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Introduction

The syllabus for the BCS Breadth of Knowledge (BoK) test is designed to embrace the scope of the IT profession and test knowledge across all specialisms; it does not rely on technical knowledge.

The first version of the syllabus was published in 2009 when the test on Breadth of Knowledge was introduced as part of the assessment for award of Chartered IT Professional (CITP) status. This is the second version of the syllabus which includes revisions to rework and rebalance various parts of the syllabus and reflect ongoing developments in the IT profession. The original structure and subject areas have been retained.

The purpose of the test is to assure knowledge, awareness and understanding across all areas of the IT profession by applicants for CITP status. The scope of the IT profession is stated as being the practice of all skills within the Skills Framework for the Information Age (SFIA) and candidates are expected to acquire the knowledge needed to be successful during their careers. A list of reference materials is included to help applicants who have had limited exposure to some areas of the syllabus and who may need to undertake some study or revision to pass the test.

The CITP standard is owned and regulated by BCS, The Chartered Institute for IT, which also maintains and publishes the register of Chartered IT Professionals.

Further information about the CITP standard and achieving CITP status is available from the BCS web site at [www.bcs.org.uk](http://www.bcs.org.uk)

Syllabus Summary

The subject areas covered in this syllabus are detailed below:

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

Throughout the syllabus assessment outcomes are described and the weighting applied to each topic is included. This information is designed to indicate the level of knowledge required as a guide for applicants.

Where a dominant body of knowledge or best practice guidance exists for specific subject areas, 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: TOGAF and Zachman Framework
- 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 management lifecycle and the main topics within each.
### Section 1: Strategy and Architecture

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<thead>
<tr>
<th>Subject area</th>
<th>Syllabus content and assessment outcomes</th>
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<tbody>
<tr>
<td><strong>1.1: Strategy planning and enterprise architecture</strong></td>
<td><strong>Summary</strong>&lt;br&gt;The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <strong>Strategy Planning and Enterprise Architecture</strong>. 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.&lt;br&gt;&lt;br&gt;<strong>Indicative content (topics)</strong>&lt;br&gt;This subject area covers:&lt;br&gt;• The basic principles of strategic planning.&lt;br&gt;• Common strategic analysis and planning techniques.&lt;br&gt;• Alignment of business strategy with IT strategy.&lt;br&gt;• The basic principles of enterprise architecture.&lt;br&gt;• The elements of an Enterprise Architecture&lt;br&gt;• Common architectural frameworks.&lt;br&gt;&lt;br&gt;<strong>Assessment outcomes</strong>&lt;br&gt;Specifically within these topics, successful applicants should be able to:&lt;br&gt;(a) <strong>State</strong> the basic principles of strategic planning and common strategic techniques used.&lt;br&gt;(b) <strong>Recognise</strong> the importance of alignment of business strategy with IT strategy.&lt;br&gt;(c) <strong>Identify</strong> strategic analysis approaches.&lt;br&gt;(d) <strong>Define</strong> the term enterprise architecture.&lt;br&gt;(e) <strong>Recognise</strong> the importance having an enterprise architecture and the benefits it brings to the organisation.&lt;br&gt;(f) <strong>Recognise</strong> that an Enterprise Architecture comprises of both business and technical components.&lt;br&gt;(g) <strong>Identify</strong> 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 Zachman Framework.</td>
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</table>

| **1.2: IT Governance** | **Summary**<br>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **IT Governance**.<br><br>**Indicative content (topics)**<br>This subject area covers:<br>• The relationship between Corporate and IT governance.<br>• Information governance.<br>• The separation of IT governance and management aspects.<br>• Standards relating to IT governance. |
### Assessment outcomes

Specifically within these topics, successful applicants should be able to:

- **(a)** Define IT governance.
- **(b)** Distinguish between IT governance and corporate governance.
- **(c)** Identify the essential elements of governance.
- **(d)** Describe the use of governance in planning and organising IT.
- **(e)** Recognise the processes of monitoring and evaluation of IT within a governance framework.
- **(f)** Distinguish between the governance of IT and the management of IT.
- **(g)** Define the term information governance.

### 1.3: Business continuity management

#### Summary

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Business Continuity Management (BCM).

#### Indicative content (topics)

This subject area covers:

- The function and purpose of BCM.
- The main components of BCM.
- Implementing and operating BCM.
- Monitoring and reviewing BCM.
- Maintaining and improving BCM.
- The elements of IT recovery.

#### Assessment outcomes

Specifically within these topics, successful applicants should be able to:

- **(a)** Define Business Continuity Management (BCM).
- **(b)** Identify the key aims and objectives of BCM.
- **(c)** List key personnel and resources required to implement and operate BCM in a typical organisation.
- **(d)** Identify the main components and processes of BCM.
- **(e)** Outline the processes used for monitoring and reviewing BCM.
- **(f)** Identify the key components of IT recovery as part of BCM.

### 1.4: Risk management

#### Summary

The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of Risk Management. 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.
Indicative content (topics)
This subject area covers:
- The definition of a risk.
- The difference between project-related risks and business risks.
- The risk management framework.
- Risk assessment.
- Risk reduction activities and contingency actions.
- The contents of a risk register.

Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) Define a risk.
(b) Distinguish between a project-related risk and a business risk.
(c) Define the key elements of a risk management framework.
(d) Identify actions for dealing with risks.
(e) Distinguish between risk reduction activities and contingency actions.
(f) Define the term mitigation in the context of risk.
(g) List the contents of a risk register.

1.5: Information security management

Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Information Security Management.

