

URUMU DHANALAKSHMI COLLEGE, TIRUCHIRAPPALLI – 19

[Accredited (Cycle-II) with 'A' Grade by NAAC]

DEPARTMENT OF COMPUTER SCIENCE

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## INSTRUCTION TO THE STUDENTS

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### Steps for the submission of the assignment

1. Write the answers on sheets.
2. Take photo of these written sheets.
3. Open MS word, insert all the photos using insert menu.
4. Save the word file
5. Send the file to [iiibscsexam@udc.ac.in](mailto:iiibscsexam@udc.ac.in)

### On the first page of the assignment, write the following details

1. Name
2. Roll No
3. Regno
4. Class
5. Subject\_name

If you need any further clarification, contact the HOD.

**URUMU DHANALAKSHMI COLLEGE, TIRUCHIRAPPALLI – 19**  
**[Accredited (Cycle-II) with 'A' Grade by NAAC]**  
**DEPARTMENT OF COMPUTER SCIENCE**  
**B.Sc., - III Year**  
**OPERATING SYSTEMS (16SCCCS8)**

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**ASSIGNMENT-1**

**SUBMISSION- DATE : 16-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. What is Loosely Coupled System?
2. Difference between Multiuser and Multiprocessing?
3. Define Mapping.
4. What is Master Slave?
5. Define Page Map Table.
6. Define Deadlock.
7. Define Process Synchronization.
8. Define Spooling.
9. What is Sequential Access Memory?
10. Write the responsibilities of File Manager?

**PART- B**

**ANSWER ALL THE QUESTIONS**

- 11(a) What are the advantages of Distributed System?  
(b) Explain the types of Operating System
- 12 (a) Detail about Partition Memory Management.  
(b) Describe Fragmentation and its types.
- 13 (a) What are the methods for Handling Deadlock?  
(b) Explain Process Control Block.
- 14 (a) Discuss about Direct Access Storage Device.  
(b) What are the characteristics of Device Management?
- 15 (a) Explain how to interact with File Manager.  
(b) Write a short note on File Name Conventions?

**PART-C**

**ANSWER ALL THE QUESTIONS**

16. Describe Object Oriented Design.
17. Memory Management Techniques. Explain
18. Detail about Seven step Models of Deadlock.
19. Describe the Components of I/O system.
20. Explain Access Control Verification Methods, Module and Methods.

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**DEPARTMENT OF COMPUTER SCIENCE**  
**B.Sc., - III Year**  
**PROGRAMMING IN PHP (16SCCCS9)**

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**ASSIGNMENT-1**

**SUBMISSION- DATE : 18-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define Static Variables
2. What is the use of echo statement?
3. Define user-defined function in PHP.
4. What is meant by \$\_SERVER?
5. Define Member variable and Member function.
6. What is meant by Inheritance?
7. What is Session?
8. What are the functions available in files?
9. What is the purpose of AJAX?
10. How to display images in HTML pages?

**PART- B**

**ANSWER ALL THE QUESTIONS**

11. a. Describe shortly about variables scope in PHP.  
b. Explain string functions in PHP.
12. a. How to read data in web pages? Discuss.  
b. Explain \$\_SERVER object in PHP.
13. a. Discuss shortly about Class in PHP.  
b. What is final keyword? Explain with example.
14. a. Explain fopen() and fclose().  
b. How to open and close database connection in PHP? Explain.
15. a. Explain how to download images using Ajax.  
b. How to create XMLHttpRequest objects?

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. List out the advantages of PHP
17. Elaborate the term Super Global variables in PHP.
18. Discuss briefly about the concepts of OOP.
19. Explain session in PHP with a proper example.
20. Describe in brief about drawing images using AJAX.

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**DEPARTMENT OF COMPUTER SCIENCE**  
**B.Sc., - III Year**  
**BUSINESS PROCESS OUTSOURCING (16SMBECS2:3)**

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**ASSIGNMENT-1**

**SUBMISSION- DATE : 20-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. What are the basics of outsourcing?
2. What is meant by offshore BPO?
3. What is a call centre?
4. What are the merits of a call centre?
5. Define the term ‘Health care BPO’.
6. List the major activities in the health care BPO.
7. Define the term ‘insurance’.
8. What is meant by transaction processing?
9. What is meant by knowledge process outsourcing?
10. List the careers in human resource BPO.

**PART- B**

**ANSWER ALL THE QUESTIONS**

11.
  - a) Explain the growth drivers of BPO.
  - b) Why BPO is important? Explain.
12.
  - a) Discuss the different types of call centres.
  - b) Explain the salient features of call simulation.
13.
  - a) What are the advantages of healthcare BPO out sourcing?
  - b) What are the issues involved in health care BPO?
14.
  - a) Discuss the activities of financial services company.
  - b) What is the significance services involved in BPO?
15.
  - a) What is the necessity for outsourcing HR?
  - b) What is meant by publishing BPO? Explain its need.

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. What are the categories of Outsourcing? Give examples for each.
17. Explain the types of call centers. Also discuss on the issues and problems in BPO Industry.
18. Describe the threats and challenges of healthcare BPO.
19. Explain in detail about quality initiative and management philosophy.
20. Elucidate the current trends in outsourcing in India.



