COURSEWARE

BiSL® Foundation

Courseware - English

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bisl business information services library
ACCREDITED BY APMG International

BiSL® Foundation
Courseware - English

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Colophon

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Introduction

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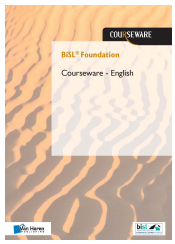
Here is the link from the slide to the theory in the book, with the number of the chapter or the paragraph (Par.) and possibly the name of the subtitle in the book

About the course

Study book



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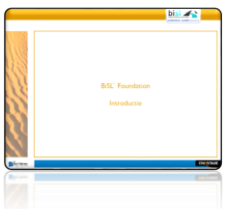

Trainer slides

- Questions and discussions at any moment please!
- Phone off/still if possible.

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Content (1)

Module 1: introduction and scope

Module 2: the BiSL framework

Module 3: use management cluster

Module 4: functionality management cluster

The guide book “BiSL, a framework for Business Information Management, 2nd edition” (Van der Pols, Donatz, Van Outvorst, 2012, © Van Haren Publishing, Zaltbommel) is used for this course and will be issued to the candidates. A number of illustrations in this course are taken from the guide book.

Content (2)

Module 5: connecting processes (operational level)

Module 6: management processes cluster

Module 7: strategic level process clusters

Module 8: use and implementation of BiSL

Module 9: exam preparation

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Getting acquainted

- Name and organization
- Role/ responsibilities in your job
  - regular activities performed?
  - how much of your time do you spend on business information management activities?
- Knowledge of and experiences with ITIL®/ASL®/BiSL®
- Any specific questions/issues for this course?

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Learning goals BiSL foundation

- BiSL in the context of Business information management, Application management, and IT infrastructure management
- The BiSL-framework, structure, and content
- BiSL processes: objectives, content, and results
- Implementing BiSL: do's and don'ts, possible pitfalls
- Using BiSL: what will change?

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Training and exam: responsibilities

- The Lifecycle Company/Van Haren Publishing: training materials
- APMG: examination
- ASL BiSL Foundation: owner of the trademark bisl

Questions

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BiSL® Foundation

Module 1:
Scope of
business information management

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Agenda

- Business information management as an intermediary
- Reasons for interest in business information management

  Trends:
  - increasing importance of IT
  - more formal business relations
  - multi-vendor
  - chains
- Three IT management domains
- Guiding principles of BiSL
- Relationships and cooperation

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Par. 1.2 Business information management

Business information management as intermediary

Business:
- business goals
- business talk
- business contracts
- business language

IT:
- IT-structures
- IT buzz words
- IT-language

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Par. 1.2 Business information management

Business information management as intermediary

Business:
- busi
- busi
- busi
- busi

IT:

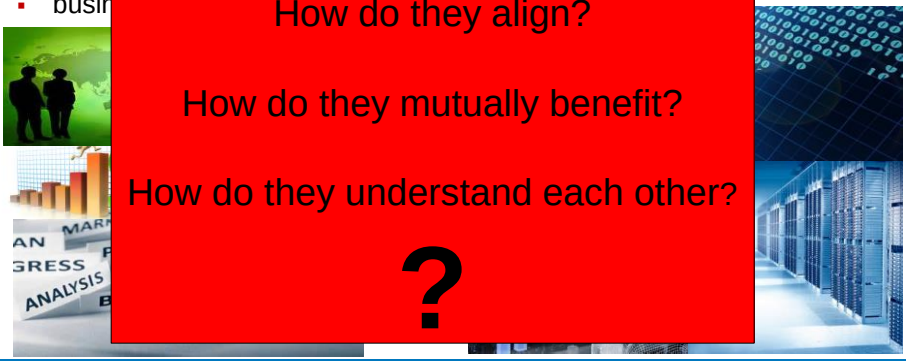
How do they communicate?

How do they align?

How do they mutually benefit?

How do they understand each other?

?



