

BCS THE CHARTERED INSTITUTE FOR IT

**BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 6 Professional Graduate Diploma in IT**

COMPUTER SERVICES MANAGEMENT

Friday 27th March 2015 – Morning

Answer **any** THREE questions out of FIVE. All questions carry equal marks.
Time: THREE hours

**Answer any Section A questions you attempt in Answer Book A
Answer any Section B questions you attempt in Answer Book B**

The marks given in brackets are **indicative** of the weight given to each part of the question.

Calculators are NOT allowed in this examination.

Section A

Answer Section A questions in Answer Book A

- A1. “Creative, disruptive openness”. This is the phrase used by the Head of the Web Design Group in the book publishing company you have just begun to work for when he describes the work environment of his team. He views this environment as an essential part of the design process.

Unfortunately your role as Systems Administrator for the whole company comes into conflict with this ethos when you discover that the philosophy of openness extends to the issues of system administration, configuration management and the authorisation of user privileges.

- a) Write a letter to the Head of the Web Design Group outlining and expressing your concern regarding TWO of these issues, and asking for a meeting to discuss the matter further. **(10 marks)**
 - b) In preparation for the meeting, write a document describing how you propose to more closely manage ONE of these areas of concern - in a manner which will not have an impact on the intellectual freedom currently enjoyed by the group. **(15 marks)**
- A2. You are the IT service manager for a medium sized insurance company based in the centre of a major city in Western Europe.

One Monday morning, you are trying to get to work by public transport. You are a few hundred metres from your office building when you find that all the streets around the building are blocked by Police wearing chemical/biological protective equipment.

Access to the area is completely restricted – as the Police have been informed that a number of staff in a building nearby have become seriously ill with a dangerous, highly infectious virus. There is no estimate as to when access to your building will be possible.

Using your mobile phone, you manage to contact most of your team and you meet in a café to discuss your next move. It is clear from the discussion that your business continuity plan is wholly inadequate to deal with a problem on this scale.

Turn over]

- a) List and describe the first FIVE activities you will carry out in response to this situation. State any assumptions you make. **(15 marks)**
- b) Write a memo to the Chief Executive describing in detail a plan which could protect your business if a similar situation arose in the future. **(10 marks)**

A3. Companies have a significant responsibility to ensure that they trade only within legal constraints.

- a) With reference to current UK legislation, describe THREE areas of computer services management where the organisation must ensure legal compliance. **(15 marks)**
- b) Describe how you would review the operation of your computer services function in response to a new piece of legislation coming into force. **(10 marks)**

Section B

Answer Section B questions in Answer Book B

B4. You are the Computer Services Manager for a large company that plans to increase its business by purchasing another large company. Both companies have computer services departments responsible for operations and application systems maintenance. Your Chief Executive Officer (CEO) has requested that you investigate the company being purchased to determine the effectiveness and quality of its computer services.

Prepare a report for the CEO in which you describe and justify FIVE key areas of computer services that should be investigated and understood before the purchase occurs. **(25 marks)**

B5. You have been recruited as the Head of Systems Maintenance for a large commercial company. There is a backlog of maintenance tasks amounting to several years' work and the company's Directors believe that this backlog is adversely affecting business.

Unless given priority by a Director, maintenance work is done in date order. However, because of business pressures, most maintenance tasks are being given priority, so that your department has become overwhelmed. Also, these increased pressures have resulted in many maintenance changes being rushed and subsequently failing in live operation.

Your manager has asked you to write a report to:

- a) Describe how the outstanding maintenance tasks could be categorised. **(7 marks)**
- b) Outline THREE actions which could reduce the maintenance backlog. **(6 marks)**
- c) Explain how stakeholders could become involved in managing the priorities. **(6 marks)**
- d) Using examples, discuss possible reasons why the maintenance changes fail in live operation. **(6 marks)**