

Overview
training courses,
workshops
and
business simulations
for
Business Information management
and
Application management



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1. Our organization

1.1 The Lifecycle Company

The Lifecycle Company was founded by Remko van der Pols and René Sieders. Remko was the spiritual father of ASL® and BiSL®, the recognized public domain standards of application management and business information management. In the Netherlands, but increasingly also elsewhere, these frameworks are used widely, in large and small organizations, within the Government and in profit organizations.

The Lifecycle Company consists of a collective of like-minded and highly experienced consultants who all have been and still are involved in the development of these process models.

We focus on implementation and professionalization of business information management and corporate governance of IT. We work for different markets: together with the client and employees at operational level and together with the client, process owners, MT and Board of Directors on tactical and strategic level.

Our consultants assist many different organizations and experience every day how the business works and where problems arise. Education, training, mentoring, coaching, etc. typically make part of such projects. Clients are often boards of Directors, IT managers, managers Business Information management and CIO's.

By working together in a collective, we can guarantee continuity and quality in our services. The Lifecycle Company is accredited by APMG as a training organization (ATO) and our consultants are accredited trainers. We are a strategic knowledge partner of the ASL BiSL Foundation.

1.2 Our trainers

Our trainers are accredited trainer in the area of ASL en BiSL. They have developed and organized various courses and workshop, as well open enrolment as in company, for various organizations in different markets.

René Sieders

René Sieders is director-owner of The Lifecycle Company

René started in IT in 1988. Since 2000 he has been a consultant with the focus areas: process development and improvement of application management and business information management / information management. His motto is "feet in on the ground", because as a consultant you must be able to implement your own advices and make them reality.

René has huge experience in process implementation, drafting and providing templates, quality reviews, drafting and providing training programs etc. He is available as interim manager.

In recent years, René has assisted GUO, ING Securities Services, Ernst & Young, Dutch Department of Defense, Dutch Department of Finance, Saxion University Dutch National Police and others. In addition, he has had many short-term assignments with various organizations of the (semi-) government, in industry and in particular in the health care sector.

René is a member of the NEN Standards Committee for application management, EXIN Professional Group, the Working Group on the certification and the Architectural Board of the ASL BiSL Foundation and finally of ISO JTC1/SC7, working group 7. René is accredited trainer in the area of ASL and BiSL.

René has written many articles and some books, all related to ASL and BiSL.



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Frank van Outvorst

Frank is active in two areas. On the one hand supporting the implementation and professionalization of Business Information Management, in which Frank has practical experience in implementation of operational business information management. On the other hand, he is active in solving information management related issues. Recent assignments have been carried out at the Dutch Tax Office, ProRail, Dutch National Police, Rijnstate Hospital, Windesheim University, Dunea and Elisabeth Hospital.

Frank regularly publishes articles on IT governance and is a co-author of the BiSL-framework book. He is closely involved in the promotion and further development of the BiSL library. Further, he is a regular tutor and guest tutor at the Masters Degree program of the University of Applied Sciences Utrecht.

Yvette Backer

Yvette is started in IT in 1981 and since then built up extensive experience in software development, application management and business information management. Since 2005 she is engaged in advising organizations in the area of furnishing and professionalization of business information management and application management.

She is frequently involved in the further development and promotion of ASL and BiSL and has, in addition to various articles and white papers, written the pocket guides, together with Remko van der Pols.

She is a member of the ISO working group where ISO/IEC 38500 (Governance of IT) is maintained, President of a NEN Standards Committee (Software and systems engineering) and deputy chief examiner ASL/BiSL at APMG.

To Yvette quality is important but, as she herself has experienced as an end-user, experience, ease of use and the right connection of processes and procedures to everyday work determines the success.

Lex Scholten

Lex studied physics. In 1988 he got his PhD degree on the subject of elementary particle physics, the branch of physics that deals with matter and forces on the smallest scale.

After this period of scientific work, he became fascinated by the emerging industry of professional software development. He has worked on the development of scientific software for a number of years and moved constantly at the interface between business and IT, between users and IT professionals. Gradually his focus shifted to guiding organizations at improving their business processes, particularly using automated support.

From 2005 on, he is focused on IT governance and IT service management frameworks ASL and BiSL. Lex is involved in the developments of these frameworks, and also provides training programs and workshops in this area.

Lex is convinced communication is essential: on the one hand between those involved in the primary business and the application management processes, on the other hand between the operational and tactical and strategic echelons in the organization. This communication doesn't always go without saying. The mutual understanding of the business interests and the opportunities that IT offers, is a critical success factor to ensure effective communication.

