

1. Which of the following statements are true?

- I. Unit testing is executed by developer
- II. In Unit testing individual functions or procedures are tested
- III. It is kind of white box testing

- a. I,II, III
- b. Both I and II
- c. Only I
- d. Only II

2. public final class Constraints

```
{  
    Public Static final String  DEFAULT_ROLE="EMPLOYEE",  
}
```

What does the above statement indicate?

- a. None of the Listed
- b. EMPLOYEE role information set in the field
- c. syntax errors
- d. creating the constraints file to make use of the defined constraints in other class
- e. DEFAULT_ROLE set to EMPLOYEE field

3. Which of the following is true?

- a. the requirement 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

4. 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

5. If 10/11 team is unable to find the resolution in the knowledge database, whom do they contact for further troubleshooting?

- a. L3 support
- b. L4 support
- c. none of these
- d. L2 support

6. 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.**

- a.All of the listed options
- b.Only III
- c.Only I and II**
- d.Only II and III

7. _____ is the process of applying as much creativity as possible and validating the application against invalid data.

- a.White box Testing
- b.Sanity Testing
- c.Negative Testing**
- d.Regression Testing

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

- a.System Planning
- b.System Analysis**
- c.Feasibility Study
- d.Design DFD

9. Through Shift Left Methodology, the knowledge flows from_____.

- a.L4,L3,L2toL1**
- b.L1,L2,L4toL4
- c.L1.L2,L4toL3
- d.L1,L3,L4toL2

10. Which key constraint can accept null value

- a.Check
- b.Unique key**
- c.Primary key
- d.Foreign key

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

- a.ECAB(Emergency Change Advisory Board)**
- b.ECAB(Exclusive Change Advisory Board)
- c.None of the listed options
- d.CAB(Change Advisory Board))

**12.The ability to resolve known incidents in known error resolution services in -----
downtime to the business, which in turn means ----- availability of the service?**

- a.Lower, higher
- b.Lower,Lower
- c.higher,higher
- d.higher,Lower

13. Which key attributes of incidents handling, refers to the time when the solution to the problem was found and the work started?

- A.Status Time
- B.Response Time
- c.Resolution time
- D.Restoration Time**

14. L2 support team provides ----- for solving basic technical problems

- a.Output to L3 support team
- b.Output to L0/L1 support team
- c.Input to L0/L1 support team**
- d.Input to L3 support team

15. Benchmarking is the process of comparing one business process and performance metrics

to industry bests or best practices from other industry and setting uop a target level for each of the metrics. -----true

16. What are the advantages of exception handling

- a.None of the listed options.
- b.In Exception handling,generic Exception object can be extended to any specific type of exception--ANS
- c.Exception handling maintains the normal flow of the application-----ANS
- d.With the exception handling mechanism, the developer can write their code much "cleaner" and have exception automatically handled-----ans
- e.With the exception handling mechanism,when an exception occurs, the execution of the program is transferred to an appropriate exception handler and terminate the program----
-----ANS

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

- a.None of the listed options
- b.New, Active, Resolved, Closed**
- c.Active,New,resolved,Closed
- d.New,Resolved,Active,Closed

18. Design document is developer's

- a.blueprint**

- b.handbook
- c.Reference Material
- d.Guide

19. Application Consolidation services focuses on consolidating multiple application which are _____ in nature to cohesive IT application landscape

- a.dissimilar**
- b.similar
- c.unrelated
- d.disconnectd

20. Which SERVICE HAS THE PRIMARY OBJECTIVE as to prevent problems before happening to production environment?

- a.Continuous Build & Release
- b.Application Strengthening**
- c. Compliance & Regulatory Updates
- d.Release Planning

21. Which process grants authorised users the right to use a service

- a.access management**
- b.Event management
- c. Problem Management
- d.Incident management

22. Which statement can enclose a continue statement

- a.while , do , for , or foreach**
- b.try,while,do,for,or foreach
- c.switch,while,do,for,or foreach
- d.while,do,for,or foreach

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

- a.To increase the performance of the table
- b.All the listed options**
- c.To order the records in the table
- d. To search the records in the table

24. What is the difference between white box testing and black box testing

- 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. Whitebox testing is done by the testing team and black box testing is done only by the developer during development.

25. Activities in traditional AVM model are broadly classified under

I.Application/Production support

II.Bug Fix

What is the third one?

a.Enhancements

b.Product upgrade

c.Ad hoc Requests

d.Batch Monitoring

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

a.Economic

b.Technical

c.Behavioral

d.All of the listed options

27. Which of the following is NOT an outcome of Best Practices in AVM engagement

a.Efficient and Effective Operations

b.Improve Reliability

c.Improves Customer Satisfaction

d.Increased Manintenance and Operating costs

28. In which phase of the AVM Lifecycle are the customer's requirements actually fulfilled

a.None of the listed options

b.Initiation and Planning Phase

c.Service Phase

d.Knowledge Transition Phase

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

a.SLA Breach

b.SLA Met

c.Penalty Clause

d.None of the listed options

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

A-Monitoring

B-online processing

C-analyzing
D-testing

31. 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.

