

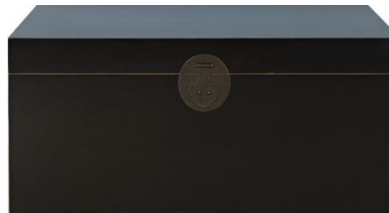
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IT Insights



Black Box or stepping into the

Light

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Introduction

NumoQuest® white papers and presentation covers the grey areas between IT and Non – IT. Vision and presentation are based upon common and best practices in a ‘ready to implement’ fashion. The term ‘Generic’ may be read as ‘Dynamic’ by some. Please bear in mind that the linear principles of Strategic IT are the bases and outlines for IT white papers. Accompanied the IT laws of physics of matter IT are guiding principles.



It is not **NumoQuest®**'s objective or emphases for debate nor search of opinion. Objective is to provide the bases from previous experiences of how IT as matter is working and moves, to reach the highest possible in Strategic IT, a flawless IT. There is no room for debate, politics or act of commerce in IT white papers since matter IT is none of them all. Objective is to bring Strategic IT as beneficial as possible to your organization. No more, no less.

René C

A short look back to 2013

Nearly five years after the start of the banking crisis in the Netherlands, it has seen a devastating erosion in terms of the IT landscape. Senior staff was phased out, junior/medior became 'new standard'. Human Resourcing and Recruitment alike exclaimed that 'IT Talent' virtually can't be found 'so we turn our heads towards the EU.

We also experienced quite some increase in all kinds of 'new' schemes, methods in IT like cloud, the new ways of working, alternative ways of working in and with IT. Methods like scrum, lean and others like if the entire IT landscape is to be reshuffled. Most devastating was that inadequate politician exclaimed that flexworking was the answer on a large scale crisis while history over and over has proven that communal thought and act has pulled individual economies out of crisis by far.

Here we will not further debate the damage that division and conquer is inflicting on economy and its commercial and social members.

The predictable results?

- *Increasing incidents with increasing impact*
- *Damaging IT knowledge bases*
- *Larger gaps in the overall E2E processes in IT*
- *Severe financial damages due to lack of insight in how Matter IT is working*
- *Increasing commercial pressure in adopting new means and methods in IT*

And the matter where IT is based upon itself? Still is remaining as is. Matter under IT, it's laws, it's behavior, as matter is just working as is. As it did from day one man started to discover what the initial bases and laws of physics of that matter was and how to apply it.

Did you know that over 70% of IT professionals rarely are able to answer next questions in short and simple understandable terms and over 99% of Non IT professionals?

Any idea how damaging the lack of understanding of this fact is for your organization?

One of the laws of physics of IT states that If one ignores signs of omission or flaw, aimed profit will turn to cost. That is not the objective of matter IT. In every step two questions are the Essence of any step or action one is to take in and with IT.

1. What is automation?

Do you know that over 75% of IT professionals isn't able to easily explain what automation is? This goes for over 90% of the professionals working in IT. Over 95% of these can't tell you within one understandable sentence.

2. Why does one automate?

Ask any IT professional and be amazed about the abundance of explanation one is to hear while the answer here also should be plain and simple.

3. Why should one automate?

This is the Validator(!) Simply wondering if automation would be the answer on prior two statements to get to a profitable momentum. If your conclusion is that the profitable momentum is far ahead or unforeseen? Than just abandon thought or idea implementing IT.

Just a thought...

Imagine, we have the technology to have the light turn on once it's getting dark by implementing a sensor. That system cost you € 300,- per light switch. Your monthly income net is € 1500,-. What would your decision economically be?

Imagine, we have the technology to have the light turn on once it's getting dark. That system cost you € 300,- per light switch. Your monthly income net is **€ 15000,-**. What would your decision economically be?

The chance for commerce in both instances is that you would decide in the first instance that you are quite able to turn the switch on yourself. Costing you nothing more than perhaps the thought and some energy. The chance in second instance might be the same but it also can be that one bows for commerce and deem, *'I want that.... I need that...'*

It simply is the question if a step is commercially viable or not. Sure one may say *'I want that...'* without economical or commercial reasoning but then you are suddenly discovering the downside of how the matter under IT is working. There will be more bills to pay. **Many larger bills.**

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The scale turned pitch dark for many after 2008 in IT.

