BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS

BCS Level 6 Professional Graduate Diploma in IT

COMPUTER SERVICES MANAGEMENT

Friday 29th March 2019 - 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.

A1. You are the Computer Services Manager for a government information-gathering organisation. The organisation plans to invest heavily in high power server technology to support a new strategy for the organisation. Given the need for security, all processing and storage is to be on-site.

You have been asked to lead the design and development of a new facility to accommodate this large number of servers.

a) Write a non-technical report for the Management Board, outlining what you consider to be the THREE key physical design criteria for the facility.

(12 marks)

b) For ONE of the criteria, write a technical brief which discusses: how this issue should be addressed in the specification; the development; and the ongoing management of the new facility.

(13 marks)

A2. You are the Chief Information Officer at a commercial finance organisation. The Board has asked you to carry out an in-depth review of current IS provision with the overall aim of outsourcing most of its data storage. The objectives are to ensure that the organisation has robust, secure and geographically independent storage of its core data, whilst at the same time maintaining good in-house technical resources.

a) Write a memo to the Board, explaining how you intend to carry out the review. Explain the methodology you will employ and describe how the Board members can most effectively contribute to the process.

(12 marks)

b) Write a document discussing the technical means you could use to achieve the outcome required by the Board of outsourcing its data storage. You should state any assumptions which you make.

(13 marks)

A3.   Following a reorganisation of health care provision, a hospital which provides publicly funded health services for a town with a population of 50,000 is to be merged into an existing, coordinated, group of six larger hospitals covering a wide geographical area. The merger will take place over a very limited period of time.

The existing IS/IT at the hospital is managed and maintained by a group of six staff, who have largely built the network, server, desktop and web infrastructure according to local in-house standards.

As the Chief Information Officer for the hospital, you are aware that the group with which your organisation is being merged uses different software packages to provide its services.

a)   Write a report to your Board of Trustees outlining the FIVE most critical aspects of the merger from the technical or operational IS/IT viewpoint. You should justify your report in terms of the quality of service to the users of the hospital.

(15 marks)

b)   For ONE of these critical aspects, write a detailed project plan which can be used to deliver the required outcome.

(10 marks)

B4. An organisation is recruiting a replacement Computer Services Manager to restore confidence in its failing computer services function and you have applied for the position. The online response time is poor and the desktop equipment and network have regular failures. The organisation has no formal record of these failures and is unsure how best to deal with this problem. As part of the selection process for the new Computer Services Manager, you have been asked to make a presentation to demonstrate your suitability for the position.

Prepare notes for the presentation to explain:

a)   The role of the Computer Services Manager and the personal qualities required.

(8 marks)

b)   Possible reasons for the poor online response and how the problem could be resolved.

(9 marks)

c)   How a help desk facility could be used to record and minimise the desktop and network failures.

(8 marks)

B5. In the context of computer services, write notes on the following:

a) The Copyright, Design and Patents Act 1988
b) The Computer Misuse Act 1990
c) The Equality Act 2010 from a disability discrimination perspective
d) The Data Protection Act 1998
e) General Data Protection Regulations

(25 marks)

END OF EXAMINATION PAPER