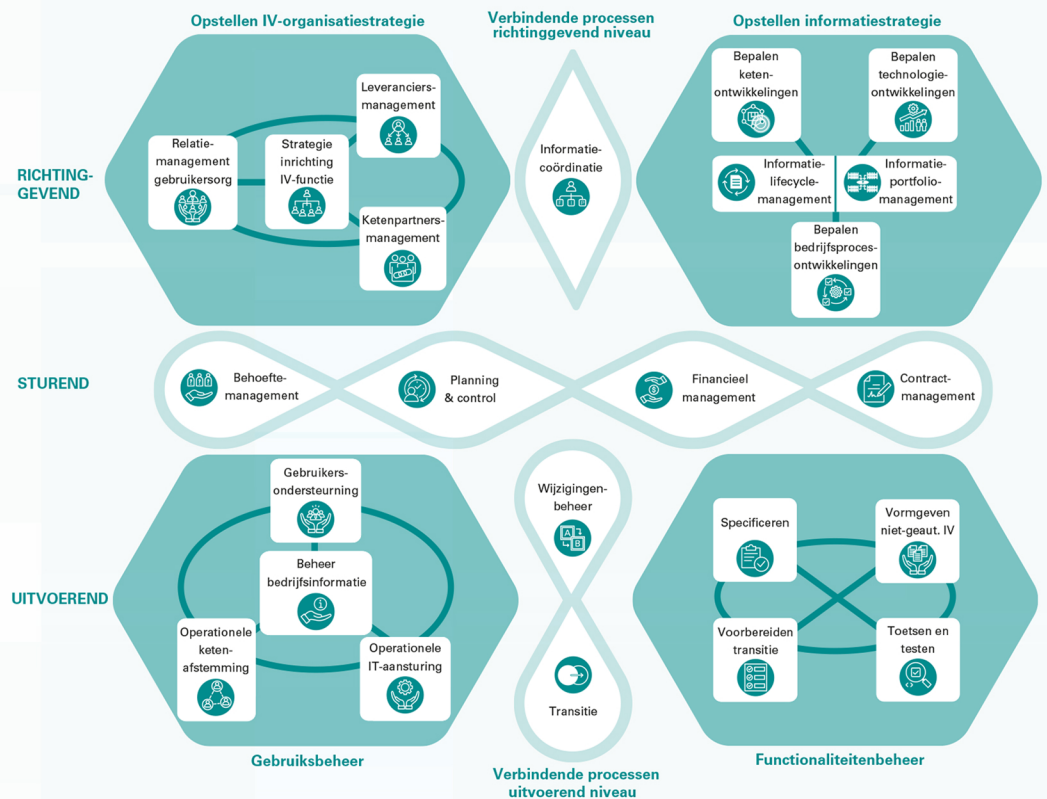


BISL[®] 4th EDITION FOUNDATION COURSEWARE

English



BiSL Foundation
Courseware - English

Colophon

Title: BISL Foundation Courseware - English

Authors: Frank van Outvorst, René Sieders

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Publisher about the Courseware

The Courseware was created by experts from the industry who served as the author(s) for this publication. The input for the material is based on existing publications and the experience and expertise of the author(s). The material has been revised by trainers who also have experience working with the material. Close attention was also paid to the key learning points to ensure what needs to be mastered.

The objective of the courseware is to provide maximum support to the trainer and to the student, during his or her training. The material has a modular structure and according to the author(s) has the highest success rate should the student opt for examination. The Courseware is also accredited for this reason, wherever applicable.

In order to satisfy the requirements for accreditation the material must meet certain quality standards. The structure, the use of certain terms, diagrams and references are all part of this accreditation. Additionally, the material must be made available to each student in order to obtain full accreditation. To optimally support the trainer and the participant of the training assignments, practice exams and results are provided with the material.

Direct reference to advised literature is also regularly covered in the sheets so that students can find additional information concerning a particular topic. The decision to leave out notes pages from the Courseware was to encourage students to take notes throughout the material.

Although the courseware is complete, the possibility that the trainer deviates from the structure of the sheets or chooses to not refer to all the sheets or commands does exist. The student always has the possibility to cover these topics and go through them on their own time. It is recommended to follow the structure of the courseware and publications for maximum exam preparation.

The courseware and the recommended literature are the perfect combination to learn and understand the theory.

-- Van Haren Publishing

Other publications by Van Haren Publishing

Van Haren Publishing (VHP) specializes in titles on Best Practices, methods and standards within four domains:

- IT and IT Management
- Architecture (Enterprise and IT)
- Business Management and
- Project Management

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Topics are (per domain):

IT and IT Management

ABC of ICT
ASL®
CATS CM®
CMMI®
COBIT®
e-CF
ISO/IEC 20000
ISO/IEC 27001/27002
ISPL
IT4IT®
IT-CMF™
IT Service CMM
ITIL®
MOF
MSF
SABSA
SAF
SIAM™
TRIM
VeriSM™

Enterprise Architecture

ArchiMate®
GEA®
Novius Architectuur
Methode
TOGAF®

Business Management

BABOK® Guide
BiSL® and BiSL® Next
BRMBOK™
BTF
EFQM
eSCM
IACCM
ISA-95
ISO 9000/9001
OPBOK
SixSigma
SOX
SqEME®

Project Management

A4-Projectmanagement
DSDM/Atern
ICB / NCB
ISO 21500
MINCE®
M_o_R®
MSP®
P3O®
PMBOK® Guide
Praxis®
PRINCE2®

For the latest information on VHP publications, visit our website: www.vanharen.net.

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Self-Reflection of understanding Diagram

‘What you do not measure, you cannot control.’ – Tom Peters

Fill in this diagram to self-evaluate your understanding of the material. This is an evaluation of how well you know the material and how well you understand it. In order to pass the exam successfully you should be aiming to reach the higher end of Level 3. If you really want to become a pro, then you should be aiming for Level 4. Your overall level of understanding will naturally follow the learning curve. So, it’s important to keep track of where you are at each point of the training and address any areas of difficulty.

Based on where you are within the Self-Reflection of Understanding diagram you can evaluate the progress of your own training.

<i>Level of Understanding</i>	<i>Before Training (Pre-knowledge)</i>	<i>Training Part 1 (1st Half)</i>	<i>Training Part 2 (2nd Half)</i>	<i>After studying / reading the book</i>	<i>After exercises and the Practice exam</i>
<i>Level 4 I can explain the content and apply it .</i>					
<i>Level 3 I get it! I am right where I am supposed to be.</i>					<i>Ready for the exam!</i>
<i>Level 2 I almost have it but could use more practice.</i>					
<i>Level 1 I am learning but don't quite get it yet.</i>					

(Self-Reflection of Understanding Diagram)

Write down the problem areas that you are still having difficulty with so that you can consolidate them yourself, or with your trainer. After you have had a look at these, then you should evaluate to see if you now have a better understanding of where you actually are on the learning curve.

Troubleshooting

Problem areas:

Topic:

Part 1

Part 2

You have gone
through the book
and studied.

You have answered
the questions and
done the practice
exam.

Timetable

Day 1

Module 1: Introduction and scope business information management

Module 2: The BiSL framework

Module 3: Use management cluster

Module 4: Functionality management cluster

Day 2

Module 5: Wrap up day 1

Module 6: Connecting processes operational level


Module 7: Managing processes cluster

Module 8: Strategic processes cluster

Module 9: Use and implementation of BiSL

Module 10: The way BiSL relates to...


Module 11: Exam preparation




BiSL® Foundation

Based upon BiSL® 4th edition

Introduction








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About the course

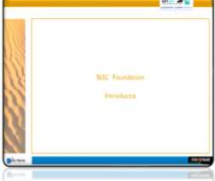
Here is the link from the slide to the theory in the book, with the number of the chapter or the paragraph (Par.) and possibly the name of the subtitle in the book

Study book




Courseware



Trainer slides

- Questions and discussions at any moment please!
- Phone off/silent if possible.



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Content (1)

Module 1: Introduction and scope

Module 2: The BiSL framework

Module 3: Use management cluster

Module 4: Functionality management cluster

Module 5: Wrap up day 1

The guide book "BiSL, a framework for Business Information Management, 2nd edition" (Van der Pols, Donatz, Van Outvorst, 2012, © Van Haren Publishing, Zaltbommel) is used as a basis for this course. A number of illustrations in this course are taken from the guide book both the 2nd and 4th edition.



Content (2)

Module 6: Connecting processes operational level

Module 7: Managing processes cluster

Module 8: Strategic processes clusters

Module 9: Use and implementation of BiSL


Module 10: The way BiSL relates to....

Module 11: Exam preparation



Getting acquainted

- Name and organization
- Role/ responsibilities in your job
 - regular activities performed?
 - how much of your time do you spend on business information management activities?
- Knowledge of and experiences with ITIL®/ASL®/BiSL®
- Any specific questions/issues for this course?

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Learning goals BiSL foundation

- BiSL in the context of Business information management, Application management, and IT infrastructure management
- The BiSL-framework, structure, and content
- BiSL processes: objectives, content and results
- Implementing BiSL: do's and don'ts, possible pitfalls
- Using BiSL: what will change?



