



Application Services Library 2 Foundation



Syllabus

April 2014

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1 Introduction

The Application Services Library (ASL[®]) provides guidance for the application management domain, which deals with actively economically sound operational management, maintenance, enhancement and renovation of applications. Application management is one of the IT management domains; application management organizations provide services to customer organizations or produce applications that are used by customers, either customized or off the shelf.

This syllabus is based on the book 'ASL[®]2 – A Framework for Application Management' issued in 2009 in Dutch (ISBN 9789087533120) and in 2012 in English (ISBN: 9789087533137) by Van Haren Publishing and the ASL BiSL Foundation. It reflects the Foundation level of examination.

The primary purpose of the syllabus is to provide a basis for accreditation of people involved with ASL. It documents the learning outcomes related to the use of ASL and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved at each qualification level.

The target audience for this document is:

- Exam Board
- Exam Panel
- APMG Assessment Team
- Accredited Training Organizations
- Examination Candidates

This syllabus informs the design of the exams and provides accredited training organizations with a more detailed breakdown of what the exams will assess. Details on the exam structure and content are documented in the ASL Foundation Design Document.

2 Foundation Qualification

2.1 Purpose of the Foundation Qualification

The purpose of the Foundation qualification is to confirm that a candidate has sufficient knowledge and understanding of the ASL guidance to work in application management, for instance in a role as an application manager. The Foundation qualification is also a pre-requisite for a future Practitioner qualification.

2.2 Target Audience

This qualification is aimed at people on the supply side of IT in an organization. Those people may have an operational, managing or strategic role with regard to IT services and the provision of information to the end user organization. This qualification is especially relevant to IT staff working in application management, including the following roles: application manager, software engineer, quality manager, application administrator, service manager, service level manager, information analyst, application designer, application architect and the business unit manager who is responsible for organizing application management.

2.3 High Level Performance Definition of a Successful Foundation Candidate

The candidate should know and understand the principles, structure and terminology within the ASL guidance. Specifically the candidate should understand:

- The background and positioning of and developments in application management and the ASL framework
- The statements, goals and topics of the ASL process clusters
- The goals and topics of the ASL process clusters and processes
- The activities and results of the ASL operational and management processes
- The interrelations between the ASL processes

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3 Practitioner Qualification

Not currently available.

4 Learning Outcomes Assessment Model

A classification widely used when designing assessments for certification and education is the Bloom's Taxonomy of Educational Objectives. This classifies learning objectives into six ascending learning levels, each defining a higher degree of competencies and skills. (Bloom et al, 1956, Taxonomy of Educational Objectives).

APMG have incorporated this into a Learning Outcomes Assessment Model which is used to provide a simple and systematic means for assessing and classifying the learning outcomes for APMG qualifications.

This structured approach helps to ensure:

- A clear delineation in learning level content between different qualification levels
- Learning outcomes are documented consistently across different areas of the guidance
- Exam questions and papers are consistent and are created to a similar level of difficulty.

The Foundation qualification examines learning outcomes at levels 1 (knowledge) and 2 (comprehension). The Practitioner qualification will test learning outcomes at levels 2 (comprehension), 3 (application) and 4 (analysis).

ASL Learning Outcomes Assessment Model				
	1. Knowledge	2. Comprehension	3. Application	4. Analysis
Generic Definition from APMG Learning Outcomes Assessment Model	Know key facts, terms and concepts from the manual/guidance	Understand key concepts from the manual/guidance	Be able to apply key concepts relating to the syllabus area for a given scenario	Be able to analyse and distinguish between appropriate and inappropriate use of the method/guidance for a given scenario situation
Qualification Learning Outcome Assessment Model	Know facts, including terms, structures and concepts from the guidance.	Understand the structures, processes, concepts, principles and themes from the guidance.		

5 Syllabus Areas

The syllabus is presented by syllabus areas. This is the unit of learning which may relate to a chapter from the manual/guidance or several concepts commonly grouped together in a training course module.

The following syllabus areas are identified.

Syllabus Area Code	Syllabus Area Title
AF	Application management and Framework
AS	Application Support
AR	Application maintenance and Renewal
CP	Connecting Processes
MP	Management Processes
SP	Strategic Processes

6 Syllabus Presentation

For each syllabus area learning outcomes for each learning level are identified. Each learning outcome is then supported by a description of the requirements that a candidate is expected to meet to demonstrate that the learning outcome has been achieved at the qualification level indicated. These are shown as syllabus topics.

All Foundation level requirements are assumed to have been met for Practitioner level and are not directly assessed again, although Foundation level knowledge and understanding will be used when demonstrating Practitioner application and analysis learning outcomes.

