

# THE BRITISH COMPUTER SOCIETY

## THE BCS PROFESSIONAL EXAMINATION Professional Graduate Diploma

### COMPUTER SERVICES MANAGEMENT

23<sup>rd</sup> April 2001 – 10.00 a.m. – 1.00 p.m.

Answer THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours.

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

1. As the new manager responsible for an organisation's computer centre, you have been asked to investigate the users' satisfaction with the service provided. You have heard that within the user areas there is a belief that errors have to occur many times before remedial action is taken.
  - a) Design a form to include five issues which users are required to use in order to *grade* their satisfaction with the service. **(10 marks)**
  - b) Briefly explain why each issue has been included and the information you expect to gain. **(5 marks)**
  - c) Suggest five key items that should be contained within any Service Level Agreement between a computer centre and the end users of a service. Discuss the reasons for including each of your five items. **(10 marks)**
  
2. You are the new IT Services Manager for a public sector organisation. The department you now lead has operated a Helpdesk service for some years - but you quickly realise that it has fallen into disrepute and is by-passed by many senior staff.
  - a) Produce a briefing document for the IT Management Group which explains why the successful operation of the Helpdesk is essential to the management of the IT service. **(10 marks)**
  - b) Describe three sets of actions you would take to get the Helpdesk service operating at an acceptable level. Mention any key factors which would be essential to the success of each of your three actions. **(15 marks)**
  
3. With reference to computer services, describe what is meant by each of the following and give examples of how they could benefit an organisation:
  - Asset register
  - Escrow software agreement
  - Facilities management
  - Configuration management**(25 marks)**

[Turn over

4. “E-commerce is the future of this company, and we will not allow outdated traditional views to stand in the way of a leading edge development”.

This firmly stated view from the Chairman of the retail organisation for which you work is directed at the IT Director, who has expressed concern over the high speed of e-commerce development in the organisation.

- a) Discuss three situations where you would either support or question the Chairman’s position. **(15 marks)**
- b) Produce a draft letter for the IT Director to send to the Chairman, taking into account the views you have discussed in a) above. **(10 marks)**

5. Your company has received a critical report from its external auditors. They are concerned that the current planning for Disaster Recovery throughout the organisation is fragmented and outdated. The Board of Directors has asked you, the IT Manager, to review and revise the Disaster Recovery plan before the next visit from the auditors in nine months’ time.

- a) Describe in detail five key elements which you would include in the overall Disaster Recovery plan. **(15 marks)**
- b) Build a project plan for the Disaster Recovery review project which covers the period up to the next auditors’ visit. You should indicate the actions which need to be undertaken at each stage, the collaborations needed and the project deliverables. **(10 marks)**