BCS LEVEL 6 PROFESSIONAL GRADUATE DIPLOMA IN IT

COMPUTER SERVICES MANAGEMENT

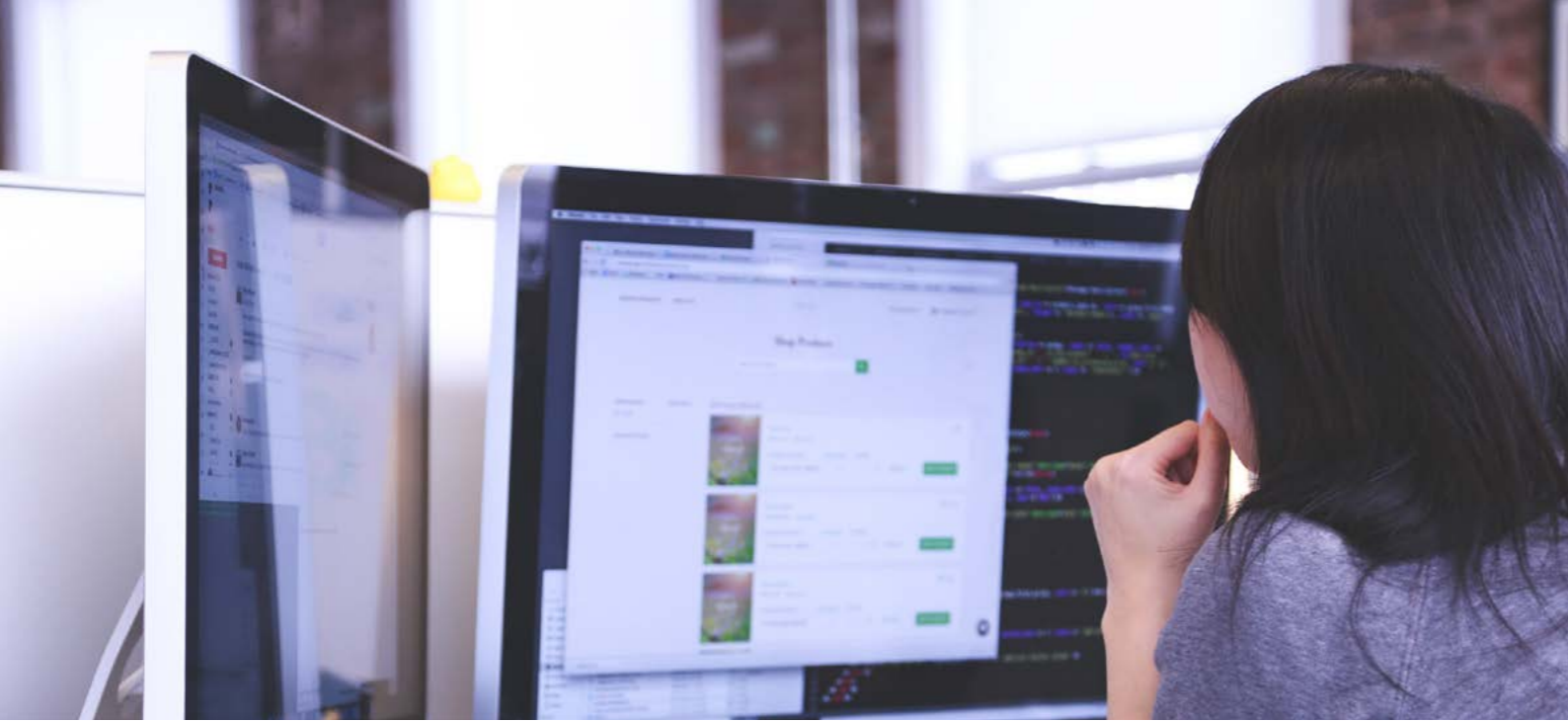SYLLABUS
THIS QUALIFICATION WILL BE RETIRING IN 2026

September 2023 v3.2

bcs
The Chartered Institute for IT

CONTENTS

Introduction

The final stage within the BCS three-stage Higher Education Qualification program, the Level 6 Professional Graduate Diploma (PGD) enables candidates who have already achieved the Level 5 Diploma in IT to gain depth of knowledge and expertise in their field.