And matter under IT? Matter under IT still remains as is... only, more and more basic knowledge and experience is diminishing in the frantic search of that **'young' and 'moldable' talent**. Employers and politics deemed that measures to easily lay off employees would show beneficial to conquer the crises emerging. We now know.... It didn't.

In relative short period in time a good solid knowledge and experience base, an absolute requirement for commercial endeavor, was laid off. And the keyplayers? They took very good care of themselves and bankruptcy up to 2014 on the rise. The damage of impotence and incompetence are loss of staggering billions in between 2007 – 2014.

The fa(r)ce of Commerce

Commerce these days are a 'Pandora's Box'. They leave no method unused to hype what you supposed to need by means of using IT and the internet. Many commercial stories, (mis)presentation, Stronger, don't think, don't be afraid, we are here to 'un-care' you. Leave it to us, we'll be your caretaker. Look at all the commercials. Law one: **Create need**.

Government also exclaims that one should rely more on others than the government, calling that 'The participating era' (read incompetence for we have no clue what to do...) and start a new money circle, this time franchises and commerce among each other. Good for commerce, good for the franchise and.... Good for greedy Governments politicians of course.

The downside is that with rapidly diminishing internal Human Capital, soon one has to rely on external Human Capital. And external Human Capital isn't for free at all as one knows. Especially in IT. There are serious challenges at hand. One is about to 'weigh' the best option for the organization. Wasn't it just that part of the faced out Human Capital? Preserving knowledge and experience and cash rather than thought to achieve the fast short gain profit of 'letting that go'???

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The Face of IT

Matter under simply states that IT is **100% predictable**. The laws of physics of matter aren't that complicated at all. Complicated is done by commerce and politics. In another white paper has been explained why commerce and politics has shown to be devastating in and with IT matters.

IT is a way to enable you to be more productive with less energy, FTE or other resources. By implementing IT you'll gain time to focus on either being more productive here or elsewhere. See that IT is a great vehicle, once you open your eyes to how IT is behaving, your able even to profit more. What's more, one is profiting even more by using factor 'Predictability'.

Not what 'They' want.

So here IT goes. Please remember this, it applies to all those working in IT, working with IT and IT professionals. We stress here that there basically are two worlds. The world of those working with and in IT and IT professionals... and the world of Non IT. Incompetence, Impotence, Commerce and Politics are the common denominators of large scale damage and failures in terms of applying IT in the enterprise. This white paper is to show you, dear reader, how matter, laws, under IT are working. Respectfully, regardless your profession or expertise in IT.

Once you simply adopt these, they become applicable when and where ever you desire..... or not. That is your provocative. Never the less matter under IT is working as always, regardless.

Dead Matter.

No (I)nput, No (O)utput

IT simply is dead matter. Give input, you'll get output. The Essence of the laws. It also is, 'No (I)nput - No (O)utput. Every step in and with IT, is to give step 'Value'. Regardless what 'Value'. To set IT in motion, on any level or scale, any step is bound by 'Value'. Do nothing, nothing happens. Simple to understand and adopt.

1. You want color Red

Nothing happens. Why not? One didn't define the **value** of **red**. Out of sixteen million colors you have apple **red**, flame **red**, Ferrari **red**, dawn **red** dusk **red**, blood **red**, skin **red** fire engine **red**, perhaps over one thousand shades of..... **RED**. IT needs specified value to function. No value? Fine. Nothing happens.

What do **YOU** want?

IT is waiting. No (I)nput, No (O)utput. There are simple books that gives you the simple code for any **red** you desire. Google it, and you'll be supported here. It is as simple as that. **No matter what anyone else tells you**, IT does nothing without any provision of 'Value'. 'Value' that you have to provide.