Each of the syllabus areas is presented in a similar format as follows:

Syllabus Area Code		Syllabus Area :	Foundation	Practitioner	Primary References
PG [2]		ASL Syllabus Area (XX) Theme [1]			
Level	Topic				
Know fact, terms and concepts relating to the syllabus area. [3]					
Specifically to recall:					
01 [4]	01 [5]	[6]	[7]		[8]
01	02				

Key to the Syllabus Area table

- | | | |
|---|--|---|
| 1 | Syllabus Area | Unit of learning, e.g. chapter of the reference guide |
| 2 | Syllabus Area Code | A unique 2 character code identifying the syllabus area. |
| 3 | Learning Outcome
(topic header shown in bold) | A statement of what a candidate will be expected to know, understand or do. |

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4	Level	Classification of the learning outcome against the APMG OTE Learning Outcomes Assessment Model.
5	Topic Reference	Number of the topic within the learning level.
6	Topic Description	Description of what is required of the candidate to demonstrate that a learning outcome has been achieved at the qualification level indicated
7	Foundation/Practitioner	Shows at which qualification level the topic is assessed. N.B A topic is only assessed at one qualification level.
8	Primary Reference	The main reference supporting the topic.

7 Important Points

The following points about the use of the syllabus should be noted.

7.1 ASL Guide References

The ASL guide references provided should be considered to be indicative rather than comprehensive, i.e. there may be other valid references within the guidance.

The references provided include chapters, sections (e.g. 4.7) and sub-sections (e.g. 4.3.4). Where a specific section is referenced, e.g. 4.9, this refers to that section and the subsections included.

8 Syllabus Exclusions

None

Topics

Syllabus Area Code AF		Syllabus Area : Application management and Framework (AF)	Foundation	Practitioner	Primary References
Level	Topic				
Know the structure of the ASL framework Specifically to recall:					
01	01	The levels, perspectives and positioning of the process clusters within ASL	✓		3

Syllabus Area Code AF		Syllabus Area : Application management and Framework (AF)	Foundation	Practitioner	Primary References
01	02	The positioning of the processes within the process clusters of ASL <ol style="list-style-type: none"> 1. Application support 2. Application maintenance and renewal 3. Connecting processes 4. Management processes 5. Application strategy 6. Application management organization strategy 	✓		4.1 5.1 6.1 7.1 8.1 9.1
Understand background and positioning of application management and the ASL framework Specifically to identify:					
02	01	The position of application management in relation to business information management and IT infrastructure management	✓		2.2
02	02	Developments within application management	✓		2.2
02	03	Implications of the developments within application management	✓		2.3
02	04	The statements of ASL	✓		2.4
02	05	The use of ASL	✓		10

Syllabus Area Code AS		Syllabus Area : Application Support	Foundation	Practitioner	Primary References
Level	Topic				
Know the Application support cluster Specifically to recall:					
01	01	The activities and results of the Use support process	✓		4.2.3, 4.2.4
01	02	The activities and results of the Configuration management process	✓		4.3.3, 4.3.4
01	03	The activities and results of the Operations management process	✓		4.4.3, 4.4.4
01	04	The activities and results of the Continuity management process	✓		4.5.3, 4.5.4
Understand the Application support cluster Specifically to identify:					
02	01	The statements, goals and topics of the Application support cluster	✓		4.1
02	02	The goals and topics of the Use support process	✓		4.2.1, 4.2.2
02	03	The goals and topics of the Configuration management process	✓		4.3.1, 4.3.2
02	04	The goals and topics of the Operations management process	✓		4.4.1, 4.4.2
02	05	The goals and topics of the Continuity management process	✓		4.5.1, 4.5.2

Syllabus Area Code AS		Syllabus Area : Application Support	Foundation	Practitioner	Primary References
02	06	The relationships of the Application support processes with other processes within the ASL framework, other IT management domains, customers and suppliers	✓		4.2.5, 4.3.5, 4.4.5, 4.5.5

