Business information Services Library

Syllabus

July 2020

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1 Introduction

The Business information Services Library (BiSL®) provides guidance for the business information management (BIM) domain, which deals with actively managing, maintaining and supporting the functionality of automated and non-automated information systems. BIM represents the user organization that benefits from the functionality, is the owner of the information system and is responsible for the entire information provisioning of the organization.

For the Foundation level of examination, this syllabus is based on the book 'BiSL, Een framework voor Business Information Management 3e editie' issued in 2020 in Dutch (ISBN: 9789401806480) by Van Haren Publishing and the ASL BiSL Foundation (referred to with B).

The Advanced level is based on the book, 'BiSL, A framework for Business Information Management' issued in 2012 in both Dutch (ISBN: 9789087536879) and English (ISBN: 9789087537029) by Van Haren Publishing and the ASL BiSL Foundation (referred to with B), but most of the Advanced level of examination is based on the Additional guidance 'BiSL Advanced Qualification', published as a pdf by ASL BiSL Foundation in 2015 (referred to with G) and is available to purchase from APMG Business Books: https://apmg-businessbooks.com/books/it-governance-service-management/additional-guidance-bisl%C2%AE-advanced-qualification.

The primary purpose of the syllabus is to provide a basis for accreditation of people involved with BiSL. It documents the learning outcomes related to the use of BiSL and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved at each qualification level.

The target audience for this document is:

- Exam Board
- Exam Panel
- APMG Assessment Team
- Accredited Training Organizations
- Examination candidates

This syllabus informs the design of the exams and provides accredited training organizations with a more detailed breakdown of what the exams will assess. Details on the exam structure and content are documented in the BiSL Foundation Design Document and the BiSL Advanced Design Document.

2 Foundation Qualification

2.1 Purpose of the Foundation Qualification

The purpose of the Foundation qualification is to confirm that a candidate has sufficient knowledge and understanding of the BiSL guidance to work in business information management, for instance in a role as a business information administrator or an information manager. The Foundation qualification is also a pre-requisite for the BiSL Advanced exam.

2.2 Target Audience

This qualification is aimed at people on the demand side of IT in an organization. Those people may have an operational, managing or strategic role with regard to IT services and the provision of information to the end users. This Qualification is also relevant to both non-IT staff and IT staff that have a role in the information provision within an organization, including the following roles: information manager, business information manager, chief information officer, information architect, business information administrator, key user (super user), acceptance tester, business analyst, information analyst, quality manager and the business unit manager who is responsible for organizing business information management.

2.3 High Level Performance Definition of a Successful Foundation Candidate

The candidate should know and understand the principles, structure and terminology within the BiSL guidance. Specifically, the candidate should understand:

- The background and positioning of business information management and the BiSL framework
- The key messages, objectives and subjects of the BiSL clusters
- The objectives and subjects of the BiSL clusters and processes
- The activities and results of the BiSL operational and management processes
- The interrelations between the BiSL clusters and processes

3 Advanced Qualification

3.1 Purpose of the Advanced Qualification

The purpose of the Advanced qualification is to confirm that a candidate:

- has sufficient understanding of the way in which an organization can set up and execute its business information management and how BiSL can support this.
- is able to analyse given scenario situations and to apply and tailor BiSL in a given scenario situation.

Their individual experience and knowledge of the business domain, the complexity of the organization and the support provided for the use of the BiSL framework in their work environment will all be factors that impact what the candidate can achieve.

3.2 Target Audience

This qualification is aimed at everyone who holds the BiSL Foundation certificate and wants to learn more about how to improve, apply and/or implement business information management and the BiSL processes in an organization. This means there are two target audiences:

- those who work in BIM operations (dealing with information systems / IT / information used by user organizations) and would like to learn more about applying BiSL in order to improve their work processes. E.g. business analysts, business information administrators, or information consultants;
- those who are 'responsible' for control, improvement and/or implementation of business information management. E.g. team leaders, team managers, project managers or process or quality consultants.

