

# **BCS THE CHARTERED INSTITUTE FOR IT**

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

## **COMPUTER SERVICES MANAGEMENT**

Monday 28<sup>th</sup> September 2015 - 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. The Chief Executive of a large organisation has a special interest in climate change, green issues and sustainability. The Board has therefore agreed to consider a strategy of reducing carbon footprint, with the additional aim of reducing operating costs.

Discuss what could be included in a technology strategy for the organisation's Computer Services Department to achieve these two objectives.

**(25 marks)**

- A2. You are the Computer Services Manager for a medium-sized company which plans to expand its business operation. The Directors have been advised by management consultants to consider using cloud computing; however, they had difficulty in understanding the various terms used by the management consultants and have asked how the cloud services would be charged.

Using non-technical language, prepare a report to:

- a) Describe the following service models:- Infrastructure as a Service (IaaS); Platform as a Service (PaaS); Software as a Service (SaaS).

**(12 marks)**

- b) Explain how cloud services could be charged

**(5 marks)**

- c) Discuss the suitability of cloud computing for the company, given its plans to expand.

**(8 marks)**

**(Total 25 marks)**

- A3. Bring your own device (BYOD) is a policy of allowing employees to bring personally-owned mobile devices to their place of work and use them to access both the organisation's computer systems and their personal applications, such as social media, word processing and email.

In the context of computer services, discuss the advantages and disadvantages of introducing a BYOD policy into a large organisation.

**(25 marks)**

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

- B4. You are the IT services manager for an innovative high technology company based in the UK. The organisation plans to invest heavily in high power server technology to support a new computation intensive research direction. Given the nature of the research, the company insists that all data processing is carried out on-site.

You have been asked by the Chief Executive to lead the design and development of a new facility to house this large server population.

- a) Write a non-technical report, which will be submitted to the Management Board, justifying what you consider to be the THREE key physical design criteria for the facility.

**(12 marks)**

- b) For ONE of the criteria, write a technical brief which discusses how this issue should be addressed in the specification, development and on-going management of the new facility.

**(13 marks)**

**(Total 25 marks)**

- B5. The new Chief Executive of your company has come from an organisational environment where many non-critical IS/IT services are routinely outsourced. This is something that has never been done in your organisation, and the IS/IT staff are concerned that they are going to lose their jobs.

The Chief Executive has asked you, the Director of Information, to carry out an in-depth review of current IT provision with the aim of identifying any areas which would be immediately suitable for outsourcing. The objective is to free staff from routine tasks - enabling them to address business development tasks instead.

- a) Write a memo to the IT staff, which clearly explains the rationale for the review and describe how they can most effectively contribute to the process.

**(12 marks)**

- b) Produce a document which defines the review process. It should aim to address the legitimate concerns of the staff, while effectively gathering the information required by the Chief Executive.

**(13 marks)**

**(Total 25 marks)**