

Section B

Answer Section B questions in Answer Book B

B4.

Following an external audit of your service management risks, the audit report has stated that there is no effective business continuity management in place and therefore the organisation is at risk from losing the IT services from a major incident.

- a) You have been asked to consider the options for introducing a business continuity plan which includes the following:
- i) A contract with a third party to provide a spare computer room fully equipped but not operational.
 - ii) Building a new data centre and spreading the current load across both centres.
 - iii) Reaching agreement with another local organisation to be able to use their datacentre and vice versa.

Explain the advantages and disadvantages of each option.

(16 marks)

- b) Describe **THREE** ways of testing a business continuity solution.

(9 marks)

B5.

There are at least three levels at which customer relationship management takes place in an IT department:

- Help desk.
- Service level management.
- Business relationship management.

- a) For each of these, compare and contrast the role of the people both within the service provider and within the customer teams.

(18 marks)

- b) Some organisations do not have any formal service level agreements in place. Explain why this is not advisable.

(7 marks)

End of Examination

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BCS Level 6 Professional Graduate Diploma in IT

COMPUTER SERVICES MANAGEMENT

Monday 3rd October 2022 – Morning

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

Time: THREE hours

Answer any **Section A** questions you attempt in **Answer Book A**
Answer any **Section B** questions you attempt in **Answer Book B**

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.

One effective way to achieve operational excellence is to adopt an increasingly proactive approach to service delivery by focusing on those service management processes that will promote and support a proactive approach.

Select **FIVE** of the following ten service management processes and explain how each process you have selected can support a proactive approach to achieve service excellence, using examples:

- | | |
|--|-----------------------------|
| - Problem management. | - Service level management. |
| - Continual service improvement. | - Capacity management. |
| - Security management. | - Demand management. |
| - Event management. | - Availability management. |
| - Change management (also known as change enablement). | - Configuration management. |

(25 marks)

A2.

In the past, your organisation has not been fully effective in managing its suppliers. As a result of this, you have been asked to recommend the best way to manage your organisation's suppliers.

- a) Describe the activities and practices you would recommend for ensuring that you select the right suppliers in the first instance.

(9 marks)

- b) Describe the activities and practices you would recommend for managing suppliers once they have been appointed.

(9 marks)

- c) Describe the options that exist for your organisation when a supplier contract is about to end.

(7 marks)

A3.

Both incident management and problem management can contribute significantly to the customer experience of the IT services from its service provider.

- a) Explain how these two processes work together to the benefit of the user/consumer. **(12 marks)**
- b) List **THREE** sources of information that can support incident management, excluding the initial conversation with the person reporting the incident.

For each source of information, explain how it can help manage the incident. Your answer can cover any aspect of incident management, including logging, prioritisation, categorisation or resolution.

(13 marks)

[Turn Over]