

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

28th April 2003, 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 Managing Director of a large organisation has heard of the Software Capability Maturity Model and has requested further information. As the Computer Services Manager you have been asked to prepare a report to:
  - a) Discuss the Software Capability Maturity Model and its relevance to computer services. **(5 marks)**
  - b) Outline the stages of maturity. **(15 marks)**
  - c) Describe how an organisation at one level could progress to a higher level of the model. **(5 marks)**
  
2. You are the Information Technology Director of a medium sized company based in the UK. While you are overseas on holiday an anonymous letter is received by the Company Secretary. This letter demands a large sum of money and claims the network security of the company has been compromised.
  - a) While you are waiting for a flight back to the UK you need to send a list of actions the company needs to take immediately. Produce a list of five actions and explain the relevance of each action you suggest. **(15 marks)**
  - b) On returning to your office in the UK, you find that the situation has become more complex. The national press agencies have obtained details of the problem and the Chief Executive of your company is under pressure to make a statement to the press within twelve hours.

Draft a brief statement for the Chief Executive in which you indicate what the company is doing to deal with the problem. In a separate paragraph mention the information you would **not** expect the Chief Executive to include in his statement and the reasons why these details should not be made public.

**(10 marks)**
  
3. You have recently been employed by a company which for many years has spent little time or money on its Information Technology (IT) systems and procedures. The service provided to the end users has been generally poor and is typified by frequent periods of downtime.

Prepare a report for the Computer Services Manager to explain how risk management techniques operate. **(12 marks)**

Discuss how these techniques could be applied to minimise or reduce the effect of future breakdowns. **(13 marks)**

**Turn over]**

4. The increasing cost of maintaining desktop software in your organisation is causing concern. While the majority of the administrative staff insist that you should continue to provide the latest versions of the commercial office suite currently in use, the research and development staff propose that the whole organisation should move to a low cost open source product.
- a) In a briefing note to the Board, outline five points which would need to be satisfied before the change of product could be sanctioned by the organisation. **(10 marks)**
- b) Produce a project plan to show how the organisation could migrate from the current software environment to the new product over a four month period. Include a bullet list of key stages, and for each, explain how success could be measured at each point. **(15 marks)**
5. As the Computer Services Manager identify the most important points of each of the following for your Board of Directors:
- The Computer Misuse Act 1990
  - Copyright, Designs and Patents Act 1988
  - TQM
  - The advantages and disadvantages of facilities management
  - Principles of the BCS Code of conduct
- (5 x 5 marks)**