

Chartered  
IT Professional

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BCS, The Chartered Institute for IT  
Breadth of Knowledge Test Syllabus



The Irish Computer Society is licenced by BCS, The Chartered Institute for IT, to confer the award of Chartered IT Professional in Ireland.



The purpose of the Breadth of Knowledge test is to assess that the applicant has gained a basic level of knowledge, awareness and understanding of a broad range of topics as part of the overall requirements needed to obtain Chartered IT Professional status.

Applicants will be assessed at an awareness level in subject areas from all of the following sections:

- Strategy and architecture
- Business change
- Solution development and implementation
- Service management
- Management support and professional issues

### **Target Group**

This test has been specifically created for those applying for Chartered status, who would therefore be expected to be performing their role at SFIA Level 5 or above, and focuses on ensuring that applicants have a breadth of knowledge and awareness across a wide range of subject areas and topics. This breadth of awareness is an important part of achieving professionalism and is supported by other components of the Chartered IT Professional application process.

### **Syllabus Summary**

The subject areas and topics covered by this syllabus within each section of the BoK Test are detailed below. In each case a set of Assessment Outcomes is provided in order to describe the level of coverage required by applicants in each subject area.

Where a dominant body of knowledge or best practice guidance exists for specific subject area, this has been used as the basis of the Breadth of Knowledge syllabus coverage. For example applicants should be aware of the key concepts and terminology of the following:

#### **Business Change**

BCS publications in the area of business analysis and business change, specifically the business analysis process model and the main elements of the requirements engineering framework.

#### **Solution Development and Implementation**

Architecture - guidance provided by TOGAF, specifically the Architectural Development Method (ADM) and the Architectural Development Cycle (ADC).

Testing – terminology and key concepts defined by ISTQB, specifically the stages of the fundamental test process.

#### **Service Management**

ITIL best practice guidance, specifically the stages of the IT service lifecycle and the main processes within each of these.

Syllabus section and subject area	Syllabus content and assessment outcomes
<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.1:</b> Strategy planning and enterprise architecture</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Strategy Planning and Enterprise Architecture</b>. It covers both strategic planning and enterprise architecture and aims to ensure that applicants have an awareness of various topics related to these areas and an appreciation of related techniques. It also considers the relationship between these areas and other parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• The basic principles of strategic planning.</li> <li>• Common strategic analysis and planning techniques.</li> <li>• Strategic alignment with IT.</li> <li>• The basic principles of enterprise architecture.</li> <li>• Relationship between enterprise architecture and solution/technical architectures.</li> <li>• Common architectural frameworks.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>State</b> the basic principles of strategic planning and common strategic techniques used.</li> <li>(b) <b>Recognise</b> the importance of strategic planning and its alignment to IT strategy.</li> <li>(c) <b>Identify</b> strategic analysis approaches.</li> <li>(d) <b>Define</b> the term enterprise architecture.</li> <li>(e) <b>Recognise</b> the importance having an enterprise architecture and the benefits it brings to the organisation.</li> <li>(f) <b>Distinguish between</b> an enterprise architecture (focused on planning) and a solution/technical architecture (focused on supporting the delivery of these plans).</li> <li>(g) <b>Describe</b> the basic principles of strategic architecture modelling and the methods and techniques used to map IT capabilities to business needs, such as the Open Group Architecture Framework (TOGAF) and the Zachmann Framework.</li> </ul>

