

d) Release Planning

122) 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

123) A good test case has to be

a) Economic and traceable

b) accurate and appropriate

c) repeatable and reusable

d) all of the options

124) 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

d)none of these

125) 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

d) improves IT services through the use of proven best practices

126) 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

b. Only II

c. only III

d. Only I and II

e. Only I

127) 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

d. Incident Resolution service

128) 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

b) false

129) How many Primary keys can be created in a single table?

a) four

b) three

c) one

d) two

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

a) Application optimization and tuning

b) application upgrade/migration

c) application consolidation

d) application Decommissioning

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

a) FALSE

b) TRUE

132) which team is responsible for receiving incident and request from end users analyzing them responding either to

a) the end users or escalation opt to the other IT support teams for the solution?

b) Development team

c) testing team

d)Production support team

e) none

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

a) TRUE

b) FALSE

------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

134) Complexity Points sizing is dependent technology. State True or False.

Select one

a) True

b) False

135) full form of SLA?

Service level agreement

136)Full form of RFC in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

Request for comments

137) Someone has transferred funds in bank? Or Funds to a bank, what is the type of processing?

1)batch processing

2)online transaction

a) only 1

b) only 2

3) both 1 and 2

4) neither 1 nor 2

138) Difference between integration testing and unit testing?

139) Design Document consists of?

Select one or more

a) architecture design

b) internal and external interfaces

c) definitions of classes, etc.---

d) ----------

140) -----------------------------

a) Self-service strategy

b) -------- development

c) -----------

d) -----------

141) We have designed a s/w according to client document and it is working fine, but they gave extra requirements or needs? What is the priority?

1) priority 1

2) priority 2

3) priority 3

4) priority 4

142) why data is \_\_\_\_\_\_\_\_ metrics?

a) measured

b) all of the above

c)-----

d)-----

143) ---------------------------

a) perfective

b) destructive

c) constructive

d) adaptive

e) ----------

144) some qstns on AVM?

145)---- is used in metrics for?

a) to analyzing

b) ----------

c) all the above

d) -----------

e) -----------

146) which of the following is not done by L0 and L1?

a) incidents-------------

b) emails and calls ------

c) -------------

d) --------------

147)

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134) Name the different phases of any AVM project?

Ans: Planning& Initiation Phase, Knowledge Transition, Service Phase.

135) what is the minimum timeframe for Knowledge transition as per cognizant methodology?

Ans: 8-12 weeks

136) What is Managed Service?

Ans: Defining a catalog of IT services and managing them with clearly stated outcome.

137) Which support group does the service desk activities?

Ans: L0 support

138) What is Response time?

Ans: Time taken by the team to respond to the Business/customer to notify that the team has started working on the Ticket.

139) What is Resolution time?

Ans: Time taken to resolve the ticket.

140) What is the difference between Level2 ticket and Level3 ticket?

Ans: L2 deals with complex problem resolution for problems escalated by Level 1 help-desk while L3 deals with operational change management services and trouble-shooting of issues escalated by L2.

141) What is 'ITIL?

[Ans] 'ITIL is the most widely adopted approach for IT Service Management in the world.

142) What version of 'ITIL is currently in use?

[Ans] 'ITIL 2011

143) What is Service Management?

[Ans] Service Management is a set of specialized organizational capabilities for providing value to customers in the form of "SERVICES"

144) What is a Service?

[Ans] Service is a means of delivering value to customers by facilitating OUTCOMES the customers want to achieve without the ownership of specific costs and risks.

145) What are the different phases in 'ITIL Service Lifecycle?

[Ans] Service Strategy, Service Design, Service Transition, Service Operation, Continual Service Improvement

146) In which phase are the value of services actually realized by a customer?

[Ans Service Operation Phase]

147) Continual Service Improvement (CSI) deals with bringing in Improvements only in the Service Operation phase. State TRUE or FALSE.

[Ans] FALSE, CSI aims at brining in improvements in all phases of the Service Lifecycle

148) What is a Service Catalog?

[Ans] Service Catalog is list of services an Organization offers to its customers along with information about activities, processes, price, reporting, service coverage, metrics, tools etc.

149) What is Service Based Delivery?

[Ans] Defining what services are to be delivered and delivering what is defined

150) Which are different types of monitoring services generally performed by L1 support?

[Ans] Batch Monitoring Service, Application Monitoring Services and Mail Box & Ticketing Tool Monitoring Service

151) Does different support level groups — L0, L1, L2, L3, 1.4 perform distinct services without any overlap of roles & responsibilities in client IT organizations. State TRUE or FALSE.

[Ans] FALSE

152) Which set of services supports client's production environment and ensures availability & serviceability of client's business systems?

[Ans] Managed Production Services(MPS)

153) Applications Services such as Functional Enhancements, Release Planning, Application Strengthening are performed by which support group?

Ans: L4 support

154) What are the different types of service desk available?

Ans: Local service desk, Centralized service desk and virtual service desk.

155) Which service does real time monitoring of all the jobs and their status?

[Ans.] Batch Monitoring Service

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

[Ans.] Major Incident and Mediator Support Services

157) What are the main functions of a L0/L1 support engineer?

