

1.2 AcademicFlexibility(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

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		Mrs.S.S	ugithra,			Mr.Anndhakumar,									
D D		Fullstac	k Develope	er,		CEO,									
Resource Per	rson:			ogies,		C CU	BE Technolo	ogies,							
Erode-638001.															
Dat e of conduct from: 12.02.2024 To: 16.02.2024 Duration: 30 Hours															
Organized D	Organized Department: DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING														
Participant		2/2/4		C4	EX	ZENI	N CC4	1 4 -		0.4					
Year:	Year: Semester: EVEN No. of Students Page Page														
Venue: Le	cture	hall of	II & III y	ear CSE											
	TARLE OF CONTENT														

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DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

CIRCULAR

In order to bridge the curricular gap between the Academic Syllabus and Industry Department of Computer Science Engineering and IQAC of our Institution in with C CUBE Technologies is organic requirements 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.

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

Copy to:

- 1. Chairman & Secretaryforinformation
- 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., SASURIE COLLEGE OF ENGINEERING. Vijayamangalam - 638 050, Tirupur (Dt).





DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

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

SYLLABUS-VALUEADDED COURSE

12.02.2024

From 12.02.2024 to 16.02.2024 7 From 12.02.2024 to 16.02.2024(5days)

puration: 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	1 10 10 10 10 10 10 10 10 10 10 10 10 10

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

SASURIE COLLEGE OF ENGINEERING. Vijayamangalam - 638 056, Tirupur (Dt).



STUDENTS PARTICIPATION LIST -VALUE ADDED COURSE

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

	Register Number	Name of the students	Branch/Year
S.NO	732422104001	ABISHEK J	II CSE
1	732422104002	AKILESH KUMAR S	II CSE
2.	732422104004	ARUNKUMAR A	II CSE
3.	732422104005	ASWIN S	II CSE
4.	732422104006	BASHARATH MAHMOOD S	II CSE
5.	732422104007	BASKAR S	II CSE
6.	732422104008	DEEPAK V	II CSE
7.	732422104009	DEEPAKRAJ R	II CSE
8.	732422104010	DHARSHINI R	II CSE
9.	732422104011	DHARUN T	II CSE
10.	732422104013	FARGATH A	II CSE
11.	732422104014	GUHAN K R	II CSE
12.	732422104015	GURUPRASAD R	II CSE
13.	732422104016	HARIJEEVA M	II CSE
14.	732422104017	HARIKRISHNAN B	II CSE
15.	732422104017	HARIPRIYA V	II CSE
16.	732422104019	IRUDHAYA VISHVA A	II CSE
17.	732422104019	JEENA D	II CSE
8.	1.00%	JEEVA S	II CSE
9.	Market Comment		II CSE
0.		JEEVA S KALAISELVAN R	II CSE
2.	732422104023	KALAISLLYIII II KARTHIKA K	II CSE
3.	732422104024	MAHESWARI T	II CSE
4.	Remove .	THE PARTY AND C	II CSE
5	732422104028	MATHAVAN C MOHAMMED THAMEEMMUL ANSARI CJ	II CSE
6.	722422104021	NANDHINI M R	II CSE
7.	732422104031	NAVANEETHA KRISHNAN M	II CSE
8.			II CSE
9.	732422104033	NAVEENA M NAVEEN KUMAR V	II CSE
0.			II CSE
	732422104035 F	PANDI E	II CSE
1. 2.	732422104036 F	REVATHI P SABARIYANANDHAN T	II CSE
- 100	<u>732422104037</u> S	SABARIYANANDHAN 1	





