



EXIN
Business Information
Management

FOUNDATION
WITH REFERENCE TO BISL

Certified by


Sample Exam

Edition 201606

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Introduction

This is the sample exam EXIN Business Information Management Foundation with reference to BiSL (BIMF.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 60 minutes.

Good luck!!

Sample exam

1 / 40

Which is **no** activity of business information management?

- A. issuing of service requests to IT providers
- B. creating a functional system design
- C. carrying out the user acceptance test

2 / 40

Which responsibilities do **not** belong to the business information management domain?

- A. process owner responsibilities
- B. IT-management responsibilities
- C. information management responsibilities

3 / 40

Which aspects of information provisioning does Business Information Management address?

- A. business aspects
- B. maintenance aspects
- C. technical aspects

4 / 40

The Information strategy cluster belongs to the category of clusters that focus on the content of the information provisioning.

Which other process cluster also belongs to this category?

- A. Functionality management
- B. Use management
- C. Connecting processes

5 / 40

Which process is a connecting process at the strategic level?

- A. Demand management
- B. Information coordination
- C. Change management

6 / 40

At which level does the process Information lifecycle management operate?

- A. Strategic
- B. Managing
- C. Operational

7 / 40

To which process cluster does the process Strategic information partner management belong?

- A. Information coordination
- B. Information strategy
- C. I-organization strategy
- D. Management processes

8 / 40

Which process cluster prepares decision-making regarding the outsourcing of IT-services?

- A. Information coordination
- B. I-organization strategy
- C. Management processes

9 / 40

What is a responsibility of the process cluster Information coordination?

- A. the consistency between the various plans for the information provisioning
- B. the preparation, signing and monitoring of contracts for IT-services
- C. compiling the annual plans in the information domains

10 / 40

An organization decides to launch a new product that consumers can order via Internet. E-commerce is new for this organization.

In which process cluster will this new phenomenon first be addressed?

- A. Information strategy
- B. I-organization strategy
- C. Connecting processes (operational level)

11 / 40

What is **not** a subject covered by the process cluster Use management?

- A. the content of the information system
- B. the users
- C. the technical IT-infrastructure
- D. the modification of the information provisioning

12 / 40

To which process does management data with respect to the functionality of the information system belong?

- A. Business data management
- B. End user support
- C. Operational supplier management

13 / 40

What is an aspect of management within the process Operational supplier management?

- A. monitoring
- B. capacity
- C. assignments
- D. provision

14 / 40

An IT-supplier complains about the large number of additional production assignments that are incorrectly specified.

Which process cluster needs improvement?

- A. Use management
- B. Management processes
- C. Connecting processes (operational)

15 / 40

A new release of an application is expected to be deployed into production in two weeks time.

Which process cluster will inform the users about this?

- A. Functionality management
- B. Use management
- C. Connecting processes (operational)

16 / 40

Management data is usually registered and maintained by business information management.

Which data is regarded as management data?

- A. Customer data
- B. Unit prices
- C. Orders

17 / 40

Which activity belongs to the process Operational supplier management?

- A. maintenance of customer address data
- B. monitoring of the compliance to security measures against sabotage or fraud
- C. informing users about errors in the nightly batch-run

18 / 40

Does the process Operational supplier management also monitor the timely delivery of hardware for extra workspaces for users?

- A. yes
- B. no

19 / 40

Which role does the process cluster Functionality management play regarding cost control in the business process?

- A. has no role
- B. is closely involved and influences
- C. is accountable

20 / 40

Which central question is addressed by the processes in the process cluster Functionality management?

- A. What will the information provisioning look like?
- B. Why and how should we change the information provisioning?
- C. Is the operational information provisioning being used and managed correctly?

21 / 40

How can decisions made in the Information strategy cluster influence the process Specify information requirements?

- A. It has no influence because the specifications are purely based on the content of the change request.
- B. It has no influence because the information strategy focuses on the longer term and this is something that cannot be taken into consideration.
- C. The specification process should be guided by future developments in order to ensure that these future developments are not hindered by short-term solutions.

22 / 40

Which document describes practical meaning of error messages that an application displays on a screen?

