

# Information, Organisation and Management Matters

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- Organisation as a function of Information
  - A Model for an Information System
- Essentials of Management
  - The Essential Conflict
  - The Trialogue
- Information and Management
  - Information for Decisions
  - The Mechanism of Management
- Information Strategy

## A Question?

- What does every organisation and individual in the world (actually The Universe) depend on for its continued existence?
- Information
- Every organisation and individual is:
  - A generator of information
  - A consumer of information
  - A function (or product) of information exchange

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# Organisation as a function of Information

- Any physicists?

## Organisation as a function of Information

- The measure of order in the Universe is ‘entropy’
  - The lower the entropy, the greater degree of order
- The ultimate degree of entropy is death!
- The inverse of entropy is ‘negentropy’
  - The greater the negentropy the lower the degree of order
- The ultimate degree of negentropy is chaos
  - The Big Bang – pure energy exploding!
- Information is the measure of the balance between chaos and death
- An organisation at that balance point is viable

# Organisation as a function of Information

- The viable system
  - cybernetic in its behaviour,
  - is purposeful and ordered, adaptive, learning,
  - dynamic, indescribably complex, opaque
  - runs on information

## Organisation as a function of Information

- What could make a good model of an information system to support a viable system?
- A viable system?
- An academic reference:
  - Stafford Beer 1959, 1966, 1971, 1973, 1974, 1981, 1985
- More?
  - Beckford, 1991, 1993, 1994, 1995, 1998 (twice), 1999 (twice), 2002, 2009 (4 times so far!)
  - Dudley, 1998, 1999, 2000
  - Espejo, Harnden, Hoverstadt, Haynes, oh yes Kawalek



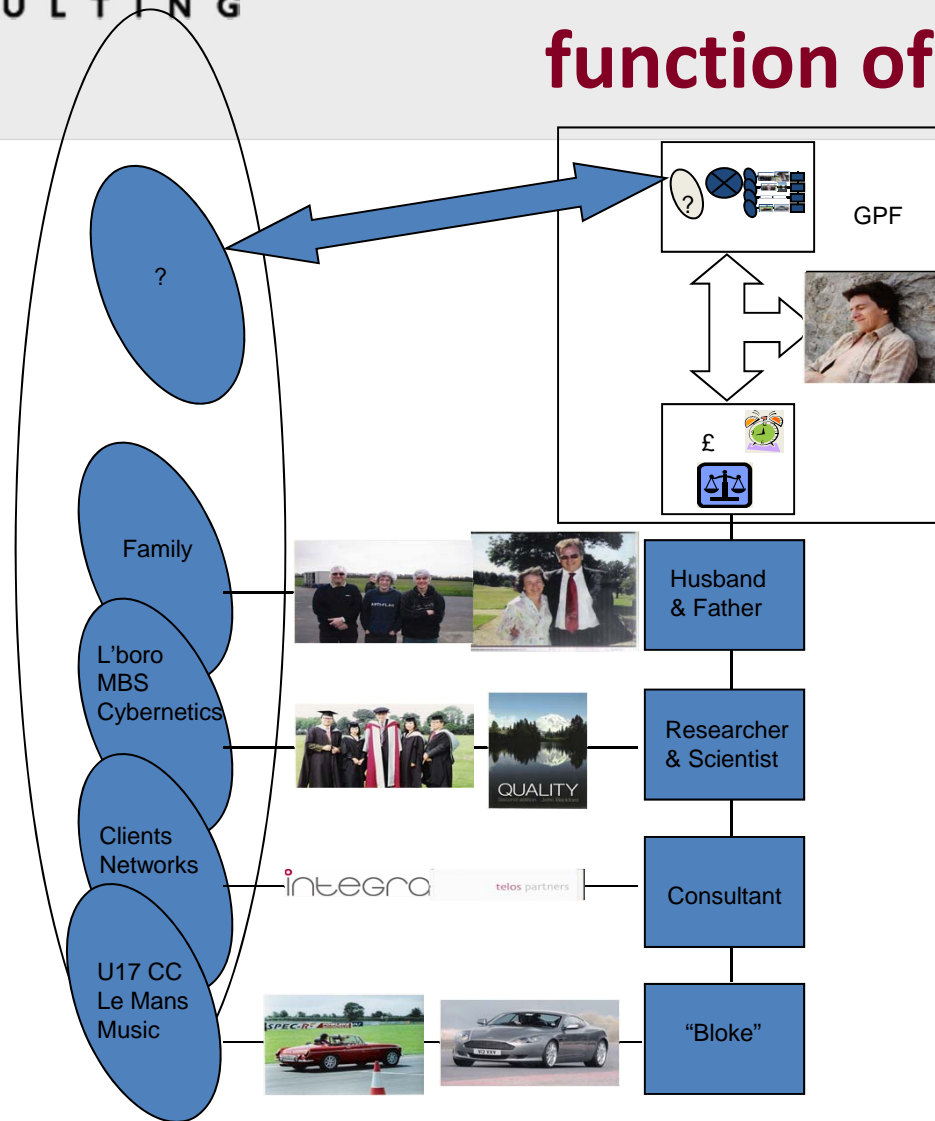
## Organisation as a function of Information

- What could make a good model of an information system to support a viable system?
- A viable system?
- Identify one

