

# BCS Higher Education Qualification

## Professional Graduate Diploma

April 2025

### EXAMINERS' REPORT

#### Computer Services Management

#### Questions Report:

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| <b>A1</b> |  |
|           | <p>Question A1 asked candidates to explain the purpose and key contents of a Service Level Agreement (SLA), and to evaluate its role in managing service performance. Most candidates scored between 15 and 22 marks, indicating a good overall understanding. Stronger candidates provided clearly structured responses, linking SLA content such as performance metrics and escalation procedures to the broader goals of service quality and customer expectations.</p> <p>However, a number of responses lost focus by describing operational processes without directly relating them back to the SLA. Weaker answers also tended to conflate SLAs with general project documentation or support contracts, showing confusion around the specific purpose of SLAs within IT service management.</p>   |
| <b>A2</b> |  |
|           | <p>Question A2 required discussion of the configuration management process and the role of the configuration management database (CMDB). While a few candidates demonstrated excellent conceptual clarity and application of the ITIL framework, many responses were more superficial. Some candidates simply listed configuration items (CIs) or described generic asset registers, rather than explaining how configuration management contributes to service integrity and change control.</p> <p>Responses varied widely in quality, with several falling below 13 marks due to vague definitions, omission of the CMDB's importance, or a failure to address the process end-to-end. Overall, this question revealed some gaps in depth of knowledge and familiarity with practical implementations of configuration management.</p>  |
| <b>A3</b> |  |
|           | <p>Question A3 explored the difference between proactive and reactive problem management, with reference to root cause analysis. Candidates tended to score slightly better here than in A2, as the concepts were more accessible and easily illustrated with examples.</p> <p>Those who performed well explained the lifecycle of problem management clearly, offering contrast between the two approaches and demonstrating how proactive measures can reduce incident volumes. The best answers cited specific tools or techniques, such as trend analysis or automated monitoring.</p> <p>Conversely, weaker responses struggled to differentiate the two types of problem management or confused incident management with problem management altogether. Some candidates used unclear terminology or failed to relate the discussion to business value and risk mitigation.</p> |

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| <b>B4</b> |  |
|           | <p>Question B4 focused on change management and its impact on business operations. Performance was mixed, but a number of responses indicated a solid grasp of the formal procedures for authorising, testing, and reviewing changes. Candidates who scored highly typically connected change management to service availability, operational risk, and the role of the Change Advisory Board (CAB).</p> <p>Weaker candidates failed to describe a structured process or overlooked stakeholder involvement and documentation requirements. A minority of scripts incorrectly framed change management as limited to software development, missing its broader organisational implications.</p>  |
| <b>B5</b> |  |
|           | <p>Question B5 addressed capacity management, including how forecasting and trend analysis contribute to resource planning. Many candidates were able to define capacity management and offer general commentary on demand planning but struggled to provide detailed insight into how capacity plans are formed or maintained. High-scoring responses presented clear models of measurement and linked capacity considerations to business drivers and performance objectives.</p> <p>Several candidates lost marks by confusing capacity with performance monitoring or failing to mention scalability and threshold planning. In some scripts, key terminology was absent, which weakened the analysis despite a sound overall understanding.</p> |