

BCS THE CHARTERED INSTITUTE FOR IT

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

COMPUTER SERVICES MANAGEMENT

Thursday 24th April 2025 – 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.

A Service Level Agreement (SLA) describes the services and commitments made by a service provider to its customers and the responsibilities of both parties in requesting and delivering services.

- a) List and describe **two** benefits of the SLA for the customer and **two** benefits for the service provider.

(8 marks)

- b) List and describe **two** responsibilities that a customer might have in an SLA and **two** responsibilities that the service provider might have.

(8 marks)

- c) Describe the negative outcomes that might arise if the provision of services was **not** subject to an SLA?

(9 marks)

A2.

A 'Service Offering' is sometimes referred to as a 'package' or 'bundle' of services that are put together by the service provider for the convenience of the user. One such example is the provision of a laptop.

- a) List and describe **five** additional activities that the service provider might include in the provision of a laptop in addition to the provision of the device itself.

(15 marks)

- b) Services may not be available on demand but require a 'lead time.' Explain the concept of lead time and give **two** reasons why having a lead time might be more advantageous for the service provider than providing services on demand.

(10 marks)

A3.

The service desk is typically the IT support team that makes the first attempt to resolve IT incidents reported by a user.

- a) Describe **three** different types of skills needed by service desk analysts to be able to provide effective support for users and the incidents they suffer.

(12 marks)

- b) Give **three** reasons why an IT service provider might choose to outsource the service desk, and describe the advantages of each.

(9 marks)

- c) The service desk should prioritise incidents based on the impact and urgency of the incident. List **four** factors that might be used to assess the impact.

(4 marks)

Section B
Answer Section B questions in Answer Book B

B4.

Configuration management records and maintains information about configuration items and their relationships and dependencies with each other.

- a) Describe how the following processes can benefit from accurate information about configuration items:

- i. Incident management.
- ii. Change management.
- iii. Problem management.
- iv. Deployment management.

(16 marks)

- b) Describe the relationship between Configuration Items (CIs), Configuration Management Databases (CMDBs), and the Configuration Management System (CMS).

(9 marks)

B5.

- a) The following three activities or processes all provide support and build relationships with stakeholders:

- The service desk
- Service level management
- Relationship management

Describe the differences between each of these in terms of the people they engage with and the activities they perform.

(15 marks)

- b) Describe the skills required by:

- i. Service desk analysts.
- ii. Service level managers.
- iii. Relationship managers.

(4 marks)

(3 marks)

(3 marks)

END OF EXAMINATION