

**CORK INSTITUTE OF TECHNOLOGY
INSTITIÚID TEICNEOLAÍOCHTA CHORCAÍ**

Semester 1 Repeat Examinations 2014/15

Module Title: Computer Services Management

Module Code: COMP7003

School: Science and Informatics

**Programme Title: BSc in IT Support
BSc(Hons) in IT Management**

Programme Code: KITMN_8_Y2; KITSU_7_Y3

**External Examiner(s): Dr. Anthony Keane
Internal Examiner(s): Ms. Noreen Gubbins**

**Instructions: Answer Question 1 (40 marks) and
TWO other questions (30 marks each)**

(Total marks = 100)

Duration: 2 hours

Sitting: Autumn 2015

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.Compulsory Questions

- (a) Discuss the advantages of using an RFP (Request for Proposal) process to select an IT system.
(10 marks)
- (b) Discuss how to implement a programme of software compliance in an organisation.
(10 marks)
- (c) Outline the important frameworks and standards for IT Service Management, Project Management, Quality Management and Security Management that are relevant to Computer Services Departments.
(10 marks)
- (d) Outline the ITILv3 framework for IT Service Management.
(10 marks)

Q2.Software Selection and Procurement

- (a) Discuss how a strong, well-rounded IT Procurement policy will protect an organization
(10 marks)
- (b) Discuss the principal requirements engineering activities and their relationships?
(20 marks)

Q3. Legal, Professional and Ethical issues

(a) Discuss software warranty with respect to software products and custom software developments.

(10 marks)

(b) Discuss in detail the criteria with which the distribution of open source software must comply.

(20 marks)

Q4. IT Frameworks

(a) Describe the ISO 27002 standard and its security domains.

(10 marks)

(b) Discuss the ITIL framework for IT Service Management.

(20 marks)