Our modules have been created in-line with the SFIAPlus framework and latest developments in the industry, giving you a competitive edge in the IT job market and showing your dedication to the industry. You will have the opportunity to learn about topics such as advanced database management, network information systems, web engineering and programming paradigms, as well as to build upon knowledge and skills developed during the Level 5 Diploma.
To successfully achieve the qualification, candidates need to complete:

· One core module (Professional Project in IT)
· Four optional modules

Depending on entrance conditions, completing the Level 6 PGD in IT may support entry onto a Master's degree course at selected global universities.

Computer Services Management optional module

The Computer Services Management module is an optional module that forms part of the Level 6 PGD in IT – the final stage within the BCS three-stage Higher Education Qualification program.

Candidates will develop their skills in general service management and their awareness of key developments in the IT sector. The module will also give candidates the opportunity to use these skills and competencies pro-actively to deliver excellent service to customers.

Qualification Suitability and Overview

Candidates must have achieved the Diploma in IT or have an appropriate exemption in order to be entered for the Professional Graduate Diploma (PGD). Candidates can study for this PGD by attending a training course provided by a BCS accredited Training Provider or through self-study, although it is strongly recommended that all candidates register with an approved centre. Studying with an approved centre will deliver significant benefits.

Candidates are required to become a member of BCS, The Chartered Institute for IT, to sit and be awarded the qualifications. Candidates may apply for a four-year student membership that will support them throughout their studies.

The Level 6 PGD is suitable for professionals wishing to gain an advanced formal IT qualification, and this module may be particularly relevant for candidates interested in career opportunities such as cyber security analysis, information systems management, or IT consultancy.

Total Qualification Time (Certificate)	Guided Learning Hours (Module)	Assessment Time (Exam)
1414 hours	250 hours	Three hours

SFIA Levels

This award provides candidates with the level of knowledge highlighted within the table, enabling candidates to develop the skills to operate successfully at the levels of responsibility indicated.

Level	Levels of Knowledge	Levels of Skill and Responsibility (SFIA)
K7		Set strategy, inspire and mobilise
K6	Evaluate	Initiate and influence
K5	Synthesise	Ensure and advise
K4	Analyse	Enable
K3	Apply	Apply
K2	Understand	Assist
K1	Remember	Follow

SFIA Plus

This syllabus has been linked to the SFIA knowledge skills and behaviours required at Level 6.

ASMG4

Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Acts to highlight and resolve potential instances of unauthorised assets such as unlicensed copies of software.

AVMT4

Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.

BURM4

Investigates and reports on hazards and potential risk events within a specific function or business area.

CHMG4

Assesses, analyses, develops, documents and implements changes based on requests for change.

CFMG4

Proposes and agrees the configuration items (CIs) to be uniquely identified with naming conventions. Ensures that operational processes are in place to maintain secure configuration, consistent classification and management of CIs, and for the verification and audit of configuration records. Develops, configures and maintains tools (including automation) to identify, track, log and maintain accurate, complete and current information. Reports on the status of configuration management. Identifies problems and issues and recommend corrective actions.

CSMG4

Monitors service delivery channels human, digital, self-service, automated) and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

FMIT4

Monitors and maintains all required financial records for compliance and audit to all agreed requirements. Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures. Contributes to financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision making

SCAD4

Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Provides guidance in defining access rights and privileges. Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented.

SLMO4

Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

SORC4

Reviews business cases (requirements, potential benefits and options) and determines appropriate procurement routes, for example, open market or collaborative framework. Using market knowledge to inform specifications, ensures detailed pre-qualification questionnaires and tender invitations are prepared. Collects and collates data to support collaboration and negotiates terms and conditions to reflect the scale of requirements and encourage good performance. Evaluates tenders based on specification and evaluation criteria, prepares acceptance documentation and advises on contracts and service level agreements.

Further detail around the SFIA Levels can be found at www.bcs.org/levels.

SUPP4

Collects supplier performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms. Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance. Implements supplier management-related service improvement initiatives and programmes.

