BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 5 Diploma in IT

IT SERVICE MANAGEMENT

Tuesday 24th March 2015 - Morning
Answer **any** FOUR questions out of SIX. All questions carry equal marks.
Time: TWO hours.

Answer any <u>Section A</u> questions you attempt in <u>Answer Book A</u>
Answer any <u>Section B</u> questions you attempt in <u>Answer Book B</u>

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

Calculators are **NOT** allowed in this examination.

Section A

Answer Section A questions in Answer Book A

A1. You are a member of the data management team in the information services department of a large public hospital in England. Your manager, who is responsible for liaising with other government services, asks you to copy a large set of medical information about patients at your hospital onto removable media which will be sent by post to another organisation. You are aware that this data set contains sensitive personal information regarding the health of the patients. The data set includes material not routinely shared online as part of standard hospital policy.

    a)   Identify THREE questions that you would ask your line manager before carrying out this activity. You should provide reasons for asking each of your questions. **(15 marks)**

    b)   You do not receive satisfactory answers to your questions and your manager tells you to "take it up with the boss". Write a memo to the Head of the Information department at the hospital describing your concerns and how you think the organisation should proceed. **(10 marks)**

A2. The highly respected finance company you work for, as an operations specialist, has suffered several embarrassing breaks in the IT service over the past year, due to problems with access to Internet resources. You believe that the problems were caused by a number of staff seeking access to online gambling services, chat-rooms and video streaming services – which have overloaded the wide area network link and caused critical business applications, which rely on timely access to web-based databases, to fail.

    a)   Describe THREE steps that you would take in order to confirm that the diagnosis of the problems is correct. **(9 marks)**

b) Write an email to the managing director of the company describing two reasons why this non-business use of network resources is placing the company at risk. **(8 marks)**

c) Explain how you would manage the IT service to prevent such misuse in the future. **(8 marks)**

A3. Your organisation, a medium sized company which sells car insurance, is being moved to a new building. The server hardware team intend to replace the existing servers, which are conventional rack-mounted systems, with a remotely served cloud based solution for processing and data storage. This removes the need to establish a new server room environment at the new site.

a) Discuss THREE areas of operational risk specific to this new environment which would need to be carefully managed. **(15 marks)**

b) Describe in detail a test procedure you would use to ensure that ONE of these risks is managed to a specified standard once the new system is placed in service. **(10 marks)**

Section B
Answer Section B questions in Answer Book B

B4.
a) List and describe the main characteristics of information used to support the main business activities carried out at the operational, tactical and strategic levels. **(15 marks)**

b) Rather than developing bespoke applications, software packages have become standard solutions in helping to fulfil the transaction processing needs of business organisations.
Describe THREE advantages and TWO disadvantages that can accrue from using software packages in an effort to fulfil the transaction processing needs of an organisation. **(10 Marks)**

B5.
a) Describe THREE potential advantages and TWO potential disadvantages a company can achieve by outsourcing development of its management information systems rather than developing them in house. **(15 marks)**

b) When developing application software, describe FOUR advantages the data flow approach has over narrative explanations. **(10 marks)**

B6.
a) Identify and describe THREE issues which need to be considered when introducing an information system to an existing organisation. **(15 marks)**

b) Describe what is meant by end user computing and explain under what circumstances end user computing is the most appropriate development approach. **(10 marks)**