

**BCS THE CHARTERED INSTITUTE FOR IT**

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

**COMPUTER SERVICES MANAGEMENT**

Monday 24<sup>th</sup> April 2023 - 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.**

You have been appointed to the role of Service Delivery Manager in your organisation and your first task is to prepare a service catalogue.

- a) Explain what is meant by a service. Your answer should explain this from both the service provider's perspective as well as the service consumer's perspective.  
**(6 marks)**
- b) Describe what is meant by a business service catalogue and explain how it differs from a technical service catalogue.  
**(7 marks)**
- c) Outline the contents of a service catalogue entry for the Payroll service listing the main headings you would include for the benefit of the business users.  
**(12 marks)**

**A2.**

You work for an organisation that has teams in several countries around the world and uses several different languages. At the moment, support for these teams is poor and there is no dedicated support function that they can contact.

- a) Describe **THREE** options for introducing dedicated support, including the support team(s), their location(s), and their responsibilities.  
**(9 marks)**
- b) Prepare a report for your manager describing the advantages and disadvantages of **each** support option you have considered, providing a clear recommendation stating why this is your preferred solution.  
**(16 marks)**

**A3.**

Both capacity management and availability management can be conducted proactively and reactively. They can be conducted either while a service or application is in the design and testing stage or when the service or application is live.

- a) Explain the roles and tasks of the capacity management team and the availability management team in both the proactive and reactive stages of the service or application.  
**(16 marks)**
- b) Provide **THREE** reasons why it is better to use processes proactively than reactively, explaining the benefits of each reason.  
**(9 marks)**

**Section B**  
**Answer Section B questions in Answer Book B**

**B4.**

A new Head of IT has been appointed to your organisation and she is considering whether or not to outsource the Help Desk (first line support team).

- a) Write a report describing **THREE** advantages and **THREE** disadvantages of outsourcing the Help Desk.  
**(14 marks)**
- b) If the new Head of IT decides to go ahead with the outsource, describe the possible risks of this strategy and for each risk, propose how you would mitigate the risk.  
**(11 marks)**

**B5.**

Every organisation wants to ensure they recruit people with the right skills and who will contribute positively to the success of the team they join.

Describe in detail **FIVE** ways of ensuring that you recruit the right people.

**(25 marks)**

**END OF EXAMINATION**