BCS The Chartered Institute for IT

THE BCS PROFESSIONAL EXAMINATIONS
BCS Level 5 Diploma in IT

PROFESSIONAL ISSUES IN INFORMATION SYSTEMS PRACTICE

Monday 26th April 2010 - Morning
Answer FOUR questions out of SIX. All questions carry equal marks
Time: TWO hours

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

Calculators are **NOT** allowed in this examination.

1. Suppose you are the computer services manager for a publicly funded UK college of education.

    a) Describe the alterations that might reasonably be expected to be made to your college's computing facilities to enable them to cater for students with disabilities.

    (13 marks)

    b) You have also been made responsible for compliance with the UK Freedom of Information Act 2000 within your college. Outline what such compliance would involve.

    (12 marks)

2. a) The manager of one of the best-known and most successful English football clubs writes a blog in which he regularly comments on the club's recent matches. One week, after the club has lost a critical match through a controversial goal, he writes in the blog that the referee was obviously corrupt or incompetent. The referee threatens legal action for defamation against the internet service provider (ISP) that hosts the blog.

    What laws relate to the ISP's liability in this situation and what should it do in order to avoid being successfully sued?

    (12 marks)

    b) Gogerddan Games is a company that develops and markets high quality computer games set in the mythical past. It markets the games through the internet and has customers all over the world. It is becoming concerned at the possibility that competitors will try to pass off their low quality games as coming from Gogerddan.

    What legal mechanism would you advise Gogerddan to use in order to protect itself and how, briefly, should it go about doing so.

    (13 marks)

3. Describe the purpose of each of the following financial documents. Briefly explain the content of each document and give an example from an imaginary IT company.

    a) balance sheet   **(13 marks)**

    b) profit and loss account.   **(12 marks)**

[Turn over

4. Write brief notes on the following, and explain their meaning in the BCS context:

   a) Code of Good Practice **(5 marks)**

   b) Reservation of title and function **(10 marks)**

   c) SFIAplus model **(5 marks)**

   d) Continuing Professional Development **(5 marks)**

5. a) Most appraisals are carried out by the employee's immediate supervisor. Because the immediate supervisor may not get to see every detail of how the employee carries out his/her tasks, other people may be asked to contribute to the employee's appraisal process.

   List THREE such potential contributors and explain the contribution each can make.

   (15 marks)

   b) Provide a brief explanation of each of the following techniques used in job design.

   - Job enlargement

   - Job rotation

   - Job enrichment

   (10 marks)

6. Megasoft plc was a large software company specialising in corporate packages for the financial services industry. It recently went bankrupt and was sold to venture capitalists who have appointed you to the post of Chief Executive Officer, with the remit of rebuilding the company and bringing it back into profit.

   a) One of your top priorities is to increase substantially the revenue per employee and you aim to do this by implementing a flat organisational structure. In particular, you want the restructured company to have fewer management layers than the one that went bankrupt.

   Give THREE reasons why you think the flat organisational structure will lead to higher revenue per employee.

   (9 marks)

   b) The company as it stood before it went bankrupt was highly centralised and formalised, that is, it had formal procedures and rules covering all aspects of its operations and these procedures and rules applied right across the company.

   Discuss whether it would be sensible to keep these formal rules and procedures or whether abolishing some of them would be likely to help return the company to profitability.

   (16 marks)