(1)
$$f(z) = \frac{1}{(z^2+4)(z^2-2z+2)}$$

$$= \frac{1}{(z+2i)(z-2i)(z-1+i)(z-1-i)}$$

$$Res[2i] = \lim_{Z \to 2i} \frac{1}{(Z+2i)(Z-1+i)(Z-1-i)}$$

$$= \frac{1}{16-8i} = \frac{1}{8(2-i)}$$

$$= \frac{1}{16+8i} = \frac{1}{8(2+i)}$$

$$=\frac{1}{(1-i)(1+3i)2i}$$

$$=\frac{1}{-4+8i}=-\frac{1}{4(1-2i)}$$

$$=\frac{1}{-4-8i}=-\frac{1}{4(1+2i)}$$