| Examiner Report | |
|---|---|
| **Qualification Name** | Higher Education Qualification |
| **Qualification Level** | Professional Graduate Diploma |
| **Date/ Series** | April 2024 |
| **Module** | Computer Services Management |

| Question no. | comments |
|---|---|
| A1 | a) was answered relatively well. Good rationale and definitions.<br><br>b) was answered poorly. No real grasp of what KPIs where and how to use them. |

| Question no. | comments |
|---|---|
| A2 | Overall, very well answered. Definitions and roles were explained well. The better answers used tables to compare and contrast roles, and this worked very well. |

| Question no. | comments |
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| A3 | Not overly popular, but those who did answer it, did pretty well. Most of the controls suggested were appropriate. |

| Question no. | comments |
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| B4 | Not many attempted this, and it was done poorly. The identification and definition of risks associated with charging wasn't very well understood. |

| Question no. | comments |
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| B5 | Poorly answered overall. Appeared to be used for those who ran out of time, as in most instances B)and C) were not attempted. |