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**ASSIGNMENT-2**

**SUBMISSION- DATE : 24-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define Real Time Operating System.
2. What is Compaction?
3. Define Swapping.
4. What is mean by OMR and MICR?
5. Define Error Handling.
6. What is PCB (Process Control Block)?
7. Define Starvation.
8. Define Parallel Processing.
9. What is Data Compression?
10. What is File Management?

**PART- B**

**ANSWER ALL THE QUESTIONS**

- 11 (a) What are the advantages of Distributed System?  
(b) Explain the types of Operating System
- 12 (a) Detail about Partition Memory Management.  
(b) Describe Fragmentation and its types.
- 13 (a) What are the methods for Handling Deadlock?  
(b) Explain Process Control Block.
- 14 (a) Discuss about Direct Access Storage Device.  
(b) What are the characteristics of Device Management?
- 15 (a) Explain how to interact with File Manager.  
(b) Write a short note on File Name Conventions?

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. Explain important functions of Operating System.
17. Explain Memory Management Techniques.
18. Describe seven steps models of Deadlock.
19. Detail about Storage Devices.
20. Briefly explain Physical File organization and Storage Allocation Techniques.

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**PROGRAMMING IN PHP (16SCCCS9)**

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**ASSIGNMENT-2**

**SUBMISSION- DATE : 26-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. List out the benefits of dynamic content
2. What is meant by concatenation operator?
3. How to create user-defined function in PHP?
4. Define PHP browser.
5. Define Polymorphism in PHP.
6. How to create objects in PHP?
7. What is the use of feof()?
8. Define Cookies.
9. Define the term AJAX.
10. Write the function to draw line on the server.

**PART- B**

**ANSWER ALL THE QUESTIONS**

11. a. What is datatype? Explain its types.  
b. Shortly discuss about conditional statements in PHP
12. a. Explain how to create user defined function.  
b. What is PHP - Super Global variables? Describe in short.
13. a. What is Interface? Explain.  
b. Write a short note on abstract Class.
14. a. Explain the modes available in the file open method.  
b. Write the steps to insert the data in MySQL.
15. a. Briefly explain handling of downloaded data.  
b. Write a note on concurrent Ajax requests with javascript inner functions.

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. Explain in detail about operators in PHP.
17. Explain briefly about \$\_SERVER object in PHP.
18. What is inheritance? Explain with proper example.
19. Briefly discuss about Cookies in PHP with example.
20. Describe the overview and working principles of AJAX.

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**ASSIGNMENT-2**

**SUBMISSION- DATE : 28-04-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define Time Management.
2. What is meant by paraphrasing?
3. Explain ITs.
4. What is meant by ACD?
5. What do you mean by web browser?
6. Mention any two qualities of a good listener.
7. What is call control?
8. Explain close- ended questions.
9. What are user reports?
10. What is meant by internal quality check?

**PART- B**

**ANSWER ALL THE QUESTIONS**

11. a) What are the benefits of customer report?  
b) Explain the difference between American and British English.
12. a) What are the features of interaction mail?  
b) Write down the reasons for using IVRs.
13. a) What is Teleselling ? Explain the steps in teleselling.  
b) What are the soft skills required for a call center agent to develop customer rapport?
14. a) Describe the characteristics of a good sales call.  
b) Discuss the critical areas of customer care.
15. a) What are the advantages of external quality check?  
b) Write a note on line usage reports.

**PART- B**

**ANSWER ALL THE QUESTIONS**

16. State and explain the reasons why our accent is poor.
17. Write detailed notes on :
  - a. Work flow management and
  - b. Work force productivity system.
18. How to maintain good customer relations?
19. Describe the barriers of listening.
20. Write a detailed note on various quality control operations.

URUMU DHANALAKSHMI COLLEGE  
DEPARTMENT OF COMPUTER SCIENCE  
B.Sc., - III Year – APRIL – 2020 – ASSIGNMENT II  
GENDER STUDIES (UGGS)

பாலின சமத்துவம்

Answer ALL Questions, choosing either (a) or (b) - (5 x 15 = 75)

1. (அ) பாலின பாகுபாட்டிற்கும் பாலின ஒருபடித்தானவைக்கும் உள்ள வேறுபாட்டை விரிவாக எழுதுக.  
Explain the difference between Gender discrimination and Gender stereotyping.  
(OR)

(ஆ) பாலின மைய நீரோட்டமாக்கல் மற்றும் பாலின வேலைபாகுபாடு பற்றி விரிவாக எழுதுக.  
Write in detail about Gender Mainstreaming and Gender Division Labour.
2. (அ) பாலின சமத்துவக் கல்வியை ஊக்குவிக்க பல்கலைக் குழுவின் பங்களிப்பை முன்னிலைப்படுத்துக.  
Highlight the contribution made by the UGC to promote Gender studies.  
(OR)