3.3 High Level Performance Definition of a Successful Advanced Candidate

Candidates should have a good understanding of managing, improving and implementing BIM processes based on BiSL. To this end they need to exhibit the competence required for the Foundation qualification and next to that they should specifically be able to:

- describe the added value of business information management and the preconditions that need to be met in order for business information management to actually deliver the added value and meet the expectations:
    - determine whether implementing business information management (where BiSL can be used as a supportive framework) may be expedient in a given situation;
- describe the term information provisioning and explain the difference between information technology and information provisioning;
- explain the role of business information management in the alignment of business and IT;
- outline the factors that influence the positioning and organization of the BIM function in an organization and advise on the various options:
    - propose an appropriate model for positioning the BIM function within an organization
    - assess whether a suitable organization model for business information management was used;
- describe the purpose of the roles within business information management, relate them to the BiSL processes and outline the responsibilities of the business information administrator, key user, business information manager and CIO;
- indicate the relationship between project(role)s and the BIM line organization
- explain how new developments, such as Scrum and agile, Cloud and SaaS, Consumerization (BYOD, CYOD, BYOA, Time and place independent work) and componentization, may influence the organization of business information management and the implementation of BiSL
    - assess whether the BIM function and the BiSL processes have been implemented appropriately for situations where these new developments are in use;

- describe how business information management can be improved on the basis of several improvement strategies for implementing BiSL;
- specify how a self-assessment can be organized based on an understanding of the BiSL self-assessment approach, the BiSL maturity model, the steps to be undertaken and the roles involved:
    - assess the way a self-assessment is organized;
- propose which BiSL processes should be improved in a specific situation;
- discuss the advantages and disadvantages of a number of possible options for implementing a service desk in an organization across the IT management domains:
    - propose which option for implementing a service desk in an organization is most appropriate in a specific situation
    - assess whether the way a service desk is implemented in an organization is most appropriate for the situation;
- explain how the quality of the business data can be managed;
- explain the role of business information management in relation to information security;
- describe the purpose and content of a number of important documents within BIM and be able to indicate within which BiSL processes these are made or used;
- outline which commonly used methods and techniques may be used for which BIM activities;
- describe the relationships between the BIM domain, the IT service management domains (application management and IT infrastructure management) and the user organization (the business);
- discuss the way the Management processes cooperate with each other, e.g. when creating annual information plans;
- describe the subjects to be considered when drawing up a business case;
- explain the purpose of the Business information model for an organization, and its relationship with the BiSL processes and the information architecture of the organization.

4 Learning Outcomes Assessment Model

A classification widely used when designing assessments for certification and education is the Bloom's Taxonomy of Educational Objectives. This classifies learning objectives into six ascending learning levels, each defining a higher degree of competencies and skills. (Bloom et al, 1956, Taxonomy of Educational Objectives).

APMG have incorporated this into a Learning Outcomes Assessment Model which is used to provide a simple and systematic means for assessing and classifying the learning outcomes for APMG qualifications.

This structured approach helps to ensure:

- A clear delineation in learning level content between different qualification levels
- Learning outcomes are documented consistently across different areas of the guidance
- Exam questions and papers are consistent and are created to a similar level of difficulty.

The Foundation qualification examines learning outcomes at levels 1 (knowledge) and 2 (comprehension).
The Advanced qualification tests learning outcomes at levels 2 (comprehension), 3 (application) and 4 (analysis).

BiSL Learning Outcomes Assessment Model				
	1.Knowledge	**2. Comprehension**	**3. Application**	**4. Analysis**
Generic Definition from APMG Learning Outcomes Assessment Model	Know key facts, terms and concepts from the manual/guidance	Understand key concepts from the manual/guidance	Be able to apply key concepts relating to the syllabus area for a given scenario	Be able to analyse and distinguish between appropriate and inappropriate use of the method/guidance for a given scenario situation
Qualification Learning Outcome Assessment Model	Know facts, including terms, structures and concepts from the guidance.	Understand the structures, processes, concepts, principles and themes from the guidance.	Be able to make recommendations on how to apply the method for a simple scenario	Be able identify, analyse and distinguish between appropriate and inappropriate use of the method for a simple scenario

5 Syllabus Areas

The syllabus is presented by syllabus areas. This is the unit of learning which may relate to a chapter from the manual/guidance or several concepts commonly grouped together in a training course module.

The following syllabus areas are identified.

Syllabus Area Code	**Syllabus Area Title**
BF	Business information management and Framework
UM	Use Management
FM	Functionality Management
CP	Connecting Processes - operational level
MP	Management Processes
SP	Strategic Processes

6 Syllabus Presentation

For each syllabus area learning outcomes for each learning level are identified. Each learning outcome is then supported by a description of the requirements that a candidate is expected to meet to demonstrate that the learning outcome has been achieved at the qualification level indicated. These are shown as syllabus topics.