Indicative content (topics)
This subject area covers:
- Information assurance goals.
- Threat and risk assessment.
- Security standards.
- Information security controls.
- Business continuity.
- Identity management.
- The use of data across borders.

Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) Define information assurance goals.
(b) Distinguish between types of threat and risk.
(c) Identify available security standards.
(d) Identify the use of information security controls.
(e) Identify the approaches to business continuity.
(f) Interpret terms used to describe identity management.
(g) Identify privacy, safe harbour and related legislation.
1.6: Information management

**Summary**

The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of **Information Management**. 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.

**Indicative content (topics)**

This subject area covers:

- The strategic use of information.
- Information analysis and modelling.
- Tools and techniques used in information management.
- Information governance and management policies.

**Assessment outcomes**

Specifically within these topics, successful applicants should be able to:

(a) **Describe** the relationship between information and data.
(b) **Recognise** that information plays a key strategic role in an organisation.
(c) **List** the principle concepts and components of an information or data model.
(d) **Distinguish** between structured and unstructured information.
(e) **Identify** the types of tools and techniques employed in information and data management.
(f) **Identify** the main information governance and management policies related to information management.
(g) **List** the causes of poor quality of information and recognise ways of improving the quality of information and data.

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1.7: Electronic communications

**Summary**

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Electronic Communications**

**Indicative content (topics)**

This subject area covers:

- Digital communication technologies.
- Telecommunication configurations.
- Communication protocols and standards.
- Computer networks.
- Internet and web concepts and applications.

**Assessment outcomes**

Specifically within these topics, successful applicants should be able to:

(a) **Define** digital communication.
(b) **Distinguish** between digital communication technologies.
(c) **Identify** telecommunication configurations.
(d) **Describe** the use of communication protocols and standards.
### Summary

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the *Principles of Computer Technology*.

#### Indicative content (topics)

This subject area covers:
- Principal hardware components.
- Hardware devices.
- Use of logic in computing.
- Data, information and knowledge.
- Types and applications of software.
- Key roles and activities of IT staff.

#### Assessment outcomes

Specifically within these topics, successful applicants should be able to:

- **(a) Define** principal hardware components.
- **(b) Distinguish** between hardware devices and their applications.
- **(c) Identify** uses of logic in computing.
- **(d) Recognise** the use of data, information and knowledge in computing.
- **(e) Outline** the types of software and their application.
- **(f) Interpret** terms used to describe the fundamentals of computing.
- **(g) Contrast** key roles and responsibilities of IT staff.

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<td>1.7 Electronic communications</td>
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## Section 2: Business change

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<th>Subject area</th>
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| **2.1: Business analysis** | **Summary**<br>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Business Analysis.  

**Indicative content (topics)**<br>This subject area covers:<br>• The strategic context for business analysis.<br>• The life cycle for business change.<br>• Techniques to investigate business problems and opportunities.<br>• Techniques to analyse business problems and opportunities.<br>• The process and techniques applied in stakeholder relationship management.<br>• The rationale and process for gap analysis.<br>• The techniques applied during gap analysis.<br>• The process for evaluating the business options.<br>  
**Assessment outcomes**<br>Specifically within these topics, successful applicants should be able to:<br>  
(a) **Recognise** the importance of the strategic context for business analysis.<br>  
(b) **State** the stages of the business change life cycle.<br>  
(c) **Identify** techniques used to investigate business problems and opportunities.<br>  
(d) **Identify** techniques used to analyse the causes of business problems and opportunities for improvement.<br>  
(e) **State** a three-stage process for stakeholder relationship management.<br>  
(f) **Recognise** the rationale and process for gap analysis.<br>  
(g) **Identify** fundamental techniques used in gap analysis.<br>  
(h) **State** the rationale and process for identifying and evaluating business options.

| **2.2: Business case development** | **Summary**<br>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Business Case Development.  

**Indicative content (topics)**<br>This subject area covers:<br>• The purpose of a business case.<br>• The process for business case development and review.<br>• The content and structure of a business case.<br>• Key investment appraisal techniques.<br>  
**Assessment outcomes**<br>Specifically within these topics, successful applicants should be able to:<br>  
(a) **Define** the purpose of producing a business case.<br>  
(b) **Recognise** the key elements of the process for business case development. |
### 2.3: Programme management

**Summary**

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of *Programme Management*.

**Indicative content (topics)**

This subject area covers:

- The definition of a programme.
- The difference between a programme and a project.
- The key programme management processes.
- Roles in programme management.

**Assessment outcomes**

Specifically within these topics, successful applicants should be able to:

(a) Define a programme.
(b) Distinguish between a programme and a project.
(c) State the key programme management processes.
(d) Define the key roles performed in programme management.

### 2.4: Project management

**Summary**

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of *Project Management*.

**Indicative content (topics)**

This subject area covers:

- The rationale for project management.
- The definition of a project.
- The role of the project manager.
- The project lifecycle.
- The project management processes.
- Project management approaches.

**Assessment Outcomes**

Specifically within these topics, successful applicants should be able to:

(a) Define the term ‘project’.
(b) State the rationale for project management.
(c) Define the role of the project manager.
(d) Describe the stages of a typical project lifecycle.
(e) State the key project management.
(f) Identify project management organisations that publish best practice project management approaches.
### 2.5: Business process improvement

#### Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Business Process Improvement**.

#### Indicative content (topics)
This subject area covers:
- The rationale for business process improvement and business process modeling.
- The key notation set for business process models.
- The content and structure of business process models.
- Types of business process models.
- Approaches to business process improvement.
- Assessing the impact of proposed business process improvements.
- The implementation of business process improvements.

