

(6 pages)

Reg. No. : .....

Code No. : 10345E

Sub. Code : AECS62

B.Sc. (CBCS) DEGREE EXAMINATION,  
APRIL 2023

Sixth Semester

Computer Science – Major Elective  
INFORMATION TECHNOLOGY SERVICE  
MANAGEMENT

(For those who joined in July 2020 only)

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer ALL questions.

Choose the correct answer :

1. \_\_\_\_\_ is a hardware device which is used to receive, analyse and forward the incoming packets to another network.
- (a) modem                      (b) Router  
(c) Repeater                  (d) USB

2. Which of the following internet service is appropriate to access the computer of your office from home?

(a) WWW                      (b) Yahoo  
(c) HTTP                      (d) Telnet

3. The term Information technology can be summarized as

(a) Computers + Connectivity  
(b) Hardware + Software  
(c) Connectivity + Software  
(d) Connectivity + Hardware

4. Which of the following is the most popular type of event site used?

(a) Hotel                      (b) Banquet Hall  
(c) Club                      (d) None

5. The most popular form of sports sponsorship is

\_\_\_\_\_

(a) Event                      (b) team  
(c) League                      (d) None





6. Which common root cause analysis tool is used when there is likely a single cause to a single problem?
- (a) Fishbone diagram
  - (b) Gathering data
  - (c) 5 Whys
  - (d) Affinity diagram
7. Which statement about the scope of Access - Management is CORRECT?
- (a) Service design, service transition and continual service department
  - (b) Service strategy, service operation and continual service improvement
  - (c) Service design, service Transition
  - (d) None of these
8. Which ITIL process designed to achieve this desired outcome?
- (a) Change mgt
  - (b) Customer liaison
  - (c) Problem mgt
  - (d) Service level mgt
9. Transition has multiple tracks. They are
- (a) Technology Track
  - (b) People Track
  - (c) Process Track
  - (d) All of the above

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10. Few triggers for service improvements
- (a) Trend analysis
  - (b) RCA
  - (c) Audit Assembly
  - (d) All of the above

PART B — (5 × 5 = 25 marks)

Answer ALL questions, choosing either (a) or (b).  
Each answer should not exceed 250 words.

11. (a) What are the functions of operating system?
- Or
- (b) What is the difference between data information and knowledge?
12. (a) Explain the different stages of infrastructure evaluation.
- Or
- (b) What are the differences types of firewalls? Explain.
13. (a) What are the 5 whys in RCA? Explain.
- Or
- (b) Explain Ticketing system in information technology.

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14. (a) Why do we need a service catalog? Explain.

Or

- (b) Explain about ITIL problem management.

15. (a) Explain with example of service design in information technology.

Or

- (b) Explain with types of ticketing tool.

PART C — (5 × 8 = 40 marks)

Answer ALL questions, choosing either (a) or (b).

Each answer should not exceed 600 words

16. (a) Describe the Business process in Information Technology.

Or

- (b) Explain Ticketing system work flow in IT.

17. (a) Explain different components of IT infrastructure management.

Or

- (b) Explain different types of software licensing models.

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18. (a) Describe how to perform incident resolution in IT.

Or

- (b) Explain about corrective and preventive Actions in IT.

19. (a) Explain with example of knowledge management documentation.

Or

- (b) Discuss the job of Release manager.

20. (a) Explain the types of Software release.

Or

- (b) Explain the Role and Responsibilities in Artificial Intelligence.

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