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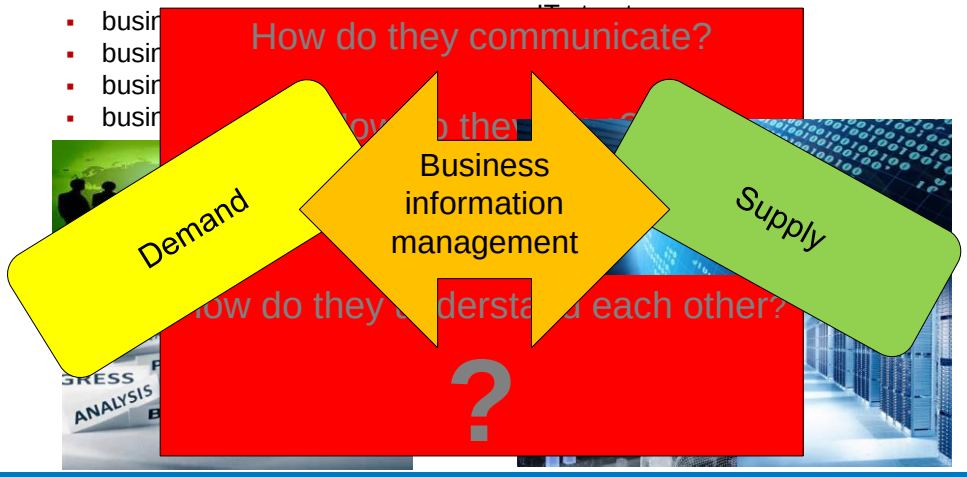
Par. 1.2 Business information management

Business information management as intermediary

Business:

- busin
- busin
- busin
- busin

IT:



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Appendix 3 List of terms

Information provision

- This term is used throughout the BiSL framework book
- Based on a Dutch word: “informatievoorziening” which has no proper equivalent in English
- Working definition: the entire set of people, work methods, procedures, tools, IT infrastructures and information systems that constitute all information processing within an organization (read the definition in appendix 3 as well!)
- Synonyms: “IT”, “information system”
- automated and non-automated

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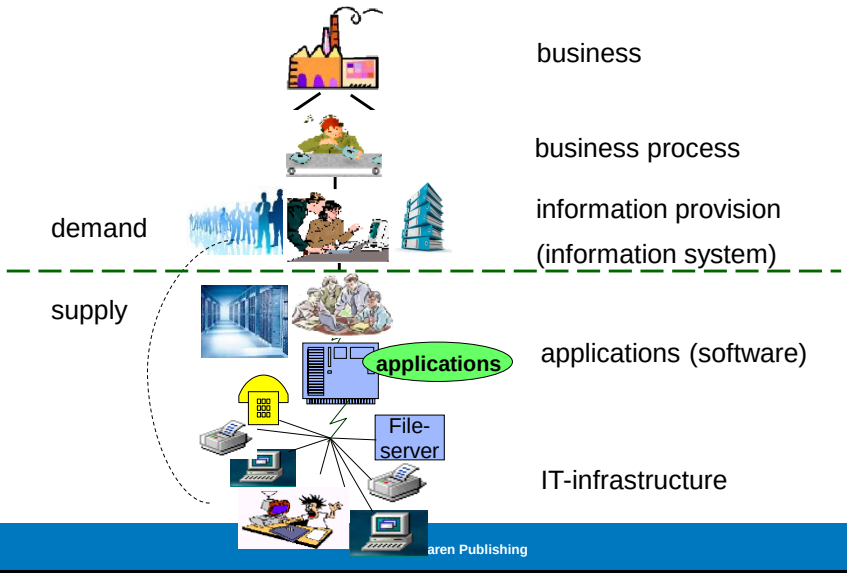
Par. 2.2 Position of business information management

Positioning



Agenda

- Business information management as an intermediary
- Reasons for interest in business information management
  Trends:
  - increasing importance of IT
  - more formal business relations
  - multi-vendor
  - chains
- Three IT management domains
- Guiding principles of BiSL
- Relationships and cooperation

