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Sign up

Training and preparation for BiSL® Foundation certification

ALL-IN-ONE: EXAMINATION INCLUDED IN PRICE

2 days (14 hours)

Presentation

Business Information Services Library, or BiSL®, provides a secure connection between information and communication technologies (ICT) and business processes. Our BiSL® Foundation training course will enable you to ensure an optimum connection and improve various processes.

During this course, we'll teach you how to master BiSL's key features, including demand and requirements management, strategic IT planning and application lifecycle management. We'll see how BiSL helps to align IT objectives with those of your business.

We will also explore advanced concepts such as cost-benefit management, information quality and data governance. This technology teaches how to integrate best practices to improve decision-making and overall organizational performance through optimal information management.

With this BiSL® Foundation course, you'll acquire key skills in IT service management, strategic planning and data governance.

With an understanding of the theory of constraints and Conway's Law, you'll strengthen the management of your development teams.

Objectives

- Gain an overview of the BiSL® framework and internal process coherence

- Recognizing the growing importance of functional management
- Cultivating enthusiasm for this approach
- Preparing for the official exam

Target audience

- Product Owner
- Product Manager
- Information management
- System administrators

Prerequisites

Good experience in an application management environment is recommended.

Note: Ambient IT is not the owner of BiSL® Foundation, this certification belongs to APMG.

OUR BiSL® Foundation TRAINING PROGRAM

Introduction to BiSL®

- Introduction to the BiSL® framework: objectives, structure and fundamental principles
- The importance of BiSL® in information services management
- BiSL® history and development

The role of functional management and information management

- Definition of functional management and information management
- Differences and complementarities between these two types of management
- Importance of these roles in aligning business needs and IT services

User and feature management

- User management: support, training and incident management
- Functionality management: managing requests, modifications and configurations
- Objectives and expected results of these processes

Control processes

- Defining, monitoring and improving services

- SLA negotiation, monitoring and reporting
- Budgeting, cost monitoring and expense optimization
- Supplier selection, contract management and performance evaluation

Guiding processes and defining strategies for organization and information

- Aligning IT strategy with business strategy
- Identifying and prioritizing information needs
- Resource planning and workload management

Linking processes

- Managing interfaces between BiSL® processes
- Coordination with other management frameworks (ITIL, COBIT)
- Ensure consistency and efficiency of information management processes

Relationships with other forms of management

- BiSL® integration with other management frameworks (ITIL, COBIT, TOGAF)
- Comparing the approaches and objectives of these different frameworks
- Benefits of combining BiSL® with other management methods

Companies concerned

This training course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical course: 60% Practical, 40% Theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Sanction

A certificate will be issued to each trainee who completes the course.