All Foundation level requirements are assumed to have been met for Advanced level and are not directly assessed again, although Foundation level knowledge and understanding will be used when demonstrating Advanced application and analysis learning outcomes.

Each of the syllabus areas is presented in a similar format as follows:

Syllabus Area Code **PG** [2]		**Syllabus Area :** ***BiSL Syllabus Area* (XX) Theme** [1]	**Foundation**	**Advanced**	**Primary References**
Level	Topic				
Know fact, terms and concepts relating to the *syllabus area*. [3] **Specifically to recall:**					
01 [4]	01 [5]	[6]	[7]		[8]
01	02				

Key to the Syllabus Area table

1	Syllabus Area	Unit of learning, e.g. chapter of the reference guide
2	Syllabus Area Code	A unique 2 character code identifying the syllabus area.
3	Learning Outcome (topic header shown in bold)	A statement of what a candidate will be expected to know, understand or do.
4	Level	Classification of the learning outcome against the APMG OTE Learning Outcomes Assessment Model.
5	Topic Reference	Number of the topic within the learning level.
6	Topic Description	Description of what is required of the candidate to demonstrate that a learning outcome has been achieved at the qualification level indicated
7	Foundation/Advanced	Shows at which qualification level the topic is assessed. N.B. A topic is only assessed at one qualification level.
8	Primary Reference	The main reference supporting the topic.

7 Important Points

The following points about the use of the syllabus should be noted.

7.1 BiSL Guide References

The BiSL guide references provided should be considered to be indicative rather than comprehensive, i.e. there may be other valid references within the guidance.

The references provided include chapters, sections (e.g. 4.7) and sub-sections (e.g. 4.3.4). Where a specific section is referenced, e.g. 4.9, this refers to that section and the subsections included.

8 Syllabus Exclusions

None.

Topics

Syllabus Area Code BF		Syllabus Area: Business information management and Framework (BF)	Foundation	Advanced	Primary References
Level	Topic				
Know the structure of the BiSL framework **Specifically to recall:**					
01	01	The levels, perspectives and positioning of the process clusters within BiSL	✓		B3
01	02	The positioning of the processes within the process clusters of BiSL 1. Use management 2. Functionality management 3. Connecting processes on operational level 4. Management processes 5. Information strategy 6. I-organization strategy 7. Connecting process on strategic level (Information coordination)	✓		B4.1 B5.1 B6.1 B7.1 B8.1 B9.1 B10.1
Understand background and positioning of business information management and the BiSL framework **Specifically to identify:**					
02	01	The role and positioning of business information management in an organization	✓		B2 B11
02	02	The nature of business information management, and the importance of business information management and information for an organization.	✓		B2.2 B8.1
02	03	The position of business information management in relation to application management	✓		B2.1, B12.2
02	04	The position of business information management in relation to IT infrastructure management	✓		B2.1, B12.2
02	05	The significance of the BiSL framework for business information management and the use and implementation of BiSL in the organization	✓		B1, B2, B3 B11
02	06	The relationship of the BiSL framework for business information management and some other frameworks/standards/approaches	✓		B12

Syllabus Area Code BF		Syllabus Area: **Business information management and Framework (BF)**	Foundation	Advanced	Primary References
02	07	The positioning of business information management: 1. Key terms and their meaning in the BiSL framework o information provisioning o Information systems o Information technology 2. Characteristics/main tasks of the three management areas o Business information management o Application management o IT Infrastructure management		✓	G1.1
02	08	The expediency of formalizing business information management and its added value for the business, including the preconditions that need to be met in order for business information management to actually deliver the added value and meet the expectations		✓	B2 G1 G1.4 G1.5
02	09	The role and positioning of business information management in the alignment of Business and IT and its positioning in the Amsterdam Information Model		✓	G1.2
02	10	The cooperation between the IT service management domains (application management and IT infrastructure management) and the BIM domain, including the roles of ASL®, ITIL® and BiSL in the three IT management domains		✓	G8.1
02	11	The activities that are undertaken when implementing changes in the information provisioning and how the three IT management domains cooperate in this		✓	B5 B6 G8.4
02	12	The activities that are undertaken in the contractual management of IT management activities and how the three IT management domains cooperate in this		✓	B7.5 G8.5
02	13	The activities that are undertaken in the daily management of the information provisioning and how the three IT management domains cooperate in this		✓	B4.45 G8.3
02	14	The activities that are undertaken in defining strategy and how the three IT management domains cooperate in this		✓	B8, B9, B10 G8.6
02	15	The general factors that influence the position and organization of the BIM function in an organization and the way activities are executed		✓	G2.1
02	16	The external factors that influence the position and organization of the BIM function in an organization: archetypes of business information management		✓	G2.2 G2.2.1
02	17	The external factors that influence the position and organization of the BIM function in an organization: mandate models (concern, coordination, etc.)		✓	G2.2.2
02	18	The external factors that influence the position and organization of the BIM function in an organization: structure of the BIM function (centralized, decentralized, etc.)		✓	G2.2.3