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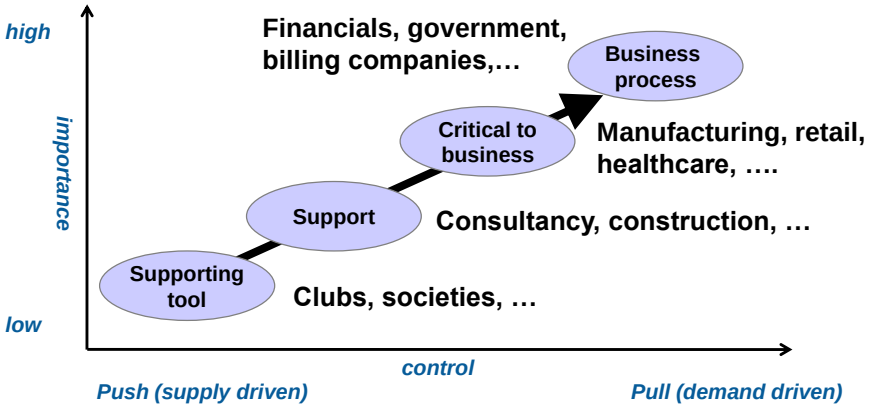
Par.1.1 Increasing importance of information provision

Increasing importance of IT



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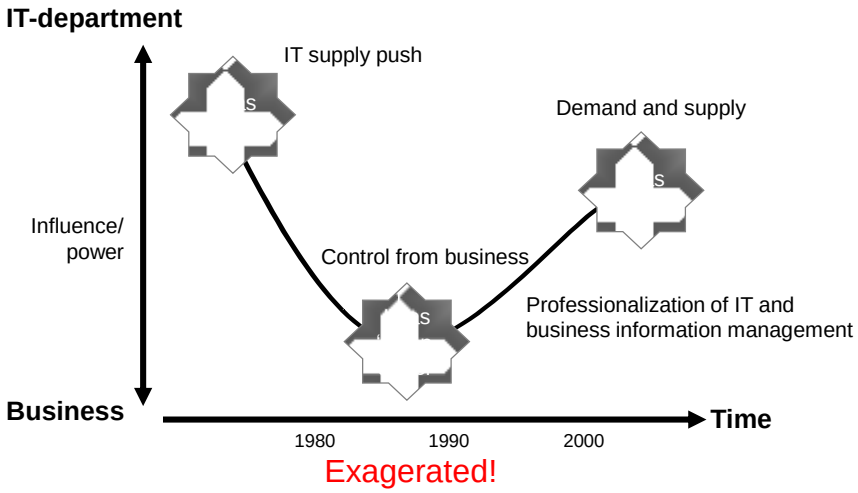
Par.1.1 Increasing importance of information provision

Increasing importance of IT



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Increasing demands

Media

Chain partners

The legislator

Customers

Board of Directors

Supervisors

Society

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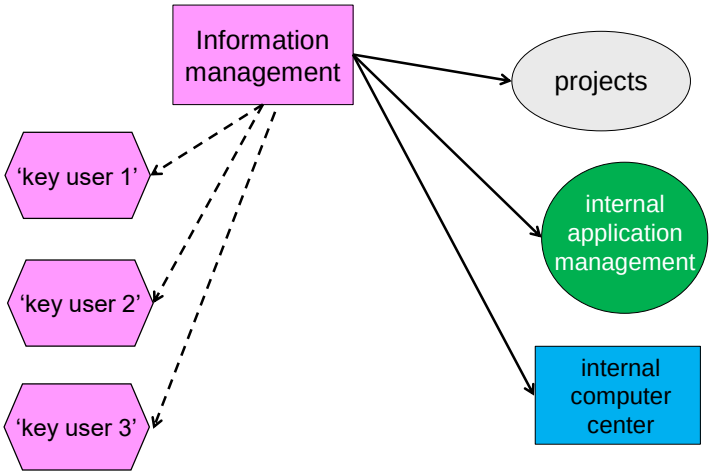
Par. 1.1 Increase in outsourcing and complexity in organization

Demand supply constellation : “used to be”



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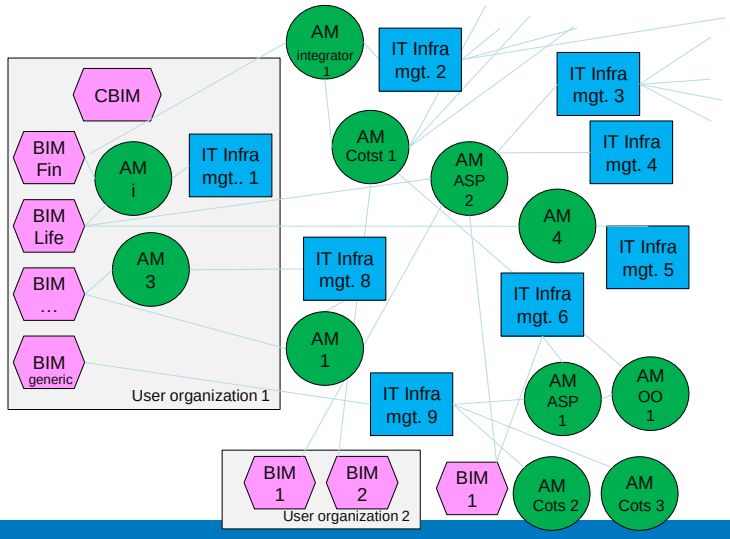
Par. 1.1 Increase in outsourcing and complexity in organization

