



QP CODE: 25021711



Reg No :

Name :

B.VOC DEGREE REGULAR/REAPPEARANCE EXAMINATIONS, MARCH 2025

Sixth Semester

B.Voc Software Quality Assurance and Quality Control

SQACG601 - ISO 20000 AND AUDITING

2018 Admission Onwards

BF8FE2CF

Time: 3 Hours

Max. Marks : 80

Part A

*Answer any **ten** questions.*

*Each question carries **2** marks.*

1. What are the activities in Service Level Management?
2. Draw Financial Cycle.
3. Define Reactive Problem Management.
4. What is the difference between an incident and a problem?
5. What you mean by CMMI?
6. Define the term Simple chart.
7. What do you mean by software Risk Analysis?
8. Explain Act in PDCA.
9. What all are the investments customer could have in auditees delivery?
10. Define a matured work culture.
11. What you mean by Project status report?
12. Explain Temporary actions.

(10×2=20)

Part B

*Answer any **six** questions.*

*Each question carries **5** marks.*

13. Write the benefits that IT service management gives to the organization.





14. Write about ISO/IEC 20000 standard.
15. Explain the term a) Control b) Status Accounting.
16. Name and explain various options for release in Release Management.
17. Types of project management system.
18. Define following things in the context of scheduling : a) Interdependencies b) Partially Completed.
19. What is work sheet/checklist?
20. What are included in the Findings form?
21. What is Audit Follow-up and closure?

(6×5=30)

Part C

*Answer any **two** questions.*

*Each question carries **15** marks.*

22. Write briefly about Management of ISO/IEC 20000.
23. Discuss on the topic Resolution processes.
24. Explain PDCA in detail.
25. Elaborate on Audit Followup and closure.

(2×15=30)