Syllabus Area Code BF		Syllabus Area: Business information management and Framework (BF)	Foundation	Advanced	Primary References
02	19	The internal factors that influence the position and organization of the BIM function in an organization		✓	G2.3
02	20	The way Scrum and agile system development may influence the organization of business information management and the implementation of BiSL		✓	G9
02	21	The way cloud may influence information provisioning within an organization, specifically the: 1. Consequences (benefits, limitations and risks) of using cloud solutions 2. Topics for attention when choosing a cloud solution including the related BiSL processes		✓	G10
02	22	The way consumerization (BYOD, CYOD, BYOA, Time and place independent work) can influence the organization of business information management and the implementation of BiSL		✓	G11, G11.2, G11.4
02	23	The way componentization (SOA – consequences for system ownership) can influence the organization of business information management and the implementation of BiSL		✓	G11, G11.3, G11.4
02	24	The implementation of BiSL in an organization: The improvement strategies: 1. Quality, result, growth, team strategy 2. Top-down or bottom-up		✓	G2.2.4 G2.2.5
02	25	The implementation of BiSL in an organization: 1. Organizing a self-assessment session, based on an understanding of the five levels of the BiSL maturity model 2. Organizing a self-assessment session, based on an understanding of the four main activities and the ten steps regarding a self-assessment		✓	G7 G7.2 G7.3 G7.4
02	26	The implementation of BiSL in an organization: 1. Organizing a self-assessment session, based on an understanding of roles involved in a self-assessment 2. Organizing a self-assessment session, based on an understanding of the characteristics of and the differences between an audit and a self-assessment		✓	G7.3, G7.4
02	27	The role of business information management and BiSL in relation to information security		✓	G12

Syllabus Area Code BF		Syllabus Area: **Business information management and Framework (BF)**	Foundation	Advanced	Primary References
02	28	The purpose and position of the following roles within business information management 1. Acceptance test coordinator 2. Acceptance tester 3. BIM team leader 4. Business analyst 5. Business data administrator 6. Call handler (First line analyst, Service desk analyst) 7. Change administrator / coordinator 8. CFO 9. Contract manager 10. Data owner 11. Information analyst 12. Information architect 13. Process owner 14. Project manager 15. System owner / Business process owner 16. Transition manager		✓	G14
02	29	The purpose and position of the following roles within business information management 1. business information administrator 2. business information manager 3. CIO		✓	G14
02	30	The role, purpose, position and main responsibilities of key users within business information management		✓	G13 G14

Syllabus Area Code BF		Syllabus Area: **Business information management and Framework (BF)**	Foundation	Advanced	Primary References
02	31	The purpose of documents and registrations used within business information management: 1. call registration 2. requirements listing 3. impact analysis report 4. work instructions 5. test documentation 6. change registration 7. availability overview 8. development calendar 9. quality plan 10. training plan 11. information policy 12. information partner policy 13. policy for the I-organization Note: The purpose of the following documents is assessed on Foundation level: • user manual • implementation plan • transition plan • release planning • change calendar • implementation calendar • annual information provision plan • annual business information management plan • planning overview • deployment overview • budget overview • service level agreement • dossier agreements and procedures • supplier policy		✓	G15
02	32	The content of documents and registrations used within business information management on the operational level: 1. call registration 2. requirements listing 3. user manual 4. test documentation		✓	G15

