BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICE MANAGEMENT

Tuesday 17th November 2020 – 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

Section A
Answer Section A in Answer Book A

A1.

The first line support function or Service Desk is an important function that is responsible for helping users resolve their incidents and dealing with their service requests.

Propose **FIVE** measures of Service Desk performance and for each measure, describe how it helps optimise the performance of the Service Desk.

(25 marks)

A2.

An often-quoted statistic is that 70-80% of incidents are caused by poorly controlled change.

a) Describe **FOUR** steps you could take to reduce the number of change-related incidents.

(16 marks)

b) Describe the relationships and dependencies between Problem Management and Change Management.

(9 marks)

A3.

IT services have many different stakeholder groups whose satisfaction is an important consideration in the provision of IT services.

a) Identify **THREE** different IT stakeholder groups and explain the different type of needs they have from IT services.

(15 marks)

b) Describe **FOUR** measures you would use to assess each stakeholder group's level of satisfaction with IT services.

(10 marks)

B4.

Due to an expansion in the company you work for as an IT team leader, you need to recruit several new technical operations staff.

a) Describe **FIVE** key personal attributes you would include in the person specification for the post of technical officer.

(15 marks)

b) Describe a selection process for these posts and how it could avoid any bias regarding gender, race and religion.

(10 marks)

B5.

You are the IT manager of a small manufacturing firm. As part of a major reorganisation of your server room, you need to replace a number of existing server systems.

a) Describe **FIVE** issues which you should consider when choosing the new servers for your organisation.

(15 marks)

b) Describe the activities in the server replacement project that would ensure it is carried out in a secure and efficient manner. State any assumptions you make.

(10 marks)

End of Examination

Question number: A1
Syllabus area:
Total marks allocated:
Examiners' Guidance Notes
This question asks the candidate for FIVE measures of service desk performance. It should be clear from the paper that when a whole question is worth 25 marks, 5 marks will be awarded for each of 5 measures. A number of candidates failed to note this relationship, and provided fewer measures of service desk performance, resulting in proportionately lower potential marks. Some candidates scored less well on this question as a result of too much similarity between the measures provided.

Question number: A2
Syllabus area:
Total marks allocated:
Examiners' Guidance Notes
This question was well answered by a number of candidates, but others did not score well as the answers they gave were too brief or did not fully explain themselves. In part a), some candidates lost marks as the steps they described were too similar. Others failed to provide the number of steps requested in the question – FOUR. Part b) was answered well by a number of candidates, but others did not distinguish sufficiently clearly between "problem" and "change" management.

Question number: A3
Syllabus area:
Total marks allocated:
Examiners' Guidance Notes
This was the least popular question in section A, but the majority of candidates who attempted it scored well. In most cases, candidates were clear about the nature of the stakeholder groups and their relationship with service providers. The measures proposed were, in general, satisfactory – although there was some duplication across the four measures in a few cases. Candidates should avoid the re-use of material in multiple parts of the same answer, as it limits their ability to score highly.

Question number: B4
Syllabus area:
Total marks allocated:
Examiners' Guidance Notes
The biggest challenge with this question was that Part a) asked about PERSONAL ATTRIBUTES yet the majority of candidates answered as if the question said professional attributes. The answers therefore covered aspects such as qualifications, technical knowledge and past experiences, when the question implied aspects such as attitude, willingness to learn, clear thinker, problem solver, etc. Since the marking guidelines did not reference this, after initially not awarding marks for professional attributes, I went back and did so, because so many candidates either misunderstood or misinterpreted the question. Another issue with the candidate's response to the question in general was that many of them interpreted this role as having staff reporting to them, which again, I don't believe was implied in the question, but nonetheless I awarded marks for since this role may well be a sort of Team Leader in the candidate's location. In Part b) many candidates described a robust selection process but made no actual reference to avoiding bias. The marking guidelines did not tell us how to allow for this, but I felt I couldn't award as many marks as if there were reference to avoiding bias.

Question number: B5
Syllabus area:
Total marks allocated:
Examiners' Guidance Notes
Part a) asked for five ISSUES which I think would have been better if it had said five CONSIDERATIONS since we were getting answer such as ensure it can handle future growth. Nonetheless, most candidates interpreted it as considerations but too few candidates provided sufficient material to justify the award of three marks for the issue/consideration. One of my biggest concerns of these exams is that candidates feel that they can write little more than a page for a question in two parts worth 25 marks. In Part b) only a relatively small minority of candidates presented anything like the steps of a project or a project plan. The majority simply offered some random activities and few assumptions.