2. Use your keyboard

First we had carbon that came from candles and a pigeons or peacocks feather. People barely could read, let alone write. Then we understand that if we burn wood beyond.... We have pencils we'd used. That evolved into making ink and making ink pens. That evolved in the industrial revolution into the very first printing machines and refined the typewriter.

The development of the industrial revolution brought us electricity and from there to..... well, what you read on your screen. Using a keyboard. No carbon sheets between two sheets of paper but the endless possibility to copy anything **YOU** want.

But the underlying laws of physics? These very simple universal principals? **No (I)nput, No (O)utput**. It is as simple as that. You touch that character on your keyboard, any, that is (I)nput. Your (O)utput appears on the screen. That principle goes for any step, single, double, quadruple, multiple, process, project or program in and with IT. You very well may debate that, but the laws of physics under that are remaining and working as is. Just as demonstrated here.

Simple as That!

For matter under IT is there to make commercial IT more productive, hence profitable to you. If not used properly, **many large bills to pay. Guaranteed!**

Basic static IT process

Every single or multiplied step, process, project, program in and with IT is bound to the same laws of physics . The only thing is, the principles applies to every single step, or a range of steps being a part of... Keep remembering that every step one has to take is bound by 'Value'.

If **A** is representing the 'Now', and **B** is representing the desired objective, then we know what **A** is and what **B** is. It only becomes feasible to describe both and all of a sudden one has a clear picture what 'Value' one needs to reach **B**. Regardless what the objectives of **B** are. Since now all 'Values' are clear and to be documented, the entire process also will emerge and that's basically all there is to it..... unless...

The Civile Matrix is no more than the most basic and comprehensive illustration to portray the basis of that step, steps, process, project or program.

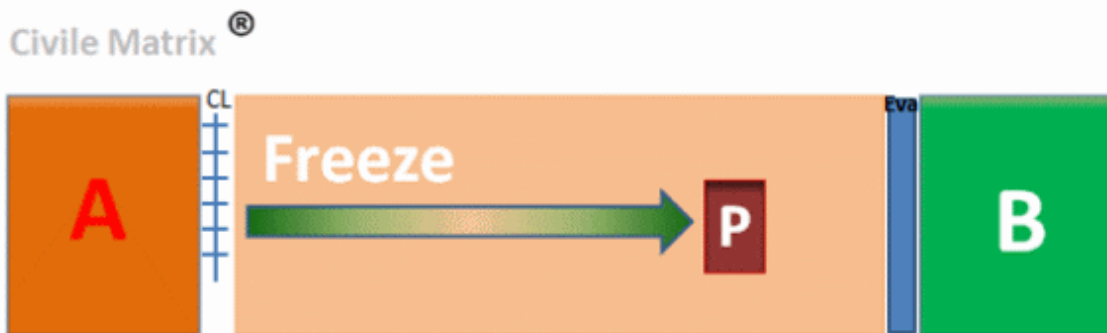


Fig 1



All ingredients for every step, process, project, program or discipline, in and with IT is gathered in this simple illustration.

Simply put, **A** is what one knows, **B** what one desires. The simple thing here is to gather all 'Values' required to get from **A** to **B**. Like many step, steps, projects, programs in life, one is the witness of what happens if one simply acts without thought or reasoning. The act is straight forward and the objective reached or..... one let's the process to be interrupted.

Man is doing just that on daily bases. One gets up in the morning. One has set the alarm to do that. Then one finds the way to the kitchen for coffee or breakfast. Than one drags oneself back upstairs, then one presumably starts to follow 'ones list' of 'Requirements'. Requirements of the day. To get to work one needs to...

- Get showered/shaved/washed up
- Get dressed
- Done make up
- Find car key
- Get car key
- Get to car
- Drive route to w.....

Wait wait wait.....

Did we have fulfilled all our daily routines?

- Did we lower the heating
- Did we turn down the electricity of appliances?
- Did we feed the cats?
- Did we open the curtains?
- Did we made our bed?
- Did we close the door?
- Did we lock the door?

And so on....