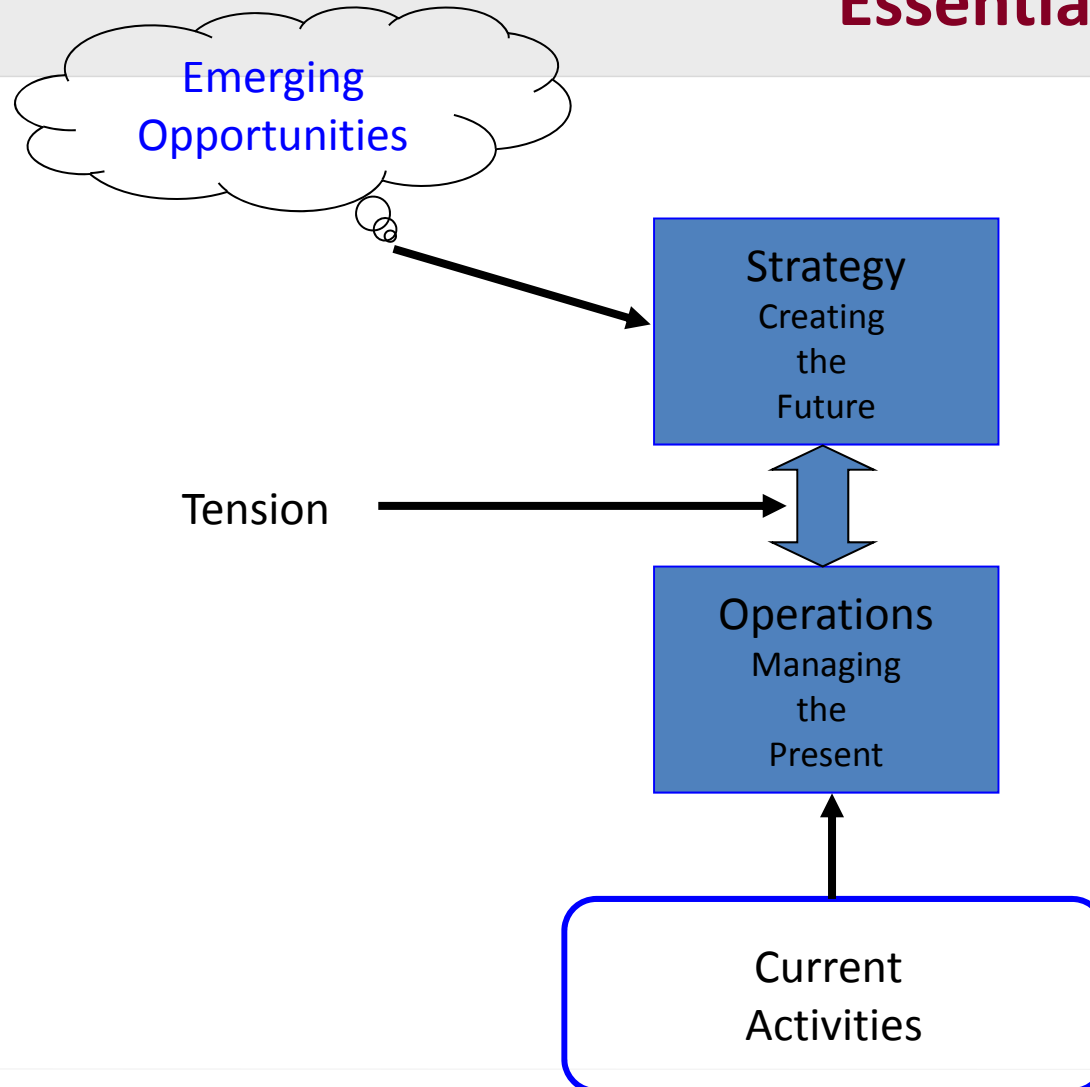
## Organisation as a function of Information

- What could make a good model of an information system to support a viable system?
- A viable system?
- Identify one
- The human nervous system?
- The neuro-cybernetic model of a viable organisation

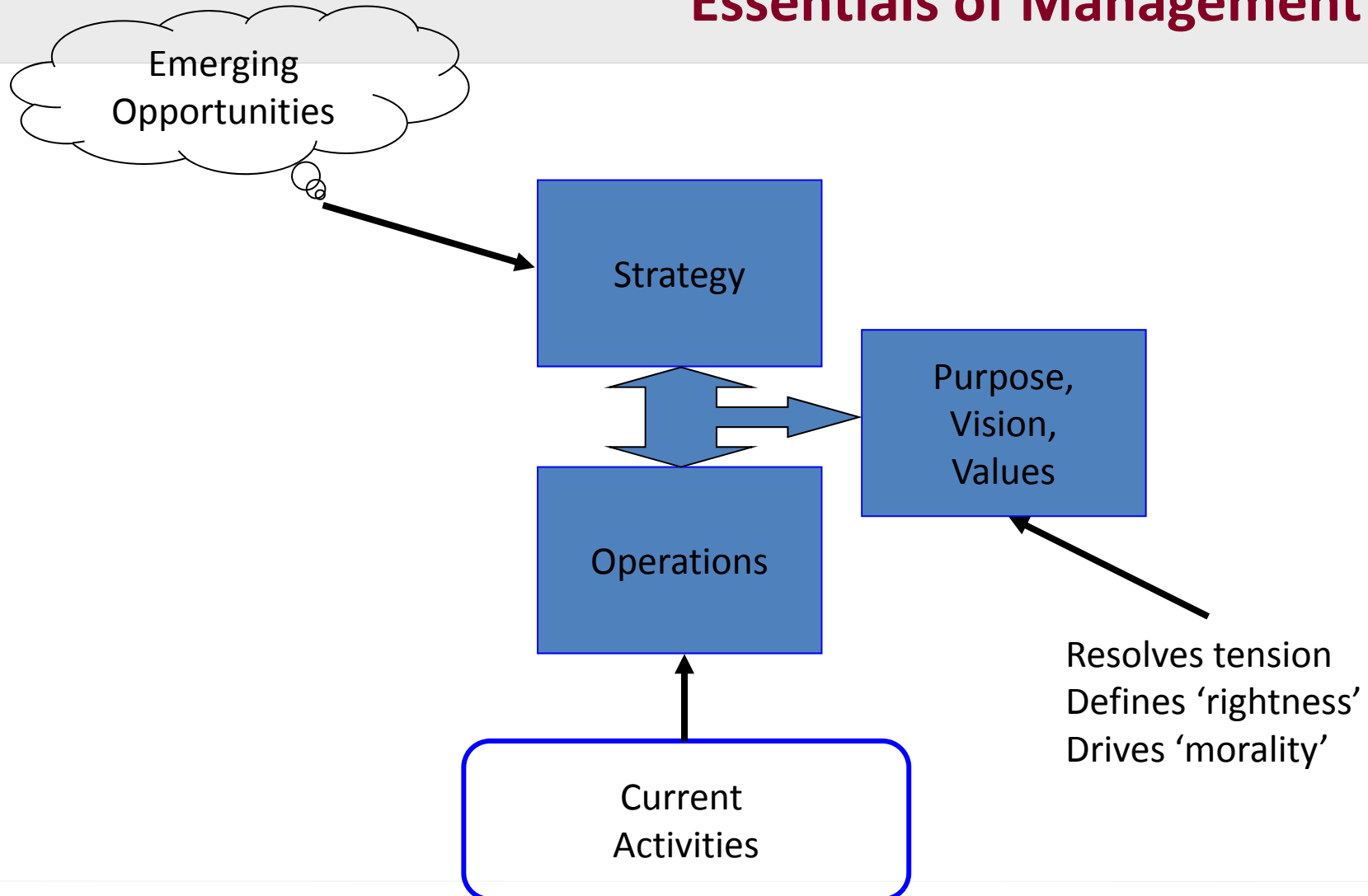
# Organisation as a function of Information



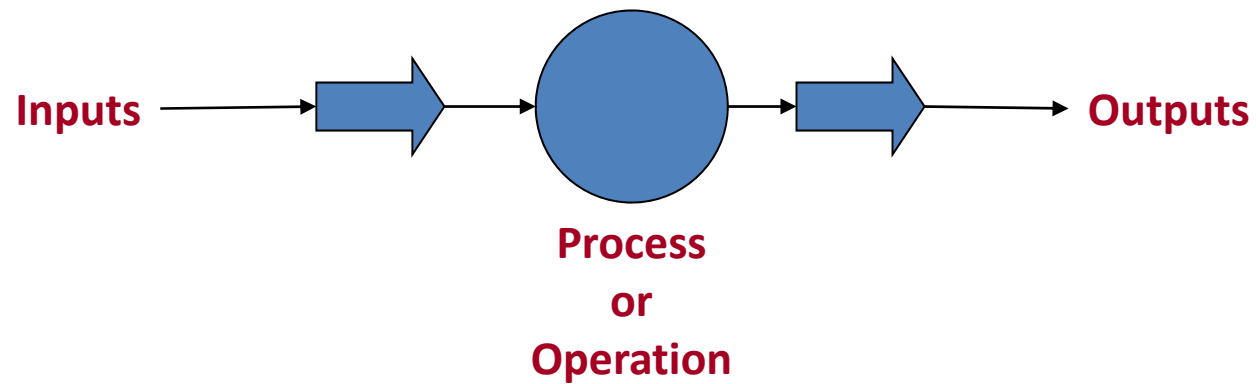
# The Trialogue: Essentials of Management!