Learning Outcomes

Upon completion of this module, candidates will be able to:

- Describe the purpose of a computer services organisation and the essential relationships it must have with customers, including the fundamental concept of service
- Describe options for the organisation of an appropriate computer services function for a particular organisational setting.
- Describe the main business processes that should be implemented for such a function to be effective, and the resources required to deliver them.
- Describe effective and professional approaches to procuring essential resources including staff, equipment, software and services necessary to deliver the main business processes.
- Explain why each aspect of the syllabus is important.
- Use their knowledge to address problem-solving in relevant situations.

Syllabus

1. Service concept

Learners will be able to:

1.1 Describe the concept of a service.

Indicative content	Guidance
a. ITIL definition of a service b. How services add value to stakeholders c. How services create outcomes for users d. Service consumers, e.g. users, customers, sponsors	Candidates should be able to recognise that services (via outcomes) are the basis of the value provided by IT to businesses and IT consumers.

1.2 Explain customer needs.

Indicative content	Guidance
a. ITIL definitions of a customer, consumer, user and sponsor b. Relating customer needs to service outcomes c. Roles of the service desk, service level management and relationship management practices d. Components of value, e.g. utility and warranty	Candidates should be able to understand the different needs and perspectives of customers, users, stakeholders and sponsors. ITIL 4 has a specific definition of customers that is different from users and sponsors. Candidates will need to be able to recognise this within CSM, ensuring that together these are known as consumers and are a subset of stakeholders.

1.3 Explain customer satisfaction levels.

Indicative content	Guidance
a. Methods for gathering satisfaction feedback b. Mapping satisfaction against need and usage c. Recognising differences between consumers, e.g. customers, users and sponsors	Techniques for gathering feedback may include service desk call-backs, surveys and structured interviews. Candidates should be able to recognise that satisfaction is subjective and varies over time; it is also based on value perception and refers to outcomes, utility and warranty.

1.4 Describe the customer relationship.

Indicative content	Guidance
a. Relationship between the customer and the service provider b. Relationship management to deliver positive outcomes c. Recognition of customers vs. users vs. sponsors d. Relationship management activities of the service provider	Candidates should be able to recognise that the relationship is between the customer and the service provider. They should be able to understand both the basis of relationship management and the basis of value, as well as recognise the position and perspective of different stakeholders including users, customers and sponsors.

1.5 Explain how to achieve operational success.

Indicative content	Guidance
a. Dependence on SLAs b. Relationship with non-functional requirements c. Measurement through process KPIs	Candidates will need to understand the basic concepts of service level agreements and performance measurement and reporting.

1.6 Demonstrate use of the capability maturity model (CMM).

Indicative content	Guidance
a. Five levels of maturity in the CMM b. What these represent and indicate c. Methods and benefits of increasing maturity d. Concept of both meeting demand and realising opportunities (e.g. reactive vs proactive improvement)	Candidates should be familiar with the basic CMM structure and how it applies within IT generally and to processes in particular. They should also be able to recognise the use of the CMM to undertake a baseline and the means and benefits of moving up the maturity scale.

2. Organisation

Learners will be able to:

2.1 Explain organisational groups.

Indicative content

a. Organisational groups as departments and teams, e.g. permanent
b. Temporary organisational groups, e.g. for projects
c. Roles and responsibilities of managers, team leaders and members
d. Development of organisational culture

Guidance

Candidates should be aware of the positives and negatives of team working, e.g. synergy and collaboration versus governance and bureaucracy. They should also recognise that an organisation can develop a culture, either positive or negative, and be familiar with organisational structures including matrix management and reporting lines.

2.2 Describe and explain how to deal with customers, users, sponsors and other stakeholders.

Indicative content

a. Managing relationships with users via the service desk
b. Managing relationships with customers via SLAs and service level management
c. Relationship management for senior stakeholders
d. Use of SLAs in normal operation
e. Recognising and managing complaints
f. Mediation and conflict resolution

Guidance

Candidates should be able to understand ways to engage with users, customers and stakeholders, and the processes for doing so. They should also consider complaint handling, mediation and resolving differences and conflicts.

2.3 Explain how to plan and execute projects.

Indicative content

a. Definition and characteristics of a project
b. Balancing conflicting objectives, e.g. time, cost, quality, scope, risk and benefits
c. Project governance and key governance components
d. Project disciplines, e.g.:
   i. Business case
   ii. Planning
   iii. Resourcing
   iv. Requirements gathering
   v. Risk management
   vi. Change management
   vii. Post implementation review
e. Methodologies, e.g. agile and waterfall

Guidance

Candidates should be familiar with the basic project management requirements and techniques as covered by PRINCE2 foundation.

