

# THE BRITISH COMPUTER SOCIETY

## THE BCS PROFESSIONAL EXAMINATIONS BCS Level 5 Diploma in IT

### IT SERVICE MANAGEMENT

4th May 2007, 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.*

Calculators are NOT allowed in this examination.
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1.
  - a) Through the use of examples, illustrate how a business can use information technology to:
    - i) Lock in customers.
    - ii) Lock in suppliers.
    - iii) Increase the cost to customers who might switch to competitors. **(15 marks)**
  - b) Provide an example that demonstrates how a business can leverage its investment in information technology to build a strategic capability that makes it difficult for potential new entrants to enter its markets. **(10 marks)**
  
2. You are the software manager of a medium sized private company. Part of your role is to arrange the procurement of software for a large number of desktop computer systems.
  - a) Discuss briefly **THREE** elements of this role where you would need to be able to demonstrate a high level of integrity in your business dealings. **(15 marks)**
  - b) For **ONE** of these elements, describe a situation in which your ethical position could be placed at risk. **(10 marks)**
  
3.
  - a) Managers in the modern business environment use both management information systems (MIS) and decision support systems (DSS). Explain how the continuous evolution of information systems is having an impact on the presentation and the use of both MIS and DSS. **(15 marks)**
  - b) A manager can obtain information instantly from a management information system. Identify and explain the difference between this feature and the capabilities and features provided by a decision support system. **(10 marks)**

4. In your role as the team leader for PC support in a large hospital, you have become increasingly aware that your users (hospital staff) are using USB based memory devices, including MP3 music players, to move quantities of data between computer systems.
- a) Write a memo to your manager, the Head of IT Services, advising your manager of THREE possible problems which could arise. **(15 marks)**
  - b) For ONE of the problems which you included in your memo, describe the actions you would take to resolve the problem. **(10 marks)**
5. a) Users may develop unrealistic expectations during the development of major applications projects. Discuss TWO such expectations, using examples which clearly support your answer. **(14 marks)**
- b) For the TWO expectations you discussed, explain how each expectation could be successfully managed. **(11 marks)**
6. The company you work for, as an IT systems development team leader, is experiencing financial problems. You are about to start a major new project, which will involve your team developing significant new skills in order to deliver the project successfully.
- You have just been informed that the project will go ahead, but with the training budget cut by 80%.
- a) Write a memo to the Project Board expressing THREE concerns you have regarding this situation. **(15 marks)**
  - b) For ONE of the concerns you have described, provide a recommendation which will allow the project to be successfully concluded. **(10 marks)**