Demand supply constellation: “as is/will be”



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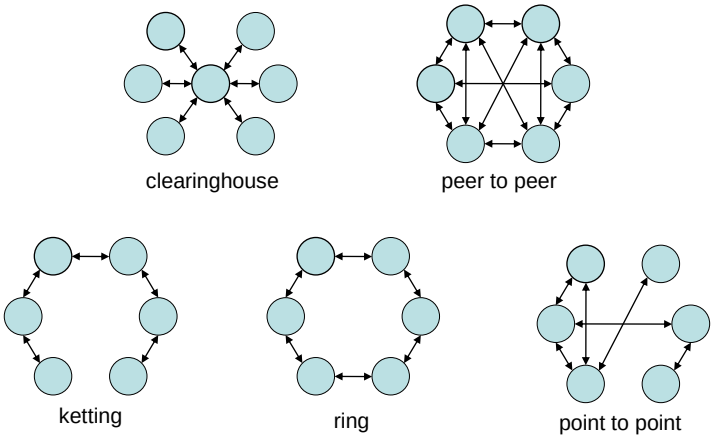
Chains



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Agenda

- Business information management as an intermediary
- Reasons for interest in business information management
- ➢ Three IT management domains
- Guiding principles of BiSL
- Relationships and cooperation

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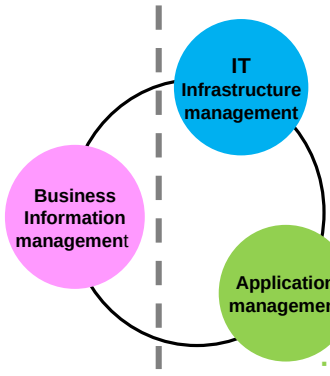
Par 2.1

The three management and governance domains



- IT: information technology
- IT Infrastructure
- Computer or communication center
- Exploitation point of view
- Looijen: Technisch beheer

ITIL®

BiSL®

- Information provision
- Information systems
- User point of view
- System owner + business information management
- Business approach
- Looijen: functioneel beheer

ASL®

- IT: Applications/software
- Application maintenance point of view
- Application management and renovation
- Looijen: Applicatiebeheer

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Par 2.1

Demarcation of the 3 domains

- My laptop broke down
- Can this software be installed on my computer
- He is in need of a new PC
- The performance of our network is getting down

- Expenses should not be higher than...
- How do I record a client with the XY treatment into the system?
- I want our software system to be able to do … as well in the future! Can you arrange this functionality?
- “Dear users, as of now, menu option ABC is no longer in use”

- We are going to build new functionality to the ordering system gets new functionality
- We need a software interface between….
- We must build a report that shows… (with a lot of calculations, very complicated)
- These data should be stored in our system as well

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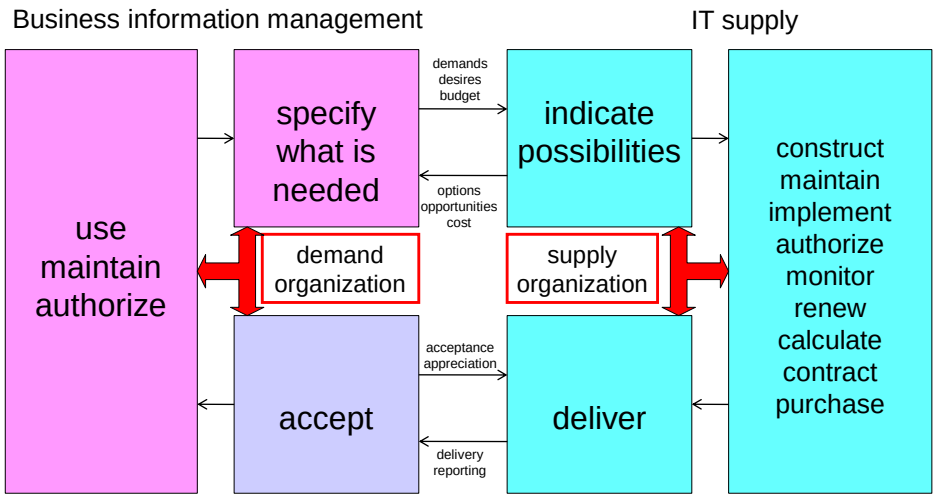
Par. 1.2
Separating supply and demand organizations

