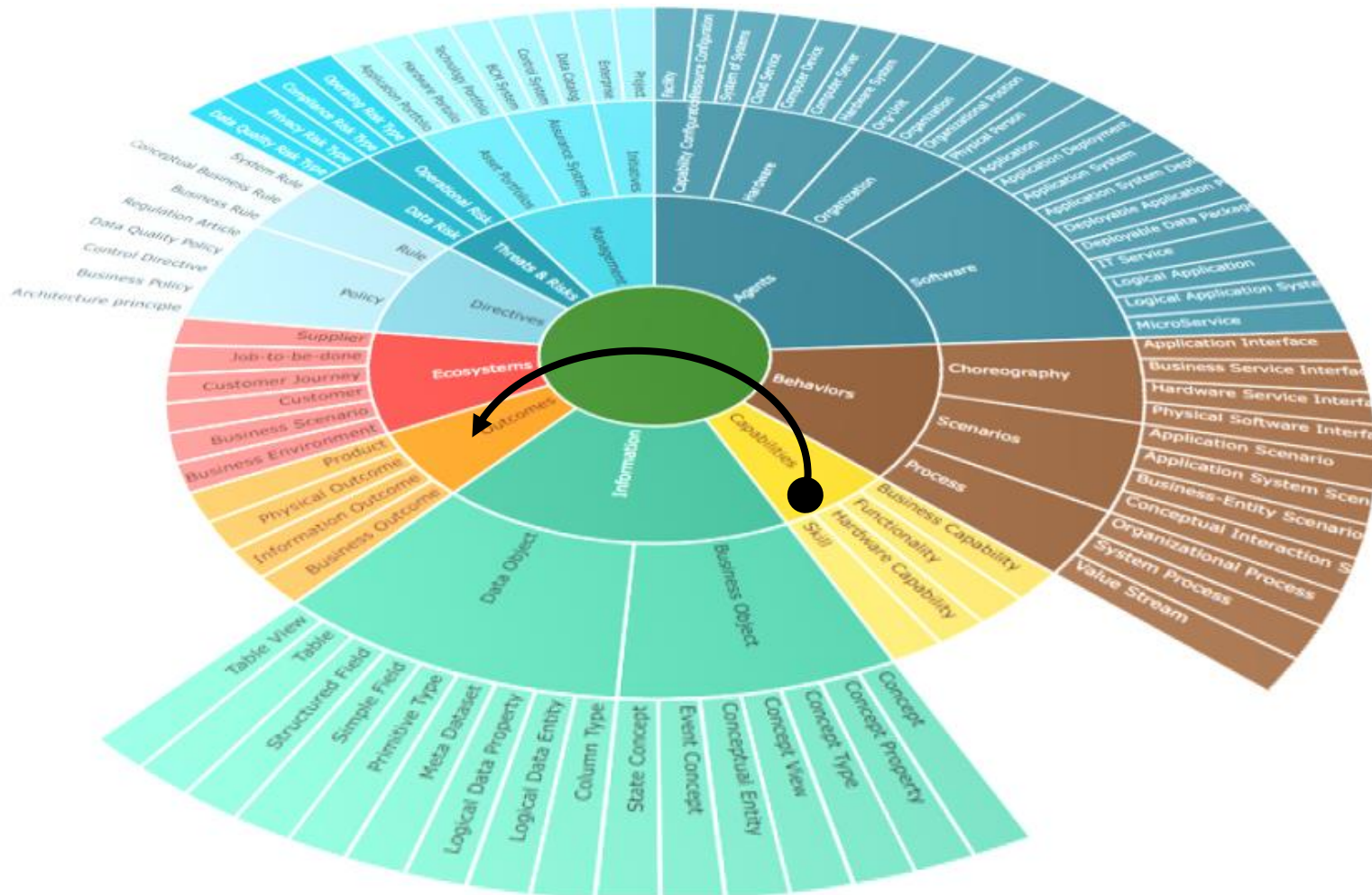
