

BCS THE CHARTERED INSTITUTE FOR IT
BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 5 Diploma in IT

IT SERVICE MANAGEMENT

Tuesday 21st March 2017 – Morning
Answer **any** FOUR questions out of SIX. All questions carry equal marks
Time: TWO hours

Answer any Section A questions you attempt in Answer Book A
Answer any Section B questions you attempt in Answer Book B

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) Define a Decision Support System (DSS). **(5 marks)**
- b) Describe the components of a typical DSS. **(12 marks)**
- c) Using TWO examples (one example for management staff and one example for operational staff), explain how a DSS can assist the decision making of:
 - (i) Management staff
 - (ii) Operational staff.**(8 marks)**

A2.

- a) Describe FOUR ways in which an Executive Information System differs from other Information Systems used by executive personnel. **(12 marks)**
- b) List and explain THREE reasons why many Executive Information Systems fail. **(6 marks)**
- c) Discuss why developers of Information Systems may wish to use a phased approach for development. **(7 marks)**

A3.

- a) You are the Chief Information Officer of a UK nationwide supermarket chain. To compete with other supermarkets, the Board requires a database of customer preferences. You suggest that a Customer Relationship Management (CRM) system, using customer loyalty cards, would meet the Board's requirement.

Describe FOUR ways in which information from the CRM system could be used to help the supermarket chain improve its competitive position.

(12 marks)

- b) Describe, by job title and area of responsibility, who you think would comprise an appropriate IS steering committee for the following organisations.

- Your local College.
- A hotel chain with 500 hotels on five continents.
- The Foreign Office within the UK Government.
- A local hairdresser.

State any assumptions you make. If you believe one or more of the organisations does not need an IS steering committee, explain why.

(13 marks)

Section B

Answer Section B questions in Answer Book B

- B4. Describe the nature and importance of each of these topics in the context of IT service management:

- a) User authorisation
- b) Service definition
- c) Project management
- d) Product selection criteria
- e) Document image processing

(25 marks)

B5. You are asked by your manager, the Head of Technical Services, to recommend where the new central server room in your organisation should be located. The organisation is based in a four storey modern office block on a business park close to a major city, with a staff restaurant on part of the ground floor. There is space to locate the central server room on any of the four floors.

a) Describe in detail FOUR factors that need to be considered. **(12 marks)**

b) Taking into account the factors you have described in part a), recommend and justify an appropriate location for the new central server room, stating any assumptions made.

(13 marks)

B6. A member of staff at the financial organisation for which you work reports to the IT service desk that they have found an unlabelled USB stick plugged into a spare port on their office desktop PC. Your organisation has strict rules regarding removable media and has banned them from the site.

a) Describe the first THREE actions which you would take. **(9 marks)**

b) Write a report for the Board of your organisation describing the potential threats to which this incident could expose the organisation and offering a mechanism for managing the risk.

(16 marks)