[Ans.] Receive all calls and e-mails on incidents and service requests, Incident recording, Incident

Classification, Incident Prioritization, Incident Escalation, Search for Work Around, Update the customer and IT group on progress, Incident Closure upon User Confirmation, Standard Request Fulfilment Perform communication activities for the other 'ITIL processes (e.g. Release notifications, change schedules, SLM reports)

158) Which are services, from the Managed Services catalog, that are shared between L0 and L1 support groups?

[Ans.] Known Error Resolution and Standard Service Request t Fulfillment

159) What is the difference between L0 and L1 support?

[Ans.] L0 support personnel are always business user -facing, whereas L1 support is system facing like mail/ticketing tool monitoring/batch monitoring or IT department

160) When providing a Standard Service Request, eligibility of the requestor needs to be checked. State TRUE or FALSE.

[Ans.] TRUE

161) The Known Error Database (KEDB) Known Error Database (KEDB), where all the errors and their respective workarounds are available. State TRUE or FALSE.

[Ans.] TRUE

162) Define Leve12 Support.

Ans: L2 is a more in-depth technical support level and more knowledgeable personnel on a particular product or service.

163) List any three MPS services rendered by L2 support?

Ans: Incident Resolution (Unknown), Ad-hoc Request Fulfillment and Application Problem Management

164) Main activities of L2 Support team is?

Ans: To investigate the underlying causes of any real or potential anomalies in the IT service and define possible solutions. Put forward requests for changes (RFC) needed to re-establish quality of service.

165) The main activities involved in Problem Management are:

Ans: Problem Control & Error control

Reference http://itil.osiatis.es/lTlL course/it service management/problem management/overview prob lem management/overview problem management.php

166) What is the difference between L1 & L2 Support?

Ans: L1's sole aim is to restore quality of service as quickly as possible. It does not seek to determine the origins or causes of a degradation to service quality. But L2 determine the causes and look for possible solutions for incident which becomes recurrent or has a powerful impact on the IT structure

167) What is Level 3 Support?

[Ans] L3 Support is the high end incident support, they are responsible for handling Problem management, minor Bug fixes, minor functional changes and minor functional enhancements

168) What are the MAS services performed by L3?

[Ans] Application Strengthening, Compliance & Regulatory and Release Planning

169) What is the service related to information security compliance handled by L3 Support?

[Ans] Compliance & Regulatory service

170) What is the difference between Release planning and Release acceptance?

[Ans] The goal of the Release Acceptance Services is to understand a holistic view of a change /bug fix / enhancement and ensure that all aspects of a release, both technical and nontechnical, are considered together and its act as a production gate for changes to ensure stability of the operations.

Release Planning service will address planning of all activities that are essential in performing a release like design and build strategy, validation and test models, release acceptance, deployment approach including any communication / training and release reviews.

171) List Product Maintenance Support Services performed by L3 support team?

[Ans] Continuous Build & Release, Data Migration, Product Implementation & Configuration, Product Integration, Product Upgrade, Test Automation & White Box Testing.

172) What is L4 Support?

Ans: L4 support is synonymous with level 4 support line 4, high-end support and enhancement team, L4 support is the highest level of support in a four-tiered technical support model and is responsible for handling the major functional enhancements.

173) Name the enhancement services performed by L4?

Ans: Functional Enhancements, Application Integration Services, Business Solution Delivery, Regulatory Compliance service, Application Strengthening, Release Planning and Environment Management and Planning.

174) Name the assessment services performed by L4?

Ans: Application Rationalization Study, Technology/Design Assessment and Capacity and Performance assessment and Planning.

175) Name the transformation service performed by L4?

Ans: Application Optimization and Tuning, Application Consolidation, application Decommissioning, Application Reengineering and Modernization and Application.

176) Which service provided by L4 deals with new functionality additions?

Ans: Functional Enhancement Services

177) Which service of L4 deals with identifying applications that are redundant and unused so that they can be sunset?

Ans: Application Decommissioning service.

178) What are Metrics?

Ans: Metrics refers to a system that is used to evaluate an entity — Process, Performance or Progress quantitatively

179) What are Benchmarks?

[Ans] Benchmarking is the process of comparing one's business processes and performance metrics to industry bests or best practices from other industries and setting up a target level for each of the metrics known as Benchmarks.

180) What are the steps involved in Metrics Program?

Ans: Metrics Program involves Metrics Planning, Data Collection, Metrics Reporting and Metrics Analysis

181) What is KPI?

Ans: A Metric that is used to help manage a Process, IT Service or Activity. Many Metrics may be measured, but only the most important of these are defined as KPI’s and used to actively manage and report on the Process, IT Service or Activity

182) Name few Key KPI’s in AVM.

Ans: Acknowledgment Time, Resolution Time, Batch cycle Time, First Time Right, Effort Variation, Schedule Variation

183) What is the need for Metrics?

[Ans] Metrics are derived measures and gives quantitative evaluation of activities, which helps in knowing if the project overall performance

184) List few metrics in Incident Resolution.

Ans: % Ongoing Tickets Met SLA — Response,

% Ongoing Tickets within Resolution SLA, first level resolution rate,

% of Tickets Reopened, Ticket Productivity, Tickets backlog %