

# BCS THE CHARTERED INSTITUTE FOR IT

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

## COMPUTER SERVICES MANAGEMENT

Monday 22<sup>nd</sup> September 2014 - 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 <b>NOT</b> allowed in this examination.
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### Section A

Answer Section A questions in Answer Book A

- A1. As the new Computer Services Manager responsible for all computer and network operations for a retail organisation which has over two hundred stores, you have been advised that the store managers are very dissatisfied with the IT support services. Your initial investigations show that no central register of hardware and software exists and that the types and versions used differ between each store. The IT staff appear overworked, and errors are corrected as and when they occur. No record is kept of corrections made and the store managers are frustrated that the same type of problem often recurs. The organisation has only a limited financial budget to help resolve these problems and you have been given six months to achieve significant improvements.
- a) Prepare a questionnaire for the store managers to grade their satisfaction with individual elements of the service.  
**(5 marks)**
  - b) Describe how a help desk could be used to improve user satisfaction.  
**(5 marks)**
  - c) You decide to create an asset register of all hardware and software used by the organisation. List FIVE items of information you would include in the asset register. For each item of information, give reasons why it should be stored.  
**(5 marks)**
  - d) Explain why information gained from the satisfaction survey, the help desk and the asset register will help to improve service.  
**(10 marks)**
- A2. The Chief Executive Officer of a large organisation has read two articles: one entitled "The Software Capability Maturity Model" and the other "How to achieve operational excellence using ISO 9001". He has asked for guidance on how these could apply to computer services. Prepare a report that:

**Turn over]**

- a) Describes the Software Capability Maturity Model and its relevance to computer services. Include in your report the stages of maturity and how an organisation at one stage could progress to a higher stage of the model. **(13 marks)**
- b) Explains the principles of ISO 9001 and the likely business benefits of its implementation. **(12 marks)**

A3.

In the context of computer services, identify the main points of the following:

- Balanced Scorecards
- IT Infrastructure Library (ITIL)
- Hardware Configuration Management
- Escalation procedures
- BCS Code of Conduct

**(5x5 marks)**

### **Section B**

Answer Section B questions in Answer Book B

- B4. The medium sized business for which you work as IT Infrastructure Manager has announced that it will be moving to new offices in three months time. The move will need to be divided into stages to ensure that the business, a highly specialised firm of accountants, continues to function throughout the operation.

In your answers you should state any assumptions that you make about the organisation or the logistics of the move.

- a) Write a report for the Managing Director of the company outlining THREE key risks to which the routine IT operations will be exposed during the move. **(15 marks)**
- b) For ONE of the IT operations you have described, build a project plan to show how the risk can be managed and controlled. **(10 marks)**

- B5. You are the Head of IT Services for a further education college. Your college, which employs about 300 people, has run its own electronic mail service since the college was established in 1995.

According to your manager, feedback from the users of the electronic mail service suggests that it is considered unreliable and therefore unpopular. As a consequence, many members of staff now frequently use their own Cloud-based email accounts to carry out work tasks. They claim that essential facilities are lacking from the college's own email system.

- a) Describe THREE risks which you believe this situation presents to the organisation. **(12 marks)**
- b) Using the risks you have outlined as a basis, produce a project plan showing how you would formally approach and resolve the situation to the satisfaction of both the users and your manager. **(13 marks)**