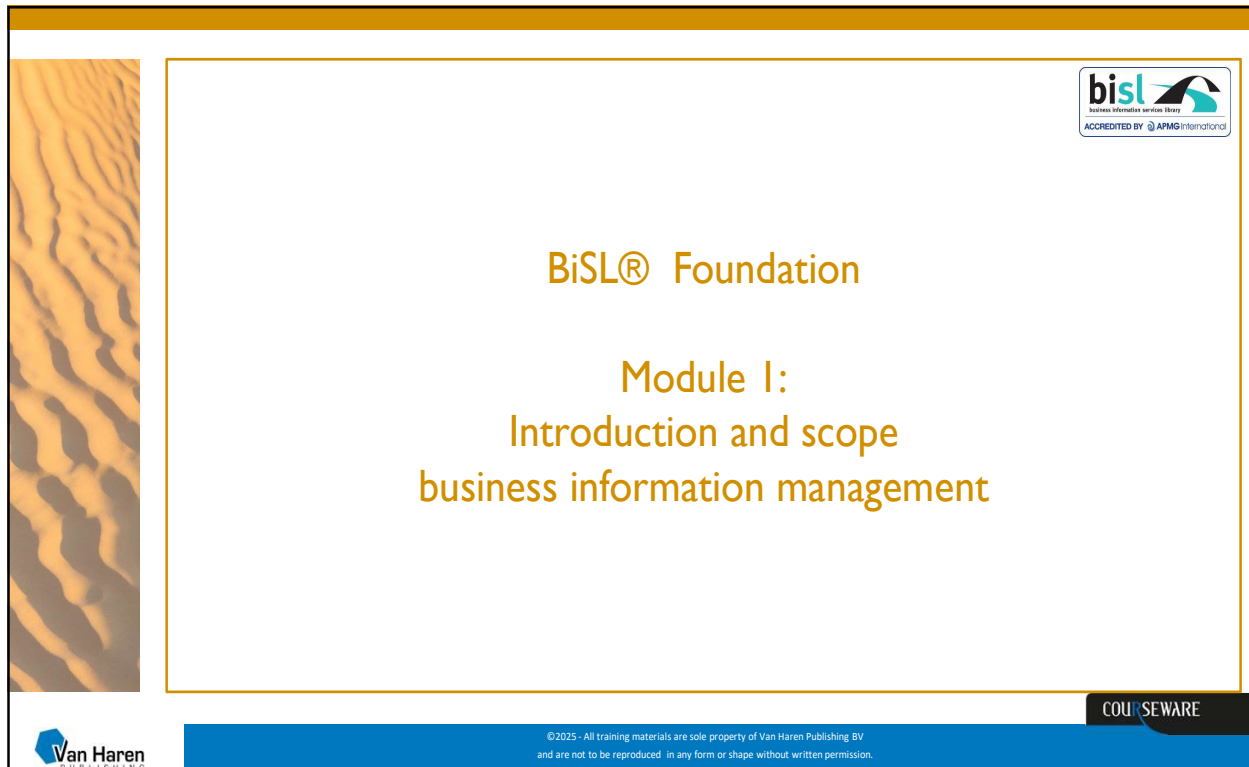
Training and exam: responsibilities


- The Lifecycle Company/Van Haren Publishing: training materials
- APMG: examination
- Van Haren Publishing: owner of the trademark **bisl** 



Questions







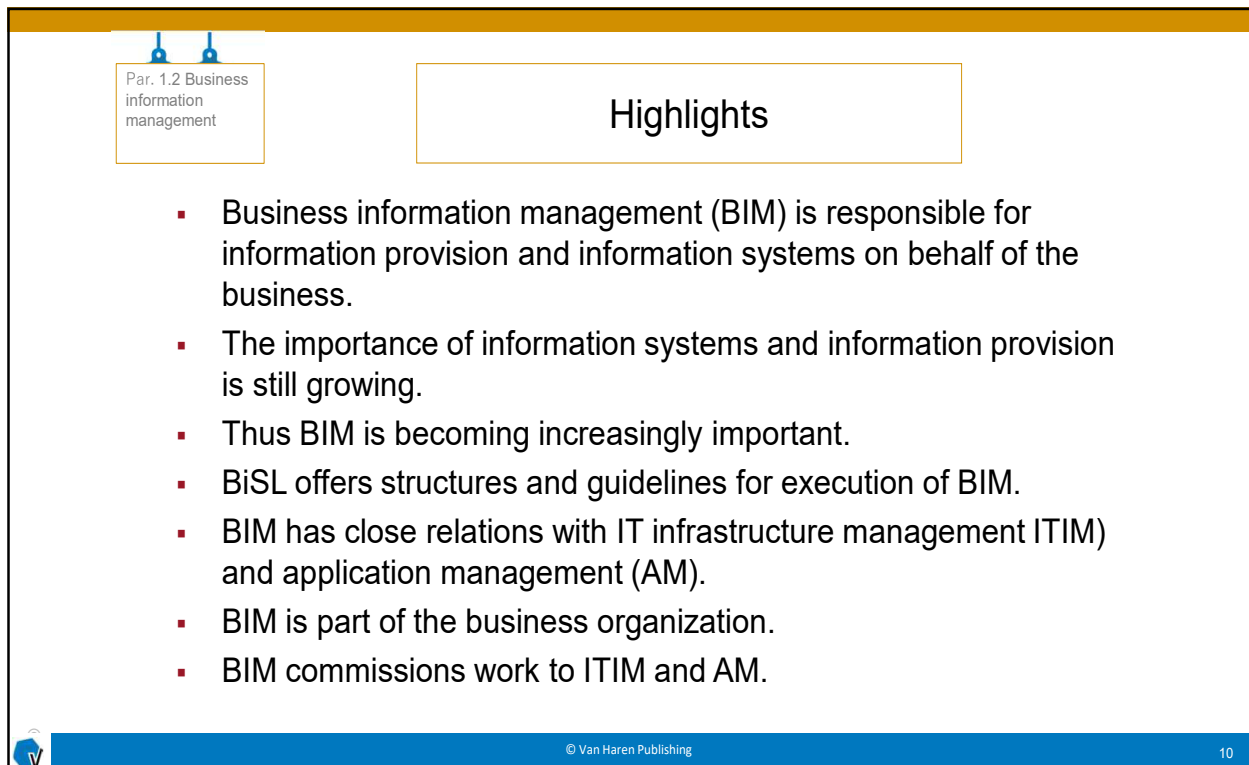



BiSL® Foundation

Module I: Introduction and scope business information management



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 Par. 1.2 Business information management

Highlights

- Business information management (BIM) is responsible for information provision and information systems on behalf of the business.
- The importance of information systems and information provision is still growing.
- Thus BIM is becoming increasingly important.
- BiSL offers structures and guidelines for execution of BIM.
- BIM has close relations with IT infrastructure management (ITIM) and application management (AM).
- BIM is part of the business organization.
- BIM commissions work to ITIM and AM.

  10

Agenda

- **Business information management as an intermediary**
 - Reasons for interest in business information management
 - Trends:
 - increasing importance of IT
 - more formal business relations
 - multi-vendor
 - chains
 - The world of IT management
 - Relationships and cooperation



Par. 1.2 Business
information
management

Business information management as an intermediary

Business:

- business goals
- business talk
- business contracts
- business language



IT:

- IT-structures
- IT hypes and innovations
- IT services
- IT-language



Par. 1.2 Business information management

Business information management as intermediary

Business:

- busin
- busin
- busin
- busin

IT:

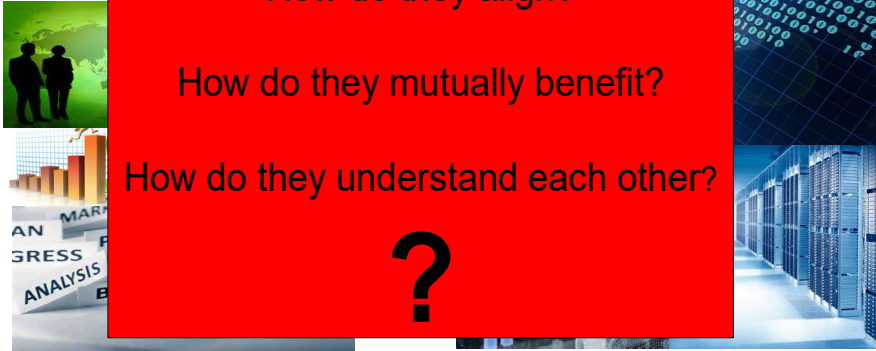
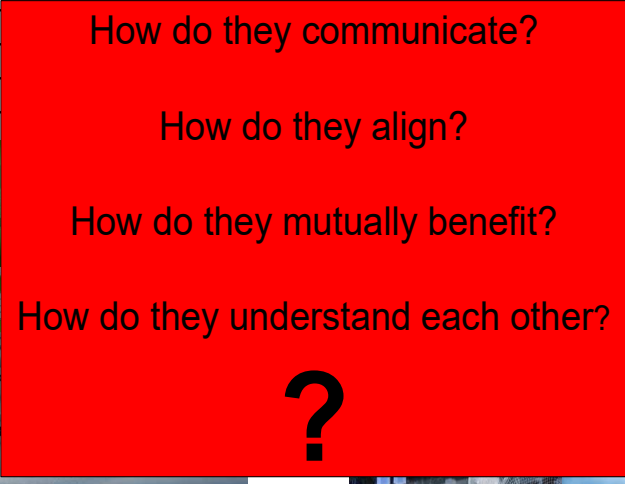
How do they communicate?

How do they align?

How do they mutually benefit?

How do they understand each other?

?



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Par. 1.2 Business information management

Business information management as intermediary

Business:

- busin
- busin
- busin
- busin

IT:

How do they communicate?

How do they align?

How do they mutually benefit?