<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.2:</b> Governance</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Governance</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Corporate governance.</li> <li>• IT governance.</li> <li>• Information governance.</li> <li>• Legislation relating to IT.</li> <li>• Standards relating to governance.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> IT governance.</li> <li>(b) <b>Distinguish</b> between IT governance and corporate governance.</li> <li>(c) <b>Identify</b> essential elements of governance.</li> <li>(d) <b>Describe</b> the use of governance in planning and organizing IT.</li> <li>(e) <b>Outline</b> the processes of monitoring and evaluation of IT within a governance framework.</li> <li>(f) <b>List</b> UK and international legislation relating to the use of IT.</li> <li>(g) <b>Define</b> the term information governance.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.3:</b> Business continuity management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Business Continuity Management (BCM)</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The function and purpose of BCM.</li> <li>• The main components of BCM.</li> <li>• Implementing and operating BCM.</li> <li>• Monitoring and reviewing BCM.</li> <li>• Maintaining and improving BCM.</li> <li>• Technological solutions for BCM.</li> </ul>
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	<p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> Business Continuity Management (BCM).</li> <li>(b) <b>Identify</b> the key aims and objectives of BCM.</li> <li>(c) <b>List</b> key personnel and resources required to implement and operate BCM in a typical organisation.</li> <li>(d) <b>Identify</b> the main components and processes of BCM.</li> <li>(e) <b>Outline</b> the processes used for monitoring and reviewing BCM.</li> <li>(f) <b>Describe</b> the methods used for continuous improvement of BCM within an organisation.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.4:</b> Risk management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Risk Management</b>. It aims to ensure that applicants have an awareness of various topics related to risk management. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• The definition of a risk.</li> <li>• The difference between project-related risks and business risks.</li> <li>• The risk management framework.</li> <li>• Risk assessment.</li> <li>• Risk reduction activities and contingency actions.</li> <li>• The contents of a risk register.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> a risk.</li> <li>(b) <b>Distinguish</b> between a project-related risk and a business risk.</li> <li>(c) <b>Define</b> the key elements of a risk management framework.</li> <li>(d) <b>Identify</b> actions for dealing with risks.</li> <li>(e) <b>Distinguish</b> between risk reduction activities and contingency actions.</li> <li>(f) <b>Define</b> the term mitigation in the context of risk.</li> <li>(g) <b>List</b> the contents of a risk register.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.5:</b> Information security management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Information Security Management</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Information assurance goals.</li> <li>• Threat and risk assessment.</li> <li>• Security standards.</li> <li>• Information security controls.</li> <li>• Business continuity.</li> <li>• Identity management.</li> <li>• Information security standard, ISO/IEC 27000.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> information assurance goals.</li> <li>(b) <b>Distinguish</b> between types of threat and risk.</li> <li>(c) <b>Identify</b> available security standards.</li> <li>(d) <b>Describe</b> the use of information security controls.</li> <li>(e) <b>Outline</b> the approaches to business continuity.</li> <li>(f) <b>Interpret</b> terms used to describe identity management.</li> <li>(g) <b>Explain</b> the scope of and the benefits of the information security standard ISO/IEC 2700.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture.</p> <p><b>Subject area 1.6:</b> Information management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Information Management</b>. It aims to ensure that applicants have an awareness of various topics related to the principles of information, data and information management itself. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• The strategic use of information.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Information analysis and modelling.</li> <li>• Tools and techniques used in information management.</li> <li>• Information governance and management policies.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Describe</b> the relationship between information and data.</li> <li>(b) <b>Recognise</b> that information plays a key strategic role in an organisation.</li> <li>(c) <b>List</b> the principle concepts and components of an information or data model.</li> <li>(d) <b>Distinguish</b> between structured and unstructured information.</li> <li>(e) <b>Identify</b> the types of tools and techniques employed in information and data management.</li> <li>(f) <b>Identify</b> the main information governance and management policies related to information management.</li> <li>(g) <b>List</b> the causes of poor quality of information and recognise ways of improving the quality of information and data.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.7:</b> Electronic communications</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Electronic Communications</b></p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Digital communication technologies.</li> <li>• Telecommunication configurations.</li> <li>• Communication protocols and standards.</li> <li>• Computer networks.</li> <li>• Internet and web concepts and applications.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> digital communication.</li> <li>(b) <b>Distinguish</b> between digital communication technologies.</li> <li>(c) <b>Identify</b> telecommunication configurations.</li> <li>(d) <b>Describe</b> the use of communication protocols and standards.</li> <li>(e) <b>Outline</b> the uses of computer networks.</li> <li>(f) <b>Interpret</b> terms relating to the internet.</li> <li>(g) <b>Compare</b> commonly used web applications.</li> </ul>
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<p><b>Section 1:</b> Strategy and architecture</p> <p><b>Subject area 1.8:</b> Principles of computer technology</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the <b>Principles of Computer Technology</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Principal hardware components.</li> <li>• Hardware devices.</li> <li>• Use of logic in computing.</li> <li>• Data, information and knowledge.</li> <li>• Types and applications of software.</li> <li>• Key roles and activities of IT staff.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> principal hardware components.</li> <li>(b) <b>Distinguish</b> between hardware devices and their applications.</li> <li>(c) <b>Identify</b> uses of logic in computing.</li> <li>(d) <b>Describe</b> the use of data, information and knowledge in computing.</li> <li>(e) <b>Outline</b> the types of software and their application.</li> <li>(f) <b>Interpret</b> terms used to describe the fundamentals of computing.</li> <li>(g) <b>Contrast</b> key roles and responsibilities of IT staff.</li> </ul>
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<b>Strategy and architecture</b>	<b>Assessment strategy and assessment criteria (weightings)</b>
1.1 Strategy planning and enterprise architecture	2 questions
1.2 Governance	2 questions
1.3 Business continuity management	1 question
1.4 Risk management	2 questions
1.5 Information security management	2 questions

1.6 Information management	2 questions
1.7 Electronic communications	2 questions
1.8 Principles of computer technology	2 questions

Syllabus section and subject area	Syllabus content and assessment outcomes
<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.1:</b> Business analysis</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Business Analysis</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The strategic context for business analysis.</li> <li>• The process model for business analysis.</li> <li>• Techniques to investigate business problems and opportunities.</li> <li>• Techniques to analyse business problems and opportunities.</li> <li>• The process and techniques applied in stakeholder relationship management.</li> <li>• The rationale and process for gap analysis.</li> <li>• The techniques applied during gap analysis.</li> <li>• The process for evaluating the business options.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Explain</b> the importance of the strategic context for business analysis.</li> <li>(b) <b>State</b> the stages of the business analysis process model.</li> <li>(c) <b>Identify</b> techniques used to investigate business problems and opportunities.</li> <li>(d) <b>Identify</b> techniques used to analyse the causes of business problems and opportunities for improvement.</li> <li>(e) <b>State</b> a three-stage process for stakeholder relationship management.</li> <li>(f) <b>Explain</b> the rationale and process for gap analysis.</li> <li>(g) <b>Identify</b> fundamental techniques used in gap analysis.</li> <li>(h) <b>Explain</b> the rationale and process for identifying and evaluating business options.</li> </ul>