1.3 Our approach

Our training courses distinguish themselves by an approach that appreciates both your current and your desired target situation. The desired situation asks for information that allows your organization to move along flexible with market developments and the transparency to meet national and international regulations. A (new) information system operates in an existing organization and in an existing IT landscape, in which



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interaction is important and information is exchanged with internal and external parties. We realize this like no other, thanks to years of experience in information-intensive customer environments.

Not the quick wins, but continuity and flexibility of the organization, its employees and its information provisioning in the longer term determine our priorities.

Not our consultants are important but your employees, who, after the training program, should be able to apply what they have learned.

We provide high quality practice oriented training courses and consultancy services aimed at improving the employees, the organization information systems and the organizations itself.

1.4 Contact

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2. Overview

2.1 Training program Business Information Management and BiSL

2.1.1 Base Courses

BiSL Foundation Training

This course prepares you for the APMG exam "BiSL Foundation".

In the training, the basic topics of business information management and the BiSL framework are treated.

Duration: 2 days

Workshop Management Overview Business Information Management & BiSL

This training gives business managers, business information managers and IT-managers insight in the importance and content of the area of business information management, as well as in the possibilities to make use of BiSL as a framework for business information management.

Duration: 0.5 - 1 day

Workshop Business Information Management Awareness

This customized workshop focuses on the how, the why and the importance of business information management. The program depends on the needs and particular situation and questions of the client. Different standard presentations, assignments or exercises and customization can be concatenated to a workshop of one hour to one or more days. Important is the interaction in the group and the internal and external focus: what are we doing, where do we go to, where do we want to go to ...

Duration: this workshop lasts, depending on the purpose and the needs one hour to multiple days.

2.1.2 Practitioner Courses Business Information Management

Practitioner Course Specification of Business Requirements

This training provides a practical elaboration of the BiSL process Specify information requirements.

The goal and positioning of drawing up specifications, important considerations and methods to be used to come to requirements for a new or to be adjusted information system are discussed.

Duration: 2 days

Practitioner Course Review and Testing

This training provides a practical elaboration the BiSL-process Review and Testing.

The subject is testing and reviewing as a tool for operational business information management, the process, the positioning of testing and reviewing, the role of business information management and possible test strategies, in order to be able to give an educated advice for acceptance of new functionality and transition to use and exploitation, based upon on risk analysis and test results.

Duration: 2 days

Practitioner Course End User Support

This training provides a practical elaboration of the BiSL process End User support.

Subjects are the purpose of the process, conditions and practical tools and options for the implementation or improvement of this process.

Duration: 2 days

Practitioner Course Operational Supplier Management

This training provides a practical elaboration of the BiSL process Operational Supplier Management.

Subjects are purpose of the process, conditions and practical tools and options for the daily cooperation



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between business information management and IT service suppliers.

Duration: 1 day

Practitioner Course Data Management

This training provides a practical elaboration of the BiSL process Data Management.

Subjects are purpose of the process, the importance of data quality and tools to determine and monitor data quality.

Duration: 1-2 days, depending on the modules selected.

Practitioner Course Change Management

This training provides a practical elaboration of the BiSL process Change Management.

Subjects are purpose of the process and useful hands-on approaches to come to prioritization and decisions on proposed amendments.

Duration: 2 days

Practitioner Course Contract management for business information management

This training provides a practical elaboration of the BiSL process Contract management.

Subjects are purpose of the process, the role of this process in the cooperation between the business organization and the IT services provider, the kind of arrangements that can be made, the processes within the organization to identify the most important necessary requirements and how to monitor agreements.

Duration: 2 days

2.1.3 Self-assessment Workshops

Workshop BiSL Self-assessment

In the BiSL self-assessment workshop managers, team-leads and operational business information managers (like testers, business information administrators, key users) jointly explore how well each business information management process is operated, the strengths and weaknesses are determined and the desired and necessary improvements. The self-assessment is based on the BiSL framework and the BiSL self-assessment workbook.

Duration: this workshop can be run in two parts: the operational and management processes (one full day) and the strategic processes (half a day).

Short-track BiSL Self-assessment

In a short session we let you, based on the BiSL-framework, give a quick assessment of a) the importance of the BiSL processes for (a specific part of) your organization and b) the quality of the process operation. On the basis of this high-over picture, together with you we explore what your next steps might be for the professionalization of your business information management organization.

Duration: 1 to 2 hours. We can include this short self-assessment as an additional element in any training or awareness program.

