

ENDAVA INTERNSHIP PROGRAMME | SPRING 2022 STUDY MATERIALS FOR AM ANALYST

The **Applications Management Analyst** is the person responsible for the maintenance of applications. The role assumes receiving or identifying an issue, analyzing, and finding its root cause. After the investigation, a fix is applied if available. If not, the issue with the collected data is passed to relevant teams for further analysis.

To be better equipped for the qualifying test and interview, we encourage you to examine the **studying materials**, recommended for **Applications Management Analyst** internship:

- **Scrum** framework
<https://www.scrum.org/resources/what-is-scrum>
- **ITIL** (Scope and Purpose)
<https://insights.diligent.com/compliance/what-is-the-iti-framework/>
<https://www.youtube.com/watch?v=vp2wfoVRMDE>
- **HTML** (HTML 5, most used tags, structure, responsive web design etc.)
<https://www.w3schools.com/html/>
- **CSS** (Ids and classes, best practices, common selectors etc.)
<https://www.w3schools.com/css/>
- **SQL** (What is a database, main SQL statements, clauses and operators)
<https://www.w3schools.com/sql/>
- **Troubleshooting** techniques
<https://edu.gcfglobal.org/en/computerbasics/basic-troubleshooting-techniques/1/>
- **Testing** concepts and types
<https://usersnap.com/blog/software-testing-basics/>
- What is **Cloud**
<https://www.youtube.com/watch?v=1ERdeg8Sfv4>
https://www.youtube.com/watch?v=M988_fsOSWo
- **Test your English**
<https://learnenglish.britishcouncil.org/online-english-level-test>