BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Tuesday 25th September 2018 – Morning
Answer **any** THREE questions out of FIVE. All questions carry equal marks.
Time: THREE hours

Answer any <u>Section A</u> questions you attempt in <u>Answer Book A</u>
Answer any <u>Section B</u> questions you attempt in <u>Answer Book B</u>

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.   Compare and contrast the following pairs:

a)   Change Management <u>and</u> Asset Management,

(9 marks)

b)   Help Desk <u>and</u> Service Desk,

(8 marks)

c)   Application Software <u>and</u> Utility Programs,

(8 marks)

A2.   You work as the Computer Services Manager for a medium sized company that has ambitious plans for expanding its business. The Board has discussed future system requirements and is undecided on whether to develop bespoke systems, or to use standard application packages. Whatever the final decision, Computer Services will be responsible for ongoing system maintenance.

The Board has asked you to consider both options (bespoke systems or application packages) and to write a report, which:

a)   Describes the differences between bespoke and off-the-shelf software, including the advantages and disadvantages of both.

(11 marks)

b)   Discusses the likely impact on Computer Services if:

(i)   Bespoke software is used.
(ii)   Standard application packages are used.

(14 marks)

A3.   *"The knowledge and skills needed to manage a modern computer services department are the same as those needed to manage a traditional computer services department."*

Discuss and justify the extent to which you agree or disagree with the above statement.

(25 marks)

B4.   Your organisation has been using the same email application for a number of years. The Board has agreed that it is time to seek a replacement system, which allows staff access to a wider range of services, for example room booking, control of diaries, holiday and time-off requests.

   a)   Write a report for the Board which shows how you would go about specifying, procuring and commissioning the replacement system.

(15 marks)

   b)   Draft a Service Level Agreement (SLA) that would allow you successfully to manage such a system. You should state any assumptions which you make.

(10 marks)

B5.   The increased use of smartphones has caused organisations to consider appropriate "Bring Your Own Device" (BYOD) policies. As the Information Security Manager for a large public organisation, you have been asked to develop a policy to manage the use of smartphones in the workplace.

   a)   Describe, with examples, THREE areas of risk to the information security management of your organisation, which the uncontrolled use of smartphones in the workplace could bring.

(12 marks)

   b)   For ONE of these areas of risk, give a detailed analysis of how the risk might be managed. This should be in the form of a technical report and include a clear statement of management policy.

(13 marks)