#### Assessment outcomes
Specifically within these topics, successful applicants should be able to:
- **(a) Recognise** the rationale for business process improvement.
- **(b) Recognise** the purpose and rationale for business process modeling.
- **(c) State** the key elements to be modeled on a business process model.
- **(d) Identify** the content and structure of a business process model.
- **(e) Recognise** the different types of business process model.
- **(f) Identify** the key approaches to business process improvement.
- **(g) State** the key impacts that could arise from the implementation of a revised business process.

### 2.6: Requirements engineering

#### Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Requirements Engineering**.

#### Indicative content (topics)
This subject area covers:
- A framework for requirements engineering.
- The rationale and approach for requirements elicitation.
- The rationale and approach for requirements analysis.
- The rationale and approach for requirements documentation.
- The rationale and approach for requirements management.
- The rationale and approach for requirements validation.
- Techniques to elicit and analyse requirements.
- Techniques to document requirements.
- Types of requirements.
- Key characteristics of well-formed requirements.
Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) State the elements required within a requirements engineering framework.
(b) Identify the rationale and approach for requirements elicitation.
(c) Recognise the rationale and approach for requirements analysis.
(d) Identify the rationale and approach for requirements documentation.
(e) Identify the rationale and approach for requirements management.
(f) Identify the rationale and approach for requirements validation.
(g) State the key modeling approaches used in requirements engineering.
(h) Distinguish between functional and non-functional requirements.
(i) State the key characteristics of well-formed requirements.

2.7: Organisational change management

Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Organisational Change Management.

Indicative content (topics)
This subject area covers:
- The rationale for organisational change management.
- The key processes for organisational change management.
- The drivers for organisational change.
- Techniques used in organisational change management.

Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) State the rationale for organisational change management.
(b) State the organisational change management processes.
(c) Identify the drivers for change in organisations.
(d) Identify two approaches used to analyse and manage stakeholders.
(e) Recognise the range of emotions experienced during the organisational change process.
(f) State the three phases of the change process.
2.8: Benefits management

Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Benefits Management.

Indicative content (topics)
This subject area covers:
- The rationale for benefits management.
- The process for benefits management.

Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) Define the term business benefit.
(b) Define the term benefits management.
(c) Define the rationale for benefits management.
(d) State the implications of poor benefits management.
(e) State the process for benefits management.

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<td>2.3 Programme management</td>
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<td>2.4 Project management</td>
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<td>2.5 Business process improvement</td>
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<td>2.6 Requirements engineering</td>
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<td>2.7 Organisational change management</td>
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<td>2.8 Benefits management</td>
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### Section 3: Solution development and implementation

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<tr>
<th>Subject area</th>
<th>Syllabus content and assessment outcomes</th>
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| **3.1: Solution architecture** | **Summary**<br>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Solution Architecture**.  
**Indicative content (topics)**<br>This subject area covers:  
• Architectural classification.  
• Architectural process.  
• Architectural artifacts.  
**Assessment outcomes**<br>Specifically within these topics, successful applicants should be able to:  
(a) **Recognise** the need for separating architectural concerns and the need for these concerns to be aligned.  
(b) **Recognise** the contribution of TOGAF to classifying architecture  
(c) **Define and distinguish** between the various TOGAF architectural types.  
(d) **Recognise** the Zachman Framework as an architectural typology that complements and supplements TOGAF.  
(e) **Explain** the structure and purpose of the Architectural Development Method (ADM).  
(f) **Recognise** that an entity-relationship diagrams and/or class diagram will assist the description of the data (information) architecture.  
(g) **Recognise** that a system use case diagram and supporting use case descriptions will assist the description of an applications architecture. |
| **3.2: Software engineering** | **Summary**<br>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Software Engineering**.  
**Indicative content**<br>This subject area covers:  
• Software engineering components.  
• The software engineering process.  
• Configuration management.  
• Automated tool support for software engineering.  
**Assessment outcomes**<br>Specifically within these topics, successful applicants should be able to: |
### 3.3: Systems integration

#### Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Systems Integration**.

#### Indicative content
This subject area covers:
- Basic principles of systems integration.
- Distributed software.
- Middleware.
- Web services.

#### Assessment outcomes
Specifically within these topics, successful applicants should be able to:

- **(a)** Define the principles and objectives of Service Oriented Architecture (SOA).
- **(b)** Define the principles and objectives of an Application Program Interface (API) and a Remote Procedure Call (RPC).
- **(c)** Define the concept and application of Open Database Connectivity (ODBC).
- **(d)** Define the concept and application of an Interface Definition Language (IDL).
- **(e)** Distinguish between the three conceptual layers of a system.
- **(f)** Define the characteristics of architecture types.
- **(g)** Recognise the role, objectives and scope of middleware.
- **(h)** Distinguish between the basic characteristics of three generic types of middleware: RPC, object brokers, and message-oriented middleware.
- **(i)** Recognise the use of middleware to enable Enterprise Application Integration (EAI).
- **(j)** Recognise the use of workflow management software to deliver value-adding business processes.
### 3.4: Computer Programming

