

THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATIONS BCS Level 5 Diploma in IT

IT SERVICE MANAGEMENT

24th April 2008, 2.30 p.m.- 4.30 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.

1. You are a member of the IT operations team in a public sector organisation. Your manager asks you to copy a large set of data onto removable media which will be sent by the public postal service to another organisation. You are aware that this data set contains sensitive personal information about several million people.
 - a) Note THREE questions that you would ask your line manager before carrying out this activity. You should provide your reasoning where appropriate.
(15 marks)
 - b) You do not receive satisfactory answers to your questions and your manager tells you to “take it up with a more senior manager”. Write a memo to the Head of Information describing your concerns and how you think the organisation should proceed.
(10 marks)
2. Organisations can be structured in various ways. These include hierarchical, flat, product, geographical, project and matrix.
 - a) For the career of your choice, describe the organisational structure or structures that your organisation has in place.
(10 marks)
 - b) Describe how the information systems of the organisation help you to communicate with others in this structure.
(15 marks)
3. The company you work for, as an IT specialist, has suffered several breaks in service over the past year due to problems with the local area network. You believe that the problems were caused by a number of staff streaming high quality video to their web browsers. In your view it is this activity that has overloaded the network and caused some business applications to fail.
 - a) Describe THREE steps that you would take in order to confirm or deny that video streaming is actually causing the problems.
(15 marks)

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- b) Write an email which can be sent to all staff describing the problem and explaining why the use of network resources for non-business related activities is placing the company, and hence their jobs, at risk. **(10 marks)**

4.

- a) Through the use of an example, demonstrate how an organisation with central processing is likely to have a different approach towards managerial decision making to an organisation with distributed processing. **(15 marks)**

- b) For a large retail supermarket chain produce a table showing the advantages and disadvantages of central processing versus distributed processing **(10 marks)**

5. The server room in your organisation is being refurbished, and both the server infrastructure and the support systems are being replaced. The server hardware team intend to replace the existing servers, which are conventional rack-mounted systems, with a higher density solution based on blade technology.

- a) Discuss THREE areas of the server room support systems that would need to be matched to this new server infrastructure. **(12 marks)**

- b) Describe in detail a test procedure that you would use to ensure that ONE of these support systems will perform satisfactorily when they become operational. **(13 marks)**

6.

- a) Explain how, or how not, a transaction processing system can provide a company with a competitive advantage. **(10 marks)**

- b) Your company wants to develop a customer tracking system to help identify the profitable and not so profitable customers. As the IT manager, describe THREE important issues you need to consider in helping to decide whether to develop the application in-house or outsource the development to an external software house. **(15 marks)**