

SREERAM ACADEMY – IPCC MAY 2012 - ITSM

Dear Friends,

18th Nov, 2011

Greetings! Your path to the stars is aligned in front of you. All you need is your willingness to pursue. There is no excuse on that account. Some people don't know what they want. They flounder from here to there and back, maybe even banish themselves to the island of lost souls and they are still none the wiser.

Conversely other people know exactly what they want. They have known it for quite some time, they have a plan, but they can't seem to get it right.

While it's good to have a plan, sometimes the best laid plans can go awry. As frustrating as it is, you can get through the maze knowing these amazing techniques.

Mental faculties. *Keep them sharp like a butcher's knife. This prepares you to cut through the unnecessary, unacceptable, undesirable, unhappiness. Keep all of the "uns" under control and stay aware.*

Sacrifice. *You have to prioritize your life. You may have to give up "fun" for a while. Fight the urge to quit before you get your feet off the ground. Self-defeat is the worst kind, some never recover. Delete what's not important and focus.*

Patience. *There is no such thing as overnight success. Be willing to put the time in and you will get further than you imagined. Good things are worth waiting for.*

Flexibility. *There is more than one way to skin a cat (a curious adage). If you have tried one method and it has failed, try another and another. Be willing to bend.*

Know your capabilities. *If you can't find it or do it, ask for assistance. People are willing to help if you just ask. Your enthusiasm will wear off on them.*

Your success is as unique as your fingerprint. *In fact, it IS your fingerprint, your imprint, your spin, your creation. Don't try to emulate anyone else's success - innovate. You have your own hurdles and your own clear paths, (maybe the person you should meet knows your fifth cousin's friend's uncle). Use your uniqueness; your own set of circumstances.*

Now that you know some techniques to help you get what you want, there is no excuse not to follow your dreams.

I have given you 3 mission pack papers – 2 on IT and the last on SM. Each mission pack is for 50 marks. Kindly make a sincere attempt and finish it on time. I have framed it such a way that you can complete each mission pack within a week. So you get activity for the first 3 weeks.



Good Luck,

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MISSION PACK- 1

Dec 3rd - Dec 10th

(A) Describe briefly the following terms: (5 X 1)

1. VPDN
2. Folder
3. DDL compiler
4. Shareware
5. Clock speed

(B) Explain each of the following: (5X1)

1. Real time data warehouse
2. MMX
3. Online backup
4. Index field
5. Operating system

2. Answer the following questions:- (10)

Define an expert system. Describe the components of an Expert System (7 marks)

(Or)

Describe the ways a computer network can help business? (7)

What are the challenges faced by the management of a data centre? (3)

3. Answer the following.(10)

Describe in brief the various components of a data client server architecture. (4)

Why documentation is required? List any 4 types of documentation required to be prepared prior to delivery of customized software to a customer. (2 +4= 6)

4. What do you understand by the term EFT? Describe in brief, the different EFT systems in operations. (5)

Explain the OSI model of communication. (5)

5., What do you mean by term flowchart? Draw a program flowchart to find the sum of first 100 odd numbers. (2+8= 10)

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MISSION PACK -2

Dec 11th - Dec 17th

1.A. Describe briefly the following terms: (5X1)

- LSI circuit
- Touch screen
- USB connectors
- Network Layer
- Data Dictionary
- RISC
- SCSI
- Wi-Fi
- Linked list
- Meta Data

B. Explain each of the following:- (5X1)

- BIOS
- Transaction log
- Random access (hint- it's not RAM, its random access)
- FAT
- E- MAIL
- Open source software
- Firewall
- Intranet
- Multitasking
- Address bus

3. A. Explain the value added services a data centre provides. (5)

B. Describe “caching server” and “proxy server”. How are they different from each other? (5)

4. A. Discuss the attributes of LAN. (5)

B. What is integrated services digital network (ISDN)? What are its advantages? (5)

5, Write short notes: - (5 X2)

- Bluetooth Technology
- Explain URL format with suitable example.
- Program debugging
- Object oriented programming.
- Functions of communication software.

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MISSION PACK- 3

Dec 18th – 24th

1. Explain the meaning of the following strategy and also give suitable examples (one example each). (7)
 - Forward integration
 - Backward integration
 - Horizontal integration
 - Conglomerate integration
 - Divestment
 - Liquidation
 - Concentric diversification
2. Distinguish between the three levels of strategy formulation. (3)
3. Write a note on marketing mix (3)
4. What tips can you offer to write the “right” mission statement? (4)
5. What is the need for turnaround strategy? (3)
6. An industry comprises only of two firms – Soorya Ltd. And Chandra Ltd.. Form the following prepare information relating to Soorya Ltd. Prepare BCG matrix: (5)

Product	Revenues (Rs)	Percent revenues	Profits (Rs)	Percent profits	% market share	% industry growth rate
A	6 CR	48	120 LAKHS	48	80	+15
B	4 CR	32	50 LAKH	20	40	+10
C	2 CR	16	75 LAKH	30	60	-20
D	50 LAKH	4	5 LAKH	2	5	-10
TOTAL	12.5 CR	100	250 LAKH	100		

7. What are the competitive forces in an industry as described by Porter? (5)
8. What is Six Sigma? How is it different from other quality programs.? Explain in brief themes of six sigma. (5)
9. Explain TOWS matrix and Ansoff’s Matrix in brief. (10)
10. Define BPR. Outline the steps there in.(5)

