

**1.2 Academic Flexibility(30)**

**1.2.1 Number of Certificate/Value added courses offered and online courses of MOOCs, SWAYAM, NPTEL etc. (where the students of the institution have enrolled and successfully completed during the last five years)**

AND

**1.2.2 Percentage of students enrolled in Certificate/ Value added courses and also completed online courses of MOOCs, SWAYAM, NPTEL etc. as against the total number of students during the last five years**

<b>VAC Title:</b>	<b>IT SERVICE MANAGEMENT AND BUSINESS VALUE: STRATEGIES FOR OPTIMIZING SERVICE DELIVERY</b>				
<b>Resource Person:</b>	Mrs.S.Sugithra, Fullstack Developer, C CUBE Technologies, Erode-638001.		Mr.Anndhakumar, CEO, C CUBE Technologies, Erode-638001.		
<b>Date of conduct from:</b>	<b>12.02.2024</b>	<b>To:</b>	<b>16.02.2024</b>	<b>Duration:</b>	<b>30 Hours</b>
<b>Organized Department:</b>	<b>DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING</b>				
<b>Participant Year:</b>	<b>2/3/4</b>	<b>Semester:</b>	<b>EVEN</b>	<b>No. of Students Registered:</b>	<b>94</b>
<b>Venue:</b>	<b>Lecture hall of II &amp; III year CSE</b>				

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DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

CIRCULAR

In order to bridge the curricular gap between the Academic Syllabus and Industry requirements, Department of Computer Science Engineering and IQAC of our Institution in association with C CUBE Technologies is organizing a Value Added Course(VAC) for the students of II, III and IV year of CSE on the title "IT Service Management and Business value: Strategies for Optimizing Service Delivery" from 12.02.2024 to 16.02.2024. At the end of the VAC, course completion certificates will be issued to the eligible participants as per the following norms.

- Students, who are securing more than 70% on total score in the VAC test and secured more than 75% in VAC attendance is eligible to receive the course completion certificate for the VAC attended.


Resource Person Details	Mrs.Sugithra, Fullstack developer, C CUBE Technologies, Erode-638001	Mr.E.Anndhakumar, CEO, C CUBE Technologies, Erode-638001
Venue	Lecture hall of II&III year CSE	

  
HoB/CSE

  
PRINCIPAL

Copy to:

1. Chairman & Secretary for information
2. Principal office
3. IQAC Co-Ordinator
4. Class Incharges-II, III & IV-Year CSE
5. II, III & IV-Year CSE Students
6. CSE Notice Board
7. Department File

  
/ Dr.M.VIJAYAKUMAR ME., Ph.D.  
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Vijayamangalam - 638 050, Tirupur (Dt).

**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**

Ref: SCE / CSE / Students / VAC / 2023 – 2024 / EVEN

**SYLLABUS-VALUEADDED COURSE**

12.02.2024

**IT Service Management and Business value: Strategies for Optimizing Service Delivery”**  
From 12.02.2024 to 16.02.2024(5days)


**Duration: 30 Hours**

**Academic Year:2023 -2024/EVEN**

S.No.	Topics Covered	Duration (In Hours)	Date
1	Introduction to IT Service Management (ITSM)	3	12.02.2024
2	ITSM Frameworks and Standards	3	12.02.2024
3	Aligning IT Services with Business Goals	3	13.02.2024
4	Key ITSM Processes and Practices	3	13.02.2024
5	Strategies for Optimizing Service Delivery	3	14.02.2024
6	Measuring and Enhancing IT Service Performance	3	14.02.2024
7	Digital Transformation and ITSM	3	15.02.2024
8	Advanced Topics in IT Service Delivery	3	15.02.2024
9	Real-World Applications	3	16.02.2024
10	Optimizing IT Service Delivery	3	16.02.2024
Total Hours		30	-

After successful completion of 30 Hours VAC, the assessment test for the VAC titled “IT Service Management and Business value: Strategies for Optimizing Service Delivery” will be conducted on 16.02.2024.

  
VAC Coordinator

  
**Dr.M.VIJAYAKUMAR ME., Ph.D.**  
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Vijayamangalam - 638 056, Tirupur (Dt).

  
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## STUDENTS PARTICIPATION LIST -VALUE ADDED COURSE

“IT Service Management and Business value: Strategies for Optimizing Service Delivery”

From 12.02.2024 to 16.02.2024 (5days)

Duration:30 Hours

Academic Year:2023 -2024/EVEN

S.NO	Register Number	Name of the students	Branch/Year
1.	732422104001	ABISHEK J	II CSE
2.	732422104002	AKILESH KUMAR S	II CSE
3.	732422104004	ARUNKUMAR A	II CSE
4.	732422104005	ASWIN S	II CSE
5.	732422104006	BASHARATH MAHMOOD S	II CSE
6.	732422104007	BASKAR S	II CSE
7.	732422104008	DEEPAK V	II CSE
8.	732422104009	DEEPAKRAJ R	II CSE
9.	732422104010	DHARSHINI R.	II CSE
10.	732422104011	DHARUN T	II CSE
11.	732422104013	FARGATH A	II CSE
12.	732422104014	GUHAN K R	II CSE
13.	732422104015	GURUPRASAD R	II CSE
14.	732422104016	HARIJEEVA M	II CSE
15.	732422104017	HARIKRISHNAN B	II CSE
16.	732422104018	HARIPRIYA V	II CSE
17.	732422104019	IRUDHAYA VISHVA A	II CSE
18.	732422104020	JEENA D	II CSE
19.	732422104021	JEEVA S	II CSE
20.	732422104022	JEEVA S	II CSE
21.	732422104023	KALAISELVAN R	II CSE
22.	732422104024	KARTHIKA K	II CSE
23.	732422104027	MAHESWARI T	II CSE
24.	732422104028	MATHAVAN C	II CSE
25.	732422104030	MOHAMMED THAMEEMMUL ANSARI C J	II CSE
26.	732422104031	NANDHINI M R	II CSE
27.	732422104032	NAVANEETHA KRISHNAN M	II CSE
28.	732422104033	NAVEENA M	II CSE
29.	732422104034	NAVEEN KUMAR V	II CSE
30.	732422104035	PANDI E	II CSE
31.	732422104036	REVATHI P	II CSE
32.	732422104037	SABARIYANANDHAN T	II CSE

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Vijayamangalam - 638 056, Tirupur (Dt).

