

BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS

BCS Level 6 Professional Graduate Diploma in IT

COMPUTER SERVICES MANAGEMENT

Tuesday 27th March 2018 - 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 NOT allowed in this examination.

SECTION A
Answer Section A questions in Answer Book A

A1

Due to the growth of your software company, you wish to recruit ten additional software developers who are skilled in the production and maintenance of mobile applications (apps). After advertising the posts, you find that only self-taught developers, with no commercial experience, have applied.

- a) Describe FOUR approaches you could take to resolve this situation, stating the potential advantages and disadvantages of each approach.

(16 marks)

- b) For ONE of these approaches, create a project plan to show how it will be specified, carried out and monitored.

(9 marks)

A2

Cloud computing is having an impact on the way business organisations manage their data in a global market.

- a) Discuss FOUR ways in which Cloud computing demands a new way of evaluating Information Security Management (ISM) for an organisation.

(12 marks)

- b) Write a policy document that describes THREE clauses which an organisation should ensure are included in a contract with a Cloud provider.

(13 marks)

A3

The General Data Protection Regulation (GDPR) comes into force in the UK on 25th May 2018.

- a) Discuss an overview of the potential impact of the GDPR on a commercial organisation based in the UK which controls and processes personal data.

(10 marks)

- b) Explain the distinction between “personal data” and “sensitive personal data”. You should describe the different approaches required for the control and processing of each category of data.

(15 marks)

SECTION B
Answer Section B questions in Answer Book B

B4

You are the newly appointed Computer Services Manager for a large company that specialises in the design of hospitals and associated medical facilities. The company makes use of leading edge technology and many staff members work from home using mobile devices. Your initial analysis of the company reveals that there are some security issues that need to be addressed.

- a) Describe how the use of strong passwords and multi-factor authentication can be used to improve the security of controlled access to the system.
(9 marks)
- b) Explain how firewalls can be used to protect computer systems.
(4 marks)
- c) Describe the operation and benefits of using a Virtual Private Network (VPN) by the staff members who work from home using public networks.
(7 marks)
- d) Define the term “ransomware” and list some methods that can be used to counteract it.
(5 marks)

B5

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

- a) Escalation procedures. **(5 marks)**
- b) BCS Code of Practice. **(5 marks)**
- c) The Software Capability Maturity Model. **(5 marks)**
- d) Accounting rate of return. **(5 marks)**
- e) Risk management. **(5 marks)**

END OF EXAM