

THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATIONS

Diploma

SERVICE MANAGEMENT

27th April 2006, 10.00 a.m.-12.00 p.m.

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

Time: TWO hours.

1. You are the IT manager of a medium sized finance company based in a large city. You have been warned that a period of severe weather is likely to cause flooding, some loss of power supplies and disruption to travel over the next week.
 - a) Describe FOUR checks that you would make on your disaster recovery plan in advance of the severe weather. Please state any assumptions you make about the infrastructure, the company and the city. **(20 marks)**
 - b) Write an email that will be sent to all company staff reminding them about the role of the disaster recovery plan. **(5 marks)**

2.
 - a) Through the use of TWO examples, clearly describe how the innovative management of Information Technology can provide an organisation with a competitive advantage. **(12 marks)**
 - b) The implementation of an Information System within an organisation can produce opportunities or threats. Provide ONE example when the implementation of an Information System can lead to an opportunity and ONE example when it can lead to a threat. **(13 marks)**

3.
 - a) Describe the procurement process you would follow when seeking to purchase one hundred new PCs for your company. **(12 marks)**
 - b) Write a brief document which will be sent to vendors interested in supplying the PCs. This document should describe the criteria which the PCs must meet in order to be suitable for your purposes. **(13 marks)**

4.
 - a) Decision Support Systems (DSS) vary greatly, but all share specific features. Typically a DSS is made up of three components i.e. data management, model management and user interface management. Through the use of an example, demonstrate the function of EACH component. **(15 marks)**
 - b) One of the primary functions of a Management Information System is to provide information for use in decision making. Identify the essential differences between a Management Information System and a Decision Support System. **(10 marks)**

Turn over]

5. You are the IT manager of a small engineering company. All but one of the four departments in the company use electronic mail to pass urgent manufacturing information. The remaining department insists on using facsimile (fax) messaging as it “fully meets the business need”. The Managing Director is convinced that the department using fax messages is slowing down the operation of the whole company. He has asked you to convince the department to move to email.
- a) Write a memo to the relevant department head introducing yourself and offering THREE advantages for the use of email rather than fax. **(13 marks)**
 - b) Create THREE “slides” which you would use in a presentation to the staff of the department. The title of the presentation is: “How email can make us more successful”. **(12 marks)**
6. a) You are the group IT director of a multinational sportswear organisation that sells products into many markets around the world. The newly appointed group sales director has asked you to provide him with a system that will collect data from various internal transaction processing systems and from various external systems. Immediately you realise that his needs may be met by an executive information system (EIS). Describe FOUR features of an EIS that you think will convince the group sales director that an EIS may well meet his needs. **(16 marks)**
- b) You have been appointed the project manager of a systems development project within your organisation. One of your first tasks is to provide senior management with a breakdown of the project costs. The costs are to be grouped into:
- i*) development costs, *ii*) capital costs and *iii*) operational costs.
- Provide THREE examples of each type of cost. **(9 marks)**