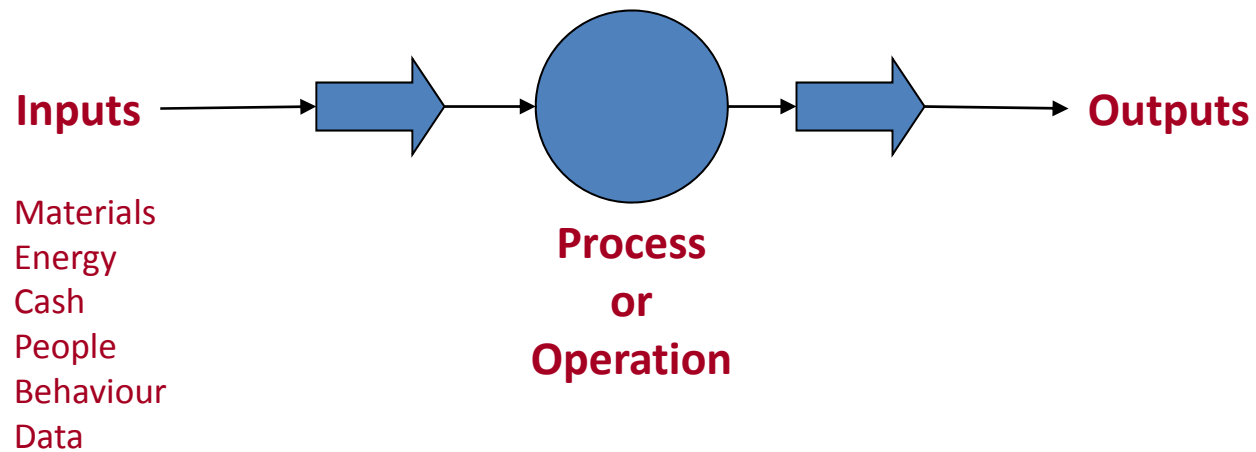


## The Trialogue: Essentials of Management!



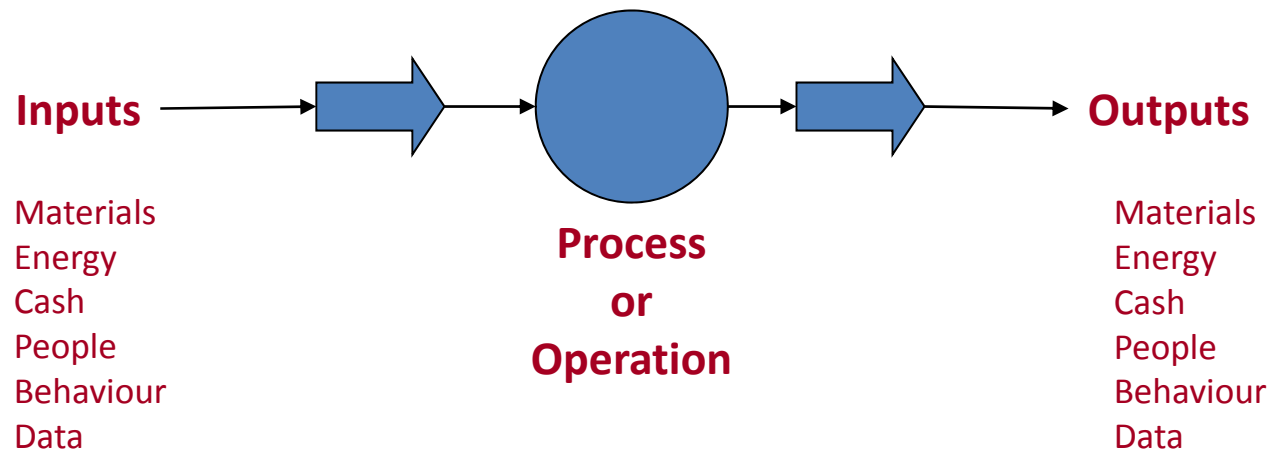
- A process for managing



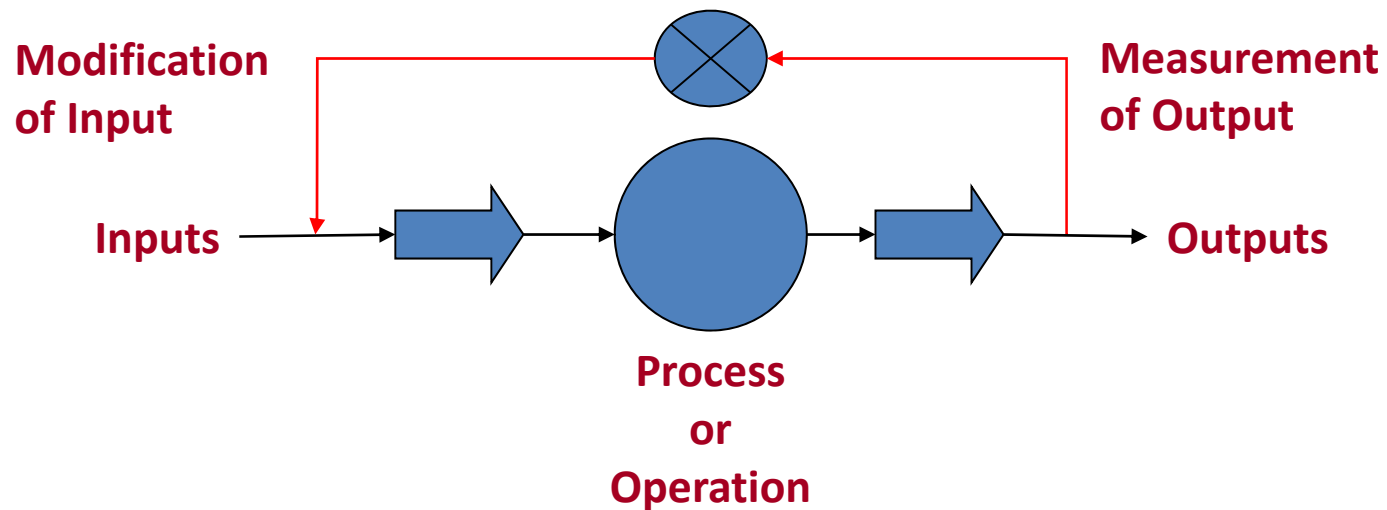




# Information and Management



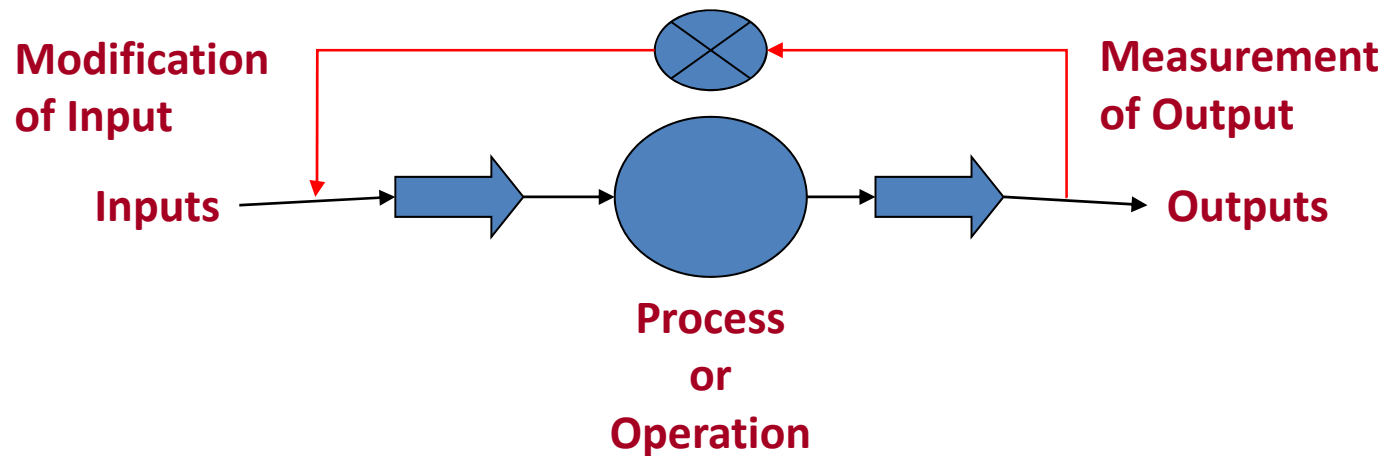
## Information for Decisions



# Information and Management

Did we do things right?  
How could we do better?

