Information

The 5th COBIT Enabler

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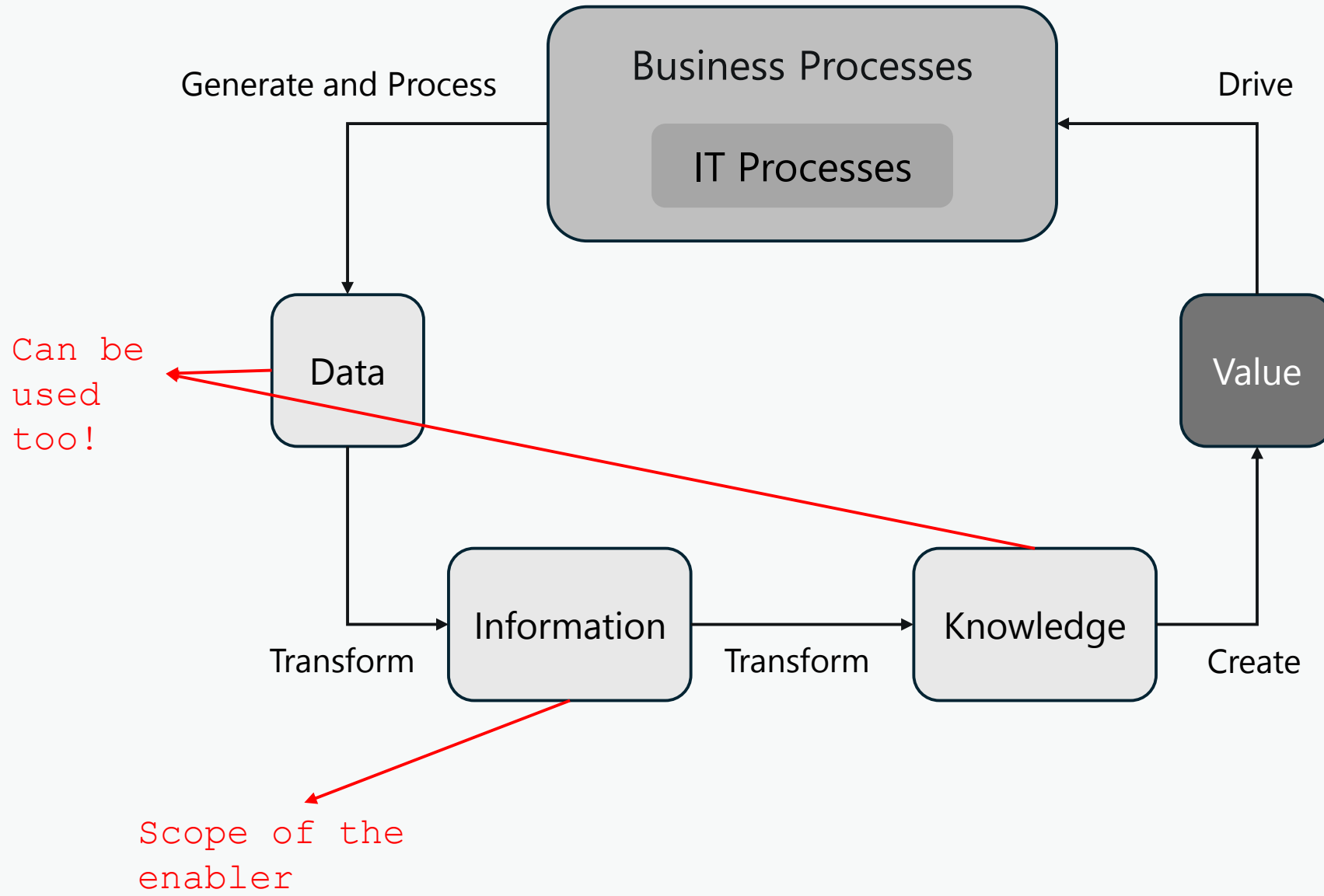Farah

The Information Enabler

Deals with all information relevant for Enterprises

Can be

- Structured / Unstructured

- Formalized / Informalized

Information Cycle

Stakeholders

- Internal / External

  - Information Producer: create the information

  - Information Custodian: store and maintain the information

  - Information Cosumer: use the information

  Roles can be defined in terms of Information life cycle phases, e.g.:
  - Information Planners
  - Information Obtainers
  - Information Users