**STUDENTS PARTICIPATION LIST -VALUE ADDED COURSE**

	732422104038	SARAN B	
33.	732422104039	SARAVANAN R	II CSE
34.	732422104040	SELVAPRIYA C	II CSE
35.	732422104041	SHANMATHI CT	II CSE
36.	732422104042	SIKKANTHAR BATHUSHA R	II CSE
37.	732422104043	SRI RAJ S	II CSE
38.	732422104044	SUBASH M	II CSE
39.	732422104045	SWATHI R	II CSE
40.	732422104046	THIRUPATHI P	II CSE
41.	732422104047	VASANTH A	II CSE
42.	732422104048	VASANTHKUMAR P	II CSE
43.	732422104301	ARUN PRAKASH G	II CSE
44.	732422104302	DHANUSH B	II CSE
45.	732422104303	GUNASEKAR S	II CSE
46.	732422104304	NITHISH KUMAR V	II CSE
47.	732421104003	DHARUNKUMAR M	III CSE
48.	732421104004	DIVAKAR S	III CSE
49.	732421104005	GOKUL S	III CSE
50.	732421104006	INDHU K	III CSE
51.	732421104007	NANDHINI S	III CSE
52.	732421104008	NIVETHITHA K	III CSE
53.	732421104009	PAVITHRA S	III CSE
54.	732421104010	PRAKASH P	III CSE
55.	732421104011	RAGU M	III CSE
56.	732421104012	RANJITH S	III CSE
57.	732421104013	SANJEEVAN R	III CSE
58.	732421104014	SAPNA PARVEEN A	III CSE
59.	732421104015	SATHYA M	III CSE
60.	732421104016	SHARAAPETCHI K	III CSE
61.	732421104017	SHARVIN P	III CSE
62.	732421104018	SOWNDHAR M	III CSE
63.	732421104019	SOWNDHARYA S	III CSE
64.	732421104021	SRISELVASAKTHIMAARI D	III CSE
65.	732421104022	THANGAVEL R	III CSE
66.	732421104023	VIGNESH MS	III CSE
67.	732421104024	YAZHINI P	III CSE

  
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Approved by AICTE, New Delhi  
Affiliated to Anna University, Chennai

### STUDENTS PARTICIPATION LIST -VALUE ADDED COURSE

69.	732420104001	BALAJI M	IV CSE
70.	732420104002	DEPAKAR B	IV CSE
71.	732420104004	KIRUBAKARAN M	IV CSE
72.	732420104006	NIVETHA S	IV CSE
73.	732420104008	SUDHAKAR M	IV CSE
74.	732420104009	SUDHARSON R	IV CSE
75.	732420104010	VIGNESH M	IV CSE
76.	732420104501	PRIYA S	IV CSE
77.	732422243001	ADEEF M	II AIDS
78.	732422243002	ANAND G NAMBOOTHIRI	IIAIDS
79.	732422243003	DHANAVARSHINI P	IIAIDS
80.	732422243004	DIVYADHARSHINI A	IIAIDS
81.	732422243005	FAIZULRAHMAN K	IIAIDS
82.	732422243006	JOSHIKACHANDRA G	IIAIDS
83.	732422243007	MADHUSURYAKUMAR R	IIAIDS
84.	732422243008	MOHESWARAN K	IIAIDS
85.	732422243009	NAVEENKUMAR K	IIAIDS
86.	732422243010	RANJITHKUMAR R	IIAIDS
87.	732422243011	SARANYA E	IIAIDS
88.	732422243013	TAMILARASAN K	IIAIDS
89.	732421243001	ARUN A	III AIDS
90.	732421243003	SANTHOSHKUMAR A	III AIDS
91.	732421243004	SIVAKUMAR TV	III AIDS
92.	732421243301	MADHAN KUMAR C	III AIDS
93.	732420243001	BHARADHWAJ S	IVAIDS
94.	732420243301	INTHARESH P	IV AIDS

  
VAC Coordinator

  
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**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**

**STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE**

**“IT Service Management and Business value: Strategies for Optimizing Service Delivery”**

Duration: 30 Hours From 12.02.2024 to 16.02.2024 (5days)

