

THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATION Diploma

SERVICE MANAGEMENT

27th April 2004, 10.00 a.m.-12.00 p.m.

Answer FOUR questions out of SIX. All questions carry equal marks.

Time: TWO hours.

*The marks given in brackets are **indicative** of the weight given to each part of the question.*

1.
 - a) Discuss the different facilities which are provided by Executive Information Systems (EIS) and Management Information Systems (MIS). **(15 marks)**
 - b) Suggest, with reasons, which levels within a business organisation would utilise an EIS or MIS to gain the advantages of each. **(10 marks)**

2. The organisation for which you work has offices in ten cities around the country. The staff at each office are in regular communication both by telephone and by email. With the aim of saving significant sums of money, the organisation intends to move to a single integrated network, which will support both voice and data traffic, using a single infrastructure.
 - a) Describe THREE service issues that would need to be satisfied before you would support this policy. **(15 marks)**
 - b) For ONE of the service issues described in a), provide a detailed report on the potential problems of this approach and how these could be addressed. **(10 marks)**

3. "IT outsourcing is a broad definition of Facilities Management to cover the contracting out of specified services to a third party within a controlled flexible relationship".
 - a) Discuss the perceived benefits and problems associated with outsourcing. **(15 marks)**
 - b) Discuss any changes in attitude to outsourcing which are currently taking place within the outsourcing market. **(10 marks)**

4. The networked computer systems in the main server room of your company are critical to the continued operation of the organisation.
 - a) Describe THREE controls which should be in place to ensure the security of the server room and its environment. **(15 marks)**
 - b) Describe TWO controls which should be in place to control access to the server room by IT staff and other personnel. **(10 marks)**

Turn over]

5. E-mail is now accepted as a common communication medium both locally within a business organisation and globally across the Internet.
- a) Discuss how the use of e-mail would impact on an organisation. Include in your discussion the possible changes to methods of working. **(15 marks)**
 - b) Discuss situations where you would consider e-mail would NOT be an appropriate medium to use within an organisation. **(10 marks)**
6. Consider that you are the supervisor of an IT Helpdesk which supports several hundred office staff in a company. From your daily contact with the issues facing Helpdesk staff you can identify several areas of the overall IT service that could be improved.
- a) Write a memorandum to the Head of IT Services suggesting how, with your input, areas of the service could be improved and how the information you have obtained, during your period as the supervisor, could be made more visible to your management. **(15 marks)**
 - b) Describe how you would pursue the issues if the Head of IT Services fails to respond to your suggestions. **(10 marks)**