BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 5 Diploma in IT

IT SERVICE MANAGEMENT

Wednesday 23rd March 2016 – Morning
Time: TWO hours

Answer **any** FOUR questions out of SIX. All questions carry equal marks.

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.
a)   Describe the main functions carried out by EACH of the following computer based information systems:

   i)   Transaction processing systems

(5 marks)

   ii)   Office automation systems

(5 marks)

   iii)   Expert systems

(5 Marks)

b)   Explain THREE ways in which management information systems can impact on the work of middle managers.

(10 Marks)

A2.
a)   Describe THREE reasons why it is important for senior managers to take an active involvement in the governance of an organisation's information systems.

(12 Marks)

b)   Some organisations use prototyping as a system development method.

Describe TWO circumstances in which this method would be suitable and TWO circumstances in which it would be unsuitable.

(13 Marks)

A3.

a) You are the project sponsor for developing a transaction processing system. After carefully reviewing the user requirements specification, you notice that some critical functionality has been omitted. Also, some requirements are inaccurate and others are unclear. However, you are coming under extreme pressure from the project manager and the project board to sign-off the user requirements specification. They are concerned that, if you fail to sign-off, you will put the entire project at risk, as the business needs dictate that the time-frame is not negotiable.

Explain and justify the course of action you should take.

(15 Marks)

b) In the context of a retail chain, discuss TWO advantages TWO disadvantages, for both central processing and distributed processing.

(10 Marks)

Section B
Answer Section B questions in Answer Book B

B4. Following the theft of equipment from a server room in your organisation, you, the IT Operations Manager, are asked by the Managing Director to review the physical security of the facility.

a) Describe the THREE aspects of physical security that you think are the most important in a small to medium scale organisation.

(12 marks)

b) In a memo to the Managing Director, explain in non-technical terms how you would implement the physical security aspects you identified in Part a) of your answer.

(13 marks)

B5. You are recruiting a new member of staff to join an existing IT operations team in your organisation.

a) Discuss THREE essential steps you would take during the recruitment process to ensure that the new staff member will not put the security of your data at risk.

(15 marks)

b) Describe in detail how you would manage the selection and interview process.

(10 marks)

B6. You are a software consultant who has been employed to introduce a new computerised workflow system into a small manufacturing company.

You quickly realise that there is a serious breakdown in communication between the three groups of staff who will be using the new system. You feel that the introduction of the new system is an attempt to resolve issues that are not software related – and that the implementation will almost inevitably fail.

a) In a letter to the head of the company, outline your concerns about the project as currently envisaged.

(12 marks)

b) Write a proposal for the company that addresses the issues of poor communication between the groups of staff. You should state any assumptions which you make.

(13 marks)