- A. user manual
- B. procedure description
- C. work instructions

23 / 40

Which process describes how order forms are processed and archived?

- A. End user support
- B. Specify information requirements
- C. Design non-automated information systems

24 / 40

Which activity belongs to the subject of validation?

- A. evaluating the proposed solution
- B. establishing the objectives of the change
- C. identifying the required change

25 / 40

What is **not** an activity of the process Specify information requirements?

- A. defining solution directions
- B. clearly establishing the reason for change and the preconditions
- C. laying down the new working process

26 / 40

What is a result of an acceptance test for an IT-supplier?

- A. acceptance test plan
- B. sign-off
- C. specifications

27 / 40

Which activity is part of the process Change management?

- A. administration and decision-making regarding change requests
- B. installation of an office software package on a PC
- C. modification of data in the information system

28 / 40

What influences the decision-making in the process Change management?

- A. proposed solutions
- B. monitored changes
- C. transition plan

29 / 40

Which product is a result of the process Change management?

- A. the capacity planning for a change
- B. the specifications of an approved change
- C. the change calendar

30 / 40

Which activity does **not** belong to the process Change management?

- A. monitoring of the timely decision-making with respect to a change.
- B. reformulating a change request due to new information about the reason of the change.
- C. requesting a more detailed specification of the reason of the change.
- D. reserving capacity for the change at the ICT-supplier

31 / 40

Which process prioritizes the timing of the implementation of changes?

- A. Transition
- B. Planning and resource management
- C. Change management

32 / 40

What is a result of the process Transition?

- A. decision-making and communication about a change
- B. a new way of working as a result of changed information provisioning
- C. a newsletter explaining a change

33 / 40

All operational processes make reports about the activities in the process.

For which process do these reports have the **most** value?

- A. Demand management
- B. Financial management
- C. I-organization strategy
- D. Change management

34 / 40

In which process cluster are decisions made regarding improvements in the approach to the setting up and execution of acceptance tests?

- A. Connecting processes (operational)
- B. I-organization strategy cluster
- C. Management processes

35 / 40

Information lifecycle management monitors the current lifecycle phase of information systems: 'How good are they, how expensive is maintenance, how long can they and should they exist?'

Which process cluster provides the most useful information for this purpose?

- A. Information coordination
- B. I-organization strategy cluster
- C. Management processes
- D. Connecting processes (operational)

36 / 40

Is the result of the business case of business information management the same as the result of the business case of the IT-supplier?

- A. yes
- B. no

37 / 40

What is **not** addressed by the process Contract management?

- A. the content of the services
- B. the implementation of the services
- C. the planning of the services

38 / 40

What should be logically included in the annual plan for business information management?

- A. the frequency for consultations with the IT-supplier
- B. the main future focus of the information provisioning
- C. the change calendar

39 / 40

Which activity belongs to Financial management?

- A. payment of IT-suppliers' invoices
- B. determining the benefits of a change
- C. financial bookkeeping

40 / 40

Which activity belongs to Planning and resource management?

- A. capacity planning for the managers within the user organization with respect to their contribution to business information management
- B. planning the effort of the application managers for the execution of a release
- C. reserving IT-capacity in case of calamities

Answer key

1 / 40

Which is **no** activity of business information management?

- A. issuing of service requests to IT providers
- B. creating a functional system design
- C. carrying out the user acceptance test

A. Incorrect. This is an activity of business information management within the process cluster Use management.
B. Correct. This is an activity of Application Management.
C. Incorrect. This is an activity of business information management within the process cluster Functionality management.

2 / 40

Which responsibilities do **not** belong to the business information management domain?

- A. process owner responsibilities
- B. IT-management responsibilities
- C. information management responsibilities

A. Incorrect. Process ownership is part of business information management.
B. Correct. IT-management is part of the IT-organization and that does not belong to the business information management domain, but to the application management and technical infrastructure management domains.
C. Incorrect. Information management is part of business information management.

3 / 40

Which aspects of information provisioning does Business Information Management address?