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<thead>
<tr>
<th><strong>Summary</strong></th>
<th>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <strong>Computer Programming</strong>.</th>
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</thead>
</table>
| **Indicative content** | This subject area covers:  
- Fundamentals of programming.  
- Programming languages.  
- Software solutions. |
| **Assessment outcomes** | Specifically within these topics, successful applicants should be able to:  
(a) **Distinguish** between source code and object code and between interpreters, semi compilers and compilers.  
(b) **Recognise** 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).  
(c) **Recognise** the logical operators: AND, OR and NOT and the basic constructs of Boolean algebra.  
(d) **Identify** the structure of a program: input, process, and output.  
(e) **Recognise** the principles and application of the main program control structures.  
(f) **Define** the characteristics of the main families of programming language.  
(g) **Recognise** the object oriented principles of encapsulation, inheritance and polymorphism.  
(h) **Explain** the characteristics of a commercial off-the-shelf solution/(COTS).  
(i) **Explain** the characteristics of open source software and the development of mobile apps.  
(j) **Define** the concept and principles of a component-based approach to software development.  
(k) **Identify** the effect of web services on off-the-shelf software package solutions. |

### 3.5: Software Testing

<table>
<thead>
<tr>
<th><strong>Summary</strong></th>
<th>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <strong>Software Testing</strong>.</th>
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| **Indicative content** | This subject area covers:  
- Introduction to testing.  
- The fundamental test process.  
- Testing through the software engineering life cycle.  
- Automated tool support for testing. |
Assessment outcomes
Specifically within these topics, successful applicants should be able to:

(a) Define the terms error, defect (fault) and failure.
(b) Recognise that the purpose of testing is to find defects, provide confidence and information, and prevent defects.
(c) Explain the implications of the main testing principles.
(d) Explain the relationship between risk and testing.
(e) Define the stages of the fundamental test process.
(f) Distinguish between verification and validation and between static and dynamic testing.
(g) Recognise the relationship between test activities and the deliverables of the software engineering lifecycle.
(h) Define the term “test basis” and the principles of entry and exit criteria.
(i) Distinguish between the main testing levels: component (unit testing), integration testing, system testing & acceptance testing.
(j) Recognise the distinction between functional testing and non-functional testing.
(k) Distinguish between regression and confirmation testing and between load, performance and stress testing.
(l) Explain the characteristics of a test tool.

3.6: Agile Systems Development

Summary
The purpose of this assessment is to ensure that the candidate has a basic knowledge and awareness of some of the principles of Agile Systems Development.

Indicative content
This subject area covers:
- The principles of the agile manifesto and agile development.
- The distinction between iterative and incremental development.
- Agile requirements definition.
- Programming and testing in the agile environment.

Assessment Outcomes
Specifically within these topics, successful applicants should be able to:

(a) Define the principles of the agile manifesto.
(b) Recognise the role of time-boxing and prototyping in agile development.
(c) Distinguish between incremental and iterative development.
(d) Describe the principle of user stories and define good practice in their construction.
(e) Define the principles and explain the benefits of pair programming.
(f) Define the principles and explain the benefits of test-driven
3.7: Business Acceptance testing

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<tr>
<td>The purpose of this assessment is to ensure that the candidate has a basic knowledge and awareness of the scope of Business Acceptance Testing.</td>
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<td>- Testing against functional requirements.</td>
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<td>- Usability and performance testing.</td>
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<td>- Operational acceptance testing.</td>
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<td>- Testing against contracts and regulations.</td>
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<td>- Alpha and Beta testing.</td>
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<td>Specifically within these topics, successful applicants should be able to:</td>
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<tr>
<td>(a) <strong>Distinguish</strong> between business acceptance testing and user acceptance testing.</td>
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<td>(b) <strong>Recognise</strong> the role of usability and performance testing in acceptance testing.</td>
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<tr>
<td>(c) <strong>Define</strong> the meaning and scope of operational acceptance testing.</td>
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<td>(d) <strong>Recognise</strong> the need for contract or regulation acceptance testing.</td>
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<td>3.7 Business Acceptance testing</td>
<td>2 questions</td>
</tr>
</tbody>
</table>
### Section 4: Service management

<table>
<thead>
<tr>
<th>Subject area</th>
<th>Syllabus content and assessment outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>4.1: Service management frameworks and approaches</strong></td>
<td><strong>Summary:</strong> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of Service Management, its practices, frameworks, guidance and standards.</td>
</tr>
<tr>
<td></td>
<td><strong>Indicative content (topics):</strong> This subject area covers</td>
</tr>
<tr>
<td></td>
<td>• The use of frameworks, guidelines and standards.</td>
</tr>
<tr>
<td></td>
<td>• Overview and use of ITIL.</td>
</tr>
<tr>
<td></td>
<td>• Overview and use of ISO/IEC 20000.</td>
</tr>
<tr>
<td></td>
<td>• Overview and use of COBIT.</td>
</tr>
<tr>
<td></td>
<td>• Service management as a practice.</td>
</tr>
<tr>
<td></td>
<td>• A service and its structure and components.</td>
</tr>
<tr>
<td></td>
<td>• Service culture, customer focus and satisfaction.</td>
</tr>
<tr>
<td></td>
<td>• Key service management concepts and principles.</td>
</tr>
<tr>
<td></td>
<td>• The service lifecycle and its stages.</td>
</tr>
<tr>
<td></td>
<td>• Service level agreements and their use.</td>
</tr>
<tr>
<td></td>
<td><strong>Assessment outcomes:</strong> Specifically within these topics, successful applicants should be able to:</td>
</tr>
<tr>
<td></td>
<td>(a) Identify the key IT service management concepts and principles.</td>
</tr>
<tr>
<td></td>
<td>(b) Define the term service in the context of IT service management.</td>
</tr>
<tr>
<td></td>
<td>(c) Describe and outline the main components of a service.</td>
</tr>
<tr>
<td></td>
<td>(d) Distinguish between best practice guidance, frameworks and standards.</td>
</tr>
<tr>
<td></td>
<td>(e) Define service culture.</td>
</tr>
<tr>
<td></td>
<td>(f) Define ITIL and its main objectives.</td>
</tr>
<tr>
<td></td>
<td>(g) Identify the stages within the ITIL service lifecycle.</td>
</tr>
<tr>
<td></td>
<td>(h) Describe the main areas and domain processes of the ISO/IEC 20000 standard and the COBIT governance framework.</td>
</tr>
<tr>
<td></td>
<td>(i) Describe contribution of service level agreements and operational level agreements to the quality of IT services.</td>
</tr>
<tr>
<td><strong>4.2: Service strategy</strong></td>
<td><strong>Summary:</strong> The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the need for a Service Strategy and the activities and processes involved in its production.</td>
</tr>
<tr>
<td></td>
<td><strong>Indicative content:</strong> This subject area covers:</td>
</tr>
<tr>
<td></td>
<td>• Service value, warranty and utility.</td>
</tr>
</tbody>
</table>
• The key concepts of ITIL service strategy.
• Business outcomes.
• Service strategy generation.
• Service portfolio management.
• The service pipeline, the service portfolio and the service catalogue.
• Financial management of services and Return on Investment (ROI) in services.