<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.2:</b> Business case development</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Business Case Development</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The purpose of a business case.</li> <li>• The process for business case development and review.</li> <li>• The content and structure of a business case.</li> <li>• Key investment appraisal techniques.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> the purpose of producing a business case.</li> <li>(b) <b>Explain</b> the key elements of the process for business case development and the rationale for this process.</li> <li>(c) <b>State</b> the contents of a business case.</li> <li>(d) <b>Identify</b> key investment appraisal techniques.</li> </ul>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.3:</b> Programme management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Programme Management</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The definition of a programme.</li> <li>• The difference between a programme and a project.</li> <li>• The key programme management processes.</li> <li>• Roles in programme management.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> a programme.</li> <li>(b) <b>Distinguish</b> between a programme and a project.</li> <li>(c) <b>State</b> the key programme management processes.</li> <li>(d) <b>Define</b> the key roles performed in programme management.</li> </ul>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.4:</b> Project management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Project Management</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The rationale for project management.</li> <li>• The definition of a project.</li> <li>• The role of the project manager.</li> <li>• The project lifecycle.</li> <li>• The project management processes.</li> <li>• Project management approaches.</li> </ul> <p><b>Assessment Outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> the term 'project'.</li> <li>(b) <b>State</b> the rationale for project management.</li> <li>(c) <b>Define</b> the role of the project manager.</li> <li>(d) <b>Describe</b> the stages of a typical project lifecycle.</li> <li>(e) <b>State</b> the key project management.</li> <li>(f) <b>Identify</b> project management organisations that publish best practice project management approaches.</li> </ul>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.5:</b> Business process improvement</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Business Process Improvement</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The rationale for business process improvement and business process modelling.</li> <li>• The key notation set for business process models.</li> <li>• The content and structure of business process models.</li> <li>• Types of business process models.</li> <li>• Approaches to business process improvement.</li> <li>• Assessing the impact of proposed business process improvements.</li> <li>• The implementation of business process improvements.</li> </ul>
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	<p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Explain</b> the rationale for business process improvement.</li> <li>(b) <b>Explain</b> the purpose and rationale for business process modelling.</li> <li>(c) <b>State</b> the key elements to be modelled on a business process model.</li> <li>(d) <b>Explain</b> the content and structure of a business process model.</li> <li>(e) <b>Describe</b> the different types of business process model.</li> <li>(f) <b>Explain</b> the key approaches to business process improvement.</li> <li>(g) <b>State</b> the key impacts that could arise from the implementation of a revised business process.</li> </ul>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.6:</b> Requirements engineering</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Requirements Engineering</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• A framework for requirements engineering.</li> <li>• The rationale and approach for requirements elicitation.</li> <li>• The rationale and approach for requirements analysis.</li> <li>• The rationale and approach for requirements documentation.</li> <li>• The rationale and approach for requirements management.</li> <li>• The rationale and approach for requirements validation.</li> <li>• Techniques to elicit and analyse requirements.</li> <li>• Techniques to document requirements.</li> <li>• Types of requirements.</li> <li>• Key characteristics of well-formed requirements.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>State</b> the elements required within a requirements engineering framework.</li> <li>(b) <b>Explain</b> the rationale and approach for requirements elicitation.</li> <li>(c) <b>Explain</b> the rationale and approach for requirements analysis.</li> <li>(d) <b>Explain</b> the rationale and approach for requirements documentation.</li> <li>(e) <b>Explain</b> the rationale and approach for requirements management.</li> <li>(f) <b>Explain</b> the rationale and approach for requirements validation.</li> </ul>
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	<p><b>(g) State</b> the key modelling approaches used in requirements engineering.</p> <p><b>(h) Distinguish between</b> functional and non-functional requirements</p> <p><b>(i) State</b> the key characteristics of well-formed requirements.</p>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.7:</b> Organisational change management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Organisational Change Management</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The rationale for organisational change management.</li> <li>• The key processes for organisational change management.</li> <li>• The drivers for organisational change.</li> <li>• Techniques used in organisational change management.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p><b>(a) State</b> the rationale for organisational change management.</p> <p><b>(b) State</b> the organisational change management processes.</p> <p><b>(c) Identify</b> the drivers for change in organisations.</p> <p><b>(d) Identify</b> two approaches used to analyse and manage stakeholders.</p> <p><b>(e) Recognise</b> the range of emotions experienced during the organisational change process.</p> <p><b>(f) State</b> the three phases of the change process.</p>
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<p><b>Section 2:</b> Business change</p> <p><b>Subject area 2.8:</b> Benefits management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Benefits Management</b>.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• The rationale for benefits management.</li> <li>• The process for benefits management.</li> </ul>
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	<p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li><b>(a) Define</b> the term business benefit.</li> <li><b>(b) Define</b> the term benefits management.</li> <li><b>(c) Define</b> the rationale for benefits management.</li> <li><b>(d) State</b> the implications of poor benefits management.</li> <li><b>(e) State</b> the process for benefits management.</li> </ul>
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<b>Business change</b>	<b>Assessment strategy and assessment criteria (weightings)</b>
2.1 Business analysis	3 questions
2.2 Business case development	2 questions
2.3 Programme management	2 questions
2.4 Project management	2 questions
2.5 Business process improvement	2 questions
2.6 Requirements engineering	2 questions
2.7 Organisational change management	1 question
2.8 Benefits management	1 question

Syllabus section and subject area	Syllabus content and assessment outcomes
<p><b>Section 3:</b> Solution development and implementation</p> <p><b>Subject area 3.1:</b> Solution architecture</p>	<p><b>Summary</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Solution Architecture</b>.</p> <p><b>Indicative content (topics)</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Architectural classification.</li> <li>• Architectural process.</li> <li>• Architectural artifacts.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p><b>Recognise</b> the need for separating architectural concerns and the need for these concerns to be aligned.</p> <p>(a) <b>Recognise</b> the contribution of TOGAF to classifying architecture.</p> <p>(b) <b>Define and distinguish</b> between the various TOGAF architectural types.</p> <p>(c) <b>Recognise</b> the Zachman Framework as an architectural typology that complements and supplements TOGAF.</p> <p>(d) <b>Explain</b> the structure and purpose of the Architectural Development Method (ADM).</p> <p>(e) <b>Identify</b> the key principles and phases (key points) of the Architectural Development Cycle (ADC).</p> <p>(f) <b>Recognise</b> that a process flow diagram and/or business use case diagram will assist the description of the business architecture.</p> <p>(g) <b>Recognise</b> that an entity-relationship diagrams and/or class diagram will assist the description of the data (information) architecture.</p> <p>(h) <b>Recognise</b> that a system use case diagram and supporting use case descriptions will assist the description of an applications architecture.</p>

