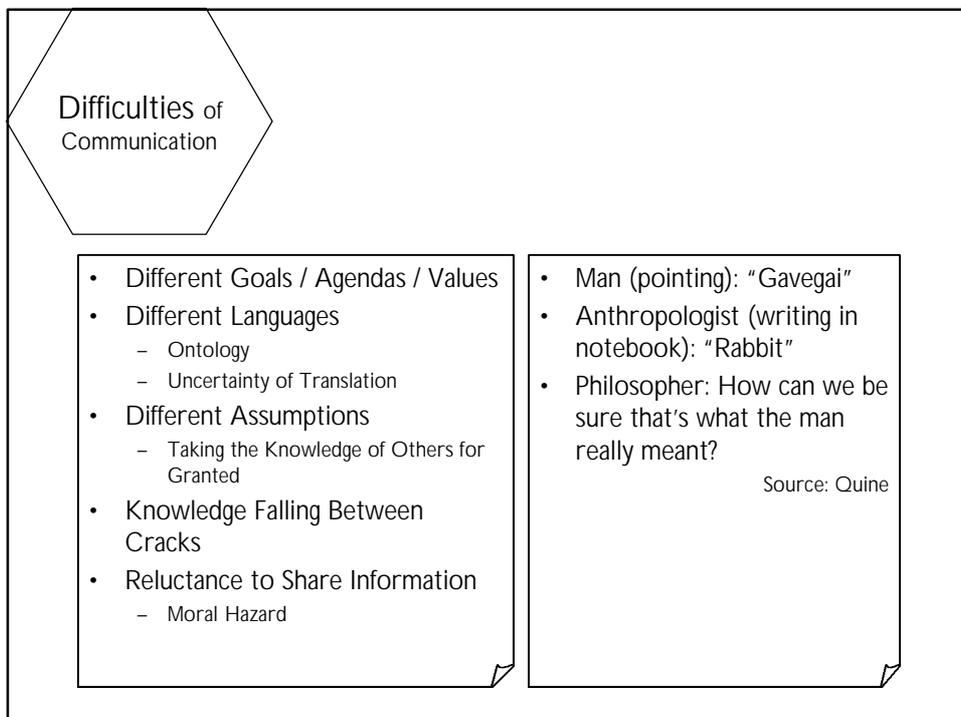
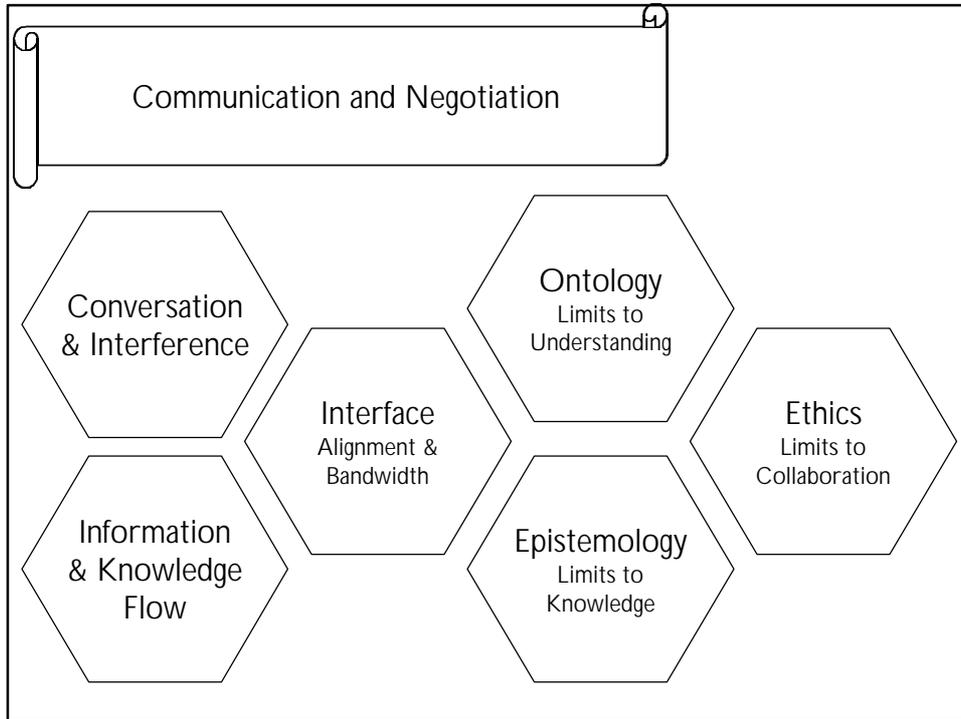