Assessment outcomes:
Specifically within these topics, successful applicants should be able to:

(a) Define the value of services in the context of IT service management.
(b) Describe the principles of a service strategy and its use.
(c) Identify the main service provider types.
(d) Describe the key concepts of service strategy.
(e) List and describe the ITIL Service Strategy processes involved in this stage of the IT service management lifecycle (strategy generation, financial management, service portfolio management, demand management).
(f) Describe the service portfolio, service pipeline and the service catalogue.
(g) Explain the financial management of services.
(h) Describe Return on Investment (ROI) in services.

4.3: Service design and Service transition

Summary:
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of
a. Service Design and the need for the design of complete service solutions matched to business requirements.
b. Service Transition and the need for the smooth transition of service solutions to operations.

Indicative content (topics):
This subject area covers:
• Designing services to meet requirements.
• The key aspects of ITIL service design.
• Service catalogue management.
• Service level management.
• Capacity management.
• Availability management.
• IT service continuity management.
• Transition plans and the transitioning of services to operations.
• The key aspects of ITIL service transition.
• Service transition planning.
• Change management and version control.
• Service asset and configuration management.
• Release and deployment management.
### Assessment outcomes:

Specifically within these topics, successful applicants should be able to:

- **(a)** Identify and explain the value of IT service design to a service provider organisation.
- **(b)** Define the relationship between service design and requirements definition.
- **(c)** Explain the purpose of IT service design.
- **(d)** List the purpose of service design.
- **(e)** List and describe 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).
- **(f)** Define the relationship between service design and information security management.
- **(g)** Identify and explain the value of service transition.
- **(h)** Explain the purpose of service transition.
- **(i)** Describe the key principles of service transition and the use of Service Knowledge Management Services (SKMS).
- **(j)** List and describe the processes involved in this stage of the ITIL service lifecycle (change management, configuration management and the retirement of services).
- **(k)** Explain the purpose of the service transition processes.
- **(l)** Define the need for transition plans for the delivery of IT services.

### 4.4: Service operation and Continual service improvement

#### Summary:

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the importance of

a. Service Operation and the need for quality in the delivery and provision of services.

b. Continual Service Improvement to a service provider organisation.

#### Indicative content (topics):

This subject area covers:

- The key aspects of ITIL service operation.
- Balancing service operation.
- Event management.
- Incident management.
- Request fulfillment.
- Problem management.
- Access management.
- The service desk, technical, operations and application management.
- Quality and improvement processes, methods and techniques.
- Service measurement and service reporting.
Assessment outcomes:
Specifically within these topics, successful applicants should be able to:

(a) **Identify and explain** the value of service operation.
(b) **Explain** the purpose and goals of service operation.
(c) **List and describe** the processes involved in this stage of the service lifecycle (event management, incident management, request fulfillment, access management and problem management).
(d) **Describe** the purpose of the service operation processes.
(e) **Define** the need for balance within service operations.
(f) **Explain** the purpose of the service desk, technical, operations and application management.
(g) **Identify and explain** the value of continual service improvement.
(h) **Explain** the purpose of continual service improvement.
(i) **Describe** the key principles of continual service improvement.
(j) **List and describe** the processes involved in this stage of the ITIL service lifecycle (service improvement, service measurement, service reporting).
(k) **Identify** approaches to service measurement.

### 4.5: Service acceptance

**Summary**

The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the need for **Service Acceptance** and the activities and processes involved.

**Indicative content (topics):**

This subject area covers:

- The life cycle and role of Service acceptance.
- Service acceptance documentation.
- Derivation of Service acceptance criteria.
- Stakeholders.
- Testing and quality issues.

**Assessment outcomes:**

Specifically within these topics, successful applicants should be able to:

(a) **Define** the need for Service acceptance and its role in Service management.
(b) **List** the key items of the documented Service acceptance criteria.
(c) **List** the key documents from which Service acceptance criteria can be derived.
(d) **Name** the key stakeholders who will be involved in agreeing a set of Service acceptance criteria.
(e) **Describe** the essential quality control and testing activities that should be carried out on the Service acceptance criteria to ensure that the new service will meet its expected levels of functionality, quality and support once it has been deployed.
## Supply management

### Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Supply Management**. 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.

### Indicative content (topics)
This subject area covers:
- Sourcing options.
- Procurement process.
- Contractual terms.
- Supplier management.
- Legal issues in the outsourcing of services.

