BCS Higher Education Qualification

Professional Graduate Diploma

April 2023

EXAMINERS' REPORT

Computer Services Management

Questions Report:

A1	
	Part a) answered well. Part b) needed improvement, most candidates simply stating there is a difference between a service and technical catalogue. Lack of depth of knowledge concerning the catalogue; the different types and their purpose was displayed.
A2	
	A reasonably popular question with some good answers. A few candidates seemingly did not understand the CSM/ITIL Help Desk structures. Differing standards in the answers for support models, most simply described remote support but from different countries without specifics i.e. local support / language.
A3	
	A popular question with some very good answers. The reasonable answers needed more depth for higher marks as context was sometimes lacking.
B4	
	Good representation. In general, answered well.
B5	
	A popular question but some answers did not indicate why the points made would 'ensure recruitment of the right people'. Lots of good avenues for recruitment, but most were lengthy lists missing explanation as to why they were good/ would work.