Goals

Intrinsic Quality

- Accuracy
- Objectivity
- Believability
- Reputation

Contextual and Representational Quality

- Relevancy
- Completeness
- Currency
- Appropriate amount of information
- Concise representation
- Consistent representation
- Interpretability
- Understandability
- Ease of manipulation

Security/Accessibility Quality

- Availability / timeliness
- Restricted access

Life Cycle

Plan → Design → Build / Acquire → Use / Operate → Plan
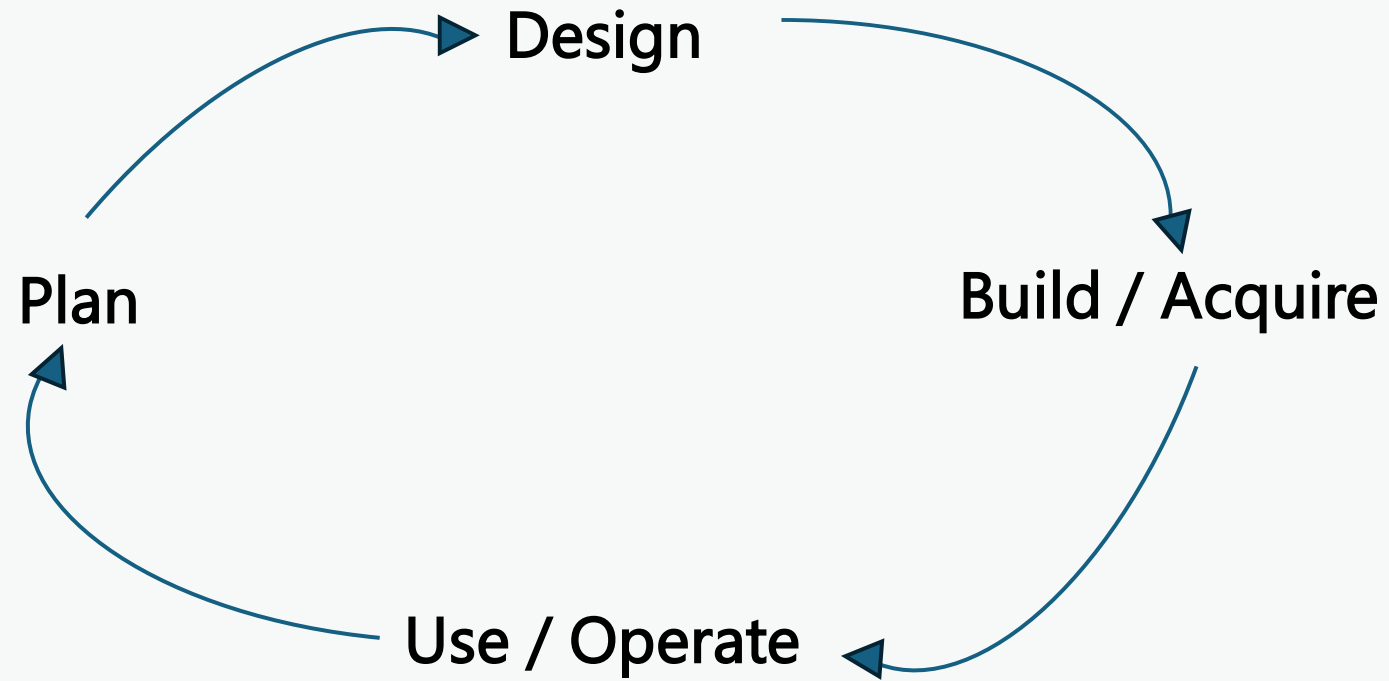
Good Pratice

Define Information Attributes

- Physical – Carrier, Media

- Empirical – User Interface

- Syntatic – Language, Format

- Semantic (Meaning) - Type, Currency, Level

- Pragmatic (Use) - Retention, Status, Contingency, Novelty

- Social - Context

Example

Decision Support System in a Hospital

Context: doctors are using a DSS to select the most effective treatment for their patients.

Enabler: medical history, laboratory exams results, known allergies, interaction with some medicines.

For professionals to offer the best treatment for each patient on a fast and efficient way, these informations must be accessible and organized and resulting in a better care quality and clinical results.