Demand and supply



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Par. 2.1

IT Infrastructure management

- Hardware services mainframe, servers
- Network services
- Work station services pc, office automation, accessories
- System software compilers, drivers, dbms
- Data files services backup, recovery
- Keeping systems up and running: online + batch
- Access control platform, files, applications (extern)
- Incident management, helpdesk

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ITIL

- Originally: Information Technology Infrastructure Library.
  Now: model for IT service management
- Focus at:
  - Service management processes
  - increase of effectiveness and efficiency of IT management processes
- Set of books: descriptions (best practices) of operational and tactical processes
- Developed by OGC (formerly CCTA)
- Since May 2007: ITIL version 3
- July 2011 revision: “ITIL 2011” (by Cabinet Office)
- Since 2013: property of Axelos

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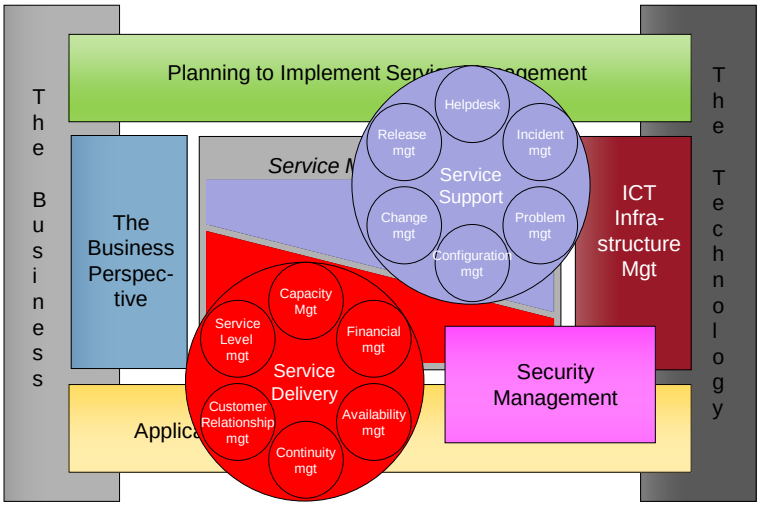
ITIL framework versie 2



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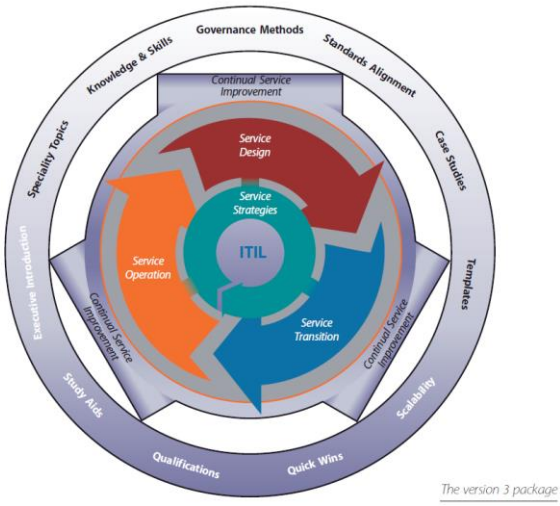
ITIL v. 3

