Research

Conducting Software-mediated Assessments for Improvement
Research

Outline

• Background – Assessment

• Research – Software-mediated Assessment Areas

• Opportunity - Collaboration
Research

Innovation starts with ?
Asking Questions

What?
Which?
Who?
How?
Research

Assessment

Collecting evidence of change over time for improvement

misconception
Research

Assessment - formative

FORMATIVE SUMMATIVE

WHEN THE CHEF TASTES THE SOUP
WHEN THE GUESTS TASTE THE SOUP

FROM STEVE WHEELER’S BLOG “THE AFL TRUTH ABOUT ASSESSMENT”
Process Assessment

**Process**: set of activities performed with a specific objective

• **Why?**
  • Have we met the objective?
  • What needs to be done?
  • Performed? Managed? Standardised? Controlled? Optimised?
• **Not** How to do?
Research

Research Studies

• Assessment 1 – IT Service Management
• Assessment 2 – Smart Grids
• Assessment 3 – Risk Management
• Assessment 4 – Knowledge Management
• Assessment 5 – Cloud Security
• Assessment 6 – ?
Research

Assessment 1 – IT Service Management
IT Service Management

Source: Gartner Market Data Book, 2Q15 Update
Software-Mediated Process Assessment (SMPA)

Use of a software tool for a **TRANSPARENT** approach to data collection, analysis and reporting

**Reference Model**
ISO/IEC TR 20000-4

**Measurement Framework**
ISO/IEC 15504-2

**Assessment Model**
ISO/IEC TS 15504-8
Software-Mediated Process Assessment (SMPA)

Balanced Scorecard + SERV-QUAL model

ISO/IEC 15504

Process Scoring Logic

Knowledge Base

Online Survey

Process Selection Logic

Process Stakeholders

Assessment Report

Process Managers

ECIS 2014: Software-mediated Process Assessment for IT Service Capability Management
https://aisel.aisnet.org/cgi/viewcontent.cgi?article=1256&context=ecis2014
Impact

Assessment results are consistent & comparable for benchmarking & Continual Improvement
Assessment 2 – Smart Grids

ACIS 2017 –
Research
Assessment 3 – Risk Management

Journal: Computer Standards & Interfaces –
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Assessment 4 – Knowledge Management

ACIS 2017:
Mapping responsibility for data Security & privacy requirements to cloud service models: (developed from Microsoft, Techtalk, IBM, and Amazon)

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C= Client; CSP = Cloud Service Provider

Bright Internet Global Summit 2017 – http://www.bigs2017.org/ (upcoming)
Research

**Working Together...**

- Joint Research Collaboration
- Where does an Assessment framework fit?
- Open to other collaboration opportunities