STUDENTS PARTICIPATION LIST -VALUE ADDED COURSE

	22104038	SARAN B	
	732422104038 732422104039	SARAVANAN R	II CSE
33	732422104040	SELVAPRIYA C	II CSE
34.	732422104041	SHANMATHI C T	II CSE
35	732422104042	SIKKANTHAR BATHUSHA R	II CSE
36. 37.	7324221040.2	SRI RAJ S	II CSE
THE WAY TO SEE THE SECOND SECO	732422104043 732422104044	SUBASH M	II CSE
38. 39.	732422104045	SWATHI R	II CSE
40.	732422104046	THIRUPATHI P	II CSE
41	732422104047	VASANTH A	II CSE
42.	732422104048	VASANTHKUMAR P	II CSE 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. 49.	732421104004	DIVAKAR S	III CSE
50.	732421104005	GOKUL S	III CSE
51.	732421104006	INDHU K	III CSE
52.	732421104007	NANDHINI S	III CSE
53.	732421104008	NIVETHITHA K	III CSE
54.	732421104009	PAVITHRA S	III CSE
55.	732421104010	PRAKASH P	III CSE
56.	732421104011	RAGU M	III CSE
57.	732421104012	RANJITH S	III CSE
58.	732421104013	SANJEEVAN R	III CSE
59.	732421104014	SAPNA PARVEEN A	III CSE
60.	732421104015	SATHYA M	III CSE
61.	732421104016	SHARAAPETCHI K	III CSE
62.	732421104017	SHARVIN P	III CSE
63.	732421104018	SOWNDHAR M	III CSE III CSE
64.	732421104019	SOWNDHARYA S	III CSE
65.	732421104021	SRISELVASAKTHIMAARI D	III CSE
66.	732421104022	THANGAVEL R	III CSE
67.	732421104023	VIGNESH MS	HICSE
68.	732421104024	YAZHINI P Dr. M. VIJAYAKUMAR ME., Ph.D., PR. M. VIJAYAKUMAR ME., Ph.D., Dr. M. VIJAYAKUMAR ME., Ph.D., Dr. M. VIJAYAKUMAR ME., Ph.D.,	
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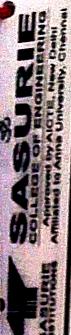


COLLEGE OF ENGINEERING Approved by AICTE. New Delhi Affiliated to Anna University, Chennal

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	732420104001	BALAJI M	IV CSE
69.	732420104002	DEPAKAR B	IV CSE
70	732420104004	KIRUBAKARAN M	IV CSE
71	732420104006	NIVETHA S	IV CSE
72.	732420104008	SUDHAKAR M	IV CSE
73.	732420104009	SUDHARSON R	IV CSE
74.	732420104010	VIGNESH M	IV CSE
75.	732420104501	PRIYA S	IV CSE
76. 77.	732422243001	ADEEF M	II AIDS
	732422243002	ANAND G NAMBOOTHIRI	-IIAIDS
78.	732422243003	DHANAVARSHINI P	IIAIDS
79.	732422243004	DIVYADHARSHINI A	IIAIDS
80.	732422243005	FAIZULRAHMAN K	IIAIDS
81.	732422243006	JOSHIKACHANDRA G	IIAIDS
82.	732422243007	MADHUSURYAKUMAR R	IIAIDS
83.	732422243008	MOHESWARAN K	IIAIDS
84.	732422243009	NAVEENKUMAR K	IIAIDS
85.	732422243010	RANJITHKUMAR R	IIAIDS
86.	732422243011	SARANYA E	IIAIDS
87.	732422243011	TAMILARASAN K	IIAIDS
88.	732422243013	ARUN A	III AIDS
89.		SANTHOSHKUMAR A	III AIDS
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Dr.M.VIJAYAKUMAR ME., Ph.D., SASURIE COLLEGE OF ENGINEERING, Vijayamangalam - 638 056, Tirupur (Dt).



DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

STUDENTS ATTENDANCE LIST-VALUE ADDEDCOURSE

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

From 12.02.2024 to 16.02.2024 (5dnys)

Duration: 30 Hours

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Dr.M. VÍJAÝAKÚMÁR ME, Ph.B.O. PRINCIPAL SASURIE COLLEGE OF ENGINEERING. Vijayamangalam - 638 056, Tirupur (Dt),

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STUDENTS ATTENDANCE LIST-VALUE ADDED COURSE

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CONTRACTOR	.No Reg No.		33. 732422104038 SARAN B	34. 732422104039 S	35. 732422104040 SELVAPRIYA	36. 732422104041	37. 732422104042	38. 732422104043 SRI RAJ	39. 732422104044 SUBASH M	40. 732422104045 SWATHI R	41. 732422104046	42. 732422104047	43. 732422104048	44. 732422104301	45. 732422104302	46. 732422104303	47. 732422104304	48. 732421104003	49. 732421104004	50. 732421104005 GOKUL	51. 732421104006 INDHU K		

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





		Report on Val	ue Ado	led (Our	CO.			en ett 3 fra et grade til med Salar i
Title: IT Ser	vice M	anagement and Business valu	ie: Strateg	ies for	Optin	nizing	Service Delive	ry	
Resource Person:	Ful C C	s.Sugithra, Istack developer, IUBE Technologies, Ide-638001	,	CEC C CI	,	echn	umar, ologies,		À
Date of conduct fr	om:	12.02.2024	To:	16.02	.2024		Duration:	30 1	Hours
Organized by:		COMPUTER SCIENCE C CUBE Technologies	ENGIN	EERII	VG an	d IQA	AC in associa	tion	with
Academic Year:		2023 – 2024			2 7 121	Sem	ester:	EVI	EN
Participant Year:	11,11	I,IV Year CSE,AI&DS			No.of	Stud	ents Participat	ed:	94
Venue: Lecture	hall o	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.

