



1 June 2013

**Become a valuable T-shaped professional
with ASL & BiSL**

Mark Smalley, IT Paradigmologist

 @marksmalley  &

mark.smalley@aslbislfoundation.org





Agenda

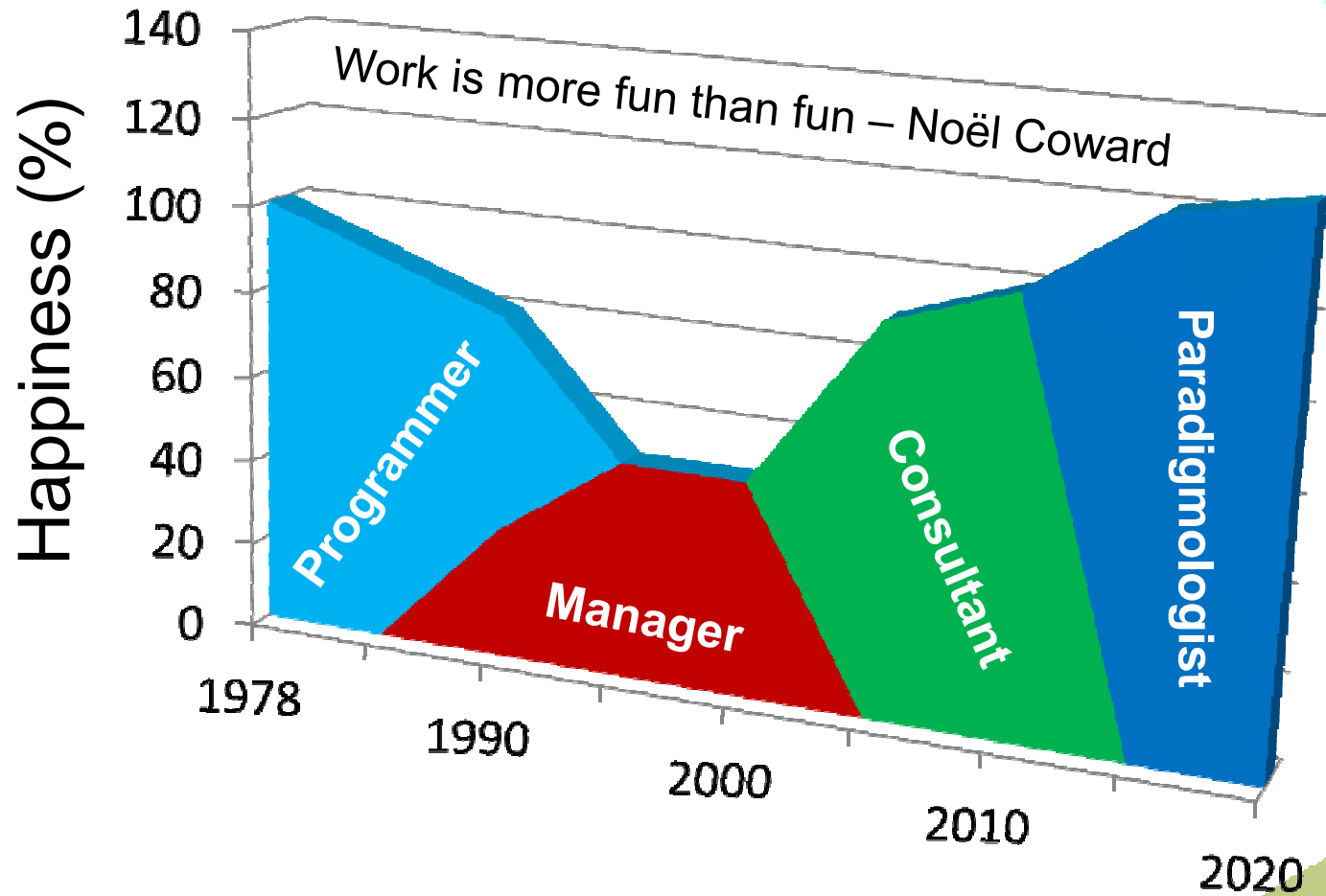
- Context of IT Management, including trends
- Successful trio of frameworks:
 - BiSL® for 'business information management'
 - ASL2® for application management
 - ITIL® for IT infrastructure management & ITSM
- Overview of ASL2®
- Overview of BiSL®
- Additional information resources



Questions & comments

- Please send your questions and comments during the presentation
- After each of the 3 major sections there will be time to address these

IT Paradigmologist

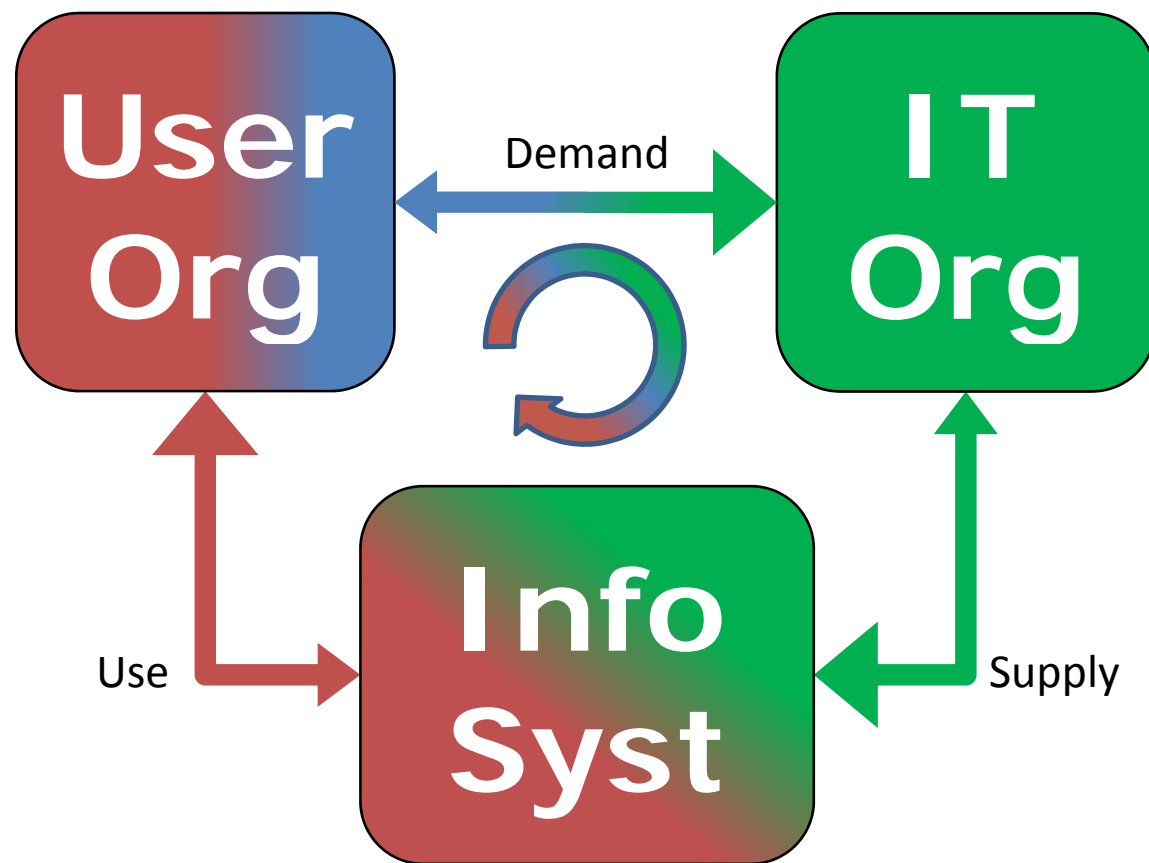


(Smalley.IT)

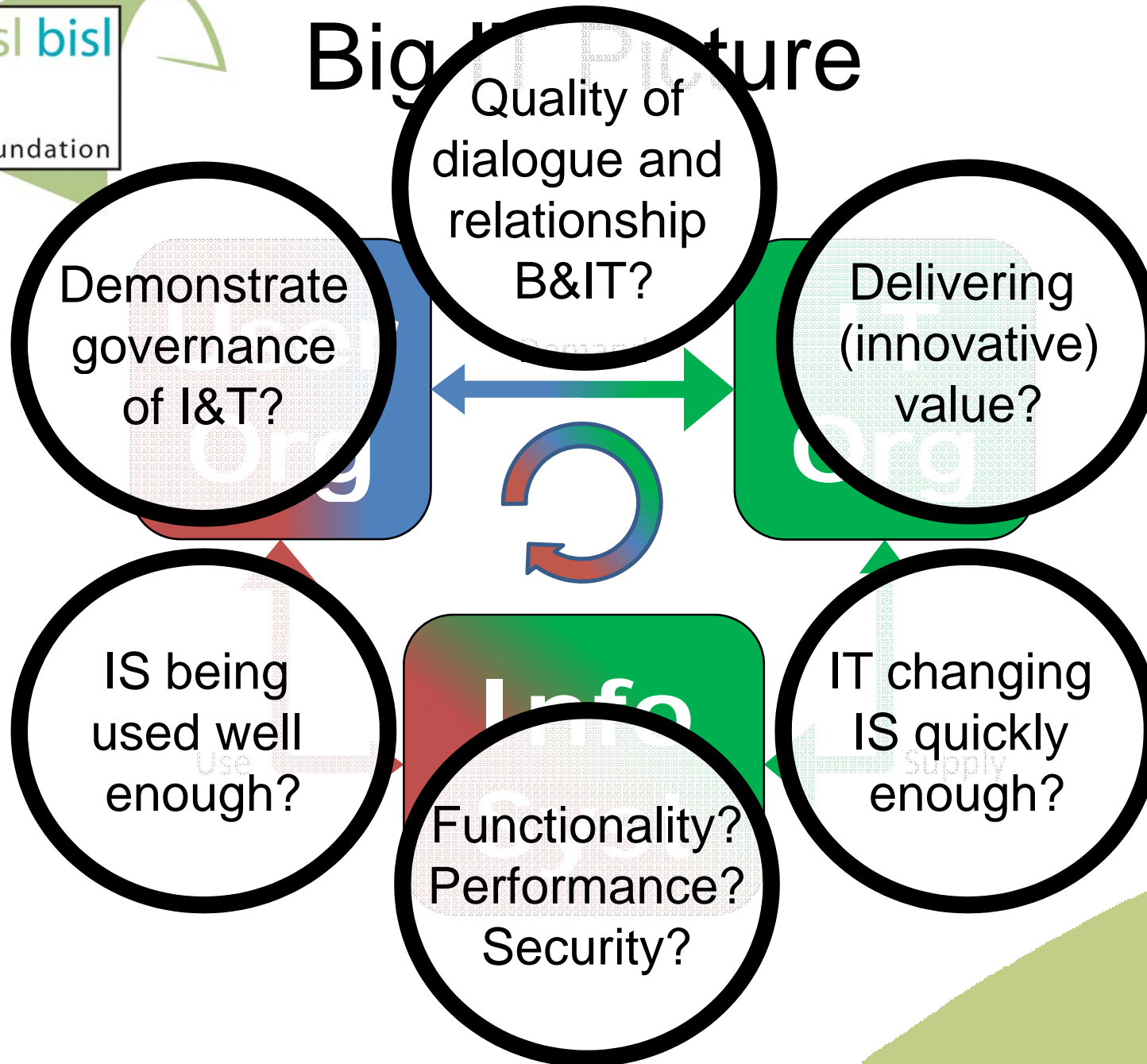


© APM GROUP

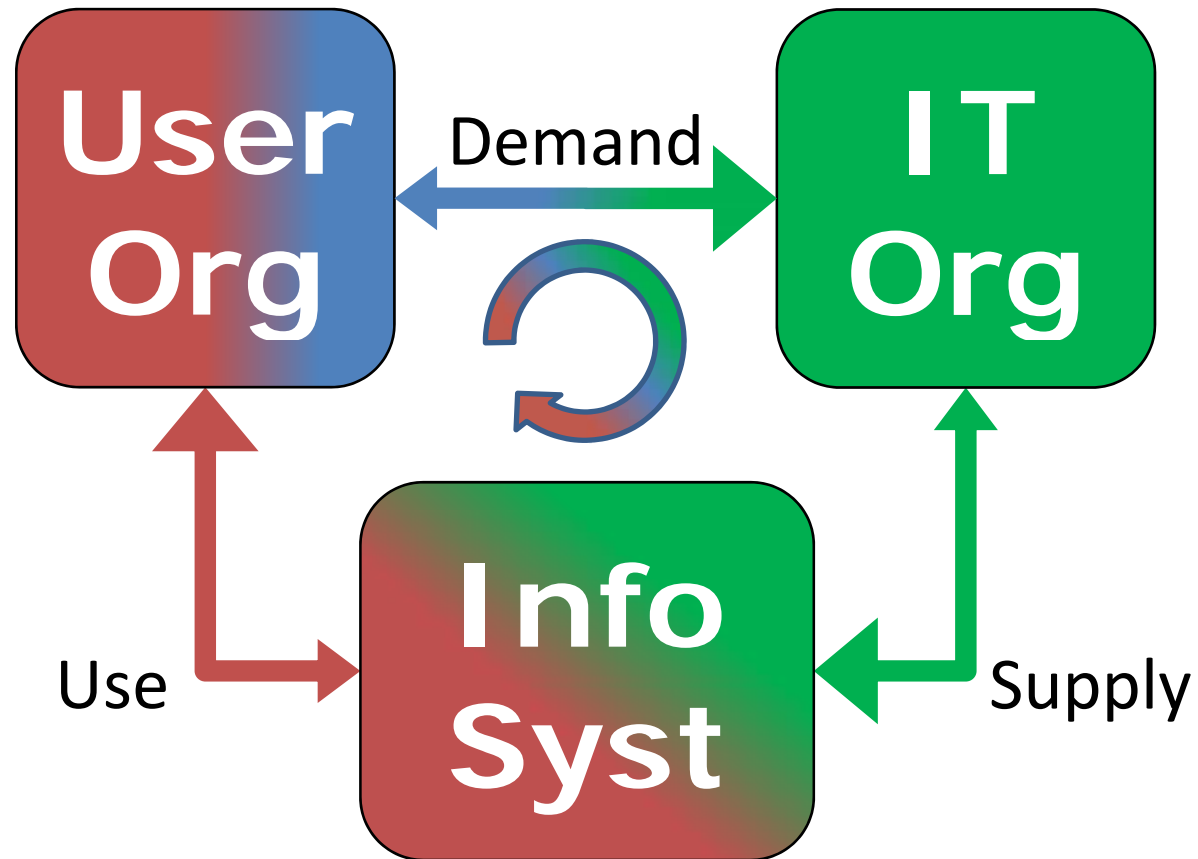
Big IT Picture



Big Picture



Big IT Picture





Information Systems

Wisdom
Knowledge
Information
Data

Information & Technology

Data
Software
Hardware



Applications
Infrastructure



Information & Technology

Wisdom
Knowledge
Information
Data

Information & Technology
are Business Assets

Data
Software
Hardware

that are closely intertwined
but have different characteristics
and need to be managed in their own right

Applications
Infrastructure

Application 'objects' to be managed

The application &
it's implementation &
it's use



Organizations



Values & Goals & Strategy
People & Knowledge & Skills
Processes & Activities
Roles & Responsibilities
Relationships & Agreements