2.1.4 Business simulation games

Game "Who runs the kitchen?"

A business simulation game where participants become aware of the need for cooperation and the importance of business information management. The setting of this business simulation game is based on a situation that



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almost everyone has experienced: the process of selecting and buying a kitchen,
Duration: half-day to one day

Demand IT-game

The Demand IT-game is a product of Simagine business simulations, The Lifecycle Company is delivering this business simulation game as a license holder.

In this game, the emphasis is on communication and collaboration, the alignment of short and long term goals for IT and the differences between role content and role performance in the world of IT and the world of business. This is against the background of the total BiSL framework.

Duration: half-day to a day.

2.2 Training program Application Management and ASL

2.2.1 Base courses

ASL®2 Foundation training

This course prepares you for the APMG exam "ASL2 Foundation".

In the training, the basic topics of application management and the ASL2 framework are treated.

Duration: 2 days

Workshop Management Overview Application Management & ASL2

This training gives business managers, business information managers, IT-managers and business information managers insight in the importance and content of the area of application management, as well as in the possibilities of ASL2 as a framework for application management.

Duration: 0.5 - 1 day

Workshop Application Management Awareness

This customized workshop focuses on the how, why and importance of application management. The program depends on the needs and particular situation and questions of the client. Different standard presentations, exercises and customization can be concatenated to a workshop of one hour to one or more days. Important is the interaction in the Group and internal and external focus: what are we doing, where do we go to, where do I want to go to ...

Duration: this workshop lasts, depending on the purpose and the needs one hour to multiple days.

2.2.2 Practitioner Courses Application Management

Practitioner Workshop ASL process implementation or AM process improvement

Depending on demand and required depth we can supply a practitioner workshop for any ASL process. Examples: Configuration Management and Software Control and Distribution, Contract and Service level management, Change management and AM Maintenance and Renewal processes or AM Management processes.

Duration: depending on the specific need and required program: half a day to multiple days.

Workshop Application Organization Cycle Management

In this workshop, after a short introduction about purpose and scope, and based on assignments, a joint business plan is created for the application management organization. Strengths, weaknesses, opportunities and threats in the area of skills (experience and training), market and account, IT developments and suppliers are addressed, and then mission, vision, strategy and goals. With our approach it is possible to get a to-the-



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point business plan within hours.

Duration: one day

2.2.3 Self-assessment Workshops

Workshop ASL2 Self-assessment

In the workshop ASL self-assessment managers, team-leads and operational application managers jointly explore how well each application management process is operated, the strengths and weaknesses are determined and the desired and necessary improvements. The self-assessment is based on the ASL2-model and the self-assessment workbook.

Duration: this workshop can be run in two parts: the operational and management processes (one full day) and the strategic processes (half a day).

Short-track ASL2 Self-assessment

In a short session we let you, based on the ASL2-framework, give a quick assessment of a) the importance of the ASL processes for (a specific part of) your organization and b) the quality of the process operation. On the basis of this high-over picture, together with you we explore what your next steps might be for the professionalization of your application management organization.

Duration: 1 to 2 hours. We can include this short self-assessment as an additional element in any training or awareness program.

2.3 Other courses and workshops

2.3.1 Workshop ISO/IEC 38500 Corporate governance of IT

This workshop starts with explaining purpose and content of the ISO/IEC standard 38500 Corporate governance of IT. Based on this we show how to apply this international standard in daily practice.

Duration: 1 day

2.3.2 Workshop overview ASL-BiSL, ITIL

This course gives an overview of the IT service management frameworks. Addressed is how the different IT domains relate, how the process frameworks relate and how the processes connect..

Duration: 1 day



3. Training program Business information management

3.1 BiSL Foundation training

Problem

You want your employees working in the area of business information management to have a solid theoretical background of BiSL-framework for business information management and you want your employees certified in this area.

Target audience

Everyone who is active in the area of business information management and wants to understand the BiSL framework and learn the principles of BiSL.

Content

The training addresses the principles of BiSL and the processes defined within the framework. Starting with an explanation of the entire framework the training will zoom in on the operational processes, management processes and strategy processes.

Purpose

This training prepares the student for the APMG-examination "BiSL Foundation". In the training, the basic subjects and principles of BiSL are addressed.

Measurable training results

Successful passing the APMG exam.

Duration

2 days.

Number of participants

At least 4 and up to 12.