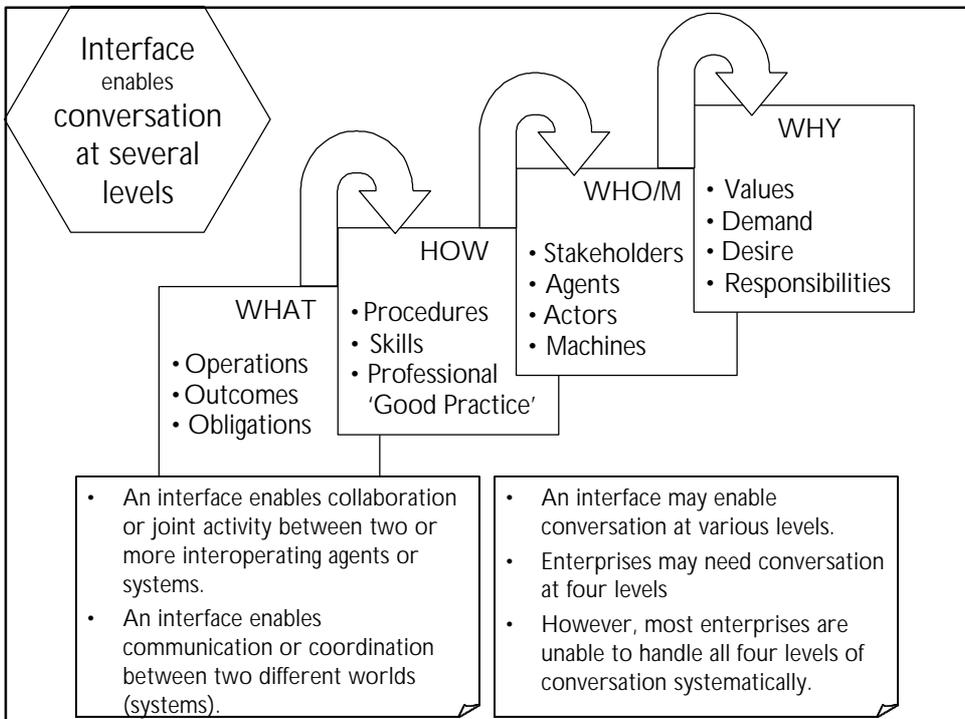
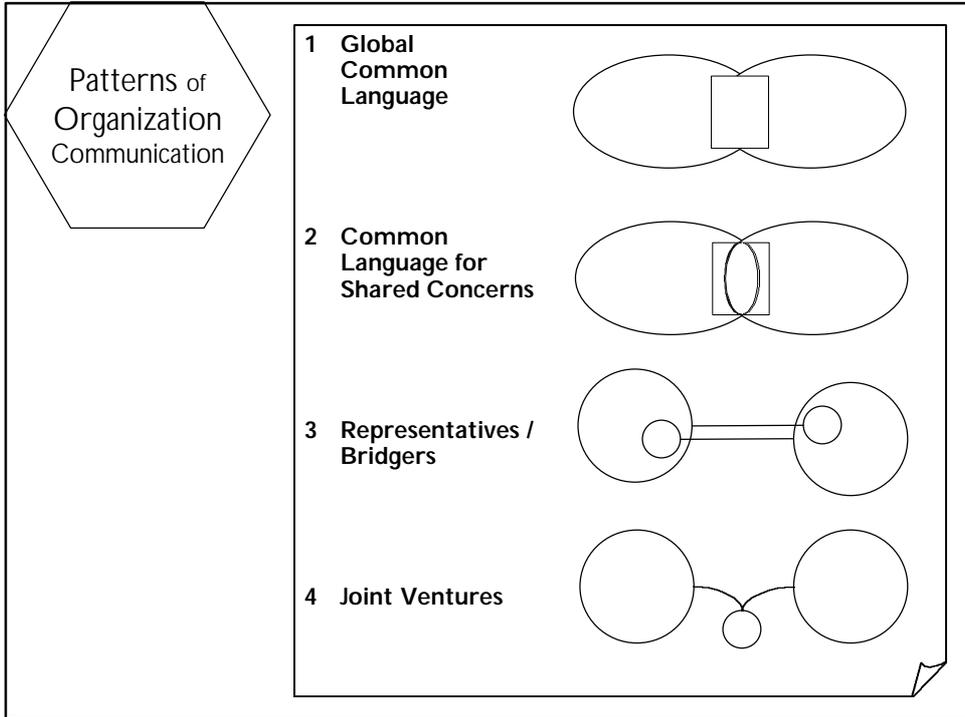
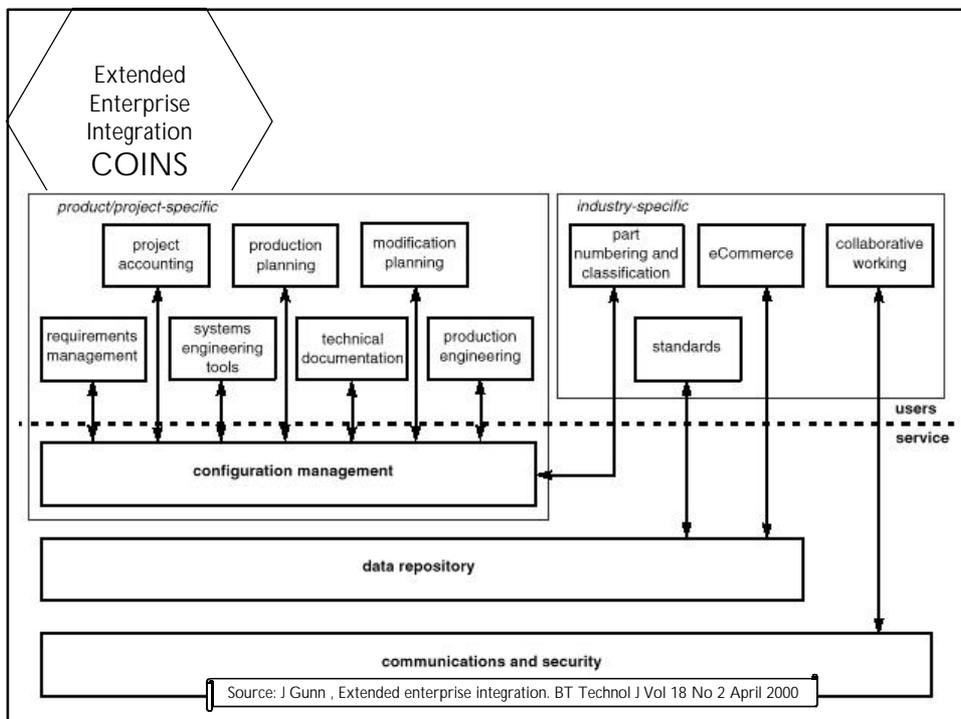