2.4 Explain and demonstrate essential administration.

Indicative content

a. Organisational administration, e.g. of teams and individuals
b. Task administration
c. Operational administration
d. Financial administration

Guidance

Candidates should be able to recognise that administration supports governance, which in turn ensures control and promotes consistency and optimisation.

3. Business processes

Learners will be able to:

3.1 Describe the concept of the business process.

Indicative content

a. Turning inputs into outputs, e.g.:
   i. Order processing
   ii. Manufacturing
   iii. Hiring
b. Business processes underpinned by IT processes
c. Business outcomes underpinned by IT outputs
d. Process owner and process manager roles
e. Process KPIs

Guidance

Candidates should be able to recognise that IT contributes to enabling, automating and optimising business processes. They should also be able to understand the key roles and how to measure the success of a business process.

3.2 Analyse business process requirements.

Indicative content

a. ITIL model
b. Primary service management processes in enterprise service management

Guidance

Candidates should be familiar with the basics of business analysis and the role of the Business Analyst. They should also be familiar with core processes such as change management, incident management and problem management.

3.3 Describe the concept of end-to-end service.

Indicative content

a. End-to-end as perceived by the end user or customer
b. Concept of service availability rather than infrastructure availability
c. Concept of response time at the terminal
d. Concept of fulfilment or delivery to the end user or customer

Guidance

Candidates should be able to distinguish between service delivery from an IT perspective in terms of outputs, and service value from the user or customer perspective in terms of service outcomes. They should be able to measure and report performance from an end-to-end perspective, such as transaction response time at the terminal or availability of the service, rather than the application or the infrastructure.

3.4 Explain service features and performance targets.

Indicative content

a. Features that are included and excluded or available at additional cost
b. Documentation within the service catalogue
c. Features and benefits
d. Planning for new features
e. Performance targets in relation to service performance and service outcomes
f. Performance reporting
g. Performance review meetings and driving continual improvement

Guidance

Candidates need a basic appreciation of service features and benefits from a consumer perspective and of how these might be presented within a service catalogue or on a user portal. They need to know the basics of performance management in terms of target setting, performance measurement, performance reporting and using performance reports as the basis of continual improvement.

3.5 Explain the idea of planning and the use of funding and resource in planning.

Indicative content

a. Planning in helping to ensure a successful outcome
b. Who should be involved in planning
c. Business plan and its sections, e.g. funding and resourcing

Guidance

Candidates should be able to understand why planning is so important - not just at the outset but as a measure of the ongoing success of an activity. What constitutes a successful plan and what are its components? They should also understand the importance of funding and resource planning as critical success factors, as well as gaining approval for a business plan, and defining and managing risks.

4. Customer liaison

Learners will be able to:

4.1 Describe the nature of a help desk and its purpose.

Indicative content

a. Capturing demand for incident resolution
b. Assignment to appropriate technical resources
c. Help desk roles and responsibilities
d. Technology support
e. Difference from a service desk

Guidance

Candidates should be able to discuss the help desk as a purely reactive function responding to user needs such as issues and requirements, as well as ways to contact the help desk, including walk-ups, telephone, chat, email, etc. It is important for candidates to understand the use of supporting technology, including IT and telephony, e.g. for queue management and call transfers. They should also be able to measure the success of the help desk.

4.2 Describe the nature of a service desk and its purpose.

Indicative content

a. Service desk as first line support
b. Roles and responsibilities, e.g. of manager, team leader, analyst
c. Escalation to second and third line
d. Technology support
e. Difference from a help desk
f. Support for service requests
g. Two-way information exchange
h. Service desk structures

Guidance

Candidates should be able to discuss the service desk as first line support for users, understanding both the use of IT and telephony support. They should be able to recognise the value of proactive information broadcasts, e.g. about known errors and service availability, as well as of the service desk as the primary influencer of user satisfaction. Service desk structures, e.g. central, distributed, local, follow-the-sun, etc., are also key elements of this section.

