

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Wednesday 12th May 2021 – 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.

Section A
Answer Section A questions in Answer Book A

A1.

The headquarters of the organisation you work for as the Director of Information Technology is located in an area which is becoming more at risk of flooding. The medium term plan is to move the headquarters to a different part of the city which has a lower flood risk, but this will take several years to accomplish.

- a) Describe **FIVE** ways to minimise the risk of data and service loss during the period before the headquarters can be moved. **(15 marks)**

- b) Write a memorandum to the Senior Management Team explaining the impacts of flooding in a technical environment. **(10 marks)**

A2.

Your organisation, a long-established computer service provider, has always employed staff on permanent contracts following a period of training and assessment.

The new managing director of the organisation is proposing a radical change to this policy, with staff being employed on annual contracts which are subject to review.

Discuss **FIVE** changes, which may be either positive or negative, that this policy would bring to the culture of the organisation and the ability to compete with other organisations. **(25 marks)**

A3.

Explain the meaning of the following terms as they apply to computer service management:

- a) Service features; **(5 marks)**
b) Technology strategy; **(5 marks)**
c) Resource scheduling; **(5 marks)**
d) Performance targets; **(5 marks)**
e) Investment planning. **(5 marks)**

Section B
Answer Section B questions in Answer Book B

B4.

You have been appointed as the Service Level Manager and asked to negotiate service level agreements with the customer representatives.

- a) Describe the actions you will take to prepare for the initial discussions with the customer representatives. **(10 marks)**

- b) List the headings you would include in a service level agreement and summarise what you would write under each heading. **(15 marks)**

B5.

Configuration management provides information not only on IT assets themselves, but more importantly, on the relationships and dependencies between IT assets. Explain why this is vital for:

- a) Change Management; **(9 marks)**

- b) Incident Management; **(8 marks)**

- c) Problem Management. **(8 marks)**

End of Examination