

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Tuesday 28th March 2017 – 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 are the manager responsible for the security of information systems in a large hospital. A member of your staff informs you that a significant number of the clinical team have received emails, texts and social media messages which claim to be from your department – which they are not. These communications ask the recipient to follow a link to a website to “refresh your password and security questions”.
- a) Detail the first THREE actions you would take in this situation. **(12 marks)**
- b) Write an article for the hospital newsletter/blog describing the risks of such an attack and giving FIVE key pieces of security advice to staff. **(13 marks)**
- A2. You work for the network team of a large commercial organisation. Following a change of management, you are tasked with ensuring that a significant construction programme that will take place in your building does not impact on the routine operation of your IS/IT/Network infrastructure.
- a) Discuss THREE key actions which you would carry out in the first week of your new role. **(12 marks)**
- b) Describe in detail how you would ensure that the network team is kept aware of any construction activities which would impact on the ability to keep the service operational. **(13 marks)**

- A3. As the new Director of Information Services for a university in the UK, you wish to ensure that the recruitment of staff to your department is effectively managed.
- a) Describe THREE aspects of the staff selection process which you consider especially important.
(12 marks)
 - b) Create a detailed work flow which would guide a member of the human resources team through the appointment of an IT specialist. State any assumptions which you make.
(13 marks)

SECTION B
Answer Section B questions in Answer Book B

- B4. You work as a Computer Services Manager for an established company which is losing sales to competitors. The Board understands this is because the ordering system, developed many years previously, cannot be adapted to meet current demands.
- You have been instructed to select a software development company to design and implement a bespoke ordering system, specifically designed to meet the company's requirements. You have tendered the work to two different software developers and have found that their cost and time estimates are similar but are high when compared with an equivalent applications package.
- a) Explain how the software development companies and the applications package suppliers could be evaluated.
(10 marks)
 - b) Compare the advantages and disadvantages of using an applications package versus a bespoke system.
(5 marks)
 - c) Describe a cost benefit analysis method with which you are familiar and which could be used to justify the new system. Include the advantages and disadvantages of the method selected.
(10 marks)
- B5. In the context of computer services, write notes on the following:
- a) Technical Support Manager responsibility
 - b) Network Engineer responsibility
 - c) Personal qualities required by computer services staff
 - d) ISO 9001 Management Principles
 - e) FAST (The Federation Against Software Theft)
- (25 marks)**