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3.2 Workshop management overview business information management & BiSL

Problem

In your organization it's the perception that there is not enough grip on IT. The costs for IT are insufficient under control and the added value of IT stays is not meeting expectations. There is a need for a clear and structured governance of information systems.

Target audience

Business managers, IT managers, business information managers and IT professionals who want something more to know about business information management and BiSL or are looking for tools to further implement business information management.

Content

In this workshop focus is on the basics of business information management and BiSL. On the basis of presentations and exercises, the IT management domain business information management is explored, also briefly looking at the other IT management domains: IT infrastructure management and application management and the demarcation of activities and cooperation between the three domains. Then the why and the contents of the BiSL-model are treated high-level or more detailed, depending on client wishes. The workshop starts from the theory, but depending on the needs and possibilities, then zooms to specific customer issues.

Purpose

Gain insight in the area of responsibilities and the contribution of business information management. Determine the applicability of BiSL within the organization look for implementation strategies to improve business information management.

Measurable training results

A clearly improved view on the area of business information management and a plan or clear idea for further professionalization of corporate governance of information and IT.

Duration

This workshop lasts from a half to an entire day, depending on the client wishes and issues to be addressed..

Number of participants

To be determined



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3.3 Awareness workshop business information management

Problem

Within your organization a responsibility for business information management starts to appear, but its importance and contribution are not widely recognized yet. This leads to fragmentation, ad hoc approach and little structure. This in its turn results in an ad hoc approach and low appreciation. You've got the feeling that the added value is not recognized and that stops with "your wish is my command" or "Problem? System!".

Target audience

Personnel responsible for the provision of information within your organization

Content

In this custom made workshop the focus is on the how, the why and the importance of business information management. The program depends on the needs, particular situation and questions of the client. Different standard presentations, exercises and customization can be concatenated to a workshop of one hour to one or more days. Important is the interaction in the group and internal and external focus: what am I doing, where do I go to, where I want to go, how far should I go. ... BiSL, the framework for business information management, forms the theoretical reference model.

Purpose

The purpose and focus of this workshop are depending on client wishes: working from theory to practice or vice versa, zooming in on a specific topic or more open etc.

Measurable training results

Management commitment for implementing or improving business information management.

Duration

This workshop lasts, depending on the purpose and the needs, one hour to several days

Number of participants

To be determined.



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3.4 BiSL Practitioner course Specification of Business Requirements

Problem

Still too often new information system lead to disappointment. After putten the new information system to use it is found that the purchase of a package or the commissioning of a changed or new information system not quite turns out as intended, because the necessary functionality and/or function ultimately is not realized.

Target audience

Operational business information managers and key users that are (should be) involved in specifying the requirements needed to purchase, to develop or change information systems.

Content

This training provides a practical elaboration of the BiSL process Specification of Business and Information Requirements. The goal and positioning of drawing up specifications, important considerations and methods to be used to come to (a program of) requirements for a new or changed information system.

Day 1: Introduction

- process of system development and specify.
- Requirements: quality (non functional) requirements and functional requirements.

Day 2: Analysis

- Analysis of data
- Analysis of events.
- Analysis of processes.
- The three analysis focus areas come together in a final case study.
- Action plan for your own situation.

Well-known, effective modeling techniques are used as tools in this course.

Purpose

Improvement of the requirements for a new or to be changed information system (custom software, standard software, or even Software as a Service from the Cloud) by way of better capabilities for analysis and defining and articulating requirements.

Measurable training results

Better control of IT suppliers for construction, better package selections and better choices of cloud solutions release in decrease of repair actions.

Duration

2 days

Number of participants

At least 4 and up to 10.



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3.5 BiSL Practitioner Course Review and Testing

Problem

In every project, every time, reviewing testing seems to be the underdog. Often there is too little attention and too little time for testing. Therefore it remains difficult to be able to indicate the risks involved in the implementation of new functionality.

Target audience

Business information managers or key users who play a role in and/or are responsible for the acceptance of new IT services or applications.

Content

This training provides a practical elaboration of the BiSL process review and testing. We explore the area of reviewing and testing as a tool for business information management, the process, the positioning of reviewing and testing, the role of business information management and review and test methods. With this knowledge the business information manager can, based on risk analysis and test results, form an educated opinion and give advice to implement or not implement the new or changed information system.

Topics day 1:

- Introduction Review and Testing.
- The sub process Review, including different review techniques.
- The sub process Testing, including a structured test approach, test strategy, test types and quality requirements.