### Assessment Outcomes
Specifically within these topics, successful applicants should be able to:

- **(a)** Define in-sourcing, outsourcing, multisourcing, partnering, X-as-a-service (XaaS) and business process outsourcing.
- **(b)** Define onshore, offshore, nearshore.
- **(c)** Describe the steps in a typical tendering and procurement process.
- **(d)** List typical selection criteria for IT products and services.
- **(e)** Describe fixed price, time and materials, volumetric pricing and shared risk pricing options.
- **(f)** Describe key contractual terms.
- **(g)** Identify the typical criteria for monitoring supplier performance.
- **(h)** List the typical supplier-related legal and regulatory issues.
- **(i)** Outline the principals of legislation impacting the transfer of employees.

## Contract management

### Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of the need for **Contract Management** with emphasis on the processes required once a contract has been procured.

### Indicative content (topics)
This subject area covers:
- Good contract management practice.
- The elements of a Contract management framework.
- Supplier relationship management.
- Contract development.
- Market management.
Assessment outcomes:
Specifically within these topics, successful applicants should be able to:
(a) Define the purpose of Contract management.
(b) Describe the main processes within a Contract management framework.
(c) Define the key resources required by a Contract management framework.
(d) Describe the steps to manage supplier contract performance.
(e) Identify criteria that will help to ensure the contract is developed in a controlled way (Continuous service improvement)
(f) Describe Market management within Contract management and its main processes
### Section 5: Management support and professional issues

<table>
<thead>
<tr>
<th>Subject area</th>
<th>Syllabus content and assessment outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5.1: Compliance management</strong></td>
<td><strong>Summary</strong>&lt;br&gt;The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <strong>Compliance Management</strong>. 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.</td>
</tr>
<tr>
<td></td>
<td><strong>Indicative content (topics)</strong>&lt;br&gt;This subject area covers:&lt;br&gt;• Requirements which drive IT governance policies and compliance requirements.&lt;br&gt;• Best practices for the use of personal data.&lt;br&gt;• Common legislation relevant to IT.&lt;br&gt;• Audit methods and techniques.&lt;br&gt;• Achieving and maintaining compliance.</td>
</tr>
<tr>
<td></td>
<td><strong>Assessment outcomes</strong>&lt;br&gt;Specifically within these topics, successful applicants should be able to:&lt;br&gt;<strong>(a) Define</strong> policy, compliance and IT governance.&lt;br&gt;<strong>(b) List</strong> the inputs which will influence the development of compliance and governance policies for an organisation.&lt;br&gt;<strong>(c) Describe</strong> the key activities and considerations for the capture and use of personal data.&lt;br&gt;<strong>(d) Associate</strong> legislation and industry regulations with their purpose and impact on IT.&lt;br&gt;<strong>(e) Distinguish</strong> between compliance measurement and maturity measurement.&lt;br&gt;<strong>(f) Describe</strong> the use of the most commonly used maturity measure – CMMI– Capability Maturity Model.&lt;br&gt;<strong>(g) Describe</strong> the ways in which the COBIT framework can be used.&lt;br&gt;<strong>(h) Distinguish</strong> between internal audit and external audit.&lt;br&gt;<strong>(i) Describe</strong> the activities required to maintain compliance in a changing business environment.</td>
</tr>
</tbody>
</table>
5.2: People management

Summary
The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of People Management. 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.

Indicative content (topics)
This subject area covers:
- Legislation impacting management of people.
- Management and leadership roles.
- Performance management.
- Management of staff in single, multiple and international teams.
- Working with partners and suppliers.

Assessment outcomes
Specifically within these topics, successful applicants should be able to:
(a) List the most common legal requirements impacting the management of people.
(b) Identify the key elements of employment law.
(c) Identify the key elements of the health and safety laws.
(d) Explain the impacts of working with differing international employment requirements in a global company.
(e) Distinguish between management and leadership.
(f) Explain the importance of management and leadership roles to the success of an organisation.
(g) List key elements of a performance management system.
(h) Describe key differences in building and managing a team on a single site, multiple sites or internationally spread.
(i) Recognise typical issues that can arise in working across different cultures.
(j) Describe key differences in managing in-house staff with staff from partners or third party suppliers.
<table>
<thead>
<tr>
<th>5.3: Quality management</th>
<th><strong>Summary</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of <em>Quality Management Systems</em>. 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.</td>
</tr>
<tr>
<td></td>
<td><strong>Indicative content (topics)</strong></td>
</tr>
<tr>
<td></td>
<td>This subject area covers:</td>
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<tr>
<td></td>
<td>Systems and methods for the management of:</td>
</tr>
<tr>
<td></td>
<td>• Quality management system.</td>
</tr>
<tr>
<td></td>
<td>• Quality, such as ISO 9000.</td>
</tr>
<tr>
<td></td>
<td>• Environmental management, such as ISO 14000.</td>
</tr>
<tr>
<td></td>
<td>• Health and safety, such as OHSAS 18000.</td>
</tr>
<tr>
<td></td>
<td>• Business continuity, such as ISO22301.</td>
</tr>
<tr>
<td></td>
<td>• Energy management, such as ISO50001.</td>
</tr>
<tr>
<td></td>
<td>• Information security, such as ISO/IEC27001.</td>
</tr>
<tr>
<td></td>
<td><strong>Assessment outcomes</strong></td>
</tr>
<tr>
<td></td>
<td>Specifically within these topics, successful applicants should be able to:</td>
</tr>
<tr>
<td></td>
<td>(a) <strong>Describe</strong> each of the main parts of a Quality management system (Quality system, Quality assurance, Quality planning, Quality control).</td>
</tr>
<tr>
<td></td>
<td>(b) <strong>Describe</strong> a process approach used for managing continual improvement such as the Deming cycle.</td>
</tr>
<tr>
<td></td>
<td>(c) <strong>Distinguish</strong> between standards for quality, environment management, health and safety management, disaster recovery and business continuity, IT governance, Energy management.</td>
</tr>
<tr>
<td></td>
<td>(d) <strong>Describe</strong> the benefits of certification to international standards.</td>
</tr>
<tr>
<td></td>
<td>(e) <strong>Describe</strong> the benefits of quality management for IT.</td>
</tr>
<tr>
<td></td>
<td>(f) <strong>Describe</strong> the scope of environment management for IT.</td>
</tr>
<tr>
<td></td>
<td>(g) <strong>Describe</strong> the scope of occupational health and safety.</td>
</tr>
<tr>
<td></td>
<td>(h) <strong>Describe</strong> the scope of business continuity.</td>
</tr>
<tr>
<td></td>
<td>(i) <strong>Describe</strong> the scope of energy management.</td>
</tr>
<tr>
<td></td>
<td>(j) <strong>Describe</strong> the scope of information security.</td>
</tr>
</tbody>
</table>
| 5.4: Financial management | **Summary**
| | The purpose of this assessment is to ensure that the applicant has a basic knowledge and awareness of **Financial Management**. 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.