4.3 Explain the use of fault-logging and problem management.

Indicative content

a. Definition of an incident
b. Incident logging, categorising and prioritising
c. Validating category at closure
d. Application of workarounds
e. Incident matching
f. Definition of a problem
g. Three stages of a problem
h. Relationship between incidents and problems and incident management and problem management
i. Problem resolution by the application of a change
j. Proactive problem management to prevent incidents

Guidance

Candidates will be expected to have a basic knowledge of incident and problem management as described by ITIL, including the ability to define the creation and application of known errors and workarounds, and the resolution of a known error by the successful application of a change. They should be able to explain the three stages of a problem: problem identification, problem control, error control.

4.4 Explain management of user accounts and customer accounts.

Indicative content

a. Record keeping
b. Conformance to security protocols including GDPR
c. nformation storage and retrieval
d. Use for marketing
e. Technology to manage user access authority and access rights
f. Starters, leavers and movers

Guidance

This section includes both record keeping, for example of users and their use of the IT services, including incidents reported and user profiles, and user account management in terms of access controls and access rights. Candidates should be able to convey a basic understanding of GDPR constraints.

5. Availability management

Learners will be able to:

5.1 Analyse performance management methods.

Indicative content

a. Ways of measuring performance
b. Performance reporting
c. Relationship to SLAs and service level management
d. Data sources
e. Using performance management as the basis of continual improvement
f. Critical success factors vs KPIs vs measures and metrics

Guidance

Performance management is the basis of continual improvement. It is important for candidates to understand how to measure the right things, and to use this to determine the potential for improvement and optimisation.

5.2 Explain how to manage change.

Indicative content

a. Balancing flexibility and stability
b. Avoiding change-related incidents
c. Triggers for change
d. Normal change vs. emergency change vs. standard change
e. Change authorisation
f. Schedule of change
g. Projected service outage
h. Importance of good configuration management

Guidance

Candidates should be able to explain how management of change represents a critical balance between stability and flexibility. IT tries to maintain stability by minimising and controlling change. The business requires flexibility which can introduce instability. Part of risk management is through configuration management identifying critical relationships to help de-risk change. In turn, change ensures configuration management records are up to date through change records.

5.3 Explain what version control is and its use.

Indicative content

a. Version control as part of release and deployment management
b. Use of the definitive media library
c. Master copies
d. Version naming and numbering
e. Software asset management
f. Software licensing

Guidance

Version control is a critical component of software control and distribution, otherwise referred to as release and deployment management. Candidates should think about how to store and manage master copies and the use of version control in support of software management and licensing.

5.4 Describe what is meant by resource scheduling.

Indicative content

a. What is meant by a resource?
b. Scheduling the use of resources
c. Use of external resources
d. Relevance of capacity and demand management

Guidance

Resources can include people, infrastructure, applications, finance and information, all of which are in limited supply and therefore should be used efficiently through acquisition and scheduling. Resources can be provided internally or acquired externally. Candidates should be able to recognise the relationship with capacity and demand management to maximise efficiency.

5.5 Describe library administration.

Indicative content

a. Library management
b. User access
c. Internal/external requirements
d. Individual item specifications and functionalities
e. Dependencies

Guidance

Candidates should be able to understand and be familiar with a variety of library administration techniques. They should also be aware of what can be included in a library and how to manage these assets.

5.6 Explain asset management.

Indicative content

a. Definition of an asset
b. Relationship with configuration management
c. Purpose of asset management
d. Lifecycle of an asset
e. Asset management activities
f. Financial control of assets

Guidance

IT assets include a range of components and are not always tangible, e.g. software licences. Candidates should understand that assets are valuable resources that need to be managed to maximise their value.

5.7 Describe how to use shifts and organise a team.

Indicative content

a. Shift working to cover extended hours availability
b. Shift patterns
c. Roles and responsibilities within the team
d. Shift handovers

Guidance

The use of shifts provides extended hours availability for key services and support and there are a multitude of shift patterns from which to choose. Candidates should be able to discuss how teams need to organise handovers between shifts to ensure continuity across shifts for seamless support.