<p><b>Section 3:</b> Solution development and implementation</p>	<p><b>Summary</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Software Engineering</b>.</p>
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<p><b>Subject area 3.2:</b> Software engineering</p>	<p><b>Indicative content</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Software engineering components.</li> <li>• The software engineering process.</li> <li>• Configuration management.</li> <li>• Automated tool support for software engineering.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Distinguish</b> between the major components of software engineering.</li> <li>(b) <b>Recognise</b> the fundamental principles of design and construction needed for the development of a software product.</li> <li>(c) <b>Recognise</b> the tasks and approaches of implementation.</li> <li>(d) <b>Distinguish</b> between corrective, adaptive, perfective and preventative maintenance.</li> <li>(e) <b>Define</b> the main characteristics of various approaches to organising the software engineering process.</li> <li>(f) <b>Explain</b> the relationship between project management and the software engineering process.</li> <li>(g) <b>Define</b> a simple process for changes required as a result of system maintenance.</li> <li>(h) <b>Explain</b> the meaning, objectives and scope of configuration management.</li> <li>(i) <b>Explain</b> the role and contribution of a Computer Assisted Software Engineering (CASE) tool.</li> </ul>
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<p><b>Section 3:</b> Solution development and implementation</p> <p><b>Subject area 3.3:</b> Systems integration</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Systems Integration</b>.</p> <p><b>Indicative content</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Basic principles of systems integration.</li> <li>• Distributed software.</li> <li>• Middleware.</li> <li>• Web services.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> the principles and objectives of Service Oriented</li> </ul>
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	<p>Architecture (SOA).</p> <p><b>(b) Define</b> the principles and objectives of an Application Program Interface (API) and a Remote Procedure Call (RPC).</p> <p><b>(c) Define</b> the concept and application of Open DataBase Connectivity (ODBC) and the Java DataBase Connectivity (JDBC).</p> <p><b>(d) Define</b> the concept and application of an Interface Definition Language (IDL).</p> <p><b>(e) Distinguish</b> between the three conceptual layers of a system.</p> <p><b>(f) Define</b> the characteristics of architecture types.</p> <p><b>(g) Recognise</b> the role, objectives and scope of middleware.</p> <p><b>(h) Distinguish</b> between the basic characteristics of three generic types of middleware: RPC, object brokers, and message-oriented middleware.</p> <p><b>(i) Recognise</b> the use of middleware to enable Enterprise Application Integration (EAI).</p> <p><b>(j) Recognise</b> the use of workflow management software to deliver value-adding business processes.</p> <p><b>(k) Recognise</b> the fundamental characteristics of web services.</p>
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<p><b>Section 3:</b> Solution development and implementation</p> <p><b>Subject area 3.4:</b> Computer programming</p>	<p><b>Summary</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Computer Programming</b>.</p> <p><b>Indicative content</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Fundamentals of programming.</li> <li>• Programming languages.</li> <li>• Software solutions.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p><b>(a) Distinguish</b> between source code and object code and between an interpreter and a compiler.</p> <p><b>(b) Recognise</b> the principles and implications of data typing (primitive data types, such as character and integer) and data structures (linear data structures, such as arrays and linked lists).</p> <p><b>(c) Recognise</b> the logical operators: AND, OR and NOT.</p> <p><b>(d) Identify</b> the structure of a program: input, process, output.</p> <p><b>(e) Recognise</b> the principles and application of the main program control structures.</p> <p><b>(f) Define</b> the characteristics of the main families of programming language.</p> <p><b>(g) Recognise</b> the object oriented principles of encapsulation, inheritance and polymorphism.</p>
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	<p>(h) <b>Explain</b> the characteristics of a commercial off-the-shelf solution/(COTS).</p> <p>(i) <b>Explain</b> the characteristics of open source software.</p> <p>(j) <b>Define</b> the concept and principles of a component-based approach to software development.</p> <p>(k) <b>Identify</b> the effect of web services on off-the-shelf software package solutions.</p>
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<p><b>Section3 :</b> Solution development and implementation</p> <p><b>Subject area 3.5:</b> Software testing</p>	<p><b>Summary</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Software Testing</b>.</p> <p><b>Indicative content</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Introduction to testing.</li> <li>• The fundamental test process.</li> <li>• Testing through the software engineering life cycle.</li> <li>• Automated tool support for testing.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> the terms error, defect (fault) and failure.</li> <li>(b) <b>Recognise</b> that the purpose of testing is to find defects, provide confidence and information, and prevent defects.</li> <li>(c) <b>Explain</b> the implications of the main testing principles.</li> <li>(d) <b>Explain</b> the relationship between risk and testing.</li> <li>(e) <b>Define</b> the stages of the fundamental test process.</li> <li>(f) <b>Distinguish</b> between verification and validation and between static and dynamic testing.</li> <li>(g) <b>Recognise</b> the relationship between test activities and the deliverables of the software engineering lifecycle.</li> <li>(h) <b>Define</b> the term “test basis” and the principles of entry and exit criteria.</li> <li>(i) <b>Distinguish</b> between the main testing levels: component (unit testing), integration testing, system testing &amp; acceptance testing.</li> <li>(j) <b>Recognise</b> the distinction between functional testing and non-functional testing.</li> <li>(k) <b>Distinguish</b> between regression and confirmation testing and between load, performance and stress testing.</li> <li>(l) <b>Explain</b> the characteristics of a test tool.</li> </ul>
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<b>Solution development and implementation</b>	<b>Assessment strategy and assessment criteria (weightings)</b>
3.1 Solution architecture	3 questions
3.2 Software engineering	3 questions
3.3 Systems integration	3 questions
3.4 Computer programming	3 questions
3.5 Software testing	3 questions

<b>Syllabus section and subject area</b>	<b>Syllabus content and assessment outcomes</b>
<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.1:</b> Service management frameworks and approaches</p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Service Management, its practices, frameworks, guidance and standards.</b></p> <p><b>Indicative content (topics):</b> This subject area covers</p> <ul style="list-style-type: none"> <li>• The use of frameworks, guidelines and standards.</li> <li>• Overview and use of ITIL.</li> <li>• Overview and use of ISO/IEC 20000.</li> <li>• Overview and use of COBIT.</li> <li>• Service management as a practice.</li> <li>• A service and its structure and components.</li> <li>• Service culture, customer focus and satisfaction.</li> <li>• Key service management concepts and principles.</li> <li>• The service lifecycle and its stages.</li> <li>• Agreements and contracts and their use.</li> </ul> <p><b>Assessment outcomes:</b> Specifically within these topics, successful applicants should be able to:</p> <p><b>(a) Identify</b> the key IT service management concepts and principles.</p> <p><b>(b) Define</b> the term service in the context of IT service management.</p> <p><b>(c) Describe and explain</b> the main components of a service.</p> <p><b>(d) Distinguish</b> between best practice guidance, frameworks and standards.</p>