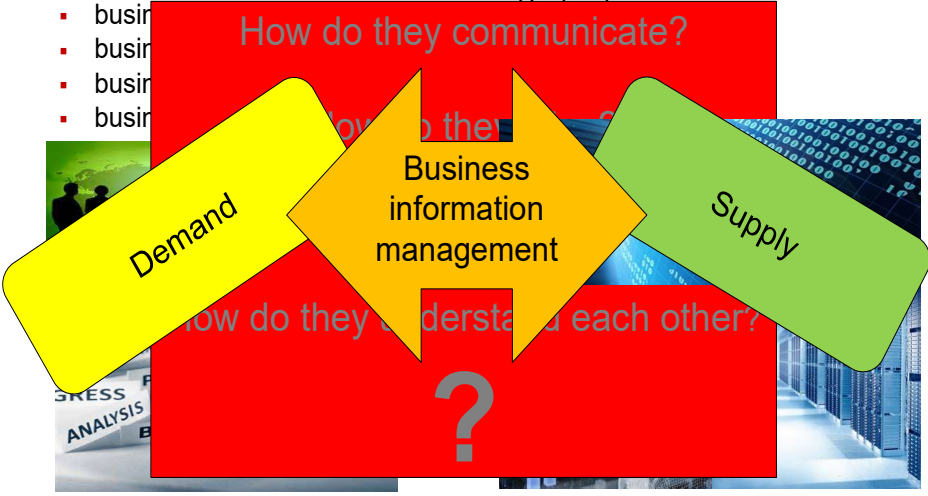
How do they understand each other?

?

Demand

Business information management

Supply




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 Appendix 3 List of terms

Information provision

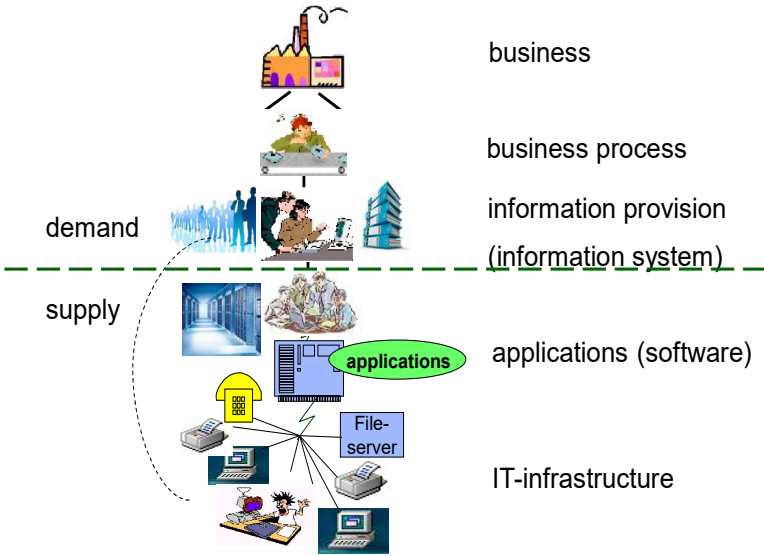
- This term is used throughout the BiSL framework book
- Based on a Dutch word: “informatievoorziening” which has no proper equivalent in English
- Working definition: the entire set of people, work methods, procedures, tools, IT infrastructures and information systems that constitute all information processing within an organization (read the definition in appendix 3 as well!)
- Synonyms: “IT”, “information system”
- Automated and non-automated information system



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 Par. 2.2 Position of business information management

Positioning



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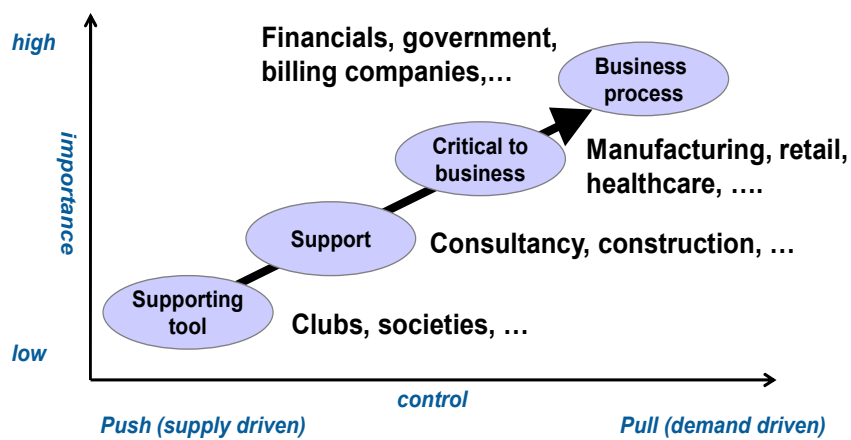
Agenda

- Business information management as an intermediary
- **Reasons for interest in business information management**
- Trends:**
 - increasing importance of IT
 - more formal business relations
 - multi-vendor
 - chains
- The world of IT management
- Relationships and cooperation



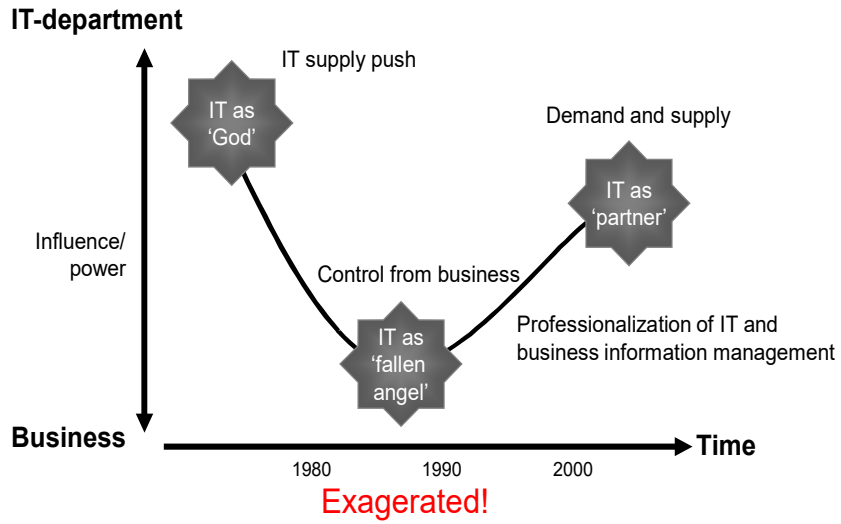
Par.1.1 Increasing importance of information provision

