BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Wednesday 2nd April 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 **NOT** allowed in this examination.

Section A
Answer Section A questions in Answer Book A

A1. You are the newly appointed Information Security Manager of a large publicly funded organisation which deals with confidential personal information. During your first visit to one site of the organisation you are surprised to find that most of the staff use USB memory sticks to share music files and other multimedia content between their desktop PCs.

The local User Services Manager has banned the practice and has already blocked these file types from being downloaded using the organisation's internet connection. However no-one seems to be taking any notice of the ban. Personal mobile phones are not allowed to be used in the workplace.

    a) In a report to your senior management, discuss THREE different risks that the organisation is exposed to by the use of USB memory in this way.

        (12 marks)

    b) For ONE of these risks, write a technical report for the User Services Manager detailing how the risk can be controlled. The report should include a detailed implementation plan.

        (13 marks)

A2. You work for an organisation which prides itself on the agility and rapid development of its management and operations. As the new Head of Information Services you have begun a review of the service processes supporting the business.

The speed of business change required by the senior management is causing considerable stress and disruption within your operations and development teams. New projects and initiatives are being announced at Board level without any detailed consultation with the internal service providers.

    a) Write a report for the Board which outlines how you propose to change the internal processes of Information Services to better accommodate the corporate requirement. You should state any assumptions that you make regarding the nature of the business.

        (13 marks)

    b) Produce four "slides" which you would use in a presentation to convey your ideas to the Board.

Turn over]

A3. Despite everyone working long hours, the IT Helpdesk at the company you work for continues to have a large backlog of outstanding jobs. This situation is causing a lot of bad feeling between the user community and the IT staff, who are becoming increasingly disillusioned. Senior management are rapidly losing faith in your ability, as Helpdesk Manager, to deliver an effective service to the organisation.

    a) Write a report for senior management outlining THREE possible approaches you could use that would resolve the situation. Each should be discussed in terms of cost, impact on the organisation and potential effectiveness. You should state any assumptions you make regarding the existing service provision.

(15 marks)

    b) For ONE of these approaches, write an email to the IT Helpdesk staff introducing the proposal and discussing how your proposal will help your staff deliver a better service.

(10 marks)

Section B
Answer Section B questions in Answer Book B

B4. You work for a government department which is responsible for providing accommodation for army personnel. The nature of the work means that most of the staff are required to travel between various army barracks. Much of their work is done on laptops.

The Head of Department is worried that an increasing number of laptops are being stolen. He is concerned that security information, including the names, addresses and deployment of soldiers, might fall into the wrong hands. There have been instances of data loss when staff have failed to take backups. Furthermore, laptops regularly become infected by viruses, as staff use their laptops to connect to the internet.

Write a report for the Head of Department to:

    a) Recommend security practices that staff should follow to reduce laptop theft.
(6 marks)

    b) Suggest how the information contained on the laptop might be reduced to a minimum.
(7 marks)

    c) Advise how the remaining data could be protected.
(6 marks)

    d) Suggest how the incidence of virus infection could be reduced.
(6 marks)

B5. You are the Computer Services Manager for an established commercial organisation where the users enjoy excellent systems availability and reliability. The organisation also has a comprehensive business continuity plan that includes the use of a standby computer centre should there be a major systems catastrophe. However, pressure from competitors and overall economic trading conditions have resulted in the organisation's need to reduce expenditure. The Finance Director has commented that the current service provided by Computer Services is "too good" and it has been suggested that cost savings could be realised if a "more appropriate" level of service is provided.

a) Discuss the Finance Director's comment and consider whether or not a service can be "too good" in a commercial situation.

(9 marks)

b) Describe TWO alternative disaster contingency arrangements that could be used in place of the standby computer centre. Include in your answer the DISADVANTAGES of the two approaches.

(8 marks)

c) Explain how any reduced service could be formalised and agreed with the organisation.

(8 marks)