Section B
Answer any Section B questions you attempt in Answer Book B

B4.

The Head of Finance (CFO) in your organisation has announced that from the next financial year, all users of IT will be charged for their usage. The CFO has asked you for your advice on aspects of how charging might be introduced. The intention is that the charges will be equal to the spend on IT.

a) Identify and explain the steps that are needed to introduce IT charging.

(16 marks)

b) Identify and describe **THREE** risks of introducing charging.

(9 marks)

B5.

Capacity Management is an important process that is used at various times during the service lifecycle.

a) A key aspect of capacity management is capacity planning. Describe how capacity planning supports the design, transition and launch of a new service.

(10 marks)

b) Describe the role of capacity management once a service is operational.

(8 marks)

c) List and briefly describe the main aspects of a Capacity Plan.

(7 marks)

END OF EXAMINATION

Section A
Answer any Section A questions you attempt in Answer Book A

A1.

As a consultant with expertise in service management processes, you have been asked by a client to recommend three service management processes that they should focus on to start their formal adoption of service management programme.

- The client provides a full range of IT services to its parent organisation.
- There is a helpdesk, but it has a poor reputation and can complete only about 20% of enquiries. There are no service level agreements.
- No other service management processes have been adopted yet.

From your initial work with the client, you have drawn-up a shortlist of seven service management processes: Incident Management, Change Management, Release Management, Problem Management, Configuration Management, Service Level Management and Availability Management. You now need to recommend **THREE** of these.

a) List the **THREE** service management processes you would recommend that your client adopt first and for **each** process, provide an explanation as to why you have recommended it.

(15 marks)

b) Choose **ONE** of the processes you have recommended in part a) and define **TWO** key performance indicators you would recommend your client to use for that process. You should also describe the benefit of **each** KPI or why it would be useful.

(10 marks)

A2.

When choosing to acquire services from a third-party, an organisation can choose between two main types of relationship, Supplier and Partner.

a) List and describe **THREE** main differences between a Supplier and a Partner.

(15 marks)

b) For either a Supplier or a Partner, describe the steps you would take to select the best one for your organisation.

(10 marks)

A3.

You have been appointed as the new IT Security Manager in your organisation. Your first tasks are to draft the IT Security Policy that describes the IT security objectives of your organisation and the controls you will put in place to achieve these objectives.

Your manager has proposed three objectives you should include in the IT Security Policy:

- Effective management of starters, movers and leavers.
- Management of risks from visitors to the company's Head Office.
- Proper use of Internet access by staff from company devices.

a) For **each** of these three objectives, describe the controls you would put in place to ensure that the objectives are met.

(15 marks)

b) Propose **TWO** other IT Security objectives and describe the controls you would put in place for these objectives.

(10 marks)