BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Thursday 23rd April 2026 – 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.

Asset management and configuration management are important practices in the management of IT services.

a) Explain the difference between an asset and a configuration item and provide **two** examples of **each**.

(8 marks)

b) One of the key objectives of asset management is to maximise the value of an organisation's assets. Describe how asset management does this.

(8 marks)

c) Configuration management provides accurate and reliable information about the configuration of services. Explain the term configuration of a service and give **three** reasons why configuration management can be difficult.

(9 marks)

A2.

As changes carry risks, one of the main objectives of change management is to prevent change-related incidents from happening.

a) Describe the actions and controls that change management uses to minimise the risk of incidents resulting from the change.

(10 marks)

b) Change management recognises three types of change:

i. Standard change.

ii. Normal change.

iii. Emergency change.

Explain the differences between these change types and provide **two** examples of **each** type of change.

(15 marks)

A3.

Procuring hardware, software and services from external suppliers through supplier management is vitally important for service level management and is supported by financial management.

a) Explain how supplier management supports service level management.

(6 marks)

b) Provide and explain **three** reasons why an organisation might decide to procure products and services from an external supplier rather than provide these using their own resources.

(9 marks)

c) Describe how the management of suppliers that provide critical products and services would differ from the management of suppliers that only provide commodities, such as printer toner and computer stationery.

(10 marks)

[Turn Over]

Section B
Answer Section B questions in Answer Book B

B4.

The purpose of problem management is to reduce the likelihood and impact of incidents. This means that problem management can be undertaken both reactively and proactively.

a) Describe how an organisation would use **each** of the three phases of problem management listed below to reactively manage a major incident:

   i. Problem identification.

   ii. Problem control.

   iii. Error control.

(9 marks)

b) List and describe **three** sources of information that an organisation might use to carry out proactive problem management, in other words, information about what might cause an incident but has not yet done so.

(9 marks)

c) Explain the concepts of a known error and a workaround and provide an example of **each**.

(7 marks)

B5.

The costs incurred by an organisation in the provision and management of Information Technology (IT) equipment and services can be recovered in at least two ways:

   i. Charging business departments based on measurements of the use that each department makes of IT equipment and services.

   ii. Charging each department a proportion of the total costs of IT equipment and services based on the number of people in each department.

a) Describe **one** benefit and **one** drawback of **each** of these.

(6 marks)

b) Describe the differences between budgeting and forecasting.

(6 marks)

c) Explain the ways in which capacity management can support budgeting.

(7 marks)

d) Explain what is meant by accounting.

(6 marks)

END OF EXAMINATION