	<p>(e) <b>Define</b> service culture.</p> <p>(f) <b>Define</b> ITIL and its main objectives.</p> <p>(g) <b>Explain</b> the stages within the ITIL service lifecycle.</p> <p>(h) <b>Describe</b> the main areas and domain processes of the ISO/IEC 20000 standard and the COBIT governance framework.</p> <p>(i) <b>Describe</b> contribution of service level agreements and operational level agreements to the quality of IT services.</p>
<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.2:</b> Service strategy</p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the need for a <b>Service Strategy</b> and the activities and processes involved in its production.</p> <p><b>Indicative content:</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Service value, warranty and utility.</li> <li>• The key concepts of ITIL service strategy.</li> <li>• Business outcomes.</li> <li>• Service strategy generation.</li> <li>• Service portfolio management.</li> <li>• The service pipeline, the service portfolio and the service catalogue.</li> <li>• Financial management of services and Return on Investment (ROI) in services.</li> </ul> <p><b>Assessment outcomes:</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p>(a) <b>Define</b> the value of services in the context of IT service management.</p> <p>(b) <b>Explain</b> the service strategy and its use.</p> <p>(c) <b>Identify</b> the main service provider types.</p> <p>(d) <b>Describe</b> the key concepts of service strategy.</p> <p>(e) <b>List and describe</b> the ITIL Service Strategy processes involved in this stage of the IT service management lifecycle (strategy generation, financial management, service portfolio management, demand management).</p> <p>(f) <b>Describe</b> the service portfolio, service pipeline and the service catalogue.</p> <p>(g) <b>Explain the</b> financial management of services.</p> <p>(h) <b>Describe</b> Return on Investment (ROI) in services.</p>
<p><b>Section 4:</b> Service management</p> <p><b>Subject Area</b></p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Service Design</b> and the need for the design of complete service solutions matched to business requirements.</p>

<p><b>4.3:</b> Service design</p>	<p><b>Indicative content (topics):</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Designing services to meet requirements.</li> <li>• The key aspects of ITIL service design.</li> <li>• Service catalogue management.</li> <li>• Service level management.</li> <li>• Capacity management.</li> <li>• Availability management.</li> <li>• IT service continuity management.</li> </ul> <p><b>Assessment outcomes:</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Identify and explain</b> the value of IT service design to a service provider organisation.</li> <li>(b) <b>Define</b> the relationship between service design and requirements definition.</li> <li>(c) <b>Explain</b> the purpose of IT service design.</li> <li>(d) <b>List</b> the five aspects of service design.</li> <li>(e) <b>List and describe</b> the processes involved in this stage of the IT service lifecycle (service level management, capacity management, availability management, IT service continuity management, information security management, supplier management).</li> <li>(f) <b>Define</b> the relationship between service design and information security management</li> </ul>
<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.4:</b> Service transition</p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Service Transition</b> and the need for the smooth transition of services from design to operations.</p> <p><b>Indicative content (topic):</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Transition plans and the transitioning of services to operations.</li> <li>• The key aspects of ITIL service transition.</li> <li>• The use of the V-model in transition.</li> <li>• Service transition planning.</li> <li>• Change management and version control.</li> <li>• Service asset and configuration management.</li> <li>• Release and deployment management.</li> <li>• Validation and testing.</li> <li>• Knowledge management.</li> </ul>

	<p><b>Assessment outcomes:</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li><b>(a) Identify and explain</b> the value of service transition.</li> <li><b>(b) Explain</b> the purpose of service transition.</li> <li><b>(c) Describe</b> the key principles of service transition.</li> <li><b>(d) List and describe</b> the processes involved in this stage of the ITIL service lifecycle (change management, configuration management, knowledge management).</li> <li><b>(e) Explain</b> the purpose of the service transition processes.</li> <li><b>(h) Define</b> the need for transition plans for the delivery of IT services.</li> </ul>
<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.5:</b> Service operation</p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the importance of <b>Service Operation</b> and the need for quality in the delivery and provision of services.</p> <p><b>Indicative content (topics):</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• The key aspects of ITIL service operation.</li> <li>• Balancing service operation.</li> <li>• Event management.</li> <li>• Incident management.</li> <li>• Request fulfilment.</li> <li>• Problem management.</li> <li>• Access management.</li> <li>• The service desk, technical, operations and application management.</li> </ul> <p><b>Assessment outcomes:</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li><b>(a) Identify and explain</b> the value of service operation.</li> <li><b>(b) Explain</b> the purpose and goals of service operation.</li> <li><b>(c) List and describe</b> the processes involved in this stage of the service lifecycle (event management, incident management, request fulfilment, access management, problem management).</li> <li><b>(d) Explain</b> the purpose of the service operation processes.</li> <li><b>(e) Define</b> the need for balance within service operations.</li> <li><b>(f) Explain</b> the purpose of the service desk, technical, operations and application management.</li> </ul>

