BCS Higher Education Qualification

Professional Graduate Diploma

October 2024

EXAMINERS' REPORT

Computer Services Management

Questions Report:

A1	
	This question was generally answered well. Candidates who scored well were able to articulate the varying roles, associated responsibilities and the communication between them. Some of the weaker answers simply listed the roles, missing the key relationship building element of the question.
A2	
	A high number of candidates attempted this question. Most were able to describe the functions and what they did. The better answers linked this to risk management and that understood that it was a way to understand the state of an enterprise at any given time. The best answers linked in other functions such as incident management.
A3	
	Few candidates answered this question. Those that did, generally scored well. The better answers effectively discussed value, what it is, and what it means to a customer. This explanation of value then led to the rationale behind tailored or individual reports. In addition, in part b), the justifications of why there are differing options were answered well.
B4	
	The question was the least-chosen answer in the paper. Those that did respond to this question generally answered well. Part a) was done well – understanding of what needs to happen before a new service is provided. For part b), the better answers demonstrated an understanding of ITIL terminology and methodology – even if not explicitly mentioned.
B5	
	The vast majority of students attempted this question and was generally answered well. Most could describe the SLA and its benefits. In some instanced the answers between a), b) and c) were blurred (i.e. what are the benefits). The best answers included appropriate examples to support the benefits.