THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATION
Diploma

SERVICE MANAGEMENT

19th April 2000 – 10.00 a.m. – 12.00 p.m.

Answer FOUR questions out of SIX.
Time: TWO hours.

1.   Your organisation has discovered that PC hardware and software is being purchased in small quantities by individual groups and by departments.

    a)   Discuss the impact this random purchasing might have on the organisation.   **(15 marks)**
    b)   Detail the actions you would take to address any problems arising from this style of purchasing.
    (10 marks)

2.   Produce a report which briefly discusses the issues which should be considered when developing a security policy for the management of computer based information systems.

    State any assumptions you make with reference to the size and type of organisation.   **(25 marks)**

3.   The computer centre of a business organisation for which you work contains a number of servers connected to local and remote PC users. The computer centre is relocating to an existing office building on another site. The IT platform consists of a PC network connected to servers.

    You are asked to provide a set of guidelines detailing the issues to be considered in preparation for the relocation.   **(25 marks)**

4.   *a)*   Briefly describe the information needs of a business organisation of your choice, indicating why the information is required.   **(15 marks)**

    b)   Discuss the reasons why different people in an organisation require different information.   **(10 marks)**

5.   The Managing Director was heard to remark: "Why should we have the Head of Information Systems on the Board? It is a service department, just like the catering unit…"

    Discuss the issues you would use to demonstrate, to the MD, the strategic importance of Information Systems to a business organisation.   **(25 marks)**

6.   It is essential that proper controls exist over the design and implementation of any Information System project. An incorrectly designed system can lead to intangible costs which cannot be easily quantified.

    a)   Describe the role of an Information System Steering Committee.   **(15 marks)**

    b)   Explain any intangible costs, which may arise from the implementation of an incorrectly designed system.
    (10 marks)