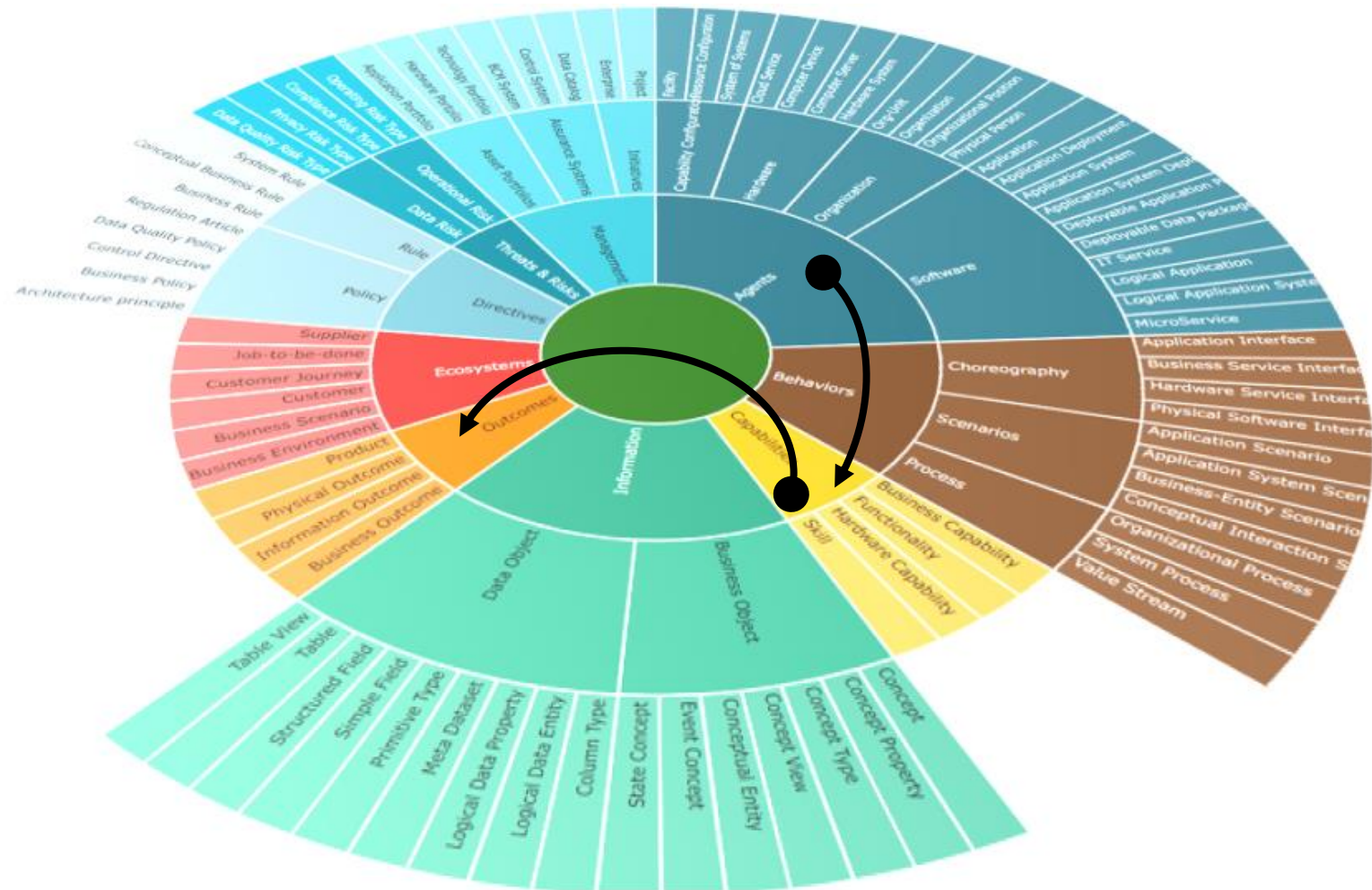


