INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

FACULTY OF SCIENCE AND TECHNOLOGY

END OF SEMESTER EXAMINATIONS - APRIL 2025

PROGRAMME: MIT
YEAR/SEM: YEAR 1/SEMESTER 2
COURSE CODE: MIT810
NAME: IT STRATEGIC AND INFRASTRUCTURE MANAGEMENT

DATE:
TIME:

INSTRUCTIONS TO CANDIDATES:

SECTION A

Attempt all Questions (40 marks)

Question 1:

a) Explain any four key components of IT Infrastructure Management (**8 marks).**
b) Elaborate on any five benefits of effective of IT Infrastructure Management (**10 marks**).
c) Discuss any five core processes of IT Service Management (ITSM) (**10 marks**).
d) Provide at least six benefits of IT Service Management (ITSM) (**12 marks**).

Question 2:

a) Explain the factors that a company would consider when choosing the right service desk software (**8 marks**).

b) Illustrate and explain the service request fulfilment process **12 marks)**
c) Discuss the most influential IT Service Management (ITSM) frameworks **(6 marks)**
d) Explain the types of IT Services **(8 marks)**
e) With examples, differentiate between an IT help desk and a service desk **(6 marks)**

SECTION B

Attempt only 3 Questions. Each Question carries 20 marks

Question 1:

A company with many clients that request remote services is faced with a problem of failure to know the number of services requested per day, which services were successfully provided, the pending service requests and the level of customer satisfaction. An IT Consultant, advise the company on the following;

a) The right service request fulfilment process based on ITIL recommendations. Also illustrate it **(12 marks)**

b) Recommendations for what to prioritize to get closer to customers **(8 marks)**

Question 2:

An IT company provides various services to clients such as internet services and off- the-shelf software. But clients are getting frustrated because when they get issues, they send emails to the company seeking solutions and they get late responses like after a week. And other clients never get response because theirs go to the Spam. As a newly recruited IT Manager;-

a) How can the company categories the various IT services requested by the clients **(8 marks)**

b) Explain at least 6 best practises that the company should follow for better service request management (12 marks)

Question 3:

A company has over 10 years in the field providing IT services to customers. However, the client base keeps reducing and the remaining customers keep complaining of poor IT services received. As an IT Consultant;

a) Advise on the various quantifiable guidelines that the company can use for measuring and reporting on IT performance **(10**

marks)

b) Advise on the best practises for successful measuring and reporting on IT performance **(10 marks)**

Question 4:

A company is faced with a challenge is clients calling random employees seeking for help on various IT issues that they face. The company therefore seeks to create a single central point of contact for users having IT issues. As an IT Consultant;

a) Advise on the best practises that the company should follow while creating the single point of contact for clients with IT issues (**12 marks**).

b) Advise on the priorities that they should apply in order to have a strong service request management practice (**8 marks**)

Question 5:

A company provides IT services and verbally promises its clients excellent quality services accompanied with super-fast responsiveness in-case of issues. However, the clients are not satisfied and put pressure on the company to formalize the service expectations by creating contractually agreed upon terms for services. As the IT manager;

a) Define the process of how to set contractually agreed upon terms for services (**10 marks**)

b) Educate your bosses on the advantages of having contractually agreed upon terms for services (10 marks)

Question 6:

A company has a service level agreement (SLA) that they use to formalise their relationship with clients and to also formalize the service expectations. However, clients complain that the is not effective. As an IT consultant,

a) Advise the company on the best practises for taking the SLAs to a whole new level of ease and effectiveness software (**10**

marks).

b) Advise the company on the challenges that they could face in creating a SLA (6 marks)

c) Differentiate between Service Level Agreements (SLAs) and Key performance indicators (KPIs) **(4 marks)**

Question 7:

A company has over 10 years in the field providing IT services to customers. However, the client base keeps reducing and the remaining customers keep complaining of poor IT services received. What hurts customers the most is the fact that the IT team cannot meet their needs fully the first time they contact them. They always have to call back over and over again for their requests to be solved. The company directors want a way of measuring the rate of first call resolutions. As an IT Consultant;

a) Advise on the company directors on the best practices for measuring first call resolution **(12 marks)**

b) Advise on the company directors on other best practises for successful measuring and reporting on IT performance other than first call resolutions **(8 marks)**

Question 8:

A company with over 200 employees is faced with a problem of its employees complaining that their IT Team can not fix their issues in a timely manner. The IT Team software is also overwhelmed by the number of issues reported per day via individual emails and non-documented phone calls to random IT Team members. The IT Team is thinking of a way to establishing a first point of contact (help desk) for all employees so that they can easily accept, track, and respond to support requests in an organized fashion. As an IT Consultant,

a) Advise the IT Team on the various types of IT help desks that can be categorised (**6 marks**)

b) Recommend the specific type of IT help desk that is best suited

to solve the company situation (**4 marks**)

c) Advise the IT Team on the various functions that would be performed by the help desk (**10 marks**)

Question 9:

You have been hired as the IT Manager of a company of over 200 employees. The company's IT Team established a help desk that they are using to receive and handle issues reported by both its internal employees and the clients. However, the help desk is based on emails and non-tracked phone calls. There is no way of tracking the number of issues reported, those solved, those pending and generating statistics on the various issues solved or not solved over a given period of time. As the new IT manager, you have to convince your bosses to buy and implement a help desk software

a) What reasons would you give to your Boss convincing them to implement a help desk software (**8 marks**).

b) If your Boss agrees to buy a help desk software, recommend at-least six features that you would wish the help desk software to provide (**12 marks**)

Question 10:

Providing excellent IT support services requires collaboration and open communication between the software development Team and the IT operations Team. This is way is termed as "running the IT support the DevOps way".

a) Explain the benefits of running the IT support the DevOps way (**10 marks**)

b) Elaborate on the best practises for implementing DevOps for IT services **(10 marks)**

Question 11:

A company has over 10 years in the field providing IT services to customers. However, the client base keeps reducing and the

remaining customers keep complaining of poor IT services received. What hurts customers the most is the fact that the IT team cannot meet their needs fully the first time they contact them. They always have to call back over and over again for their requests to be solved. Now the customers want a way of interacting directly with an IT Support professional using a chat platform and get their issues solved in real-time. As an IT Consultant;

a) Advise on the benefits of having customers directly interacting with an IT Support professional in real-time using a chat platform **(10 marks).**
b) Advise on the best practises for having customers directly interacting with an IT Support professional in real-time using a chat platform **(10 marks).**

Question 12:

Implementing a service catalog is an efficient way to improve service request management.

a) Explain the types of service catalog that exist **(4 marks)**
b) Discuss the critical components of an IT service catalog **(4 marks)**
c) Elaborate on the best practices for creating an IT service catalog **(12 marks)**