Before starting the process driving to work, we have checked our personal checklist of '**Known Values**' For we know what requirements are to be met in order to finally drive of to work. Back to the matrix. What you already **know**, is what you can document. **(A)** What you want already can be documented. **(B)** Before your start your process of driving to work, you have reviewed the personal Check List **(CL)** And if you have complied to all set '**Known Values**', of one goes. Start the process.

Here we stop. Look back to these steps shall we? Because hidden in these steps there are laws working. Some called '**Predestined Values**' Remember these two words for later. Back again to the matrix. If all is planned well, the ride to the office will be a smooth one. As many things in life, one may experience a **P**. A **P** is simply stand for '**Problem**'. '**Problem**' also may emerge in life in all shapes and sizes. Like getting stuck into a traffic jam. That **P** still is minor because, yes it's busy, but one still are moving.

What if that **P** becomes all of a sudden major? Larger than you process? Than what happens? Exactly. You will come to a halt. Your process will come to **HALT!** And that situation is persistent until that **P** has been resolved. Your process can continue. But up to then????

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Finally one arrive at the office and can evaluate how all went. If the encountered **P** has been that disruptive for you, you might deem to take an alternative route in future. Or perhaps you decide that **P** occurred to frequent, one next time is considering alternatives like public transport.

Simply put, and that is law, if **P** becomes larger than the process, the process will fail! Simple as that. If **P** remains minor, one may decide to resolve **P** on that moment or to position **P** into (**B**) to take care of it later. Arrived in **B**, all restarts again. **B** becomes **A**.

In case of completion or a halted step, process, project or program, the matrix is picked up and (**B**) becomes (**A**) and one is ready set to next step. Nothing to it. IT is working without politics, without ones personal stand or opinion, without ones professional stand or believe, IT simply works by **Predestined Value**. No more, no less.

Predestinated Value

And that (I)nput? One now may understand and adopt, every (I)nput one is intending to use, desire, want to take? Is Predestined. For if you or we don't think of what we **WANT**, how we **WANT** it, which color we **WANT**, what shape we **WANT**, any step in IT, any step in IT, any process, project or program in IT is destined to..... FAIL! What can't be altered in matter under IT are the laws of physics. Simple as that. And one of the simple concepts is **Predestined Value**.

The Killing Fields

People are people and people have opinions and personality. People incline to reason from where they stand and what they think they know. And just that is a major **P** in the widest sentence of the laws. In order to prevent any **P** from emerging and growing, the matrix developed and implemented to support underlying principles and laws of physics.

For those not to familiar with the merits of IT...

IT is a linear and a 100% predictable vehicle, or carrier, if you will. The vehicle or carrier is a strategic matter enabling to increase production, productivity or business support. As carrier it is intended to provide all sorts of services where, when disciplines combined, many useful ways become possible.

Beside the fact that this vehicle/carrier has so many merits, it has its 'scalable limits' as well. One of these 'scalable limits' is the fact that every step, in and with IT, has a threshold. People incline far too often to overstep thresholds on impertinent or incompetent merits, when a process is running.

What will happen, you think, if you are on your way with your car to the office, or by train for that matter, and a person thinks he is to stop you, just like that, for any reason? Any idea of the chain consequences? That person will be hit by car or train and parish, in the most negative way. Chain that will set in is first the stopping of the process. Then people will attend to clean up the mess. Then the process is to be started anew.

In the real IT world?

People start to panic solely by sheer thought of delay or derailment alone. They will start to engage themselves to anything in thought to safeguard continuance. That will reach extremes in most ways. What they refuse to do is simply to halt the process, project, step or program. Simply make that 'present' **A** again, and simply adjust and restart that process.

How IT acts

It isn't too difficult to explain how IT is behaving. The only thing the Non IT professional has to do is just take certain things for fact. Not try to reason these facts. On the moment people start to reason or debate these unchangeable laws of physics, the real damaging is starting.

1. No input - No Output
2. Every step, process, project or program in IT only moves on 'Predestined value'
3. The processes for, in and with IT are bound to the same laws of physics.
4. Regardless of debate or newly thought means and ways, these laws of physics remain as is

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If one finally accepts it is so then.....

Life becomes easier and man will truly start to reach the benefits of vehicle/carrier IT.

