

Appendix A. Terms and definitions

TERM	DEFINITION
Application	The automated part of an information system consisting of application software, application-related data, the storage structures (physical and otherwise) in which this data is embedded, and the relevant documentation.
Application development	The initial development of applications until operation and transfer of responsibility to application management.
	The domain responsible for all of the tasks and activities that are aimed at managing, supporting, maintaining and renewing existing applications and related data structures. Note: Application management includes all of the tasks, responsibilities and activities that serve to bring applications into a state where they meet the requirements and needs of their owners throughout the entire lifecycle of the business processes that are supported by the applications.
Business (Perspective)	The perspective focused on the business processes and the lines of business within an enterprise.
Business activity	An action taken within an enterprise and related to achieving its goals.
Business function	An organizational subdivision of work performed by (part of) an enterprise, such as marketing, sales, operations, support, financial management and HR management.
Business information	All information used within an enterprise to achieve its business goals. Business information can be used internally, be shared with other enterprises or be provided to customers and other stakeholders.
Business information management	The management domain responsible for all of the tasks and activities that are aimed at governing, defining, improving and supporting the use of information services needed for running the business and achieving the enterprise goals

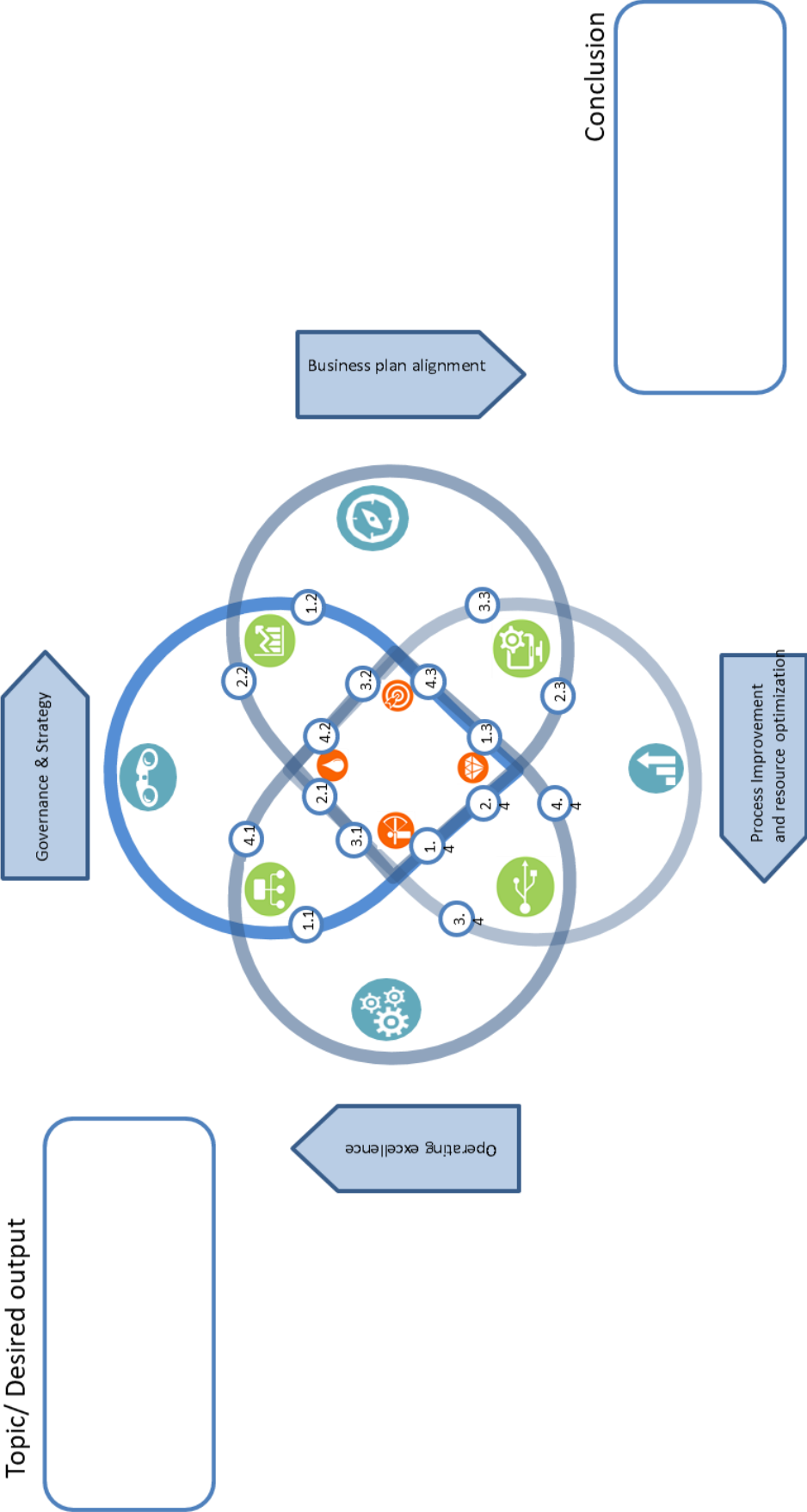
Term	Definition
Business information management coordination (BIMC)	<p>BIMC is positioned between the customer enterprise and the supplier(s), internal and external. It is the intermediary who, as a delegated client, ensures that the client's needs (or the needs of the business) are well served by clear formulation of the needs and the translation thereof into purchased and delivered information services.</p> <p>The core function of BIMC is being the intelligent customer capability of the enterprise so that the correct specification for a business information service can be drawn up.</p> <p>Sometimes the combined activities of BIMC are known as "functional management" as opposed to "technical management".</p> <p>BIMC might be one person or a team; it is the role that takes all responsibility for business information in the enterprise and where BIM and intelligent customer expertise is to be found.</p>
Business information service	A service providing the business with the necessary information for delivering business services.
Business organization	The non-IT part of an enterprise.
Business process	A cluster of business activities.
Business service	A service provided by the enterprise to its customers and other stakeholders, which comprises one or more products and/or services.
Capability (Driver)	The organizational ability to perform business activities. Note: Capabilities require investment of time and effort to develop, unlike resources which can be easily acquired. Resources are the means that may be necessary to supply the capability.
Chain partner	An external party or organization with which the business organization cooperates in a chain in which information exchange takes place. Only other user organizations in this chain are considered as chain partners.
Customer	A party that purchases a commodity or service (from the enterprise).
Data	A set of values of qualitative or quantitative variables. Note: in this book often used as overall term for "data & information" (so all of the data, including data with meaning and purpose, usually called "information").
Data (Perspective)	The perspective focused on the data and information necessary for running the business and attaining the enterprise goals.
Data carrier	A medium on which data is recorded.
Data management	The development and execution of architectures, policies, practices and procedures that properly manage the full data lifecycle needs of an enterprise.
Data, information, knowledge and wisdom	A "pyramid" that defines data, information, knowledge and wisdom, and their relationships.
Database	An organized collection of data on a digital data carrier.
Database management	The set of database-related activities within application management and IT infrastructure management.