Capabilities are abilities to deliver Outcomes

Outcomes are results produced by a provider agent that benefit (value) to consumer Agents

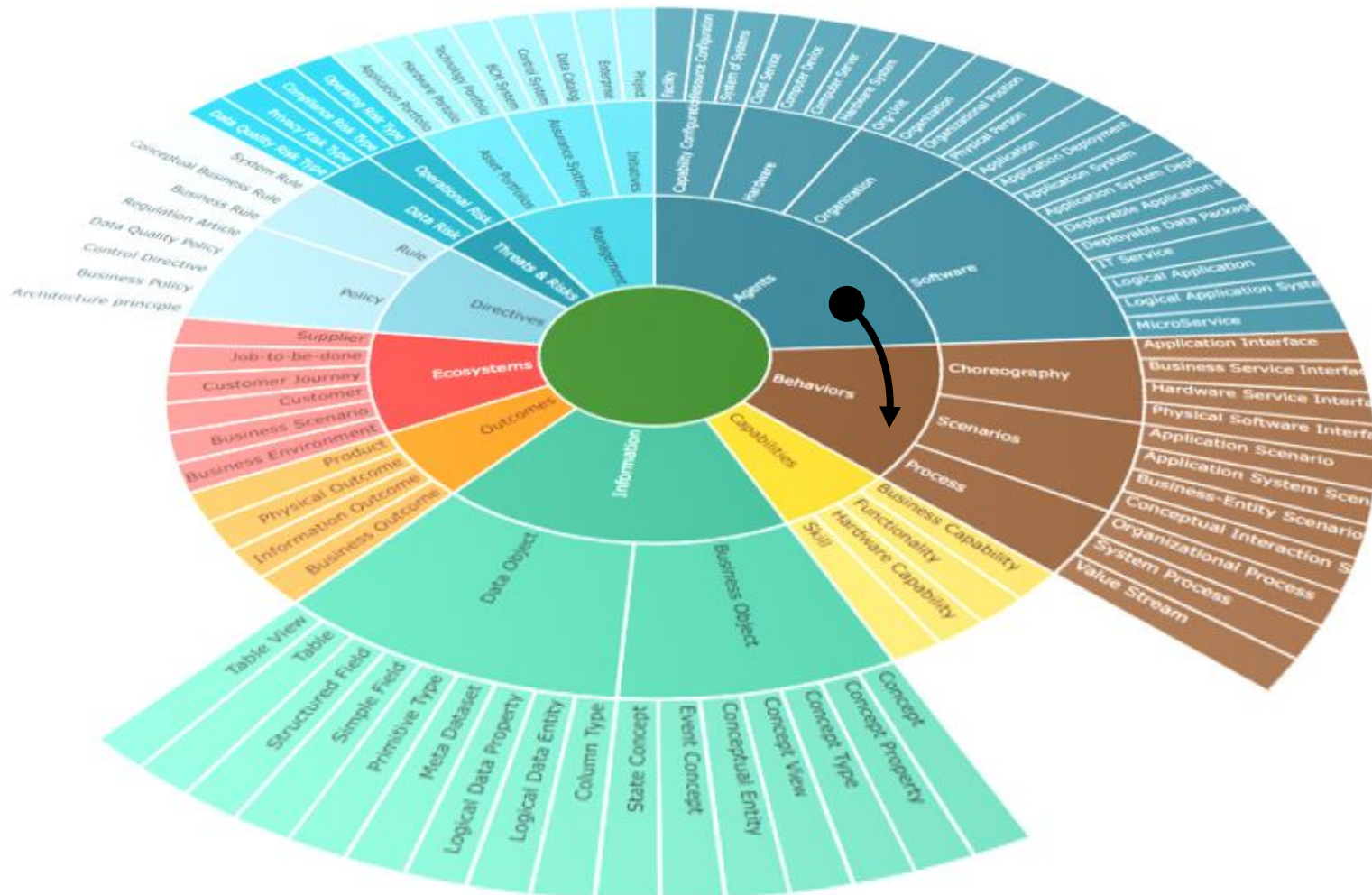


Agents fulfill **Capabilities**  
Thereby, they commit to produce **Outcomes**



To fulfill Capabilities and produce Outcomes, Agents have behaviors:

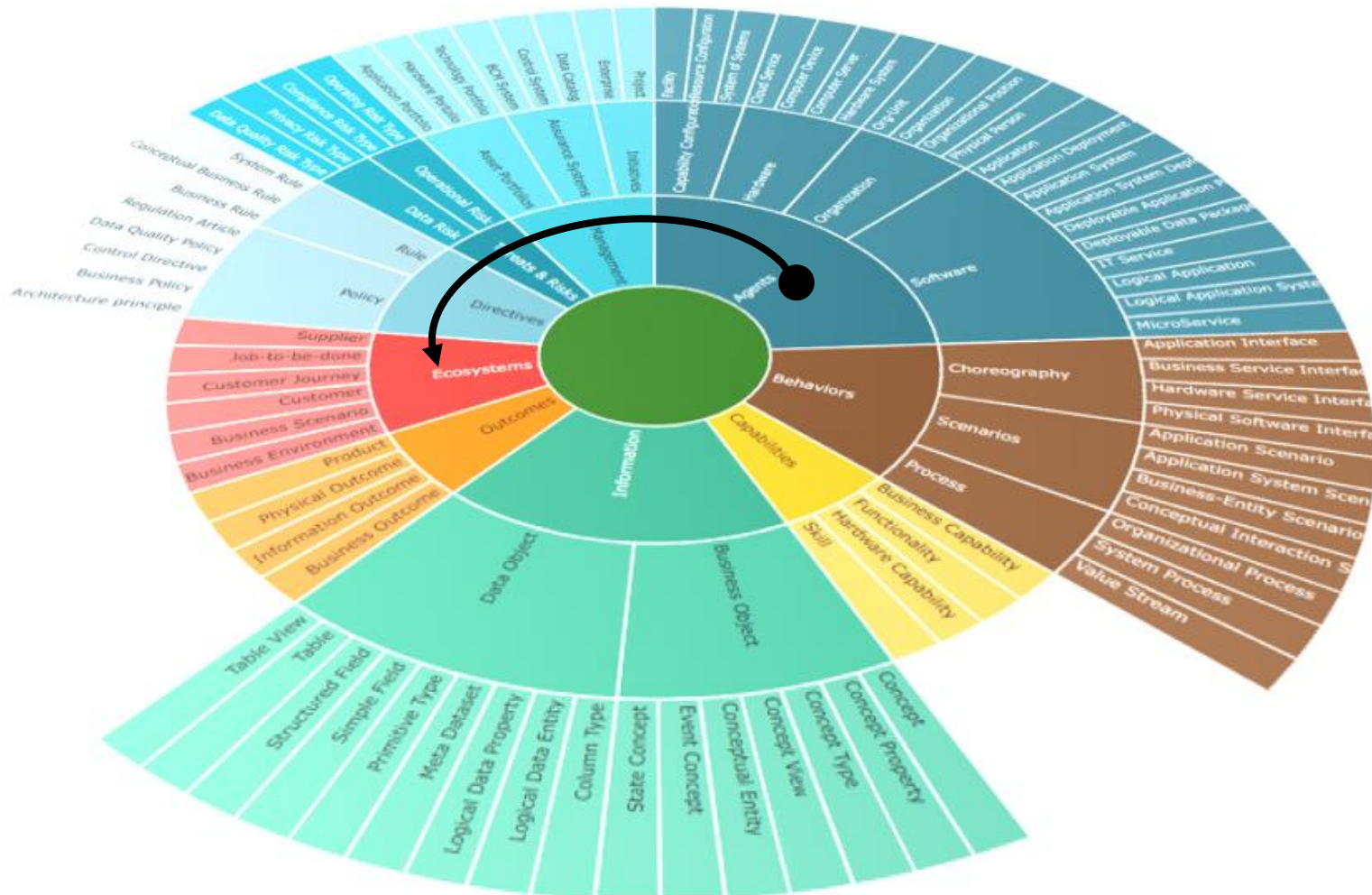
- They act: they participate to **processes**
- They interact: they participate to **exchanges**



