



BCS Higher Education Qualifications

Diploma in IT

IT Service Management Syllabus**

Version 3.3

July 2020

This qualification is regulated by one or more of the following: Ofqual, Qualifications Wales, CCEA Regulation or SQA.

** This module will be retired in 2020 and the last examination session will be held in November 2020, with a final opportunity for re-sit in May 2021.

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1. Change History

Any changes made to the syllabus shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and the changes made. The purpose is to identify quickly what changes have been made.

Version Number	Date	Changes Made
Version 1.0		Released
Version 2.0	March 2016	Re-formatted with syllabus numbering – no change to content
Version 3.0	Dec 2016	Regulated statement added.
Version 3.1	March 2019	Reading list updated
Version 3.2	Nov 2019	Retirement statement added
Version 3.3	July 2020	Address changed

2. Rationale

Services Management, and indeed management at all levels in the Information Technology industry, requires a specific set of competencies. The management competencies include skills required in general services management and more specific competencies associated with, and specific to, Information Systems and Technology. The Diploma syllabus is designed to develop an awareness of the variety of skills necessary to manage successfully in an Information Systems environment.

3. Aims

To examine the relationship between computer based information systems, management and organisations

- To review concepts of management and organisation in the context of Information Technology
- To describe traditional information support systems for managers
- To understand the major issues concerning the management, development and operation of computer based information systems

4. Objectives

Upon successful completion of this module, candidates will be able to demonstrate their competence in, and their ability to:

- Explain systems and management concepts and their relevance for information systems
- Understand the importance and the need for professionalism in managing computer based systems
- Explain the strategic use of information technology and the effect of advances in telecommunications and other equipment
- Discuss the need for special types of MIS and describe their components
- Describe the issues of planning the development of computer based applications
- Understand the need for control and maintenance of information systems
- Understand the importance of managing remote and network services
- Examine the operational issues concerned with the management of information systems

5. Prior Knowledge Expected

Diploma in IT

Candidates must have achieved the Certificate in IT or have an appropriate exemption to be entered for the Diploma in IT.

Candidates are required to become a member of BCS, The Chartered Institute for IT to sit and be awarded the qualifications. Candidates may apply for a four-year student membership that will support them throughout their studies.

6. Format and Duration of the Examination

The examination is a two-hour closed book examination (no materials can be taken into the examination room) based on the syllabus in this document.

Examinations are held once a year and are undertaken in normal examination conditions with one or more duly appointed invigilators.

The pass mark is 40%.

7. Syllabus Detail

Category	Ref	Content
1 INFORMATION SYSTEMS	1.1	Information systems components
	1.2	Organisations and management
	1.3	The information system as a sociotechnical system
	1.4	The strategic use of Information Technology
2 MANAGEMENT INFORMATION SYSTEMS	2.1	Informational needs of organisations
	2.2	Capabilities of information systems from an organisational perspective
	2.3	Information requirements for management
	2.4	Levels of planning and control with MIS
	2.5	MIS support for business functions
	2.6	Management reporting systems and transaction processing systems
3 SYSTEMS AND MANAGEMENT CONCEPTS	3.1	Systems approach, organisational design, MIS in organisational control e.g. feedback etc.
	3.2	Management theory and management functions
	3.3	Concepts of planning
	3.4	Role of information systems in the planning process (e.g. modelling and forecasting)
	3.5	Using MIS to enhance management control: performance reports, break-even analysis, calculation of financial ratios e.g. return on investment
4 MANAGERIAL DECISION MAKING	4.1	Decision-making
	4.2	Components of Decision Support Systems
	4.3	Types of DSS
	4.4	Building a DSS
	4.5	Executive Information Systems
	4.6	Organisational aspects of DSS and EIS

Category	Ref	Content
5 CULTURAL DIMENSION OF INFORMATION SYSTEMS DEVELOPMENT	5.1	Factors of organisational complexity in relation to information systems development
	5.2	Human aspects of information systems
	5.3	Contribution of system development approaches (such as Soft Systems Methodology and ETHICS)
	5.4	Measures of performance to cover performance factors and service level agreements
	5.5	Departmental and project budgets, including specific reference to training costs
6 PRINCIPLES OF PROFESSIONALISM	6.1	Professional concepts in relation to professional practices e.g. the BCS Code of Conduct.
	6.2	Business ethics.
7 ACQUISITION OF SOFTWARE, HARDWARE, MEDIA AND CONSUMABLES	7.1	Specification of hardware and software configurations and systems
	7.2	Implications of throughput, resilience and reliability
	7.3	Alternatives, costs and solutions
	7.4	Selection criteria, acquisitions, purchase, hire or lease, facilities management
8 INSTALLATION AND SITE PLANNING SECURITY AND EXTERNAL THREATS	8.1	Planning, scheduling and co-ordinating contractors, suppliers and services
	8.2	Progress control and monitoring
	8.3	Installation, test planning, acceptance criteria and trials
	8.4	Implications of throughput, resilience and reliability
	8.5	Workload
	8.6	External threats and strategies to limit their effect
	8.7	Security
9 APPLICATIONS AND SYSTEM REQUIREMENTS	9.1	Distributed, intelligent systems, electronic mail
	9.2	Communication Networks
	9.3	Intelligent office
	9.4	Characteristics of telecommunication systems
	9.5	Software production
	9.6	Control of data
	9.7	Operating system facilities

8. Recommended Reading List

Module Name	ISBN 10	ISBN 13
Primary Texts		
Ralph H Sprague, Tng Bui, Barbara C McNurlin Information Systems Management: International Edition, Prentice Hall (8th Ed), 2013.	1292023546	978-1292023540
John Sansbury, Ernest Brewster, Aidan Lawes, Richard Griffiths. IT Service Management. British Computer Society 2016	1780173180	9781780173184
BS EN ISO/IEC 27002:2017 Information technology. Security techniques. Code of practice for information security controls Management, British Standards Institute.		9780580955204
William Stallings. Network Security Essentials: Applications and Standards. 6th Edition. Pearson Education Ltd 2017	1292154853	978-1292-5485-5
Andy Taylor. Information Security Management Principles. British Computer Society 2013	e-book print	978-1780171777 978-1780171753
Secondary Texts		
Frank Bott. et al, Professional Issues in Information Technology, The British Computer Society, 2nd Edition, 2014.	1780171803	978-1780171807
J.Holt and J.Newton, A Manager's Guide to IT Law, BCS, 2011	1906124752	978-1906124755

9. Contact Points

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