

THE BRITISH COMPUTER SOCIETY
THE BCS PROFESSIONAL EXAMINATION
Professional Graduate Diploma
COMPUTER SERVICES MANAGEMENT

22nd April 2002, 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. The managers of a business organisation use laptop computers to enable them to work both at home and at the office. The Managing Director of the organisation is concerned that a growing number of laptops are being stolen. There have been several instances where sensitive and commercially valuable data has been lost and where the manager has failed to take a security copy. In addition a number of laptops have become infected by viruses as the managers use their laptops for connection to the Internet.

You are required to write a report for the Managing Director to:

- a) Recommend routine security practices that managers should follow to reduce laptop theft. **(6 marks)**
- b) Suggest how the data contained on the laptop could be reduced to a minimum. **(7 marks)**
- c) Suggest how any remaining data could be protected. **(6 marks)**
- d) Make suggestions as to how the incidence of virus infection could be reduced. **(6 marks)**

2. As a result of a merger between two business organisations, the current computer support arrangements of each organisation are being reviewed.

You have been assigned a project which is to examine the way in which Helpdesk services are currently provided, and then to recommend a single solution which will be applied to the entire new organisation.

- a) Write a memorandum to the two Helpdesk Managers, and their staff, introducing yourself and describing the background to your project. **(12 marks)**
- b) Build a work plan which will allow you to carry out the review and report back within a three month period. The plan should include a detailed description of your methods and the time allowed for each stage of the project. **(13 marks)**

3. Your employer's computer systems have been developed across many sites over the years and it has been decided that all systems will be physically relocated to one central, purpose-built, computer centre. The new centre will also contain offices for support staff and communications links to the company's various offices. A building site has been found and relevant planning consent granted for a two-storey building containing offices, a secure computer room, a restaurant area, a boiler room and a standby generator. Vehicular access to the building is on one side only. Once the building has been completed and the systems transferred, your employer wishes to start charging internal departments for all services used with the aim of keeping usage, and therefore costs, to a minimum.

- a) Giving reasons, describe the ideal location for the computer room within the new computer centre. **(10 marks)**
- b) Describe what other features should be included within the building design to cater for the use of computing equipment by a large number of staff. **(10 marks)**
- c) Briefly describe the elements of the new consolidated computing service that could be identified and charged out to users. **(5 marks)**

4. At a recent board meeting, a senior Board member was deeply critical of the service provided by the IT department. The company has been running the same set of desktop software for the past three years, which is viewed as unsatisfactory. The Board member requires all personal computers in the organisation to be provided with the latest versions of the operating system and standard software set, within three months of these products being released.

As the head of the IT department write a report to the Board which:

- a) Gives in detail, three benefits and three impacts which the adoption of this policy would have on the users and the company. **(12 marks)**
- b) Provides a comparison of the benefits and of the impacts, then recommend a way forward. **(13 marks)**

5. An organisation that uses client-server technology is organised around five separate IS areas, as follows:

- A Helpdesk for recording and monitoring of all problems and requests
- A technical support department which deals with all mid-range and mainframe equipment and software
- A network department responsible for the maintenance of all desktop equipment
- An operations department responsible for all aspects of live operation and the configuration management of operational code
- An applications department who develop and maintain all applications code irrespective of the platform used

A business user reports an error that he believes is within the application code resident on a mid-range server.

- a) List in sequential order the departments that would be involved in the resolution of this error. **(10 marks)**
- b) Describe the work each department would undertake. **(15 marks)**