

**BCS THE CHARTERED INSTITUTE FOR IT**

BCS HIGHER EDUCATION QUALIFICATIONS  
BCS Level 6 Professional Graduate Diploma in IT

**COMPUTER SERVICE MANAGEMENT**

Tuesday 24<sup>th</sup> March 2020 – Morning

Answer **any** THREE questions out of five. All questions carry equal marks.

Time: THREE 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 <b>NOT</b> allowed in this examination
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## Section A

### Answer Section A questions in Answer Book A

#### A1.

- a) Describe the steps that an IT support team would follow to resolve an incident reported by a user.  
**(15 marks)**
- b) Propose an organisational structure which supports the steps you have described in A1 a).  
**(10 marks)**

#### A2.

- a) Describe in detail the **FIVE** levels of the **Capability Maturity Model** (CMM) for software development.  
**(15 marks)**
- b) Discuss the importance of CMM to the management of software development giving examples which illustrate this importance.  
**(10 marks)**

#### A3.

You are the manager of an information technology group in a medium sized hospital. Your group has been tasked with developing a support environment which provides medical staff with remote access to clinical records by means of hand-held devices including smartphones.

- a) Outline what might be included in such a service, how it would be supported, and the limits to the service.  
**(15 marks)**
- b) Describe the security controls which you would employ within your group to ensure that clinical data does not become available outside the medical staff.  
**(10 marks)**

**[Turn Over]**

## Section B

### Answer Section B questions in Answer Book B

#### B4.

Traditionally, the IT department of an organisation has recovered its costs by charging user departments a percentage of the total IT costs based on the number of people in each department. In other words, if there are 500 users, a department of 100 users would pay 20% of the IT costs.

The IT department is now going to introduce service-based costing, whereby each department pays a percentage of costs based on the volume of each service it uses, where a service might be email, for instance.

- a) Describe the steps the IT department needs to take to introduce service-based costing.  
**(13 marks)**
- b) Describe **TWO** benefits and **TWO** drawbacks of service-based costing.  
**(12 marks)**

#### B5.

Capacity Planning is an important process when designing a new service as well as when the service is operational.

- a) Describe the capacity-related actions that IT service staff would take at the design stage.  
**(12 marks)**
- b) Describe the capacity-related actions that IT service staff would take at the operational stage, when a service is live.  
**(13 marks)**

**END OF EXAMINATION**