<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.6:</b> Continual service improvement</p>	<p><b>Summary:</b> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the scope and importance of <b>Continual Service Improvement</b> to a service provider organisation.</p> <p><b>Indicative content (topics):</b> This subject area covers:</p> <ul style="list-style-type: none"> <li>• Quality and improvement processes, methods and techniques.</li> <li>• Service measurement.</li> <li>• Service reporting.</li> </ul> <p><b>Assessment outcomes:</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p><b>(a) Identify and explain</b> the value of continual service improvement.</p> <p><b>(b) Explain</b> the purpose of continual service improvement.</p> <p><b>(c) Describe</b> the key principles of continual service improvement.</p> <p><b>(d) List and describe</b> the processes involved in this stage of the ITIL service lifecycle (service improvement, service measurement, service reporting).</p> <p><b>(e) Identify</b> approaches to service measurement.</p>
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<p><b>Section 4:</b> Service management</p> <p><b>Subject Area 4.7:</b> Supply management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Supply Management</b>. It aims to ensure that applicants have an awareness of various topics related to this area and an appreciation of related techniques. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Sourcing options.</li> <li>• Procurement process.</li> <li>• Contractual terms.</li> <li>• Supplier management.</li> <li>• Legal issues in the outsourcing of services.</li> </ul> <p><b>Assessment Outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p><b>(a) Define</b> in-sourcing, outsourcing, multisourcing, partnering, and business process outsourcing.</p>
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	<p>(b) <b>Define</b> onshore, offshore, nearshore.</p> <p>(c) <b>Describe</b> the steps in a typical tendering and procurement process.</p> <p>(d) <b>List</b> typical selection criteria for IT products and services.</p> <p>(e) <b>Explain</b> fixed price, time and materials and shared risk pricing options.</p> <p>(f) <b>Explain</b> key contractual terms.</p> <p>(g) <b>Describe</b> the steps to manage supplier performance.</p> <p>(h) <b>Identify</b> the typical criteria for monitoring supplier performance.</p> <p>(i) <b>List</b> the typical supplier-related legal and regulatory issues.</p> <p>(j) <b>Explain</b> the principals of legislation impacting the transfer of employees.</p>
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<b>Service management</b>	<b>Assessment strategy and assessment criteria (weightings)</b>
4.1 Service management frameworks and approaches	3 questions
4.2 Service strategy	2 questions
4.3 Service design	2 questions
4.4 Service transition	2 questions
4.5 Service operation	2 questions
4.6 Continual service improvement	2 questions
4.7 Supply management	2 questions

<b>Syllabus section and subject area</b>	<b>Syllabus content and assessment outcomes</b>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject Area 5.1:</b> Compliance management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Compliance Management</b>. It aims to ensure that applicants have an awareness of various topics related to this area and an appreciation of related techniques. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p>

	<ul style="list-style-type: none"> <li>• Requirements which drive IT governance policies and compliance requirements.</li> <li>• Best practices for the use of personal data.</li> <li>• Common legislation relevant to IT.</li> <li>• Audit methods and techniques.</li> <li>• Achieving and maintaining compliance.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Define</b> policy, compliance and IT governance.</li> <li>(b) <b>List</b> the inputs which will influence the development of compliance and governance policies for an organisation.</li> <li>(c) <b>Describe</b> the key activities and considerations for the capture and use of personal data.</li> <li>(d) <b>Associate</b> legislation and industry regulations with their purpose and impact on IT.</li> <li>(e) <b>Distinguish</b> between compliance measurement and maturity measurement.</li> <li>(f) <b>Describe</b> the use of the most commonly used maturity measure - CMMi– Capability Maturity Model.</li> <li>(g) <b>Describe</b> the ways in which the COBIT framework can be used.</li> <li>(h) <b>Distinguish</b> between internal audit and external audit.</li> <li>(i) <b>Describe</b> the activities required to maintain compliance in a changing business environment.</li> </ul>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject Area 5.2:</b> People management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>People Management</b>. It aims to ensure that applicants have an awareness of various topics related to this area and an appreciation of related techniques. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Legislation impacting management of people.</li> <li>• Management and leadership roles.</li> <li>• Performance management.</li> <li>• Management of staff in single, multiple and international teams.</li> <li>• Working with partners and suppliers.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>List</b> the most common legal requirements impacting the management of people.</li> <li>(b) <b>Identify</b> the key elements of employment law.</li> </ul>

	<p>(c) <b>Identify</b> the key elements of the health and safety laws.</p> <p>(d) <b>Explain</b> the impacts of working with differing international employment requirements in a global company.</p> <p>(e) <b>Distinguish</b> between management and leadership.</p> <p>(f) <b>Explain</b> the importance of management and leadership roles to the success of an organisation.</p> <p>(g) <b>List</b> the key elements of a performance management system.</p> <p>(h) <b>Describe</b> the key differences in building and managing a team on a single site, multiple sites or internationally spread.</p> <p>(i) <b>Recognise</b> the typical issues that can arise in working across different cultures.</p> <p>(j) <b>Describe</b> the key differences in managing in-house staff with staff from partners or third party suppliers.</p>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject Area 5.3:</b> Quality management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Quality Management Systems</b>. It aims to ensure that applicants have an awareness of various topics related to this area and an appreciation of related techniques. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <p>Systems and methods for the management of:</p> <ul style="list-style-type: none"> <li>• Quality, such as ISO 9000.</li> <li>• Environment, such as ISO 14000.</li> <li>• Health and safety, such as OHSAS 18000.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <p>(a) <b>Define</b> management system.</p> <p>(b) <b>Describe</b> a process approach used for managing continual improvement such as the Deming cycle.</p> <p>(c) <b>Distinguish</b> between the use of the standards for quality, environment and health and safety management.</p> <p>(d) <b>Describe</b> the benefits of certification to international standards.</p> <p>(e) <b>Describe</b> the benefits of quality management for IT.</p> <p>(f) <b>Describe</b> the benefits of environment management for IT.</p> <p>(g) <b>Describe</b> the benefits of occupational health and safety.</p> <p>(h) <b>State</b> the scope of the ISO 9000 series, the ISO 14000 series and the OHSAS 18000.</p>

<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject Area 5.4:</b> Financial management</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <b>Financial Management</b>. It aims to ensure that applicants have an awareness of various topics related to this area and an appreciation of related techniques. It also considers the relationship between this area and other related parts of the syllabus.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers:</p> <ul style="list-style-type: none"> <li>• Basic accounting principles.</li> <li>• The impact of IT on financial performance.</li> <li>• Aligning budgets with corporate objectives.</li> <li>• Forecasting and estimating.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Distinguish</b> between budgeting and accounting.</li> <li>(b) <b>List</b> typical items to include in an IT budget.</li> <li>(c) <b>Describe</b> the different methods of charging for IT services.</li> <li>(d) <b>Distinguish</b> between a profit centre and a cost centre.</li> <li>(e) <b>Distinguish</b> between revenue and capital expenditure.</li> <li>(f) <b>Explain</b> depreciation and how it is used with assets.</li> <li>(g) <b>Explain</b> the importance of aligning IT budgets with corporate/strategic objectives.</li> <li>(h) <b>List</b> items to be included when estimating costs for new IT services or products.</li> <li>(i) <b>Describe</b> the importance of accurate forecasting of future costs.</li> </ul>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject area 5.5:</b> Legal, social and ethical issues</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Legal, Social and Ethical Issues</b>. It covers the responsibilities of a professional with regard to the public interest.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• Regard for public health, safety and the environment.</li> <li>• Legitimate rights of third parties.</li> <li>• Knowledge of relevant legislation, regulation and standards.</li> <li>• Equality and diversity.</li> </ul>

