

BCS Higher Education Qualifications

Level 6 Computer Services Management

Version 3.0

December 2016

This is a United Kingdom government regulated qualification which is administered and approved by one or more of the following: Ofqual, Qualification in Wales or SQA.

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1. Change History

Version Number	Date	Changes Made
Version 1.0	March 2014	Released
Version 2.0	March 2016	Re-formatted with syllabus numbering – no change to content. Reading List included.
Version 3.0	Dec 2016	Regulation statement added.

2. Rationale

Successful management of computer services requires a set of specific competencies in addition to a good general knowledge of Information Technology. These competencies include general service management competencies that may apply to many types of service provider and other competencies that are specific to IT services, including an awareness of developments in IT which impact on service management.

3. Aims

To use the knowledge that the candidate has demonstrated at Certificate level to explore in depth how these competencies can be used pro-actively to deliver excellent service to customers

4. Objectives

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

- To describe the purpose of a computer services organisation; and the essential relationships it must have with customers, including the fundamental concept of service
- To describe options for the organisation of an appropriate computer services function for a particular organisational setting
- To describe the main business processes that should be implemented for such a function to be effective, and the resources required to deliver them
- To describe effective and professional approaches to procuring essential resources including staff, equipment, software and services necessary to deliver the main business processes
- To explain why each aspect of the syllabus is important
- To use their knowledge to address problem-solving in relevant situations

5. Prior Knowledge Expected

Professional Graduate Diploma in IT

The learner must have achieved the Diploma in IT or have an appropriate exemption to be entered for the Professional Graduate 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.

In addition to a good general knowledge of IT, candidates will be expected to be familiar with the material covered in the Certificate syllabuses and the IT Service Management syllabus at Diploma level so that, at Professional Graduate Diploma level, they can demonstrate an understanding of and an ability to apply the principles to justify their answers in a business context. Candidates will require exposure to the practical application of the syllabus.

6. Format and Duration of the Examination

Professional Graduate Diploma in IT

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

Examinations are held twice 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 SERVICE CONCEPT	1.1	The concept of a service
	1.2	Understanding customer needs
	1.3	Determining customer satisfaction levels
	1.4	Relationship with customer businesses
	1.5	Achieving operational excellence
	1.6	Capability maturity model for software
2 ORGANISATION	2.1	A comparative overview of organisational groupings necessary to define and manage services
	2.2	Deal with customers
	2.3	Plan and execute projects
	2.4	Perform essential administration
3 BUSINESS PROCESSES	3.1	The concept of business processes
	3.2	Specific business processes required, based on ITIL model or similar, includes primary functions such as service management
	3.3	Concept of end-to-end service
	3.4	Definition of service features and performance targets
	3.5	Planning, funding, resourcing.
4 CUSTOMER LIAISON <i>The customer-facing elements of the services organisation</i>	4.1	Help-desk
	4.2	Service Desk
	4.3	Fault logging and problem management
	4.4	Customer account management.
5 AVAILABILITY MANAGEMENT	5.1	Performance measurement
	5.2	Change management
	5.3	Configuration management; and version control
	5.4	Resource scheduling
	5.5	Library administration
	5.6	Asset management
	5.7	Shift and team organisation.
6 CAPACITY PLANNING	6.1	Monitoring of resource usage
	6.2	Determining technology strategy
	6.3	Developing investment plans
	6.4	Carrying out investment projects
	6.5	Security
	6.6	Business continuity planning and contingency planning
	6.7	Site planning
7 SUPPORT PROCESSES	7.1	Financial
	7.2	Contracts
	7.3	Personnel administration

Category	Ref	Content
8 PLANNING, COSTING AND CHARGING	8.1	The requirement to cover costs with income
	8.2	Budget planning and control
	8.3	Need for and methods of charging of services to customers
9 CONTRACTING AND PROCUREMENT	9.1	Procurement of hardware and software
	9.2	Service level agreement
10 LEGAL AND PROFESSIONAL ISSUES	10.1	An awareness of current UK national and international legislation including Data Protection Act 1998, Computer Misuse Act 1990, equal opportunities
	10.2	Health and safety
	10.3	Current EU approaches to tendering; copyright and licensing issues
	10.4	The BCS Code of Practice and its use in relation to Computer Services Management.

8. Recommended Reading List

Module Name	ISBN 10	ISBN 13
Primary Texts		
McNurlin, Sprague & Bui, Information Systems Management in Practice, Prentice Hall (8th Ed), 2013.	1292023546	978-1292023540
Other Texts		
Bott M. F. et al, Professional Issues in Information Technology, The British Computer Society, 2nd Edition, 2014.	1780171803	978-1780171807
Fidler C. & Rogerson S., Strategic Management Support Systems, Financial Times Management, 1996.	0273614185	978-0273614180
BSI Code of Practice for Information, British Standards Institute, 1998.	0580236420	9780580236426
Carroll J.M., Computer Security, Butterworth-Heineman, 1996. (only available to order via publisher and Amazon)	0750696001	978-0750696005
Other Reading		
1996, HMSO, ISBN: 0113306792 This book contains some good examples of "best practice" and is used by many suppliers, including major companies outside the UK. This is only intended to be consulted for reference in a library.		

9. Contact Points

Email:	Customer Service team via www.bcs.org/contact
Phone:	UK: 01793 417424 or 0845 300 4417 (lo-call rate) Overseas: +44 (0)1793 417424 Lines are open Monday to Friday, 08.15 a.m. to 5.45 p.m. UK time.
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