Syllabus Area Code AR		Syllabus Area : Application Maintenance and Renewal	Foundation	Practitioner	Primary References
Level	Topic				
Know the Application maintenance and renewal cluster					
Specifically to recall:					
01	01	The activities and results of the Impact analysis process	✓		5.2.3, 5.2.4
01	02	The activities and results of the Design process	✓		5.3.3, 5.3.4
01	03	The activities and results of the Realization process	✓		5.4.3, 5.4.4
01	04	The activities and results of the Testing process	✓		5.5.3, 5.5.4
01	05	The activities and results of the Implementation process	✓		5.6.3, 5.6.4
Understand the Application maintenance and renewal cluster					
Specifically to identify:					
02	01	The statements, goals and topics of the Application maintenance and renewal cluster	✓		5.1
02	02	The goals and topics of the Impact analysis process	✓		5.2.1, 5.2.2
02	03	The goals and topics of the Design process	✓		5.3.1, 5.3.2
02	04	The goals and topics of the Realization process	✓		5.4.1, 5.4.2
02	05	The goals and topics of the Testing process	✓		5.5.1, 5.5.2
02	06	The goals and topics of the Implementation process	✓		5.6.1, 5.6.2
02	07	The relationships of the Application maintenance and renewal processes with other processes within the ASL framework, other IT management domains, customers and suppliers	✓		5.2.5, 5.3.5, 5.4.5, 5.5.5, 5.6.5

Syllabus Area Code CP		Syllabus Area : Connecting Processes	Foundation	Practitioner	Primary References
Level	Topic				

Syllabus Area Code CP		Syllabus Area : Connecting Processes	Foundation	Practitioner	Primary References
Know the Connecting processes cluster Specifically to recall:					
01	01	The activities and results of the Change management process	✓		6.2.3, 6.2.4
01	02	The activities and results of the Software control and distribution process	✓		6.3.3, 6.3.4
Understand the Connecting processes cluster Specifically to identify:					
02	01	The statements, goals and topics of the Connecting processes cluster	✓		6.1
02	02	The goals and topics of the Change management process	✓		6.2.1, 6.2.2
02	03	The goals and topics of the Software control and distribution process	✓		6.3.1, 6.3.2
02	04	The relationships of the Connecting processes with other processes within the ASL framework, other IT management domains, customers and suppliers	✓		6.2.5, 6.3.5

Syllabus Area Code MP		Syllabus Area : Management Processes	Foundation	Practitioner	Primary References
Level	Topic				
Know the Management processes cluster Specifically to recall:					
01	01	The activities and results of the Contract management process	✓		7.2.3, 7.2.4
01	02	The activities and results of the Planning and control process	✓		7.3.3, 7.3.4
01	03	The activities and results of the Quality management process	✓		7.4.3, 7.4.4
01	04	The activities and results of the Financial management process	✓		7.5.3, 7.5.4
01	05	The activities and results of the Supplier management process	✓		7.6.3, 7.6.4
Understand the Management processes cluster Specifically to identify:					
02	01	The statements, goals and topics of the Management processes cluster	✓		7.1
02	02	The goals and topics of the Contract management process	✓		7.2.1, 7.2.2
02	03	The goals and topics of the Planning and control process	✓		7.3.1, 7.3.2
02	04	The goals and topics of the Quality management process	✓		7.4.1, 7.4.2
02	05	The goals and topics of the Financial management process	✓		7.5.1, 7.5.2
02	06	The goals and topics of the Supplier management process	✓		7.6.1, 7.6.2

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Syllabus Area Code MP		Syllabus Area : Management Processes	Foundation	Practitioner	Primary References
02	07	The relationships of the Management processes with other processes within the ASL framework, other IT management domains, customers and suppliers	✓		7.2.5, 7.3.5, 7.4.5, 7.5.5, 7.6.5

Syllabus Area Code SP		Syllabus Area : Strategic Processes	Foundation	Practitioner	Primary References
Level	Topic				
Understand the outlines of the clusters on the strategic level					
Specifically to identify:					
02	01	The statements, goals and topics of the Application strategy cluster	✓		8.1
02	02	The statements, goals and topics of the Application management organization strategy cluster	✓		9.1
02	03	The goals and topics of the processes within the Application strategy cluster <ul style="list-style-type: none"> 1. IT developments strategy 2. Customer organizations strategy 3. Customer environment strategy 4. Application life cycle management 5. Application portfolio management 	✓		8.2.1, 8.2.2 8.3.1, 8.3.2 8.4.1, 8.4.2 8.5.1, 8.5.2 8.6.1, 8.6.2
02	04	The goals and topics of the processes within the Application management organization strategy cluster <ul style="list-style-type: none"> 1. Account and market definition 2. Capabilities definition 3. Technology definition 4. Supplier definition 5. Service delivery definition 	✓		9.2.1, 9.2.2 9.3.1, 9.3.2 9.4.1, 9.4.2 9.5.1, 9.5.2 9.6.2, 9.6.2
02	05	The relationships of the clusters on the strategic level with other processes within the ASL framework, other IT management domains, customers and suppliers	✓		8, 9