(ஆ) பீஜிங் மாநாட்டின் பரிந்துரைகளை விவரி.  
Elucidate the recommendations made in the Beijing Conference.
3. (அ) இந்தியாவில் பெண்களின் வளர்ச்சிக்கான கொள்கைகளை பற்றி விவரி.  
Critically review the development policies relating to women in India.  
(OR)

(ஆ) தமிழ்நாட்டில் பெண்களை மேம்படுத்துவதற்காக வடிவமைக்கப்பட்ட அண்மைய திட்டங்களை பற்றி விவாதிக்கவும்.  
Discuss about recent state plans designed for development of women in Tamilnadu.
4. (அ) பெண்களின் மேம்பாட்டிற்கான தேசிய கொள்கை 2001 பற்றி விவரி.  
Explain the National Policy for Empowerment of women 2001.  
(OR)

(ஆ) பெண்களின் முன்னேற்றத்திற்காக ஐக்கிய நாடுகள் மேற்கொண்ட நடவடிக்கைகள் பற்றி விரிவாக எழுது.  
Explain the steps taken by the United Nations towards the development of women.
5. (அ) பணியிடங்களில் பெண்கள் மீதான பாலியல் துன்புறுத்தல்களை தடுப்பதற்கான உச்ச நீதிமன்றத்தின் வழிகாட்டுதல்களை விவரி.  
Discuss the guidelines of Supreme Courts on prevention of sexual harassment at work place.  
(OR)

(ஆ) குடும்ப வன்முறையிலிருந்து பெண்களைப் பாதுகாக்கும் சட்டம் 2005 பற்றி விரிவாக எழுதுக.  
Describe the protection of women from Domestic violence Act 2005.

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**ASSIGNMENT-3**

**SUBMISSION- DATE : 02-05-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define Operating System.
2. What is Job Scheduling?
3. Define Paging.
4. What are the conditions of Deadlock?.
5. Define Process Synchronization.
6. What is Deadlock?
7. What is Sequential Access Memory?
8. Define Tuple Coupling.
9. What is Lock Words?
10. Define File, Field and Record.

**PART- B**

**ANSWER ALL THE QUESTIONS**

- 11 (a) What are the types of Operating System? Explain  
(b) Detail about the advantages of Distributed System.
- 12 (a) Explain Partition Memory Management.  
(b) Describe Segmented Memory Management.
- 13 (a) Explain Process Control Block.  
(b) Detail about important topics of Process Management.
- 14 (a) What are the characteristics of Device Management?  
(b) Explain Direct Access Storage Devices.
- 15 (a) Explain how to interact with File Management System?  
(b) Explain levels in a File Management System.

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. Describe Object Oriented Design.
17. Explain Memory Management Techniques.
18. Describe the seven steps models of Deadlock.
19. Detail about Storage Devices.
20. Explain Access Control Verification Modules and Methods.

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**ASSIGNMENT-3**

**SUBMISSION- DATE : 04-05-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define PHP File.
2. What do you mean by comment in PHP?
3. Define return value in PHP function.
4. What did you mean by handling power in PHP?
5. Define Constructor and Destructor.
6. In what way to call member functions in PHP?
7. Define FTP.
8. How do you get a single line in PHP?
9. Write any two features of AJAX.
10. What is the purpose of imageline function?

**PART- B**

**ANSWER ALL THE QUESTIONS**

11. a. What is looping statements? Explain in short.  
b. Write the usage of Array functions n PHP.
12. a. Shortly discuss how to read data in web pages?  
b. Enumerate the term Super Global variables.
13. a. Explain static keyword in PHP.  
b. Explain the scope of Members.
14. a. List the difference between fread() and fwrite().  
b. Explain how data's are retrieved from database?
15. a. List any five graphics function and explain them.  
b. How to connect other domains using AJAX? Explain.

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. What is an array? Explain in detail.
17. Briefly describe about how to create user defined function in PHP.
18. Explain: (i) Abstract class (ii) Final keyword
19. List out the FTP functions in detail.
20. Demonstrate the uses of handling downloaded data.

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**ASSIGNMENT-3**

**SUBMISSION- DATE : 06-05-2020**

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**PART- A**

**ANSWER ALL THE QUESTIONS**

1. Define accent.
2. What is time management?
3. What is ITES?
4. Expand IVR.
5. How to maintain a good relationship with customer?
6. How to evaluate listening skills?
7. Define call flow.
8. What is open ended question?
9. Define quality control.
10. What is call report?

**PART- B**

**ANSWER ALL THE QUESTIONS**

11. (a) Describe on American and Hispanic name.  
(b) What are the winning attributes of customer service representative?
12. (a) Write short notes on PBX system features.  
(b) Describe on IVRS.
13. (a) What are the basic ethics to be followed while interacting with a customer?  
(b) Describe about the uses of call center.
14. (a) Write short notes on competence skills.  
(b) Describe about the effective telephone communication skills.
15. (a) Describe about negotiation technique.  
(b) Write short notes on interaction fax.

**PART- C**

**ANSWER ALL THE QUESTIONS**

16. Differentiate between the work habits in US and India.
17. Discuss in detail about IT enabled services.
18. Discuss about the importance of soft skills.
19. Discuss on professional telephone calling.
20. Emphasize on various quality control systems.