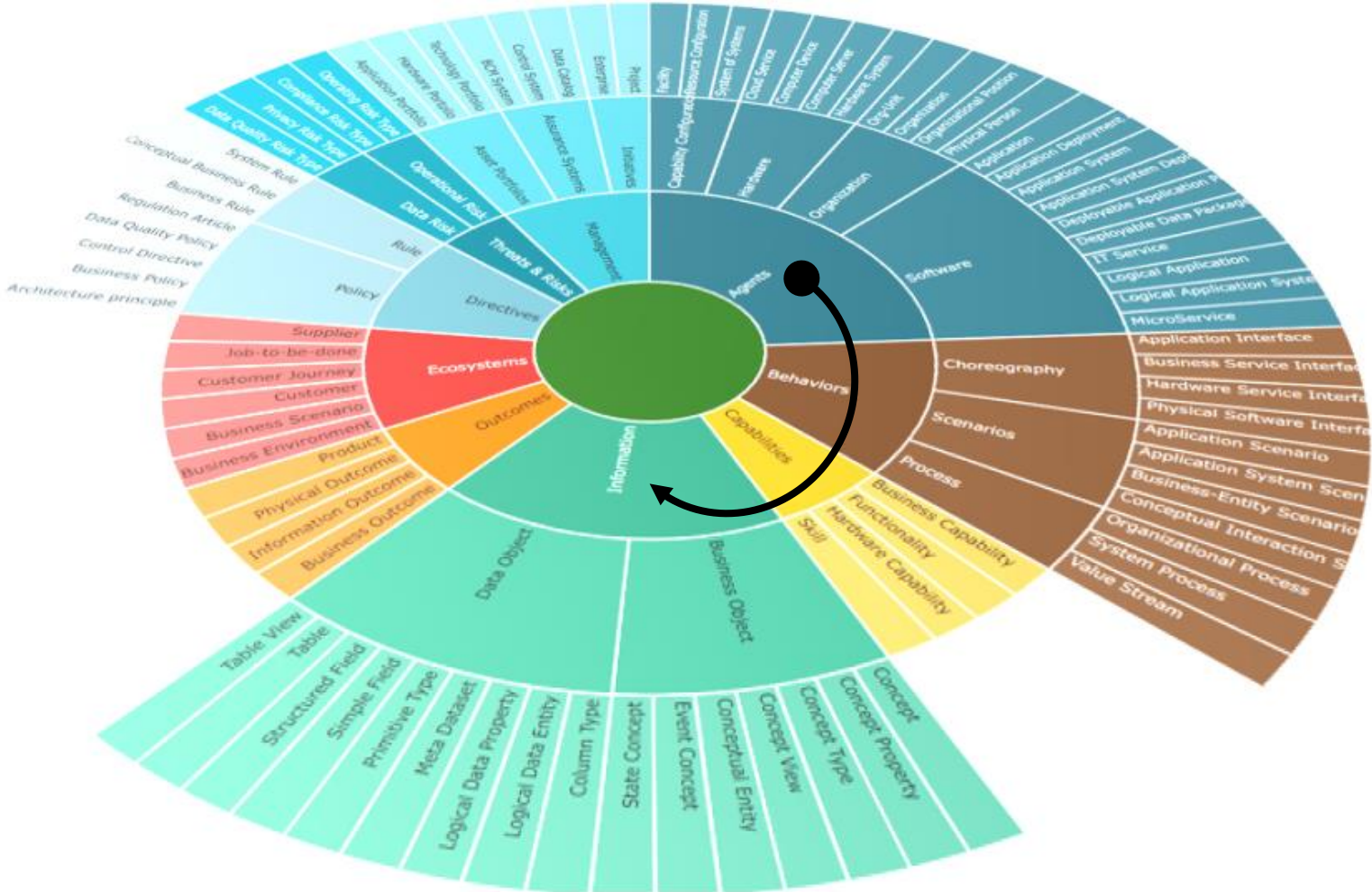


# Agents interact and act in Eco-systems

- Ecosystems define how Outcomes are co-produced with Partners
- Ecosystems define conditions under which Outcomes are co-produced.