| **Indicative content (topics)** | This subject area covers:
| | • Basic accounting principles.
| | • The impact of IT on financial performance.
| | • Aligning budgets with corporate objectives.
| | • Forecasting and estimating.

| **Assessment outcomes** | Specifically within these topics, successful applicants should be able to:
| | (a) **Distinguish** between budgeting and accounting.
| | (b) **List** typical items to include in an IT budget.
| | (c) **Describe** the different methods of charging for IT services.
| | (d) **Distinguish** between a profit centre and a cost centre.
| | (e) **Distinguish** between revenue and capital expenditure.
| | (f) **Describe** depreciation and how it is used with assets.
| | (g) **Describe** the importance of aligning IT budgets with corporate/strategic objectives.
| | (h) **List** items to be included when estimating costs for new IT services or products.
| | (i) **Describe** the importance of accurate forecasting of future costs.
5.5: Legal, social and ethical issues

<table>
<thead>
<tr>
<th>Summary</th>
</tr>
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<tbody>
<tr>
<td>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <strong>Legal, Social and Ethical Issues</strong>. It covers the responsibilities of a professional with regard to the public interest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indicative content (topics)</th>
</tr>
</thead>
<tbody>
<tr>
<td>This subject area covers:</td>
</tr>
<tr>
<td>- Regard for public health, safety and the environment.</td>
</tr>
<tr>
<td>- Legitimate rights of third parties.</td>
</tr>
<tr>
<td>- Knowledge of relevant legislation, regulation and standards.</td>
</tr>
<tr>
<td>- Equality and diversity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifically within these topics, successful applicants should be able to:</td>
</tr>
<tr>
<td>(a) <strong>State</strong> the basic principles of professional duty, competence and integrity.</td>
</tr>
<tr>
<td>(b) <strong>Recognise</strong> the importance of professional codes of conduct and practice.</td>
</tr>
<tr>
<td>(c) <strong>Identify</strong> primary legislation and regulation frameworks affecting IT practitioners.</td>
</tr>
<tr>
<td>(d) <strong>Distinguish</strong> between a code of conduct and a code of practice.</td>
</tr>
</tbody>
</table>

5.6: Duty to employers and clients

<table>
<thead>
<tr>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of <strong>Duty to Employers and Clients</strong>. It covers issues such as due diligence and conflict of interest.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indicative content (topics)</th>
</tr>
</thead>
<tbody>
<tr>
<td>This subject area covers:</td>
</tr>
<tr>
<td>- Due diligence.</td>
</tr>
<tr>
<td>- Response where professional judgment is over-ruled.</td>
</tr>
<tr>
<td>- Disclosure of conflicts of interest.</td>
</tr>
<tr>
<td>- Confidentiality.</td>
</tr>
<tr>
<td>- Misrepresentation.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifically within these topics, successful applicants should be able to:</td>
</tr>
<tr>
<td>(a) <strong>Recognise</strong> duty to employer/client, and how conflict may arise between employer/client instructions and professional judgment.</td>
</tr>
<tr>
<td>(b) <strong>Describe</strong> how to respond when professional judgment is challenged.</td>
</tr>
<tr>
<td>(c) <strong>Recognise</strong> how conflict of interest can arise, and how to handle it.</td>
</tr>
<tr>
<td>(d) <strong>Define</strong> confidential information.</td>
</tr>
<tr>
<td>(e) <strong>Recognise</strong> how to avoid misrepresentation.</td>
</tr>
</tbody>
</table>
### 5.7: Duty to the IT profession

**Summary**
The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of *Duty to the IT Profession*. It covers issues such as upholding the reputation of one’s professional body, and the wider responsibility to promote public understanding of IT.

**Indicative content (topics)**
This subject area covers:
- Reputation of the IT profession.
- Integrity in dealings with, and respect for other professionals.
- Sensitivity to possible consequences of public statements.
- Legal obligations.

**Assessment outcomes**
Specifically within these topics, successful applicants should be able to:
- (a) **State** the responsibilities of an individual as a representative of the IT profession.
- (b) **Describe** possible consequences of statements to others when viewed by them as IT professionals.
- (c) **State** obligations if convicted of a criminal offence or becoming bankrupt, or disqualified as a company director.

