BCS Higher Education Qualification

Professional Graduate Diploma

October 2021

EXAMINERS' REPORT

Computer Services Management

Question number: A1
Syllabus area: 2.2,5.1
Total marks allocated: 25
Examiners' Guidance Notes
Many candidates interpreted this question as an issue with the service desk, which was not wrong, but the question rather pointed at the network, and therefore potentially application/service availability.

Question number: A2
Syllabus area: 3.4, 4.4
Total marks allocated: 25
Examiners' Guidance Notes
This was not a popular question amongst candidates.

Question number: A3
Syllabus area: 9.2
Total marks allocated: 25
Examiners' Guidance Notes
Part A was answered considerably better by candidates than part B, which required practical experience.

Question number: B4
Syllabus area: 6.5, 7.2
Total marks allocated: 25
Examiners' Guidance Notes
This question ought to address questions of risk management, security and the recruitment and supervision of junior staff. All these issues are relevant to computer services management, and the intention was to provide a real-world scenario which would allow these points to be explored and debated.

This was a popular question. Some very good answers were provided by candidates, but a few of those who attempted this question appeared to struggle. These candidates provided answers that lacked depth, and evidently would have benefitted from more preparation.

a) In this section, candidates were asked to provide BOTH risks AND benefits in their response. A few candidates only provided one OR the other – which limited the number of marks available to them. Additionally, memo format was requested for the response.

b) The nature and format for this section was, to a great length, left to the candidate, as the response was dependent, to some extent, on their own experience and environment. Once again, the plan was required to show both risks and benefits.

Question number: B5
Syllabus area: 6.6
Total marks allocated: 25
Examiners' Guidance Notes

This question reflects on the importance of Business Continuity Planning in computer services management – and especially the testing of systems in a "live" environment. This was not a popular question, but most of those who responded provided cogent answers. Some candidates provided very good answers.

a) This section requested THREE separate justifications. Those candidates who provided fewer than three limited their available marks, and those who provided more than three diluted their effort unnecessarily. The report format which was requested was delivered appropriately in most cases.

b) This section was in the nature of a supplementary report seeking to explore the delivery of metric regarding the exercise. This was free-form in nature, and was answered appropriately by the majority of candidates, although some answers were lighter on content than would have been preferred.