BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Wednesday 2nd October 2024 – Morning

Answer **any** THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours

Answer any <u>Section A</u> questions you attempt in <u>Answer Book A</u>
Answer any <u>Section B</u> questions you attempt in <u>Answer Book B</u>

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 questions in Answer Book A

A1.

Maintaining good communication between the IT Department and its customers and users is vital for the delivery of efficient and effective service. There are at least three service management roles that support this, the Business Analyst, the Service Level Manager and the Relationship Manager.

a) Describe how **each** role contributes to building positive relationships between the IT Department and its customers and users.

(15 marks)

b) Describe how the Service Desk or First Line Support Team that is responsible for managing incidents and service requests, contributes to building effective relationships between the IT Department and its users.

(10 marks)

A2.

a) Explain the differences between the Asset Management and Configuration Management processes, providing examples to illustrate your answer.

(10 marks)

b) Explain how Configuration Management and Change Management support each other.

(10 marks)

c) Explain how Problem Management supports Incident Management.

(5 marks)

A3.

a) Explain why it is important that performance reports reflect the customer and user perception of services.

(5 marks)

b) Many users now have the ability to report incidents via a user or self-service portal instead of having to telephone the Help Desk or Service Desk. Give **two** reasons why this can be beneficial and **two** reasons why it might not be beneficial.

(12 marks)

c) Explain what is meant by 'Incident Priority' and 'Incident Category' giving examples to illustrate your answer.

(8 marks)

Section B
Answer Section B questions in Answer Book B

B4.

a) If a business department needs a new IT service, describe the steps that the business department and the IT Department would take before agreeing to provide the new service.

(15 marks)

b) Explain what is meant by 'Functional Requirements' and 'Non-Functional Requirements' giving examples to illustrate your answer.

(10 marks)

B5.

a) Describe the contents of a Service Level Agreement (SLA).

(6 marks)

b) Explain the benefits of an SLA for the customer/user.

(6 marks)

c) Explain the benefits of an SLA for the IT Department.

(6 marks)

d) Explain why the SLA should be regularly reviewed.

(7 marks)

END OF EXAMINATION