

## Competitive Exams: Operations Management Controls

Eight functions that are the responsibility of operations management:

1. Computer operations: Controls over computer operations govern the activities that support the day-to-day execution of either test or production systems and 3 types of controls must exist:
  - a. those that prescribe the functions that either human operators or AOF must perform
  - b. those that prescribe how jobs are to be scheduled on the hardware/software platform
  - c. those that prescribe how hardware is to be maintained in good operating order
2. Communications network protocol: Network operations govern the activities of wide area and local area networks
3. Data preparation and entry: Data preparation and data entry facilities should be designed to promote speed and accuracy and to maintain the well-being of keyboard operators
4. Production control: Performs 5 major functions:
  - a. receipt and dispatch of input and output
  - b. job scheduling
  - c. management of service-level agreements with users
  - d. transfer pricing/chargeout control
  - e. acquisition of computer consumables
5. File library: Management of an organization's machine-readable storage media and performs 4 functions:
  - a. ensuring that removable storage media are stored securely in a clean environment
  - b. ensuring that storage media are used only for authorized purposes
  - c. maintaining storage media in good working order
  - d. locating storage media appropriately at either on-site or off-site facilities

Visit examrace.com for free study material, doorsteptutor.com for questions with detailed explanations, and "Examrace" YouTube channel for free videos lectures

6. Documentation and program library: Maintaining the documentation needed to support computer operations and managing the inventory of acquired or licensed software
7. Help desk/technical support: Main responsibilities:
  - a. assisting end users to employ end-user hardware and software
  - b. providing technical support for production systems by assisting with problem resolution
8. Capacity planning and performance monitoring: To ensure that unauthorized activities are not happening, systems performance is acceptable, and whether more hardware and software resources are needed
9. Outsourced operations: 4 types of controls needed:
  - a. ongoing evaluation of the financial viability of the outsourcing vendor
  - b. ensuring compliance with the outsourcing contract's terms and conditions
  - c. ensuring the ongoing reliability of controls in the outsourcing vendor's operations
  - d. maintaining procedures for disaster recovery with the outsourcing vendor