BCS Higher Education Qualification

Profession Graduate Diploma

19/09/21

EXAMINERS' REPORT

Computer Service Management

Question number: A1
Syllabus area: 6.5, 6.6, 6.7
Total marks allocated: 25
Examiners' Guidance Notes

a) The elements of this part of the question were left as flexible as possible in order to reflect the experience of each candidate. While a number of candidates performed well, some failed to maximise their opportunity to gain marks by providing either too few responses or not enough.

The number requested (5) allowed 3 marks to be assigned to each answer element. Too few answers meant that not all the marks were available to the candidate. Too many answers resulted in each answer being less capable of receiving a good mark – as the work was less well argued and developed.

b) A memorandum format was requested for this part of the question. This is in order to demonstrate that the candidate can communicate clearly to non-technical colleagues and make an effective contribution. Some marks were lost where this format was not used.

Question number: A2
Syllabus area: 3.5, 7.2, 7.3
Total marks allocated: 25
Examiners' Guidance Notes

This question is was intended to explore the issues around a dramatic change in management of staff and the contractual relationships involved.

While some candidates write effectively regarding this, a number of others did not show clarity of thought regarding the question and instead provided a "boilerplate" response covering many related aspects of the topic. In general, these untargeted responses did not score well.

The question was structured as a single "part" - but clear instruction was given regarding the number of elements required for a full answer. As before, those who provided fewer than – or more than – 5 elements did not maximise their potential score.

The 5 changes to be discussed could be positive OR negative – there was no request to provide 5 of each. A few candidates made this response.

Question number: A3
Syllabus area: 3.4, 5.4, 6.2, 6.3, 6.4
Total marks allocated: 25
Examiners' Guidance Notes
The 5 elements of this question relate to the definition of key service management terms. These should be familiar to those candidates operation in this field. While many candidates were broadly successful, a number provided responses which were insubstantial, imprecise or demonstrated a lack of understanding. The number of marks per section (5) should give the candidate an appreciation of the nature of the answer required.

Question number: B4
Syllabus area: 1.1, 1.2, 5.1
Total marks allocated: 25
Examiners' Guidance Notes
a) Although there were many ways of answering this question, few candidates showed any in-depth knowledge of SLA preparation. The better candidates mentioned the importance of being aware of current performance capabilities and making sure that IT did not over-promise or over-commit. b) Not the most challenging question, but it gave better candidates the opportunity to excel and many offered both good ideas and adequate quantity. Overall, this was a question that most candidates scored well on, although clearly a minority were out of their depth.

Question number: B5
Syllabus area: 4.3, 5.2, 5.3, 5.6
Total marks allocated: 25
Examiners' Guidance Notes
One of the challenges with this question for some candidates was their inability to clearly distinguish between incidents, changes and problems. It was not surprising that only a minority of candidates chose to answer this question since it was on configuration management which is one of the more challenging areas of CSM. No-one answered this question particularly well, although as ever, there was the odd candidate who had a good understanding.