

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICE MANAGEMENT

Tuesday 17th November 2020 – 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 in Answer Book A

A1.

The first line support function or Service Desk is an important function that is responsible for helping users resolve their incidents and dealing with their service requests.

Propose **FIVE** measures of Service Desk performance and for each measure, describe how it helps optimise the performance of the Service Desk.

(25 marks)

A2.

An often-quoted statistic is that 70-80% of incidents are caused by poorly controlled change.

a) Describe **FOUR** steps you could take to reduce the number of change-related incidents.

(16 marks)

b) Describe the relationships and dependencies between Problem Management and Change Management.

(9 marks)

A3.

IT services have many different stakeholder groups whose satisfaction is an important consideration in the provision of IT services.

a) Identify **THREE** different IT stakeholder groups and explain the different type of needs they have from IT services.

(15 marks)

b) Describe **FOUR** measures you would use to assess each stakeholder group's level of satisfaction with IT services.

(10 marks)

Section B
Answer Section B questions in Answer Book B

B4.

Due to an expansion in the company you work for as an IT team leader, you need to recruit several new technical operations staff.

- a) Describe **FIVE** key personal attributes you would include in the person specification for the post of technical officer.

(15 marks)

- b) Describe a selection process for these posts and how it could avoid any bias regarding gender, race and religion.

(10 marks)

B5.

You are the IT manager of a small manufacturing firm. As part of a major reorganisation of your server room, you need to replace a number of existing server systems.

- a) Describe **FIVE** issues which you should consider when choosing the new servers for your organisation.

(15 marks)

- b) Describe the activities in the server replacement project that would ensure it is carried out in a secure and efficient manner. State any assumptions you make.

(10 marks)

End of Examination