Increasing importance of IT



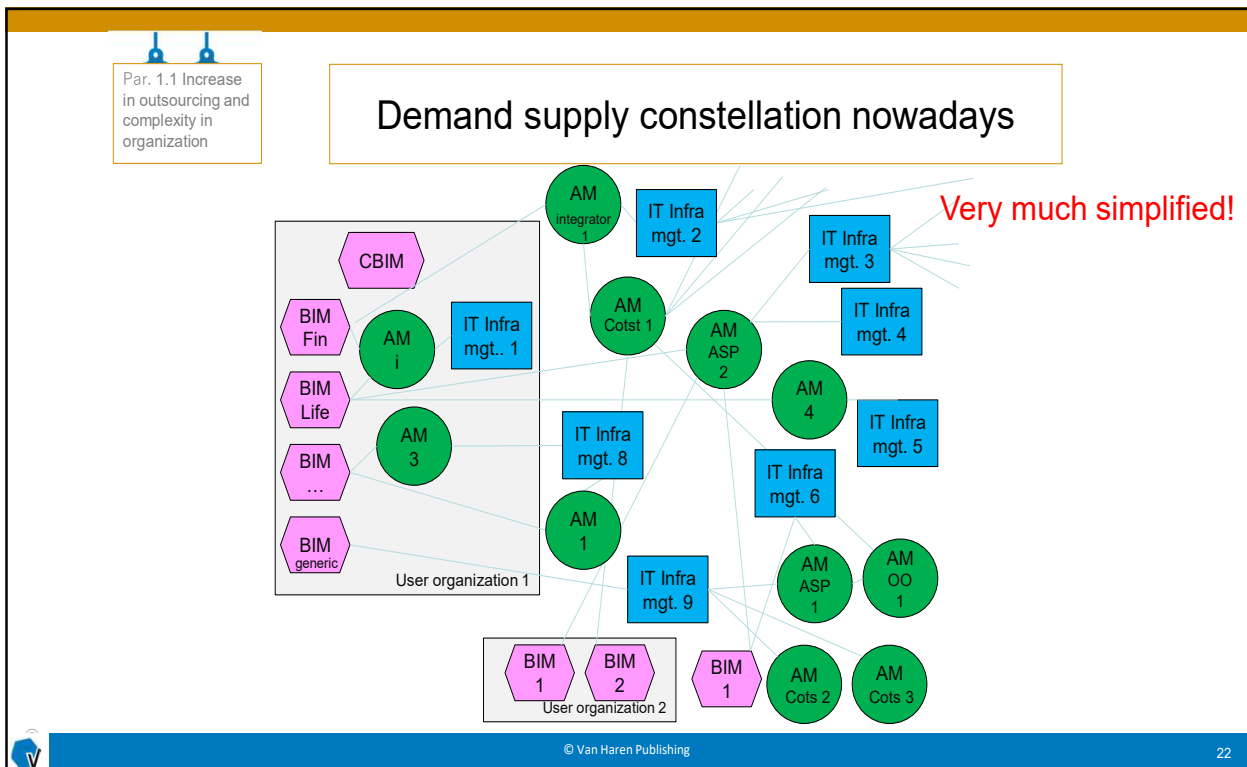
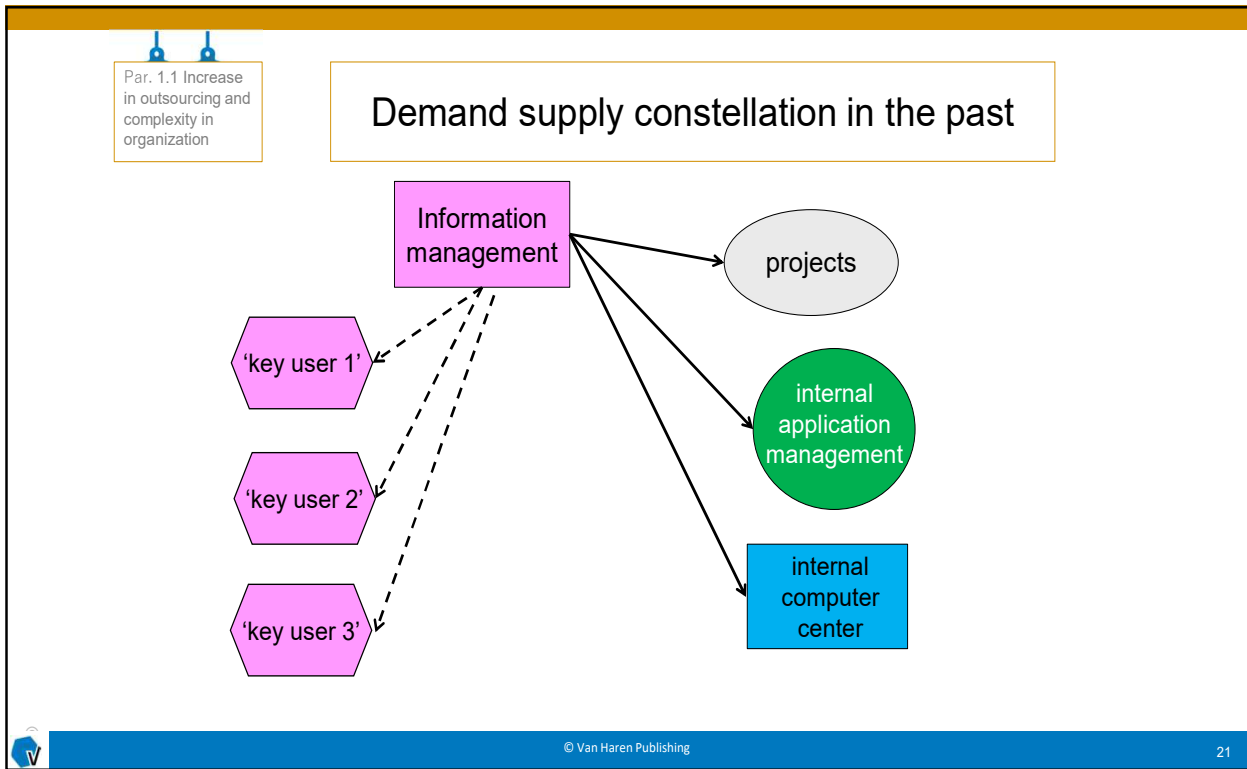
Par.1.1 Increasing importance of information provision

Increasing importance of IT

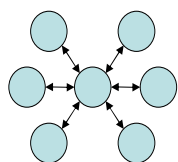


Increasing demands

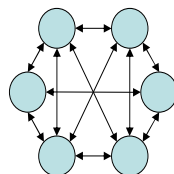




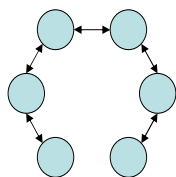
Chains



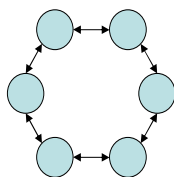
clearinghouse



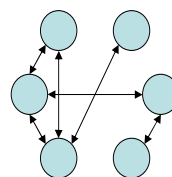
peer to peer



ketting



ring



point to point



Data as a significant subject of governance

- Data can be derived from own processes, analysis or measuring as well as chain partners or commercially obtainable data sets.
- Data collections are sometimes one on one tied to applications, but can more often be approached at a central location available to multiple applications or even user organizations.
- Data is often used in making products or services but data in itself can be a product/asset.
- Intelligent use of data offers new insights and new opportunities.

Job Vacancy

For a scale up organization in Amsterdam we are looking for a Chief Data Officer.....



Data-analysis avant le lettre



Opportunities and vulnerabilities

new business models



The new gold...?

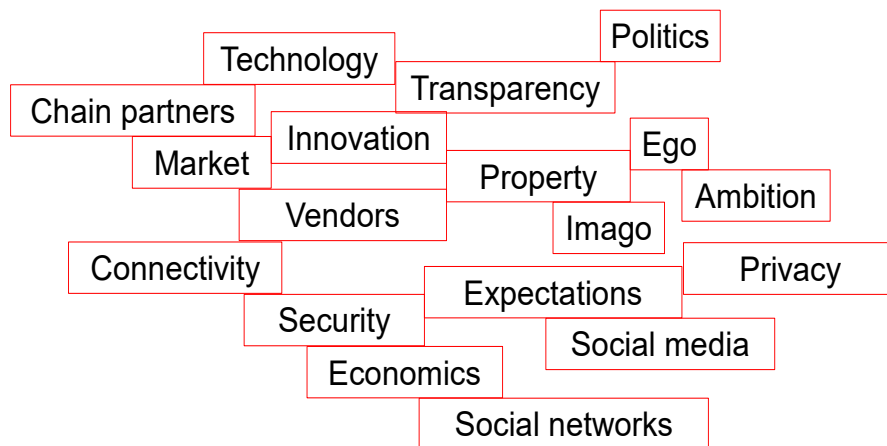


connected world, IoT, ..

New threats



Dependencies



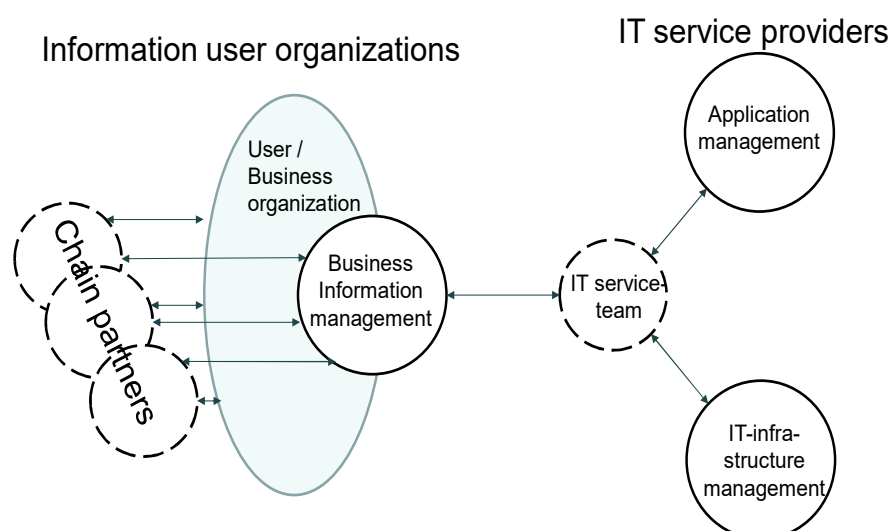
Agenda

- Business information management as an intermediary
- Reasons for interest in business information management
- **The world of IT management**
- Relationships and cooperation



Par 2.1

Demand and supply (1)



Par 2.1

Demarcation of the 3 domains

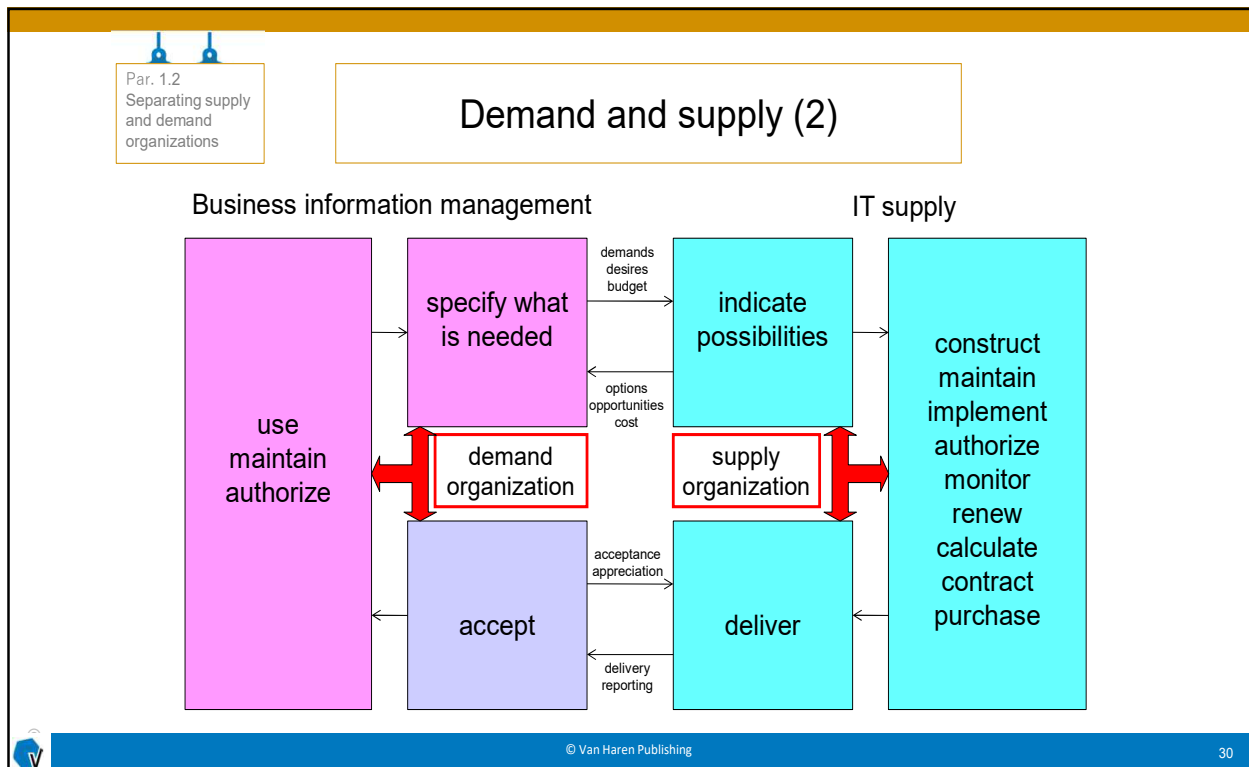
- Expenses should not be higher than...
- How do I record a client with the XY treatment into the system?
- I want our software system to be able to do ... as well in the future! Can you arrange this functionality?
- “Dear users, as of now, menu option ABC is no longer in use”