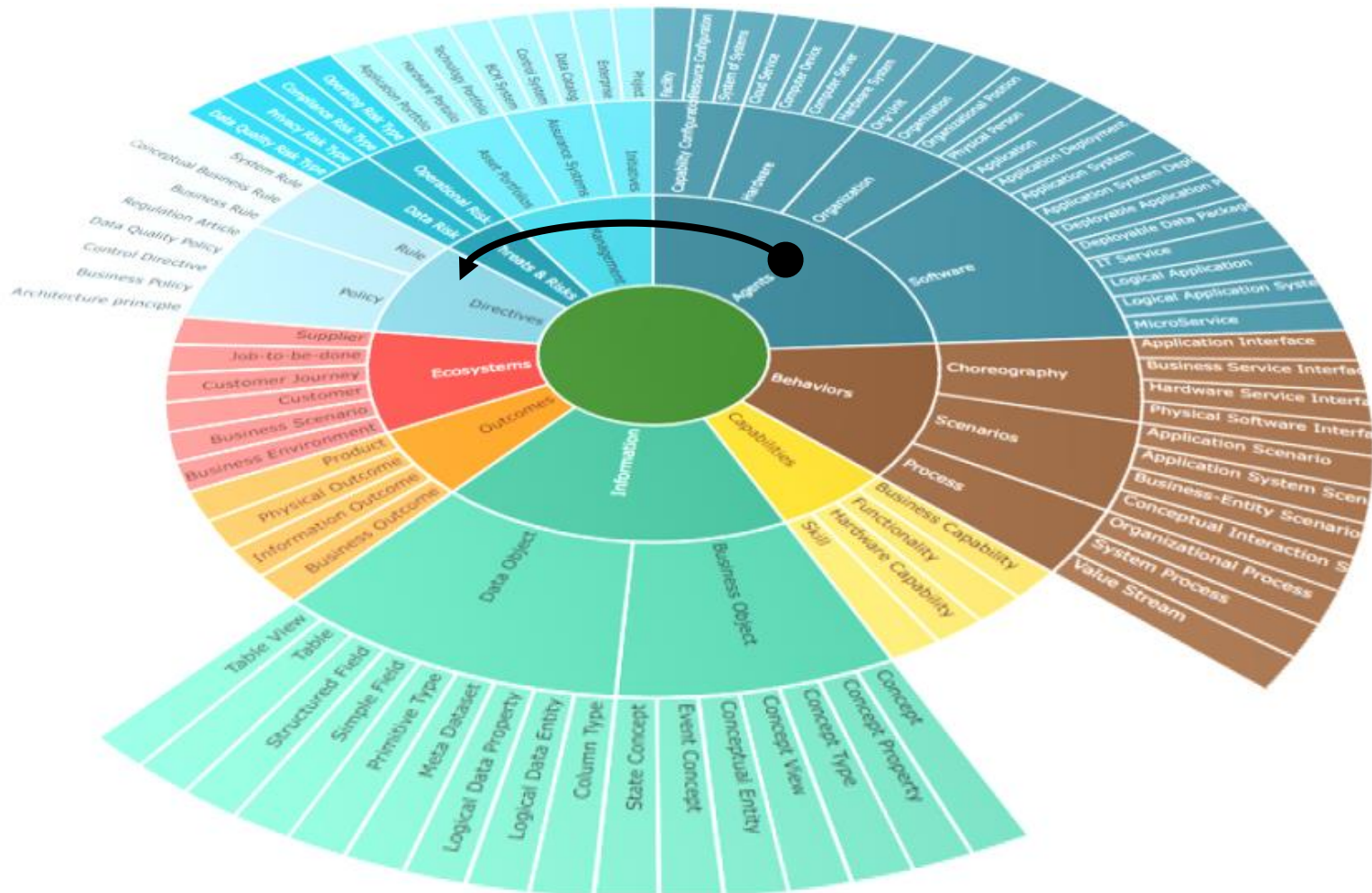


They produce and store **Information**



Agent structure and behaviors are constrained by **directives**

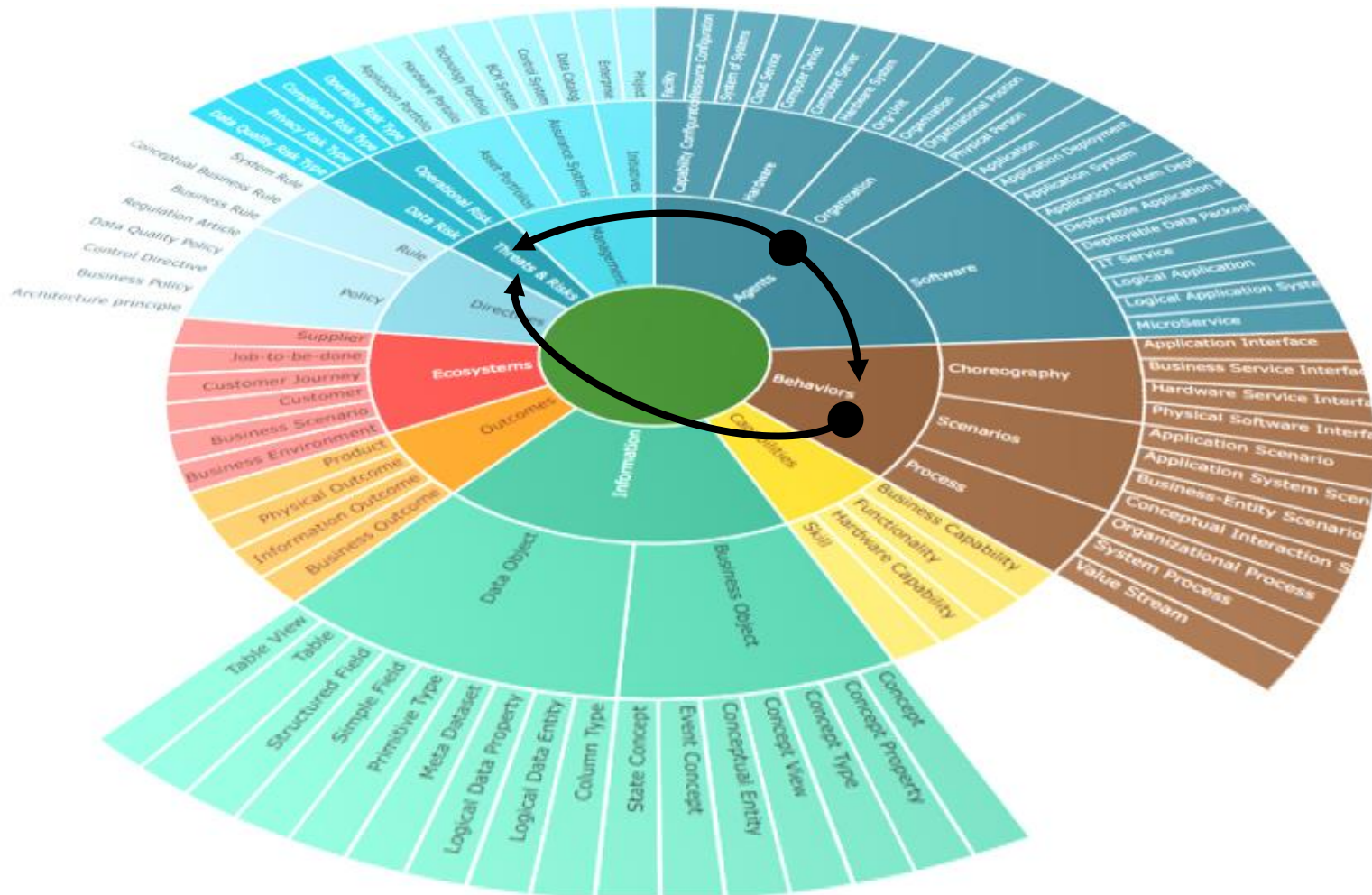
- Directives indicate what **should** or **should not** be done.
- Directives can be internal policies or regulations (Law).





# Agents and their behaviors are subject to Risks

- They are exposed to Threats
- They can exhibit operational Failures
- Controls ensure that associated risks can be mitigated



Agents, their behaviors and their data are managed and governed.

- **Management** provides transformation and assurance objectives.
  - Transformation is about continuous improvement of effectiveness (value at cost).
  - Assurance is about continuous improvement of resilience.
- **Governance** ensures that these objectives are understood and fulfilled.

