

# BCS THE CHARTERED INSTITUTE FOR IT

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

### COMPUTER SERVICES MANAGEMENT

Monday 24<sup>th</sup> September 2012 - 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 <b>NOT</b> allowed in this examination.
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#### Section A

Answer Section A questions in Answer Book A

- A1. You are a computer services manager for a large government department. Part of your job is to visit local colleges and provide advice on career opportunities in computer services management.

In preparation for such a visit, prepare notes on the following:

- The role of a computer services manager.
- The concept of service.
- How to determine customer service levels.
- Achieving operational excellence.
- The Capability Maturity Model (CMM).

**(5x5 marks)**

- A2. *“Computer services staff must be involved in all stages of the systems development lifecycle.”*

Discuss the reasons why you agree or disagree with this statement, using relevant examples to support your answer.

**(25 marks)**

- A3. An external audit of your organisation's IT has recommended that the following should be provided. Describe the likely contents of **EACH** of the following:

- An internet acceptable use policy.
- A systems access control procedure.
- A disaster recovery plan.

**(8 marks)**

**(8 marks)**

**(9 marks)**

**Turn over]**

## Section B

Answer Section B questions in Answer Book B

- B4. You have just started a new job as the user services manager for a medium sized university and your role is to deliver desktop and network support to the user community.

To deliver these services you have a team of four full time staff, some part-time staff and appropriately skilled students whom you can employ on an hourly basis.

Feedback from the user community suggests that, while generally satisfactory, the services provided by your group are occasionally not of the quality that is required under the current service level agreement.

- a) Produce a report for your line manager in which you clearly identify how you would establish the reasons for variations in the quality of the service.  
(9 marks)
- b) Propose **THREE** actions which would address the variation in service delivery.  
(6 marks)
- c) For **ONE** of the actions you proposed in b) above, write a detailed plan for the implementation of the changes, taking into account the need to maintain the service during the period of change.  
(10 marks)

- B5. The creative media company for which you work as head of Information Services has run a mixed set of desktop, laptop, tablet and smart-phone systems for the last few years, adopting and discarding support as dictated by the needs of the user community.

According to one influential member of your Board of Directors, who now only uses a tablet device, "the desktop computer is dead". It is clear that the Board would like to reduce the cost of supporting the range of technology currently in use, and is attracted to the adoption of a single innovative device such as the tablet.

- a) Prepare a briefing paper for the Board describing the relative merits of the desktop computer and the tablet computer as the main device for workers in your environment. You should include aspects relating to support costs, usability, security and workflow.  
(15 marks)
- b) Feedback from the Board on your paper has been generally good. Produce a project plan which would allow you to pilot a tablet-only solution in the workplace without affecting the normal work of the company.  
(10 marks)