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6. Capacity management

Learners will be able to:

6.1 Explain how to monitor resource usage.

Indicative content

a. Monitoring and event management
b. Warning events triggered by thresholds
c. Alerts associated with warning and exception events
d. Scope of resource monitoring
e. Record keeping, e.g. capacity management information system
f. Relationship between resource usage and performance

Guidance

Monitoring resource usage is a critical activity in capacity management to ensure performance is maintained. It relies on event management tools that can continuously monitor usage and availability and generate alerts when triggered by pre-determined thresholds.

6.2 Analyse ways to determine technology strategy.

Indicative content

a. Optimising technology usage
b. Technology road map production
c. Technology watch

Guidance

Candidates should be able to discuss this combination of utilising existing technology to maximum benefit, recognising new technology through technology watch and incorporating these into a technology strategy.

6.3 Explain how to develop investment plans.

Indicative content

a. Workload forecasting
b. Capacity planning
c. Calculating return on investment
d. Value on investment
e. Discounted cashflow

Guidance

Candidates should understand that a key part of capacity management is using workload forecasts and capacity plans as the basis for investment planning and business case justification.

6.4 Describe how you carry out investment projects.

Indicative content

a. Understand requirements
b. Understand objectives
c. Identify stakeholders

Guidance

Candidates should be able to apply standard project management disciplines to capacity management and investment.

6.5 Explain the use of business continuity.

Indicative content

a. Continuity planning
b. Synchronising the continuity provision with the live environment
c. Preparing to invoke business continuity in the event of a major capacity/performance-related incident

Guidance

Providing a business continuity capability is a core consideration both in terms of capacity management of the alternative facility as well as putting the plan into action in the event of a related incident.

6.6 Describe site planning.

Indicative content

a. Location
b. Accessibility
c. Resource availability
d. Requirement needs
e. Stakeholder involvement

Guidance

Candidates should have an understanding of what to take into consideration when looking at site planning for any given situation.

7. Support processes

Learners will be able to:

7.1 Explain financial support processes.

Indicative content

a. Budgeting, accounting and costing
b. Charging and charging options
c. Depreciation/amortisation
d. Discounted cashflow
e. Investment appraisal
f. Return on investment
g. Value on investment

Guidance

Candidates should be able to recognise basic accounting practices including budgeting, accounting and costing, as well as the principles of charging and the options for doing so.

7.2 Describe contract support.

Indicative content

a. Contract management, e.g.:
   i. Contract establishment
   ii. Supplier and contract management information system
   iii. Management of contract break points
   iv. End of contract decisions
   v. Account management

Guidance

Candidates should be able to recognise the importance of effective contract management of suppliers, from initial selection to end-of-contract activities.

7.3 Explain HR administration.

Indicative content

a. Management of starters, leavers and movers
b. Induction and training
c. References
d. Relevant legislation, e.g.:
   i. Equality and diversity

Guidance

Candidates should be aware of administration required for all new employees, existing employees and outgoing employees. This includes any legislation and legal requirements for employers and employees.

Learners will be able to:

8.1 Explain why you need to cover costs with income.

Indicative content

a. Forecasting costs
b. Capital versus revenue
c. Fixed costs versus variable costs
d. Cost recovery options, e.g.:
    i. Costs shared based on headcount
    ii. Single IT budget funded by business
    iii. User departments hold budget

Guidance

Candidates should understand that any expenditure has to be paid for, so they should consider how IT is funded and how costs are recovered.

8.2 Explain how to manage and control a budget.

Indicative content

a. Budget preparation
b. Capital versus revenue
c. Fixed costs versus variable costs
d. Depreciation/amortisation
e. Zero-based budgeting versus traditional budgeting
f. Budgeting and forecasting
g. Budgetary approval

Guidance

Candidates should be able to discuss the need for budgets to be based on a capacity plan and reviewed as needs change.

8.3 Explain methods and need to charge for a service.

Indicative content

a. Charging principles
b. Use of business-unit based charging
c. Charging options, e.g.:
    i. Cost recovery
    ii. Cost plus
    iii. Market rate
    iv. What the market will bear

Guidance

Candidates should be able to recognise that charging for services is another form of cost recovery, based on measured usage of services by individual user departments.

Learners will be able to:

9.1 Explain procurement of hardware and software.

Indicative content

a. Acquisition of key resources, e.g:
    i. Servers
    ii. PCs
    iii. Network equipment
    iv. Software licences
b. Procurement supporting supplier management
c. Alignment with service level agreements and objectives
d. Recording assets and configuration items

Guidance

Candidates should be able to discuss relationships with financial management, as well as related policies covering areas such as depreciation, security and supplier management.

