

BCS The Chartered Institute for IT

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

COMPUTER SERVICES MANAGEMENT

Tuesday 5th October 2010 - 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. You work within the Computer Services department of a large organisation and have recently been appointed Systems Maintenance Manager. There is a backlog of maintenance tasks amounting to several years' work for your department and the users are dissatisfied with the way IT resources are allocated. They complain loudly and often, at every opportunity, and your line manager has made it clear that your future career depends on how well you manage this situation.

You are also informed that many maintenance changes fail in live operation, even though the users sign off these changes at the testing stage.

- a) Discuss how the resource allocation issue could be overcome. **(8 marks)**
- b) Describe three measures which could reduce the maintenance backlog. **(8 marks)**
- c) Explain, giving examples, possible reasons that the maintenance changes fail in live operation. **(9 marks)**

- A2. You are Computer Services Manager for a national supermarket company that uses large-scale IT systems for stock control, logistics, payroll/personnel and customer loyalty management. The Chief Executive, who has a special interest in climate change and green/sustainability issues, wishes to gain good publicity and popularity for the company by lowering its carbon footprint in all departments. The Chief Executive also wants to reduce administration costs and pass on these savings to customers by lowering the price of goods.

To meet these objectives, you are to propose a new technology strategy which will identify changes within Computer Services that could reduce the carbon footprint **and** reduce costs.

Discuss how you would meet these objectives.

(25 marks)

Turn over]

A3. ABC, a national provider of broadband services, has expanded its business very rapidly. However, ABC's internal support processes have not kept pace with the business. There is no help desk software in operation and ABC's staff have little factual information to assist them.

a) Describe how help desk software could assist ABC. **(9 marks)**

b) Discuss, using computer services examples, the type of reports likely to be required by the Computer Services Manager, the Help Desk Manager and the Help Desk Assistants. **(9 marks)**

c) Explain how the personal views and satisfaction levels of ABC's users could be obtained. **(7 marks)**

Section B

Answer Section B questions in Answer Book B

B4. The new Director of Services in your organisation is responsible for the successful operation of all support services in the company, including Finance, Human Resources, IT Services and Logistics.

In her previous company she worked within a process-driven environment where service requirements and support activities were formally defined using a structured, standards based approach. She is surprised to find that these matters are dealt with less formally in her new company, with many decisions being based on personal discussions and informal arrangements.

She has asked you to lead a team which will introduce a more accountable structure. The new structure should have the potential to become certified to an international standard for service management.

a) Write an article for the company intranet which introduces the concept of a formally structured service environment. You should state any assumptions you make about the existing service environment or the organisation itself. **(10 marks)**

b) Discuss THREE areas where you believe the organisation will need to take particular care in this cultural change. For each area, suggest a way in which the project team can help ensure the successful development of the process structure. **(15 marks)**

B5. A company laptop has been stolen from the car of a senior member of staff. Sensitive business documents were stored on the laptop. As a result of the theft, the company has decided to review its policy regarding information security and mobile computing devices. The Head of Information Services has asked you to carry out the review and report back with a set of proposals within one month.

- a) As the IT Operations Manager, discuss how you would approach this task and ensure that your proposals reflect the core business requirements of the organisation. You should state any assumptions that you make about the company and its operating environment.

(13 marks)

- b) Taking your assumptions into account, describe THREE possible recommendations of the review which you believe would give immediate benefit for the minimum cost.

(12 marks)

****END OF PAPER****