Topics day 2

- various testing techniques (including treatment of cases), such as TMap next, Risk Based Testing, plus other techniques UAT, PAT, FAT.
- The treated substance is rounded off with a case in which the choices for addressing certain test.
- Action plan for your own situation.

Purpose

Students know the most relevant aspects of testing, such as risk factors, decisions to be made, approaches and techniques.

Measurable training results

The students can make a better estimate of the risks involved in implementing an information system, so problems after implementation and related (recovery) activities reduce. The students can draw up a better test plan.

Duration

2 days

Number of participants

At least 4 and up to 10.



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3.6 BiSL Practitioner End User Support

Problem

You acknowledge that user support is a crucial activity for your business information managers and you also acknowledge that your employees in this area could use some more structure and practical tools.

Target audience

Employees and team leads business information management.

Content

This training provides a practical elaboration of the BiSL process User Support. Topics addressed: purpose, conditions and practical tools for the implementation of this process.

Topics day 1:

- Introduction user support
- Theory and case study around call handling
- Case: users contacts.

Topics day 2:

- Theory and case proactive communication.
- Case: user consultation.
- Relationships with other IT management parties.
- Action plan for your own situation.

The subject user support is ideal for a lot of practice using case study situations.

Purpose

Discover practical tools to improve both reactive handling of user questions and incidents as the proactive user contacts.

Measurable training results

Increase in satisfaction of the user organization by improved professional attitude and improved services.

Duration

2 days

Number of participants

At least 4 and up to 10.



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3.7 BiSL Practitioner Course Operational Supplier Management

Problem

IT service suppliers define - from their own professionalization projects (for example on the basis of ITIL) - demands concerning the input from and cooperation with the customer. As a customer you understand that you should also define certain requirements concerning the daily, operational customer – supplier cooperation.

Target audience

Business information managers and their team leads concerned with the day-to-day operational control of de IT-suppliers.

Content

This training provides a practical elaboration of the BiSL process Operational Supplier management. Topics addressed: purpose, conditions and practical tools for the implementation of this process. These practical tools relate to mutual exchange of information, giving assignments and signaling and monitoring of the delivered IT services. Also the relationships with other BiSL processes are addressed, in particular Contract management.

Purpose

Improvement of the day-to-day cooperation between business information management and the IT services supplier.

Measurable training results

The student is capable of implementing a constructively operational cooperation with an IT supplier implement, resulting in a higher maturity of cooperation.

Duration

1 day

Number of participants

At least 4 and up to 10.



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3.8 BiSL Practitioner Business Data management

Problem

Although in general the need for good data quality and use of data within the organization is recognized, it remains difficult to define data quality and to translate this into concrete measures

Target audience

Operational business information managers who play a role in defining and monitoring of the desired data quality.

Content

This training provides a practical elaboration of the BiSL process Business data management. The purpose of this process, the importance of quality of information and tools to determine and monitor data quality. The training consists of a base module of 1 day. Depending on the requirements and challenges in your organization possible extensions exist: 2 modules of half a day each.

The base module covers:

- introduction
- theory of the business data management process according to BiSL,
- a short self-assessment: what goes well and what could be better in our own organization
- the business information model, what is it, what can you do with it and how to design and build it
- drawing an action plan per student, team or class.

Additional modules:

- Basic activities of business data management: in this module we will cover the activities to be carried out related to system modifications and new releases and management of queries/reports, and parameters.
- Data quality: this module treats: what is data quality, who defines needed data quality, how do you determine the actual quality and how do you organize the quality assurance.

Purpose

Provide tools to elaborate the subject of data quality and translate it into quality and monitoring criteria.

Measurable training results

The student has view on the importance of data quality and the associated risks and opportunities. From this professional setup the student is able to act and thus signal and give advisory support to the business in order to reduce risks and utilize opportunities.

Duration

2 days

Number of participants

At least 4 and up to 10.

3.9 BiSL Practitioner Change Management

Problem

It seems as if the current of change requests just gets bigger, making it increasingly difficult to keep overview on all proposed and optionally changes to be implemented. The quality and speed of decision-making on the proposed changes falls back. Stakeholders complain that it looks like their requests disappear in a black hole.



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Target audience

Business information management personnel that play a role in identifying, analyzing, prioritizing and decide on proposed change requests.

Content

This training provides a practical elaboration of the BiSL process change management. Topics: the goal of this process and useful approaches to arrive at decisions on prioritization of change requests.

Topics day 1:

- Introduction to the change management process.
- Identification and validation of change requests.
- Formal aspects of change management (such as administration, policy, powers, formal process).