9.2 Describe a service level agreement (SLA).

Indicative content

a. Definition of an agreement
b. Definition of a service level
c. The parties to an agreement
d. Typical contents of an SLA
e. Management of the SLA
f. Performance reporting and service review meetings
g. Using the SLA as a basis for continual improvement

Guidance

Organisations elect to establish SLAs as the basis of service operation to describe the non-functional requirements of a service. Candidates should be able to discuss how SLAs are created at the design stage of a new service, jointly signed prior to live operation, reviewed routinely for relevance, and used as the focus for service provision.

10. Legal and professional issues

Learners will be able to:

10.1 Demonstrate awareness of legislation.

Indicative content

a. Awareness of current UK national and international legislation, e.g.:
    i.   Data Protection Act 1998
    ii. Computer Misuse Act 1990
    iii. Equal Opportunities Act 2010
    iv. General Data Protection Regulations
b. Software licensing

Guidance

Candidates should be able to convey the importance of recognising and complying with legislation in computer services management.

10.2 Demonstrate understanding of health and safety issues.

Indicative content

a. Health and Safety at Work Act 1974
b. Display Screen Equipment Regulations 1992

Guidance

Candidates should have an awareness of the general principles of each and how they apply to given situations. They should also understand the importance of recognising and complying with health and safety legislation.

10.3 Describe copyright and licensing.

Indicative content

a. Tendering
b. Copyright, Designs and Patents Act 1988
c. Trademarks Act 1994

Guidance

Candidates should be familiar with ways that the Copyright, Designs and Patents Act can be used to protect intellectual property rights in computer systems.

10.4 Explain the BCS code of practice.

Indicative content

a. BCS Code of Conduct and its application in practice

Guidance

Candidates should have an understanding of what a Code of Conduct is, with particular consideration of the BCS Code of Conduct. There should be an understanding of the different sections and an ability to consider how these can apply to professionals.

Examination Format

This module is assessed through completion of an invigilated online exam which candidates will only be able to access at the date and time they are registered to attend.

Type	Three written questions from a choice of five, each with equal marks
Duration	Three hours
Supervised	Yes
Open Book	No (no materials can be taken into the examination room)
Passmark	10/25 (40%)
Delivery	Paper format only

Adjustments and/or additional time can be requested in line with the BCS reasonable adjustments policy for candidates with a disability, or other special considerations including English as a second language.

Question Weighting

Candidates will choose three questions from a choice of five. All questions are equally weighted and worth 25 marks.

Recommended Reading

Primary texts

Title:	Information Systems Management in Practice (eighth edition)
Author:	B. C. McNurlin, R. H. Sprague and T. Bui
Publisher:	Prentice Hall
Date:	2013
ISBN:	978-1292023540

Additional texts and resources

Title: Professional Issues in Information Technology (second edition)
Author: F. Bott
Publisher: BCS, The Chartered Institute for IT
Date: 2014
ISBN: 978-1780171807

Title: BS EN ISO/IEC 27002:2017 Information Technology, Security Techniques, Code of practice for information security controls
Author: British Standards Institute
Date: 2017
Available at: https://www.bsigroup.com/en-GB/Cyber-Security/Standards-for-IT-and-cyber-security/ [Accessed 14 July 2021]

Title: Network Security Essentials: Applications and Standards (sixth edition)
Author: W. Stallings
Publisher: Pearson Education
Date: 2017
ISBN: 978-1292154855

Title: Information Security Management Principles
Author: A. Taylor
Publisher: BCS, The Chartered Institute for IT
Date: 2013
ISBN: 978-1780171753

Title: ITIL Foundation: ITIL 4 Edition
Author: Axelos
Publisher: Stationery Office
Date: 2019
ISBN: 0113316070

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Document Change History

Any changes made to the syllabus shall be clearly documented with a change history log. This shall include the latest version number, date of the amendment and changes made. The purpose is to identify quickly what changes have been made.

Version Number	Changes Made
Version 1.0 July 2021	Document Creation
Version 3.1 October 2021	Learning Outcomes 5-10 added

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