APMG International

bisl®

Business information Services Library

Syllabus

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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 4e editie*' issued in 2024 in Dutch (ISBN: 9789401811460) by Van Haren Publishing.

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 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 Exam 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.

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 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).

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

4   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

5   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.

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	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	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.

6   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.

7   Syllabus Exclusions

None.

Topics

Syllabus Area Code BF		Syllabus Area: Business information management and Framework (BF)	Foundation	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	✓	3

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)
			✓	4.1
				5.1
				6.1
				7.1
				8.1
				9.1
				10.1

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	✓	2 11
02	02	The nature of business information management, and the importance of business information management and information for an organization.	✓	2.2 8.1
02	03	The position of business information management in relation to application management	✓	2.1, 12.2
02	04	The position of business information management in relation to IT infrastructure management	✓	2.1, 12.2
02	05	The significance of the BiSL framework for business information management and the use and implementation of BiSL in the organization	✓	1, 2, 3 11
02	06	The relationship of the BiSL framework for business information management and some other frameworks/standards/approaches	✓	12

Syllabus Area Code UM		Syllabus Area : Use Management	Foundation	Primary References
Level	Topic			
Know the Use management cluster. **Specifically to recall:**				
01	01	The activities and results of the End user support process	✓	4.2.3, 4.2.4
01	02	The activities and results of the Business data management process	✓	4.3.3, 4.3.4
01	03	The activities and results of the Operational information partner management process	✓	4.4.3, 4.4.4
01	04	The activities and results of the Operational supplier management process	✓	4.5.3, 4.5.4
Understand the Use management cluster. **Specifically to identify:**				
02	01	The key messages, objectives and subjects of the Use management cluster	✓	3.1 4.1
02	02	The objectives and subjects of the End user support process	✓	4.2.1, 4.2.2
02	03	The objectives and subjects of the Business data management process	✓	4.3.1, 4.3.2
02	04	The objectives and subjects of the Operational information partner management process		.4.1, 4.4.2
02	05	The objectives and subjects of the Operational supplier management process	✓	4.5.1, 4.5.2
02	06	The relationships between the Use management processes	✓	4.2.5, 4.3.5, 4.4.5, 5.4.5
02	07	The relationships of the Use management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓	4.2.5, 4.3.5, 4.4.5, 5.4.5

Syllabus Area Code FM		Syllabus Area : Functionality Management	Foundation	Primary References
Level	Topic			
Know the Functionality management cluster.				
Specifically to recall:				
01	01	The activities and results of the Specify information requirements process	✓	5.2.3, 5.2.4
01	02	The activities and results of the Design non-automated information systems process	✓	5.3.3, 5.3.4
01	03	The activities and results of Prepare transition process	✓	5.4.3, 5.4.4
01	04	The activities and results of the Review and testing process	✓	5.5.3, 5.5.4
Understand the Functionality management cluster. **Specifically to identify:**				
02	01	The key messages, objectives and subjects of the Functionality management cluster	✓	3.1 5.1
02	02	The objectives and subjects of the Specify information requirements process	✓	5.2.1, 5.2.2
02	03	The objectives and subjects of the Design non-automated information systems process	✓	5.3.1, 5.3.2
02	04	The objectives and subjects of the Review and testing process	✓	5.4.1, 5.4.2
02	05	The objectives and subjects of the Prepare transition process	✓	5.5.1, 5.5.2
02	06	The relationships between the Functionality management processes	✓	5.2.5, 5.3.5, 5.4.5, 5.5.5
02	07	The relationships of the Functionality management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓	5.2.5, 5.3.5, 5.4.5, 5.5.5

Syllabus Area Code CP		Syllabus Area: **Connecting Processes – operational level**	Foundation	Primary References
Level	Topic			
Know the Connecting processes cluster. **Specifically to recall:**				
01	01	The activities and results of the Change management process	✓	6.2.3, 6.2.4
01	02	The activities and results of the Transition management process	✓	6.3.3, 6.3.4
Understand the Connecting processes cluster. **Specifically to identify:**				
02	01	The key messages, objectives and subjects of the Connecting processes cluster	✓	3.1 6.1
02	02	The objectives and subjects of the Change management process	✓	6.2.1, 6.2.2
02	03	The objectives and subjects of the Transition management process	✓	6.3.1, 6.3.2
02	04	The relationships of the Connecting processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓	6.2.5, 6.3.5

Syllabus Area Code MP		Syllabus Area: Management Processes	Foundation	Primary References
Level	Topic			
Know the Management processes cluster. **Specifically to recall:**				
01	01	The activities and results of the Demand management process	✓	7.2.3, 7.2.4
01	02	The activities and results of the Planning and resource management process	✓	7.3.3, 7.3.4
01	03	The activities and results of the Financial management process	✓	7.4.3, 7.4.4
01	04	The activities and results of the Contract management process	✓	7.5.3, 7.5.4
Understand the Management processes cluster. **Specifically to identify:**				
02	01	The key messages, objectives and subjects of the Management processes cluster	✓	3.1 7.1
02	02	The objectives and subjects of the Demand management process	✓	7.2.1, 7.2.2
02	03	The objectives and subjects of the Planning and resource management process	✓	7.3.1, 7.3.2
02	04	The objectives and subjects of the Financial management process	✓	7.4.1, 7.4.2
02	05	The objectives and subjects of the Contract management process	✓	7.5.1, 7.5.2
02	06	The relationships between the Management processes	✓	7.2.5, 7.3.5, 7.4.5, 7.5.5
02	07	The relationships of the Management processes with other processes within the BISL framework, other IT management domains, end users and suppliers	✓	7.2.5, 7.3.5, 7.4.5, 7.5.5

Syllabus Area Code SP		Syllabus Area: **Strategic Processes**	Foundation	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	✓	3.1 8.1
02	02	The key messages, objectives and subjects of the I-organization strategy cluster	✓	3.1 9.1
02	03	The key messages, objectives and subjects of the Connecting processes on strategic level (Information coordination)	✓	3.1 10.1 10.2.1, 10.2.2
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	✓	8.2.1, 8.2.2 8.3.1, 8.3.2 8.4.1, 8.4.2 8.5.1, 8.5.2 8.6.1, 8.6.2
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	✓	9.2.1, 9.2.2 9.3.1, 9.3.2 9.4.1, 9.4.2 9.5.1, 9.5.2
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	✓	8, 9, 10