Topics day 2:

- Analysis and budgeting of change requests.
- Evaluate and decide.
- Practical tools to implement change management (such as using business cases, making changerequests comparable).
- Action plan for your own situation.

Purpose

Improving the grip on changes by structuring in the process and providing tools to achieve comparability and structured decision-making.

Measurable training results

The students are able to perform change management in a professional manner and thus the quality of decision-making on proposed changes to the information provision improves in speed and quality.

Duration

2 days.

Number of participants

At least 4 and up to 12.



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3.10 BiSL Practitioner Contract management

Problem

On the customer side it is recognized that not all agreements made with IT services suppliers are equally useful nor are they a good translation of what the business really needs to IT services. One also notes that making good agreements is important, but after that there should also be attention for monitoring and keeping the appointments up to date.

Target audience

Employees working in the field of business information management that are either involved in the drafting of agreements/contracts with the IT supplier, either (should) have a role in defining input for the agreements.

Content

This training provides a practical elaboration of the BiSL process Contract management. In two days, attention is given to the cooperation between the business organization and the IT services provider. Discussed is what kind of agreements can be made, tools to identify the most important necessary appointments for the business and how to monitor agreements.

Topics day 1:

- Introduction Contract management
- Types of contract and SLAs
- Preparation of SLAs and contracts

Topics day 2:

- Managing agreements
- Contract management as control instrument
- Action plan for your own situation.

Case studies are used to further explore the area and make it your own.

Purpose

To be able to handle contracts and contract management in order to shape the cooperation with the IT supplier in such a way that the right services are supplied.

Measurable training results

From the professional approach of the participants, preparation and managing contracts with the IT supplier reaches a higher maturity.

Duration

2 days.

Number of participants

At least 4 and up to 8.



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3.11 Workshop BiSL Self-assessment

Problem

As manager business information management or as a CIO you are experiencing problems and you don't know what the cause is or where to start solving it. Or you want to just have a picture of "Where do we stand and how we actually do".

Target audience

CIO and business information managers with knowledge of BiSL.

Content

In the BiSL self-assessment the managerial and/or operational business information managers together with the management explore and define how well each business information management processes is implemented and the strengths and weaknesses are determined, as well as the desired and necessary improvements. The self-assessment is based on the BiSL-model and is run against a list of demands on various maturity levels.

Target

This assessment has added value for a fairly experienced organization with knowledge of BiSL when:

- One wants to implement BiSL
- There is a need for improvement of the processes of business information management;
- There is a need to quickly understand how the internal processes and the exchange on the interfaces are done;
- There is a need for awareness and support for improvements.

Measurable results

At the end of this workshop you will have a clear picture: where are we, where do we want to be and how do we get there. You have an overview of the strong, weak point and areas of improvement with regard to the business information management processes and a prioritized to-do list to achieve improvements.

Duration

This workshop can be run in two parts: the operational and management processes (one full day) and the strategic processes (half a day).

Number of participants

At least 5 and up to 12.



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3.12 Workshop short-track BiSL Self-assessment

Problem

As manager business information management or as a CIO you are experiencing problems and you don't know what the cause is or where to start solving it. Or you want to just have a picture of "Where do we stand and how we actually do".

Target audience

CIO and business information managers with knowledge of BiSL.

Content

In the short-track BiSL self-assessment your own team, fast and light footed, inventories how important the different business information management processes are for your organization and how well they are done. On the basis of the BiSL-model a quick-scan is done.

Target

This assessment has added value for operational business information managers with an overall knowledge of BiSL when:

- One wants to implement BiSL
- There is a need to quickly understand how the internal processes are done;
- There is a need for awareness and support for improvements.

Measurable results

At the end of this workshop you have an overall view: what's important, what is our self-image and where would we need to focus on in terms of improvement actions.

Duration

This workshop takes one to several hours. Typically, this workshop can be included in a more extensive program or be the closure of the foundation workshops.

Number of participants

1 to 30



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3.13 Demand management business simulation game "Who runs the kitchen?"

Problem

You are having problems using and implementing the information provision. The functionality does not meet your needs, your supplier does not seem to cooperate and no one in your organization is able or willing to take the responsibility. You don't know what the cause is or where to start solving it.

Target audience

Business management and operational and managing business information management.

Content

In this game participants experience the importance of a structured approach to business information management in specific roles. Part of this is the structuring of the information management processes and the different roles and interests that come together. The experiences in this game are linked to the best practice framework for business information management: BiSL (Business Information Services Library).