- My laptop broke down
- Can this software be installed on my computer
- He is in need of a new PC
- The performance of our network is getting down

- We are going to build new functionality so the ordering system gets new functionality
- We need a software interface between....
- We must build a report that shows... (with a lot of calculations, very complicated)
- These data should be stored in our system as well

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Par. 2.1

IT Infrastructure management

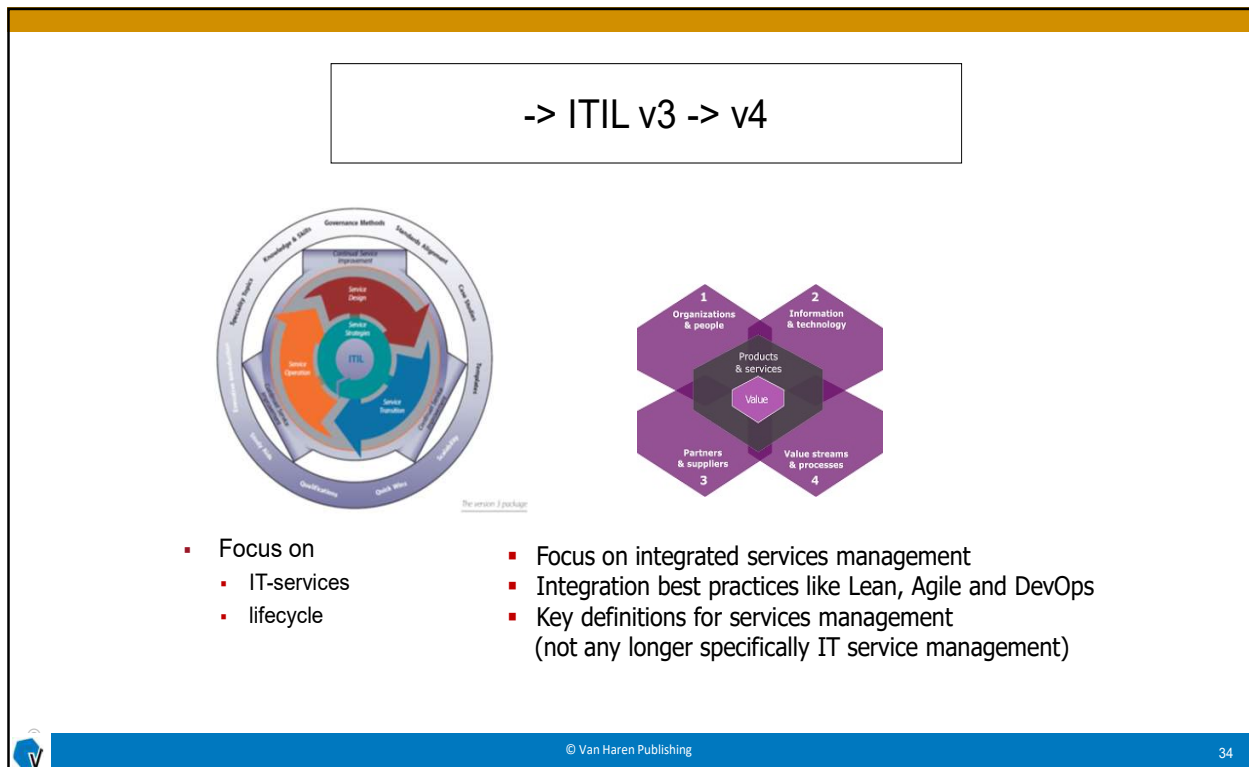
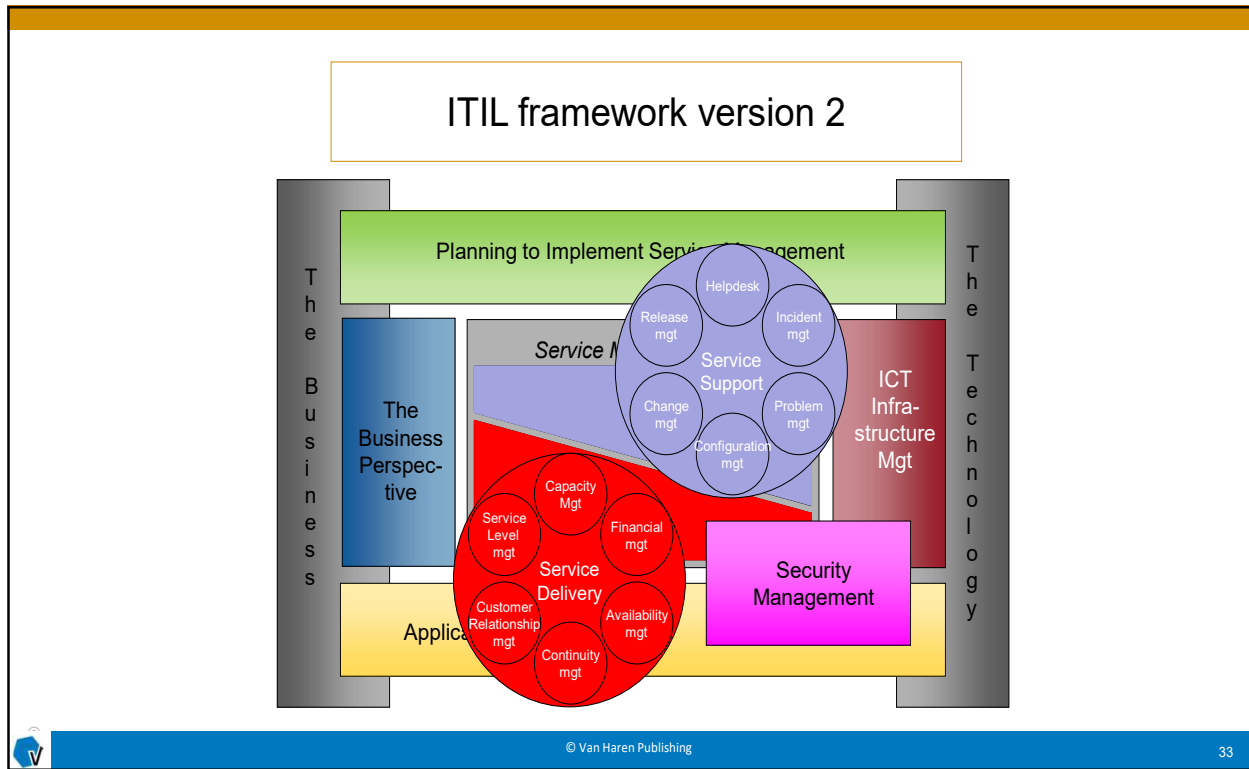
- **Hardware services** mainframe, servers
- **Network services**
- **Work station services** pc, office automation, accessories
- **System software** compilers, drivers, dbms
- **Data files services** backup, recovery
- **Keeping systems up and running** online + batch
- **Access control** platform, files, applications (extern)
- **Incident management, helpdesk**

