

BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 5 Diploma in IT

IT SERVICE MANAGEMENT

Tuesday 20th March 2018 – 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.

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| Calculators are NOT allowed in this examination. |
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Section A
Answer Section A questions in Answer Book A

A1

Describe and justify FIVE examples of business ethics as they might apply to a manager in the IS/IT department of an organisation.

(25 marks)

A2

You are the computer manager for a financial organisation which employs around a hundred staff. The PCs are becoming obsolete and your Chief Executive Officer (CEO) has promised the staff that these old PCs will be replaced.

- a) Discuss FOUR key aspects of the hardware specification which would need to be decided as part of the procurement process, justifying why each one is important to the running of the organisation.

(12 marks)

- b) Draft a letter of enquiry which can be sent to potential PC suppliers requesting quotations for the 100 PCs that you wish to purchase. Include THREE factors which will influence your choice of supplier.

(13 marks)

A3

You are responsible for selecting the site for a new data centre your company wishes to build. From the wide range of available locations, you need to develop a short-list of those you want to examine in more detail.

Describe FIVE criteria you would use in the preparation of the shortlist, giving your reasons in each case.

(25 Marks)

Section B
Answer Section B questions in Answer Book B

B4

- a) You are the software development manager for an IT services company. Following consultation with all executive directors, the Director of Human Resources has been instructed to implement a system of Management By Objectives (MBO) across the whole organisation. However, you are concerned that MBO is unsuitable for measuring the performance of your software engineers.

Write a FORMAL email to the Director of IT outlining the effects (positive and negative) that you think the introduction of MBO will have on the performance of your team.

(15 Marks)

- b) Discuss TWO risks that can affect the success of a project.

(10 Marks)

B5

- a) Four approaches to software installation are: *parallel*, *direct*, *phased* and *pilot*. Describe each approach, ensuring you provide one characteristic unique to each approach.

(12 marks)

- b) Discuss TWO advantages of developing bespoke systems.

(6 marks)

- c) Discuss TWO advantages of purchasing off-the-shelf software.

(7 Marks)

B6

- a) In terms of their job role and their interaction with information systems, discuss the main differences between managers and end users.

(10 Marks)

- b) Identify and justify TWO advantages offered by the information systems planning process as opposed to an unplanned process.

(8 Marks)

- c) Explain why it is critical to consider the end users and other staff when designing and implementing an information system.

(7 Marks)

END OF EXAM