Academic Year: 2023-2024/EVEN

Sl.No	RegNo.	Name of the Student	Year/ Branch	12.02.2024		13.02.2024		14.02.2024		15.02.2024		16.02.24		No. of Hours Attended	Signature of the Student
				FN	AN	FN	AN	FN	AN	FN	AN	FN	AN		
1.	732422104001	ABISHEK J	II CSE	/	/	/	/	/	/	/	/	/	/	30	Abhishek J
2.	732422104002	AKILESH KUMAR S	II CSE	/	/	/	/	/	/	/	/	/	/	27	Akilesh Kumar S
3.	732422104004	ARUNKUMAR A	II CSE	/	/	a	/	/	/	/	/	/	/	24	Arunkumar A
4.	732422104005	ASWIN S	II CSE	/	/	/	/	/	/	/	/	/	/	27	Aswin S
5.	732422104006	BASHARATH MAHMOOD S	II CSE	/	/	/	/	/	/	/	/	/	/	24	Basharath Mahmoode S
6.	732422104007	BASKAR S	II CSE	/	/	/	/	/	/	/	/	/	/	24	Baskar S
7.	732422104008	DEEPAK V	II CSE	/	/	/	/	/	/	/	/	/	/	24	Deepak V
8.	732422104009	DEEPAKRAJ R	II CSE	/	/	/	/	/	/	/	/	/	/	24	Deepakraj R
9.	732422104010	DHARSHINI R	II CSE	/	/	/	/	/	/	/	/	/	/	27	Dharshini R
10.	732422104011	DIARUN T	II CSE	/	/	/	/	/	/	/	/	/	/	30	Diaran T
11.	732422104013	FARGATH A	II CSE	/	/	/	/	/	/	/	/	/	/	27	Fargath A
12.	732422104014	GUHAN K R	II CSE	/	/	/	/	/	/	/	/	/	/	24	Guhan K R
13.	732422104015	GURUPRASAD R	II CSE	/	/	/	/	/	/	/	/	/	/	30	Guruprasad R
14.	732422104016	HARJEEVA M	II CSE	/	/	/	/	/	/	/	/	/	/	27	Harjeeva M

Dr. M. VIJAYAKUMAR ME., Ph.D.,  
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**STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE**

S.No	Reg No.	Name of the Student	Year/ Branch	12.02.2024		13.02.2024		14.02.2024		15.02.2024		16.02.24		No. of Hours Attended	Signature of the Student
				FN	AN	FN	AN	FN	AN	FN	AN				
15.	732422104017	HARIKRISHNAN B	II CSE	/	/	/	/	0	/	/	/	/	27	Hank	
16.	732422104018	HARIPRIYA V	II CSE	/	/	/	/	/	/	0	/	/	27	V. Haripriya	
17.	732422104019	RUDHAYA VISHVA A	II CSE	/	/	/	/	/	/	/	/	/	30	P. R.	
18.	732422104020	JEENA D	II CSE	/	/	/	/	/	/	/	/	0	24	D. Jaf.	
19.	732422104021	JEEVA S	II CSE	/	/	/	/	/	/	/	/	/	30	Jeeva S	
20.	732422104022	JEEVA S	II CSE	/	/	/	/	/	/	/	/	/	27	Jeeva S	
21.	732422104023	KALAISELVAN R	II CSE	/	/	/	/	/	/	/	/	/	30	K. Kalaiselvan	
22.	732422104024	KARTHIKA K	II CSE	/	/	/	/	/	/	/	/	/	30	K. Kartika	
23.	732422104027	MAHESWARI T	II CSE	/	/	/	/	/	/	/	/	/	30	T. Maheswari	
24.	732422104028	MATHAVAN C	II CSE	/	/	/	/	/	/	/	/	/	30	C. Mathavan	
25.	732422104030	MOHAMMED THAMEEMMUL ANSARI C	II CSE	/	/	/	/	/	0	/	/	/	27	M. Ansari	
26.	732422104031	NANDHINI M R	II CSE	/	/	/	/	/	/	/	/	/	27	M. R. Nandhini	
27.	732422104032	NAVANEETHA KRISHNAN M	II CSE	/	/	/	/	/	/	/	0	/	24	M. Navaneetha	
28.	732422104033	NAVEENA M	II CSE	/	/	/	/	/	/	/	/	/	30	M. Naveena	
29.	732422104034	NAVEEN KUMAR V	II CSE	/	/	/	/	/	/	/	/	/	27	V. Naveen	
30.	732422104035	PANDI E	II CSE	/	/	/	/	/	/	/	/	/	30	P. E. Pandi	
31.	732422104036	REVATHI P	II CSE	/	/	/	/	/	/	0	/	/	24	P. Revathi	
32.	732422104037	SABARIYANANDHAN T	II CSE	/	/	/	/	/	/	/	/	/	24	T. Sabariyanandhan	

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**STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE**

No	Reg No.	Name of the Student	Year/ Branch	12.02.2024		13.02.2024		14.02.2024		15.02.2024		16.02.24		No. of Hours Attended	Signature of the Student
				FN	AN	FN	AN	FN	AN	FN	AN	FN	AN		
33.	732422104038	SARAN B	II CSE	a	/	/	/	/	/	/	/	/	/	24	B. Suresh
34.	732422104039	SARAVANAN R	II CSE	/	/	/	/	a	/	/	/	/	/	27	Ram k.
35.	732422104040	SELVAPRIYA C	II CSE	/	/	/	a	/	/	/	/	/	/	27	C. Selvaraj
36.	732422104041	SHANMATHI C T	II CSE	/	/	/	/	/	/	/	/	/	/	30	C.T. Shanmathi
37.	732422104042	SIKKANTHAR BATHUSHA R	II CSE	/	/	/	/	/	/	/	/	/	/	30	S. S. Bathusha
38.	732422104043	SRI RAJ S	II CSE	/	/	/	/	/	/	/	/	/	/	30	S. Raj
39.	732422104044	SUBASH M	II CSE	/	/	/	/	/	/	/	/	/	/	27	S. Subash
40.	732422104045	SWATHI R	II CSE	/	/	/	/	a	/	/	/	/	/	24	R. Swathi
41.	732422104046	THIRUPATHI P	II CSE	/	/	/	/	/	/	/	/	/	/	27	P. Thirupathi
42.	732422104047	VASANTH A	II CSE	/	/	/	/	/	/	a	/	/	/	24	V. Ananth
43.	732422104048	VASANTHKUMAR P	II CSE	/	/	/	/	/	/	/	/	/	/	24	P. Vasanthkumar
44.	732422104301	ARUN PRAKASH G	II CSE	/	/	/	/	/	/	/	/	/	/	27	A. Prakash
45.	732422104302	DHANUSH B	II CSE	/	/	/	/	/	/	/	/	/	/	27	D. Hanush
46.	732422104303	GUNASEKAR S	II CSE	/	/	/	/	/	/	/	/	/	/	30	G. Gunasekar
47.	732422104304	NITHISH KUMAR V	II CSE	/	/	/	/	/	/	/	/	/	/	27	N. Nithish
48.	732421104003	DHARUNKUMAR M	III CSE	/	/	/	/	a	/	/	/	/	/	24	M. Dhara
49.	732421104004	DIVAKAR S	III CSE	/	/	/	/	/	/	/	/	/	/	30	S. Divakar
50.	732421104005	GOKUL S	III CSE	/	/	/	/	/	/	/	/	/	/	27	G. Gokul
51.	732421104006	INDHU K	III CSE	/	/	/	/	/	/	/	/	/	/	27	K. Indhu