- A. business aspects
- B. maintenance aspects
- C. technical aspects

A. Correct. Business Information Management takes a business perspective.
B. Incorrect. Business Information Management aspects surpass maintenance aspects.
C. Incorrect. Business Information Management aspects surpass purely technical aspects.

4 / 40

The Information strategy cluster belongs to the category of clusters that focus on the content of the information provisioning.

Which other process cluster also belongs to this category?

- A. Functionality management
- B. Use management
- C. Connecting processes

- A. Correct. Of the clusters mentioned, only Functionality management and Information strategy focus on the content of the information provisioning.
- B. Incorrect. Of the clusters mentioned, only Functionality management and Information strategy focus on the content of the information provisioning.
- C. Incorrect. Of the clusters mentioned, only Functionality management and Information strategy focus on the content of the information provisioning.

5 / 40

Which process is a connecting process at the strategic level?

- A. Demand management
- B. Information coordination
- C. Change management

- A. Incorrect. Demand management is not a connecting process, but a management process.
- B. Correct. Information coordination is a connecting process at the strategic level.
- C. Incorrect. Change management is a connecting process at the operational level.

6 / 40

At which level does the process Information lifecycle management operate?

- A. Strategic
- B. Managing
- C. Operational

- A. Correct. Information lifecycle management operates at the strategic level.
- B. Incorrect. Information lifecycle management operates at the strategic level.
- C. Incorrect. Information lifecycle management operates at the strategic level.

7 / 40

To which process cluster does the process Strategic information partner management belong?

- A. Information coordination
- B. Information strategy
- C. I-organization strategy
- D. Management processes

- A. Incorrect. Strategic information partner management belongs to the I-organization strategy cluster.
- B. Incorrect. Strategic information partner management belongs to the I-organization strategy cluster.
- C. Correct. Strategic information partner management belongs to the I-organization strategy cluster.
- D. Incorrect. Strategic information partner management belongs to the I-organization strategy cluster.

8 / 40

Which process cluster prepares decision-making regarding the outsourcing of IT-services?

- A. Information coordination
- B. I-organization strategy
- C. Management processes

- A. Incorrect. Information coordination addresses the central question: How do we work together and comply with the appropriate agreements (irrespective of who provides the IT-services)?
- B. Correct. In particular the processes Strategic supplier management and I-organization strategy influence whether the IT -organization is outsourced.
- C. Incorrect. Management processes address the central question: How do we manage the information provisioning (irrespective of who provides the IT-services)?

9 / 40

What is a responsibility of the process cluster Information coordination?

- A. the consistency between the various plans for the information provisioning
- B. the preparation, signing and monitoring of contracts for IT -services
- C. compiling the annual plans in the information domains

- A. Correct. Information coordination has the role of coordinating all parties that are involved in the information provisioning.
- B. Incorrect. Contracts belong to Contract management.
- C. Incorrect. Annual plans belong to Planning and resource management.

10 / 40

An organization decides to launch a new product that consumers can order via Internet. E-commerce is new for this organization.

In which process cluster will this new phenomenon first be addressed?

- A. Information strategy
- B. I-organization strategy
- C. Connecting processes (operational level)

- A. Correct. The first application of Internet technology is a strategic development and should therefore first be incorporated into the information architecture.
- B. Incorrect. The first application of Internet technology is a strategic development and should therefore first be incorporated into the information architecture, after which it will be clear whether - and to which degree - this will influence the I-organization.
- C. Incorrect. The first application of Internet technology is a strategic development and should therefore first be incorporated into the information architecture before the related request for change (RFC) is initiated.

11 / 40

What is **not** a subject covered by the process cluster Use management?

- A. the content of the information system
- B. the users
- C. the technical IT-infrastructure
- D. the modification of the information provisioning

- A. Incorrect. This subject is covered by Use management.
- B. Incorrect. This subject is covered by Use management.
- C. Incorrect. This subject is covered by Use management.
- D. Correct. This subject is covered by Functionality management.

12 / 40

To which process does management data with respect to the functionality of the information system belong?