TERM	DEFINITION
DID model components	The twelve components that, in combination with each other, describe the structure of DID.
Domains	Areas of activities.
Drivers	The factors that exert significant influence on business information management. These are related to all of the activity domains. The drivers comprise two sets of two linked components that complement one another and are also in tension: need and value, and mission and capability.
Enterprise	An organizational entity involved in the provision of products (goods and services) to consumers. An enterprise can be a private or public organization, profit or non-profit.
Enterprise ecosystem	The organizational environment in which an enterprise operates, comprising customers and other stakeholders.
Governance (Domain)	The organizational capacity exercised by the Board, executive management and IT management to control the formulation, implementation and management of information services. Formal management oversight of how the enterprise is managed in terms of hierarchies, authority, roles and responsibilities.
Improvement (Domain)	Analysis, specification, realization, testing and deployment of new and/or changed business information services.
Information	Data with meaning and purpose.
Information chain	The flow of information between the business (user) organization and its chain partners in the supply chain.
Information management	Management of the information services comprising functionality, data and technology.
Information service	A service providing any party with the necessary information for its activities. Information services comprise three components: functionality, data and technology.
Information system (IS)	The people, procedures, data, data carriers, software and hardware that produce information to accomplish goals of (part of) an organization. Note 1: An information system may be automated or non-automated, or a combination of both. Note 2: An information system often supports one business process or a part of it.
Information system components	The “stack” of non-organizational parts that comprise an (automated) information system.
IT function	The part of an enterprise that is concerned with providing IT services to a business organization. The IT function can be an organizational unit that is separate from the business organization, and/or can be an integral part of the business organization.
IT infrastructure	All of the hardware, software, networks, facilities etc. that are required to develop, test, deliver, monitor, control or support applications and IT services. The term includes all of the information technology but not the associated people, processes and documentation.

