

Exam ASL Foundation

Foundation Certificate in Application Management

Publicationdate	1-9-2006						
Startdate	1-9-2006						
Target group	The ASL Foundation exam is intended for people who are involved with application management in daily practice: application managers, application and system designers, system engineers, programmers, testers, team leaders and project managers.						
Prerequisites for the exam	At least six months experience within an application management environment.						
Examination requirements	<table><tr><td>1. Context</td><td>25%</td></tr><tr><td>2. The ASL process model</td><td>60%</td></tr><tr><td>3. The use of ASL</td><td>15%</td></tr></table>	1. Context	25%	2. The ASL process model	60%	3. The use of ASL	15%
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2. The ASL process model	60%						
3. The use of ASL	15%						

Examination specifications

- 1. Context (25%)**
 - 1.1 The position of application management
The candidate has insight into the position of application management.
 - 1.2 Process-based approach to the business organization
The candidate has insight into the meaning of a process-based approach to the business organization.
 - 1.3 The relationship between ASL and other standards
The candidate can state the relationship between ASL and other standards.
- 2. The ASL process model (60%)**
 - 2.1 Content of the ASL process model
The candidate has insight into the content of the ASL process model:
 - 2.2 The goals and results of the ASL process model
The candidate has insight into the goals and results of the process clusters and the underlying processes.
 - 2.3 Activities
The candidate knows the activities of the ASL processes.
 - 2.4 The structure and coherence of the ASL process model
The candidate has insight into the structure and coherence of the process clusters and the underlying processes.
- 3. The use of ASL (15%)**
 - 3.1 The core messages of ASL
The candidate can describe the core messages of ASL.
 - 3.2 The implementation of ASL
The candidate has insight into the implementation aspects of ASL.

Literature

General literature

Books

A

Remko van der Pols

ASL a framework for Application Management

ASL Foundation/Van Haren Publishing, 2004

ISBN 90 772 1205 1

B

ITSMF
Foundations of IT Service Management, based on ITIL
Van Haren Publishing, Zeewolde, 2005
ISBN 90 772 1258 2

Articles

C

Remko van der Pols and Machteld E.E. Meijer-Veldman
ASL, second-generation application management
in: The Guide to IT Service Management, Volume 1, 2002

D

Machteld Meijer
Application Services Library (ASL) and CMM: on maturity in application and IT Services
in: biTa Monitor, March 2003, Volume 1 Number 1

Overview of the literature

Exam specification Literature

1.1	A: Chapter 1-2
1.2	A: Chapter 2 B: § 2.3
1.3	C: Article D: Article
2.1	A: Chapter 4
2.2	A: Chapter 3-7
3.1	A: Chapter 2, 5, 7-10
3.2	A: Chapter 11

Glossary of terms

Glossary of terms

1. Context

1.1 The position of application management

- Application Services Library (ASL)
- application management
- application development
- functional management (synonym: business information management)
- technical management (synonym: infrastructure management)
- business, operational and enhancement perspectives

1.2 Process-based approach to the business organization

- working in a process-oriented manner
- effective
- efficient
- standardized
- best practice
- quality criteria
- transparency
- manageability
- transferability
- flexibility
- uniformity
- reliability

1.3 The relationship between ASL and other standards

- software CMM
- DSDM
- SDM
- PRINCE2
- ACM processes (Applications Cycle Management)

- OCM processes (Organization Cycle Management)
- ISO 9001:2000
- ITIL

2 The ASL processmodel

2.1 Content of the ASL process model

- incident management
- configuration management
- availability management
- capacity management
- continuity management
- change management
- enhancement and renovation processes
- management processes
- ICT developments strategy

2.3 Activities

- performance
- application objects
- system software
- CMDB (Configuration Management Database)
- SDDB (Service Delivery Database)
- availability
- reliability
- continuity
- product/service catalogue
- Service Level Agreement
- skills
- incident
- problem
- helpdesk
- the various forms of testing
- levels of management
- implementation plan
- release
- Mean Time Between Failures (MTBF)
- Mean Time To Repair (MTTR)

2.4 The structure and coherence of the ASL process model

- process clusters
- connecting processes
- management processes
- strategic processes
- operational processes
- enhancement and renovation processes
- ACM processes (Applications Cycle Management)
- OCM processes (Organization Cycle Management)

3 The use of ASL

3.1 The core messages of ASL

- service team concept
- lifecycle
- service levels
- maintenance
- renovation
- innovation
- application enhancement
- system development