- Focus on IT-services
- and its lifecycle



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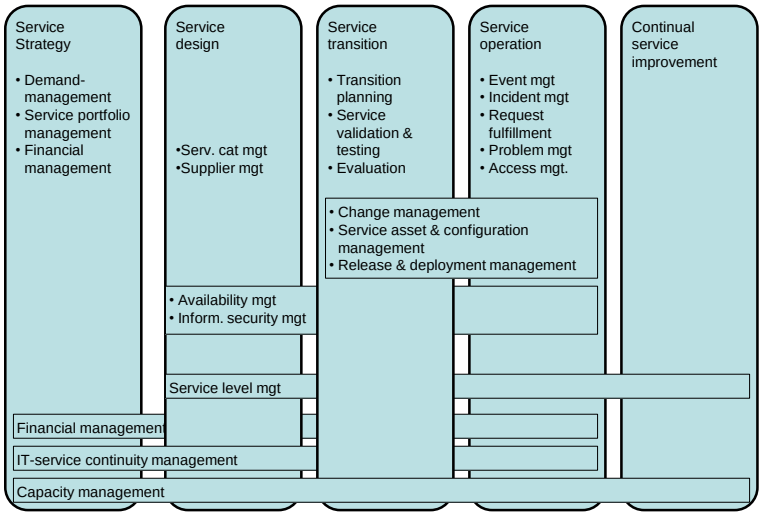
ITIL v.3



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Par. 2.1

Application management

- Maintenance and renewal of applications and data structures
- All software other than operating system, dbms and development software
- Day to day support (especially to business information management)
- Periodically planned and unforeseen maintenance
- Future of applications and of application management organization

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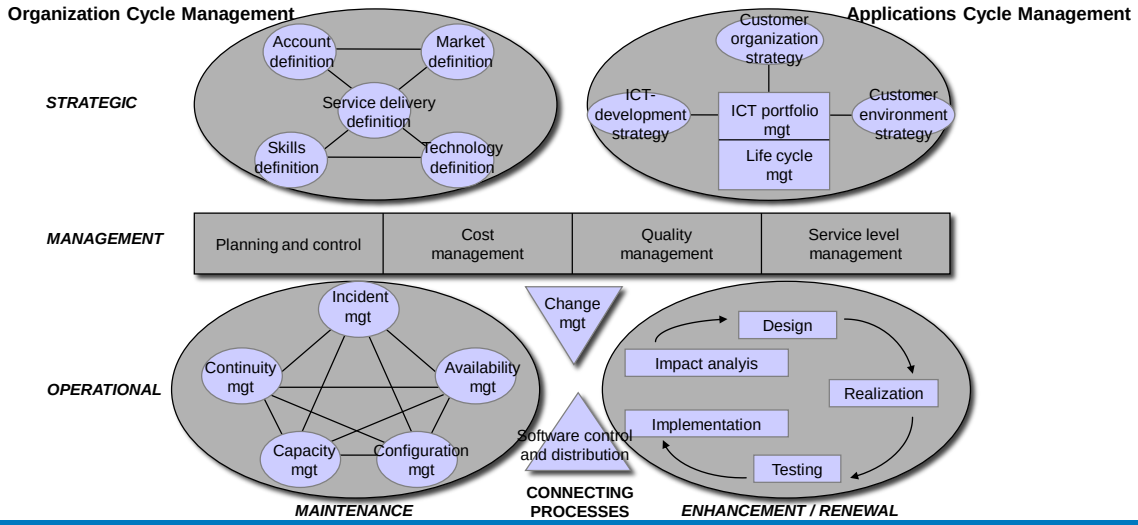
Application Services Library (ASL)



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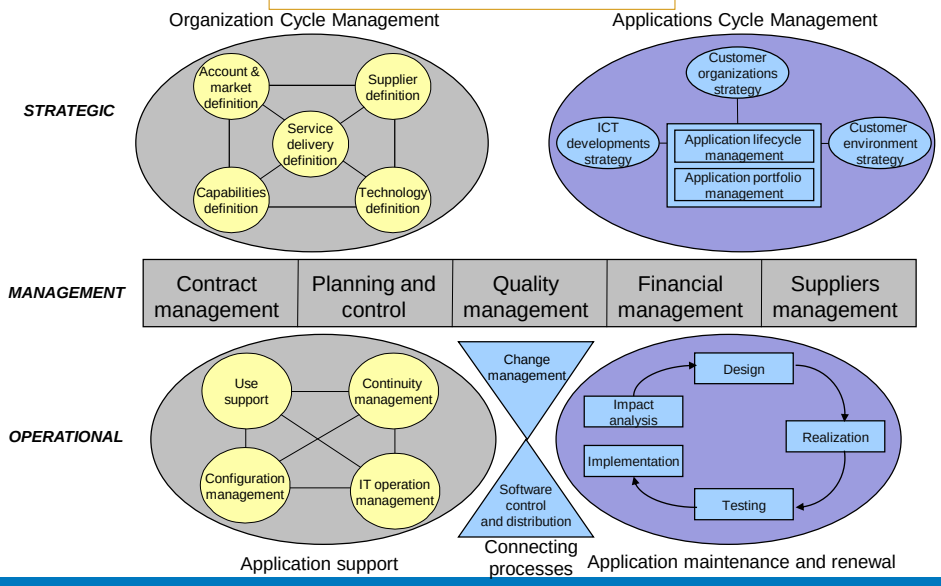
ASL 2



