



EXIN
Application
Management

FOUNDATION

Certified by


Preparation Guide

Edition 201607

Copyright © EXIN Holding B.V. 2016. All rights reserved.
EXIN® is a registered trademark.

No part of this publication may be reproduced, stored, utilized or transmitted in any form or by any means, electronic, mechanical, or otherwise, without the prior written permission from EXIN.



Content

1. Overview	4
2. Exam requirements	6
3. List of Basic Concepts	9
4. Literature	14

1. Overview

EXIN Application Management Foundation with reference to ASL (AMF.EN)

Summary

Application management involves management, maintenance and renewal of applications (application software and the data structures) in a professionally responsible manner. The exam EXIN Application Management with reference to ASL tests basic knowledge and understanding of Application management.

Context

The topics of the module are:

- the context of Application Management
- the content and structure of Application Management
- the application of Application Management

Target group

The module is intended for people working in application management on a daily basis: application managers, functional and technical designers, programmers, testing staff, team and project managers.

Prerequisites

At least six months' experience in an application management environment.

Examination type

Computer based multiple-choice questions

Estimation study load

60 hours

Practical assignments

Not applicable

Time allotted for examination

60 minutes

Examination details

Number of questions:	40
Pass mark:	65% (26 of 40)
Open book/notes:	no
Electronic equipment permitted:	no

Example exam

An example exam is available at www.exin.com.

Training

Group size:

The maximum number of course participants is 25.
(This does not count for online- or computer based training.)

Contact hours

The minimum number of contact hours for the course is 15. This number includes group assignments, exam preparation and short coffee breaks. Not included are: homework, the logistics related to the exam session, the exam session and lunch breaks.

Trainer provider

A list of accredited training providers may be found on EXIN's website 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 requirement	Exam specification	Weight
1. The context of Application Management		23
	1.1 The position of Application Management	5
	1.2 The process-based approach to the business organization	5
	1.3 The relationship between Application Management and standards, frameworks and methodologies relating to the field	13
2. The Application Management processes		67
	2.1 Content of the Application Management processes	32
	2.2 Objective and results	13
	2.3 Activities	15
	2.4 The structure and context of the Application Management processes	7
3. The use of Application Management		10
	3.1 Application Management messages	8
	3.2 Implementing Application Management	2
	Total	100%

Exam specifications

1. The context of Application Management

1.1 The position of Application Management

The candidate has an understanding of the position of Application Management

The candidate is able to:

1.1.1 state what the position of Application Management is in relation to application development (new development), business information management and infrastructure management.

1.2 The process-based approach to the business organization

The candidate has an understanding of the significance of a process-based approach to the business organization.

The candidate is able to:

1.2.1 describe what process-based work entails;

1.2.2 state the benefits of a process-based organization of Application Management.

1.3 The relationship between Application Management and standards, frameworks and methodologies relating to this field

The candidate knows the relationship between Application Management and standards, frameworks and methodologies.

The candidate is able to state the relationship between:

1.3.1 Application Management and Business Information Management;

1.3.2 Application Management and ITIL;

1.3.3 Application Management and NEN 3434:2007;

1.3.4 Application Management and some system development approaches and methodologies;

1.3.5 Application Management and project management methodologies (such as PRINCE2).

2. The Application Management processes

2.1 Content of the Application Management processes

The candidate knows the content of the Application Management processes and the Application Management processes.

The candidate is able to:

2.1.1 specify the content of the support processes;

2.1.2 specify the content of the connecting processes;

2.1.3 specify the content of the maintenance and renewal processes;

2.1.4 specify the content of management processes;

2.1.5 specify the content of strategic processes.

2.2 Objective and results

The candidate knows the objective and the results of Application Management operational and management processes.

The candidate is able to:

2.2.1 specify the objective and results of the support processes;

2.2.2 specify the objective and results of the connecting processes;

2.2.3 specify the objective and results of the maintenance and renewal processes;

2.2.4 specify the objective and results of the management processes.

2.3 Activities

The candidate knows the activities of Application Management operational and management processes.

The candidate is able to:

2.3.1 recognize the activities of the support processes;

2.3.2 recognize the activities of the connecting processes;

2.3.3 recognize the activities of the maintenance and renewal processes;

2.3.4 recognize the activities of the management processes.

2.4 The structure and context of the Application Management processes
The candidate has an understanding of the structure and context of the process clusters and the processes forming part of these.

The candidate is able to:

- 2.4.1 explain the way in which the process clusters have been classified;
- 2.4.2 explain the placement of the processes in the various process clusters;
- 2.4.3 state the interrelationship between the processes and the process clusters.

3. The use of Application Management

3.1 Application Management messages

The candidate knows the most important Application Management messages.

The candidate is able to describe the significance of:

- 3.1.1 Application Management's wide-ranging utility;
- 3.1.2 the separation of the inside and outside of the service;
- 3.1.3 integration of the services and service team;
- 3.1.4 proactivity;
- 3.1.5 knowledge sharing.

3.2 The implementation of Application Management

The candidate has an understanding of the implementation of Application Management.

- 3.2.1 The candidate is able to describe what principles are important in implementing Application Management.

