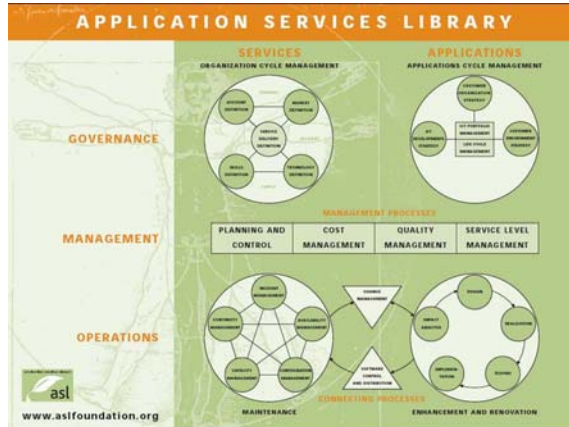


Directly following the successful EXIN Service Management IT Service Management conference on Oct 21st 2009, EXIN and the ASL B iSL Foundation organized a two-day Train the Trainer course at ASL Foundation level.

ASL – the Application Services Library

ASL is a public domain approach for management, maintenance and enhancement/renovation of (business) applications. It consists of a framework of processes, supplemented by various publications and a periodically updated library of best practices that are available on the website of the ASL Foundation, which also provides a platform for application management organizations. Organizations use ASL as a management tool to improve the performance of application management services.



Training

The training covered the following topics

- ASL Foundation exam specifications
- Scope and Context of ASL
- Frameworks and Models
- ASL Basics
- ASL BiSL Foundation
- Implementing ASL in an Organization
- Operational ASL Processes
- Operational ASL Processes
- Management ASL Processes
- Strategic ASL Processes
- Cases
- Coaching for exam
- Sample exam, results & feedback
- ASL Foundation exam, results, certificates



The training included

- ASL Foundation Certification
- ASL Book
- Training material
- Exam specifications and sample exam
- Hot line to experienced ASL trainer

Attendees

There were fourteen participants, many with experience in executing and training in the field of IT Service Management. They represented Asiainfo Technologies, BSI, Capgemini, Easthome Consulting & Service, EXIN, HP, IBM, Shanghai Information Training Center, Siemens, Sino Service One. They all took the EXIN exam and achieved a high pass rate of 86%.



Benefits for Accredited Training Partners

- Become an accredited ATP for ASL Foundation
- Have the first ASL Foundation accredited trainers in China
- Receive training material, supplementary guidance and marketing support from EXIN and the ASL BiSL Foundation
- Rapidly move into the marketplace
- Become a partner of the ASL BiSL Foundation – free of charge until you make a profit on the training
- Have your organizations name listed at ASL BiSL Foundation and EXIN international and Chinese website after becoming accredited

The benefits for Accredited Trainers

- Become the first accredited trainers in China
- Receive ASL Foundation certificate and accredited trainer certificate for the course
- Quickly understand the content and focus of the qualification
- Insight from one of the world's most experienced ASL consultants and trainers
- Have your name listed on EXIN China website

The Trainers' Trainer

With more than 20 years of experience in the field of Application Management, Mark Smalley has trained more than 800 professionals to ASL Foundation certification level and frequently writes and speaks on the subject. Recent speaking engagements in India, England, Netherlands, Hong Kong, Australia, Singapore and China. He works as a consultant for Capgemini in the Netherlands and has been an active participant of the non-profit, vendor-independent ASL BiSL Foundation for many years, currently representing the Foundation as director of international affairs. He is a member of the EXIN Professional Group and contributes to ASL and BiSL examination material. He lectures at Rotterdam University on Application Management based on ASL and has recently lectured at Hangzhou University's International Outsourcing College.

