THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATIONS
Professional Graduate Diploma

COMPUTER SERVICES MANAGEMENT

3rd May 2006, 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. A medium-sized organisation is seeking a replacement Computer Services Manager to restore confidence in its computer services function. You have applied for the position.

    The systems used by the organisation process information reliably. However, the on-line response time is poor and both the desktop equipment and the network are prone to failure. The causes of failure and the most appropriate solutions have been difficult to identify.

    As part of the selection and recruitment process for the new Computer Services Manager, you have been asked to make a presentation to demonstrate your suitability for the position. Prepare notes for the presentation to explain:

    a) The role of the Computer Services Manager and the personal qualities required.   **(8 marks)**

    b) Possible reasons for the poor on-line response and how the problem could be resolved.   **(9 marks)**

    c) How an asset register system could be combined with a Helpdesk facility to identify points of failure in the network and desktop installations.   **(8 marks)**

2. As the Helpdesk Manager for a Computing Services group, you are responsible for providing support to five hundred office workers, all of whom are located on a single site within a large city.

    You are concerned about the high level of turnover of front-line support staff in your section. You believe the staff turnover may be contributing to a poor incident clear up rate and growing dissatisfaction among the customers.

    a) Write a memorandum to the Head of Computing Services describing the problem. You should discuss three techniques you propose to use to address the problem of high staff turnover.   **(12 marks)**

    b) With reference to ONE of the proposed solutions, produce a list of activities which will allow you to design, implement and monitor the technique you intend to use. You should state any assumptions which you make regarding the organisation and its infrastructure and explain the reasons for including each item in the list.
        (13 marks)

3. You are the computer services manager for an established commercial organisation where the users enjoy high systems availability and reliability. The organisation also has a comprehensive business continuity plan that includes use of a standby computer centre, should there be a major systems catastrophe. However, pressure from competitors and overall economic trading conditions have resulted in the organisation needing to reduce expenditure. The Finance Director has commented that the current service provided by Computer Services is "too good" and it has been suggested that cost savings could be realised if a "more appropriate" level of service is provided.

   a) Discuss the Finance Director's comment and consider whether or not a service can be "too good" in a commercial situation. **(9 marks)**

   b) Explain how any reduced service could be formalised and agreed with the organisation. **(8 marks)**

   c) Describe two alternative disaster contingency arrangements that could be used in place of the standby computer centre. Include in your answer the disadvantages of the two approaches. **(8 marks)**

4. You work for the IT group of a hospital. You have been told by your line manager that the IT support services of four hospitals in the same city are to be merged and run as a single operation.

   a) Write a report to the Head of Administration and Support Services of your hospital - who is a non-technical manager – discussing three areas of IT service provision which would have to be considered in this merger.
   (10 marks)

   b) For ONE of the areas of IT service, discussed in your report, draft a document which covers all the stages of discussion and the relevant decisions which would be needed to transfer the service safely to the new service model. **(15 marks)**

5. In the context of computer services, identify the main points of the following:

   a) The Computer Misuse Act 1990. **(5 marks)**
   b) The Copyright, Designs and Patents Act 1988. **(5 marks)**
   c) The Disability Discrimination Act 1995. **(5 marks)**
   d) FAST (The Federation Against Software Theft). **(5 marks)**
   e) The BCS Code of Conduct. **(5 marks)**