

**CORK INSTITUTE OF TECHNOLOGY  
INSTITIÚID TEICNEOLAÍOCHTA CHORCAÍ**

**Semester 2 Examinations 2010/11**

**Module Title: Computer Services Management**

**Module Code:** COMP7003

**School:** Mathematics and Computing

**Programme Title:** Bachelor of Science in IT 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):** Noreen Gubbins

**Instructions:** Answer Question 1 and TWO other questions

**Duration:** 2 hours

**Sitting:** Summer 2011

**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) Describe a process for the selection and procurement of an IT system.  
(10 marks)
- (b) Describe the main legal responsibilities of a Data Controller under the Data Protection Act in relation to information that is stored on computer about individuals.  
(10 marks)
- (c) Outline the important frameworks and standards relevant to Computer Services departments.  
(10 marks)
- (d) Discuss the goals and responsibilities of the service and support clusters in an IT Services department.  
(10 marks)

## **Q2.System Selection and Procurement**

- (a) Using a flowchart show the components of a Requirements Engineering process. Briefly discuss each stage in this process.  
(10 marks)
- (b) Discuss the factors that should be taken into account when assessing potential vendors.  
(10 marks)
- (c) Discuss the goals and concerns of the typical software buyer at the outset of a software contract negotiation process.  
(10 marks)

### **Q3. Legal, Professional and Ethical issues**

- (a) Discuss the steps required to ensure software licensing compliance within an organisation.  
(10 marks)
- (b) With regard to Open Source intellectual property and licence compliance, discuss the steps required to reduce the risk from Open Source use and product integration.  
(10 marks)
- (c) Discuss the characteristics of a code of ethics and why a professional code of ethics is needed in Computing.  
(10 marks)

### **Q4. IT Department Structures and Frameworks**

- (a) Discuss the role of the Infrastructure cluster in IT.  
(10 marks)
- (b) Discuss the advantages and disadvantages of centralized versus distributed IT.  
(10 marks)
- (c) Describe a typical IT Staff Recruitment and Selection process.  
(10 marks)