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 Vijayamangalam - 638 056, Tirupur (Dt).

**STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE**

52.	732421104007	NANDHINI S	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	24	Daya
53.	732421104008	NIVETHITHA K	III CSE	/	/	/	/	α	/	/	/	/	/	/	/	/	/	/	27	Nivetha
54.	732421104009	PAVITHRA S	III CSE	/	/	/	α	/	/	/	/	/	/	/	/	/	/	/	24	Pavithra
55.	732421104010	PRAKASH P	III CSE	/	/	/	/	/	/	/	α	/	/	/	/	/	/	/	24	Prakash
56.	732421104011	IRAGU M	III CSE	/	/	/	/	/	/	α	/	/	/	/	/	/	/	/	27	Irugu
57.	732421104012	RANJITH S	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	27	Ranjith
58.	732421104013	SANJEEVAN R	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Sanjevan
59.	732421104014	SAPNA PARVEEN A	III CSE	/	/	/	α	/	/	/	/	/	/	/	/	/	/	/	27	SAPNA PARVEEN A
60.	732421104015	SATHYA M	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	24	Sathya M
61.	732421104016	SHARAAPETCHI K	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Sara Parvathi
62.	732421104017	SHARVIN P	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	27	Sharvini
63.	732421104018	SOWNDHAR M	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Sowndhar
64.	732421104019	SOWNDHARYA S	III CSE	α	/	/	/	/	/	/	/	/	/	/	/	/	/	/	27	S.S Sowndarya
65.	732421104021	SRISELVASAKTHIMAARI D	III CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	24	Sri Selvakumari
66.	732421104022	THANGAVEL R	III CSE	/	/	/	/	/	/	α	/	/	/	/	/	/	/	/	27	Thangavel
67.	732421104023	VIGNESH M S	III CSE	/	/	/	/	α	/	/	/	/	/	/	/	/	/	/	24	Vignesh
68.	732421104024	YAZHINI P	III CSE	α	α	/	/	/	/	/	/	/	/	/	/	/	/	/	24	Yazhini P
69.	732420104001	BALAJI M	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	27	Balaji M
70.	732420104002	DEPAKAR B	IV CSE	/	/	/	/	/	/	/	/	/	/	/	α	/	/	/	27	Depakar B
71.	732420104004	KIRUBAKARAN M	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Kirubakaran M
72.	732420104006	NIVETHA S	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	27	Nivetha S
73.	732420104008	SUDHAKAR M	IV CSE	/	/	/	/	α	/	/	/	/	/	/	/	/	/	/	24	Sudhakar M
74.	732420104009	SUDHARSON R	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Sudharson R

DR. M. VIJAYAKUMAR I.E., Ph.D.,  
 PRINCIPAL  
 SASURIE COLLEGE OF ENGINEERING,  
 Vijayamahalingam - 605 006, Tiruvallur (TN)

**STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE**

75.	732420104010	VIGNESH M	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Vegett
76.	732420104501	PRIYA S	IV CSE	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	36	Prinye
77.	732422243001	ADEEF M	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Alina
78.	732422243002	ANAND G NAMBOOTHIRI	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Adob
79.	732422243003	DHANAVARSHINI P	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	<del>Adob</del>
80.	732422243004	DIVYADHARSHINI A	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	divya
81.	732422243005	FAIZULRAHMAN K	II AIDS	a	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Suzel Rish
82.	732422243006	JOSHIKACHANDRA G	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Joshi
83.	732422243007	MADHUSURYAKUMAR R	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	May
84.	732422243008	MOHESWARAN K	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	36	July
85.	732422243009	NAVEENKUMAR K	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	<del>pas</del>
86.	732422243010	RANJITHKUMAR R	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Rull
87.	732422243011	SARANYA E	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	36	Adob
88.	732422243013	TAMILARASAN K	II AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	<del>Adob</del>
89.	732421243001	ARUN A	III AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	36	Adob
90.	732421243003	SANTHOSHKUMAR A	III AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Adob
91.	732421243004	SIVAKUMAR T V	III AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Adob
92.	732421243301	MADHAN KUMAR C	III AIDS	a	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Adob
93.	732420243001	BHARADHWAJ S	IV AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	33	Adob
94.	732420243002	KATHIRAVAN T J	IV AIDS	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Adob
95.	732420243301	JINTHARESH P	IV AIDS	a	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	30	Adob

**Dr. M. VIJAYAKUMAR ME., Ph.D.,**  
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**SASURIE COLLEGE OF ENGINEERING,**  
 Vijayamangalam - 638 056, Tirupur (Dt)

