

BCS Higher Education Qualification

Profession Graduate Diploma

April 2022

EXAMINERS' REPORT

Computer Services Management

General comments

Questions Report:

| Qu. | Comment   |
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| A1  |   |
| a)  | Some good answers although no mention was made of the creation and use of a Service Catalogue.  |
| b)  | Some of the benefits/drawbacks were unconvincing. It should be described why they are benefits/drawbacks.   |
| A2  |   |
| a)  | A few candidates lost easy marks by not formatting the answer as a memo when this was clearly stated at the beginning of the question.  |
| b)  | A number of candidates did not include 'measurements for success'. Although recruiting was addressed well the 'retaining' was often light or not there and many candidates were more stick than carrot for their approach.  |
| c)  | No comments   |
| A3  |   |
| a)  | Generally, one or two of the three questions to the head of the company were well thought out.  |
| b)  | Many candidates had a proper timetable for the work but often the timescales were unconvincing/unrealistic.   |
| c)  | No comments   |
| B4  | The question was not popular being attempted by only a fifth of the candidates. The average mark awarded was reasonably high.   |
| a)  | The question asked the candidate to describe the capacity-related actions that IT would take at the <i>design</i> stage. The best answers recognised that these actions would relate to anticipating such things as the number of concurrent users for licensing and network bandwidth, the processing and storage requirements for the server and so on. Some candidates lost marks by discussing actions that could only be taken later – in response to events occurring while the system is in operation. |

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|----|---|
| b) | The question asked the candidate to describe the capacity-related actions that IT would take at the <i>operational</i> stage when a service is live. This would involve such things as responding to capacity-related incidents and so on. Some candidates lost marks by being vague about the type of events that might trigger an action.   |
| B5 | This question was popular being attempted by almost all candidates. The average mark was high.  |
| a) | This question invited a discursive response. Most candidates were able to write quite a lot and credit was given for all pertinent statements. Most were able to explain that the solution is not a solely technical security one – but reflects the practicalities of what the company and the staff are seeking to achieve.                 |
| b) | Again, most candidates made a good job of this question. The key technical fixes identified included encryption of mobile data resources, limiting local access to sensitive data outside the working environment – replacing it with on-demand access to protected central data-stores. Other valid answers were given marks as appropriate. |