

# **BCS THE CHARTERED INSTITUTE FOR IT**

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

## **COMPUTER SERVICES MANAGEMENT**

**Monday 25<sup>th</sup> September 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 <b>NOT</b> allowed in this examination.
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### **Section A**

**Answer Section A questions in Answer Book A**

- A1. You have recently joined an advertising agency as a manager in charge of IT Operations. This medium sized organisation has recently had problems with data security and the theft of computer equipment. You have been tasked with reviewing the system's security facility.
- a) Describe THREE aspects of physical security that you consider to be important for this organisation.  
(9 marks)
  - b) Describe THREE common computer system security threats  
(9 marks)
  - c) Write a memo to the Managing Director explaining how data can be protected from the common security threats described above.  
(7 marks)
- A2. You are a Computer Services Manager responsible for all computer and network operations for a large retail organisation with over three hundred stores. Due to expansion, the organisation is planning to recruit several new graduate staff into the computing department and you have been tasked with preparing an induction course for these new employees.

Prepare notes on the following topics to support this course:

- a) Role of a Computer Services Manager
- b) Concept of service
- c) Methods of obtaining customer / user feedback
- d) Role of the help desk
- e) Service level agreement (SLA)

**(5 x 5 marks)**

A3. Your CEO has heard the term “**technology life cycle**” and has asked you for further information. Write a memorandum to:

a) Describe the concept of the technology life cycle. Include in your description some examples of IT technology for each of the life cycle stages described.  
**(9 marks)**

b) Discuss the relevance of the technology life cycle when considering the purchase of hardware and software.  
**(8 marks)**

c) Explain, using examples of organisational types, why different types of organisation might favour buying hardware and software at different stages of the technology life cycle.  
**(8 marks)**

## **SECTION B**

### **Answer Section B questions in Answer Book B**

B4. You are the Head of Service Delivery for a company which operates in the finance sector, providing bureau services to smaller organisations. You receive reports that external customers are experiencing a drop in service levels, with transactions either failing or taking much longer to complete than usual. You suspect a complex combination of server and communication issues may be to blame.

a) Describe FOUR actions which you would ask your staff to undertake to determine the nature of the problem.  
**(16 marks)**

b) Write a report for the Board of your company explaining the importance of IT capacity planning in a server/network dependent organisation.  
**(9 marks)**

B5. Your organisation has a significant number of servers which are housed in a purpose built machine room in the basement of the building. It is essentially operated as a “lights-out” environment and is only visited once or twice a day by a duty system administrator who carries out routine checks.

One of the system administrators has expressed concern over this lone-working, suggesting that they might be at risk from being in the room alone and without supervision.

a) Describe THREE risks to which you believe the system administrator might be exposed in this environment.  
**(12 marks)**

b) For EACH of these risks, describe how the risk could be managed effectively without significant additional expense to the organisation.  
**(13 marks)**