Responsibilities

User
Org

IT
Org

Wisdom
Knowledge
Information
Data

Information & Technology

Data
Software
Hardware

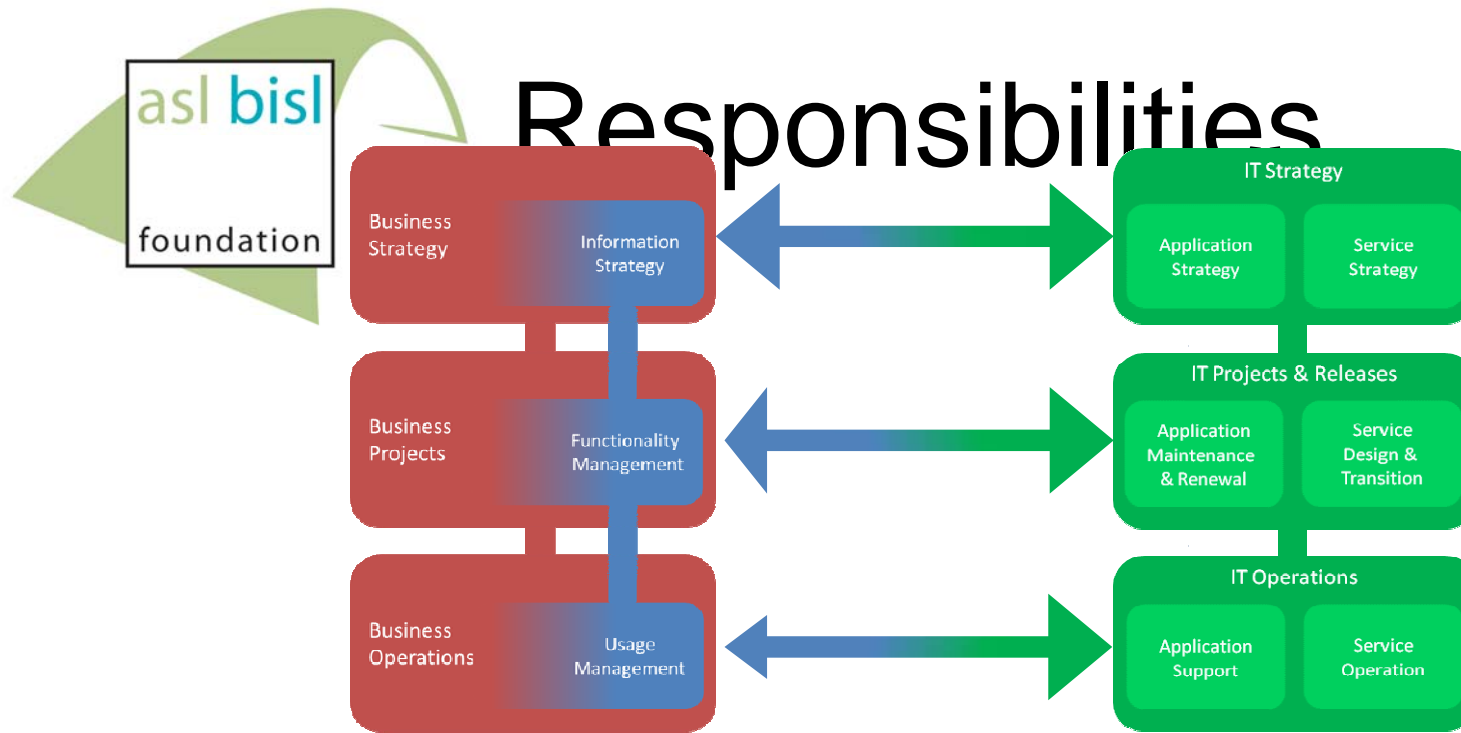
Responsibilities



Demand for and use
of information and
technology

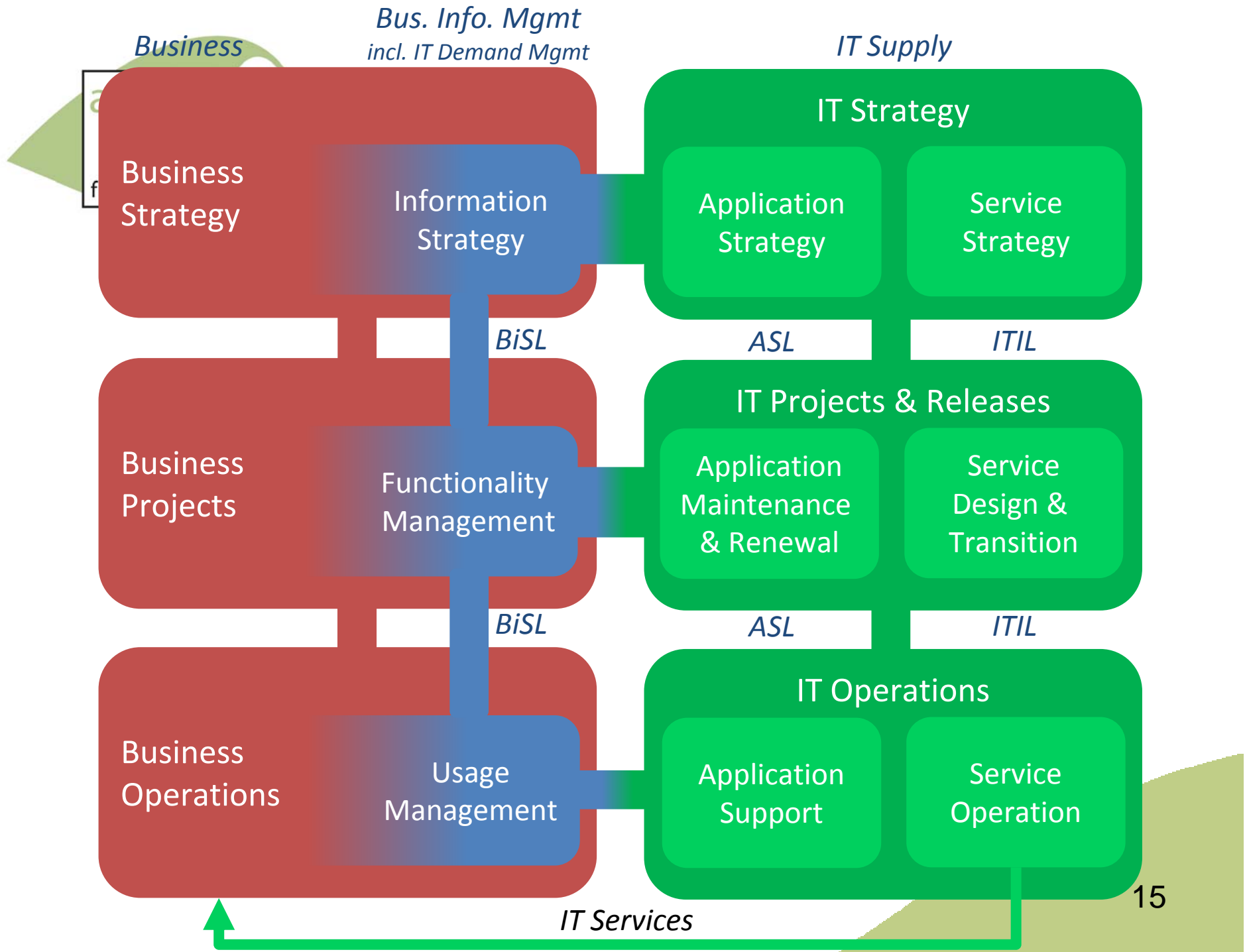


Supply of IT services
Communication of
benefits, costs and risks



Demand for and use
of information and
technology

Supply of IT services
Communication of
benefits, costs and risks





Bus.Info.Mgmt

“The means by which an organization efficiently plans, collects, organizes, uses, controls, disseminates and disposes of its information, and through which it ensures that the value of that information is identified and exploited to the fullest extent.”

Queensland Government Information Management Policy
Definitions, December 2009, version 1.0.1



Bus.Info.Mgmt

“A corporate responsibility that needs to be addressed and followed from the most senior levels of management to the front line worker.

Organizations must be held and must hold their employees accountable to [...] manage [...] information appropriately and responsibly.”

Association for Information and Image Management (AIIM)
What is Information Management?



Definitions of BIM

About exploiting value
Corporate responsibility

Technology is not mentioned,
but technological progress has
fuelled the information revolution



Symptoms of poor BIM

Wrong interpretation \Rightarrow bad decision-making

Time wasted using information systems

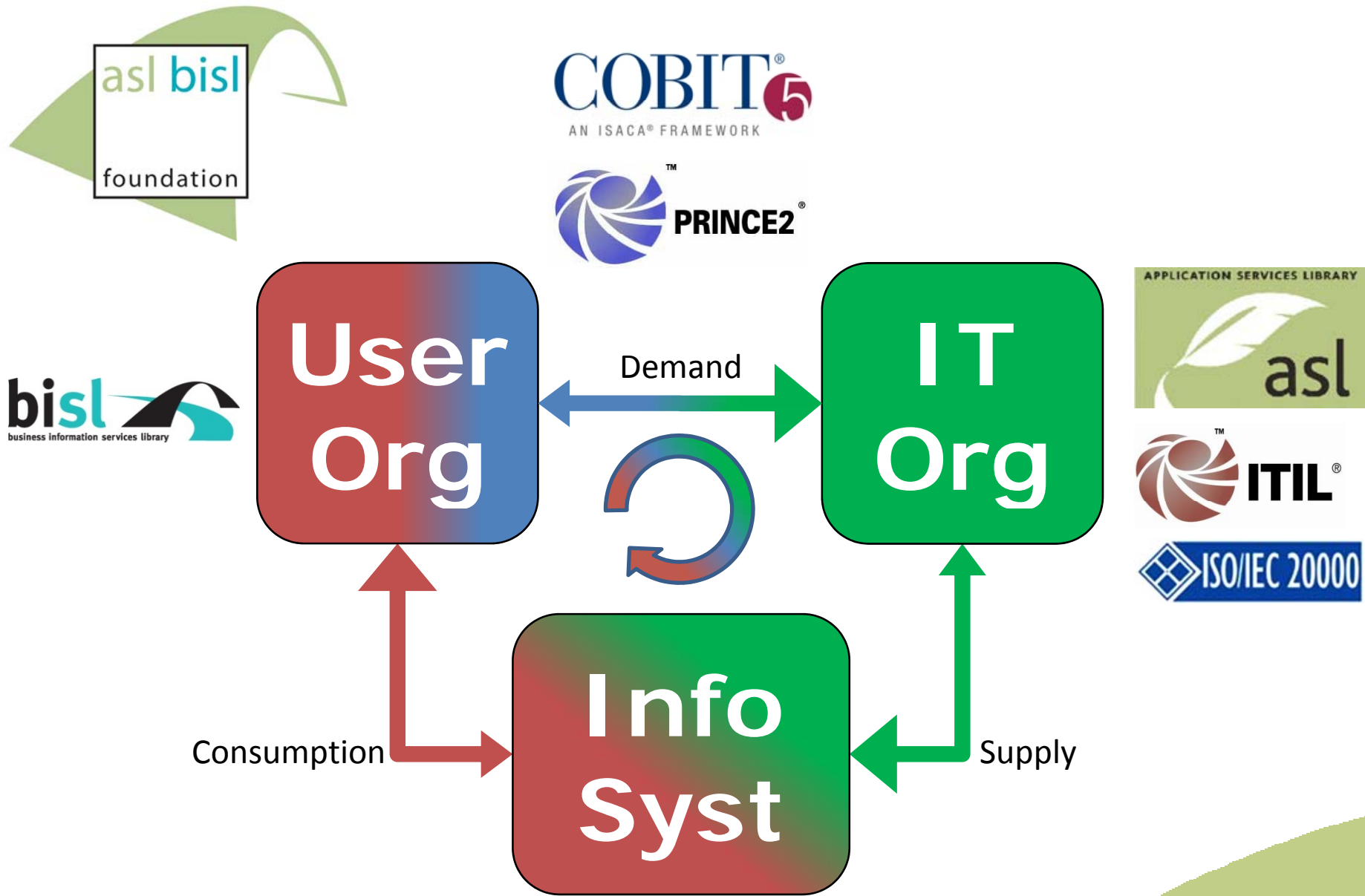
IT budget wasted on wrong things

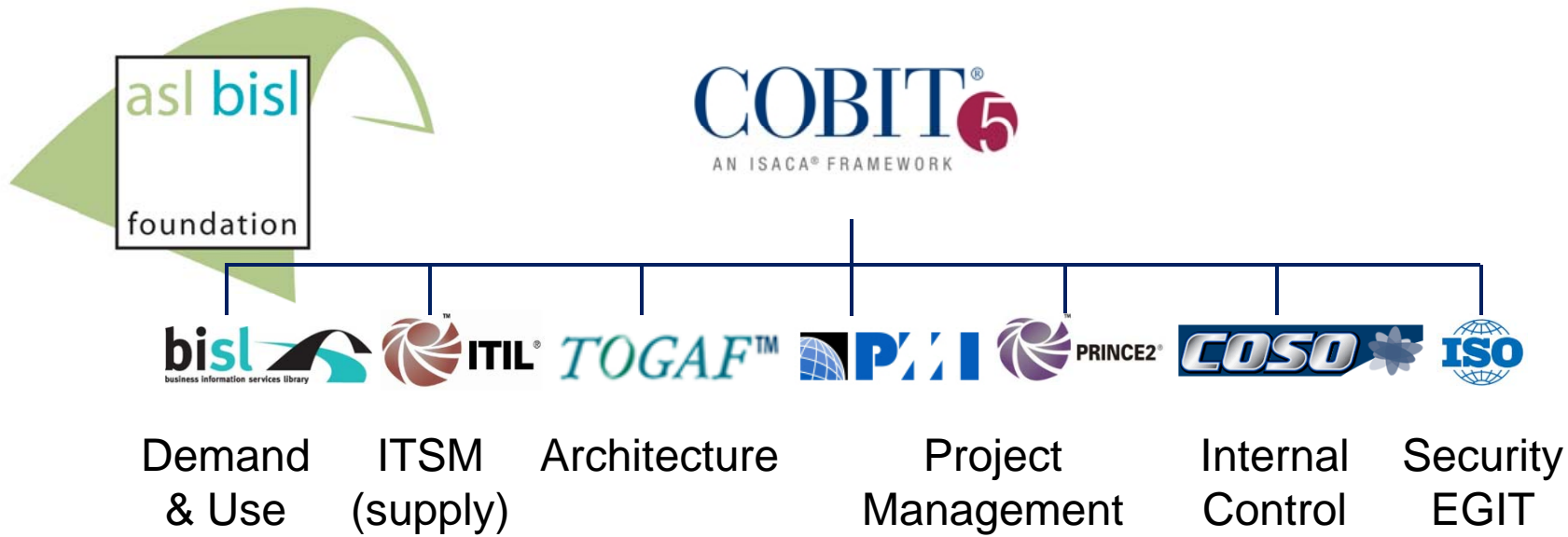
Delayed business projects

Competitive disadvantage

Compliance issues

Business not in control

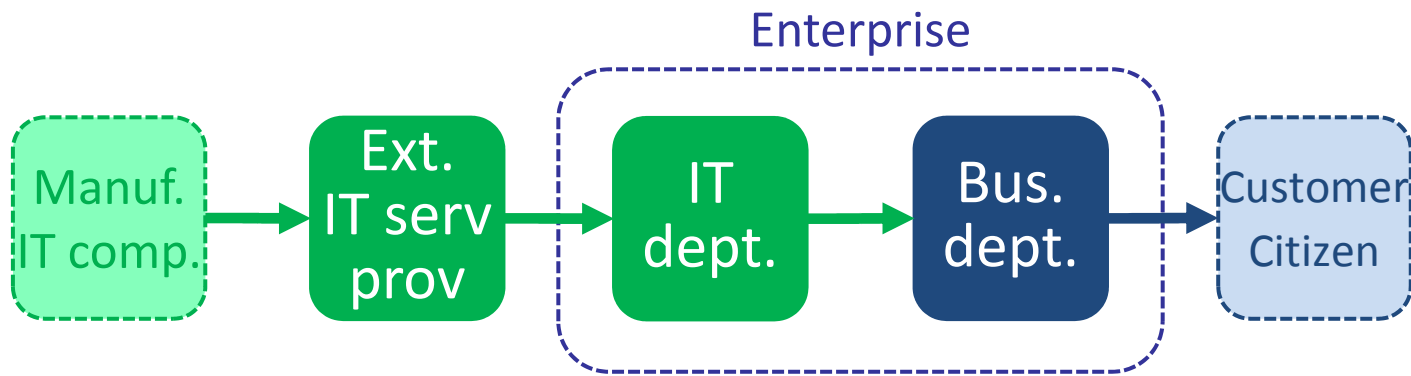




COBIT 5 vs BiSL		I-organisation strategy	Information coordination	Information strategy	Management processes	Use management	Connecting processes	Functionality management
<i>Relationship:</i> <i>x = weak</i> <i>xxxx = strong</i>								
EDM	Evaluate, Direct and Monitor	x	x	x				
APO	Align, Plan and Organise	x		xx	xxx			
BAI	Build, Acquire and Implement				xx	x	xx	xxxx
DSS	Deliver, Service and Support					xx		
MEA	Monitor, Evaluate and Assess							

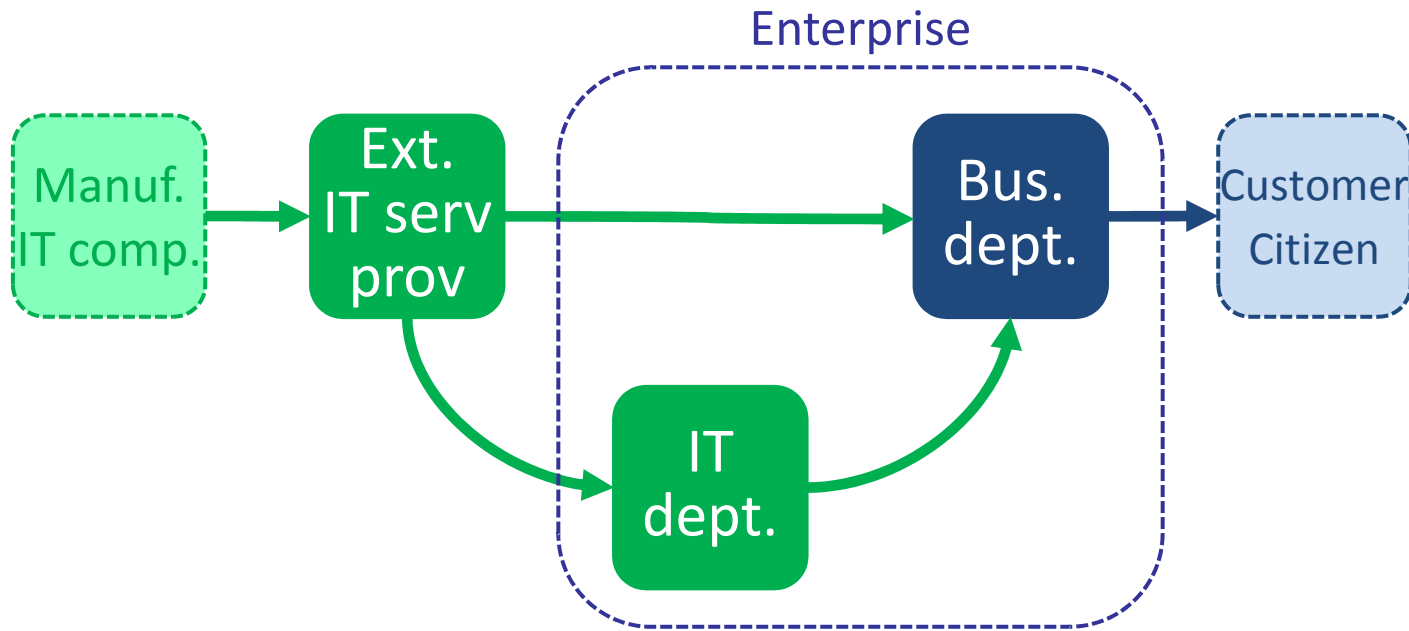


Traditional IT value chain



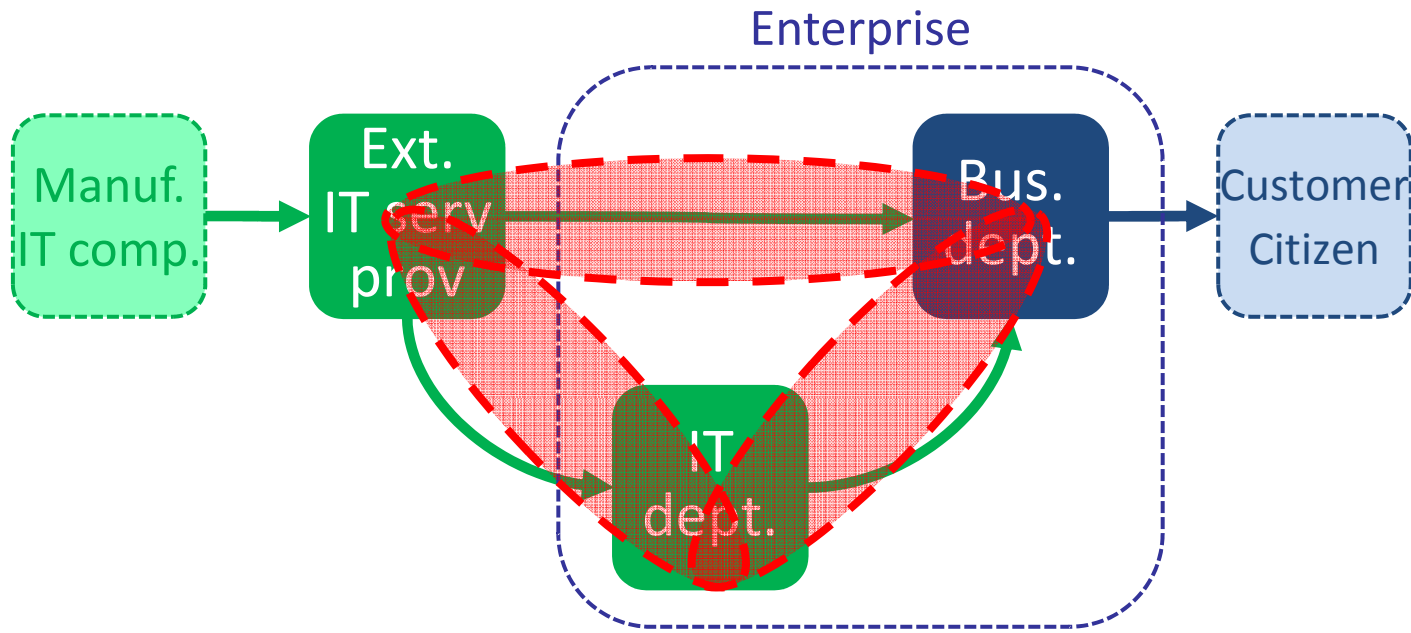


Disruptive power shift





Tension



[Home](#) / [Blogs](#) / [CIO Insights](#)