A-compilation
B-testing
C-debugging
D-execution

**32. select ename, sal
FROM emp
WHERE deptno=(SELECT*FROM dept
WHERE lock='NEW YORK');
what will be the output of the above example?**

A-will throw an error
B-will give multiple record
C-will display nothing
D-will give single record

33. 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

34. In AVM projects,inefficient processes leads to _____ productivity and _____ support costs.

A-higher,increased
B-lesser,decreased
C-lesser,increased
D-higher,decreased

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

A-All of the listed options
B-Transformation
C-Effectiveness
D-Innovation
E-Efficiency

36. Which support level majorly deals with unknown incidents?

A-L3 Support

B-L4 Supprt
C-L2 Support
D-L0/L1 Support

37. Design documents does not contain details on the infrastructure associated with the system.

State true or false.

A-True-----ANS
B-False

38. What is the exception that should be raised by the below situation ?

```
{  
try  
{  
result=num1/num2  
}  
catch(-----e)
```

a-OutOfMemoryException
b-DivisionError
c-DivideByzeroException
d-ApplicationError

**39.Service portfolio management ensures we dont waste money with excess capacity.
true or false ?**

a.True
b. false-----ANS

40.What are the various purposes of Business requirement document(BRD) ?

a- A BRD details the business solution for a project including the documentation of customer needs and expectations.-----ans

b- A BRD is a formal document that provides a contract between supplier and client..-----ans

c- A BRD contains detailed project plan and design

d- A BRD effectively defines the scope of the project.-----

ANS

41. Design document details ? select one or more

a- How the requiremnts should be implemented-----ANS

b- software to be used

c- technology to be used in development-----ANS

d-Architecture design of the system.-----ANS

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

- a- Feasibility study**
- b- Analysis
- c- Design
- d- none of the above.

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

- a-Service transition
- b-Service operation**
- c-Continual Service improvement
- d-Service design

44. Which service manages the versions of the code base, ensures retrofitting the code and ensures planning,scheduling, and execution of a successful build?

- a) Application Strengthening
- b) Continuous Build & Release**
- c) Release Planning
- d) compliance & Regulatory Updates.

45. Which of the following statement is false?

- a) The process of destroying unreferenced objects is called Garbage Collection
- b) None of the listed options**
- c) Garbage Collector frees the memory occupied by the unreachable objects during the program execution
- d) An object becomes eligible for garbage collection when no live thread can access it
- e) Heap part of the memory is involved in Garbage Collection

46. Select the validations that are applicable for the text box field.

Enter username
[Submit]

- 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**

47. _____ is the only trigger type you can have on any type of view.

- a) Insert trigger

- b) Delete trigger
- c) Instead-of trigger**
- d) Row trigger

48. 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

- a) Returns Null
- b) Returns top 10 Names in the table**
- c) Returns top 10 rows in the table
- d) Syntax error in the SQL

49. Primary Key in a table can have null value ----- False

50. Identify the benefit of CSI

ANS) ALL

51. WHICH OF THE FOLOWING IS NOT COVERED BY L0/L1 SUPPORT TEAM

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

52. 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

53. 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.

- a. Only II
- b. Only I
- c. Neither I nor II

d. Both I and II

54. Unit testing done by tester true or false? ----- False

55. 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

56.What is meant by Response time ?

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

57.Which service identifies and maintains a record of all installed applications?

- a.Application License Management**
- b.Adhoc Service request Fulfilment service
- d.Standard Service request Fulfilment service

58.How to identify performance of select Query?

- a.Using hint
- b.Using Explain plan**
- c.Table statistics
- d.Using Dbms_sql

59.In CR process who sets priority for request determined by committee?

ANS: Change MANAGER

60.Unit testing is commonly automated but cannot still be performed?-----false

61.High level design gives the overall system design in terms of functional architecture and database design? T or F.....True

62. In which step of sdlc project termination done?

- a. design phase
- b . System maintenance phase
- c. Feasibility study phase**
- d. Coding phase

63. Continual service improvement is __ type of initiative?

- a. A. Run better
- b. Productivity improvement
- c. Optimization
- d. Efficiency improvement**

64. L2 is support team is _____ of functional escalation for L0&L1 teams?

ANS: 1ST LEVEL

65. Function point sizing is dependent on technology ----- TRUE

66. Providing uninterrupted access to apps and system and ensuring app availability is the main objective of AVM ----- True

67. Creating FAQ documents is an example of which CSI method?

- a. idea management system
- b. Process standardization
- c. Self service strategy
- d. None

68. What type of testing is performed by independent testing team/testing service?

- 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-----
-----ANS

69. Why should the team have Project demo to the customer on a regular basis?

- 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 THE LISTED OPTIONS

70. Which master service of AVM managed services catalog focuses on long-term functionality, stability and preventive maintenance to avoid problems that typically arise from incomplete or short-term solutions?