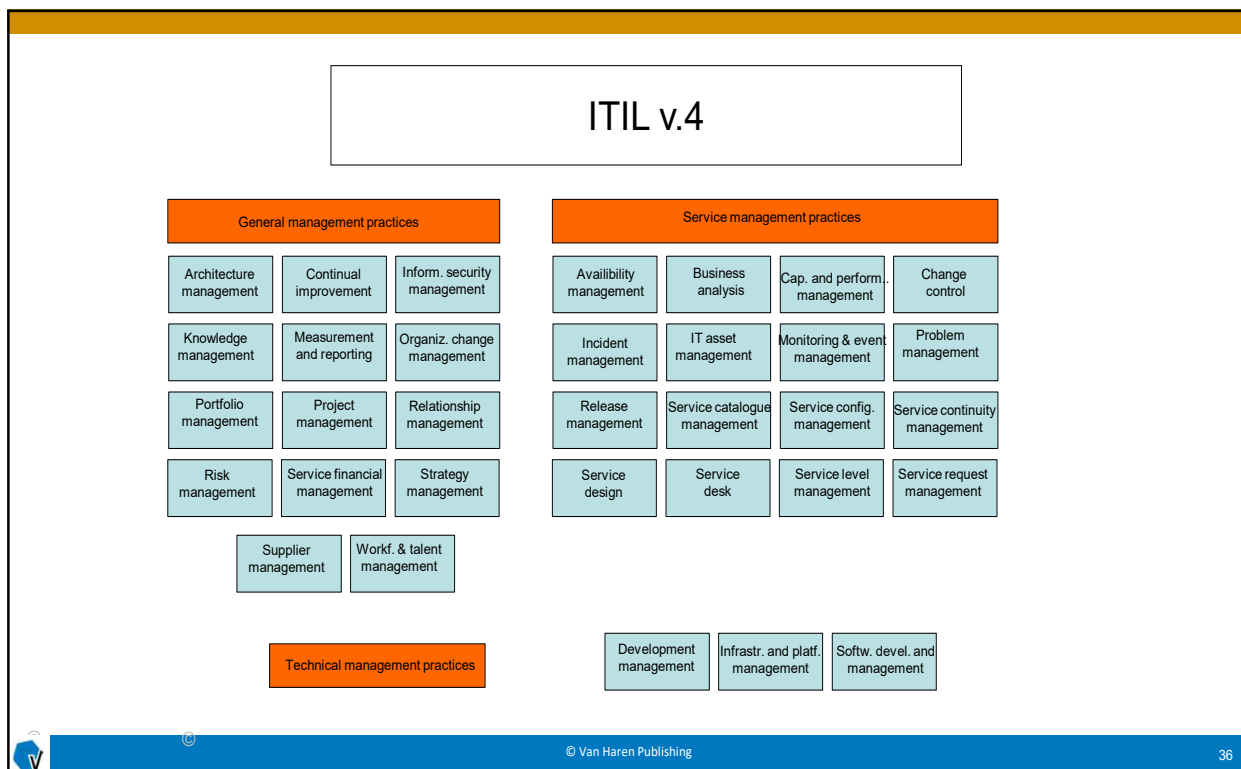
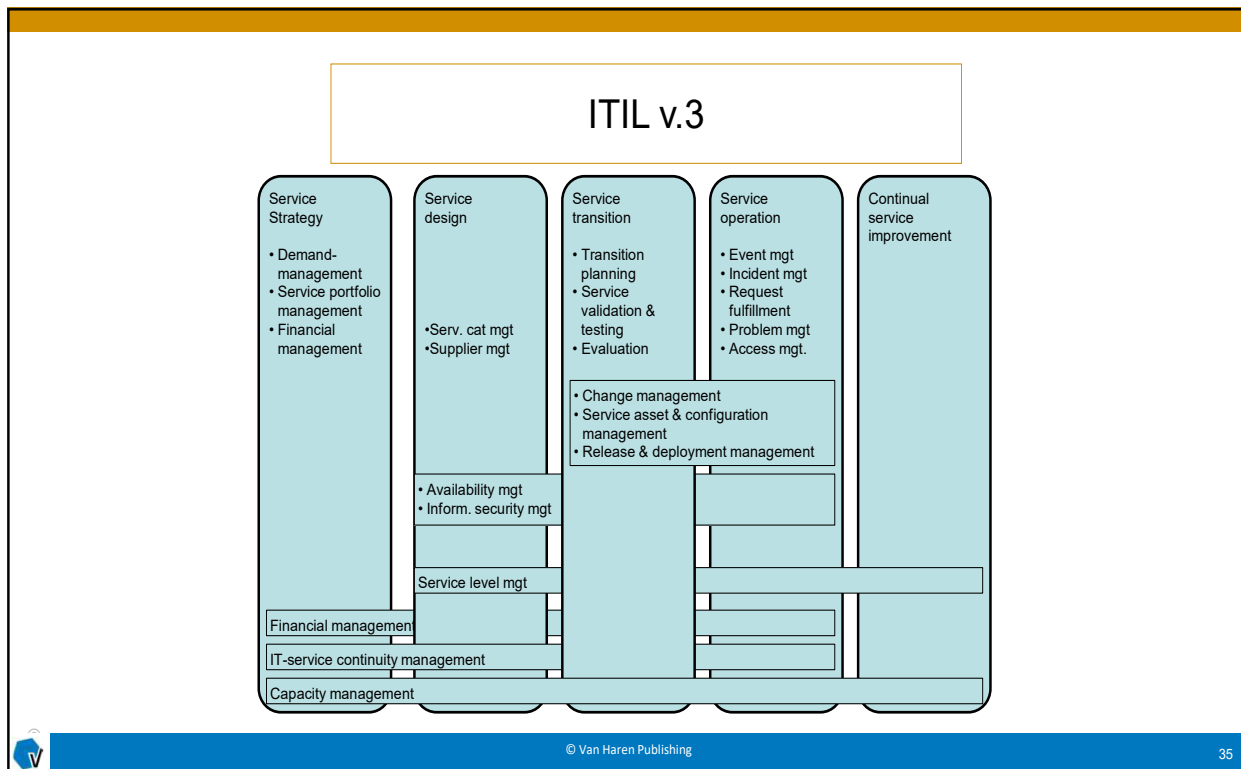
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ITIL

- Originally: Information Technology Infrastructure Library.
Now: model for IT service management
- Focus at:
 - Service management processes
 - increase of effectiveness and efficiency of IT management processes
- Set of books: descriptions (best practices) of operational and tactical processes
- Developed by OGC (formerly CCTA)
- Since May 2007: ITIL version 3
- July 2011 revision: "ITIL 2011" (by Cabinet Office)
- Since 2013: property of Axelos

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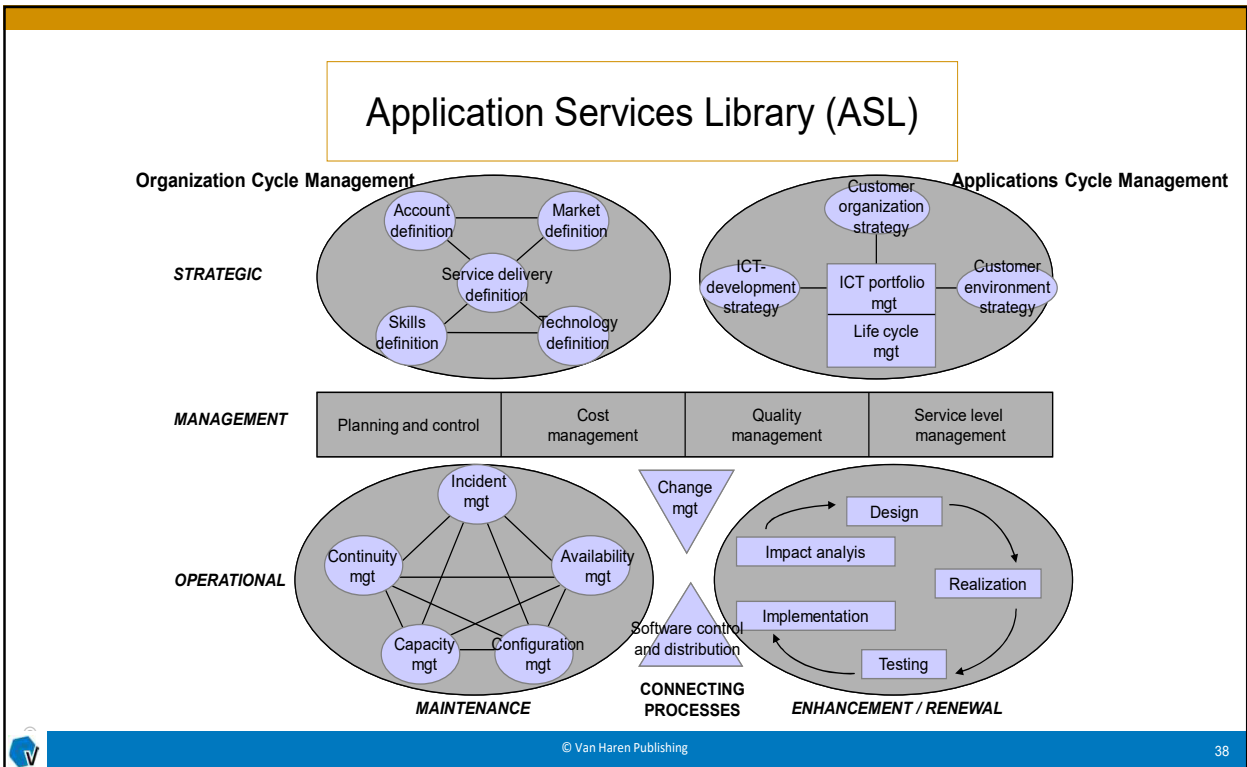
Par. 2.1

