THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATIONS
BCS Level 6 Professional Graduate Diploma in IT

COMPUTER SERVICES MANAGEMENT

26th April 2007, 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.*

Calculators are NOT allowed in this examination.

1. "Creative chaos" is the term used by the manager of the Web Design Group in the New Media Company to describe the work environment of the group. The manager views this environment as an essential part of the design process.

   Unfortunately, your role as Systems Manager for the New Media Company comes into conflict with this ethos when you discover that the chaos extends to system administration, configuration management and the authorisation of user privileges.

   a) Write a letter to the manager of the Web Design Group expressing your concern regarding these issues and asking for a meeting to discuss the matter further. **(10 marks)**

   b) In preparation for the meeting, write a document describing how you propose to more closely manage ONE of these areas of concern - in a manner which will not have an impact on the intellectual freedom currently enjoyed by the group. **(15 marks)**

2. You have just been appointed Computer Services Manager for a national bank that has around three million customers. Upon appointment you are horrified to learn that two months previously a laptop computer, containing details of all the bank's customers, was stolen from an employee's house. The press have just become aware of this theft and have made it front page news. Understandably, the bank's customers are concerned about security implications and have flooded the switchboard with enquiries.

   Further investigations show that over recent months there have been several instances where sensitive and commercially valuable data has been lost. To make matters worse, you are told that a number of laptops have become infected by viruses, as employees have used the laptops outside the office for connection to the Internet.

   The Chief Executive has asked you to prepare a report to include the following:

   a) Identify and evaluate FIVE data security measures to prevent thieves gaining access to data. **(12 marks)**

   b) Recommend security practices that employees should follow to reduce laptop theft. **(8 marks)**

   c) Suggest how the incidence of virus infection could be reduced. **(5 marks)**

3. You are the IT service manager for a medium sized financial company based in the centre of a capital city.

One Monday morning, you are trying to get to work by public transport. You are a few hundred metres from your office building when you find that all the streets around the building are blocked by police barriers. Access to the area is completely restricted – as the police have received a warning that a building in the area has become seriously contaminated with radioactive material. There is no estimate as to when access will be possible.

Using your mobile phone, you manage to contact most of your team and you meet in a café to discuss your next move. It is clear from the discussion that your business continuity plan is wholly inadequate to deal with a problem on this scale.

a) Produce a list of the most important FIVE activities you will carry out in response to this situation and justify the reason for including each activity. **(15 marks)**

Fortunately, the warning turns out to be a false alarm and you are able to return to your office by lunchtime. The episode has caused significant concern to senior management and they are keen to see a review of the business continuity plan.

b) Describe what steps the business should take in order to update the business continuity plan. **(10 marks)**

4. You are working in an organization that has recently implemented a large customer database system. The Computer Services Division for the organization has five separate areas:

- A help desk department for recording and monitoring of all problems and requests
- A technical support department which deals with all application independent software
- A network department responsible for the corporate network and maintenance of all desktop equipment
- An operations department responsible for all aspects of live operation, including application maintenance
- A development department which develops all new systems (including the database system that has just been implemented)

You are employed as a support analyst and have been given the task of investigating why the users of the new system experience periods of very slow response times.

a) In order to determine the cause of the slow response time, briefly explain the detailed functions of each department and give reasons why it may be necessary for you to work with each department as part of your investigation. **(12 marks)**

b) On the assumption that the slow response has been caused by an error in the application code, describe a process that will lead to new code being reliably implemented in the live system. **(13 marks)**

5. Companies have a responsibility to ensure that they trade only within, increasingly complex, legal constraints.

a) With reference to current UK legislation, describe three areas of computer services management where the organization must ensure legal compliance. **(15 marks)**

b) Describe how you would review the operation of your computer services function in response to a new piece of legislation coming into being. **(10 marks)**