

# BCS THE CHARTERED INSTITUTE FOR IT

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

## COMPUTER SERVICES MANAGEMENT

Monday 23<sup>rd</sup> September 2013 – 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. In the context of computer services and using a range of examples, explain the differences between the following pairs:
- a) Computer services outsourcing **and** business process outsourcing. **(8 marks)**
  - b) Application software **and** application independent software. **(8 marks)**
  - c) System development methodologies **and** project management methodologies. **(9 marks)**
- A2. Your friend has applied for a job as a Graduate Trainee, working in the Computer Services Department of a large government organisation. The friend has received an information pack which shows that the Computer Services Department has five separate areas:
- A help desk department for recording and monitoring of all problems and requests
  - A technical support department which deals with all application independent software
  - A network department responsible for the corporate network and maintenance of all desktop equipment
  - An operations department responsible for all aspects of live operation, including application maintenance
  - A development department which develops all new systems.

The friend, who wishes to be involved in programming work, is keen to impress at the interview and has asked you for some help. Prepare an email to him in which you:

- a) explain the detailed responsibilities of each department. **(15 marks)**
- b) give your opinion as to whether the friend should develop his programming experience by working on new applications or maintaining existing applications. **(10 marks)**

**Turn over]**

A3. You have been recruited as Computer Services Manager for an organisation which has recently installed a new customer database system. Since installation the response time, as observed by all end-users, is poor and the development team and computer services are blaming each other. The IT Director has asked you to investigate and to advise how this situation could be avoided in any future developments.

a) Describe FIVE areas that should be investigated when considering poor end-user response times.

**(15 marks)**

b) Describe testing approaches which could have been used to identify the response time problems prior to live implementation.

**(10 marks)**

**Section B**  
**Answer Section B questions in Answer Book B**

- B4. You are one of six project leaders in a small, specialised commercial software house based in the UK. The Computer Science department of a local university has approached your software house and asked that you employ an undergraduate student for a period of 12 months so that the student can gain experience of a commercial software development environment. The software house builds bespoke software solutions for high-profile financial institutions.

The Chairman of the software house is a graduate of the local university and is very keen to help. He has asked you to analyse the issues involved.

- a) Write a memo to the Chairman outlining three potential risks and three potential benefits of employing the student.  
**(13 marks)**
- b) Devise a plan for the 12 month employment period, demonstrating clearly how these risks are managed and how the benefits to both the company and the student are maximised.  
**(12 marks)**

- B5. You are the IT Service Manager for a medium sized company based in the centre of a capital city. One Monday morning, you are trying to get to work. You are a few hundred metres from your office building when you find that all the streets around the building are blocked by Police barriers. You learn the Police have received a warning that a building in the area has been the target of a bomb threat and access to the area is completely restricted. There is no estimate as to when access will be possible.

Using your mobile phone, you eventually manage to contact most of your team and you all meet in a coffee shop 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.

- a) List and describe the first five activities you will carry out in response to this situation while you wait to gain access to the building.  
**(15 marks)**

Fortunately, the warning turns out to be a false alarm and you are able to return to your office by lunchtime. The episode has caused significant concerns to senior management and they are keen to receive a review of your business continuity plan.

- b) Write a memo to the Chief Executive describing how you would improve your response to a similar incident if it arose in the future.  
**(10 marks)**