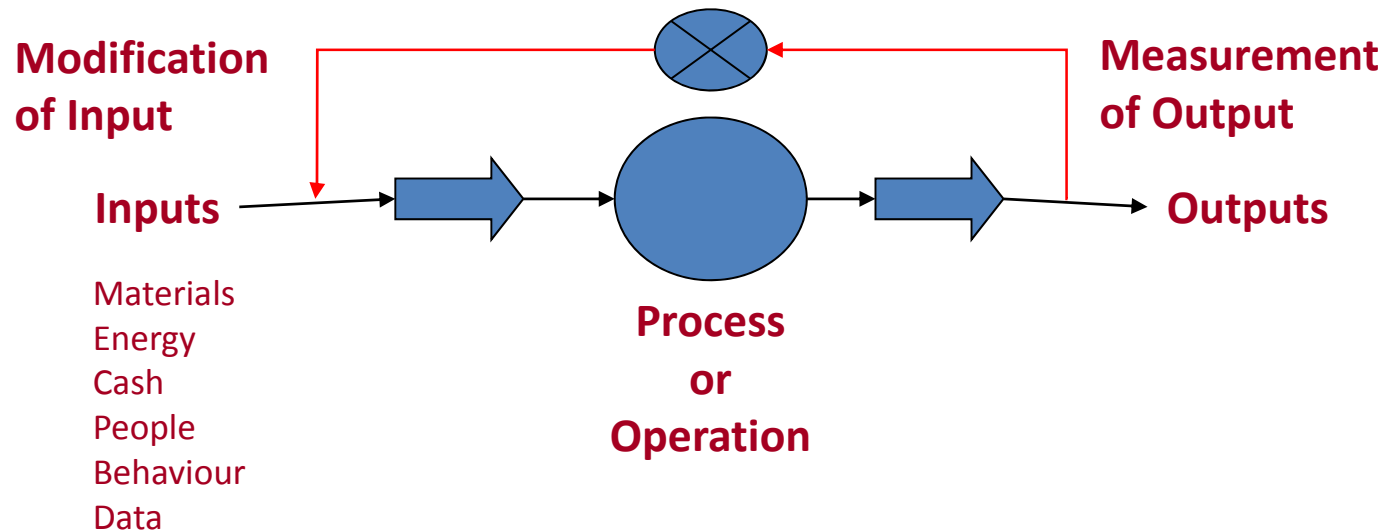
## Information for Decisions

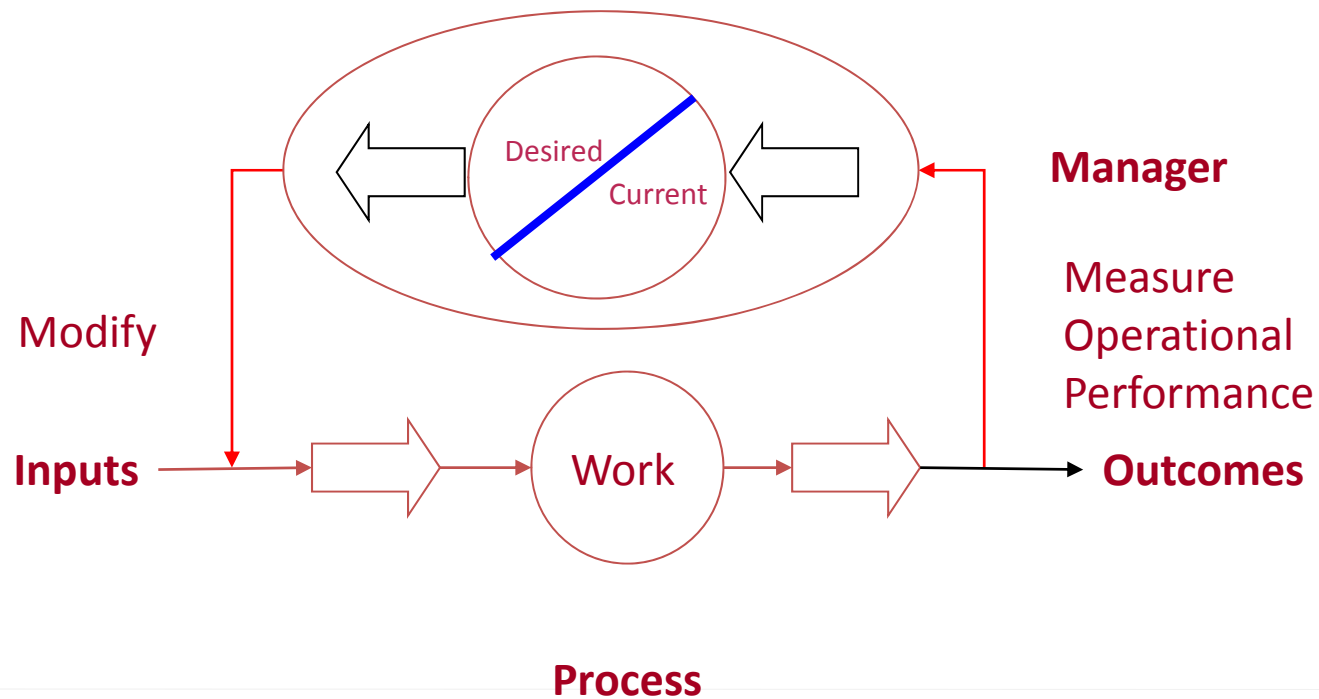


# Information and Management

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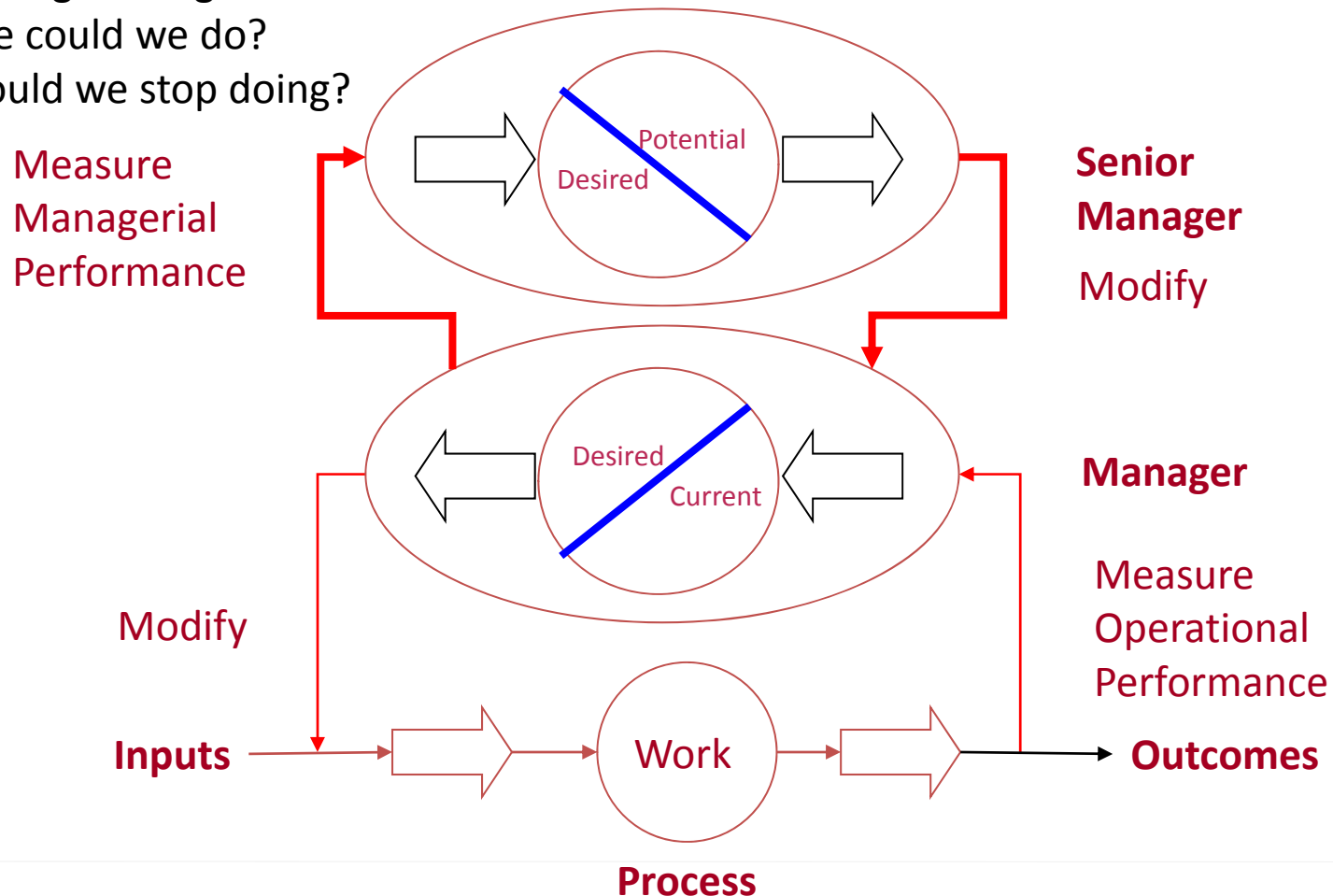
## Information for Decisions



