

Cork Institute of Technology

Bachelor of Science in Computing in Information Technology Support – Award

(KITSU_7_Y3)

Summer 2008

Computer Services Management

(Time: 3 Hours)

Answer **FIVE** questions
All questions carry equal marks

Examiners: Ms. N. Gubbins
Mr. J. Greenslade
Mr. J. Walsh

IT Management and Department Structures

1 (a) Discuss the key goals of the following team clusters within IT Operations:

- (i) Release Cluster
- (ii) Service Cluster
- (iii) Infrastructure Cluster
- (iv) Support Cluster
- (v) Operations Cluster
- (vi) Partner Cluster
- (vii) Security Cluster

(14 marks)

1 (b) What are the advantages and disadvantages of using the Centralised Administration model of System Administration?

(6 marks)

Facilities Management/Backup and Recovery Procedures

2 (a) What is a Disaster Recovery Plan?

(2 marks)

2 (b) Describe the four main steps in implementing a Disaster Recover Plan.

(4 marks)

2 (c) Describe in detail how to implement a data backup strategy within an organization.

(14 marks)

Software and Hardware Assessment and Selection

3 (a) Describe the common mistakes made in Software Selection. (6 marks)

3 (b) Describe a software selection methodology and discuss how this methodology would address the problem areas described in 3 (a). (14 marks)

Project Management

4 (a) Describe the organising and controlling phases of the project management process. (7 marks)

4 (b) Discuss some strategies for effective team leadership and outline some guidelines for Project Leaders. (7 marks)

4 (c) What are the main selection criteria for project teams? (6 marks)

Project Management Methodology

5 (a) Outline the Prince2 process model. (6 marks)

5 (b) What is PMBOK? Explain the difference between a Project Management Methodology and an Applications Development Methodology. (6 marks)

5 (c) What is a Project Infrastructure? Describe the five main components of a Project Infrastructure. (8 marks)

Quality and Reliability

6 (a) What is Software Quality? Why can Software Quality be problematical? (4 marks)

6 (b) What are the primary causes for the failure of complex IT projects? (7 marks)

6 (c) Why should Quality Management and Project Management be kept separate? (4 marks)

6 (d) Explain the importance of Software Configuration Management. (5 marks)

Legal and Professional Issues

7 (a) Give a brief description of what is meant by the terms Software License and Copyright Law.

(4 marks)

7 (b) Explain the term Professional Ethics? Give a brief description of the Joint IEEE-CS/ACM Code of Ethics and Professional Practice.

(8 marks)

7 (c) What are the main legal responsibilities of a Data Controller under the Data Protection Act in relation to the information that is stored on computer about individuals?

(8 marks)