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Business information management

Responsible for governance and control over IT (information provision):

- support of daily use
- gather and prioritize demands
- decide on renewal

Not from an IT technical perspective, but from a business and usage point of view

Business data administration + information management

What is BIM?

The voice of the business

Responsible for

- Central control over information and IT (organization and content), now and in the future
- Commissioning of IT suppliers (‘Smart Buyer’)
- Continuous alignment of IT to actual business and user needs (‘Demand Management’)
- Adequate end user support
- IT - business alignment

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Agenda

- Business information management as an intermediary
- Reasons for interest in business information management
- Three IT service management domains
- ➢ Guiding principles of BiSL
- Relationships and cooperation

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Par. 2.3 The nature of business information management

Main tasks
Business information management

Demand
Needs
Organization
Business

What to do / what not to do
Ambition level
What / when

Supply
Solutions
- automated
- non-automated

Suppliers

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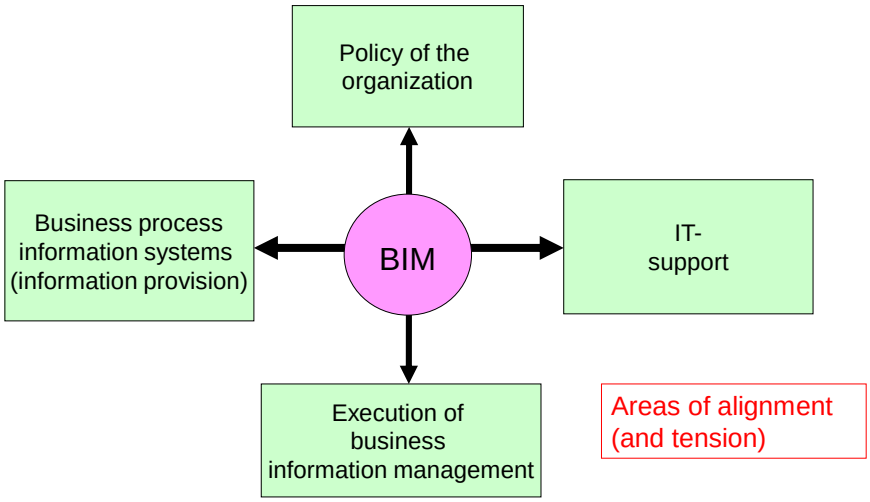
Par. 2.3 The areas of tension in business information management

Focus of BIM



BIM for each and every business process (if relevant…)

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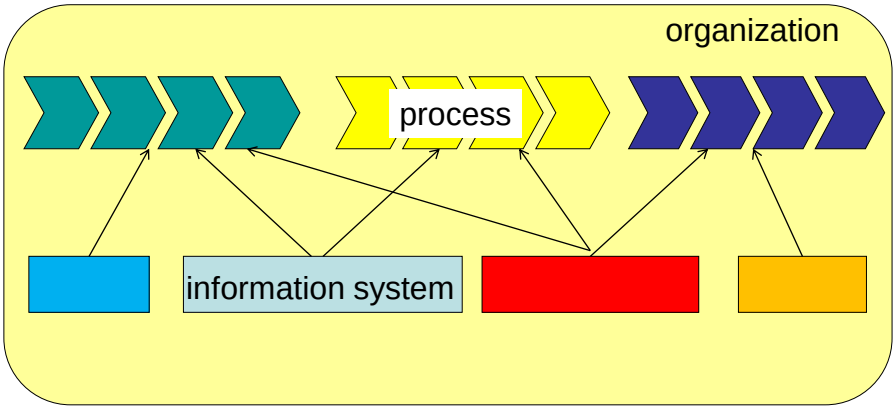
Par. 2.3 Three levels of information provision