Syllabus Area Code BF		Syllabus Area : Business information management and Framework (BF)	Foundation	Advanced	Primary References
		5. implementation plan 6. transition plan 7. change registration on the managing and the strategic level: 8. annual information provision plan 9. quality plan 10. service level agreement 11. supplier policy			
02	33	The purpose of the following methods and for which processes and activities within business information management they may be used[1]: 1. BABOK® 2. ISPL 3. PRINCE ® 4. TMap Next® 5. TOGAF®		✓	G16
02	34	The purpose of the following techniques and for which processes and activities within business information management they may be used: 1. BPMN 2. Data modelling 3. Entity Relation Diagram 4. Structured walkthrough 5. Swim lanes 6. UML activity diagrams 7. User stories 8. Decision analysis 9. Dependency- and vulnerability analysis 10. Risk analysis 11. SWOT analysis 12. Test case analysis		✓	G16
Be able to position business information management and make recommendations on how to implement the BIM function for an organizational scenario. **Specifically to identify:**					
03	01	The appropriate model for positioning the mandate to manage the information provisioning: concern model, coordination model, individual model, supplier model (BF0216)		✓	G2.2.2
03	02	A suitable organization model for business information management: decentralized, centralized, seconded, delegated (BF0217)		✓	G2.2.3

[1] BABOK® is a registered trademark owned by International Institute of Business Analysis.
PRINCE2® is a registered trademark of AXELOS limited.
TMap NEXT® is a registered trademark of Sogeti Nederland B.V.
TOGAF® is a registered trademark of The Open Group.

Syllabus Area Code BF		Syllabus Area : Business information management and Framework (BF)	Foundation	Advanced	Primary References
Be able to analyse and distinguish between appropriate and inappropriate implementation of the BIM function in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	Implementing business information management (where BiSL can be used as a supportive framework) may be important or not and/or difficult or not in a given situation (BF0207)		✓	B2 G1
04	02	A suitable organization model for business information management was used: decentralized, centralized, seconded, delegated (BF0217)		✓	G2.2.3
04	03	The BIM function and the BiSL processes have been implemented appropriately for situations where the following new developments are used: 1. Scrum 2. Cloud and SaaS 3. Consumerization 4. Componentization (BF0218 – BF0221)		✓	G9 G10 G11
04	04	A self-assessment has been organized and carried out according to the ten steps of the self-assessment process (BF0224.2)		✓	G7.4

Syllabus Area Code UM		Syllabus Area : Use Management	Foundation	Advanced	Primary References
Level	Topic				
Know the Use management cluster **Specifically to recall:**					
01	01	The activities and results of the End user support process	✓		B4.2.3, B4.2.4
01	02	The activities and results of the Business data management process	✓		B4.3.3, B4.3.4
01	03	The activities and results of the Operational information partner management process	✓		B4.4.3, B4.4.4
01	04	The activities and results of the Operational supplier management process	✓		B4.5.3, B4.5.4
Understand the Use management cluster **Specifically to identify:**					
02	01	The key messages, objectives and subjects of the Use management cluster	✓		B3.1 B4.1
02	02	The objectives and subjects of the End user support process	✓		B4.2.1, B4.2.2
02	03	The objectives and subjects of the Business data management process	✓		B4.3.1, B4.3.2

Syllabus Area Code UM		Syllabus Area : Use Management	Foundation	Advanced	Primary References
02	04	The objectives and subjects of the Operational information partner management process			B.4.1, B4.4.2
02	05	The objectives and subjects of the Operational supplier management process	✓		B4.5.1, B4.5.2
02	06	The relationships between the Use management processes	✓		B4.2.5, B4.3.5, B4.4.5, B5.4.5
02	07	The relationships of the Use management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓		B4.2.5, B4.3.5, B4.4.5, B5.4.5
02	0708	The way the quality of the business data can be managed: the importance of data and data quality		✓	G4.1
02	09	The way the quality of the business data can be improved: characteristics of data quality		✓	G4.2
02	10	Advantages and disadvantages of possible options for implementing a service desk in an organization across the IT management domains and the implications for the division of tasks between business information management, application management and IT infrastructure management: 1. One central service desk at the user organization 2. One central service desk at the IT supplier's 3. Central service desk for infrastructure issues and different points of contact for functional issues with applications		✓	G8.2.3
02	11	The purpose of the business information model and the information architecture for an organization, their interrelations and their relationships with the BiSL processes		✓	B8.6.2, B2.3 G3 G15
02	12	The typical problems encountered with the Use Management processes		✓	B4
Be able to make recommendations on how to implement Use Management for an organizational scenario **Specifically to identify:**					
03	01	Which possible option for implementing a service desk in an organization is most appropriate for call handling in a specific situation (UM0209)		✓	G8.2.3
03	02	Which BiSL processes should be improved in a specific situation: 1. End User Support 2. Business Data Management 3. Operational Supplier Management (UM0211)		✓	B4
Be able to analyse and distinguish between appropriate and inappropriate application of Use Management in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	The way a service desk is implemented in an organization is most appropriate for call handling in a specific situation (UM0209)		✓	G8.2.3
04	02	The most appropriate process is improved in a specific situation: 1. End User Support 2. Business Data Management 3. Operational Supplier Management (UM0211)		✓	B4