AssessmentProcess

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

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

VAC Cordinator

HoD/CSE

Principal

Dr.M.VIJAYAKUMAK ME., PILIA PRINCIPAL SASURE COLLEGE OF ENGINEERING, Vijayamangalam - 638 055, Tirupur (Dt),



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).

Head of the Department

Joseph John

Principal

BABURIE COLLEGE OF ENGINEERING.

Vijayamanyalam = 638 050, Tirupur (Dt).



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

those (

Principal

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



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).

Head of the Department

Horse D

Principal

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



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).

Head of the Department

- Pescily

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

Prìncipal



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).

Head of the Department

Principal

Dr.M.VIJAYAKUMAR ME., FN.D., FRINCIPAL SASURIE COLLEGE OF ENGINEERING,

Vijayamangalam - 638 066, Tirupur (Dt)



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

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

12.02.2024 to 16.02.2024 (5 days).

Head of the Department

Principal

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DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

TEST OUESTION PAPER-VALUE ADDED COURSE

From 12.02.2024 to 16.02 as From 12.02.2024 to 16.02.2024 (5days)

Duration: 30 Hours

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

A) To improve an approve and the most business needs 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

C) Microsoft Word

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p) Adobe Photoshop p) Adobe photop) Adobe photo A lacident Management

B) Change Management B) Cause Level Management

n) Problem Management

what does the "Service Operation" phase of ITSM focus on? A) Defining service strategies

g) Designing the service B) Designing and managing services on a day-to-day basis

() riving and improving services p) Reviewing and improving services

9. Which process is responsible for identifying and resolving the root causes of recurring incidents?

B) Problem Management

C) Change Management

D) Release Management

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

B) Incident Management

C) Service Continuity Management

D) Financial Management

II. 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

E. 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

OAlist 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 of monitor the analysis of the smooth transition of services from development to production of the analysis of the smooth transition of services from development to production of the services from the services of the service Dr.M.VIJAYAKUMAR ME., Ph.D.,

B) To monitor the smooth transition of SCI.

OTo handle service disruptions

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Approved by AICTE. New Delni Affiliated to Anna University. Chennai

D) To mage customer complaints Normal of the following ITIL processes helps identify and manage the risks associated with IT services? 16 White Continuity Management A Savice Continuity Management Alsa, Management,

Birner Management Configuration Management

What is the role of "Financial Management for IT Services"? 17. What is the loss are delivered on time

A) To manage the costs associated with delivering IT services

(a) To handle financial transactions for IT vendors

O To handle mancial reporting

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

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

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

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

b) 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 A) Service Strategy

B) Service Design

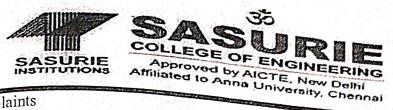
C) Savice Level Management D) Problem Management

4. What is the purpose of "Knowledge Management" in ITSM? A) To provide accurate and up-to-date information to support service operations.

PRINCIPAL

SASIRIE COLLEGE OF ENGINEERING, In Provide accurate and up-to-date information and control changes to IT systems

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O) To track customer complaints O) To track customer of IT services

D) To audit the performance of IT services

Which ITIL practice is most concerned with understanding and managing the performance of IT services in inc with business, needs? A) Service Level Management

B) Capacity Management O Service Continuity Management

O) Availability Management







DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

TEST OUESTION ANSWER KEY- VALUE ADDED COURSE

From 12.02.2024 to 16.02.2024 From 12.02.2024 to 16.02.2024(5days)

Duration:30 Hours

Academic Year : 2023 -2024 /EVEN

Date of Test :16.02.2024

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









DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

TEST QUESTION PAPER-VALUE ADDED COURSE

From 12.02.2024 to 16.02.2024

From 12.02.2024 to 16.02.2024 (5days)

puration:30 Hours

Academic Year: 2023 -2024 /EVEN

Date of Test:16.02.2024

MULTIPLE CHOICE OUESTIONS (25X1=25 Marks)

Name of the Student:

Year/Sem:

AU Register Number:

Answer all the questions:

Management (ITSM)?

