BCS Higher Education Qualification

Professional Graduate Diploma

October 2022

EXAMINERS' REPORT TEMPLATE

Computer Services Management

Questions Report:

A1	**Syllabus mapping: 1.5, 3.2, 5 & 6**
	Reasonably well answered by most candidates. However of the large number who chose Problem Management only one mentioned the KEDB.
A2	**Syllabus mapping: 7.2 & 9**
	Reasonably or well answered by most candidates.
A3	**Syllabus mapping: 1.2, 1.3 & 4.3**
	A few candidates answered this well but a large number did not. In Part A the processes were usually well described but little about working together or benefits to user. In Part B there was very few sources described that I would expect (e.g. KEDB)
B4	**Syllabus mapping: 6.6**
	Part A was mostly well answered by candidates. In Part B a number of candidates answered that the only way of testing was to talk to people.
B5	**Syllabus mapping: 1.2, 1.4, 2.2 & 4.1**
	Reasonably or well answered by most candidates. However there seemed to be a universal lack of understanding of Business Relationship Management.

Additional Examiner comments:

Candidates would benefit from using the exam guidance and techniques provided by BCS as some are listing where the question is 'describe' and vice versa.
Candidates need to be aware that just describing a process will not always answer the question.