Assignment 1

The assignment is for 10 marks.

Guideline for downloading the assignment:

- Once you have downloaded the assignment question paper from the LMS, answer the questions.

Answer the following questions:

1. Write down the full form of ITIL.   (2 marks)

2. Explain in your own word what do you understand by Incident and service request.   (4 marks)

3. Explain in your own words blue screen error.   (2 marks)

4. Write down the usage and features of Skype.   (4 marks)

Guidelines for uploading the assignment:

- Once you have completed the assignment, you will be required to upload the same on the LMS.
- You may also click a photograph of the completed assignment and upload the same in a picture format on the LMS within the given time frame.