

BiSL Foundation (2 Day)

Course Description:

With the complexity of today's business environment, demand for quick market response is more essential than ever before. Organizations cannot function with suboptimal IT support. IT can only act as an enabler for business strategies when there is a close fit. For an effective alignment of business processes with IT, business management has the final responsibility to establish a bridge and close any gaps. Business Information Services Library (BiSL) provides a public domain standard approach for bridging the business-IT gap. To be most effective in aligning business process with IT, business management must act on strategic, tactical and operational levels. The BiSL process model provides insight into all of the business information management processes within their field of operations and interdependencies with the various processes in business and IT (ITIL and ASL). BiSL offers a starting point for process improvement providing best practices and uniform terminology.

BiSL Public Domain Framework:

BiSL is a public domain framework for business information management that describes functional management and information management on both operational and strategic levels.

Each process is defined with its key inputs and outputs together with the specific objectives to be achieved and activities to be carried out.

Course and Learning Objectives:

- Recognize and understand the key concepts of BiSL (purpose, functional and historical background)
- Understand the meaning of information and organization strategy
- Understand the working (activities, input, output) of BiSL process clusters and its subsequent processes

Course Approach:

The two-day Foundation course covers the basics of BiSL, comprising basic theory, as well as hands-on exercises to apply the theory learned. The course concludes with an optional on-site BiSL foundation certification exam.

Target Audience:

The BiSL Foundation training is suitable for a broad audience:

Professionals with special interest in Business-IT alignment from a business perspective, IT Professionals, IT Support Staff, Application, Project and Business Managers, Business information administrators, information managers, team members and team managers bridging the business and the IT domain

Credits:

Project Management Institute – Professional Development Units (PDUs) = 14

Number of participants:

The maximum number of participants is 16.

Course Outline:

Students will receive a BiSL Foundation classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Day 1:

- Introduction
- IT domains
- BiSL framework
- Use management cluster
- Functionality management cluster (transition and change)

Day 2:

- Management processes cluster
- Strategic processes (information strategy and information coordination)
- Collaboration across the three IT domains
- Improving business information management processes with BiSL
- Preparation for exam
- Exam (optional)

By using BiSL, organizations get:

- High quality support for the business processes by information provision;
- High quality support to end users by the information provision;
- Management and control of IT suppliers;
- Good price-quality ratio of the information provision;
- The possibility of anticipating changes in the user organization, the business process and the environment of the organization.

BiSL is closely aligned and integrates well with the ITIL® framework. The key similarity is that both these frameworks are based on a business perspective of service management; BiSL from the point of view of the user organization, and ITIL® from the point of view of the IT service provider.

BiSL is aimed at individuals who have an operational, managerial or strategic role with regard to IT services, and who have responsibility for managing and sharing critical business information.