

Section B
Answer Section B questions in Answer Book B

B4

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

B5

Following the theft of a tablet – containing sensitive business documents - from the car of a senior member of staff, your company has decided to review its policy regarding information security and mobile computing devices.

The Head of Information Services has asked you, the Operations Manager, to carry out the review and report back with a set of proposals within one week.

- a) Discuss how you would approach this task and ensure that the proposals reflect the core business requirements of the organisation. You should state any assumptions that you make about the company and its operating environment.
(13 marks)
- b) Taking your assumptions into account, describe **THREE** possible recommendations of the review which you believe would give immediate benefits for the minimum of expenditure.
(12 marks)

End of Examination

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Wednesday 27th April 2022 – 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 NOT allowed in this examination
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Section A
Answer Section A questions in Answer Book A

A1

Traditionally, the IT department of an organisation has recovered its costs by charging user departments a proportion of the total IT costs, based on the number of people in each department. For example, 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 proportion 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)

A2

The service development and service support teams at a small university are finding it increasingly difficult to recruit and retain staff with appropriate skill sets. As the manager of both teams, you are increasingly concerned by this trend.

- a) In a memorandum to the Chief Executive, discuss why you believe the problem exists and provide **THREE** policy options which could be used to resolve the situation. You should state any assumptions which you make.

(15 marks)

- b) Develop a detailed implementation plan for **ONE** of the options. The plan should include mechanisms for measuring the success, or otherwise, of the policy.

(10 marks)

A3

The finance company you work for has grown in size over the last few years, going from 20 staff to over 100. IT hardware and software provision during this period of growth has largely been installed and supported by external contractors.

The head of the company is concerned about the cost of external support and suggests bringing the support in-house. You have been asked to lead a project to achieve this aim.

- a) What **THREE** questions would you ask the head of the company before accepting this role? You should briefly state your reasoning.

(15 marks)

- b) Write a plan for the project outlining a timetable for the work you anticipate and how you would measure its success.

(10 marks)

[Turn Over]