Perhaps and 'Yes but...' are non existent in IT. It's best to abandon these state of minds.

To clarify that somewhat more, IT only functions with 'clear statements' where here is no room for the perhapes in the world. IT also doesn't act on debate. IT only acts on Predestined Value.

Statements used look like;

Yes/no

Do/Do not

True/False

< or >

Equals (Value)

Value

Observe here that a few much used phrases are nonexistent.

Yes bud

Perhaps

I like

We like...

It should work like

It has to look like an apple?

Do you dear reader get the picture? If one knows that IT is bound by '**Predestined Value**' then you know that Vehicle/Carrier IT is 100% Predictable, in every step of the way.... Whether one accepts that or not is of no consequence to the way IT is working. It is as simple as that.

Abandoning these? Than you will experience the entire opposite of your objective. Instead of increase, you guaranteed will be faced with stagnation, loss, failure and damages of course. Guaranteed!

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Differences of IT versus Non IT in process, procedure and project

Where Non IT is Dynamic, IT is Static. In simple words one now has to understand why these two worlds so often predictable collides. With all predictable forthcoming consequences naturally. If not submitted to the laws of physics, it will be bound to. What is essential for these two worlds is simply to take the laws of physics for fact and all of a sudden one harmonizes these two worlds. Simply adopting and incorporating these into thought, step, act and process will diminish failure rate alone with over 50%

Adopt!

Failure

Sure. Walk into the bookstore or library and one will find stacks of books and papers of how to reach the objective successfully in and with IT discipline, projects, programs. The cold hard truth? In the commercial enterprise + **55%** of the IT projects are failing. In the governmental area it is a staggering +**75%**!

Basically there are **four** common denominators where it **Predictable Failure** concerns. At least two of the four always is the root cause of failure. We simply mention two here....

1. *Incompetence*

One here may react by nature. But truly. In incompetence one also has to understand 'lack of...'; 'short of...'. One may put here anything, concerning the discipline, step, process, project or program, in and with IT. It might be shared knowledge, it might be shortcoming in communication, it may be IT disciplines not connected enough. It may be lack of understanding how to conduct the step, process or project or program in and with IT.

As predictable IT is, so predictable and explainable is the fail caused later in de process.

2. *Impotence*

We have long thought about using this phrase but we decided it was a to great a root cause to abandon. To often many professionals have the personal believe, conviction, to have what it takes to make the steps smaller or larger in IT. At the same time that kind of impotence to acknowledge not to have sufficient nor absolute required in or oversight, is assured damaging to any step in and with IT. Impotence also applies to not taking action where action was required.

These two root causes combined are responsible for over **40%** of all failures of steps, projects, processes, programs in and with IT resulting in negative consequences. Either financial, personal or reputational.

Bridging that GAP

It is quite peculiar that the gap between the dynamic non IT world and the static IT world in over twenty-five years of commercial IT still hasn't be bridged. The rules and laws of physics concerning these are exactly the same from the first days of automation like the invention of the automated weaving machine.

To finally clear the 'black box' principles that IT has uphold for so many years, now there is a simple way for Non IT professionals and boardrooms to bridge that gap so over 50% of predictable failure can be abolished. Simply adopt the laws of physics and reject those who wish to complicate presentation and product is key here.

Finally

IT is all about being of added value. There are so many opportunities for commercial IT to implement that generic mean and techniques also assure the enterprise of continuance for longer term against fair price without the danger to run in to heavy bills because of

We use very simple to understand phrases. Regardless your urge or desire for debate, regardless from which discipline, perspective one does want to look at it, the laws of physics of the matter under IT remain as is. Potent, Competent, Non Commercial and Non Political.

The only thing one may like to consider is simply to adopt these deeming it is so. Here after start to use commercial IT where it was intended for. Profit. In the end we haven't have to pay those increasing bills as predictable as they will be.

In this paper one isn't commercially asked to learn new ways, schemes, methods for the original methods are.... Obsolete? Far from it. What is asked is to do nothing else than adopt the simple ways, simple routines, simple means to use vehicle/carrier IT where it is intended for. Make your life, business and private live, more profitable without any additional investment. Here you are pressed to simply get more out of your IT with that what you already have.

