



**EXIN**  
**Business Information**  
**Management**

**FOUNDATION**  
**WITH REFERENCE TO BiSL**

Certified by  


**Preparation Guide**

Edition 201606

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# 1. Overview

EXIN Business Information Management Foundation with reference to BiSL (BIMF.EN)

## Scope

The content of this module is based on the book 'BiSL, a Framework for Business Information Management'.

- Positioning of business information management
- Use management
- Functionality management
- Connecting processes
- Management processes
- Strategic processes

## Summary

Business Information Management - sometimes also called Functional Management -takes a business and user orientated approach in describing the information provisioning in an organization and the IT infrastructure it requires. That is why this module takes a business perspective, focusing on understanding what it means to be part of business information management in an organization.

The subjects of this module are: Objectives and background of Business Information Management, Use management cluster, Functionality management cluster, Connecting processes cluster and Management processes cluster.

## Context

The EXIN Business Information Management Foundation with reference to BiSL certification is part of the EXIN Business Information Management with reference to BiSL qualification program.

## Target group

This module is aimed at 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 who are closely associated with the information provisioning of the organization. The target group contains everyone who has an interest in or wants to get familiar with business information management in all its facets. 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 functions and roles in this domain 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). 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.

## Requirements for certification

- Successful completion of the EXIN Business Information Management Foundation with reference to BiSL exam.

## Examination details

Examination type:	Multiple-choice questions
Number of questions:	40
Pass mark:	65%
Open book/notes:	No
Electronic equipment/aides permitted:	No
Time allotted for examination:	60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

## Bloom level

The EXIN Business Information Management Foundation with reference to BiSL certification tests candidates at Bloom Levels 1 and 2 according to Bloom's Revised Taxonomy:

- Bloom Level 1: Remembering – relies on recall of information. Candidates will need to absorb, remember, recognize and recall.
- Bloom Level 2: Understanding – a step beyond remembering. Understanding shows that candidates comprehend what is presented and can evaluate how the learning material may be applied in their own environment. This type of questions aims to demonstrate that the candidate is able to organize, compare, interpret and choose the correct description of facts and ideas.

## Training

### Contact hours

The recommended number of contact hours for this training course is 15. This includes groups assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework and the exam.

### Indication study effort

60 hours, depending on existing knowledge.

### Training organization

You can find a list of our accredited training organizations at [www.exin.com](http://www.exin.com).

## 2. Exam requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

Exam requirements	Exam specifications	Weight
<b>1. Objectives and background of Business Information Management</b>		<b>25%</b>
	1.1 The candidate has knowledge of the concepts information management and business information management.	5%
	1.2 The candidate has knowledge of the concepts organization strategy and information strategy.	5%
	1.3 The candidate has knowledge of the difference between business information management, application management and technical infrastructure management.	5%
	1.4 The candidate has knowledge of the relationship between business information management and the business processes and the user organization.	5%
	1.5 The candidate has knowledge of the processes within business information management and the importance of a systematic approach for the realization of business information management.	5%
<b>2. Use management</b>		<b>20%</b>
	2.1 The candidate has knowledge of the use management cluster.	8%
	2.2 The candidate has knowledge of the processes within the use management cluster.	12%
<b>3. Functionality management</b>		<b>20%</b>
	3.1 The candidate has knowledge of the functionality management cluster.	7%
	3.2 The candidate has knowledge of the processes within the functionality management cluster.	13%
<b>4. Connecting processes</b>		<b>15%</b>
	4.1 The candidate has knowledge of the connecting processes cluster.	5%
	4.2 The candidate has knowledge of the processes within the connecting processes cluster.	10%
<b>5. Management processes</b>		<b>20%</b>
	5.1 The candidate has knowledge of the management processes cluster.	5%
	5.2 The candidate has knowledge of the processes within the management processes cluster.	15%
<b>Total</b>		<b>100%</b>

## Exam specifications

### 1 Objectives and background of Business Information Management

- 1.1 Information management and business information management  
The candidate can ...
  - 1.1.1 describe the role of information management and business information management within the organization.
  - 1.1.2 describe the position of information management and business information management within the organization.
  - 1.1.3 describe the importance of business information management.
- 1.2 Organization strategy and information strategy  
The candidate can ...
  - 1.2.1 describe the importance of information provisioning for the organization.
  - 1.2.2 describe which aspects of the organization strategy play a role in the design of the I-organization.
  - 1.2.3 describe which aspects play a role in the design of (future) information provisioning in the organization.
  - 1.2.4 identify where organization strategy and information strategy is connected.
- 1.3 Differences in management  
The candidate can ...
  - 1.3.1 describe the position of business information management in relation to application management and technical infrastructure management.
- 1.4 Business processes  
The candidate can ...
  - 1.4.1 describe the relationship between business information management and the business processes and the user organization.
- 1.5 Business Information Management processes  
The candidate can ...
  - 1.5.1 relate the processes within business information management.
  - 1.5.2 describe the significance of a systematic approach for a methodically designed business information management.