### 5.8: Professional competence and integrity

**Summary**
The purpose of this assessment is to ensure that applicants have a basic knowledge and awareness of the subject area of *Professional Competence and Integrity*. It covers issues such as continuing professional development.

**Indicative content (topics)**
This subject area covers:
- Maintaining awareness of technological developments.
- Application of codes of practice.

**Assessment outcomes**
Specifically within these topics, successful applicants should be able to:
- (a) **Describe** a methodical approach to maintaining their own skills and competences.
- (b) **Recognise** the obligation to disclose where work is outside their experience or competence.
- (c) **Describe** how to use codes of practice and other relevant standards.
- (d) **Recognise** professional responsibility for their work and for the work of colleagues who are working under their supervision.
<table>
<thead>
<tr>
<th>Management support and professional issues</th>
<th>Assessment strategy and assessment criteria (weightings)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Compliance management</td>
<td>3 questions</td>
</tr>
<tr>
<td>5.2 People management</td>
<td>2 questions</td>
</tr>
<tr>
<td>5.3 Quality management</td>
<td>3 questions</td>
</tr>
<tr>
<td>5.4 Financial management</td>
<td>2 questions</td>
</tr>
<tr>
<td>5.5 Legal, social and ethical issues</td>
<td>1 question</td>
</tr>
<tr>
<td>5.6 Duty to employers and clients</td>
<td>2 questions</td>
</tr>
<tr>
<td>5.7 Duty to the profession</td>
<td>1 question</td>
</tr>
<tr>
<td>5.8 Professional competence and integrity</td>
<td>1 question</td>
</tr>
</tbody>
</table>
Reference materials

The purpose of the test is to assure knowledge, awareness and understanding across all areas of the IT profession by applicants for CITP status. The scope of the IT profession is stated as being the practice of all skills within the Skills Framework for the Information Age (SFIA) and candidates are expected to acquire the knowledge needed to be successful during their careers. A list of suggested reference materials is included below to help applicants who have had limited exposure to some areas of the syllabus.

Strategy and Architecture:

<table>
<thead>
<tr>
<th>Originator</th>
<th>Resource</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Keith Gordon</td>
<td></td>
</tr>
<tr>
<td>UK Government: Cabinet Office</td>
<td>General references related to Information Assurance, quality assurance for management information and cyber security</td>
<td><a href="http://www.gov.uk">www.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>Computer Science: An Overview J. Glenn Brookshear</td>
<td>ISBN: 978-0321544285</td>
</tr>
<tr>
<td></td>
<td>• Risk Management – Management of Risk Publications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Programme Management – Managing Successful Programmes</td>
<td></td>
</tr>
</tbody>
</table>

Business Change:

<table>
<thead>
<tr>
<th>Originator</th>
<th>Resource</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Debra Paul, Donald Yeates and James Cadle (editors)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Gerald Kotonya and Ian Sommerville</td>
<td></td>
</tr>
<tr>
<td>Originator</td>
<td>Resource</td>
<td>Location</td>
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<td>----------------------------</td>
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<tr>
<td></td>
<td>Pressman, Roger.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>G Alonso, F Casati, H Kuno and V Machiraju.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>Specifically, chapters 1, 2.1, 3.2, 3.3, 4 and 6.</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td><em>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 chapters 5 and 6 of are directly relevant.</em></td>
<td></td>
</tr>
<tr>
<td>The agile alliance:</td>
<td>Principles and philosophy of Agile</td>
<td><a href="http://www.agilealliance.org">www.agilealliance.org</a></td>
</tr>
</tbody>
</table>
### Service Management:

<table>
<thead>
<tr>
<th>Originator</th>
<th>Resource</th>
<th>Location</th>
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</thead>
</table>
| ITIL Service Management | Publications | Core Cabinet Office Material for:  
- ITIL Glossaries  
- Cabinet Office-derived Products  
- The Introduction to the ITIL Service Lifecycle  
- Official Portfolio - Complementary Material  
- An Introductory Overview of ITIL V3 | www.itil-officialsite.com |
| itSMF | |  
- itSMF Pocket Guide.  
- Planning and Achieving ISO/IEC 20000 Certification | www.itsmf.co.uk |
| COBIT - business framework for the governance and management of enterprise IT |  
- Overview of COBIT  
- Executive Summary – version 5 | www.isaca.com  
www.isaca.org/COBIT/Documents/Executive-Summary.pdf |
| National Audit Office | Publication: NAO Good Practice Contract Management Framework | www.nao.org.uk/ |

### Management Support and Professional Issues

<table>
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<tr>
<th>Originator</th>
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<tr>
<td>BCS</td>
<td>IT Law</td>
<td></td>
</tr>
<tr>
<td>Author(s)</td>
<td>Title</td>
<td>ISBN</td>
</tr>
<tr>
<td>-----------</td>
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</tr>
<tr>
<td>Jon Fell, John Antell, Jonathan Exell, Vivian Picton, Adrian Roberts-Walsh, Louise Townsend</td>
<td>BCS Breadth of Knowledge Test Syllabus</td>
<td></td>
</tr>
<tr>
<td>Peter Wheatcroft</td>
<td>World Class IT Service Delivery</td>
<td>978-1902505824</td>
</tr>
<tr>
<td>Mark Kobayahi-Hillary and Richard Dr Sykes</td>
<td>Global Service: Moving to a Level Playing Field</td>
<td>978-1902505831</td>
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</table>
## Format of the test

This syllabus has a related test which the applicant must pass in order to be awarded Chartered IT Professional (CITP) status.

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