

**BCS THE CHARTERED INSTITUTE FOR IT**

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

**COMPUTER SERVICES MANAGEMENT**

Tuesday 7<sup>th</sup> October 2025 – 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 <b>NOT</b> allowed in this examination.
---

**Section A**  
**Answer Section A questions in Answer Book A**

**A1.**

The management of external suppliers through the use of contracts is an important activity both in terms of ensuring that products and services being purchased are provided as and when needed, and in protecting the organisation from poor supplier performance.

- a) Explain what steps an organisation can take prior to signing a contract to ensure that an external supplier of a critical service can be relied upon to meet the organisation's needs.

**(10 marks)**

- b) Describe **two** of the options that an organisation has when a supplier contract comes to an end and identify **one** benefit of **each** option.

**(8 marks)**

- c) Describe what is meant by a contract breakpoint, explain how it is used and give an example of when it might be invoked.

**(7 marks)**

**A2.**

Changes carry risks and so one of the main objectives of Change Management is to prevent change-related incidents from happening.

- a) Describe the actions and controls that Change Management uses to minimise the risk of incidents resulting from the change.

**(13 marks)**

- b) Change Management recognises three types of change:

- i. Standard Change
- ii. Normal Change
- iii. Emergency Change

Describe the differences between these change types and provide **two** examples of **each** type of change.

**(12 marks)**

**A3.**

It is good practice for service providers and customers to agree the services to be provided by the service provider to the customer and the performance of those services and for this to be documented in a Service Level Agreement (SLA).

- a) Identify and describe the possible drawbacks for both a service provider and a customer of **not** having an SLA.

**(10 marks)**

- b) Not every stakeholder of a service is a consumer of that service.  
List **three** stakeholders or stakeholder groups that are **not** service consumers and describe the benefits they receive.

**(9 marks)**

- c) Explain the roles undertaken by:

i. A customer

**(3 marks)**

ii. A sponsor

**(2 marks)**

iii. A user

**(1 mark)**

**[Turn Over]**

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

**B4.**

There are at least three ways to provide consumer support:

- i. The Service Desk
- ii. Service Level Management
- iii. Relationship Management

a) Explain the differences between these three in terms of which consumers they support and what type of support they provide to those consumers.  
**(12 marks)**

b) Describe **two** different ways in which the Service Desk can be structured and explain the benefits of **each** structure.  
**(8 marks)**

c) Describe the skills needed by a Service Desk Analyst.  
**(5 marks)**

**B5.**

Problem Management seeks to identify and remove the causes of incidents.

a) Explain the difference between reactive Problem Management and proactive Problem Management. Illustrate your answer by providing **one** example of **each**.  
**(8 marks)**

b) Problem Management has three phases:

- i. Problem Identification
- ii. Problem Control
- iii. Error Control

Explain the activities that occur in **each** of these **three** phases.  
**(9 marks)**

c) Describe how Problem Management and Incident Management support each other.  
**(8 marks)**

**END OF EXAMINATION**