- A. Business data management
- B. End user support
- C. Operational supplier management

- A. Correct. Management data (system tables, parameters) is administered in the process Business data management.
- B. Incorrect. Management data (system tables, parameters) is administered in the process Business data management.
- C. Incorrect. Management data (system tables, parameters) is administered in the process Business data management.

13 / 40

What is an aspect of management within the process Operational supplier management?

- A. monitoring
- B. capacity
- C. assignments
- D. provision

- A. Incorrect. This is an activity of management.
- B. Correct. This is an aspect of management.
- C. Incorrect. This is a subject of management.
- D. Incorrect. This is an activity of management.

14 / 40

An IT -supplier complains about the large number of additional production assignments that are incorrectly specified.

Which process cluster needs improvement?

- A. Use management
- B. Management processes
- C. Connecting processes (operational)

- A. Correct. Additional (and normal, periodic) production assignments are dealt with by Operational supplier management.
- B. Incorrect. Additional (and normal, periodic) production assignments are dealt with by Operational supplier management.
- C. Incorrect. Within business information management, additional production assignments are not regarded as changes.

15 / 40

A new release of an application is expected to be deployed into production in two weeks time.

Which process cluster will inform the users about this?

- A. Functionality management
- B. Use management
- C. Connecting processes (operational)

- A. Incorrect. Communication about upcoming releases is dealt with in the process Use management. The service desk has the appropriate resources and experience.
- B. Correct. Communication about upcoming releases is dealt with in the process Use management. The service desk has the appropriate resources and experience.
- C. Incorrect. Communication about upcoming releases is dealt with in the process Use management. The service desk has the appropriate resources and experience.

16 / 40

Management data is usually registered and maintained by business information management.

Which data is regarded as management data?

- A. Customer data
- B. Unit prices
- C. Orders

- A. Incorrect. Customer data is business data that is used and changed by users.
- B. Correct. Unit prices are management data and determine the final price of orders. These can usually only be modified by the administrator of tables. This task is assigned to business information management.
- C. Incorrect. Orders belong to the category business data that is used and changed by users.

17 / 40

Which activity belongs to the process Operational supplier management?

- A. maintenance of customer address data
- B. monitoring of the compliance to security measures against sabotage or fraud
- C. informing users about errors in the nightly batch-run

- A. Incorrect. This is a user activity.
- B. Correct. This is an activity of Operational supplier management.
- C. Incorrect. This activity is assigned to End user support.

18 / 40

Does the process Operational supplier management also monitor the timely delivery of hardware for extra workspaces for users?

- A. yes
- B. no

- A. Correct. Operational supplier management monitors the operational performance of IT - suppliers and this therefore also includes delivery of hardware.
- B. Incorrect. Operational supplier management monitors the operational performance of IT - suppliers and this therefore also includes delivery of hardware.

19 / 40

Which role does the process cluster Functionality management play regarding cost control in the business process?

- A. has no role
- B. is closely involved and influences
- C. is accountable

- A. Incorrect. Functionality management specifies how IT supports the business processes.
- B. Correct. Functionality management specifies how IT supports the business processes.
- C. Incorrect. The business management is accountable for costs in the business process.

20 / 40

Which central question is addressed by the processes in the process cluster Functionality management?

- A. What will the information provisioning look like?
- B. Why and how should we change the information provisioning?
- C. Is the operational information provisioning being used and managed correctly?

- A. Correct. This question is addressed by the cluster Functionality management.
- B. Incorrect. This question is addressed by the cluster Connecting processes (operational).
- C. Incorrect. This question is addressed by the cluster Use management.

21 / 40

How can decisions made in the Information strategy cluster influence the process Specify information requirements?

- A. It has no influence because the specifications are purely based on the content of the change request.
- B. It has no influence because the information strategy focuses on the longer term and this is something that cannot be taken into consideration.
- C. The specification process should be guided by future developments in order to ensure that these future developments are not hindered by short-term solutions.

- A. Incorrect. The definitive solution is determined by Specify information requirements, taking into account any future developments that the Information strategy cluster has identified.
- B. Incorrect. The definitive solution is determined by Specify information requirements, taking into account any future developments that the Information strategy cluster has identified.
- C. Correct. The definitive solution is determined by Specify information requirements, taking into account any future developments that the Information strategy cluster has identified.