To improve the technical skills of IT staff

To deliver high-quality IT services that meet business needs

To reduce the cost of IT infrastructure

NTo implement new technologies in IT systems

.Which ITSM framework is widely adopted to align IT services with business needs?

III (Information Technology Infrastructure Library)

COBIT (Control Objectives for Information and Related Technologies) \angle

1ISO/IEC 27001

Six Sigma

Mat does the "Service Lifecycle" in ITIL primarily focus on?

Monitoring IT infrastructure

The stages through which IT services progress Developing new IT technologies

Managing IT security incidents

Mich of the following is an objective of the "Service Strategy" phase in ITSM? To define the service provider's vision and objectives

To the services are delivered on time

In implement operational procedures for services

logist operations. 1.

Mat is the purpose of the "Service Design" phase in ITSM? In the purpose of the Joesplus service performance
Joesplus eservice meets customer requirements

He service incidents

Stryice requests

Recommendation of the following is an example of an IT service management of the principal principal prices. The principal prices of the principal The following is an example or an example or

SASURIE COLLEGE OF ENGINEERING, Vijayamangalam - 638 056, Tirupur (Dt).



Microsoft Word Padobe Photoshop Philipped of the following ITIL processes is responsible for managing service disruptions and incidents? Alleident Management Mchange Management Service Level Management n Problem Management What does the "Service Operation" phase of ITSM focus on? N Defining service strategies B) Designing the service Morarding and managing services on a day-to-day basis p) Reviewing and improving services Which process is responsible for identifying and resolving the root causes of recurring incidents? A) Incident Management BProblem Management C) Change Management D) Release Management M. 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 The technical specifications of IT infrastructure D) The number of IT services provided D. 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 ATo develop new IT services D) To prevent all changes to the IT environment A) Faster product 1 A)Faster product development Improved customer satisfaction ORaduced staff turnover b) hereased server performance A contract between the IT team and the business outlining the level of service expected Alice ment that specific team and the business outlining the level of service expected that specific team and the business outlining the level of service expected that specific team and the business outlining the level of services. A document that specifies the pricing for IT services A document that specifies the pricing for 1. ... b) A list of technical requirements for I'I systems b)Atimeline for service delivery What is the primary function of "Release Management" in ITSM? What is the primary function of "Release Management" in ITSM?

The chartest the smooth transition of services from development to produpte. VIJAYAKUMAR ME., Ph.D..

PRINCIPAL

SASURIE COLLEGE OF ENGINEERING. to monitor the performance of IT services

Vijayamangalam - 638 056, Tirupur (Dt).





of the state of th of to marage customer complaints plomase plomase following ITIL processes helps identify and manage the risks associated with IT services? Which of the Continuity Management Management Management Management Octange Management Octange Management Octange Asset and Configuration Management Il. What is the role of "Financial Management for IT Services"? 17. What is the lost services are delivered on time A To ensure that I is a services with delivering IT services and the financial transactions for IT vendors of To handle financial transactions for IT vendors O To handle immission with regulatory financial reporting 18. Which of the following is a key strategy for optimizing service delivery in ITSM? Maplementing an automated system for incident response B) Reducing the number of IT staff OCuting 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 Mcontinual Service Improvement M. 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 B) 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 To restore normal service operations as quickly as possible b) To identify and resolve the root cause of incidents Which ITSM process is focused on ensuring that IT services align with the needs and expectations of A) Service Strategy On Strvice Design Service Level Management

Diproblem Management

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

Diprovide accurate and up-to-date information to support service operations

SA

Dr.M.VIJAYAKUMAR ME., Ph.O.,

SASURIE COLLEGE OF ENGINEERING, Vijayamangalam - 638 055, Tirupur (Dt).



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ploudick customer complaints 1) To and it the performance of IT services

Biblight Bractice is most concerned with understanding and managing the performance of IT services in in with business needs? NSavice Level Management

p)Capacity Management Service Continuity Management

Management p) Availability Management

Dr.M.VIJAYAKUWAR ME., Ph.D.

PRINCIPAL

SASURIE COLLEGE OF ENGINEERING. Vijayamangalam - 638 056, Tirupur (Dt).

