SDLC: Software Development Life Cycle:

Amazon : Product

(Planning → Design → Transform → Operations → Feedback)

1. What is ITIL?

**Information Technology and Infrastructure Library**

ITIL is a framework, offer better IT services to customers and is used to restore the services quickly.

1. Service Strategy (Planning)
2. Service Design (Designing)
3. Service Transition (Implementing previous two)

( development→ user stories(JIRA))

1. **Service Operations (Running) → Issue** 👍

i) Incident Management

ii) Problem Management

1. Continue Service Improvement (Feedback) :
2. What is the version of ITIL?

We are using ITIL V3

1. What are the various Strategies used in ITIL?

Total 5 strategies:

The various strategies used in ITIL is:

Service Strategy (Planning)

Service Design (Designing)

Service Transition (Implementing previous two)

( development→ user stories(JIRA))

**Service Operations (Running) → Issue**

Continue Service Improvement (Feedback)

1. Why ITIL is important.

* Satisfaction of the end users, let say feedback of the user
* Service running smoothly
* issues / Problems resolution quickly
* Quality

1. What is SLA?

SLA: Service Level Agreement → (Service Provider(Third Party) → Client (Product Owner))

Issues: → Categorize:

Delivery time increased: → Impact (high), Urgency(high)

4 types: 4 Priorities

P1: Priority 1 → Impact (high), Urgency(high) → 2 Crores → 15 Min to 2 hours

**Business Impact, Urgency**

1. What are the defined priorities and timelines as per SLA?

Based on the priority we need to decide the SLA

→ P1 15 Min to 2 hours

→ P2 2 hours to 8 hours

→ P3 8 hours to 24 hours

→ P4 16 hours to 48 hours

1. How can we categorize the priority of Alerts or Incidents or issues or problems?

We will categorize the priority of the alerts or incidents with respect to Impact and Urgency.

1. What is Incident Management?

Incident Management is nothing but how we need to handle the issues within SLA.

Incident management deals with What are the necessary steps taken to clear that Issue within in SLA

1. What are the various priorities in Incident Management?
2. Why is Incident Management important in Service Operations?

Incident Management is important because we need to resolve the issues accurately.

Note: **Incident: Abnormality → Issue / alert**

1. What are the steps in Incident Management?

There are 8 steps,

Incident Detect (Monitoring tools & Other teams will also suggest us ) +

**Incident Logging** → Creating an Incident → ServiceNow Ticketing tool

**Incident Categorization** → To which team it belongs to

**Incident Prioritization →** (impact and Urgency) **→ P1, p2, p3, p4**

**Incident Assignment →** Assign the ticket (to the belonging team or ourself)

**Task Creation & Management** → Automatic

**SLA Management & Escalation** → Automatic

**Incident Resolution →** Troubleshoot & Fix

**Incident Closure →** Ticket Closing

1. Explain a scenario in the current project that you have followed Incident Management?

Linux:

Windows:GUI

Linux: CLI (Command Line Interface):

→ User Management

→ Storage Management

→ Services Management

→ Connectivity Management

→ 👍Linux Admin:

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LInux Troubleshooters: Basic commands

Directory: Folder

pwd : Present Working Directory

hostname:

ls / ll : list of files in the directory