22 / 40

Which document describes practical meaning of error messages that an application displays on a screen?

- A. user manual
- B. procedure description
- C. work instructions

- A. Correct. The user manual should contain everything a user needs to know about what can and should be done while using the automated information system.
- B. Incorrect. The user manual should contain everything a user needs to know about what can and should be done while using the automated information system.
- C. Incorrect. The user manual should contain everything a user needs to know about what can and should be done while using the automated information system.

23 / 40

Which process describes how order forms are processed and archived?

- A. End user support
- B. Specify information requirements
- C. Design non-automated information systems

- A. Incorrect. The administrative organization related to automated information systems is described in the process Design non-automated information systems.
- B. Incorrect. The administrative organization related to automated information systems is described in the process Design non-automated information systems.
- C. Correct. The administrative organization related to automated information systems is described in the process Design non-automated information systems.

24 / 40

Which activity belongs to the subject of validation?

- A. evaluating the proposed solution
- B. establishing the objectives of the change
- C. identifying the required change

- A. Correct. This activity belongs to the subject of validation.
- B. Incorrect. This activity belongs to the subject of defining demands.
- C. Incorrect. This is a result of definition study / information analysis.

25 / 40

What is **not** an activity of the process Specify information requirements?

- A. defining solution directions
- B. clearly establishing the reason for change and the preconditions
- C. laying down the new working process

- A. Incorrect. This is a subject of Specify information requirements.
- B. Incorrect. This an activity of Specify information requirements, the subject is defining demands.
- C. Correct. This is an activity of Design non-automated information systems.

26 / 40

What is a result of an acceptance test for an IT -supplier?

- A. acceptance test plan
- B. sign-off
- C. specifications

- A. Incorrect. This is input for the process acceptance test.
- B. Correct. This is a result that is given to an IT -supplier.
- C. Incorrect. This is input for preparing an acceptance test within Business information management..

27 / 40

Which activity is part of the process Change management?

- A. administration and decision-making regarding change requests
- B. installation of an office software package on a PC
- C. modification of data in the information system

- A. Correct. This is the core activity of Change management.
- B. Incorrect. This does not effect the information provisioning.
- C. Incorrect. This is an end user activity, not a business information management activity.

28 / 40

What influences the decision-making in the process Change management?

- A. proposed solutions
- B. monitored changes
- C. transition plan

- A. Correct. This influences the decision making.
- B. Incorrect. This is a result of the process Review and testing.
- C. Incorrect. This is a result of the process Prepare transition.

29 / 40

Which product is a result of the process Change management?

- A. the capacity planning for a change
- B. the specifications of an approved change
- C. the change calendar

- A. Incorrect. Capacity for the implementation of changes is dealt with in Planning and resource management.
- B. Incorrect. Specifications for changes are a result of the process Specify information requirements.
- C. Correct. Change management maintains a calendar with the planning of all changes.

30 / 40

Which activity does **not** belong to the process Change management?

- A. monitoring of the timely decision-making with respect to a change.
- B. reformulating a change request due to new information about the reason of the change.
- C. requesting a more detailed specification of the reason of the change.
- D. reserving capacity for the change at the ICT-supplier

- A. Incorrect. This is a Change management activity.
- B. Incorrect. This is a Change management activity.
- C. Incorrect. This is a Change management activity.
- D. Correct. This is a Planning and resource management and Contract management activity.

31 / 40

Which process prioritizes the timing of the implementation of changes?

- A. Transition
- B. Planning and resource management
- C. Change management

- A. Incorrect. Change management initiates Transition.
- B. Incorrect. Planning and resource management does not prioritize the timing of the implementation of changes.
- C. Correct. Change management determines the change calendar and therefore also the timing of the implementation of changes.

32 / 40

What is a result of the process Transition?

- A. decision-making and communication about a change
- B. a new way of working as a result of changed information provisioning
- C. a newsletter explaining a change

- A. Incorrect. Decision-making and communication belongs to Change management.
- B. Correct. The process Transition implements the changed information provisioning.
- C. Incorrect. A newsletter is a product of the process End user support.