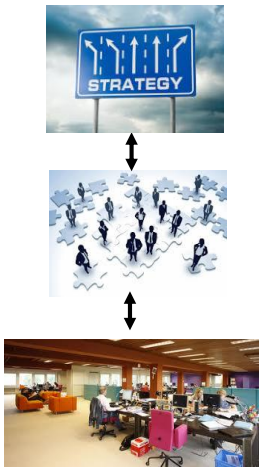
BIM at different levels

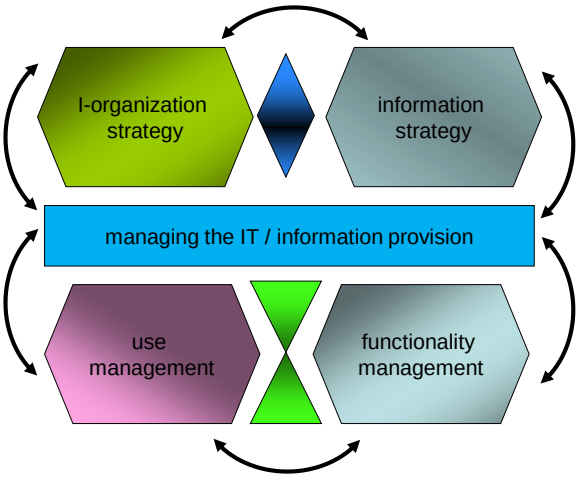


Information provision at different levels and therefore BIM at different levels!

Par. 1.1 A policy fitting in with practice
Par. 2.3 The levels of business information management

Coherence: operations and policy





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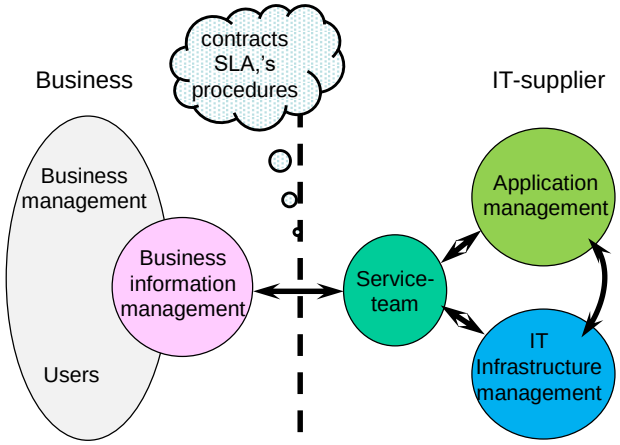
Par. 2.3 The levels of business information management
Par.1.1 Increasing complexity within organizations

Unambiguous ownership (process and system)

Par. 2.2

Unambiguous commissioning and point of contact



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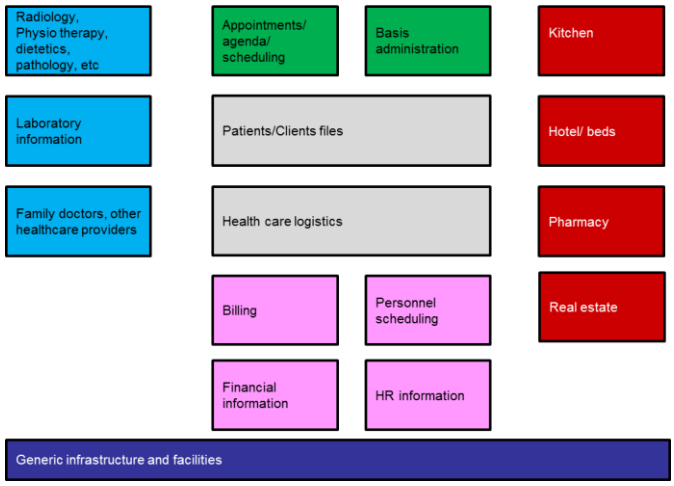
Par.1.1 Increasing complexity within organizations
Par. 11.3 BIM in complex organizations

One organization with multiple information domains: differentiating demands



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Par.,2.3
Par.11.1 Knowledge of the business domain is the guiding principle

BIM in the lead

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