

Exam requirements

Business Information Management Foundation (BiSLF.EN)

Publication date 01-12-2009

Start date 01-07-2008

Summary The 'Business Information Services Library' (BiSL) provides a framework for business information management and is therefore suitable for a module at Foundation level. Business Information Management - also called Functional Management in the Netherlands - takes a business and user orientated approach in describing the information provisioning in an organization and the IT infrastructure it requires. Examples of functions and roles in this domain are: Business information manager, Business systems administrator, Super user, Information architect, Chief Information Officer. In these functions or roles the emphasis is on defining the business requirements of the IT services, managing IT services from a user perspective and supporting the use of IT services.

Target group The examination Business Information Management Foundation is intended for people who have an operational, managing or strategic role with regard to IT services and are situated on the demand side of information provisioning in an organization. Or they are closely associated with the information provisioning of the organization. This module is therefore relevant to both non-IT staff and IT staff that are responsible for the information provisioning in an organization. Examples of these roles are: Business information manager, Business systems administrator, Super user, Information-architect, Chief Information Officer, Service Manager, Information Manager and the Business Unit Manager (who is responsible for organizing business information management).

Prerequisites None

Practical assignment Not applicable

Examination details	Examination type:	Computerbased multiple-choice questions
	Time allotted for examination:	60 minutes
	Number of multiple-choice questions:	40
	Pass mark:	65 % (26 out of 40)
	Open book:	no
	Electronic equipment permitted:	no

Sample questions	To prepare for your examination you can download the sample exam on the previous page for free.	
Exam requirements	1. Objectives and background of Business Information Management	25%
	2. Use management cluster	20%
	3. Functionality management cluster	20%
	4. Connecting processes cluster	15%
	5. Management processes cluster	20%

Specification of the exam requirements

1. Objectives and background of Business Information Management	1.1	The candidate has knowledge of the concepts information management and business information management.
	1.2	The candidate has knowledge of the concepts organization strategy and information strategy.
	1.3	The candidate has knowledge of the difference between business information management, application management and technical infrastructure management.
	1.4	The candidate has knowledge of the relationship between business information management and the business processes and the user organization.
	1.5	The candidate has knowledge of the structure of the BiSL framework and the importance of a framework like BiSL for the realization of information management/business information management.
2. Use management cluster	2.1	The candidate has knowledge of the use management cluster.
	2.2	The candidate has knowledge of the processes within the use management cluster.
3. Functionality management cluster	3.1	The candidate has knowledge of the functionality management cluster.
	3.2	The candidate has knowledge of the processes within the functionality management cluster.
4. Connecting processes cluster	4.1	The candidate has knowledge of the connecting processes cluster.
	4.2	The candidate has knowledge of the processes within the connecting processes cluster.
5. Management processes cluster	5.1	The candidate has knowledge of the managing processes cluster.
	5.2	The candidate has knowledge of the processes within the managing processes cluster.

List of Basic Concepts

1 Objectives and background of Business Information Management

1.1 Information management and Business Information Management

- diversification
- business information management
- information provisioning
- critical success factors
- process owner
- system owner
- outsourcing
- demand perspective

1.2 Organization and information strategy

- application management
- business process development
- information chain development
- technological developments
- Information lifecycle management
- Information portfolio management
- Information coordination
- information management
- information strategy
- installed base
- information chain development
- chain partner
- strategic information partner management
- supplier policy
- Strategic supplier management
- market development
- Information strategy cluster
- I-organization strategy cluster
- portfolio information provisioning
- strategic user relationship management
- I-organization strategy
- structure plan for the I-function

1.4 Business Information Management, Application Management and Technical Infrastructure Management

- ASL (Application Services Library)
- business process
- IT management domains
- best practices
- business IT alignment
- business manager
- framework
- ITIL® (Information Technology Infrastructure Library)
- levels of information provisioning
- strategic level
- managing level
- operational level

1.5 BiSL Framework

- BiSL (Business information Services Library)
- organization strategy
- process cluster
- 2 Use management cluster
 - business data management
 - availability management
 - call
 - call handling
 - call management
 - call reporting
 - call registration
 - capacity management
 - continuity management
 - user communication
 - End user support
 - user organization
 - information model
 - Operational supplier management
 - management data
- 3 Functionality management cluster
 - acceptance test
 - Functionality management cluster
 - implementation plan
 - information system
 - interfaces
 - non-functional quality demands/specifications
 - Information requirements specification
 - test approach
 - review and testing
 - prepare transition
 - Design non-automated information systems
- 4 Connecting processes cluster
 - governing mechanism
 - release
 - transition (activity)
 - Transition management (process)
 - transition plan
 - change management
- 5 Management processes cluster
 - demand
 - Demand management
 - business case
 - Contract management
 - Dossier of Agreements and Procedures (DAP)
 - financial management
 - Annual Business Information Management plan
 - annual information provisioning plan
 - quality demands/specifications
 - quality plan

- Operation Level Agreement (OLA)
- Planning and resource management (process)
- Planning and Control
- planning and deployment overview
- Service Level Agreement (SLA)
- Management processes cluster
- technical infrastructure management
- Underpinning Contract (UC)

Literature

Pols, R. van der, Donatz, R. & Outvorst, F. van
BiSL - A Framework for Business Information Management
 Zaltbommel, Van Haren Publishing, 2007 (first edition, first impression)
 ISBN 978 90 8753 042 6

Examenspecification	Literature
1.1	A: Chapter 1
1.2	A: Chapter 8, Chapter 9, Chapter 10
1.3	A: Chapter 2, Chapter 11
1.4	A: Chapter 2, Chapter 11
1.5	A: Chapter 3
2.1	A: Chapter 4
2.2	A: Chapter 4
3.1	A: Chapter 5
3.2	A: Chapter 5
4.1	A: Chapter 6
4.2	A: Chapter 6
5.1	A: Chapter 7
5.2	A: Chapter 7

Copyright © 2009 EXIN

Alle rechten voorbehouden. Niets uit deze uitgave mag worden openbaar gemaakt of verveelvoudigd, opgeslagen in een dataverwerkend systeem of uitgezonden in enige vorm door middel van druk, fotokopie of welke andere vorm dan ook zonder toestemming van EXIN.