Syllabus Area Code FM		Syllabus Area : Functionality Management	Foundation	Advanced	Primary References
Level	Topic				
Know the Functionality management cluster **Specifically to recall:**					
01	01	The activities and results of the Specify information requirements process	✓		B5.2.3, B5.2.4
01	02	The activities and results of the Design non-automated information systems process	✓		B5.3.3, B5.3.4
01	03	The activities and results of Prepare transition process	✓		B5.4.3, B5.4.4
01	04	The activities and results of the Review and testing process	✓		B5.5.3, B5.5.4
Understand the Functionality management cluster **Specifically to identify:**					
02	01	The key messages, objectives and subjects of the Functionality management cluster	✓		B3.1 B5.1
02	02	The objectives and subjects of the Specify information requirements process	✓		B5.2.1, B5.2.2
02	03	The objectives and subjects of the Design non-automated information systems process	✓		B5.3.1, B5.3.2
02	04	The objectives and subjects of the Review and testing process	✓		B5.4.1, B5.4.2
02	05	The objectives and subjects of the Prepare transition process	✓		B5.5.1, B5.5.2
02	06	The relationships between the Functionality management processes	✓		B5.2.5, B5.3.5, B5.4.5, B5.5.5
02	07	The relationships of the Functionality management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓		B5.2.5, B5.3.5, B5.4.5, B5.5.5
02	08	The typical problems encountered with the Functionality Management processes		✓	B5
Be able to make recommendations on how to implement Functionality Management for an organizational scenario **Specifically to identify:**					
03	01	Which BiSL processes should be improved in a specific situation: 1. Specify information requirements 2. Design non-automated information systems 3. Prepare transition 4. Review and testing (FM0208)		✓	B5

Syllabus Area Code FM		Syllabus Area : Functionality Management	Foundation	Advanced	Primary References
Be able to analyse and distinguish between appropriate and inappropriate application of Functionality Management in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	The most appropriate process is improved in a specific situation: 1. Specify information requirements 2. Design non-automated information systems 3. Prepare transition 4. Review and testing (FM0208)		✓	B5

Syllabus Area Code CP		Syllabus Area: Connecting Processes - operational level	Foundation	Advanced	Primary References
Level	Topic				
Know the Connecting processes cluster **Specifically to recall:**					
01	01	The activities and results of the Change management process	✓		B6.2.3, B6.2.4
01	02	The activities and results of the Transition management process	✓		B6.3.3, B6.3.4
Understand the Connecting processes cluster **Specifically to identify:**					
02	01	The key messages, objectives and subjects of the Connecting processes cluster	✓		B3.1 B6.1
02	02	The objectives and subjects of the Change management process	✓		B6.2.1, B6.2.2
02	03	The objectives and subjects of the Transition management process	✓		B6.3.1, B6.3.2
02	04	The relationships of the Connecting processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓		B6.2.5, B6.3.5
02	05	The typical problems encountered with the Connecting processes		✓	B6
Be able to make recommendations on how to implement the Connecting processes on operational level for an organizational scenario **Specifically to identify:**					
03	01	Which BiSL processes should be improved in a specific situation: 1. Change management 2. Transition management (CP0205)		✓	B6

Syllabus Area Code CP		Syllabus Area: Connecting Processes - operational level	Foundation	Advanced	Primary References
Be able to analyse and distinguish between appropriate and inappropriate application of the Connecting Processes in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	The most appropriate process is improved in a specific situation: 1. Change management 2. Transition management		✓	B6