**VAC Coordinator**



## Report on Value Added Course

Title:	IT Service Management and Business value: Strategies for Optimizing Service Delivery				
Resource Person:	Mrs.Sugithra, Fullstack developer, C CUBE Technologies, Erode-638001		Mr.E.Anndhakumar, CEO, C CUBE Technologies, Erode-638001		
Date of conduct from:	12.02.2024	To:	16.02.2024	Duration:	30 Hours
Organized by:	COMPUTER SCIENCE ENGINEERING and IQAC in association with C CUBE Technologies				
Academic Year:	2023 - 2024		Semester:	EVEN	
Participant Year:	II,III,IV Year CSE,AI&DS		No.of Students Participated:	94	
Venue:	Lecture hall of II & III year CSE,AI&DS				

### Outcome of Value Added Course(VAC)

At the end of the Course, Students can be able to

- Identify the different phases of the ITIL service lifecycle: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.
- Understand and apply ITIL best practices to manage IT services effectively.
- Analyze business requirements and translate them into IT service requirements, ensuring that IT services provide measurable value to the business.
- Apply performance management techniques to ensure services are delivered within agreed-upon service levels (SLAs).
- Understand the financial aspects of ITSM, including cost modeling, budgeting, and resource allocation for IT services.

### Assessment Process

- Students, who are securing more than 70% on total score in the VAC test and secured more than 75% in VAC attendance is eligible to receive the course completion certificate for the VAC attended
- Total Score =  $(0.5 * \text{Attendance in VAC out of 100 percentage} + 0.5 * \text{Test mark in VAC out of 100 marks})$

No. of students successfully completed the VAC course is 94 Students based on the above assessment process.

  
VAC Co-ordinator

  
HoD/CSE

  
Principal



DEPARTMENT OF COMPUTER SCIENCE ENGINEERING  
Certificate of Participation

This is to Certify that Mr. Tamilarasan K, II/AIDS has successfully completed the Value Added Course titled "IT Service

Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer

Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from

12.02.2024 to 16.02.2024 (5 days).

  
Co-ordinator

  
Head of the Department

  
Principal


  
DR. M. VIJAYAKRISHNAN, Ph.D.,  
PRINCIPAL  
SASURIE COLLEGE OF ENGINEERING,  
Vivekanandapuram - 630 050, Tripurur (Dt).

**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**  
**Certificate of Participation**

---

This is to Certify that Mr.Baskar S, II/CSE has successfully completed the Value Added Course titled "IT Service Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from 12.02.2024 to 16.02.2024 (5 days).

  
Co-ordinator

  
Head of the Department

  
Principal


**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**  
**Certificate of Participation**

---

This is to Certify that Mr: SIVAKUMAR V, III/AI&DS has successfully completed the Value Added Course titled "IT Service Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from 12.02.2024 to 16.02.2024 (5 days).

  
Co-ordinator

  
Head of the Department

  
Principal

**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**  
**Certificate of Participation**

This is to Certify that Mr.Prakash.P, III/CSE has successfully completed the Value Added Course titled "IT Service Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from 12.02.2024 to 16.02.2024 (5 days).

Co-ordinator

*Prasath*

Head of the Department

Principal

*M. V. Vijayakumar*  
Dr.M.VIJAYAKUMAR M.E., Ph.D.,  
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SASURIE COLLEGE OF ENGINEERING,  
Vijayamangalam - 638 056, Tiruppur (TN)







**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**  
**Certificate of Participation**

---

This is to Certify that Mr.KATHIRAVAN T J, IV/AI&DS has successfully completed the Value Added Course titled "IT Service Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from 12.02.2024 to 16.02.2024 (5 days).

  
Coordinator

  
Head of the Department

  
Principal

  
Dr.M.VIJAYAKUMAR M.E., Ph.D.,  
PRINCIPAL  
SASURIE COLLEGE OF ENGINEERING,  
Vijayamangalam - 633 056, Tiruppur (Dist. )


**DEPARTMENT OF COMPUTER SCIENCE ENGINEERING**  
**Certificate of Participation**

---

This is to Certify that Ms.NIVETHA S, IV/CSE has successfully completed the Value Added Course titled "IT Service Management and Business value: Strategies for Optimizing Service Delivery" Organized by the Department of Computer Science Engineering in association with IQAC of Sasurie College of Engineering and C CUBE Technologies from 12.02.2024 to 16.02.2024 (5 days).

  
Co-ordinator

  
Head of the Department

  
Principal

  
**DR.M.VIJAYAKUMAR ME., Ph.D.,**  
PRINCIPAL  
  
**SASURIE COLLEGE OF ENGINEERING,**  
Vijayamangalam - 638 056, Tiruppur (Dt).

DEPARTMENT OF COMPUTER SCIENCE ENGINEERING  
**TEST QUESTION PAPER-VALUE ADDED COURSE**

**"IT Service Management and Business value: Strategies for Optimizing Service Delivery"**

Duration: 30 Hours

From 12.02.2024 to 16.02.2024 (5 days)

Academic Year : 2023 -2024 /EVEN

Date of Test : 16.02.2024

**MULTIPLE CHOICE QUESTIONS (25X1=25 Marks)**

Name of the Student:

Year/Sem:

AU Register Number:


Answer all the questions:

1. What is the primary goal of IT Service Management (ITSM)?  
A) To improve the technical skills of IT staff  
B) To deliver high-quality IT services that meet business needs  
C) To reduce the cost of IT infrastructure  
D) To implement new technologies in IT systems
2. Which ITSM framework is widely adopted to align IT services with business needs?  
A) ITIL (Information Technology Infrastructure Library)  
B) COBIT (Control Objectives for Information and Related Technologies)  
C) ISO/IEC 27001  
D) Six Sigma
3. What does the "Service Lifecycle" in ITIL primarily focus on?  
A) Monitoring IT infrastructure  
B) The stages through which IT services progress  
C) Developing new IT technologies  
D) Managing IT security incidents
4. Which of the following is an objective of the "Service Strategy" phase in ITSM?  
A) To define the service provider's vision and objectives  
B) To ensure services are delivered on time  
C) To implement operational procedures for services  
D) To handle customer complaints
5. What is the purpose of the "Service Design" phase in ITSM?  
A) To monitor service performance  
B) To ensure the service meets customer requirements  
C) To resolve service incidents  
D) To handle service requests
6. Which of the following is an example of an IT service management tool?  
A) ERP (Enterprise Resource Planning) system  
B) ServiceNow  
C) Microsoft Word

  
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- D) Adobe Photoshop
7. Which of the following ITIL processes is responsible for managing service disruptions and incidents?  
A) Incident Management  
B) Change Management  
C) Service Level Management  
D) Problem Management
8. What does the "Service Operation" phase of ITSM focus on?  
A) Defining service strategies  
B) Designing the service  
C) Providing and managing services on a day-to-day basis  
D) Reviewing and improving services
9. Which process is responsible for identifying and resolving the root causes of recurring incidents?  
A) Incident Management  
B) Problem Management  
C) Change Management  
D) Release Management
10. Which ITIL process focuses on ensuring that IT services meet agreed-upon service levels?  
A) Service Level Management  
B) Incident Management  
C) Service Continuity Management  
D) Financial Management
11. What does the concept of "Business Value" in ITSM refer to?  
A) The cost savings achieved by IT services  
B) The alignment of IT services with business goals and objectives  
C) The technical specifications of IT infrastructure  
D) The number of IT services provided
12. What is the purpose of "Change Management" in ITSM?  
A) To restore normal service operations as quickly as possible  
B) To ensure that changes are made with minimal disruption to services  
C) To develop new IT services  
D) To prevent all changes to the IT environment
13. Which of the following is a key benefit of ITSM in terms of business value?  
A) Faster product development  
B) Improved customer satisfaction  
C) Reduced staff turnover  
D) Increased server performance
14. Which of the following defines a "Service Level Agreement" (SLA)?  
A) A contract between the IT team and the business outlining the level of service expected  
B) A document that specifies the pricing for IT services  
C) A list of technical requirements for IT systems  
D) A timeline for service delivery
15. What is the primary function of "Release Management" in ITSM?  
A) To ensure the smooth transition of services from development to production  
B) To monitor the performance of IT services  
C) To handle service disruptions

  
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D) To manage customer complaints

16. Which of the following ITIL processes helps identify and manage the risks associated with IT services?

- A) Service Continuity Management
- B) Problem Management
- C) Change Management
- D) Service Asset and Configuration Management

17. What is the role of "Financial Management for IT Services"?

- A) To ensure that IT services are delivered on time
- B) To manage the costs associated with delivering IT services
- C) To handle financial transactions for IT vendors
- D) To ensure compliance with regulatory financial reporting

18. Which of the following is a key strategy for optimizing service delivery in ITSM?

- A) Implementing an automated system for incident response
- B) Reducing the number of IT staff
- C) Cutting costs for IT infrastructure
- D) Increasing the number of IT services offered

19. Which phase in the ITIL service lifecycle is responsible for continual improvement of services?

- A) Service Strategy
- B) Service Design
- C) Service Operation
- D) Continual Service Improvement

20. Which ITSM process is responsible for defining, agreeing on, and managing service levels?

- A) Service Level Management
- B) Release Management
- C) Problem Management
- D) Change Management

21. Which of the following is NOT an ITIL process?

- A) Incident Management
- B) Service Catalog Management
- C) Financial Accounting
- D) Change Management

22. What is the main purpose of "Incident Management" in ITSM?

- A) To prevent incidents from happening
- B) To monitor the impact of incidents on business
- C) To restore normal service operations as quickly as possible
- D) To identify and resolve the root cause of incidents


23. Which ITSM process is focused on ensuring that IT services align with the needs and expectations of customers?

- A) Service Strategy
- B) Service Design
- C) Service Level Management
- D) Problem Management

24. What is the purpose of "Knowledge Management" in ITSM?

- A) To provide accurate and up-to-date information to support service operations
- B) To monitor and control changes to IT systems

  
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- C) To track customer complaints
- D) To audit the performance of IT services

25. Which ITIL practice is most concerned with understanding and managing the performance of IT services in line with business needs?

- A) Service Level Management
- B) Capacity Management
- C) Service Continuity Management
- D) Availability Management

  
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DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

TEST QUESTION ANSWER KEY- VALUE ADDED COURSE


"IT Service Management and Business value: Strategies for Optimizing Service Delivery"  
From 12.02.2024 to 16.02.2024(5days)

Duration:30 Hours

Academic Year : 2023 -2024 /EVEN

Date of Test :16.02.2024

1	B	6	B	11	B	16	A	21	C
2	A	7	A	12	B	17	B	22	C
3	B	8	C	13	B	18	A	23	B
4	A	9	B	14	A	19	D	24	A
5	B	10	A	15	A	20	A	25	C

  
VAC Coordinator

  
**Dr.M.VIJAYAKUMAR ME., Ph.D.,**  
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Affiliated to Anna University, Chennai

Ma. Tharan. C  
CSE - II

DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

TEST QUESTION PAPER-VALUE ADDED COURSE

"IT Service Management and Business value: Strategies for Optimizing Service Delivery"

From 12.02.2024 to 16.02.2024 (5days)

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MULTIPLE CHOICE QUESTIONS (25X1=25 Marks)

Name of the Student:

Year/Sem:

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Answer all the questions:

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- 1) To improve the technical skills of IT staff
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2. Which ITSM framework is widely adopted to align IT services with business needs?

