

**CORK INSTITUTE OF TECHNOLOGY
INSTITIÚID TEICNEOLAÍOCHTA CHORCAÍ**

Semester 2 Examinations 2010

Module Title: Computer Services Management

Module Code: COMP7003

School: Mathematics and Computing

Programme Title: Bachelor of Science in Computing in Information Technology Support
Bachelor of Science (Honours) in IT Management
Bachelor of Science (Honours) in Software Development & Computer Networking

Programme Code: KITSU_7_Y3
KITSE_7_Y3
KITMN_8_Y2
KDNET_8_Y4

External Examiner(s): Mr. K. Deasy
Internal Examiner(s): Ms. N. Gubbins

Instructions: Do Question 1 and TWO other questions

Duration: 2 hours

Sitting: Autumn 2010

Requirements for this examination:

Note to Candidates: Please check the Programme Title and the Module Title to ensure that you have received the correct examination paper.
If in doubt please contact an Invigilator.

Q1. General Questions

- (a) Discuss the major problems encountered when analysing software requirements. (10 marks)
- (b) Discuss the steps required to ensure software licensing compliance within an organisation. (10 marks)
- (c) Give a brief outline the most important frameworks and standards relevant to Computer Services Departments. (10 marks)
- (d) Discuss the advantages and disadvantages of centralized versus distributed IT. (10 marks)

Q2. Software Selection and Procurement

- (a) Discuss the common mistakes made in Software Selection. (12 marks)
- (b) Discuss how a software selection methodology would address the problem areas described. (18 marks)

Q3. Legal, Professional and Ethical issues

(a) Discuss the key features of an effective Program of Compliance and Ethics.

(10 marks)

(b) With regard to Open Source licensing, discuss the following giving an example license in each case:

- a. Permissive
- b. Persistent
- c. Persistent and Inheritable

(9 marks)

(c) If a programmer uses downloaded open-source code in a software module for a project, discuss in detail how this may affect the way in which the resulting software can be licensed.

(11 marks)

Q4. IT Department Structures and Frameworks

(a) Describe in detail the ITIL framework for IT Service Management.

(14 marks)

(b) Discuss the key goals of the Service, Support and Security team clusters within IT Operations.

(16 marks)