



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in Information Technology
Second Year, Second Semester Examination -- 2022
HNDIT4242-- Computer Services Management

Instructions for Candidates:

No. of questions : 06

Answer any **five (5)** questions only.

No. of pages : 02

Every question carry equal marks

Time : Three (03) hours

Question 01.

- i. What is the definition of a service in the context of computer services management?
[04 Marks]
 - ii. Provide five examples of intangible aspects of services?
[05 Marks]
 - iii. What are the distinctions between stated and unstated customer needs in the process of designing IT services?
[05 Marks]
 - iv. Write six methods or metrics that can be used to measure customer satisfaction with computer services?
[06 Marks]
- [Total 20 Marks]**

Question 02.

- i. Write two methods for enhancing the delivery and value of IT services through fostering strong relationships and collaboration with customer businesses?
[04 Marks]
 - ii. What is the Capability Maturity Model (CMM) for software?
[05 Marks]
 - iii. Write five maturity levels of the Capability Maturity Model (CMM) for software
[05 Marks]
 - iv. Write three strategies that can be employed to streamline IT service delivery processes and achieve operational efficiency and briefly explain them?
[06 Marks]
- [Total 20 Marks]**

Question 03.

- i. What are the key components of an IT service management framework? [04 Marks]
- ii. What are the five departments typically managed under the IT Services Department of a company? [05 Marks]
- iii. Write five roles of a Computer Services Manager? [05 Marks]
- iv. Why should frameworks and standards be used in computer services management? List six reasons. [06 Marks]

[Total 20 Marks]

Question 04.

- i. What is the ITIL framework? [04 Marks]
- ii. Write five objectives of the ITIL framework? [05 Marks]
- iii. Outline five advantages of incorporating the ITIL framework into an organization's IT service management practices. [05 Marks]
- iv. What are three common challenges organizations may face when implementing the ITIL framework, and how can they be addressed? [06 Marks]

[Total 20 Marks]

Question 05.

- i. Write four the primary functions of a help-desk [04 Marks]
- ii. Write four primary functions of a service-desk [04 Marks]
- iii. Write three key responsibilities of a customer account manager in the context of IT service management and Explain them? [06 Marks]
- iv. Write three strategies that can be employed to ensure clear and consistent communication between customer account managers and their clients and Explain them. [06 Marks]

[Total 20 Marks]

Question 06.

- i. What is a business process and why is it important for organizational efficiency in computer services management? [04 Marks]
- ii. Write four steps involved in the ITIL process of Service Level Management? [04 Marks]
- iii. What is meant by end-to-end service in the context of ITSM? Write three key aspects of End-to-End Service in ITSM. [06 Marks]
- iv. Write three challenges in securing funding for IT projects, and how can they be addressed? [06 Marks]

[Total 20 Marks]