- 1) ITIL (Information Technology Infrastructure Library)
- 2) COBIT (Control Objectives for Information and Related Technologies) ✓
- 3) ISO IEC 27001
- 4) Six Sigma

3. What does the "Service Lifecycle" in ITIL primarily focus on?

- 1) Monitoring IT infrastructure
- 2) The stages through which IT services progress ✓
- 3) Developing new IT technologies
- 4) Managing IT security incidents

4. Which of the following is an objective of the "Service Strategy" phase in ITSM?

- 1) To define the service provider's vision and objectives ✓
- 2) To ensure services are delivered on time
- 3) To implement operational procedures for services
- 4) To handle customer complaints

5. What is the purpose of the "Service Design" phase in ITSM?

- 1) To monitor service performance
- 2) To ensure the service meets customer requirements ✓
- 3) To resolve service incidents
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6. Which of the following is an example of an IT service management tool?

- 1) ERP (Enterprise Resource Planning) system ✓
- 2) ServiceNow



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C) Microsoft Word  
D) Adobe Photoshop

7. Which of the following ITIL processes is responsible for managing service disruptions and incidents?

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- D) Release Management

10. Which ITIL process focuses on ensuring that IT services meet agreed-upon service levels?

- A) Service Level Management
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- B) To monitor the performance of IT services

  
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Vijayamangalam - 638 056, Tirupur (Dt.)

- C) To handle service disruptions
- D) To manage customer complaints

16. Which of the following ITIL processes helps identify and manage the risks associated with IT services?

- A) Service Continuity Management
- B) Problem Management
- C) Change Management
- D) Service Asset and Configuration Management

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- C) Service Level Management
- D) Problem Management

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- A) To provide accurate and up-to-date information to support service operations



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- B) To monitor and control changes to IT systems
- C) To track customer complaints
- D) To audit the performance of IT services

25. Which ITIL practice is most concerned with understanding and managing the performance of IT services in line with business needs?

- A) Service Level Management
- B) Capacity Management
- C) Service Continuity Management
- D) Availability Management



*M*

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Vijayamangalam - 638 056, Tirupur (Dt).

DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

ASSESSMENT SHEET-VALUE ADDED COURSE

“IT Service Management and Business value: Strategies for Optimizing Service Delivery”

From 12.02.2024 to 16.02.2024 (5days)

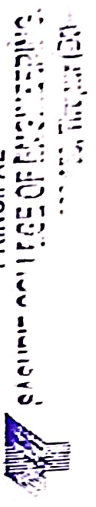
Academic Year: 2023-2024/EVEN

Duration: 30 Hours

Reg No.	Name of the Student	Year/ Branch	Attendance Details		VAC-MCQ TEST		OVERALL Score(100) (50% of A +50% of B)
			No. of Hours Attended	Attendance Score (100)(A)	No. of Correct Answers	MCQ Score(100) (B)	
1.	ABISHEK J	II CSE	30	100	18	72	86
2.	AKILESH KUMAR S	II CSE	27	90	19	76	83
3.	ARUNKUMAR A	II CSE	24	80	18	72	76
4.	ASWIN S	II CSE	27	90	19	76	83
5.	BASHARATH MAHMOOD S	II CSE	24	80	20	80	80
6.	BASKAR S	II CSE	24	80	20	80	80
7.	DEEPAK V	II CSE	27	90	19	76	83
8.	DEEPAKRAJ R	II CSE	27	90	19	76	83
9.	DHARSHINI R	II CSE	30	100	19	76	88
10.	DHARUN T	II CSE	27	90	19	76	83
11.	FARGATH A	II CSE	24	80	21	84	82
12.	GUHAN K R	II CSE	30	100	18	72	86
13.	GURUPRASAD R	II CSE	27	90	19	76	83
14.	HARJEEVA M	II CSE	24	80	21	84	82

Dr.M.VIJAYAKUMAR ME., Ph.D.,

PRINCIPAL



**ASSESSMENT SHEET-VALUE ADDED COURSE**

S.No	Reg No.	Name of the Student	Year/ Branch	Attendance Details		VAC-MCQTEST		OVERALL Score(100) (50% of A +50% of B)
				No. of Hours Attended	Attendance Score (100)(A)	No. of Correct Answers	MCQ Score(100) (B)	
15.	732422104017	HARIKRISHNAN B	II CSE	33	90	19	76	83
16.	732422104018	HARIPRIYA V	II CSE	33	90	19	76	83
17.	732422104019	IRUDHAYA VISHVA A	II CSE	36	100	19	76	88
18.	732422104020	JEENA D	II CSE	30	80	18	72	76
19.	732422104021	JEEVA S	II CSE	36	100	21	84	92
20.	732422104022	JEEVA S	II CSE	33	90	19	76	83
21.	732422104023	KALAISELVAN R	II CSE	36	100	19	76	88
22.	732422104024	KARTHIKA K	II CSE	36	100	18	72	86
23.	732422104027	MAHESWARI T	II CSE	36	100	21	84	92
24.	732422104028	MATHAVAN C	II CSE	33	90	21	84	87
25.	732422104030	MOHAMMED THAMEEMMUL ANSARI C J	II CSE	33	90	21	84	87
26.	732422104031	NANDHINI M R	II CSE	30	80	20	80	80
27.	732422104032	NAVANEETHA KRISHNAN M	II CSE	36	100	18	72	86
28.	732422104033	NAVEENA M	II CSE	33	90	19	76	83
29.	732422104034	NAVEEN KUMAR V	II CSE	36	100	19	76	88
30.	732422104035	PANDI E	II CSE	30	80	18	72	76
31.	732422104036	REVATHI P	II CSE	30	80	21	84	82
32.	732422104037	SABARIYANANDHAN T	II CSE	36	100	18	72	86