- a. Governance Services
- b. Managed production Services-----ans**
- c. Product Services
- d. Managed Application Services.

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

- a. One Hr
- b. 20-40 Min
- c. 10-15 min**
- d. Depending upon the team's clarifications and the amount of issues to be discussed.

72. 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**-----ans
- d) enhancements

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

- a. Four
- b. Three
- c. Six
- d. Five**

74. Application services such as functional enhancements, business solution delivery and environment management services are performed by which support group?

- a. L2 Support
- b. L4 Support**
- c. L3 Support
- d. L1 Support

75. 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

76. Minor enhancements are handled by which support team ?

- a) L2
- B) NONE
- c) L3 support team** ----- ans
- D) L4

77. Which of the following is NOT a benefit of Data Migration Service?

- 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.

78. Which service provides real time monitoring of all jobs and constantly checks the status of the jobs?

- a. Application monitoring service.
- b. Batch Scheduling/Execution Service.
- c. Batch monitoring service.**
- d. Mailbox and Ticketing Tool Monitoring Service.

79. Enhancement services , assessment services and transformation services are rendered by I4 support team? -----True

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

- A-All of the listed options
- B-Reduction of effort in fire-fighting or resolving repeated incidents-----ans**
- C-Lesser productivity of business and IT
- D-Increased effort on workarounds and temporary fixes

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

- A-True-----ANS**
- B-False

82. 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?

- A-Functional Enhancements
- B-Application Integration Services-----ANS**
- C-Application Strengthening
- D-Release Planning

83. Which support level deals with unknown incidents?

- A-L4 support
- B-L0/L1 support
- C-L2 support-----ans**
- D-L3 support

84. 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

true
false

85. 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 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

a.I only-----ANS

- b.Both I and II
- c.Neither I nor II
- d.II only

86. Which of the following UML diagram represents the relationship among the classes?

- a. UseCase Diagram
- b. Class Diagram**
- c. Sequence Diagram
- d. Activity Diagram

87.What does ITIL stands for?

- a. Information Technology Ideal Library
- b. Information Technology Infrastructure Library**
- c.Information Technology Interactive Library
- d.Information Technology Intelligence Library

88. A _____ is a method or technique that has consistently shown results superior to those achieved with other means and that is used as benchmark

- a. Best practice**
- b. Process
- c. Scheme
- d. System

89. 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-----true

90. 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.

- a. Only II
- b. Neither I nor II
- c. I only**
- d. Both I and II

91. CSI is one of the key focus areas in ITIL framework. True/false ----- true

92. Application community and Resilience support services assist client in the analysis, design and implementation of business continuity solutions. True/false ----- true

93. The phases in software testing life cycle are

- a) test planning
- b) test design
- c) test execution
- d) test closure
- e) all -----ANS**

94. SDLC stands for

- a) software development life cycle**
- b) system development life cycle
- c) software design life cycle
- d) system design life cycle

95. Advantages of exceptional handling

- a) none
- b) with the exception handling mechanism when the exception occurs the execution of the prgm is transfered to an appropriate exception handler and terminate the pgm-----**
-ANS
- c) exception handling maintains the nrmal flow of application-----ANS**
- d) with the exception handling mechanism the developer can code much cleanser and have exception automatically detcted-----ANS**
- e) in exception handling generic exception object can be extended to any specific type exception-----ANS**

96. Who is responsible for reviewing the CR to verify that there is sufficient details

- a)project manager
- b)none of these
- c)change manager----- ANS**
- d)client manager

97. HAVING Clause can be used only

- 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 conditiins is present in select statement

98. Identify the priority of an incident that causes (or has the potential to cause) severe disruption to business operations and/or significant fiscal impact

- a.Medium
- b.Critical**
- c.High
- d.Low

99. Which service is responsible for establishing a protocol for communication and coordination between vendors using major outages?

- a.Application License Management
- b.Major incident and Mediator Support Service**
- c.Known error Resolution Services
- d.Standard Service Request Fulfilment service

100. Which of the following are the measurements of Batch Monitoring in AVM projects?

- a.%Batch job abend---ANS**
- b.%of Tickets Responed
- c.%Reduction in batch window---ANS**
- d.%jobs complted within Target time ---ANS**

**101. There is no process that needs to be followed in Scrum as it is only driven -----
false**

102. What are all Three defined levels of benchmark?

- a.Threshold Limit
- b.Goal**
- c.Upper Control Limit**
- d.Lower Control Limit**

103. A scheduled batch process can consist of the execution of hundreds or thousands of jobs in a random sequence-----false

104. enter user name -- not sure

105. DISTINCT keyword used for_____

ANS:- To find Unique records from table

106. Which policy Cognizant follows_____

ANS:- Run Better, Run Different

107. Which is Not DML command

a. Insert

b .Delete

c. Update

d. Truncate