Terms	Definition
IT infrastructure management	<p>The domain responsible for all of the tasks and activities aimed at managing, maintaining and renewing the IT infrastructure of the information system, including the operation of the information system.</p> <p>Note 1: IT infrastructure management includes all of the tasks, responsibilities and activities that aim for a correct technical operation of the information system, consisting of hardware, (system) software and data sets.</p> <p>Note 2: The IT infrastructure management organization is responsible for running the application software in the production environment.</p>
IT management	<p>Specific areas of consideration that are important within the overall area of the management of information systems. Three IT management domains are distinguished within the overall management of information systems:</p> <ul style="list-style-type: none"> • IT infrastructure management • Application management • Business information management. <p>Strictly speaking, unlike the other two domains, business information management is not a domain that provides IT services. Business information management acts as the customer for the IT providers of application management and IT infrastructure management.</p>
IT service	<p>A service provided by an (internal or external) IT service provider. IT services comprise both core services that provide customers with access to information systems, and supporting services such as a service desk and database management.</p>
Knowledge	<p>Information connected in relationships.</p>
Master data management	<p>The set of processes, governance, policies, standards and tools that consistently define and manage the critical data of an organization to provide a single point of reference. The data that is mastered may include: * Reference data – the business objects for transactions, and the dimensions for analysis * Analytical data – supports decision-making.</p> <p>Master data (as opposed to “data”) represents the business objects which are agreed on and shared across the enterprise. It can cover relatively static reference data, transactional, unstructured, analytical, hierarchical and metadata. Master data management is part of data management.</p>
Mission (Driver)	<p>A statement of the enterprise’s (digital) identity and purpose, and a picture of the objectives and overall goals, from which KPIs and CSFs can be inferred.</p>
Need (Driver)	<p>The resources needed by the business to fulfil its mission. In the context of business information management, the needs for business information services.</p>
Operation (Domain)	<p>Support for those using information services when carrying out their activities within the business processes, for the operational management of the information services supplier, and for providing and monitoring the operational services.</p>
Perspectives	<p>Important aspects that are considered during Governance, Strategy, Improvement and Operation.</p>

Term	Definition
Products and services	Products and services exist on a continuum, in which a 100% pure product is material, as opposed to a 100% pure service that is immaterial. An enterprise usually provides a combination of services and products. "Service" is also often used to designate a combination of products and services.
Project Support Office (PSO)	A PSO is a temporary or permanent organizational unit that provides a portfolio of services to support project teams that are responsible for a defined group of projects. Depending on your favorite framework or practice you may call it something different.
Service	A means of delivering value to customers by facilitating the outcomes that they want to achieve. A service comprises an (1) offer from one party to another, between whom a (2) relationship exists; an (3) engagement between both parties, (4) interaction (or service act) between parties, and results in (5) output and (6) outcome for both parties. When "service" is used to designate a combination of products and services, service is defined as anything that can be offered and provided to a market that might satisfy a want or need.
Service (Perspective)	The perspective that is focused on the services required to acquire the necessary information for running the business and reaching the enterprise goals.
Service design	The activity of planning and organizing people, infrastructure, communication and material components of a service in order to improve its quality and the interaction between the service provider and its customers.
Stakeholder	A party that significantly affects, or is significantly affected by, an enterprise.
Strategy (Domain)	Definition of the information strategy, and coordination of business information services.
Supplier	One that provides goods or services (to the enterprise).
Supply chain	A system of organizations, people, activities, information, and resources involved in moving a product or service from supplier to customer.
Technology (Perspective)	The perspective that is focused on the technology needed to acquire the necessary information for running the business and achieving the enterprise goals.
User	A person who uses an information service.
Value (Driver)	The benefits that the business derives from the business information services.
Wisdom	Integrated knowledge – information made super-useful.

Appendix B. The DID canvas



About the authors

Brian Johnson has 12 official titles within the IT Infrastructure Library (ITIL) and in total contributed to more than 30 books. He is the author of books on good practices in business and IT and also half a dozen books about worst practices. Brian has had many different positions and roles in his career, including England Soccer International, Formula one racing driver, Mountaineer, Astronaut, accomplished liar, vice president, lead architect, coordinator and consultant. One of his current roles is lead architect for DID for ASL DID Foundation.

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