CIO Insights

IT department 're-arranging deckchairs on the Titanic' as execs bypass the CIO

By [Steve Ranger](#)

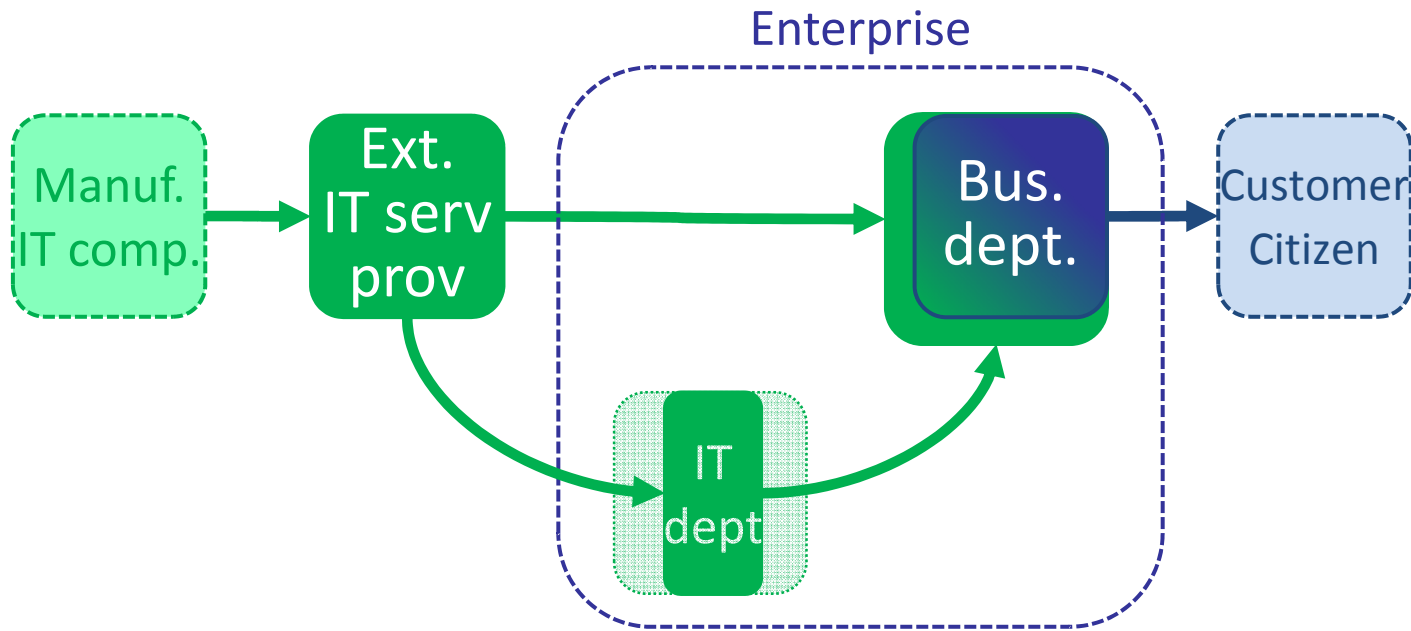
May 30, 2012, 5:01 AM PDT

Takeaway: Disaster warning for the CIO as frustrated business execs bypass IT and hire their own tech teams.

The IT department is merely "re-arranging deckchairs on the Titanic" and risks being pulled apart as frustrated business execs start buying in their own tech expertise instead. CIOs have been

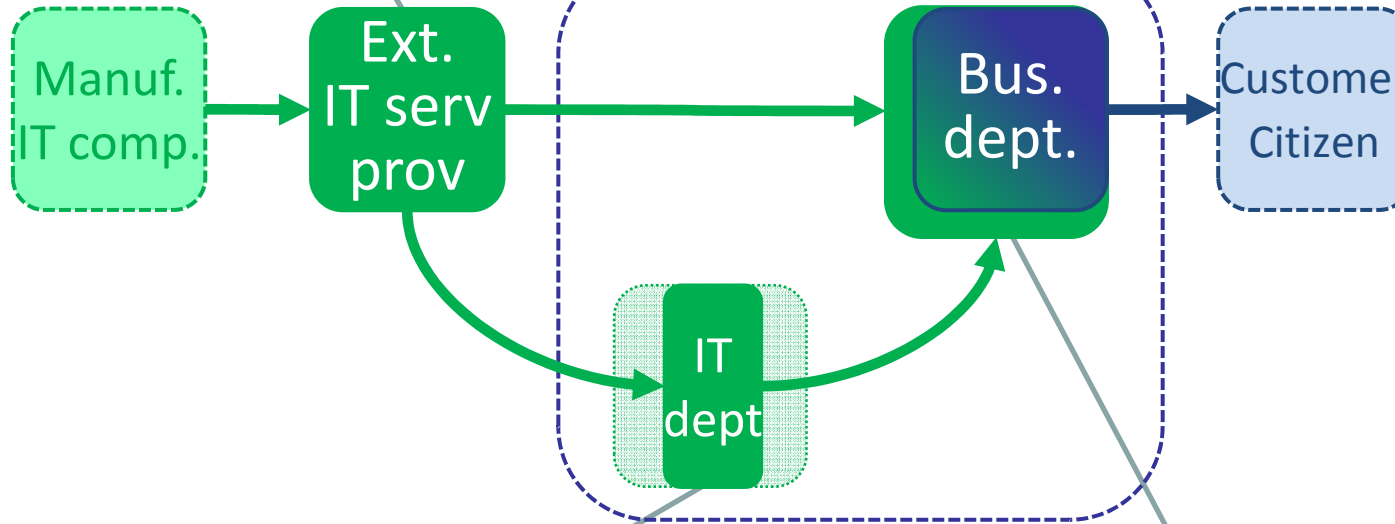


Capability shift



Disrupted ITSM Career?

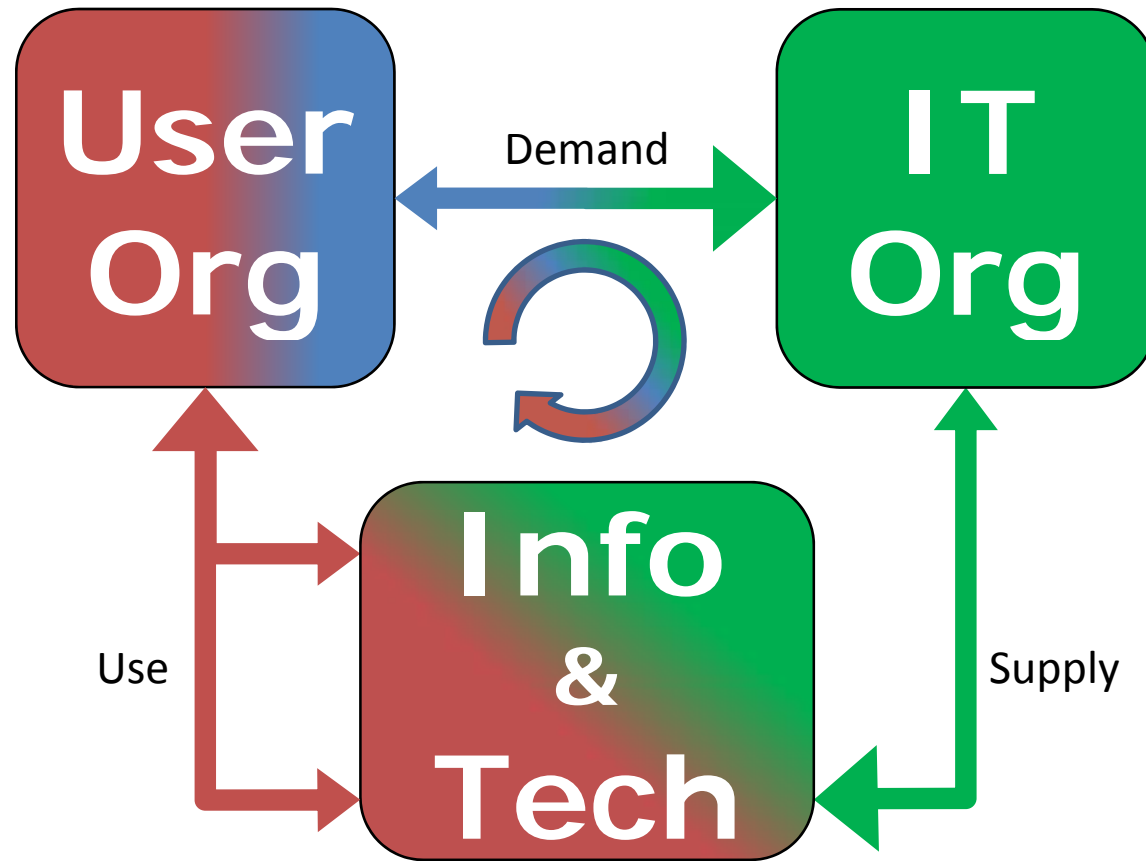
Classic
ITSM



'ITSM
logistics'

'Business
ITSM'

Big IT Picture





Questions and comments about the introduction?



ASL2® & BiSL®

- Process frameworks; first initiative in 1996
- Owned by not-for profit ASL BiSL Foundation (NL)
- Collaboration with other membership org's
- Based on industry best practices
- Recognized as ITIL complimentary qualifications
- ASL 'adopted' by NEN and ISO (16350)
- Training by accredited training organizations
- Certification by APMG; books by Van Haren Publ.
- Most publications and knowledge free of charge



ASL2® Statements

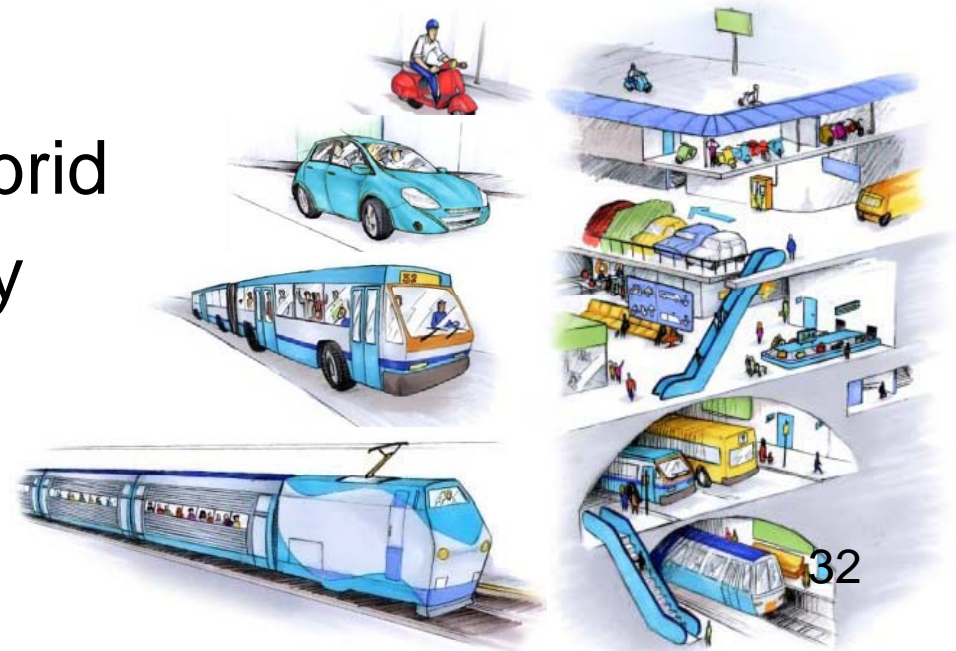
- Complexity is growing strongly and IT Services are diversifying
- Specialization and other trends lead to multiple supplier service delivery for customers
- Integration of IT services is becoming the issue and depends on clearly defined interfacing
- ASL can be used for
 - Management of individual 'service components'
 - Integration of multiple service components



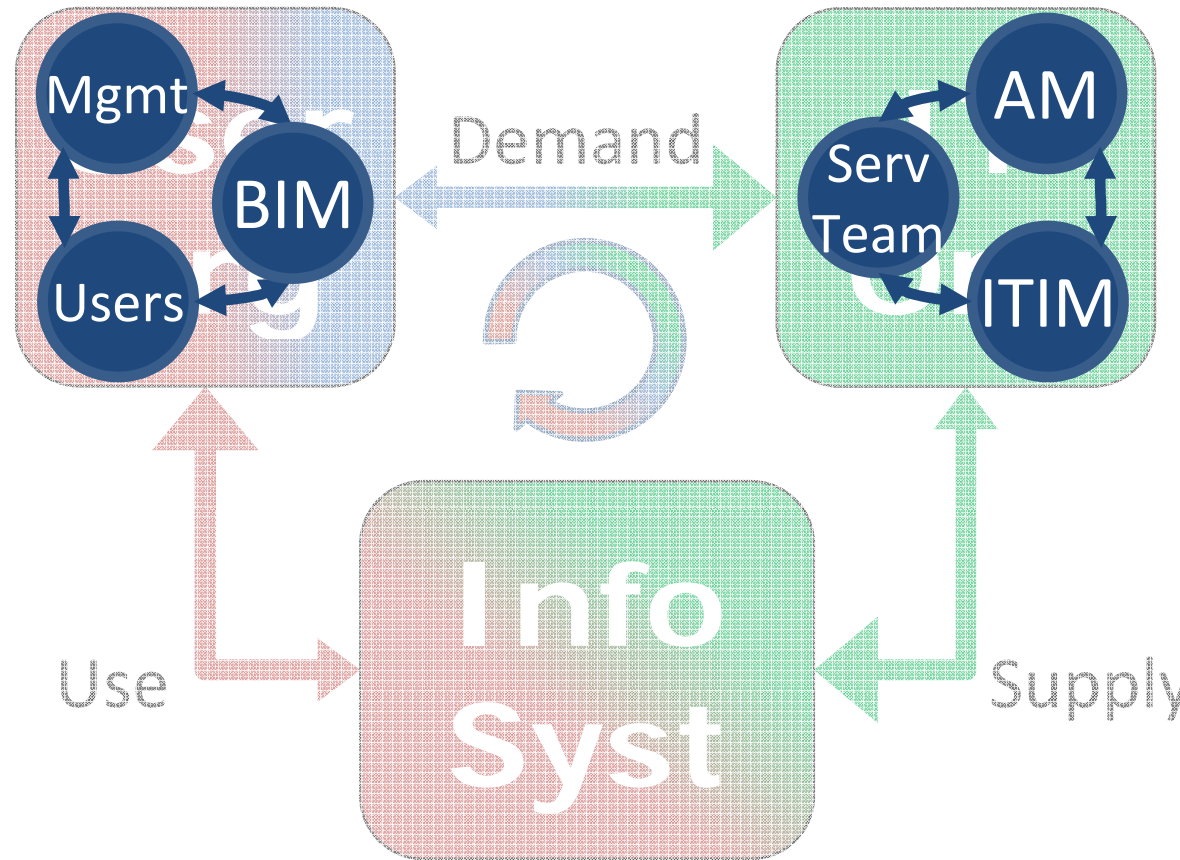
“Diversity”

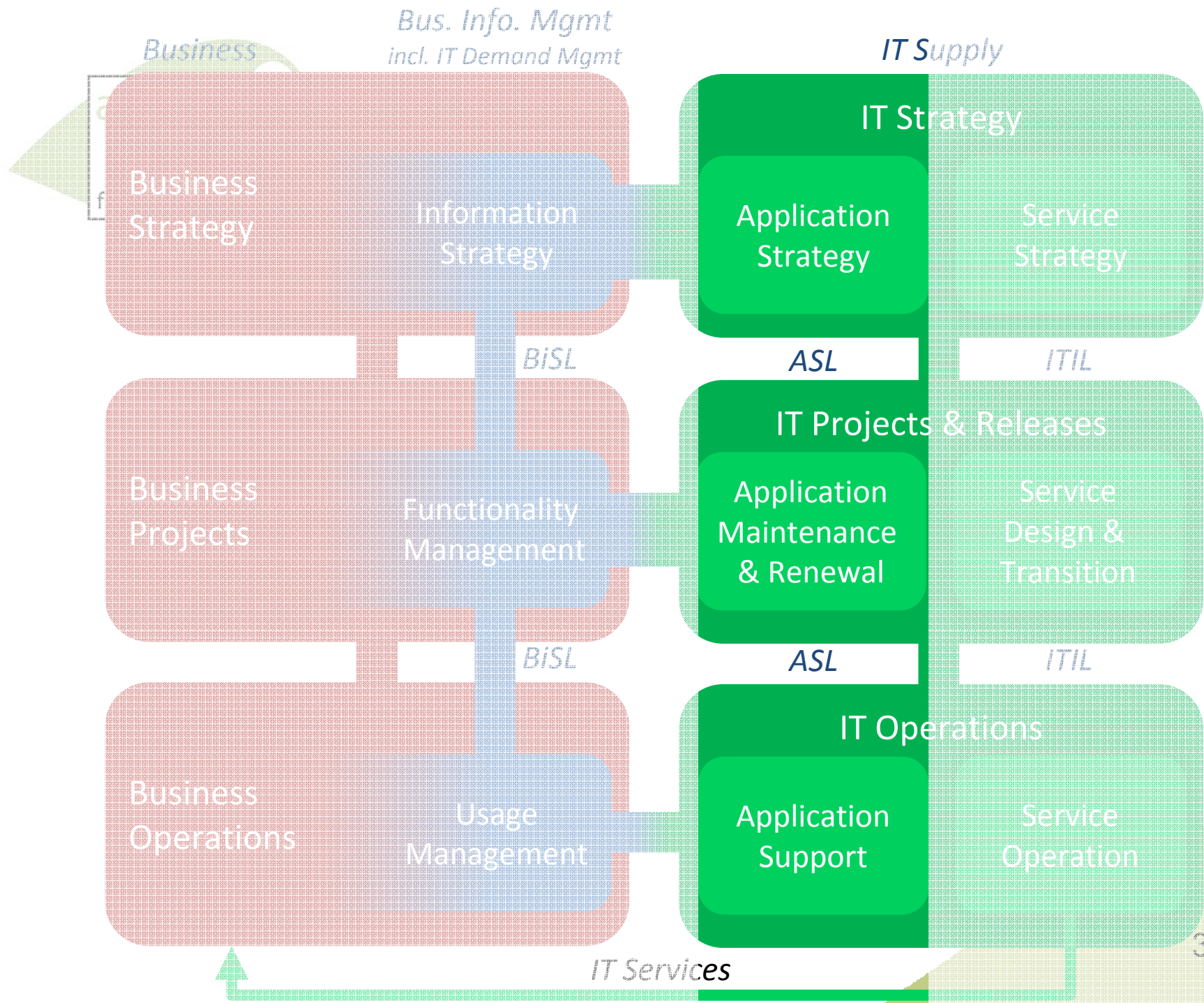
- Are your information systems heavy-duty trains or light-weight scooters?
- Do you have appropriate policies, processes and practices for each category?
- Your landscape is hybrid
- So build your new city within the old city