	<p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>State</b> the basic principles of professional duty, competence and integrity.</li> <li>(b) <b>Recognise</b> the importance of professional codes of conduct and practice.</li> <li>(c) <b>Identify</b> primary legislation and regulation frameworks.</li> <li>(d) <b>Distinguish between</b> a code of conduct and a code of practice.</li> </ul>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject area 5.6:</b> Duty to employers and clients</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Duty to Employers and Clients</b>. It covers issues such as due diligence and conflict of interest.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• Due diligence.</li> <li>• Response where professional judgment is over-ruled.</li> <li>• Disclosure of conflicts of interest.</li> <li>• Confidentiality.</li> <li>• Misrepresentation.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Recognise</b> duty to employer/client, and how conflict may arise between employer/client instructions and professional judgment.</li> <li>(b) <b>Describe</b> how to respond where professional judgment is challenged.</li> <li>(c) <b>Recognise</b> how conflict of interest can arise, and how to handle it.</li> <li>(d) <b>Define</b> confidential information.</li> <li>(e) <b>Recognise</b> how to avoid misrepresentation.</li> </ul>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject area 5.7:</b> Duty to the IT profession</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Duty to the IT Profession</b>. It covers issues such as upholding the reputation of one's professional body, and the wider responsibility to promote public understanding of IT.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• Reputation of the IT profession.</li> <li>• Integrity in dealings with, and respect for other professionals.</li> <li>• Sensitivity to possible consequences of public statements.</li> <li>• Legal obligations.</li> </ul>

	<p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>State</b> the responsibilities of an individual as a representative of the IT profession.</li> <li>(b) <b>Describe</b> possible consequences of statements to others, for whom they are seen as IT professionals.</li> <li>(c) <b>State</b> obligations if convicted of a criminal offence or becoming bankrupt, or disqualified as a company director.</li> </ul>
<p><b>Section 5:</b> Management support and professional issues</p> <p><b>Subject area 5.8:</b> Professional competence and integrity</p>	<p><b>Summary</b></p> <p>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <b>Professional Competence and Integrity</b>. It covers issues such continuing professional development.</p> <p><b>Indicative content (topics)</b></p> <p>This subject area covers :</p> <ul style="list-style-type: none"> <li>• Maintaining awareness of technological developments.</li> <li>• Application of codes of practice.</li> </ul> <p><b>Assessment outcomes</b></p> <p>Specifically within these topics, successful applicants should be able to:</p> <ul style="list-style-type: none"> <li>(a) <b>Describe</b> a methodical approach to maintaining their own skills and competences.</li> <li>(b) <b>Recognise</b> the obligation to disclose where work is outside their experience or competence.</li> <li>(c) <b>Describe</b> how to use codes of practice and other relevant standards.</li> <li>(d) <b>Recognise</b> professional responsibility for their work and for the work of colleagues who are working under their supervision.</li> </ul>

<b>Management support and professional issues</b>	<b>Assessment strategy and assessment criteria (weightings)</b>
5.1 Compliance management	3 questions
5.2 People management	2 questions
5.3 Quality management	3 questions
5.4 Financial management	2 questions
5.5 Legal, social and ethical issues	1 question

5.6 Duty to employers and clients	2 questions
5.7 Duty to the profession	1 question
5.8 Professional competence and integrity	1 question

## Chartered IT Professional - BoK reading list

### Strategy and Architecture:

- Gordon, Keith. (2006). Principles of Data Management – Facilitating Information Sharing. British Informatics Society Ltd (1 August 2007). ISBN: 978-1902505848.
- Office of Government Commerce. (2007). For Successful Risk Management: Think MoR. Office of Government Commerce, TSO (30 December 2007). ISBN: 978-0113310647.
- Manwani Sharm. (2008). IT-enabled business change. British Informatics Society Ltd (1 September 2008). ISBN: 978-1902505916.
- Smith, David J (Ed). (2005). Good Practice Guidelines – A Framework for Business Continuity Management. The Business Continuity Institute.  
[www.thebci.org/goodpracticeguidetoBCM.pdf](http://www.thebci.org/goodpracticeguidetoBCM.pdf).  
BS 25999. [www.bsi-global.com](http://www.bsi-global.com) and [www.bs25999.com](http://www.bs25999.com).
- The Business Continuity Institute. (2009). A BCM Survival Guide.  
[www.thebci.org/BCMSurvivalGuide2009.pdf](http://www.thebci.org/BCMSurvivalGuide2009.pdf).
- White, Curt M. (2004). Data Communications and Computer Networks: A Business User's Approach. Course Technology Inc. ISBN: 978-1423903031.
- Brookshear, J Glenn . (2008). Computer Science: An Overview. Addison Wesley. 10<sup>th</sup> Edition (6<sup>th</sup> January 2008). ISBN: 978-0321544285.
- Other Sources:*
- Central Sponsor for Information Assurance. [www.cabinetoffice.gov.uk/csia.aspx](http://www.cabinetoffice.gov.uk/csia.aspx).
- British Standards Institute. [www.bsi-emea.com/InformationSecurity/Overview](http://www.bsi-emea.com/InformationSecurity/Overview).
- EU Swift Project. [www.ist-swift.org](http://www.ist-swift.org).
- IEEE Standards. <http://standards.ieee.org/>.
- World Wide Web Consortium. [www.w3.org/](http://www.w3.org/).
- British Computer Society. [www.bcs.org](http://www.bcs.org).
- IEEE Computer Society. [www.computer.org](http://www.computer.org).