AND CONTROL STATE OF THE STATE

DEPARTMENT OF COMPUTER SCIENCE ENGINEERING

ASSESMENT SHEET-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

OVERALL Score(100)	(50% of B) +50% of B)	98		83	292	83	80	80	83	83	88	83	68	86	88	82	1
VAC-MCQ TEST	MCQ Score(100) (B)	77	1	92	72	92	80	80	26	92	76	92	84	72	76	84	
VAC-M	No.of Correct Answers	18		19	81	19	20	20	19	61	19	19	21	81	61	21 18	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Àttendance Details	AttendanceScore (100)(A)	001		06	80	06	08	80	06	06	100	06	80	100	06	80	
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	Year/ Branch	II CSE	100 11	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	II CSE	
	Name of the Student	ABISHEK J		AKILESH KUMAR S	ARUNKUMAR A	ASWIN S	BASHARATH MAHMOOD S	BASKAR S	DEEPAK V	DEEPAKRAJ R	DHARSHINI R	DHARUN T	FARGATH A	GUHAN K.R	GURUPRASAD R	HARIJEEVA M	
	Reg No.	732422104001		732422104002	732422104004	732422104005	732422104006	732422104007	732422104008	732422104009	732422104010	732422104011	732422104013	732422104014	732422104015	732422104016	
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ASSESMENT SHEET-VALUE ADDED COURSE

Name of the Student	1				Attendance Details	Details	VAC-MCQTEST	ST	OVERALL
HARIRKISHNAN B II CSE 33 90 19 76 HARIPRIYA V II CSE 36 100 19 76 HUNDHAYA VISHVA A II CSE 36 100 19 76 HENA D II CSE 36 100 21 84 72 HENA D II CSE 35 90 19 76 8 HENA D II CSE 36 100 19 76 8 KARTHIKA K II CSE 36 100 18 72 84 MAHESWARI T II CSE 33 90 21 84 87 MAHESWARI T II CSE 33 90 21 84 87 MAHASWARI T II CSE 33 90 21 84 87 MAHASWARI T II CSE 33 90 21 84 87 MATHAVAN C II CSE 33 90 20 80 80 MANDHINI M	Reg No.		Name of the Student	Year/ Branch	No. of Hours Attended	Attendance Score (100)(A)	No. of Correct Answers	MCQ Score(100) (B)	(50%of A +50% of B)
HARIPRIYA V	732422104017		HARIKRISHNAN B	II CSE	33	06	61	92	83
II CSE 36 100 19 76 19 76 19 100 19 100 19 100 19 100 19 100 19 100 19 100 1	732422104018	1	HARIPRIYA V	II CSE	33	06	61	92	83
II CSE 30 80 18 72 19 19 19 19 19 19 19 1	732422104019			II CSE	36	100	19	76	88
HEEVA S II CSE 36 100 21 84 1 HEEVA S II CSE 33 90 19 76 8 KAALAISELVAN R II CSE 36 100 19 76 8 KAALAISELVAN R II CSE 36 100 18 72 8 MAHESWARI T II CSE 33 90 21 84 87 MAHESWARI T II CSE 33 90 21 84 87 MAHEWAN C II CSE 36 100 18 72 86 MAHEWAN LAMAED HAMEEMMUL ANSARI CJ II CSE 36 100 18 76 80 MAYEN KUSHNAN M II CSE 36 100 18 76 86 MAYEN KUMAR V II CSE 36 100 19 76 88 MAYEN KUMAR V II CSE 30 80 18 76 86 MAYEN KUMAR V II CSE 30 80 18 <td>732422104020</td> <td></td> <td></td> <td></td> <td>30</td> <td>80</td> <td>18</td> <td>72</td> <td>76</td>	732422104020				30	80	18	72	76
HEEVA S	732422104021				36	100	21	84	92
KALAISELVAN R IICSE 36 100 19 76 78 KARTHIKA K IICSE 36 100 18 72 84 9 MAHESWARI T IICSE 33 90 21 84 8 MATHAVAN C IICSE 36 100 18 72 86 MANDHINI MR IICSE 36 100 18 76 86 MAVEENA MA IICSE 33 90 19 76 88 MAVEEN KUMAR V IICSE 36 100 19 76 88 MAVEEN KUMAR V IICSE 30 80 18 76 86 MAVEEN KUMAR V IICSE 30 80 19 76 <td>732422104022</td> <td></td> <td>1</td> <td></td> <td>33</td> <td>06</td> <td>19</td> <td>76</td> <td>83</td>	732422104022		1		33	06	19	76	83
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	732422104037			II CSE	36	100	118	72	78 8

Dr.M.VIJAYAKUMAR ME., Ph.D..
PRINCIPAL
SASURIE COLLEGE OF ENGINEERING,
Vijayamangalam - 638 C55, Tirrpur (Dt).