If one deems otherwise? That also is satisfactory. IT as vehicle/carrier doesn't care and the authors? Well, they surely haven't got to pay the extended bills.

2016

Today, we have a closer and monitoring look to the fields from a heli's view.

What is it we see?

- Byod and IT chain consequences

More publications then before, stating what strain the Bring Your Own Device principle is putting on the endeavor, organization and enterprise in terms of budget, extra controls, extra resourcing and larger strain on IT security than ever before.

In stead of stating that the progress and development of IT is paying of to the organization in terms of more productivity, less FTE, we see an increase in problem areas, security issues but as increased decline of accurate and actualized knowledge and experience in the organization.

- Cloud and it's IT chain consequences

We see an increase in all kinds of cloud related services yet also undesired legal developments that are predicted very early in the cloud development. Since cloud a: isn't new as a concept, so aren't the commercial presented and hyped arrays of services and b: the uncontrolled spiral of all these 'new' type of cloud services soon are a straight security burden on the organization.

The legislation concerning corporate content, ownership, reliability and connectivity are also spiral out of control as a corporate disadvantage that is. The first bankruptcy of datacenters are fact with a very severe consequence for data owners. Suddenly customers are faced with legal facts and procedures and inhibition to access data. The customer legally is to prove to be owner of data.

The data location

It already is fact that western data centers have backup ties with countries on the US and UK banlist/blacklist where you as customer are unaware of. The legal consequence is that the US and UK will also regard you as 'suspicious subject' since you are the legal owner of the data.

Legal owner of digital idea and property

Since the cloud security is by far a greater issue that is portrayed or presented fact, chance that third parties will have chance to access corporate data has increase with an estimate of 50% chance. It also have consequences on big data and very sensitive corporate data such as very expensive digital ideas and properties.

Cloud and industrial espionage

Since the criminals also are developing, that rate is always faster then legal security. Why? For security specialists to act, first a gap, an exploit or intrusion has to be detected and let's face it, it is common knowledge that detecting an intrusion take much longer than for a criminal to embed an exploit.

- Apps

Where only few really are raising red flags by topic apps, in terms of becoming an increasing security hazard, commerce and hypes still scream the world for apps of all sort and direction. Some facts.

+50% of all apps are incomplete

+80% contains serious security issues and flaws.

+95% demand on installation connectivity with IT peripherals of a device like camera, microphone, user list, connections, phonebook, wifi or dataconnection where at least 70% of all apps have no declaration or clear presentation why that is let alone one is able to legally suit anyone when things go wrong.

- IT and costs

The average IT spending still is forced downwards since the world is to become, IT wise, faster and stronger against lower budgeting hence, cheaper labor. Here one must understand that the average IT knowledge of temp staffing drops dramatically where concise way and mean of control and quality virtually is diminished from an average of 85% in 2006 to – 20% in 2016

- Rapid decline in steady FTE vs temp staffing

The average of temp hiring in IT almost reached 70%. This means that knowledge and experience is declining rapidly since senior staff easily is deemed expensive in favor of lesser qualified and quality younger tempo staffing.

The increase in danger, harm and increasing IT ICT incidents with an increasing higher impact, damages and costs are a certainty of more than 85%

- Big data

The latest hype called Big Data, has a serious **flaw**

- 50% are elsewhere produced without clear statement of source of origin
- 55% of Big Data is data that hasn't been checked or validated and deemed safe nor true
- 45% of Big data is commercial produced data often presented as 'scientifically' yet unapproved accepted as is
- 30% of Big Data is flawed and/or criminal data

100% of Big Data can't be entirely checked by lack of process of procedure to determine what type of data is exact.

All those trying to convince you otherwise? Have a political or commercial objective, regardless.

And this doom scenario will affect the IT ICT and data landscape sooner than anyone is prepared to accept, to look at or to listen to.

Good luck in your endeavors each and all of you are pursuing.

René C.