

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Monday 2nd October 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
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Section A
Answer Section A questions in Answer Book A

A1.

Incident Management is the service management process for managing incidents. An incident is an unplanned interruption or reduction in quality of a service.

Problem Management is the service management process for managing problems. A problem is the cause or potential cause of one or more incidents.

- a) Identify and describe the steps needed to manage an incident from logging to resolution. **(12 marks)**
- b) Identify and describe the steps needed to manage a problem from logging to resolution. Structure your answer around the three phases of problem management, that is: Problem Identification, Problem Control, Error Control. **(8 marks)**
- c)
- i. Explain the concept and use of a Workaround from both a Problem Management and Incident Management perspective. **(4 marks)**
 - ii. Give an example of a workaround. **(1 mark)**

A2.

The 'Percentage of calls to the Help Desk that are answered within five rings measured hourly' is an example of a key performance indicator (KPI) that reflects the user experience of working with IT.

- a) List and describe **THREE** other KPIs that reflect or demonstrate the user experience. **(9 marks)**
- b) List and describe **THREE** reasons why we use performance measures. Use examples to illustrate your answers. **(9 marks)**
- c) Write a paper to the Head of IT explaining why you would recommend introducing service level agreements. **(7 marks)**

A3.

Your organisation has decided to replace its ageing service management toolset with a new one. You have been asked to describe the characteristics and features of the new toolset that it Must Have, Should Have and Could Have.

- a) List and describe the characteristics and features that you would suggest for each area. **(15 marks)**
- b) List and describe the steps you would take to select a new service management toolset. **(10 marks)**

Section B
Answer Section B questions in Answer Book B

B4.

You have been asked to interview candidates for the vacant position of first line support analyst, i.e. the people who take calls from users and make the first attempt to fix incidents and manage service requests.

- a) Identify and describe **FOUR** characteristics you will be looking for from the candidates and explain why **each** of these is important. **(16 marks)**
- b) Identify and describe **THREE** responsibilities of a Service Desk Manager. **(9 marks)**

B5.

An 'Asset' is not dissimilar to a 'Configuration Item.' However, the purpose of Asset Management and Configuration Management are quite different.

- a) Explain the similarities and the differences between an 'Asset' and a 'Configuration Item' giving examples of **each**. **(8 marks)**
- b) Explain the purpose of Asset Management and the purpose of Configuration Management. **(8 marks)**
- c) Provide **THREE** detailed examples of the use and importance of Configuration Management. **(9 marks)**

End of Examination