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**ASSESSMENT SHEET-VALUE ADDED COURSE**

S.No.	Reg No.	Name of the Student	Year/ Branch	Attendance Details		VAC-MCQ TEST	OVERALL Score(100 B) (50% of A +50% of B)
				No. of Hours Attended	Attendance Score (100)(A)		
33.	732422104038	SARAN B	II CSE	30	80	20	80
34.	732422104039	SARAVANAN R	II CSE	33	90	19	83
35.	732422104040	SELVAPRIYA C	II CSE	33	90	19	83
36.	732422104041	SHANMATHI CT	II CSE	36	100	19	88
37.	732422104042	SIKKANTHAR BATHUSHA R	II CSE	36	100	18	86
38.	732422104043	SRI RAJ S	II CSE	33	90	19	83
39.	732422104044	SUBASH M	II CSE	30	80	18	76
40.	732422104045	SWATHI R	II CSE	33	90	19	83
41.	732422104046	THIRUPATHI P	II CSE	30	80	19	76
42.	732422104047	VASANTH A	II CSE	30	80	20	80
43.	732422104048	VASANTHKUMAR P	II CSE	33	90	20	80
44.	732422104301	ARUN PRAKASH G	II CSE	33	90	19	83
45.	732422104302	DHANUSH B	II CSE	36	100	19	83
46.	732422104303	GUNASEKAR S	II CSE	33	90	19	88
47.	732422104304	NITHISH KUMAR V	II CSE	30	80	19	83
48.	732421104003	DHARUNKUMAR M	III CSE	36	100	21	84
49.	732421104004	DIVAKAR S	III CSE	33	90	18	86
50.	732421104005	GOKUL S	III CSE	36	100	19	83
51.	732421104006	INDHU K	III CSE	33	90	18	86
52.	732421104007	NANDHINI S	III CSE	30	90	19	83
53.	732421104008	NIVETHITHA K	III CSE	33	90	19	83

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**ASSESSMENT SHEET-VALUE ADDED COURSE**

54.	732421104009	PAVITHRA S	III CSE	30	80	20	80	80
55.	732421104010	PRAKASH P	III CSE	33	90	20	80	80
56.	732421104011	RAGU M	III CSE	33	90	19	76	83
57.	732421104012	RANJITH S	III CSE	36	100	19	76	83
58.	732421104013	SANJEEVAN R	III CSE	36	100	19	76	88
59.	732421104014	SAPNA PARVEEN A	III CSE	33	90	19	76	83
60.	732421104015	SATHYA M	III CSE	30	80	21	84	82
61.	732421104016	SHARAAPETCHI K	III CSE	33	90	18	72	86
62.	732421104017	SHARVIN P	III CSE	30	80	19	76	83
63.	732421104018	SOWNDHAR M	III CSE	30	80	18	72	86
64.	732421104019	SOWNDHARYA S	III CSE	33	90	19	76	83
65.	732421104021	SRISELVASAKTHIMAARI D	III CSE	33	90	18	72	76
66.	732421104022	THANGAVEL R	III CSE	36	100	19	76	83
67.	732421104023	VIGNESH M S	III CSE	33	90	20	80	80
68.	732421104024	YAZHINI P	III CSE	30	80	20	80	80
69.	732420104001	BALAJI M	IV CSE	36	100	19	76	83
70.	732420104002	DEPAKAR B	IV CSE	33	90	19	76	83
71.	732420104004	KIRUBAKARAN M	IV CSE	36	100	19	76	83
72.	732420104006	NIVETHA S	IV CSE	33	90	19	76	83
73.	732420104008	SUDHAKAR M	IV CSE	30	80	21	84	82
74.	732420104009	SUDHARSON R	IV CSE	33	90	18	72	86
75.	732420104010	VIGNESH M	IV CSE	33	90	19	76	83
76.	732420104501	PRIYA S	IV CSE	36	100	18	72	86
77.	732422243001	ADEEF M	II AIDS	33	90	19	76	83
78.	732422243002	ANAND G NAMBOOTHIRI	II AIDS	30 ;				76
79.	732422243003	DHANAVARSHINI P	II AIDS	33				83

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	DIVYADHARSHINI A	IIAIDS	30	80	20	80	80
80.	732422243004	IIAIDS	30	80	20	80	80
81.	732422243005	IIAIDS	30	80	20	80	80
82.	732422243006	IIAIDS	33	90	19	76	83
83.	732422243007	IIAIDS	33	90	19	76	83
84.	732422243008	IIAIDS	36	100	19	76	88
85.	732422243009	IIAIDS	33	90	19	76	83
86.	732422243010	IIAIDS	30	80	21	84	82
87.	732422243011	IIAIDS	36	100	18	72	86
88.	732422243013	IIAIDS	33	90	19	76	83
89.	732421243001	III AIDS	36	100	18	72	86
90.	732421243003	III AIDS	33	90	19	76	83
91.	732421243004	III AIDS	30	80	18	72	76
92.	732421243301	III AIDS	33	90	19	76	83
93.	732420243001	IVAIDS	30	80	20	80	80
94.	732420243002	IV AIDS	30	80	20	80	80
95.	732420243301	IV AIDS	30	80	19	76	83

VAC Supervisor

*M*

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