### Business Change:

- Paul, Debra and Yeates, Donald. (2006). Business Analysis. British Informatics Society Ltd (2<sup>nd</sup> April 2006). ISBN: 978-1902505701.
- Kotonya, Gerald and Sommerville, Ian. (1998). Requirements of Engineering. Wiley. ISBN: 978-0471972082.
- Harmon Paul and Rummler, Gary A. (2003). Business Process Change. Morgan Kaufmann. 1<sup>st</sup> Edition (4<sup>th</sup> January 2003). ISBN: 978-1558607583.
- Ward, John and Daniel, Elizabeth. (2005). Benefits Management: Delivering Value from IS and IT Investments. Wiley (9<sup>th</sup> January 2006). ISBN: 978-0470094631.
- Hughes, Bob.(2004). Project Management for IT-Related Projects. British Informatics Society Ltd (1<sup>st</sup> September 2004). ISBN: 978-1902505589.
- Office of Government Commerce. Overview of Managing Successful Programmes (MSP). [www.ogc.gov.uk/delivery\\_lifecycle\\_overview\\_of\\_managing\\_successful\\_programmes\\_msp\\_.asp](http://www.ogc.gov.uk/delivery_lifecycle_overview_of_managing_successful_programmes_msp_.asp).

### Solution Delivery and Implementation:

- TOGAF Version 9. [www.opengroup.org/togaf](http://www.opengroup.org/togaf). *Focusing on Part 1 (introduction and core concepts only), part 2 (Introduction to the ADM) and a high level view of part IV (architectural artefacts).*
- Zachman Framework. [www.zachmaninternational.com](http://www.zachmaninternational.com).
- Pressman, Roger. (1997). Software Engineering. Osborne/McGraw-Hill, U.S. Wiley (24<sup>th</sup> August 1998). ISBN: 978-0471972082.

G Alonso, F Casati, H Kuno and V Machiraju. (2004). Web Services. Springer 1<sup>st</sup> Edition (10<sup>th</sup> October 2003). ISBN: 978-3540440086.

*Specifically, chapters 1, 2.1, 3.2, 3.3, 4 and 6.*

Hambling, Brian, et al. (2006). Software Testing, An ISEB Foundation. British Informatics Society Ltd (1<sup>st</sup> October 2008). ISBN: 978-1902505794.

*The terminology and principles of the software testing area are compatible with the ISEB/ISTQB Foundation Certificate in Software Testing. Chapters 1, 2 and elements of chapter 6 of are directly relevant.*

*Other source:*

W3C World Wide Web Consortium. [www.w3.org](http://www.w3.org).

### **Service Management:**

Cartlidge, Alison et al. (2007) An Introductory Overview of ITIL V3. itSMF UK. [www.itsmfi.org/files/itSMF\\_ITILV3\\_Intro\\_Overview\\_0.pdf](http://www.itsmfi.org/files/itSMF_ITILV3_Intro_Overview_0.pdf).

Office of Government Commerce. (2007). The Official Introduction to the ITIL Service Lifecycle. TSO. CreateSpace (4<sup>th</sup> September 2008). ISBN: 978-1438243061.

Rance, Stuart, et al. (2007). Planning & Achieving ISO/IEC 20000 Certification: itSMF Pocket Guide. itSMF UK.

International Organization for Standardization. (2005). ISO/IEC 20000-1: IT Service Management - Part 1: Specification. ISO.

IT Governance Institute. (2007). COBIT: Executive Summary Framework, Version 4.1. [www.isaca.org/AMTemplate.cfm?Section=Downloads&Template=/ContentManagement/ContentDisplay.cfm&ContentID=34172](http://www.isaca.org/AMTemplate.cfm?Section=Downloads&Template=/ContentManagement/ContentDisplay.cfm&ContentID=34172)

Rance, Stuart and Hanna, Ashley. (2007). ITIL - Glossary of terms, definitions and acronyms. Office of Government Commerce. [www.best-management-practice.com/gempdf/ITIL\\_Glossary\\_V3\\_1\\_24.pdf](http://www.best-management-practice.com/gempdf/ITIL_Glossary_V3_1_24.pdf).

Nickson, David. (2008). IT Procurement Handbook for SMEs. British Informatics Society Ltd (1<sup>st</sup> February 2008). ISBN: 978-1902505985.

### **Management Support and Professional Issues**

Bott, Frank. (2005). Professional Issues in Information Technology. British Informatics Society Ltd, ISBN: 978-1902505657.

Blackstaff, Michael. (2006). Finance for IT Decision Makers. British Informatics Society Ltd. 2<sup>nd</sup> Edition (19<sup>th</sup> July 2006). ISBN: 978-1902505732,

Fell, Jon, et al (2007). IT Law. British Informatics Society Ltd. 1<sup>st</sup> Edition (1<sup>st</sup> November 2007). ISBN: 978-902505800.

Wheatcroft, Peter. (2007). World Class IT Service Delivery. British Informatics Society Ltd. Illustrated Edition (1<sup>st</sup> April 2008). ISBN: 978-1902505824.

Kobayahi-Hillary, Mark and Dr Sykes, Richard. (2007). Global Service. British Informatics Society Ltd. Illustrated Edition (26<sup>th</sup> April 2007). ISBN: 978-1902505831.

*Other sources.*

[www.bsigroup.com](http://www.bsigroup.com)

[www.isaca.com](http://www.isaca.com)

## Format of the test

This syllabus has a related test in which the applicant must achieve a pass in order to proceed to the third stage of the Chartered IT Professional assessment process.

<b>Test type</b>	Multiple choice, 75 questions in total with 15 from each section of the five sections of the syllabus.
<b>Duration</b>	A maximum of 2 hours
<b>Prerequisites</b>	None – but comprises part of the CITP application process
<b>Supervised</b>	Yes
<b>Open book</b>	No
<b>Pass score</b>	50 out of 75 overall and 8 out of 15 for each of the five sections of the syllabus
<b>Delivery mode</b>	On-line