



## Professional Skills for the Smarter Business

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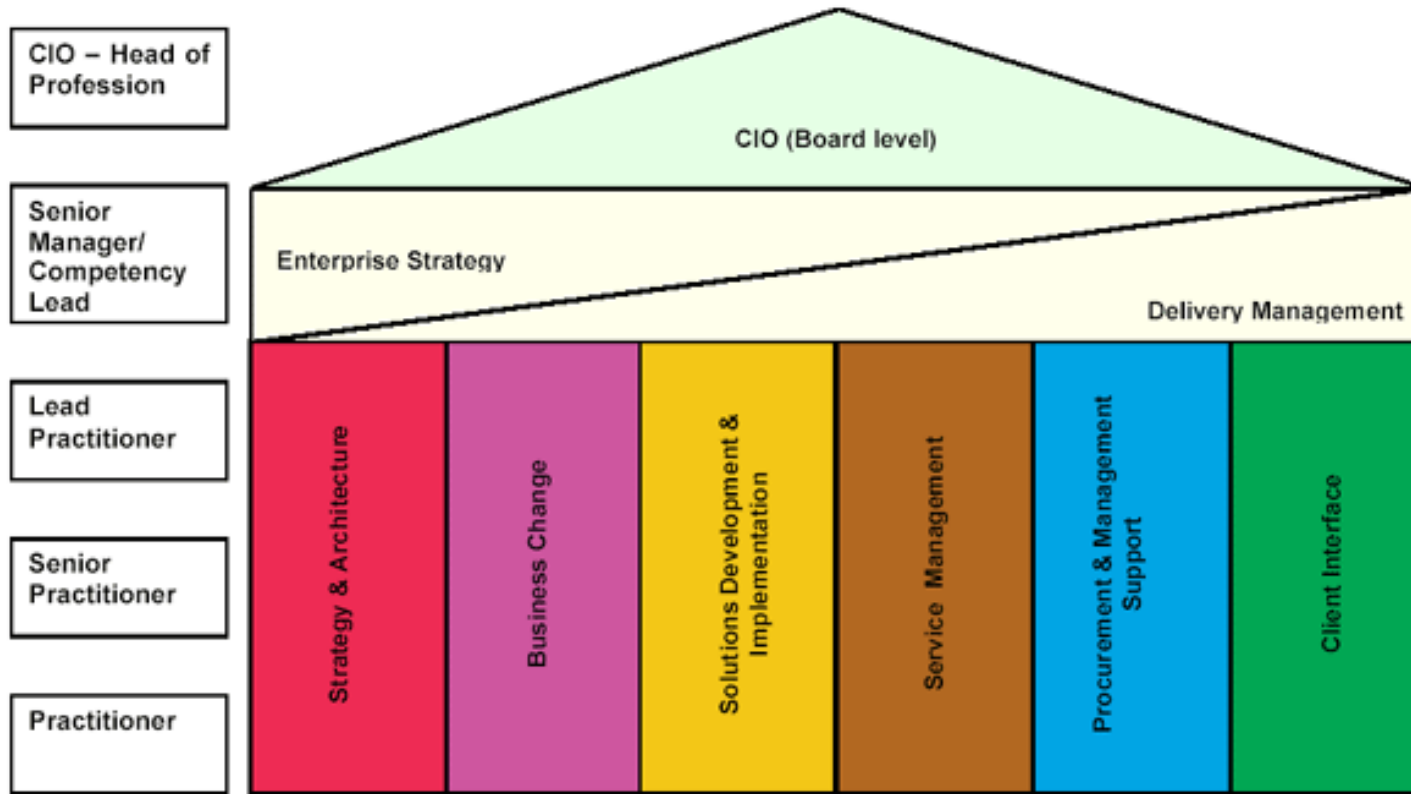
# Professional Skills for the Smarter Business

## 30<sup>th</sup> March 2010





# 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)