Source: Capgemini

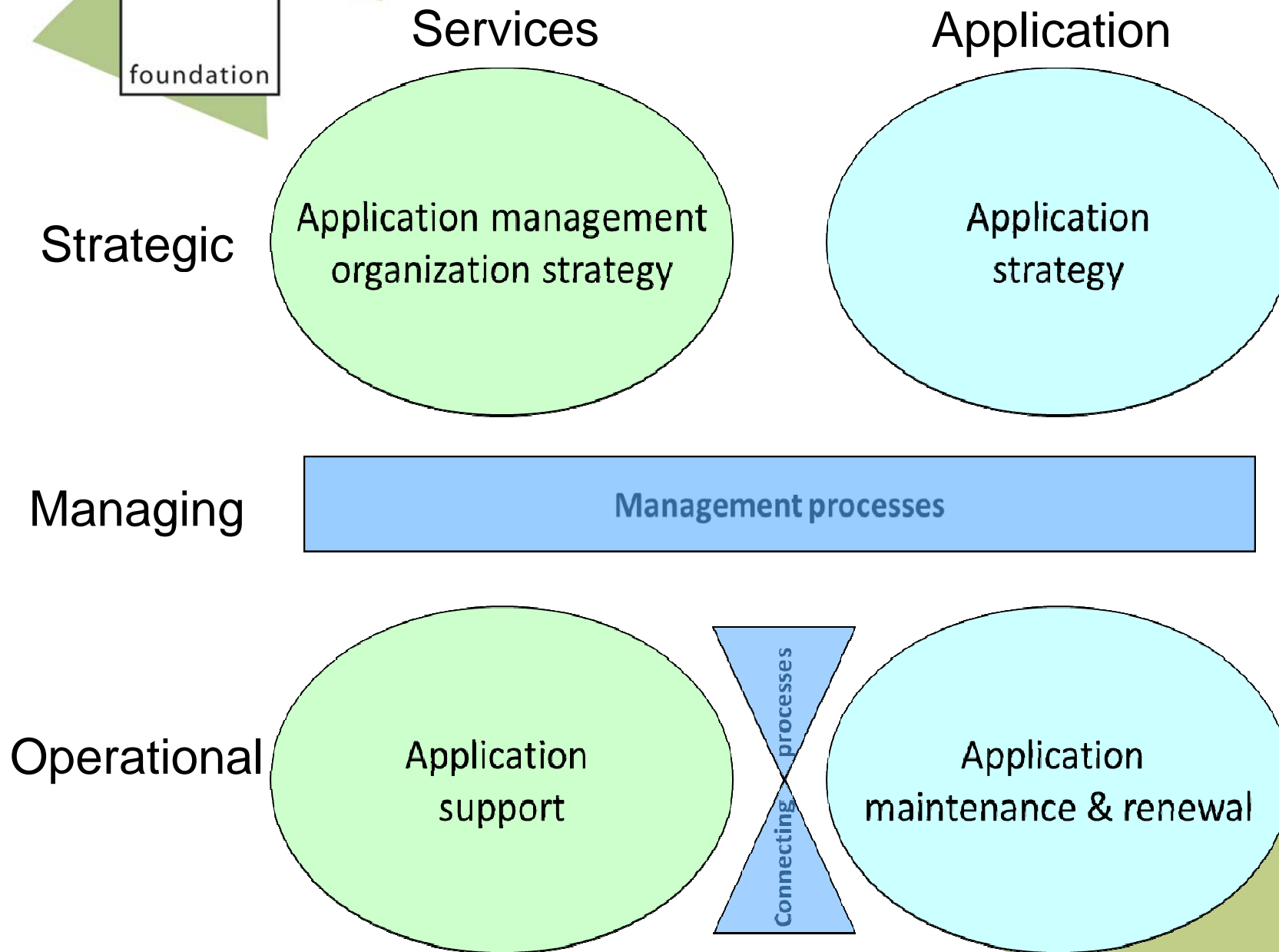


Integrated service delivery and 'service team'





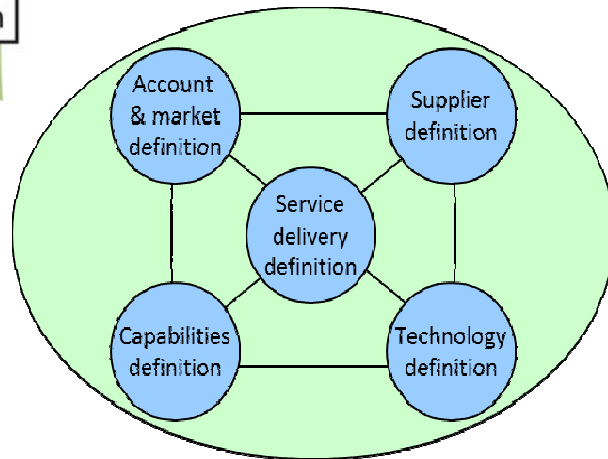
Levels, perspectives & process clusters



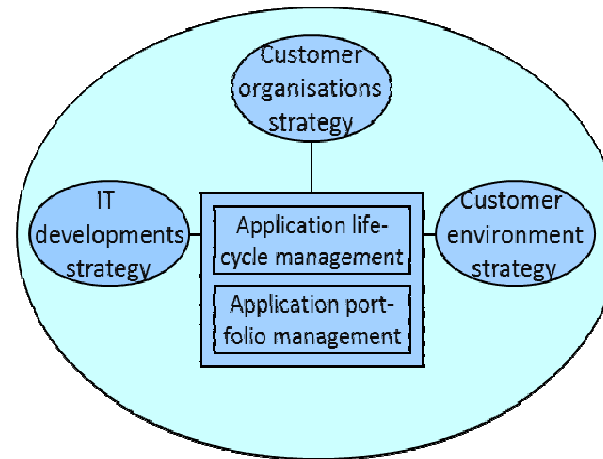
Process within clusters

Strategic

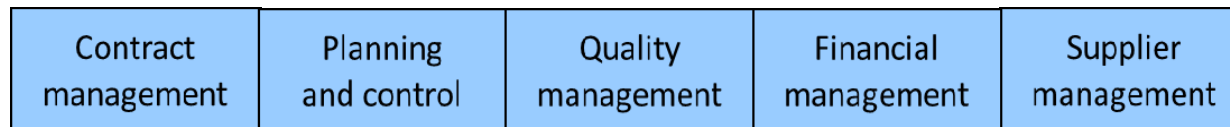
Services



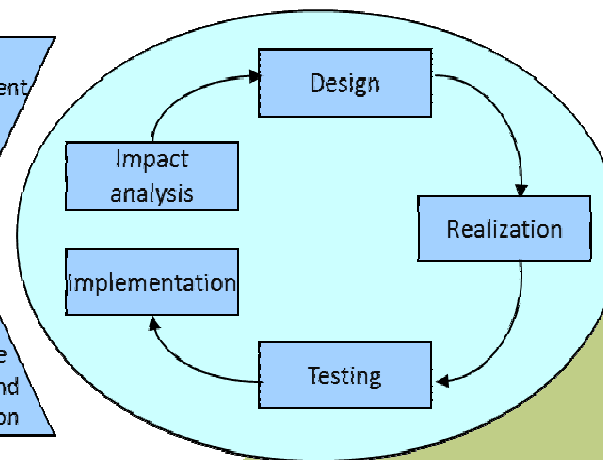
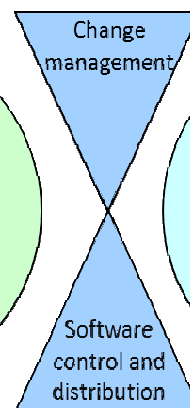
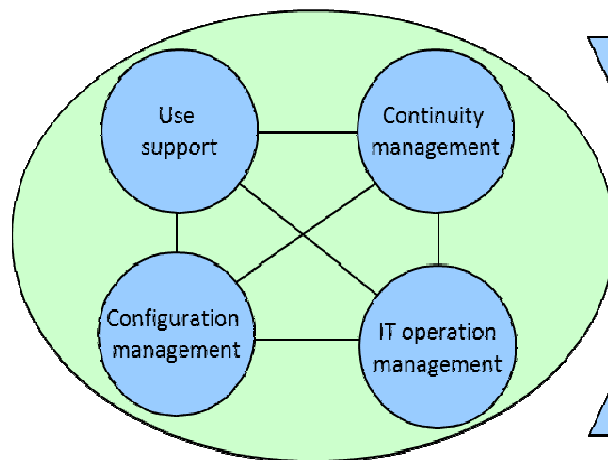
Application



Managing



Operational

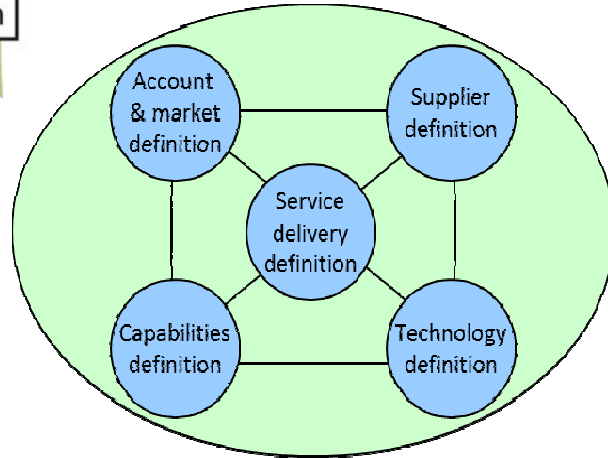


Application support

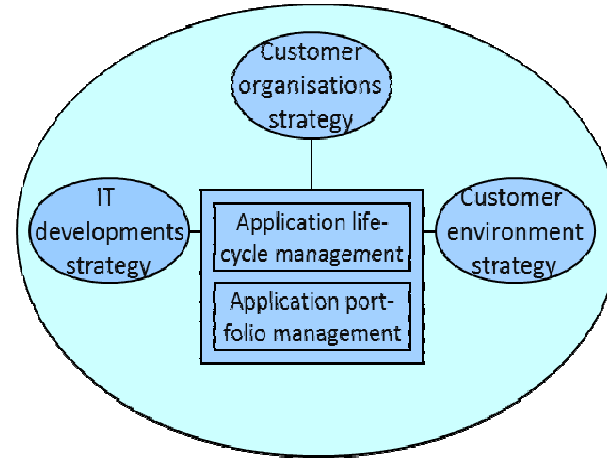


Strategic

Services



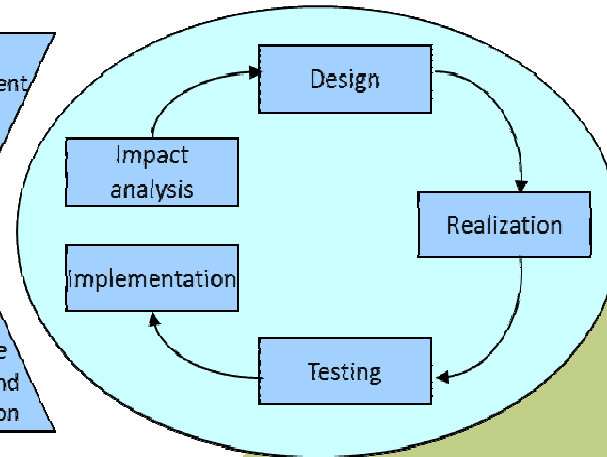
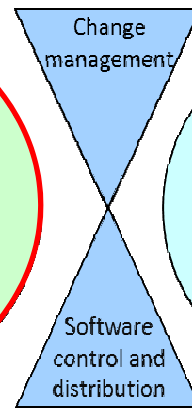
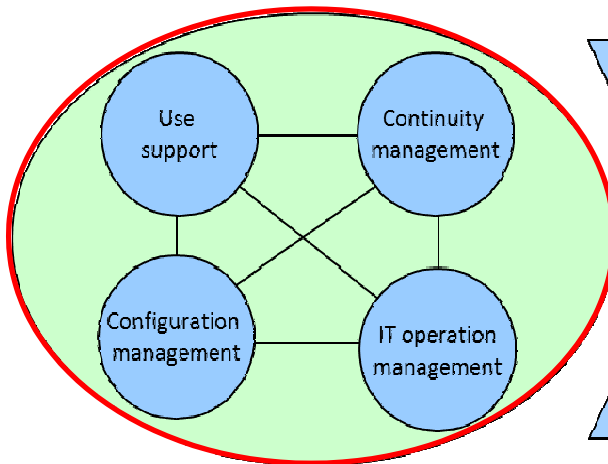
Application



Managing

Are the applications running and working properly?

Operational

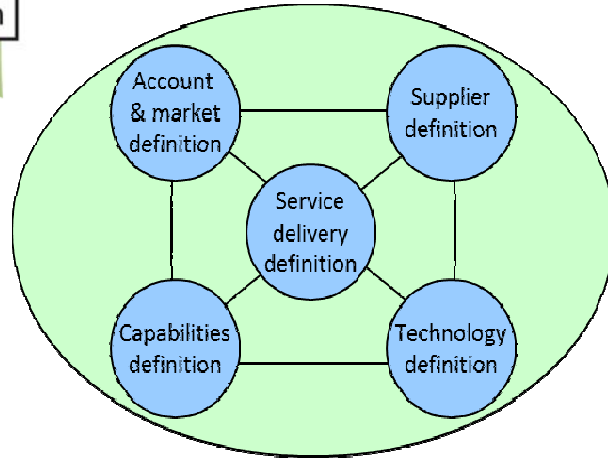


Application maintenance and renewal

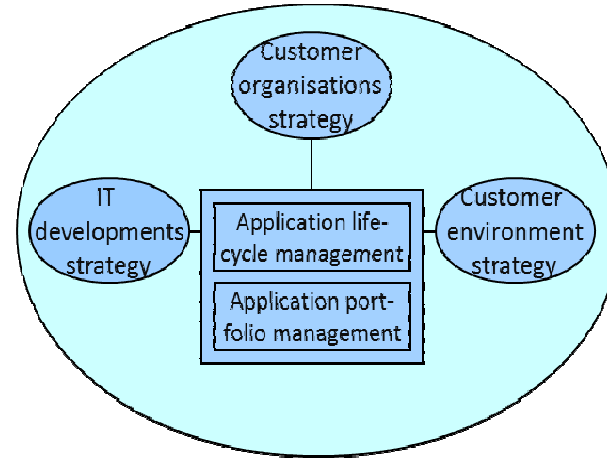


Strategic

Services



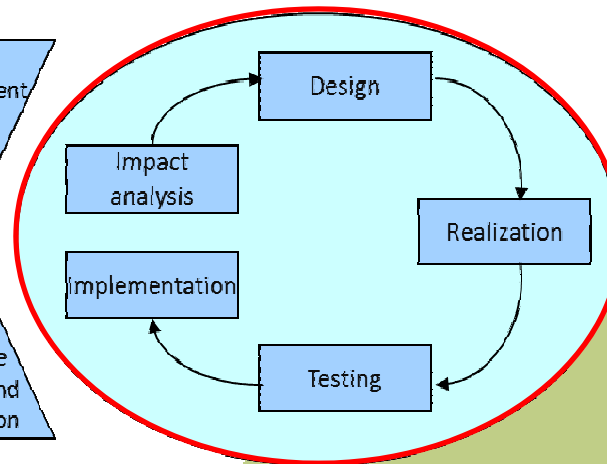
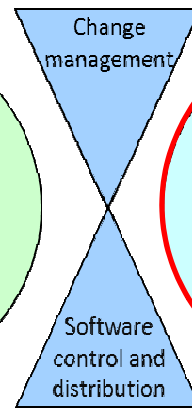
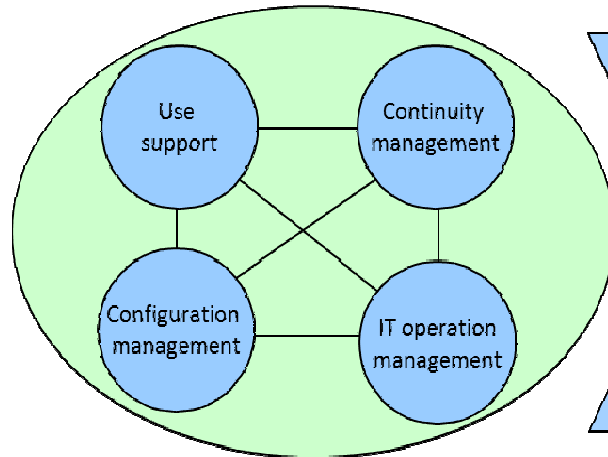
Application



Managing

How will the applications be modified to suit changing demands?