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

Acceptance	Logical system design
Acceptance criteria	Logical system test
Acceptance test	Logistic process
Account & market definition	Maintenance
Acquired	Maintenance, Adaptive
Ad hoc instruction	Maintenance, Additive
Ad hoc service request	Maintenance, Corrective
Affected (objects)	Maintenance, Perfective
Alignment of business and IT	Maintenance, Preventive
Annual plan	Manage
Appearance	Manageability
Application	Management processes
Application development	Maturity level
Application documentation	Mean time between failures
Application life cycle management	Mean time to repair
Application organization management strategy (processes)	Measurable
Application management	Measure
Application management plan	Monitor
Application object	Need
Application owner	Need for change
Application perspective	NEN 3434:2007
Application portfolio	Norm
Application portfolio management	Normalization
Application-oriented	Office automation
Application strategy (processes)	Operating system
Applications cycle management	Operation
Approval	Operation
Approved change proposal	Operation and change
Attribute	Operation processes
Availability	Operational processes
Back-up	Organization cycle management
Backup and recovery	Output
Batch processing	Outsourcing
Best practices	Package
Best practices tool	Patch
Build	People
Business information administration	Perfective maintenance

Business information administrator	Performance
Business information management	Performance
Business IT alignment	Performance indicator
Business process	Performance management
Calamity or Disaster	Personal approach
Call	Perspective: use, operation, maintenance
Capabilities	Planning and control
Capabilities definition	Planning or Schedule
Cause	Policy
Causer	Possibilities
Chain partner	Pre-change request
Chain processes	Pre-conditions
Change	Preventive maintenance
Change management	Pricing model
Change package	PRINCE2
Change processes	Priority
Change proposal	Pro-activeness
Change request	Problem
Change set	Problem management
Changed (objects)	Processes
CMDB (Configuration Management Database)	Product market combination
Communication tool	Production
Complaint	Production assignment
Completeness	Production environment
Configuration item	Production instruction
Configuration management	Production or Operations
Connecting processes	Production planning
Connectivity	Production process
Consumption	Production test
Continuity	Production verification
Continuity management	Products and services catalogue
Contract management	Project management
Contracts	Project plan
Control	Prototyping
Controllability	Public domain
Cost charging	Quality assurance system
COTS package	Quality management
Custom software	Question
Customer	Realization
customer	Release
Customer environment strategy	Release management
Customer organizations strategy	Reliability
Customization	Renewal
Data	Renovation scenario
Data (electronically recorded)	Report
Data administration	Report

Data center	Reporting
Data flow	Request for change (RFC)
Data management	Requirement
Data model	Research
Data structure	Resource
Database	Resource management
Database access analysis	Risk management
Database administration	Rules of engagement
Database administration (optimization and tuning)	RUP
Defect	Scheduled maintenance
Demand side	Scope
Denormalization	SDDB (Service delivery database)
Departments	SDM
Dependency and vulnerability study	Security
Deployment (rollout)	Security management
Deployment for use	Self-assessment
Design	Service call
Design (product)	Service catalogue
Design and Implementation factors	Service change request
Design and implementation tool	Service delivery definition
Design or Implementation, depending on context	Service desk
Determine	Service desk, First line
Development	Service desk, Second line
Disruption	Service desk, Third line
Distribution process	Service item
Domain knowledge	Service level
Dossier of Agreements and Procedures	Service level agreement (SLA)
Dossier or File	Service level report
DSDM	Service management
Ease of use	Service perspective
Effective	Service provisioning
Efficiency	Service team
Efficient	Service team concept
Emergency fallback	Service window
End user	Service-oriented
Entity	Set-up
Entity set	Ship
Entity type	Shipment
Environment	Skills
Environment, Acceptance	Software
Environment, Build (syn: Development)	Software control and distribution
Environment, Live (syn: Production)	Software development
Environment, Test	Software function
Escalation	Software package
Executable	Source code

Exploration	Specifications
External aspects of service provisioning	Standard application
Failure	Standardized
Financial management	Strategic processes
Fitness for use	Structuring tool
Flexibility	Subcontractor
Fraud protection	Supplier
Functional system design	Supplier constellation
Functional system test	Supplier definition
Functionality	Supplier management
Goal	Supply setup
Handling	Supply side
Help desk	Support processes
Human resources	Survey or Report
Impact	System defect (or Software defect if not hardware)
Impact analysis	Table
Implementation	Technical infrastructure
Implementation plan	Technical infrastructure management
Incident	Technical integration test
Incremental development	Technical life span
Information	Technical system design
Information management	Technical system test
Information provisioning	Technology definition
Information request	Test script
Information request	Test set
Information system	Test, Acceptance
Information system development	Test, Functional system
Information system management	Test, Integration
Infrastructure	Test, Production
Infrastructure management	Test, Production
Infrastructure platform	Test: Technical system
Initial development	Testing
Innovation	Transaction processing
Input	Transferability and comparability
Instruction	Transparency
Instruction	Tuning
Integration of service provisioning	Unit test
Integration test	Use
Internal aspects of service provisioning	Use support
IT	User
IT developments strategy	User organization
IT infrastructure	Version
IT operation management	Waterfall method
Iterative development	Wish
ITIL	Working in a process-oriented manner
Knowledge sharing	Workload

Levels of control	Workload management
Life cycle	Workspace
Log, logging	

4. Literature

Exam literature

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

- A** Remko van der Pols
ASL2 – A Framework for Application Management
 Zaltbommel: Van Haren Publishing, 2nd edition, 1st impression, 2012
 ISBN 978 90 8753 313 7
- B** ITSMF
Foundations of IT Service Management based on ITIL v3
 Zaltbommel: Van Haren Publishing, 3rd edition, 1st impression, September 2007
 ISBN 978 90 8753 057 0

Literature matrix

Exam specification	Literature
1.1	A: Chapters 1 & 2
1.2	A: Chapters 2, 7.3, & 10 B: Chapters 2.5 & 8
1.3	A: Chapters 5, 7, & 10 & Annex 1
2.1	A: Chapters 4, 5, 6, 7, 8 & 9
2.2	A: Chapters 4, 5, 6 & 7
2.3	A: Chapters 4, 5, 6 & 7
2.4	A: Chapter 3
3.1	A: Chapter 2
3.2	A: Chapter 10

Contact EXIN

www.exin.com

