

Exam ISPL Foundation

Foundation Certificate in Information Services Procurement (ISPL Foundation)

Publicationdate 14-3-2003

Startdate 1-8-2001

Target group

- Starters in the field of acquisition and/or outsourcing of services related to IT as well as those who are working already in this field.
- The management of organisations who want to understand the essence of ISPL and want to determine if and how ISPL, as a method for management of procurement and acquisition processes, fits into their organisation.

Prerequisite knowledge

Basic knowledge and experience in the field of Information Technology, hardware, software and IT Service Management.

Exam requirements

1. The background of ISPL
2. Global requirements
3. The acquisition process
4. Deliverables
5. Risk management and delivery planning techniques

Average study load

The study load for the examination of ISPL Foundation is 40 hours of study (16 to 20 hours for training, and 20 to 24 hours for studying literature). This is an indication. People who have experience or knowledge of ISPL through work or previous study will probably need less time to study.

1. The background of ISPL

1.1 Why to use ISPL

The candidate can:

- describe the purpose of ISPL
- list the reasons for using ISPL
- name the benefits of ISPL for customers and suppliers

1.2 The structure of ISPL

The candidate can describe:

- the global structure of the acquisition process in ISPL
- the global structure of the risk management and delivery planning techniques in ISPL

2. Global requirements

2.1 Basic principles

The candidate can:

- name, describe and define the basic principles of processes in organisations (general management)
- name, describe and define the importance of the procurement processes in an organisation.

2.2 Basic concept

The candidate can describe:

- the basic concepts concerning organisations and their information systems as they are used in ISPL: organisation, process, information systems, service project and on-going service

3. The acquisition process

3.1. Introduction

The candidate can describe the roles in acquisition and the responsibilities of these different roles.

3.2 Acquisition initiation process

The candidate can describe the goal, input, activities and output of

- the acquisition goal definition: definition of target domain / sub-domains, refinement of the definition of the acquisition goal, analysis of costs and benefits analysis of stakes and stakeholders
- the acquisition planning: determination of overall service delivery scenarios analysis of risks, design of the acquisition strategy within the risk management framework, planning of the main decision points of the acquisition, setting-up the customer organisation within the acquisition.

The candidate can:

- specify the differences between acquisition goal definition and acquisition goal planning
- describe the different acquisition strategy options.

3.3 Procurement process

The candidate can identify and describe:

- the three processes that are part of the procurement process: tendering, contract monitoring, contract completion
- the differences between these three processes / stages

3.4 Tendering process

The candidate can describe the goal, input, activities and output of the activities in the:

- tendering process: preparation of request for proposal, response preparation supplier selection, contract preparation
- Contract monitoring process
- Contract completion process

4. Deliverables

The candidate can describe and distinguish between the 6 views and 9 knowledge characteristics of the ISPL deliverables model.

The candidate can describe and distinguish between the types and subtypes of:

- contract domain deliverables: tendering deliverables, decision point deliverables
- service domain deliverables: plans, reports
- target domain deliverables: operational items, descriptive items

5. Risk management and delivery planning techniques

The candidate can describe:

- the description of services: ongoing services, identification of the type of service, description of service properties (investment, functional, quality properties), projects, documentation of the initial state, documentation of the final state, use of checklists for describing projects
- the different risk management techniques and delivery planning techniques: situation analysis and risk analysis, service delivery strategy design, decision point planning.

The candidate can describe the goal, input, activities and output of: the design of the service delivery strategy, the decision point planning.

General literature

A

The ISPL-consortium: EXIN, FAST, ID Research, SEMA and TIEKE
Introduction to ISPL
Den Haag, ten Hagen &Stam, 1999
ISBN 90 76304 85 8

B

The ISPL-consortium: EXIN, FAST, ID Research, SEMA and TIEKE
Managing Acquisition Processes
Den Haag, ten Hagen &Stam, 1999
ISBN 90 76304 81 5

C

The ISPL-consortium: EXIN, FAST, ID Research, SEMA and TIEKE
Specifying Deliverables
Den Haag, ten Hagen &Stam, 1999
ISBN 90 76304 82 3

D

The ISPL-consortium: EXIN, FAST, ID Research, SEMA and TIEKE
Managing Risks and Planning Deliveries
Den Haag, ten Hagen &Stam, 1999
ISBN 90 76304 83 1

E

The ISPL-consortium: EXIN, FAST, ID Research, SEMA and TIEKE
Dictionary
Den Haag, ten Hagen &Stam, 1999
ISBN 90 76304 84 X

Examination session

Referral to notes and literature is **not** permitted.

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