Operational



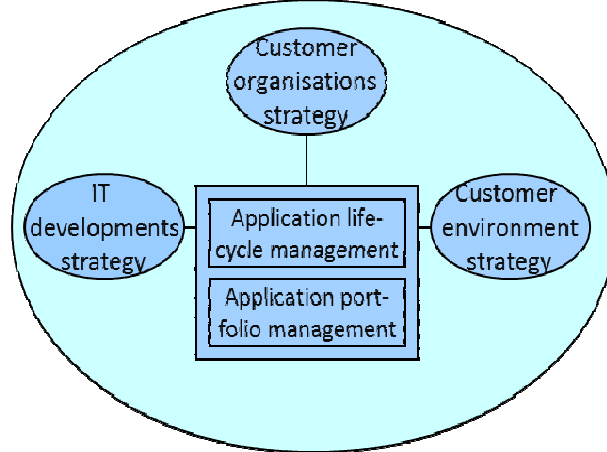
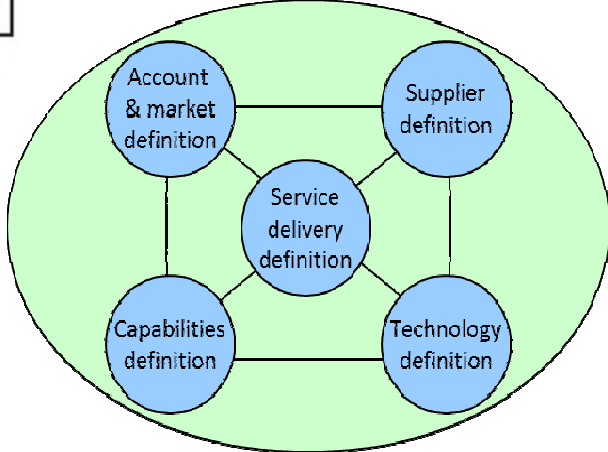
Connecting processes



Services

Application

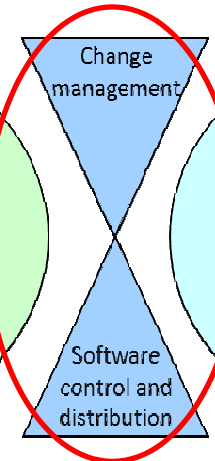
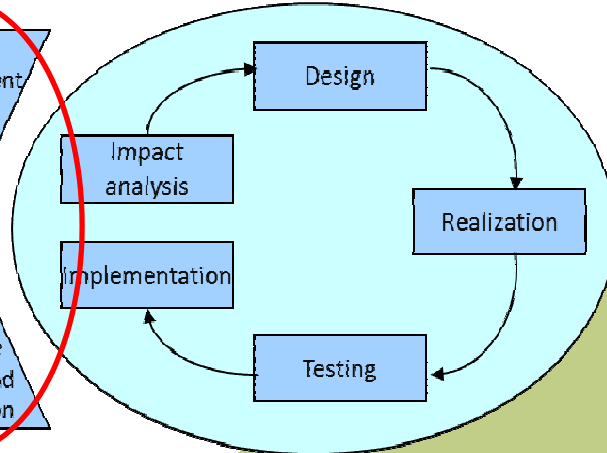
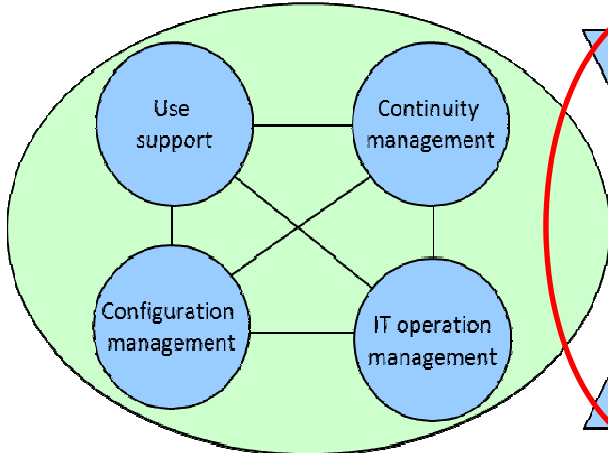
Strategic



Managing

How are support, and maintenance and renewal of applications synchronized?

Operational



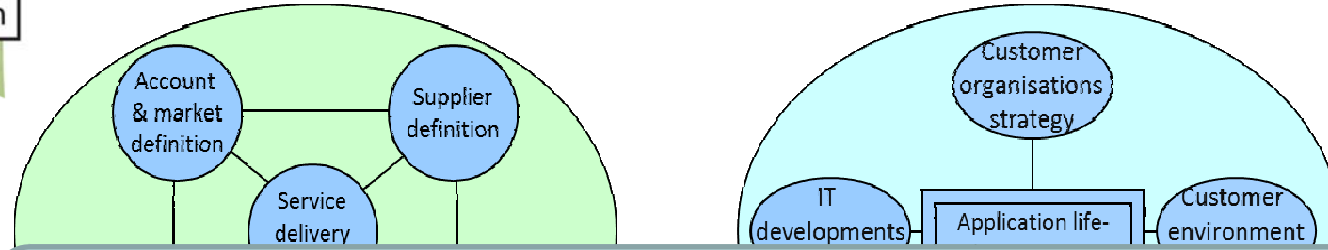
Management processes



Services

Application

Strategic

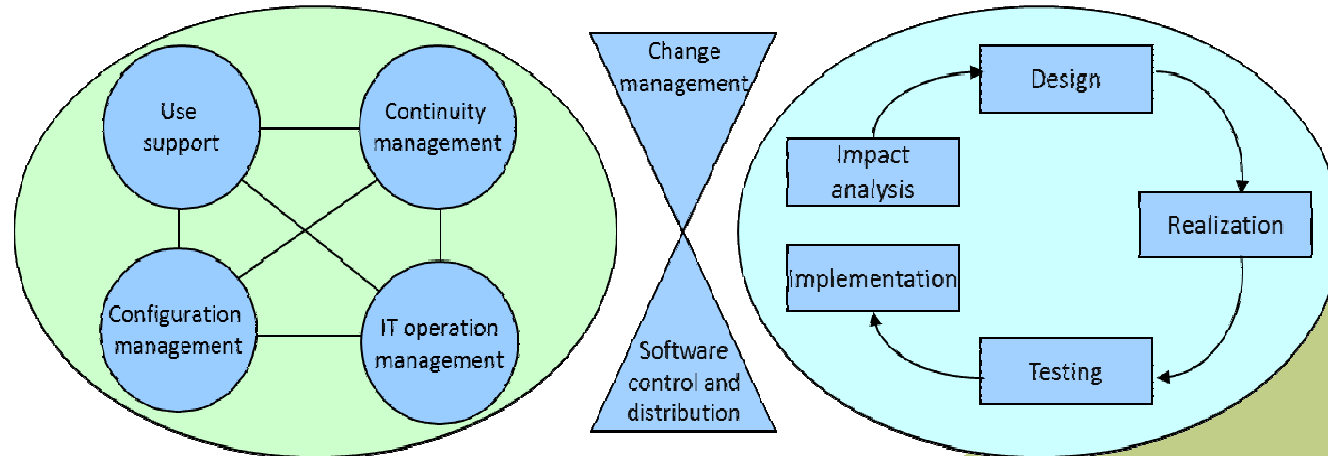


Are activities performed according to goals, agreements and strategies?

Managing



Operational

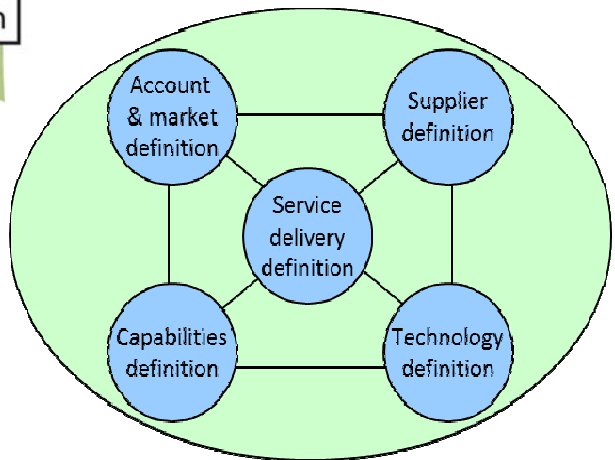


Application strategy

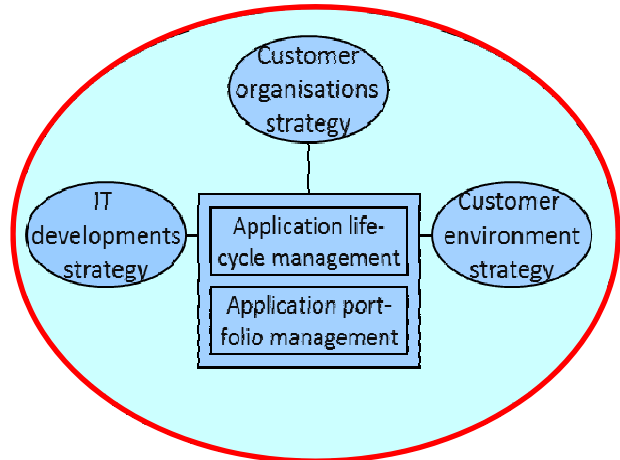


Strategic

Services



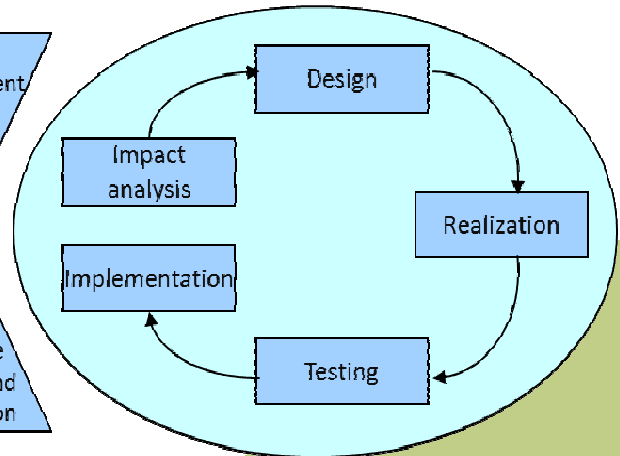
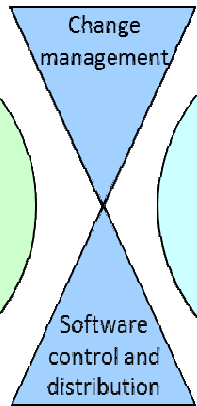
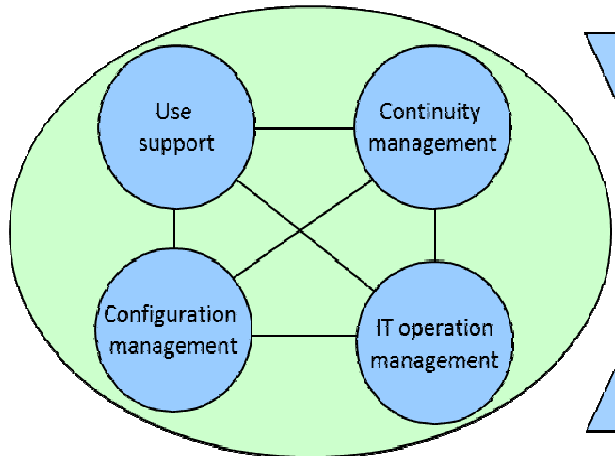
Application



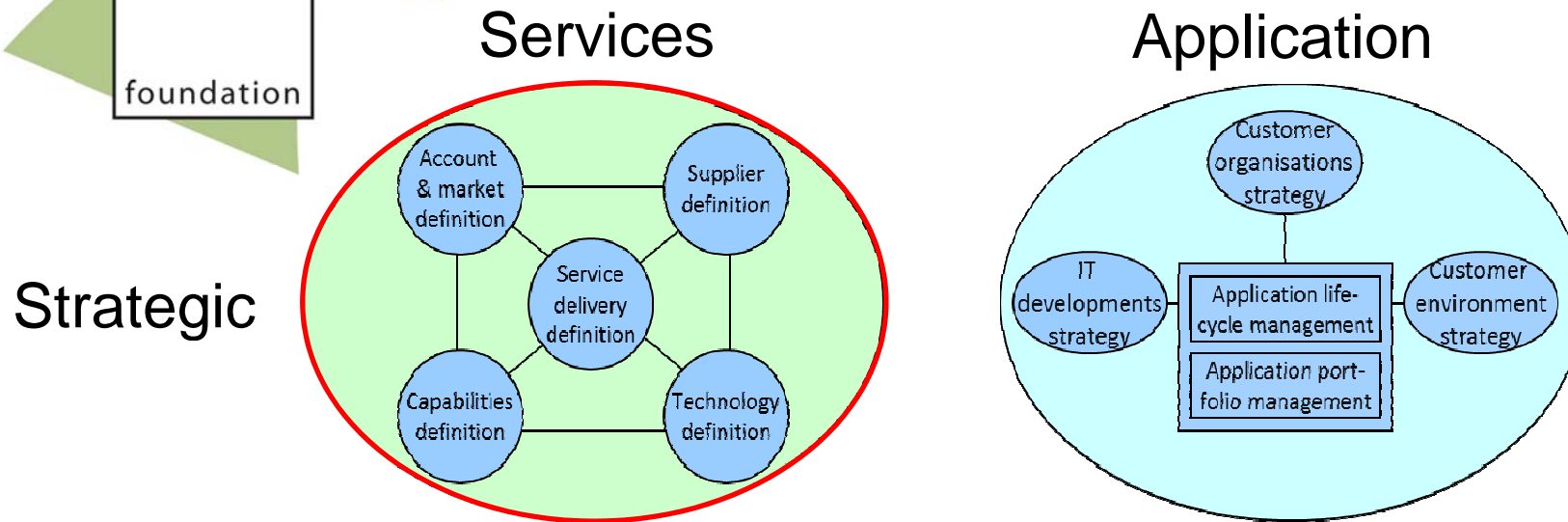
Managing

How will the application landscape evolve to fulfill long-term needs?

Operational



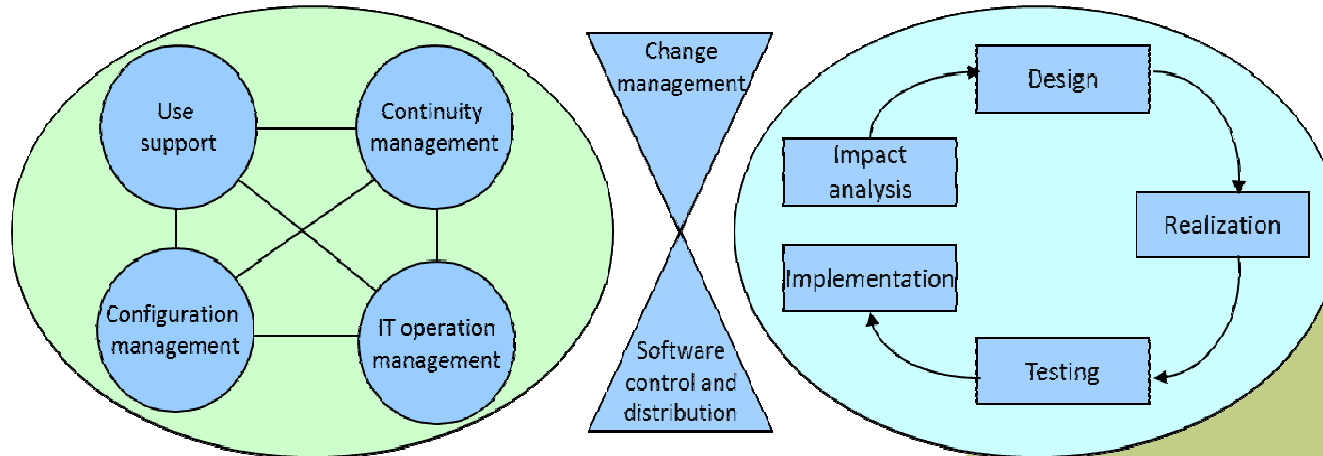
Application management organization strategy



Managing

How will application management be positioned and organized in the future?

Operational





ASL2®

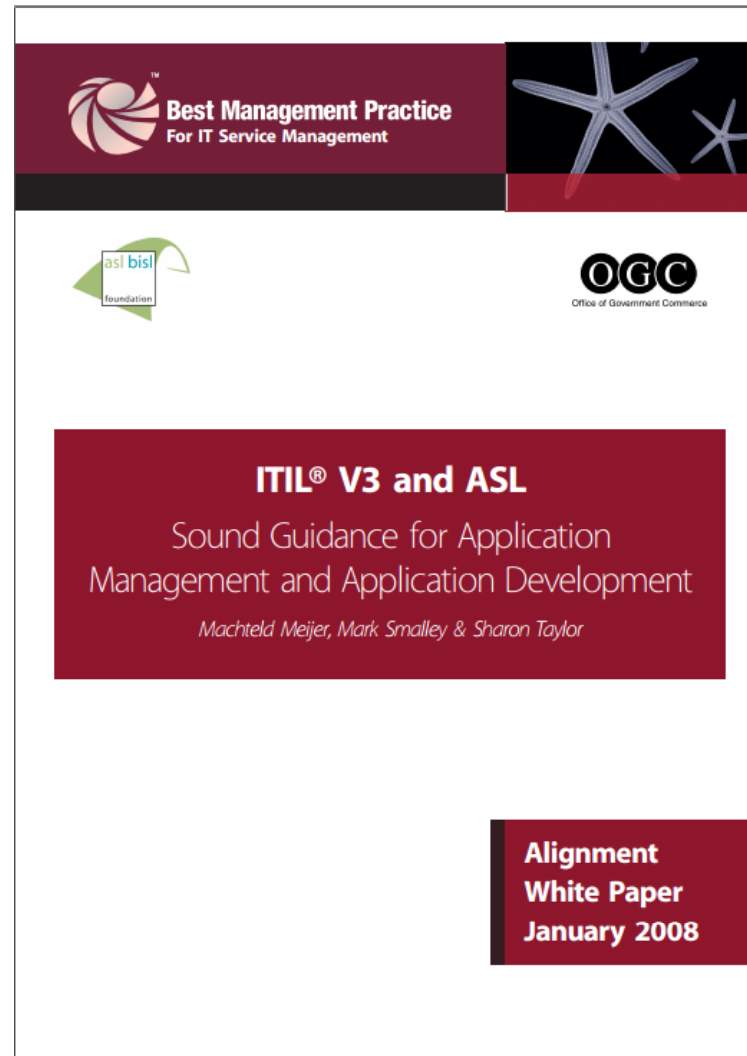
Example best practice Service level agreement

The image displays a grid of 33 thumbnail images, arranged in three rows and eleven columns. Each thumbnail represents a page from a Service Level Agreement (SLA) document. The thumbnails contain various elements such as tables, text blocks, and diagrams. The bottom-right corner of the grid is shaded grey and contains the number 43.



