ITIL Interview Preparation – Quick Reference Sheet

What is ITIL?

ITIL (Information Technology Infrastructure Library) is a set of best practices for IT Service Management (ITSM) used to deliver efficient and reliable IT services. It's widely adopted in managed services and support projects.

Key ITIL Modules:

Service Strategy	Align IT services with business goals.
Service Design	Design new or modified services.
Service Transition	Deploy changes into production safely.
Service Operation	Manage daily operations (Incidents, Problems).
Continual Service Improvement	Measure and enhance performance.

Important Processes & Interview Focus Areas:

Incident Management: Restore normal service ASAP. (Example: Fix login failure)
Problem Management: Find and eliminate root causes. (Example: Repeated DB crashes)
Change Management: Manage changes with minimal risk. (CAB approval needed.)
Release Management: Plan & deploy releases smoothly.
Service Request Management: Handle standard user requests (password reset, access).
Service Level Management: Track SLAs, OLAs, UCs for compliance.
Event Management: Detect and act on system alerts.
Knowledge Management: Maintain knowledge base for reusability.

Common ITIL Interview Questions:

1. What is an Incident? → Unplanned interruption to a service.
2. What is a Problem? → Underlying cause of incidents.
3. What is a Change? → Any modification in IT environment.
4. Difference between Incident & Service Request? → Incident = unplanned; Request = planned.
5. What is SLA/OLA/UC? → SLA: Customer, OLA: Internal team, UC: Vendor.
6. What happens if SLA breaches? → Escalate, RCA, preventive action.

Scenario Example:

Scenario: Website is down.
1. Incident → Log and restore service.
2. Problem → Find root cause (e.g., DB issue).
3. Change → Implement permanent fix.
4. Knowledge → Document resolution.

Managed Services Focus:

Typical Responsibilities:
• Monitor and handle incidents 24x7.
• Escalate to L2/L3 teams as per SLA.
• Document recurring issues and perform RCA.
• Participate in CAB/change reviews.
• Automate repetitive tasks to reduce ticket inflow.
• Generate SLA/availability reports.

Important Tools: ServiceNow, Jira Service Management, BMC Remedy, SolarWinds.

Tip: Always relate your answers to real-life managed service scenarios (e.g., how you restored a P1 outage or handled a critical change).