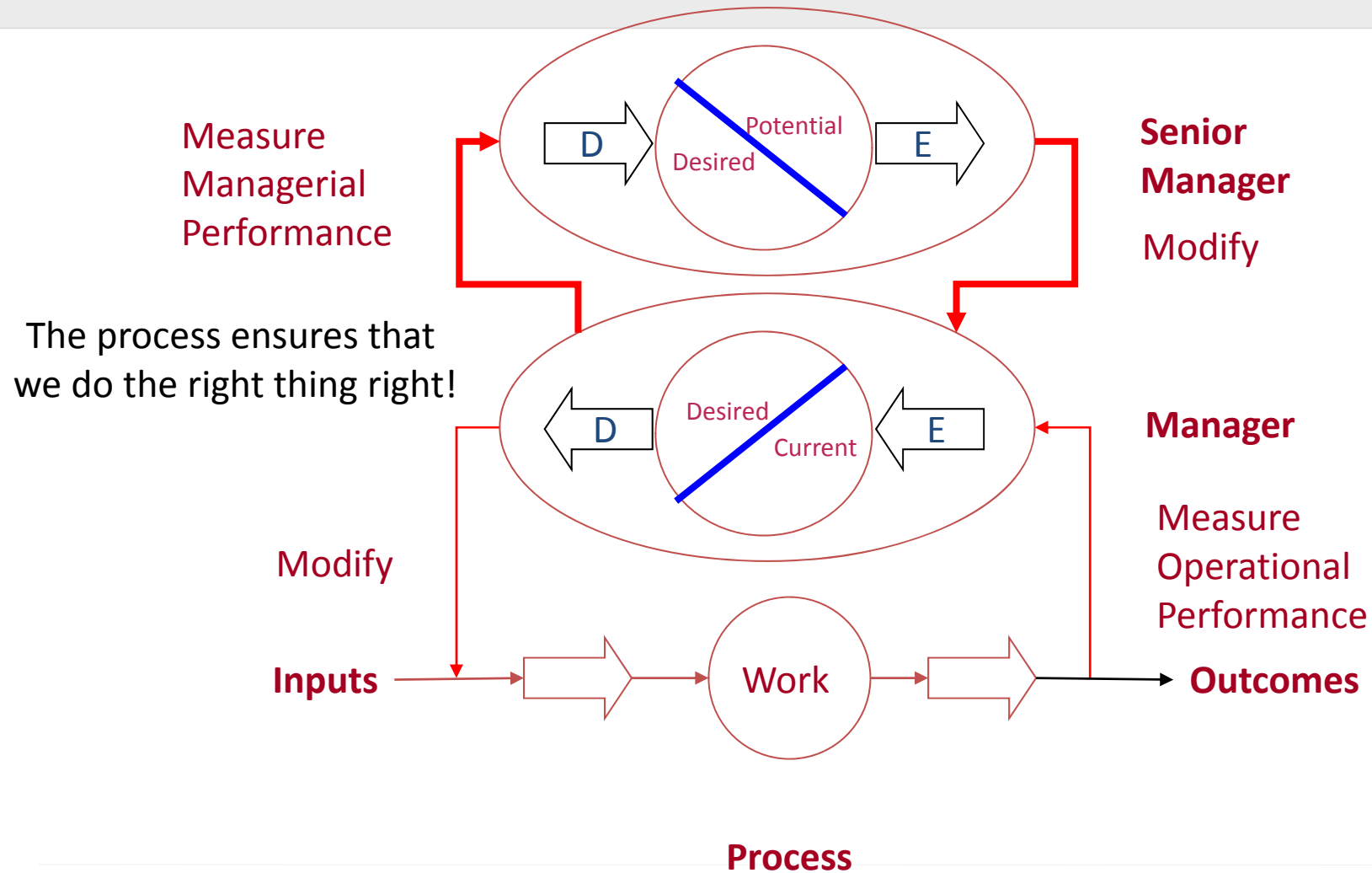


# Information and Management

Did we do right things?  
What else could we do?  
What should we stop doing?