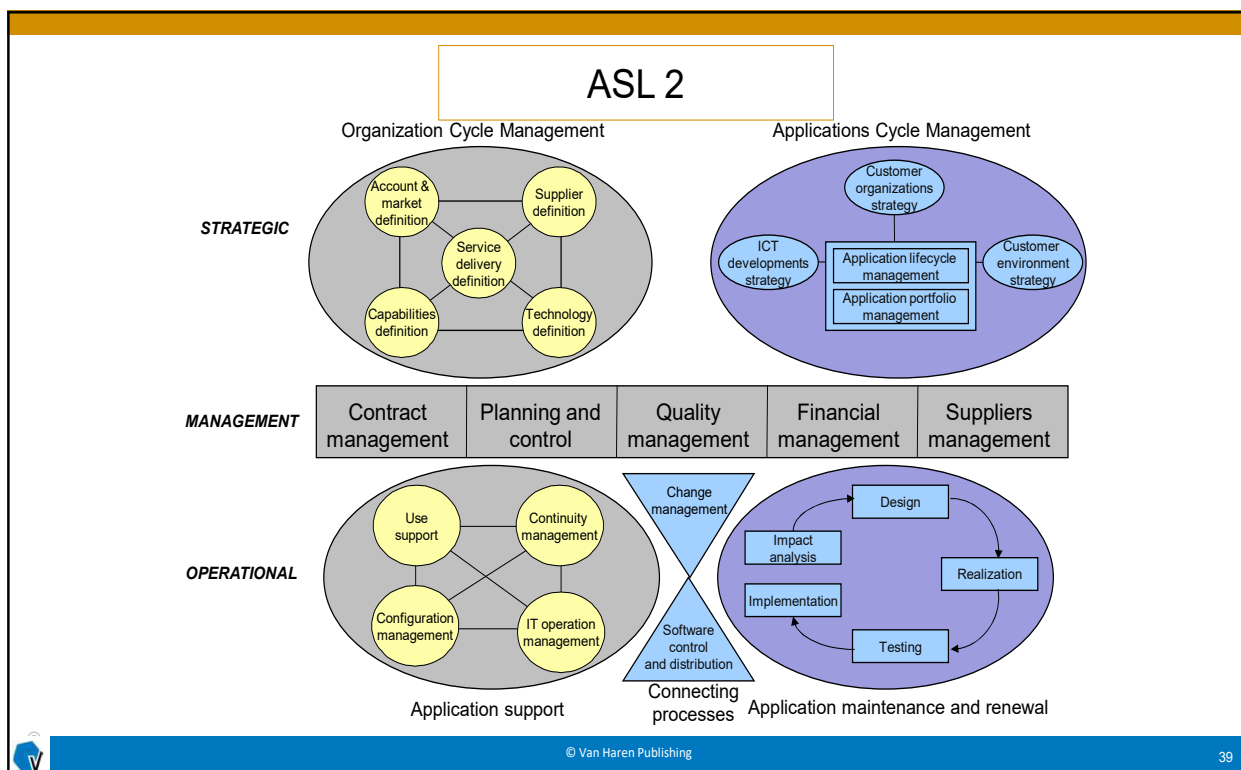
Application management

- Maintenance and renewal of applications and data structures
- All software other than operating system, dbms and development software
- Day to day support (especially to business information management)
- Periodically planned and unforeseen maintenance
- Future of applications and of application management organization

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Par. 1.2 business information management

Business information management

Responsible for governance and control over information systems/IT/information provision:

- support of daily use
- gather and prioritize demands
- decide on renewal

Not from an IT technical perspective, but from a business and usage point of view

Business data administration + information management



What is BIM?

The voice of the business

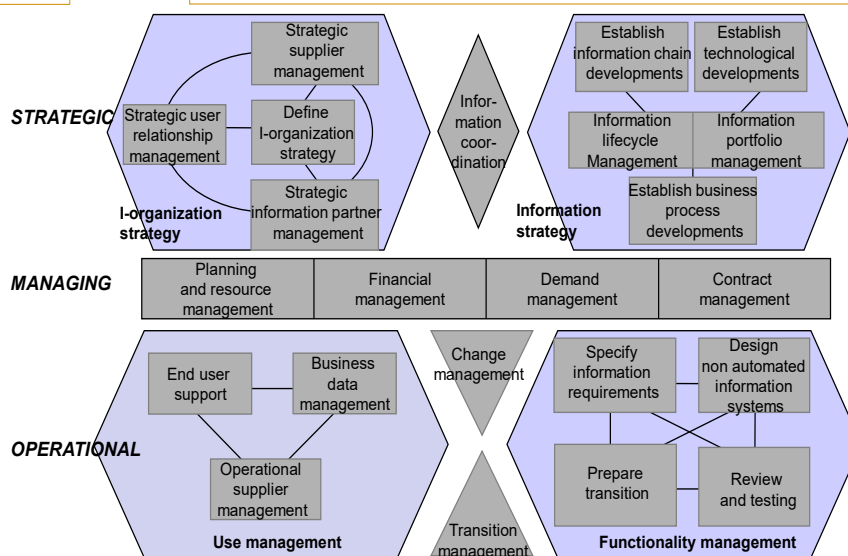
Responsible for

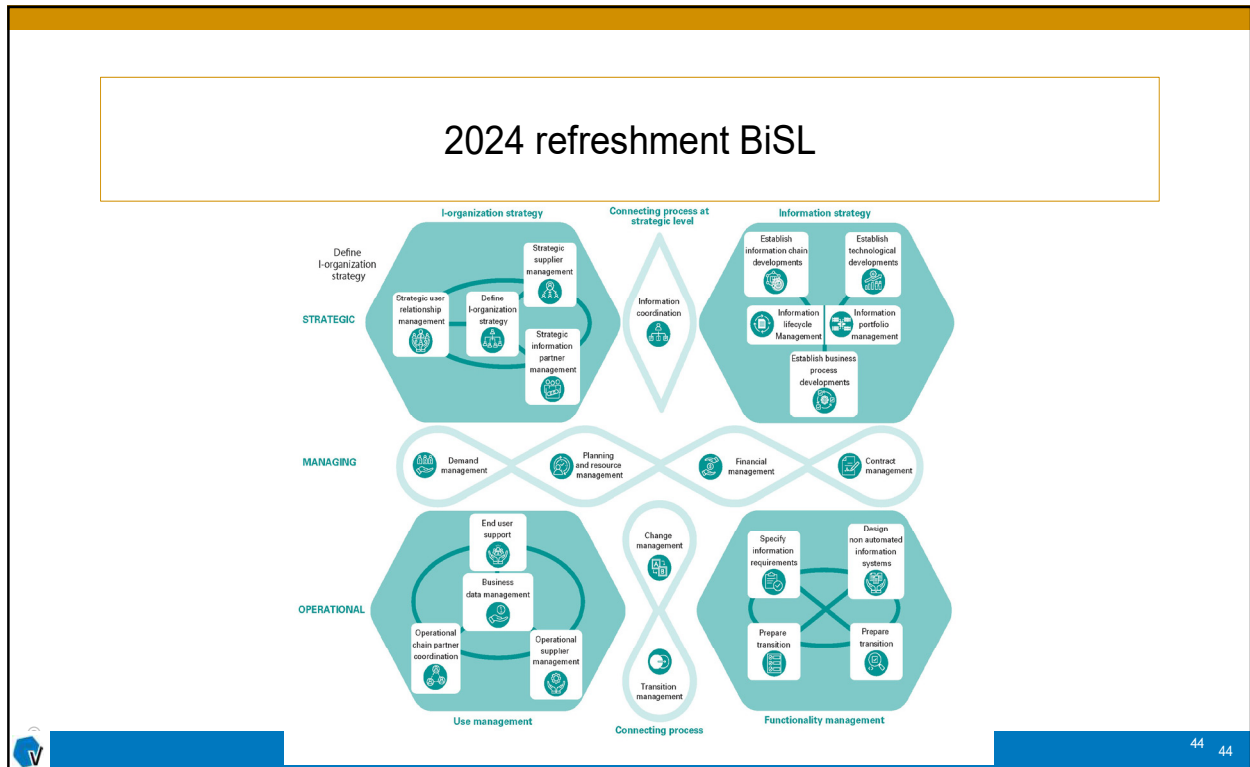
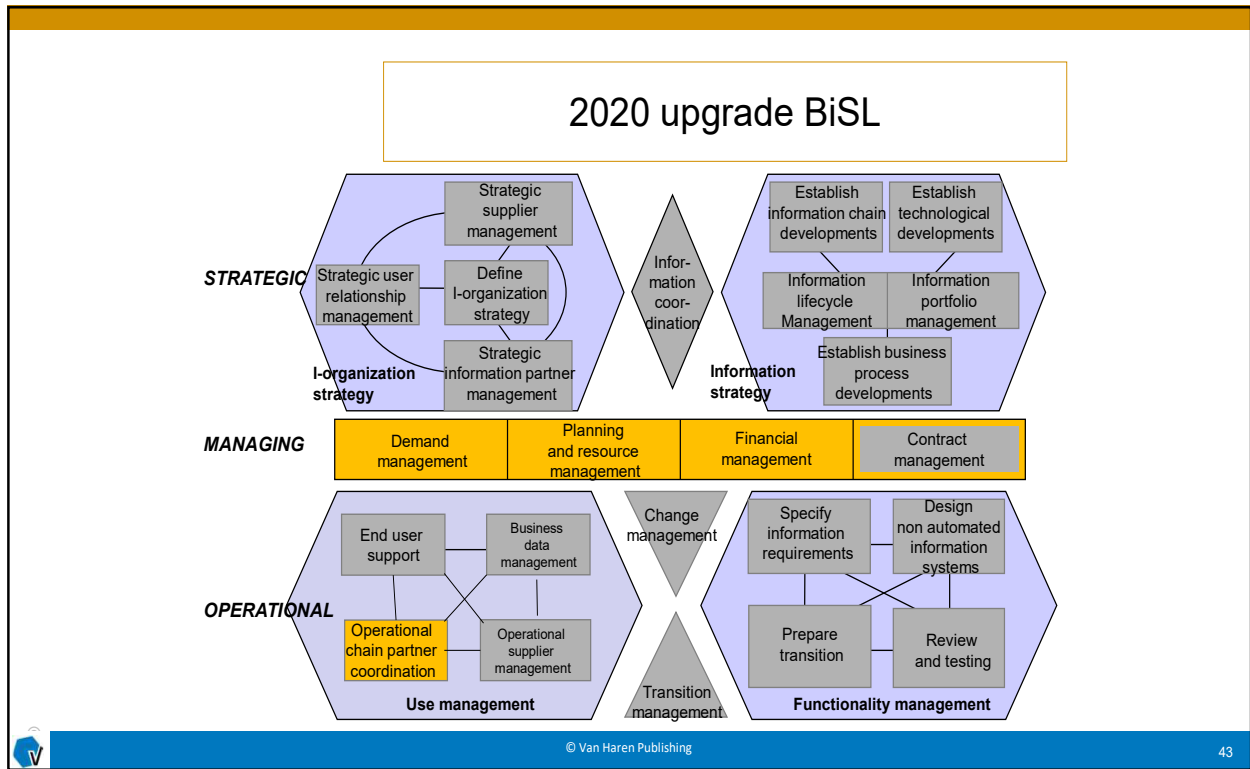
- Central control over information and IT (organization and content), now and in the future
- Commissioning of IT suppliers ('Smart Buyer')
- Continuous alignment of IT to actual business and user needs ('Demand Management')
- Adequate end user support
- IT - business alignment