Syllabus Area Code MP		Syllabus Area: Management Processes	Foundation	Advanced	Primary References
Level	Topic				
Know the Management processes cluster **Specifically to recall:**					
01	01	The activities and results of the Demand management process	✓		B7.2.3, B7.2.4
01	02	The activities and results of the Planning and resource management process	✓		B7.3.3, B7.3.4
01	03	The activities and results of the Financial management process	✓		B7.4.3, B7.4.4
01	04	The activities and results of the Contract management process	✓		B7.5.3, B7.5.4
Understand the Management processes cluster **Specifically to identify:**					
02	01	The key messages, objectives and subjects of the Management processes cluster	✓		B3.1 B7.1
02	02	The objectives and subjects of the Demand management process	✓		B7.2.1, B7.2.2
02	03	The objectives and subjects of the Planning and resource management process	✓		B7.3.1, B7.3.2
02	04	The objectives and subjects of the Financial management process	✓		B7.4.1, B7.4.2
02	05	The objectives and subjects of the Contract management process	✓		B7.5.1, B7.5.2
02	06	The relationships between the Management processes	✓		B7.2.5, B7.3.5, B7.4.5, B7.5.5
02	07	The relationships of the Management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓		B7.2.5, B7.3.5, B7.4.5, B7.5.5
02	08	The relationship between project(role)s and the BIM line organization		✓	G6

Syllabus Area Code MP		Syllabus Area: Management Processes	Foundation	Advanced	Primary References
02	09	The role of and coordination between the Management processes in general and in setting up the annual information provision plan 1. Demand management 2. Planning and resource management 3. Contract management 4. Financial management		✓	G5
02	10	Subjects to be considered when drawing up a business case and how business information management is typically involved in this		✓	B7.3.2 G5 G15
02	11	The typical problems encountered with the Management processes		✓	B7
Be able to make recommendations on how to implement the Management processes for an organizational scenario **Specifically to identify:**					
03	01	Which BiSL processes should be improved in a specific situation: 1. Planning and resource management 2. Financial management 3. Demand management 4. Contract management (MP0211)		✓	B7
Be able to analyse and distinguish between appropriate and inappropriate application of the Management processes in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	The most appropriate process is improved in a specific situation: 1. Planning and resource management 2. Financial management 3. Demand management 4. Contract management (MP0211)		✓	B7

Syllabus Area Code SP		Syllabus Area: Strategic Processes	Foundation	Advanced	Primary References
Level	Topic				
Understand the outlines of the clusters on the strategic level **Specifically to identify:**					
02	01	The key messages, objectives and subjects of the Information strategy cluster	✓		B3.1 B8.1

Syllabus Area Code SP		Syllabus Area: Strategic Processes	Foundation	Advanced	Primary References
02	02	The key messages, objectives and subjects of the I-organization strategy cluster	✓		B3.1 B9.1
02	03	The key messages, objectives and subjects of the Connecting processes on strategic level (Information coordination)	✓		B3.1 B10.1 B10.2.1, B10.2.2
02	04	The objectives and subjects of the processes within the Information strategy cluster 1. Establish information chain developments 2. Establish business process developments 3. Establish technological developments 4. Information lifecycle management 5. Information portfolio management	✓		B8.2.1, B8.2.2 B8.3.1, B8.3.2 B8.4.1, B8.4.2 B8.5.1, B8.5.2 B8.6.1, B8.6.2
02	05	The objectives and subjects of the processes within the I-organization strategy cluster 1. Strategic supplier management 2. Strategic user relationship management 3. Strategic information partner management 4. Define I-organization strategy	✓		B9.2.1, B9.2.2 B9.3.1, B9.3.2 B9.4.1, B9.4.2 B9.5.1, B9.5.2
02	06	The relationships of the clusters on the strategic level with other processes within the BISL framework, other IT management domains, end users and suppliers	✓		B8, B9, B10
02	07	The typical problems encountered with the processes within the clusters on the strategic level		✓	B8, B9, B10
Be able to make recommendations on how to implement the Strategic processes for an organizational scenario **Specifically to identify:**					
03	01	Which BiSL processes should be improved in a specific situation: 1. Processes within Information strategy 2. Processes within I-organization strategy 3. Connecting process at strategic level (SP0207)		✓	B8, B9, B10
Be able to analyse and distinguish between appropriate and inappropriate application of the Strategic processes in an organizational scenario **Specifically to analyse with reasons whether:**					
04	01	The most appropriate process is improved in a specific situation: 1. Processes within Information strategy 2. Processes within I-organization strategy 3. Connecting process on strategic level (SP0207)		✓	B8, B9, B10