BCS Higher Education Qualification

Certificate/Diploma/Profession Graduate Diploma[1]

Date[2]

EXAMINERS' REPORT

Examination title[3]

Question number: A1
Syllabus area:
2.1   A comparative overview of organisational groupings necessary to define and manage services   2.3   Plan and execute projects   6.5   Security   6.6   Business continuity planning and contingency planning   6.7   Site planning
Total marks allocated: 25
Examiners' Guidance Notes
This question was attempted by almost three quarters of candidates and had a good pass rate of almost 73%. The answers were, in general, clear and appropriate – although some candidates lost marks by not focussing wholly on the PHYSICAL design criteria. Those answers which did not reach the pass mark were generally poorly constructed and had little relevant content.

Question number: A2
Syllabus area:
1.5   Achieving operational excellence   2.3   Plan and execute projects   3.4   Definition of service features and performance targets   7.2   Contracts   9.2   Service level agreement
Total marks allocated: 25
Examiners' Guidance Notes
This was not a popular question, and was only attempted by 37% of candidates. The pass rate of 68%, however, indicates that those who attempted it in general chose wisely. Those who scored most well provided cogent, well-structured answers in the requested format. Those who failed generally gave answers which lacked structure and were lacking in significant elements.

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[1] *Delete as appropriate*

[2] *Insert sitting and year*

[3] *Insert module title in full – no abbreviations*

Question number: A3

Syllabus area:
1.2   Understanding customer needs
2.2   Deal with customers
3.4   Definition of service features and performance targets
5.1   Performance measurement
6.1   Monitoring of resource usage
6.5   Security

Total marks allocated: 25

Examiners' Guidance Notes

Fewer than 40% of candidates attempted this question. The pass rate was 68%, and some good answer points were made by the most successful candidates. The most poorly answered area was section (b), where a number of candidates failed to provide anything which could be recognised as a "project plan" - relying instead on a few general expectations.

Question number: B4

Syllabus area:
4.1   Help-desk
4.3   Service desk
5.6   Asset management
7.3   Personnel administration

Total marks allocated: 25

Examiners' Guidance Notes

This question was the answered by the largest number of candidates. The average mark was healthy, but there was a wide range between the best and the least satisfactory answers.

In part a) it was not clear that the role of 'Computer Services Manager' meant the same thing to every candidate. However, most candidates seemed to recognise the role and included most of the aspects expected by the examiners. Weaker candidates tended to put little more than bullet points or single sentences, better candidates put a short paragraph on each area of responsibility.

In part b) many candidates interpreted 'poor online response' in terms of service desk response, rather than network delays. Some credit was given for this interpretation, but the correct meaning which was clear from the context scored many more marks. There were also a number of candidates that gave possible reasons for poor online response but did not provide a resolution.

In part c) there was quite a variation in answer length and quality as the weaker candidates focussed on the logging rather than the minimising the failures.

Question number: B5
Syllabus area:
10.1   An awareness of current UK national and international legislation including Data Protection Act 1988, Computer Misuse Act 1990, equal opportunities.
Total marks allocated: 25
Examiners' Guidance Notes
Quite a wide variety of answer quality here, but only to be expected. Some candidates were clearly very well versed in these Acts and were able to quote relevant dates as well as appropriate particulars. However, only perhaps 50-60% of answers were put in the context of computer services; some explicitly and some more implicitly.