# Information and Management



# The Potentiometer

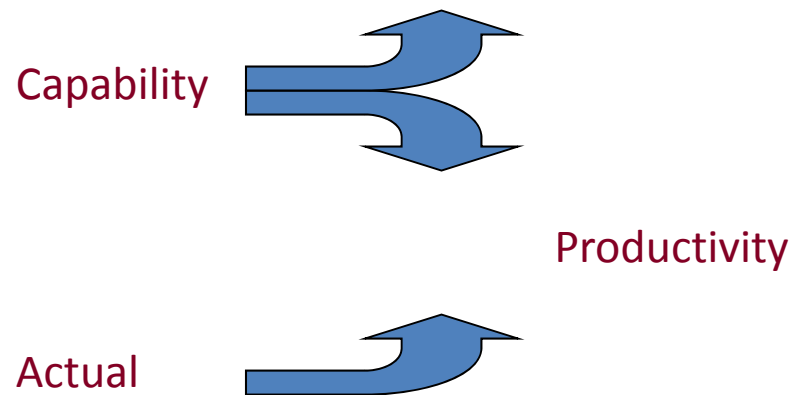
The device for measuring viability



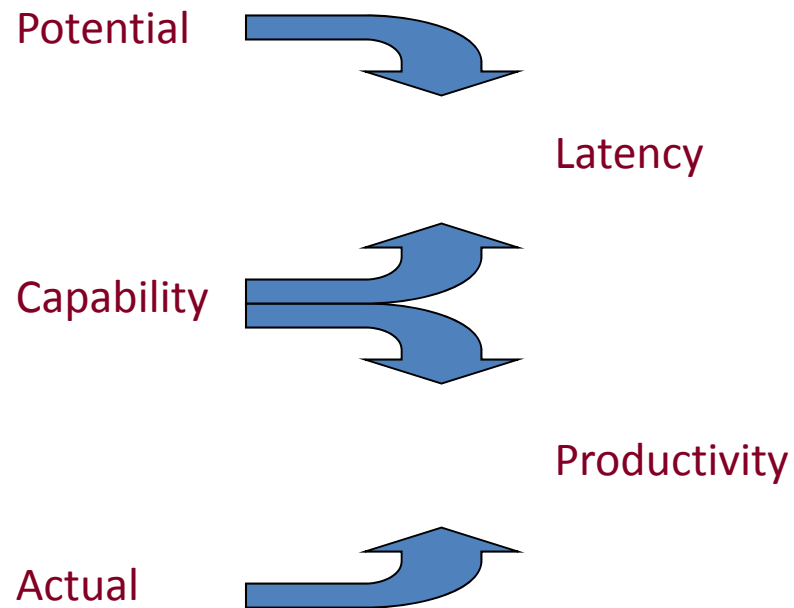
# The Potentiometer



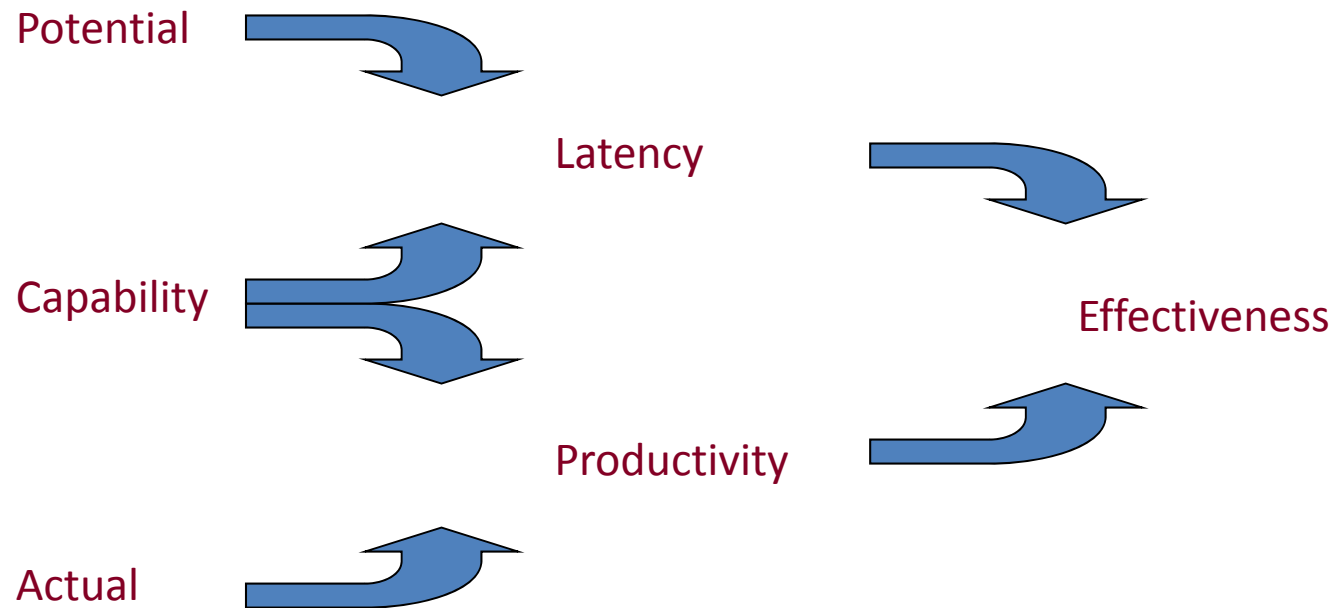
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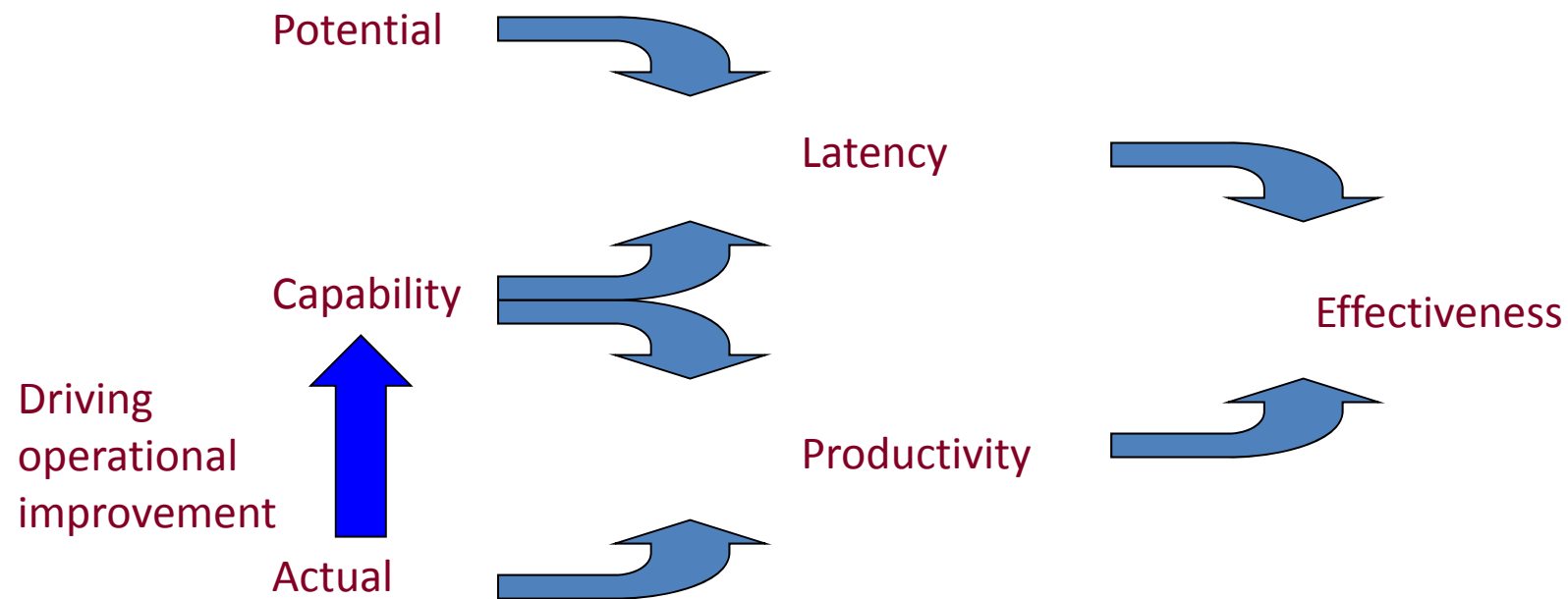
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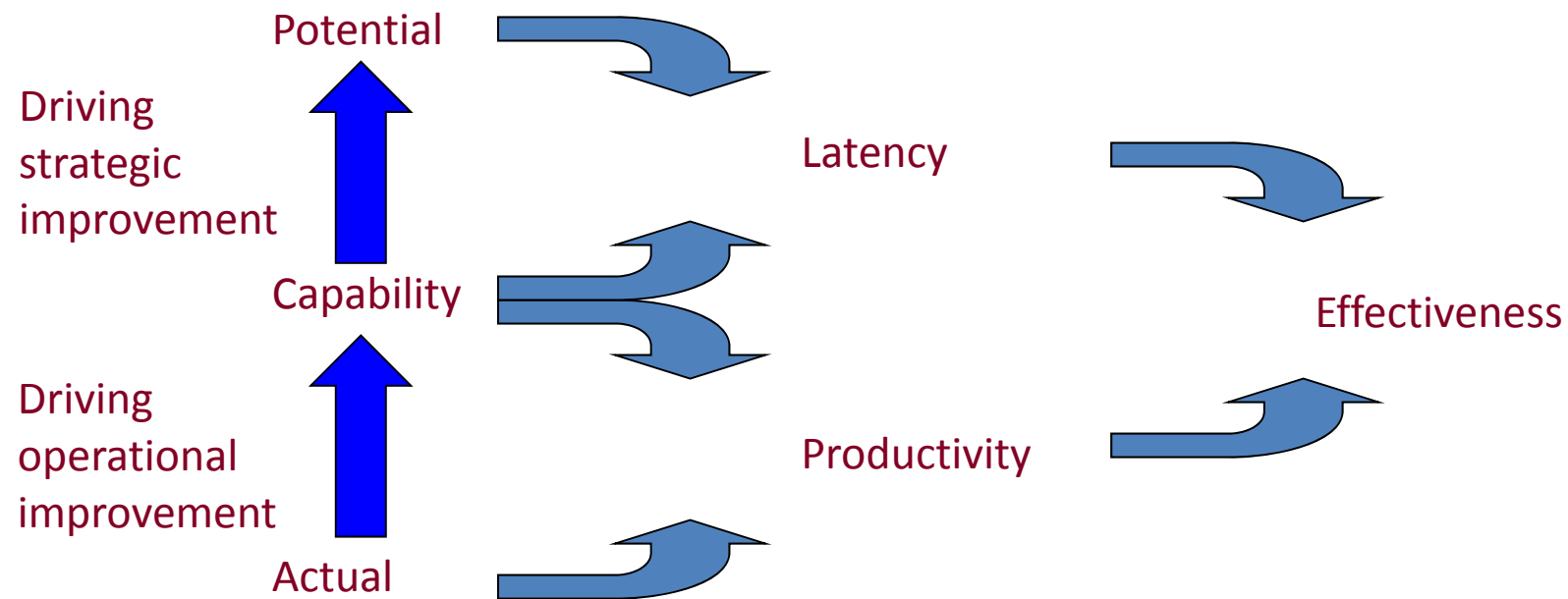
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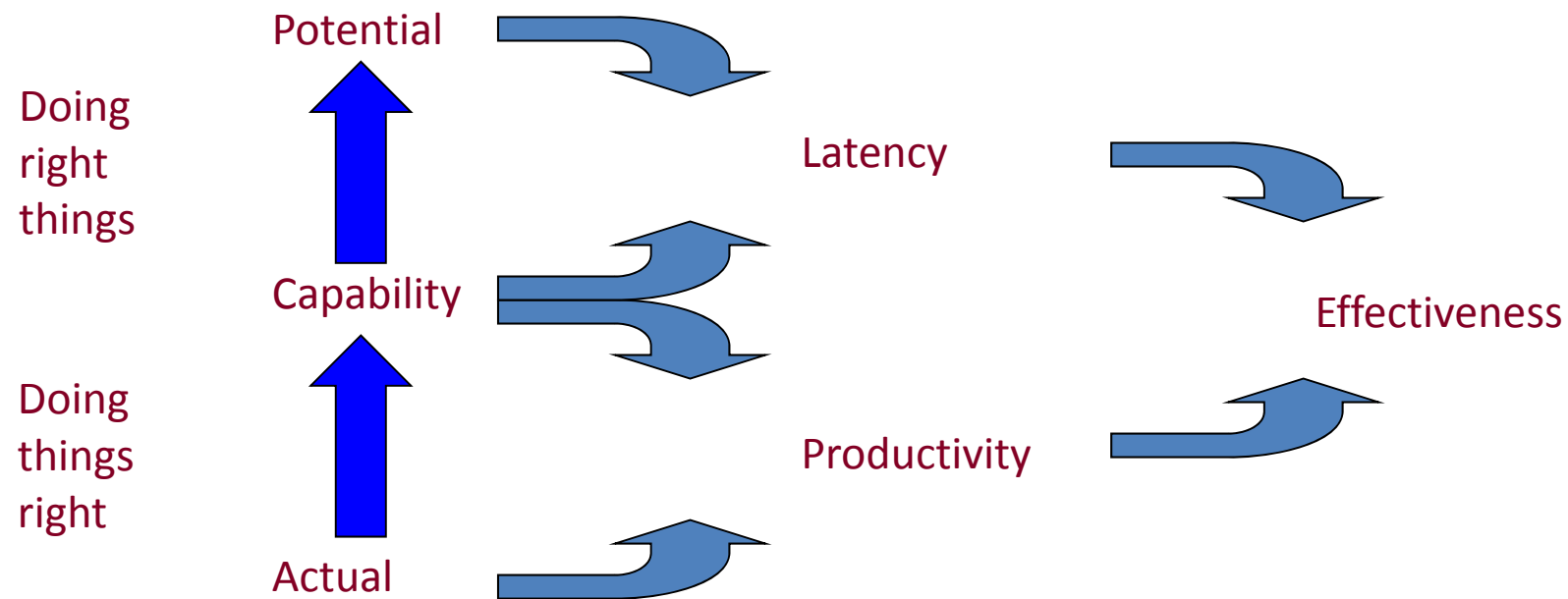