MILEGE OF ENGINEERING

ASSESMENT SHEET-VALUE ADDED COURSE

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S.No.	Reg No.	Name of the Student	Venr/ Branch	No. of Hours Attended	Attendance Score (100)(A)	No. of Correct Answers	MCQ Score(100) (B)	(50%01A +50% of B)	
123	732422104038	SARAN B	II CSE	30	80	20	80	80	700
37.	732422104039	SARAVANAN R	II CSE	33	06	61	76	83	
33	732422104040	SELVAPRIYA C	II CSE	33	06	19	76	83	1
36.	732422104041	SHANMATHI CT	II CSE	36	100	61	76	88	
37.	732422104042	SIKKANTHAR BATHUSHA R	II CSE	36	100	8	7.2	95	
38	accommoderic	SRI RAJ. S	II CSE	33	06	01	32	0.0	1
30	732422104044	SUBASH M	II CSE	08	00		0/	93	1
9	732422104045	SWATHI R	II CSE	33	00	20	72	92	- 1
17	732422104046	THIRUPATHI P	II CSE	30	06	61	76	83	_
약	732422104047	VASANTH A	II CSE	30	OS O	20	80	80	_
43.	732422104048	VASANTHKUMAR P	II CSE	1	80	20	80	80	_
4	732422104301	ARUN PRAKASH G	II CSE	5 18	06	61	92	83	_
4.	732422104302	DHANUSH B	II CSE	36	06	19	76	83	_
46.	, 732422104303	GUNASEKAR S	II CSE	33	001	61	92	88	
47.	732422104304	NITHISH KUMAR V	II CSE	30	06	19	76	83	
48.	732421104003	DHARUNKUMAR M	III CSE	36	08	21	84	82	
49.	732421104004	DIVAKAR S	III CSE	33	100	18	72	86	
50.	732421104005	GOKUL S	III CSE	36	06	80	76	83	
51.	732421104006	INDHU K	III CSE	33	001	81	72	86	
32.	732421104007	NANDHINI S	III CSE	30	0. N. M. M. A.	5	76	83	
53.	732421104008	NIVETHITHA K	III CSE	13		DI.IVI. VINATAKUMIAK ME., Ph.D., 72	, Ph.D.,72	26	-
			_		SASHRIF COLLE	SASHBIE GOLLEGE OF ENGINEEDING	92 JNB	83	

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ET-VALITE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	III CSE	IV CSE	IV CSE	IV CSE	200 1	IV CSE	II AIDS	IIAIDS		IIAIDS				
	2 6	D VOLLAN	M ODEN	SANIETVAN P	١ ا	CATTILL A		SHAКAAРЕТСНІ К	SHARVIN P	SOWNDHAR M	SOWNDHARYA S	SRISELVASAKTHIMAARI D	THANGAVEL R	VIGNESH M S	YAZHINI P	BALAJI M	DEPAKAR B	KIRUBAKARAN M	o vittemin	NIVELHA S	SUDHAKAR M	SUDHARSON R	VIGNESH M	PRIYA S	ADEEF M	ANAND G NAMBOOTHIRI	DHANAVARSHINI B	
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Vijayamangalam - 638 056, Timpur TOTA





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DIVYADHARSHINI A	FAIZULRAHMAN K	JOSHIKACHANDRA	MADHUSURY AKUMAR P	MOHESWARAN K	NAVEENKUMAR K	RANITHKIMAAR	NAMONITIES.	SAKANYA E	I AMILARASAN K	ARUN A	SANTHOSHKUMAR	SIVAKIIMAR TV	MADHAN KIMAP C	NAMON NAMES	BHARADHWAJ S	KATHIRAVAN TJ	INTHARESH P	
732422243004	/32422243005	732422243006	732422243007	732422243008	732422243009	732422243010	732422243011	רוטבעררערגר	\$100 H777 L701	732421243001	732421243003	732421243004	732421243301	737470747001	732420243001	/32420243002	732420243301	
80.	81.	82.	83.	84.	85.	86.	87.	×		.68	90.	91.	92.	003	73.	94.	95.	



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