Target

The dynamics of a changing environment continuously presents new demands on the provision of information in organizations. Therefore, to control this important: an important role for business information management. This means accountability for demand management by the business.

The game "who's runs the kitchen?" gives management and employees insight in the importance of a structured approach to business information management.

Results

The game is developed for organizations that quickly and at low cost want to give their employees insight in the importance of structured approach to business information management. The game provides a quick and pleasant way for a piece of reflection and knowledge improvement and has a positive effect on the participants.

Duur

The game is played in up to three rounds. The duration is a half day to a day.

Number of participants

6 to 12



4. Training program application management

4.1 ASL2 Foundation training

Problem

You want to provide a theoretical framework have your employees in the area of application management and to have them certified in this area.

Target audience

Everyone who is active in or related to the area of application management and wants understand the ASL2 framework en learn the principles of ASL.

Content

The training addresses the principles of ASL2 and the defined process framework. The principles and the framework as a whole are discussed, the operational processes (the clusters of use management, functionalities management and connecting processes), management processes and strategy processes.

Purpose

This training prepares you for the APMG-examination "ASL2 Foundation". In the training, the basic subjects and principles of ASL are addressed.

Measurable training results

Successful passing the APMG exam.

Duration

The training lasts 2 days.

Number of participants

At least 6 and up to 12.



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4.2 Workshop Management overview Application management & ASL

Problem

In your organization it's the perception that there is not enough grip on IT. The costs for IT are insufficient under control and the added value of the IT stays behind the forecast. There is a need for a clear and structured governance on information provisioning.

Target audience

Application managers, application managers, IT professionals and Business information managers who want something more to know about the area of application management, which something (more) want to know about ASL and/or are looking for tools to further implement application management and renewal.

Content

In this workshop focus is on the basics of application management and ASL. On the basis of presentations and exercises, the management domain application management is explored, also briefly looking at the other management domains: IT infrastructure management and business information management and the division of activities and cooperation between the three domains. Then the why and the contents of the ASL-model are treated high-level or more detailed, depending on the desire and space. The workshop starts from the theory, but depending on the needs and possibilities, then zooms to specific customer situations.

Purpose

Gain insight in the area of responsibilities of application management and to determine the applicability of ASL and to handle the framework for implementation and improvement of business information management.

Measurable training results

A clearly improved view on the area of application management and a plan or clear idea for the filling in of the direction of the application management organization.

Duration

This workshop lasts from a half to a whole day, depending on the desire and the area of the client.

Number of participants

To be determined



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4.3 Awareness Workshop Applicatiemanagement

Problem

Within your organization management and maintenance activities related to software take place, but what that is and what its importance is not yet widely recognized. This leads to fragmentation, ad hoc approach and little structure. This leads to ad hoc approach, little structure and low appreciation. You've got the feeling that the added value is not recognized and that stops with "your wish is my command" or "Problem? System!".

Target audience

Personnel responsible for the maintenance and renewal of software within your organization

Content

In this custom made workshop the focus is on the how, why and importance of application management. The program depends on the needs, particular situation and questions of the client. Different standard presentations, exercises and customization can be concatenated to a workshop of one hour to one or more days. Important is the interaction in the group and look outwards and inwards: what am I doing, where do I go to, where I want to go, how far should I go. ... ASL, the framework for business information management, forms the theoretical reference model.

Purpose

The purpose and focus of this workshop are depending on the desires of the client: working from theory to practice or vice versa, zooming in on a specific topic or more open etc.

Measurable training results

Management commitment for implementing or improving business information management.

Duration

This workshop lasts, depending on the purpose and the needs, one hour to several days

Number of participants

To be determined.



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4.4 Workshop Application Organization Cycle Management

Problem

You are responsible for the management and maintenance of one or more applications but don't really know where you want to go with your team or organization. You need focus and would like to have a business plan, but do not know exactly how to make that.

Target audience

Manager application management, team leader en experienced personnel.

Content

In this workshop is, after a short introduction on purpose and scope, on the basis of assignments a business plan for the joint application management organization is created. Strengths, weaknesses, opportunities and threats in the field of skills (experience and skills), the market, the account are defined, and then the technique to define mission, vision, strategy and goals. With our approach is it possible to get a to-the-point business plan in one day .

Purpose

Draw up a business plan jointly with your application management team

Purpose

Business plan application management

Duration

1 day

Number of participants

4 to 12



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4.5 Workshop ASL Self-assessment

Problem

As manager application management or as a CIO or CTO you are experiencing problems and you don't know what the cause is or where to start solving it. Or you want to just have a picture of "Where do we stand and how we actually do".

