BCS THE CHARTERED INSTITUTE FOR IT

BCS HIGHER EDUCATION QUALIFICATIONS
BCS Level 6 Professional Graduate Diploma in IT

COMPUTER SERVICES MANAGEMENT

Monday 16th September 2019 – Morning

Answer **any** THREE questions out of five. All questions carry equal marks.
Time: THREE hours

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

The marks given in brackets are **indicative** of the weight given to each part of the question.

Calculators are **NOT** allowed in this examination.

[Turn Over]

A1.

    a)   Describe THREE critical activities for an IT service desk giving examples of their practical application.

(15 marks)

    b)   In the form of a report to senior management, discuss how organisations can benefit from an efficient and effective customer-facing service environment. Discuss any further steps needed to achieve service excellence.

(10 marks)

A2.   The business organisation for which you work as IT Support Manager refreshes its population of desktop personal computers on a five year cycle. In any one year, the organisation replaces 20% of the PCs.

    a)   Define THREE policies which could be used to ensure that the new personal computers are used most effectively.

(15 marks)

    b)   Write a document for the senior management of the organisation introducing the policies and explaining how they will improve overall efficiency in the workplace.

(10 Marks)

A3.   You are an external consultant to a commercial organisation with six offices based around the country. The senior management of the organisation has decided that it needs to make substantial economies in the way IS/IT support is provided.

    The proposal is that all technical and operation support staff are based at a single site, providing remote support to the other sites as necessary – with half the support staff being made redundant.

    a)   Describe the first THREE questions you would ask the senior management in response to this proposal.

(15 marks)

    b)   In a memorandum to the senior management, outline the approach you would use to ensure that the project to carry out this service change does not result in service failure. You should state any assumptions that you make.

(10 marks)

[Turn Over]

Section B
Answer Section B questions in Answer Book B

B4. Several companies in the same town as the company you work for as IT Manager have recently experienced break-ins either overnight or at weekends, resulting in the loss of portable high-value computing equipment.

a) Describe THREE measures you could undertake in order to reduce the risk of equipment loss in your company.

(15 marks)

b) In a memorandum to the Managing Director of your company, explain the value of these measures and how they would be introduced.

(10 marks)

B5.

a) Describe THREE elements which are essential parts of a Service Level Agreement.

(15 marks)

b) Discuss how Service Level Agreements can help both service managers and service users.

(10 marks)

End of Exam