ASL & ITIL

[http://best-management-practice.com/
Knowledge-Centre/White-Papers](http://best-management-practice.com/Knowledge-Centre/White-Papers)



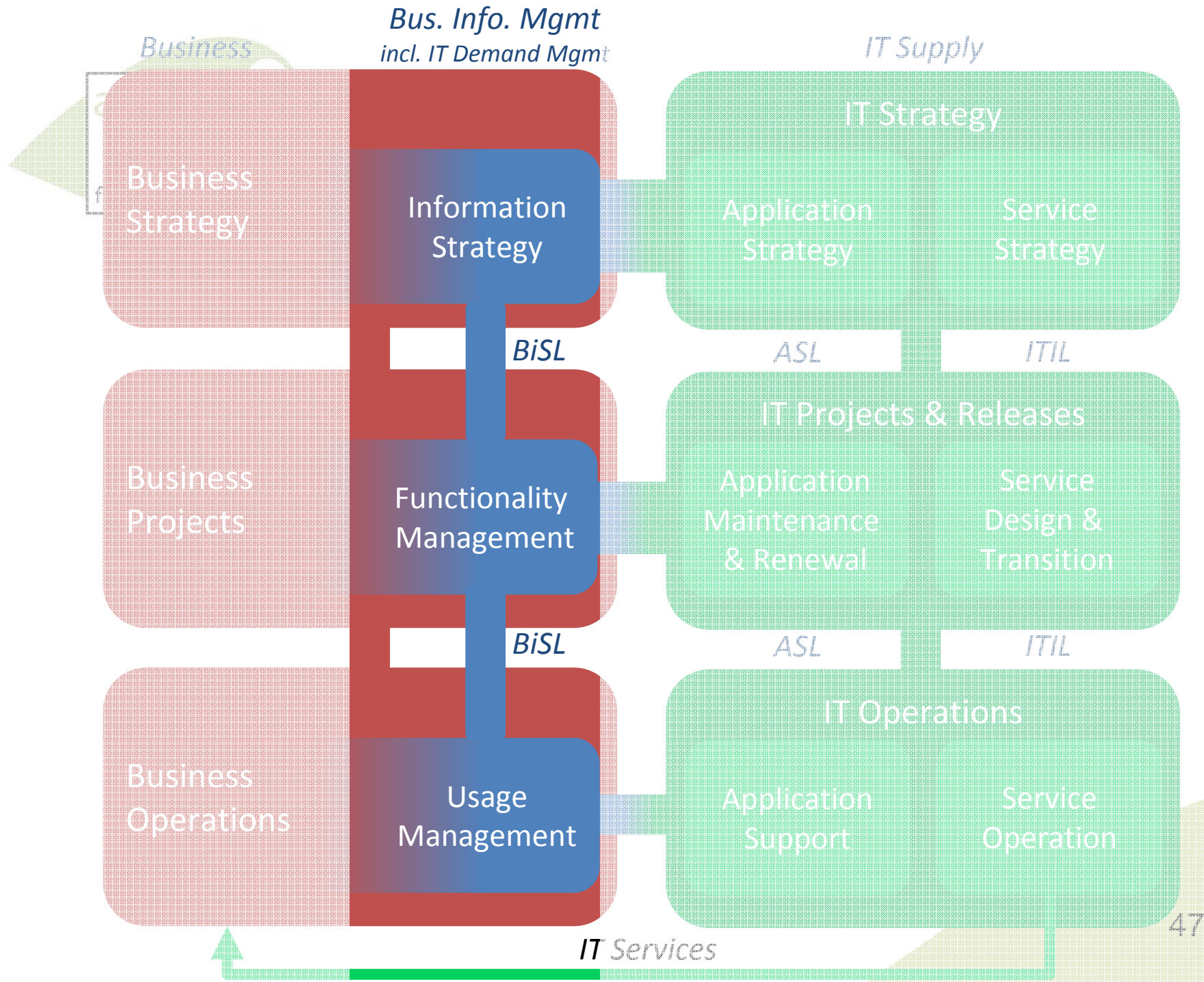


Questions and comments about ASL2®?



BiSL® Statements

- Organizations depend on information systems
- Information management is critically important
- Essential to be in control of IT outsourcing
- Complex organizations have varied demands – BIM bridges business and IT
- BIM helps to deal with rapid change in organizations and their requirements
- Operations and strategy must be linked
- BiSL is a generic framework for BIM



Levels, perspectives & process clusters



Use and structure

Content

Strategic



Information coordination



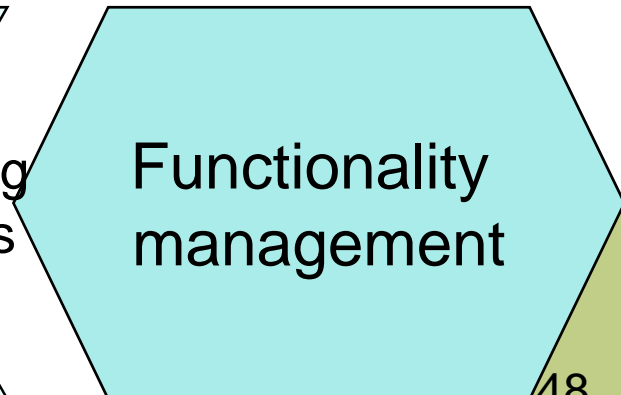
Managing



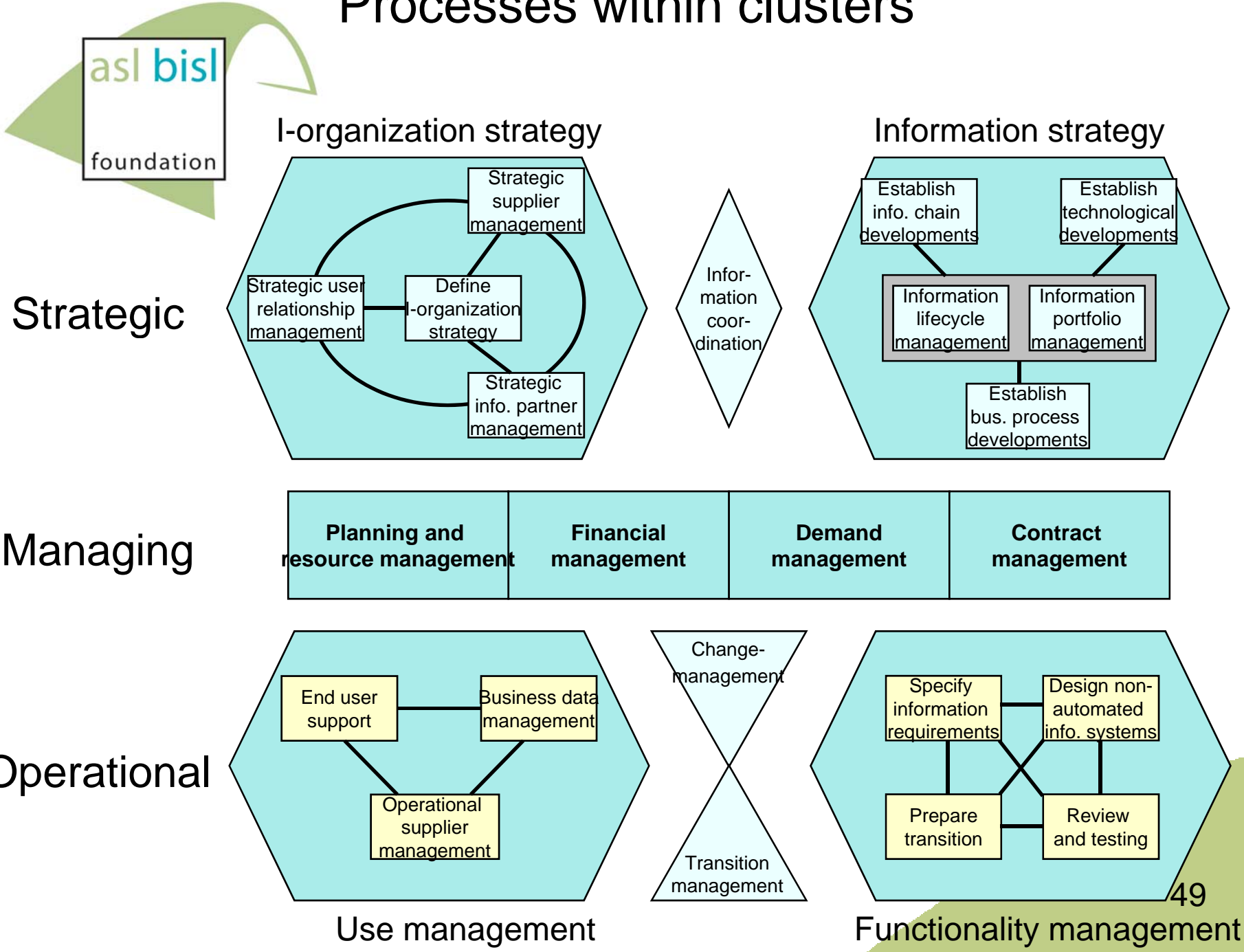
Operational



Connecting processes



Processes within clusters

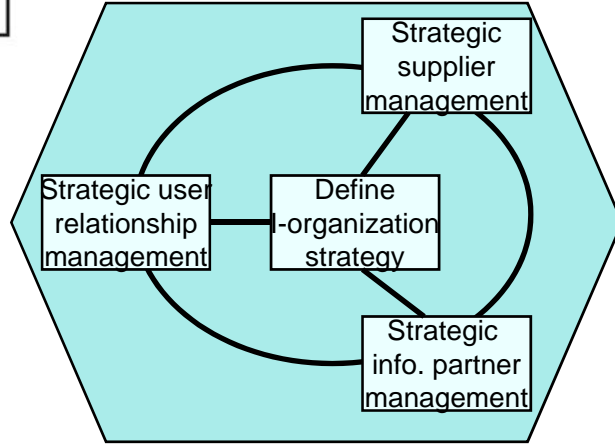


Roles are often informal

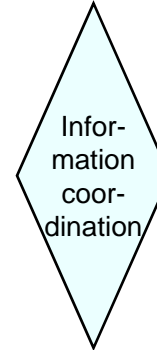
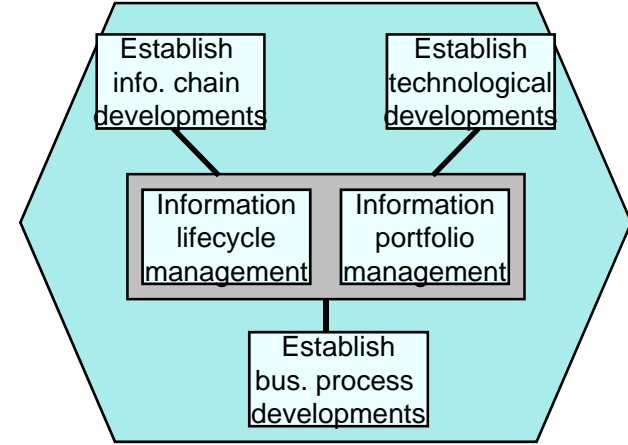


In line with policy
CIO
Information manager

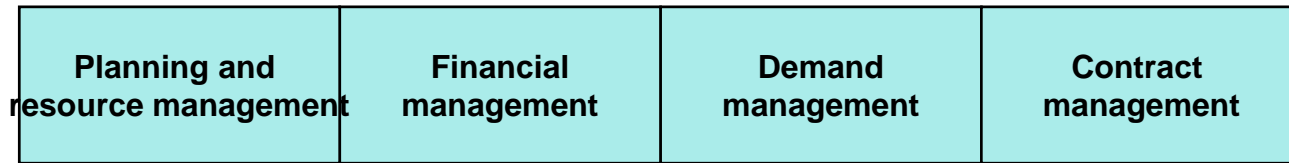
I-organization strategy



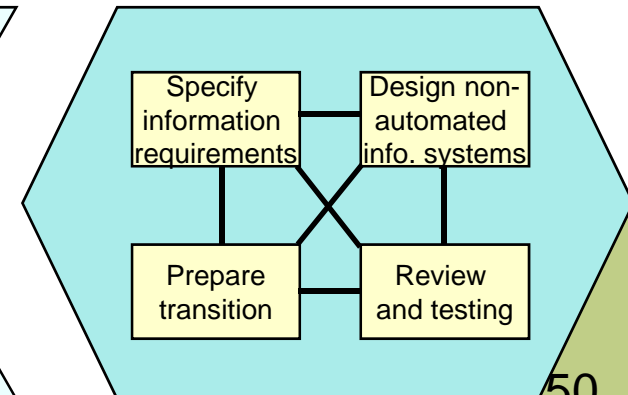
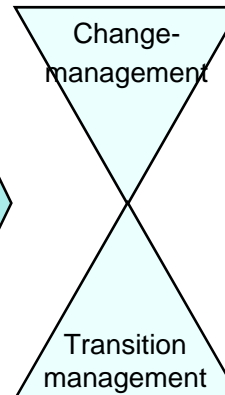
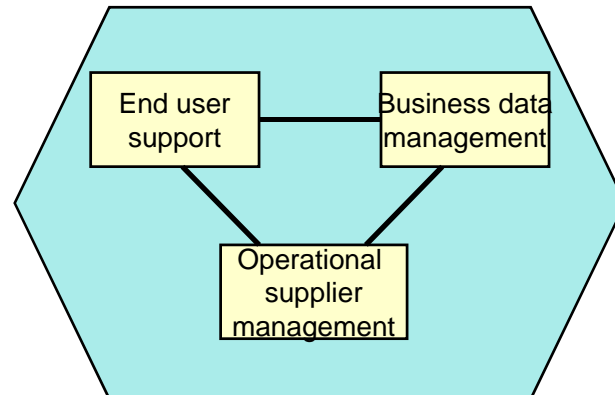
Information strategy



Managing
Product manager
System owner



Operational
Key user
Business information administrator



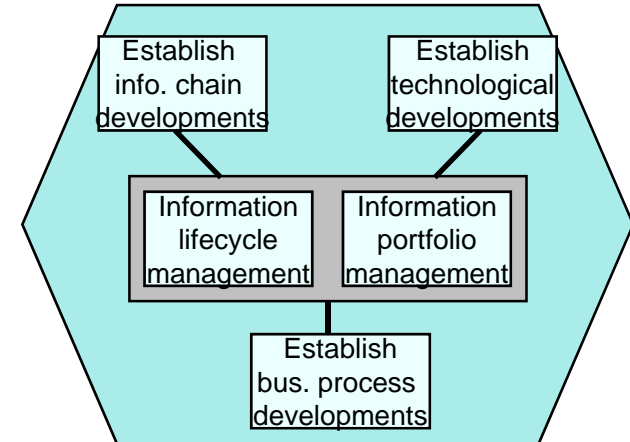
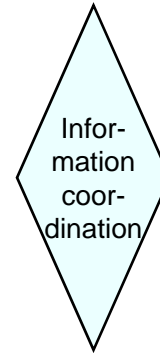
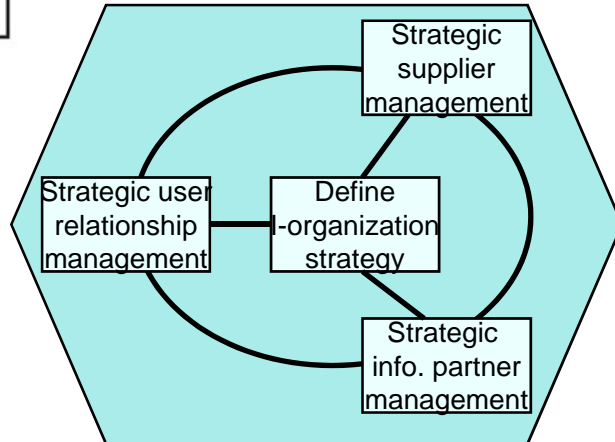
Use management

Functionality management

Use management

asl bisl
foundation

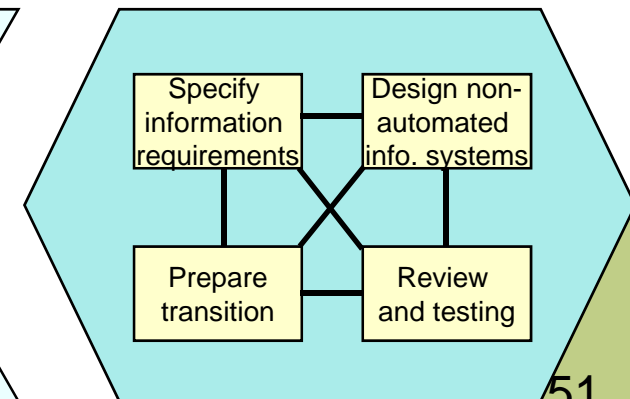
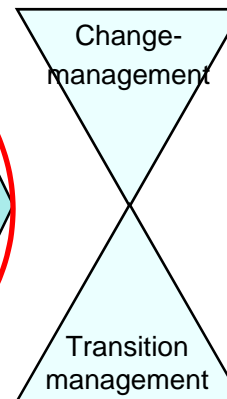
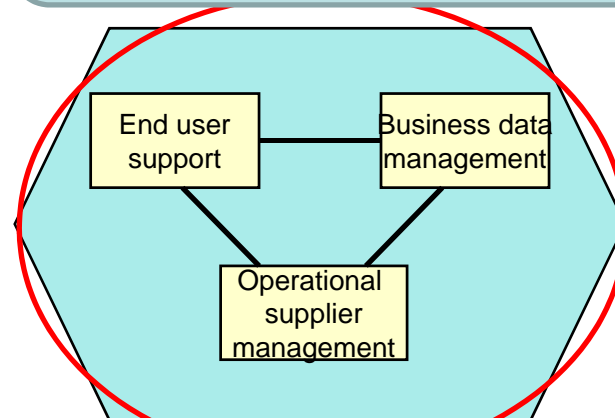
Strategic



Managing

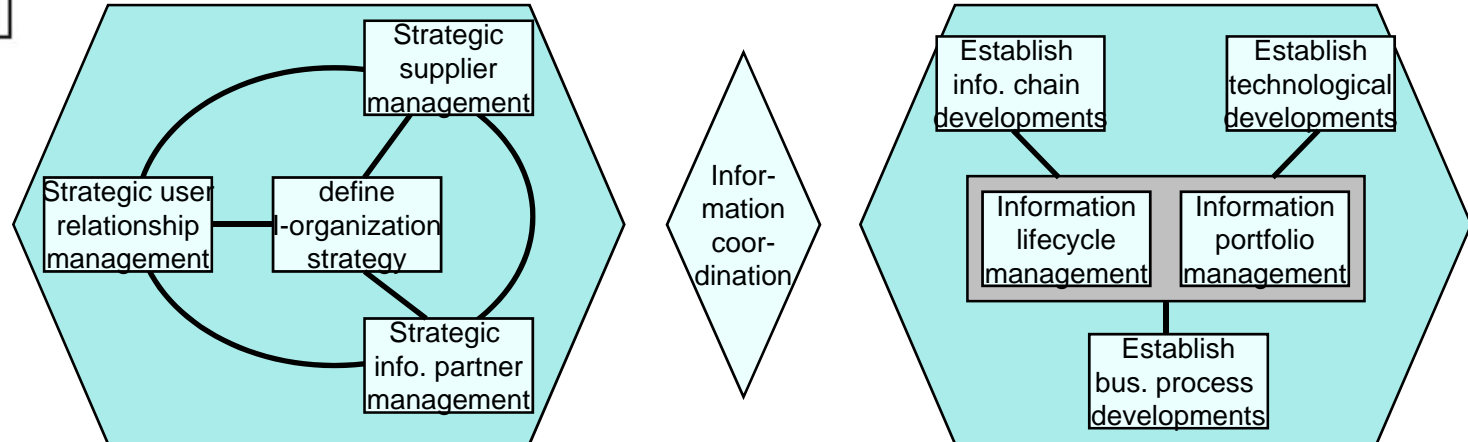
Is the operational information provisioning used and managed efficiently?

