

1



*Non-deterministic mindset*

**Inside Perspective**  
*Internal Quality: developing the CIS*



**Outside Perspective**  
*External Quality: using the CIS.*

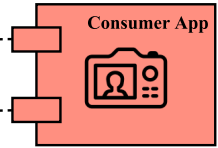
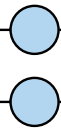
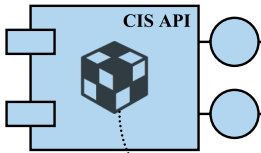


2

*Deterministic mindset*



CIS Provider



CIS Consumer

*Black Box Intelligence*



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