### 2 Use management

- 2.1 Use management cluster  
The candidate can ...
  - 2.1.1 name the content, goal and results of the use management cluster.
  - 2.1.2 describe the relationship with all other process clusters.
- 2.2 Processes within use management  
The candidate can ...
  - 2.2.1 describe the goal and results of the processes.
  - 2.2.2 recognize the activities of the processes.
  - 2.2.3 describe the relationships between the processes.

### 3 Functionality management

- 3.1 Functionality management cluster  
The candidate can ...
  - 3.1.1 name the content, goal and results of the functionality management cluster.
  - 3.1.2 describe the relationship with all other process clusters.
- 3.2 Processes within functionality management  
The candidate can ...
  - 3.2.1 describe the goal and results of the processes.
  - 3.2.2 recognize the activities of the processes.
  - 3.2.3 describe the relationships between the processes.

#### **4 Connecting processes**

##### **4.1 Connecting processes cluster**

The candidate can ...

4.1.1 name the content, goal and results of the connecting processes cluster.

4.1.2 describe the relationship with all other process clusters.

##### **4.2 Processes within the connecting processes**

The candidate can ...

4.2.1 describe the goal and results of the processes.

4.2.2 recognize the activities of the processes.

4.2.3 describe the relationships between the processes.

#### **5 Management processes**

##### **5.1 Management processes cluster**

The candidate can ...

5.1.1 name the content, goal and results of the management processes cluster.

5.1.2 describe the relationship with all other process clusters.

##### **5.2 Processes within the management processes**

The candidate can ...

5.2.1 describe the goal and results of the processes.

5.2.2 recognize the activities of the processes.

5.2.3 describe the relationships between the processes.



## 3. List of basic concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.

<p><b>1 Objectives and background of Business Information Management</b></p> <p><b>1.1 Business Information Management</b></p> <p>diversification business information management information provisioning critical success factors</p> <p>process owner system owner outsourcing demand perspective diversification</p> <p><b>1.2 Organization strategy and information strategy</b></p> <p>application management business process development information chain development technological developments Information lifecycle management Information portfolio management Information coordination information management information strategy installed base Establish business process developments Establish information chain developments Establish technological developments 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</p> <p><b>1.4 Business Information Management, Application Management and Technical Infrastructure Management</b></p> <p>business process</p>	<p>IT management domain</p> <p>best practices business IT alignment business manager framework ITIL (Information Technology Infrastructure Library) levels of information provisioning strategic level managing level operational level</p> <p><b>1.5 Business Information Management processes</b></p> <p>organization strategy</p> <p>process cluster</p> <p><b>2 Use management</b></p> <p><b>2.1 Use management processes</b></p> <p>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</p> <p><b>3 Functionality</b></p> <p><b>3.1 Processes Functionality management</b></p> <p>acceptance test implementation plan information system interfaces</p> <p>non-functional quality demands/specifications</p>
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Specify information requirements  
test approach  
Review and testing  
Prepare transition  
Design non-automated information systems

#### **4 Connecting processes (executive)**

##### **4.1 Connecting processes**

governing mechanism  
release  
transition (activity)  
Transition management (process)  
transition plan  
Change management

#### **5 Management processes**

##### **5.1 Management processes**

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  
technical infrastructure management  
Underpinning Contract (UC)

## 4. Literature

### Exam literature

The knowledge required for the exam is covered in the following literature:

- A. Pols, R. van der, Donatz, R. & Outvorst, F.  
**BiSL - A Framework for Business Information Management**  
 Zaltbommel, Van Haren Publishing, 2012 (Second edition)  
 ISBN 978 90 8753 702 9

### Literature matrix

Exam requirements	Exam specifications	Reference
<b>1. Objectives and background of Business Information Management</b>		
	1.1 The candidate has knowledge of the concepts information management and business information management.	Ch. 1
	1.2 The candidate has knowledge of the concepts organization strategy and information strategy.	Ch. 8, 9, 10
	1.3 The candidate has knowledge of the difference between business information management, application management and technical infrastructure management.	Ch. 2, 11
	1.4 The candidate has knowledge of the relationship between business information management and the business processes and the user organization.	Ch. 2, 11
	1.5 The candidate has knowledge of the processes within business information management and the importance of a systematic approach for the realization of business information management.	Ch. 3
<b>2. Use management</b>		
	2.1 The candidate has knowledge of the use management cluster.	Ch. 4
	2.2 The candidate has knowledge of the processes within the use management cluster.	Ch. 4
<b>3. Functionality management</b>		
	3.1 The candidate has knowledge of the functionality management cluster.	Ch. 5
	3.2 The candidate has knowledge of the processes within the functionality management cluster.	Ch. 5
<b>4. Connecting processes</b>		
	4.1 The candidate has knowledge of the connecting processes cluster.	Ch. 6
	4.2 The candidate has knowledge of the processes within the connecting processes cluster.	Ch. 6
<b>5. Management processes</b>		
	5.1 The candidate has knowledge of the management processes cluster.	Ch. 7
	5.2 The candidate has knowledge of the processes within the management processes cluster.	Ch. 7

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