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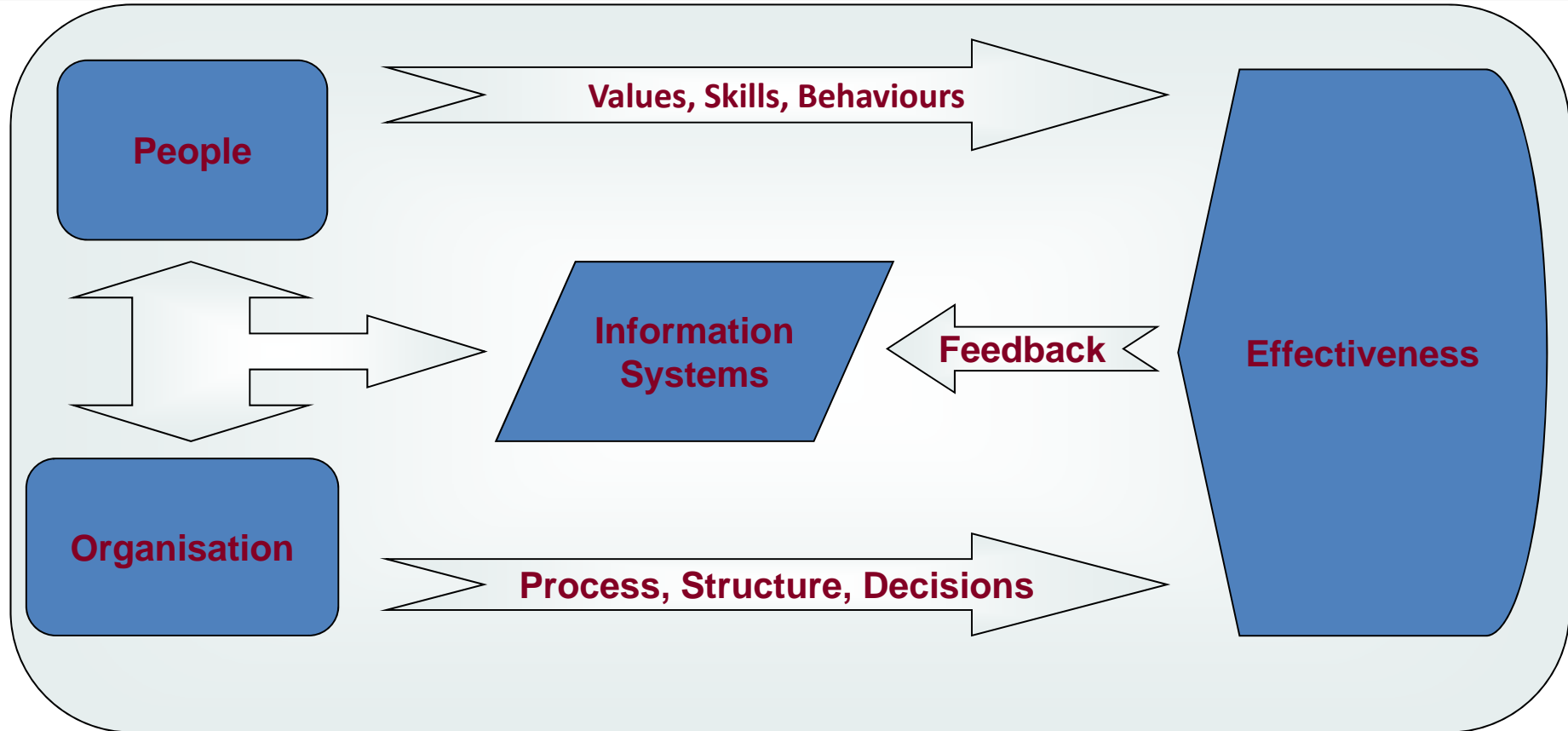
# The Potentiometer



# The Potentiometer



# Information Strategy





## Information Strategy

- What information strategy could best ensure viability?

# Information Strategy

- If you were designing a human where would you start?
  - Purpose
    - what's it for?
  - Structure
    - how must it be organised to achieve that?
    - what 'operating parts does it need?
  - Management
    - how will it be controllable and adaptive?
    - what decisions will need to be made?
  - Information
    - what information will be needed?
    - when? where? how frequently?

## Information Strategy

- What information strategy could best ensure viability?
  - Purpose
  - Structure
  - Management
  - Information
- An information strategy that best ensures viability delivers:
  - The right information
  - The right time
  - The right format and language
  - The right decision

- Information is the measure of the balance between chaos and death – debate.
- Submit to:
  - Peter Kawalek
  - [John@doxarus.com](mailto:John@doxarus.com)