Professional Skills for the Smarter Business

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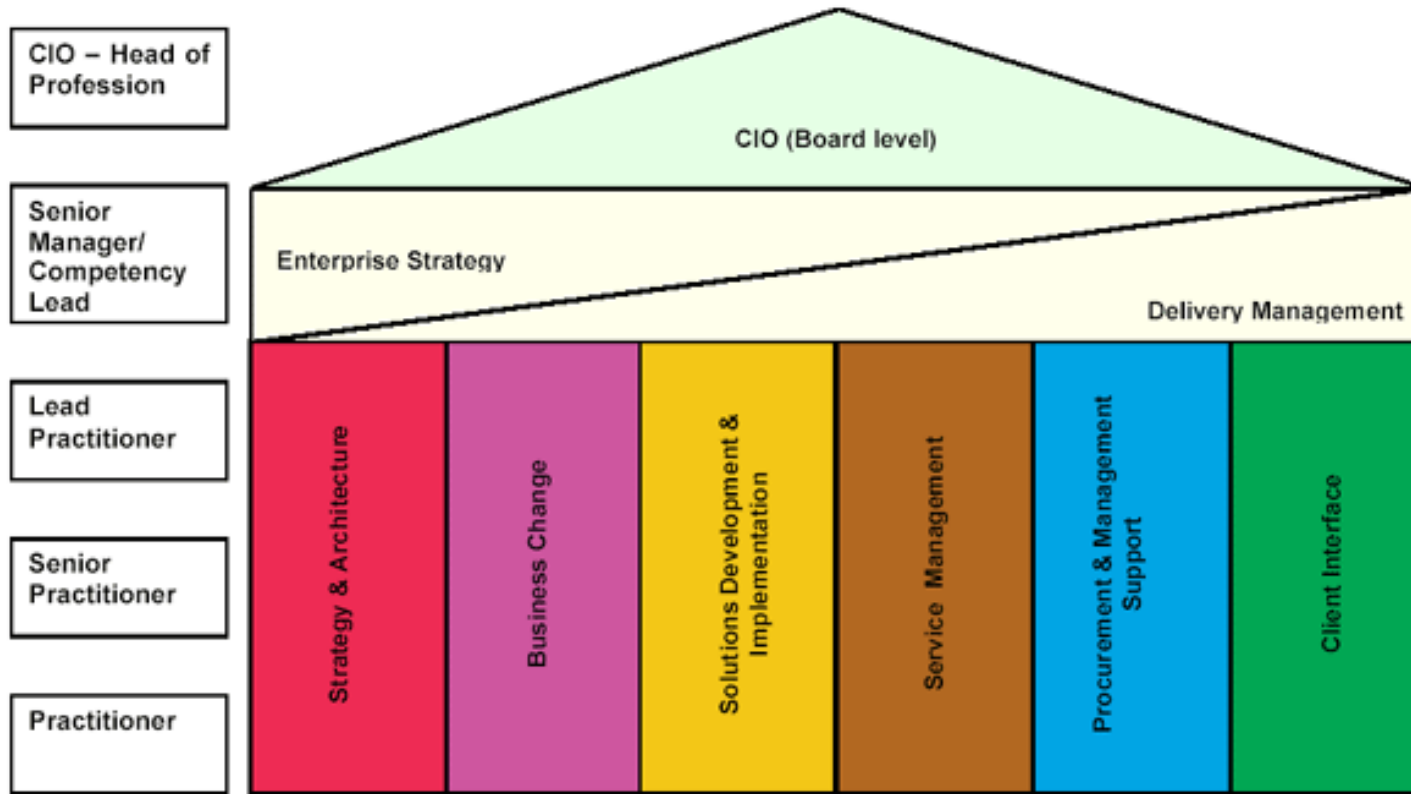# Professional Skills for the Smarter Business
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Skills Framework for the Information Age: Are these skills enough?

Taken from http://www.sfia.org.uk

- *How can new services be introduced while avoiding the disruption of existing services?*

- *How can costs be reduced while improving services?*

- *How can business strategy be supported while providing top-notch IT support?*

Information Management

- Getting the *right information* to the *right person* at the *right place* at the *right time* in a cost effective way (*right price*).

- Information
  - codified (structured/unstructured)
  - source, destination, quality, stakeholders

- Management
  - structure, processing, delivery

- Organisational perspective
  - strategic/operational

Solving a Problem – An Example

- The UoM Carbon Management Plan states that the university has a target to reduce carbon emissions by 3% annually.

- Analyse the carbon profile of the University using different technologies to collect, search, analyse and report on relevant information.

- Analyse the impact of IT provision on the carbon footprint of the University and make recommendations on how IT provision can be managed in a more environmentally friendly way.

Innovation through Information Management

- **Wicked Problem**
  - right information?
  - different views
  - change is the only constant
  - not right or wrong solution

- **Systems Thinking**
  - technology
  - process
  - people

- **Information Evolution**

"Learning-by-doing is an insufficient description... it is rather learning to learn-by-doing with and from others who are also learning-to-learn by doing"

Reg W Revans
Action Learning: new techniques in management
1980

"Action Learning is a process of learning and reflection that happens with the support of a group or 'set' of colleagues working with real problems with the intention of getting things done."
(McGill and Beaty, 1992:11)