Appendix 1

Business information Services Library: Framework for business information management



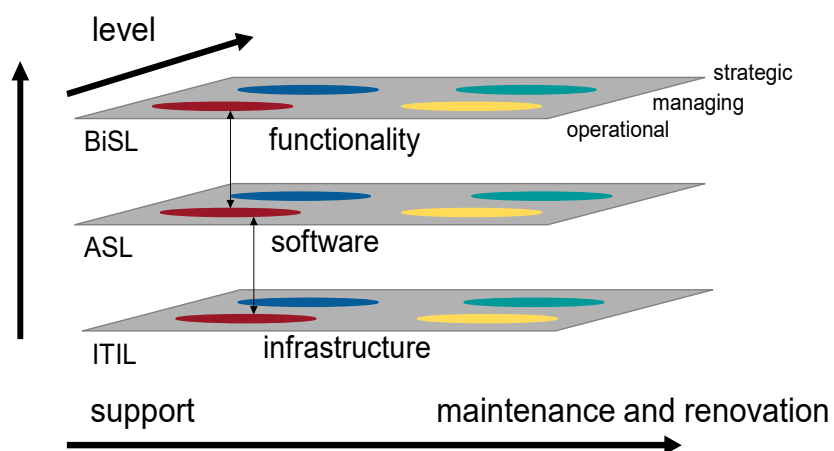


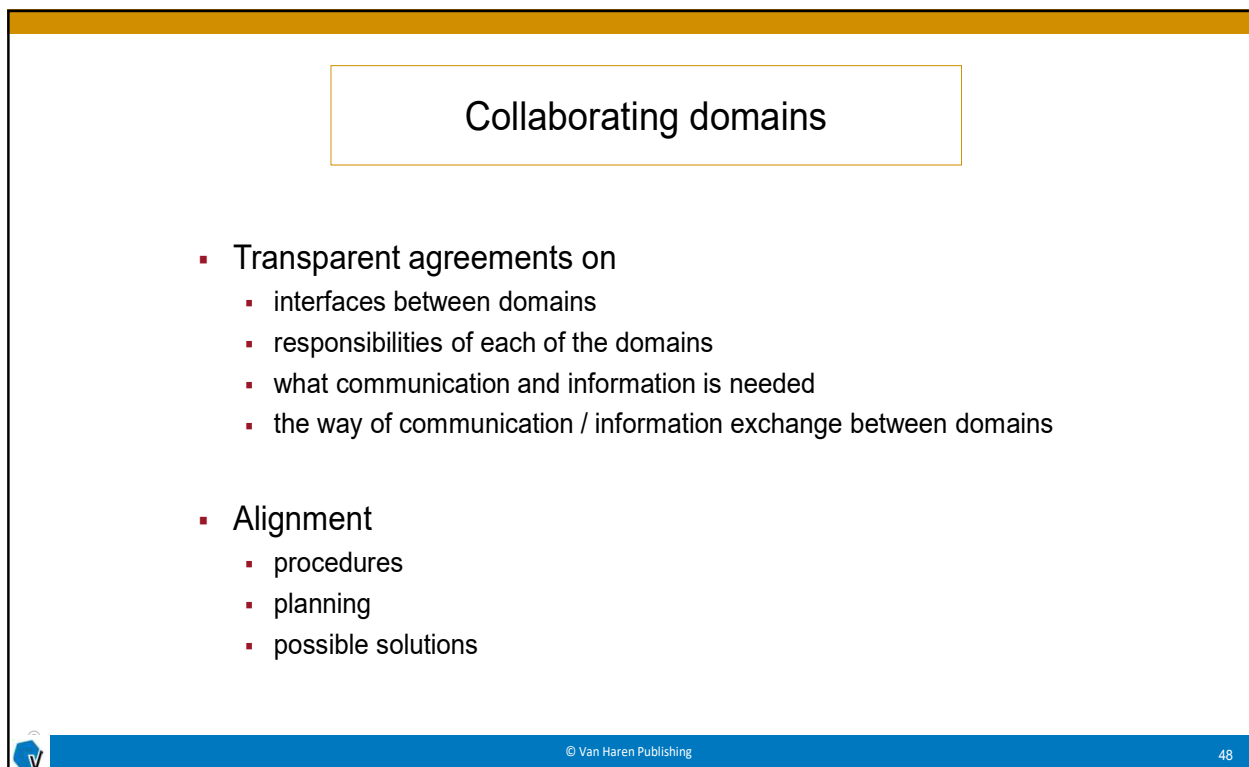
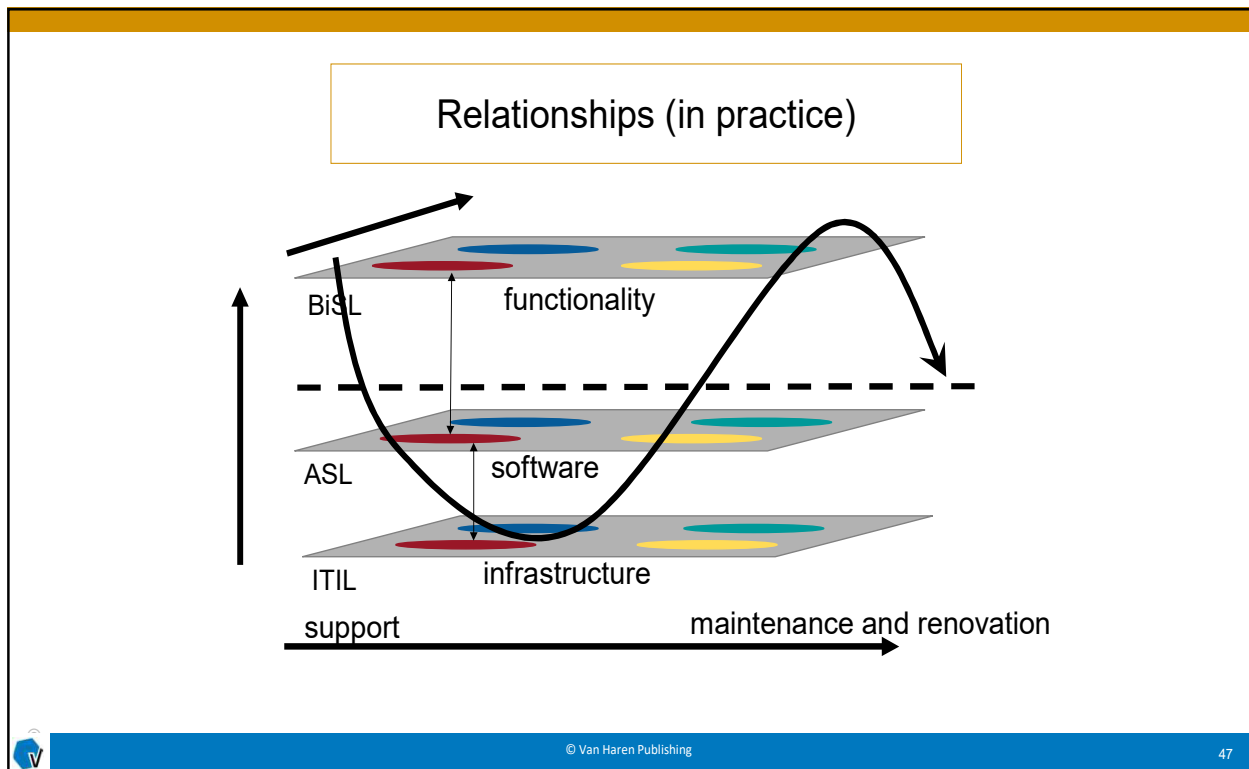
Agenda

- Business information management as an intermediary
- Reasons for interest in business information management
- Three IT service management domains
- Relationships and cooperation



Relationships management domains (in theory)





Effective IT management

- Collaborate in case of:
 - define future of information systems
 - define service levels
 - implement changes
 - impact analysis – resource planning and management – testing
 - deal with disruptions
 - keep up and running
 - availability management – capacity management
- Operate autonomous in case of:
 - develop internal controls (including quality system)
 - develop internal testing, tooling, reporting
 - all other activities of which only outputs are relevant to other processes



Questions