Operational

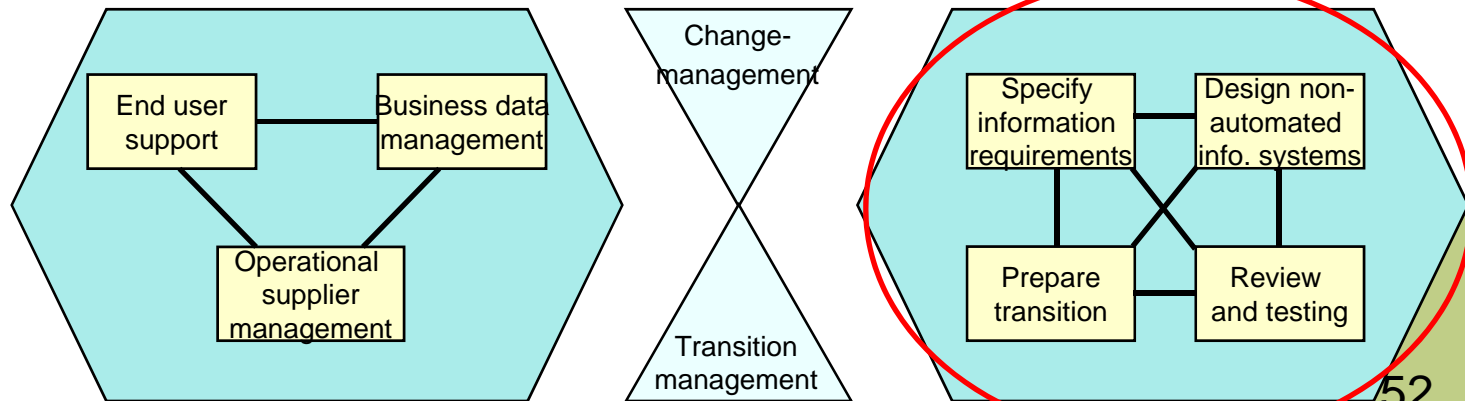


Functionality management

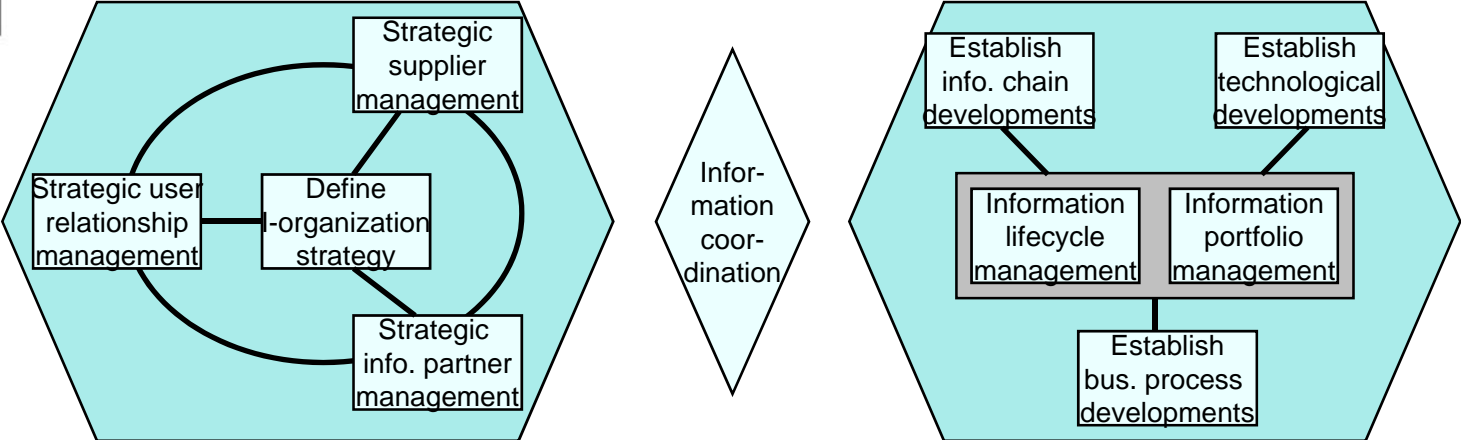
asl bisl
foundation



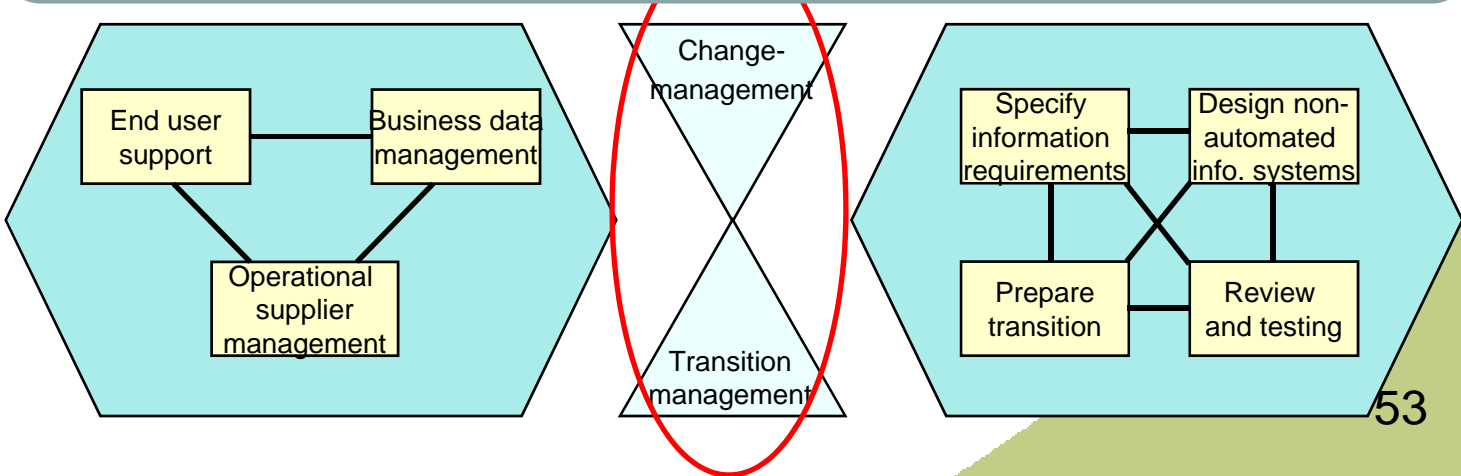
What form will information provision take in the near future?



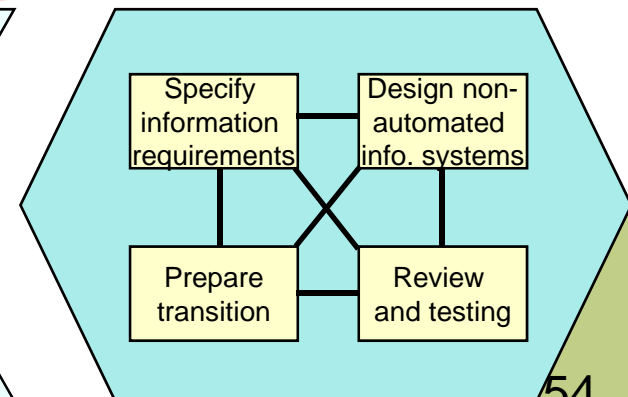
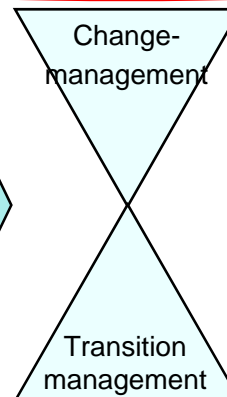
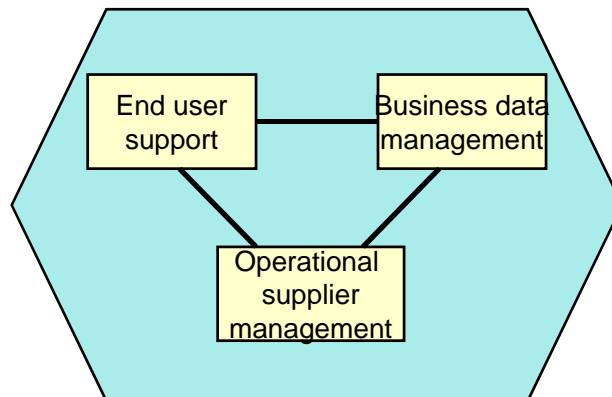
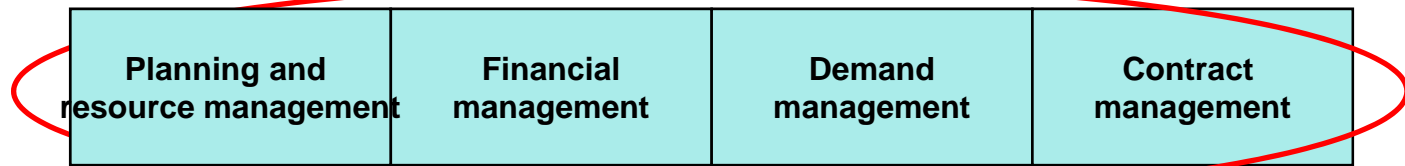
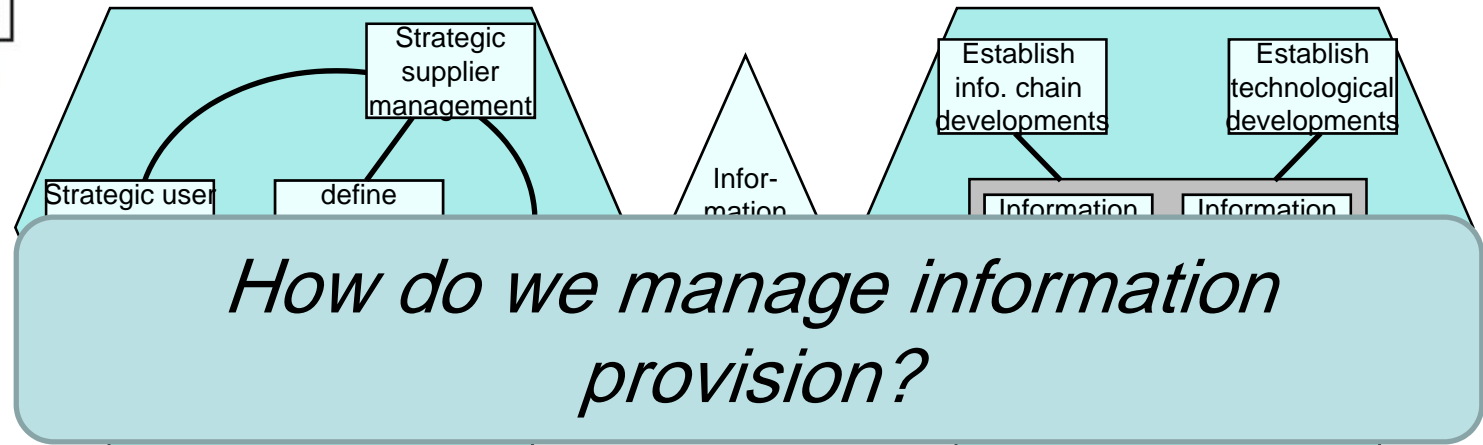
Connecting processes



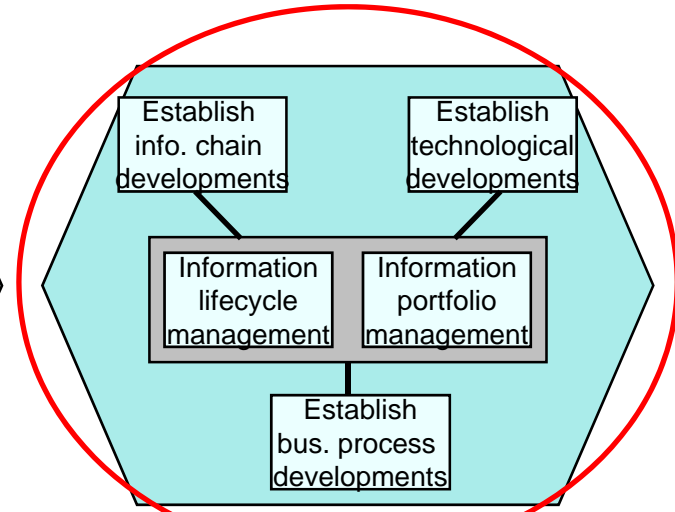
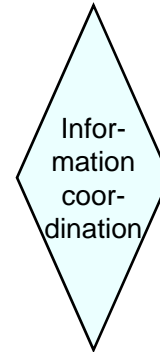
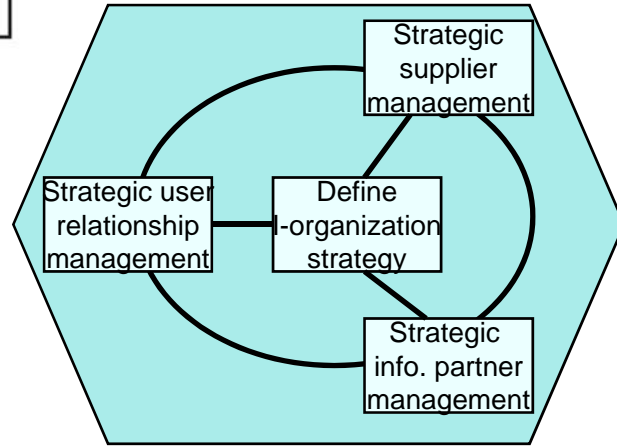
Why and how do we change information provision?



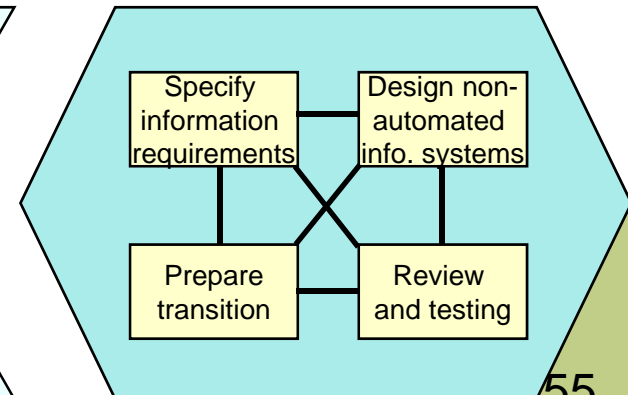
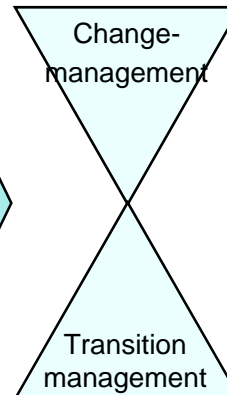
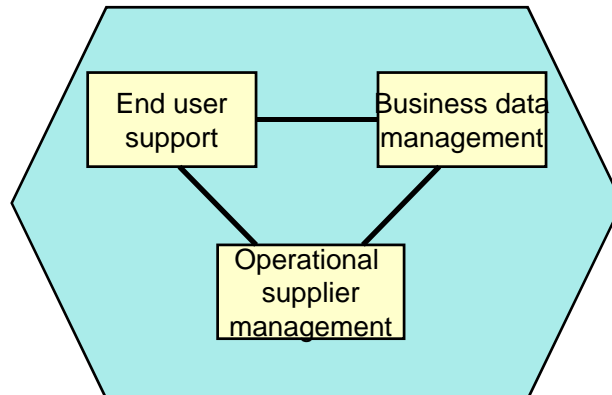
Management processes



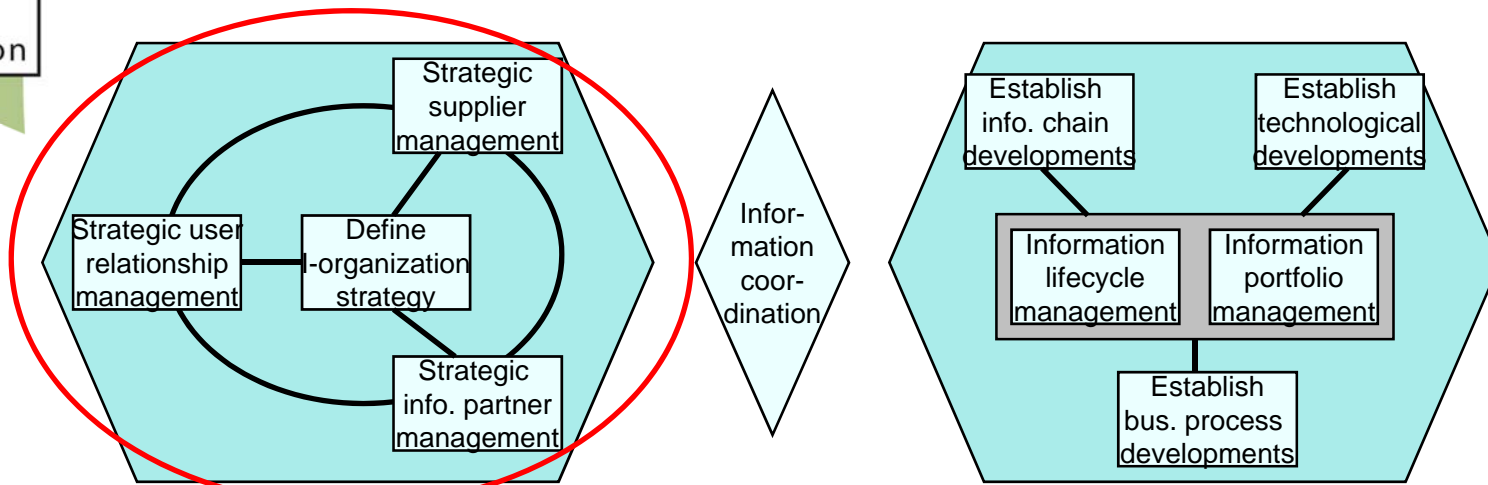
Information strategy



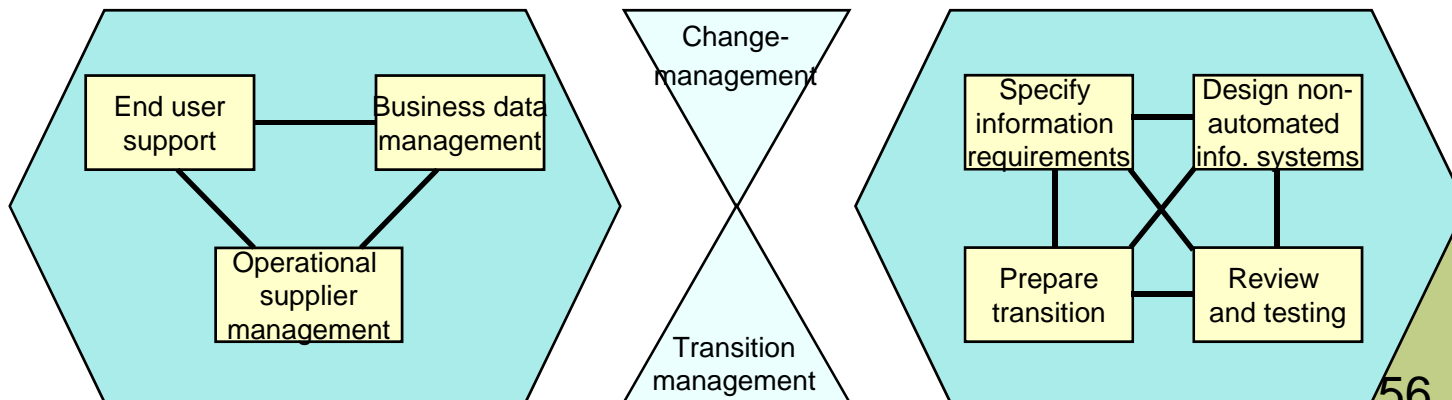
What will information provision look like in the future?