Target audience

CIO/CTO and application managers with knowledge of ASL.

Content

In the ASL self-assessment the managerial and/or operational application managers together with the management explore and define how well each application management processes is implemented and the strengths and weaknesses are determined, as well as the desired and necessary improvements. The self-assessment is based on the ASL-model and is run against a list of demands on various maturity levels.

Purpose

This assessment has added value for a fairly experienced organization with knowledge of ASL when:

- One wants to implement ASL
- There is a need for improvement of the processes of application management;
- There is a need to quickly understand how the internal processes and the exchange on the interfaces are done;
- There is a need for awareness and support for improvements.

Measurable results

At the end of this workshop you will have a clear picture: where are we, where do we want to be and how do we get there. You have an overview of the strong, weak point and areas of improvement with regard to the application management processes and a prioritized to-do list to achieve improvements.

Duration

This workshop can be run in two parts: the operational and management processes (one full day) and the strategic processes (half a day).

Number of participants

At least 5 and up to 12.



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4.6 Workshop short-track ASL Self-assessment

Problem

As manager application management or as a CIO you are experiencing problems and you don't know what the cause is or where to start solving it. Or you want to just have a picture of "Where do we stand and how we actually do".

Target audience

CIO/CTO and application managers with knowledge of ASL.

Content

In the short-track ASL self-assessment your own team, fast and light footed, inventories how important the different application management processes are for your organization and how well they are done. On the basis of the ASL-model a quick-scan is done.

Purpose

This assessment has added value for operational application managers with an overall knowledge of ASL when:

- One wants to implement ASL
- There is a need to quickly understand how the internal processes are done;
- There is a need for awareness and support for improvements.

Measurable results

At the end of this workshop you have an overall view: what's important, what is our self-image and where would we need to focus on in terms of improvement actions.

Duration

This workshop takes one to several hours. Typically, this workshop can be included in a more extensive program or be the closure of the foundation workshops.

Number of participants

1 to 30



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4.7 Practitioner Workshop ASL process implementation or AM process improvement

Problem

With your application managers you want to improve one or more processes.

Target audience

Operational application managers and their managers.

Content

Depending on demand and required depth we can supply a practitioner workshop for any ASL process. Examples: Configuration Management and Software Control and Distribution, Contract and Service level management, Change management and AM Maintenance and Renewal processes or AM Management processes.

Main pillars: working from the theory, peppered with practical examples and case studies and self-efficacy. The workshop is completed with a plan of action for the application in your own organization.

Purpose

Concrete tools to implement or improve one or more ASL processes.

Measurable results

The participants have insight into the relevant aspects of the ASL processes and experience to implement this in their one work situation.

Duration

Depending on the specific need and required program: half a day to multiple days.

Number of participants

To be determined



5. Other courses and workshops

5.1 Workshop ISO/IEC 38500 Corporate Governance of IT

Problem

Directors and top management experience IT as a topic that is important, but not to be controlled directly by themselves. They have the opinion that the company's policy is to prepare input for IT policy and thus the IT control is sufficiently secured.

Target audience

Information managers and consultants that on the one hand think the distance between organizational governance on the provision of information is too big and on the other hand want to involve their directors and senior management more actively at the governance of the provision of information.

Content

This workshop covers the ISO/IEC standard 38500 Corporate governance of IT. The background of this international standard, the content of the standard and how to implement this standard in daily practice.

Purpose

Realizing awareness for governance on the provision of information from the business perspective and with involvement from directors and top business management.

Measurable results

A higher maturity of the organization on the strategic level within the overall governance on IT and the provision of information.

Duration

1 day

Number of participants

6 to 8.



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5.2 Workshop Overview BiSL-ASL-ITIL

Problem

Unfamiliarity with the different IT service management frameworks and the way in which these are interdependent.

Target audience

Personnel that are, from their role, interested to quickly acquire some insight in the ASL and BiSL, ITIL service management frameworks and those who work together with parties that use or work according to any of the listed standards.

Content

This course gives an overview of the IT service management frameworks. Addressed is how the different IT domains relate, how the process frameworks relate and how the processes connect.

Purpose

Gain high level insight in the different service management frameworks and understand what application of these frameworks means to for mutual cooperation.

Measurable results

The student has understanding of the issues that occur in different areas of IT management and business information management and is better able to implement the necessary cooperation between them, resulting higher rating by all parties involved.

Duration

1 day

Number of participants

4 - 12.