33 / 40

All operational processes make reports about the activities in the process.

For which process do these reports have the **most** value?

- A. Demand management
- B. Financial management
- C. I-organization strategy
- D. Change management

- A. Correct. Demand management also monitors the quality of the information provisioning and the business information management organization and uses data in these reports for this purpose.
- B. Incorrect. Financial management is only interested in reports with financial components.
- C. Incorrect. These reports are too detailed and operational for I-organization strategy.
- D. Incorrect. Change management is only interested in reports that refer to the realization of changes.

34 / 40

In which process cluster are decisions made regarding improvements in the approach to the setting up and execution of acceptance tests?

- A. Connecting processes (operational)
- B. I-organization strategy cluster
- C. Management processes

- A. Incorrect. These processes only address the controlled implementation of changes.
- B. Incorrect. I-organization strategy cluster only addresses the implementation of the I-organization, not the quality of Review and testing.
- C. Correct. The Management processes provide guidance for the approach that is followed by the processes. This occurs in particular in the process Demand management, where the quality of the business information management organization is monitored.

35 / 40

Information lifecycle management monitors the current lifecycle phase of information systems: 'How good are they, how expensive is maintenance, how long can they and should they exist?'

Which process cluster provides the most useful information for this purpose?

- A. Information coordination
- B. I-organization strategy cluster
- C. Management processes
- D. Connecting processes (operational)

- A. Incorrect. Information coordination coordinates between policy domains and does not address individual information systems.
- B. Incorrect. The I-organization strategy cluster deals with the implementation of the I-organization and not with information systems.
- C. Correct. Management processes collect data about information systems and their management; this can be used to determine the lifecycle phase of the information systems.
- D. Incorrect. The Connecting processes (operational) deal with the implementation of changes in the information systems, independent of the lifecycle phase.

36 / 40

Is the result of the business case of business information management the same as the result of the business case of the IT -supplier?

- A. yes
- B. no

- A. Incorrect. The result of the business case of business information management describes benefits for the business organization while the result of the business case of the IT -supplier describes benefits for the IT -supplier organization.
- B. Correct. The result of the business case of business information management describes benefits for the business organization while the result of the business case of the IT -supplier describes benefits for the IT -supplier organization.

37 / 40

What is **not** addressed by the process Contract management?

- A. the content of the services
- B. the implementation of the services
- C. the planning of the services

- A. Incorrect. This is addressed.
- B. Incorrect. This is addressed.
- C. Correct. This is not addressed in the process Contract management, but in the process Planning and resource management.

38 / 40

What should be logically included in the annual plan for business information management?

- A. the frequency for consultations with the IT -supplier
- B. the main future focus of the information provisioning
- C. the change calendar

- A. Incorrect. This is addressed in Contract management.
- B. Correct. These provide guidance for business information management.
- C. Incorrect. This is addressed in Change management.

39 / 40

Which activity belongs to Financial management?

- A. payment of IT -suppliers' invoices
- B. determining the benefits of a change
- C. financial bookkeeping

- A. Incorrect. This is done by the accounts department.
- B. Correct. This is part of the business case.
- C. Incorrect. This is done by the accounts department.

40 / 40

Which activity belongs to Planning and resource management?

- A. capacity planning for the managers within the user organization with respect to their contribution to business information management
- B. planning the effort of the application managers for the execution of a release
- C. reserving IT -capacity in case of calamities

- A. Correct. Planning and resource management plans the capacity for all business information management activities, including the contribution of the user organization to these activities.
- B. Incorrect. Planning and resource management does not make plans for application managers.
- C. Incorrect. This is part of Operational supplier management.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	B	21	C
2	B	22	A
3	A	23	C
4	A	24	A
5	B	25	C
6	A	26	B
7	C	27	A
8	B	28	A
9	A	29	C
10	A	30	D
11	D	31	C
12	A	32	B
13	B	33	A
14	A	34	C
15	B	35	C
16	B	36	B
17	B	37	C
18	A	38	B
19	B	39	B
20	A	40	A

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