I-organization strategy

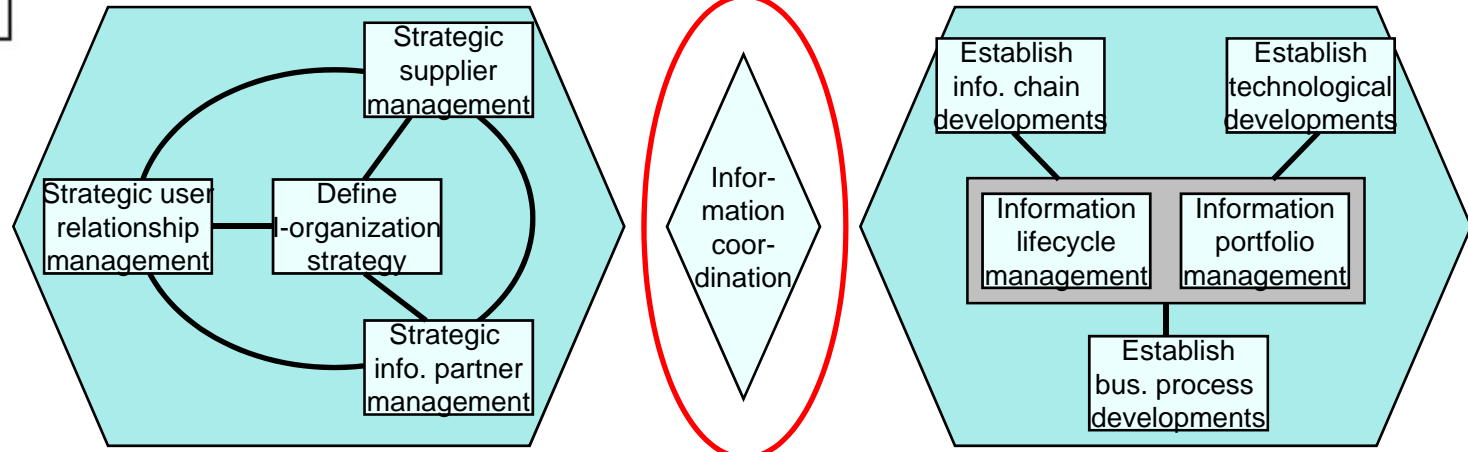


How is business information management organized?

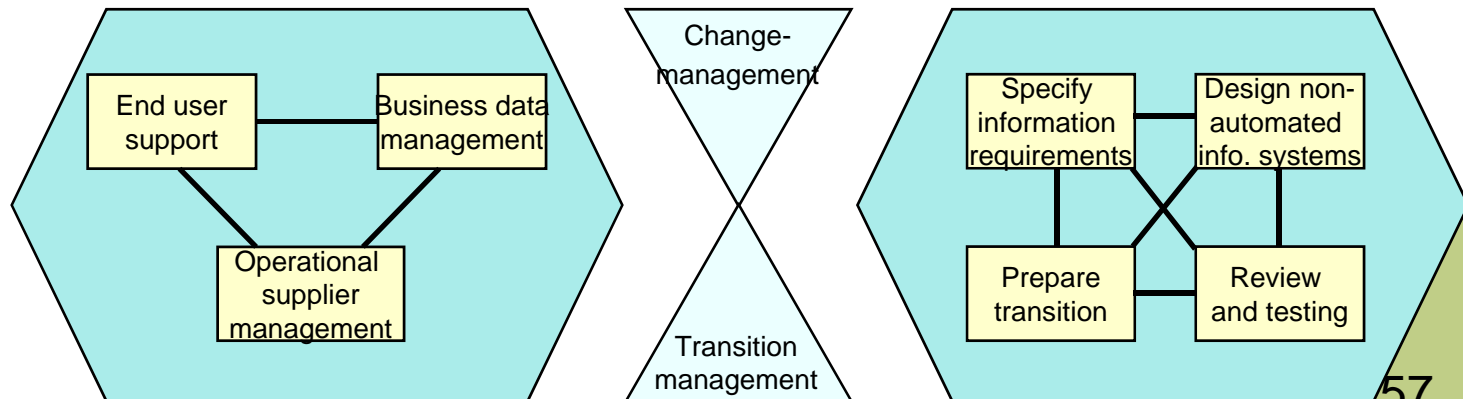


Connecting processes – strategic level

asl bisl
foundation



How are (semi-)autonomous Information plans optimized?



Example best practice Process description

Design non-automated information systems

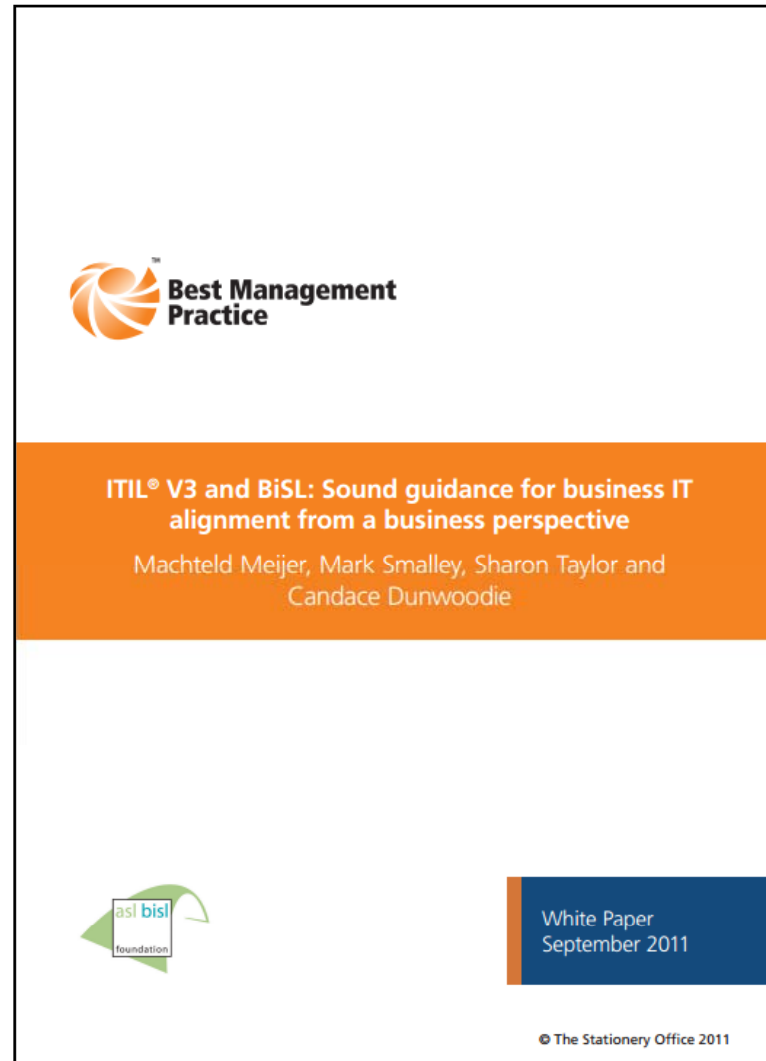
The collage displays six pages from a BiSL process description document for the 'Design Non-Automated Information Systems (NAG) Process'. The pages are as follows:

- Page 1:** Contains a table with process details and a 'Description' section.
- Page 2:** Features a 'Summary' section and a table with columns for 'Process ID', 'Version', 'Status', and 'Date'.
- Page 3:** Includes a 'Contents' section with a numbered list of sections.
- Page 4:** Shows 'Version Management' and 'Distribution List' tables.
- Page 5:** Contains a '1 Design Program' section with a numbered list of steps.
- Page 6:** Shows a '2 Process Description' section with a flowchart diagram.
- Page 7:** Contains a '3.1 Process Definition' section with a table detailing process elements.
- Page 8:** Features a table with columns for 'Process ID', 'Version', 'Status', and 'Date'.



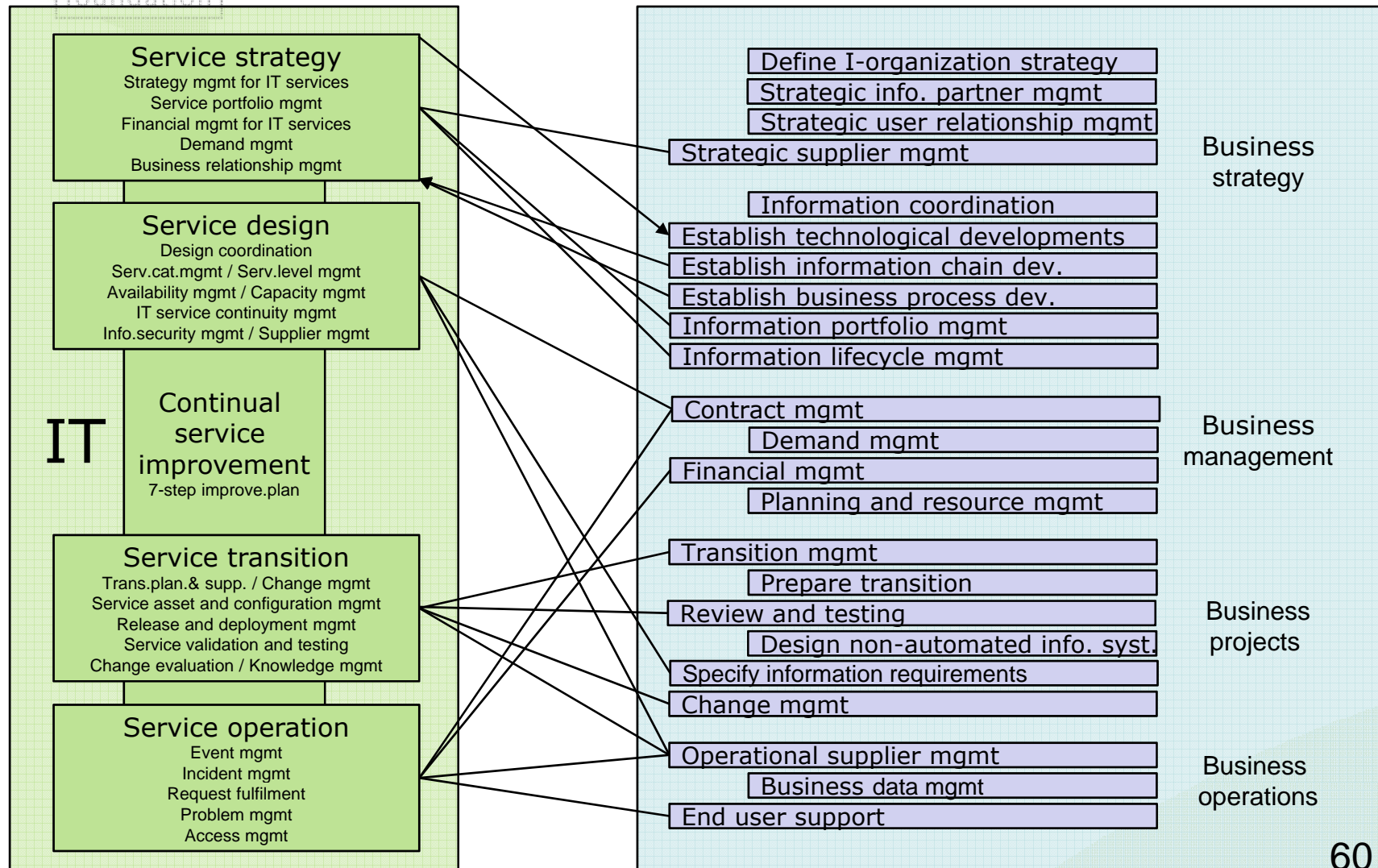
BiSL & ITIL

[http://best-management-practice.com/
Knowledge-Centre/White-Papers](http://best-management-practice.com/Knowledge-Centre/White-Papers)



ITIL for Supply

BiSL for Demand





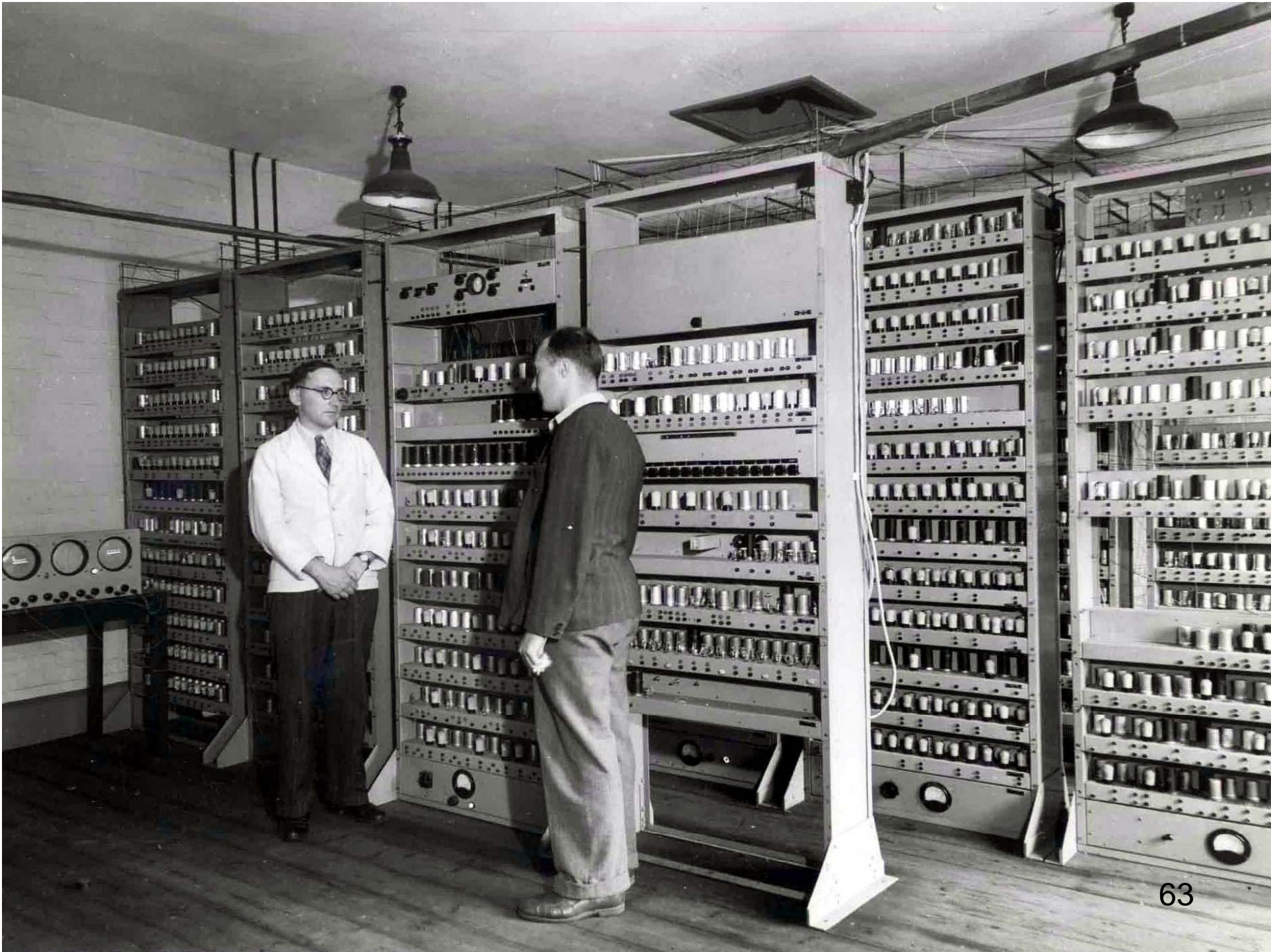
BiSL helps...

Role	Pain	Cause
Business managers Process owners Business analysts Information managers	Delays and costs, reputation damage, compliancy risks, missed revenue	Poor (use of) information and technology
Project managers	Delayed sign-off, poor professional reputation	IT deliverables not embedded in business processes
IT (service) managers Front-line IT practitioners IT consultants	Dissatisfied users / business, feeling misunderstood	Misalignment of IT with the business



Bottom line

Benefits	Hospital	Mental health service provider
Corporate governance		✓
Business involvement	✓	✓
Decision-making	✓	✓
Resource allocation	✓	✓
Project after-care	✓	
Business satisfaction	✓	
Supplier management	✓	
Data registration & security		✓
Business process efficiency		✓





The T-shaped professional

- Increasing number of specialised parties
- Interfaces are crucial
- Important to understanding neighbours' fields
- T-shaped professionals bridge the gap

Understanding of multiple fields

Depth of understanding of primary field



Questions and
comments about
BiSL® and
any other topics?



Additional information resources

Free publications, best practices and newsletter
www.aslbislfoundation.org & @aslbisl

Certification & list of Training Organizations
www.apmg-international.com

Books
www.vanharen.net



Things will improve.
They just might improve without you.

Chris Dancy
@ServiceSphere



Please keep in touch

mark.smalley@aslbisfoundation.org

www.linkedin.com/in/marksmalley

@marksmalley on Twitter

Smalley.IT