

**BCS Higher Education Qualification**

**Professional Graduate Diploma**

**October 2023**

**Examiners' Report**

**Computer Services Management**

**Questions Report:**

<b>Marker name</b>	<b>All markers of section A are required to add comments here:</b>
<b>A1</b>	
	A well answered question. Most who answered seemed to grasp part a. Part b and c were not as well answered. Some candidates managed to describe the process in their own way.
<b>A2</b>	
	Answered OK. The better answers described a thorough understanding by linking KPIs to some business benefit. This was also the theme in the letter to the CEO.
<b>A3</b>	
	This question was answered poorly. A lot of the answers and components within the answer merely stated the same thing in a slightly different way.
<b>Marker name</b>	<b>All markers of section B are required to add comments here:</b>
<b>B4</b>	
	A popular question and generally well answered. However a large number of candidates did not address the 'importance' of the points they made despite it being in the question.
<b>B5</b>	
	Not a popular question. A few answers were good, but the majority seemed to know little about Asset Management and nothing about Configuration Management. I would, at least, expect to see the word 'relationship' in the answer.