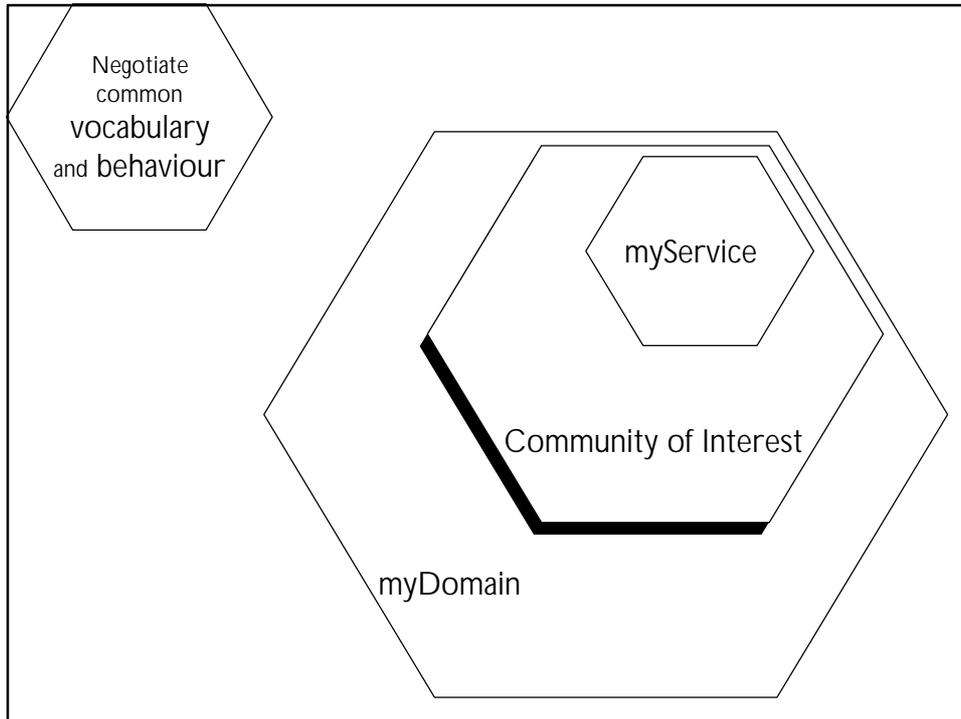


Component-Based Business: Communication & Interfaces

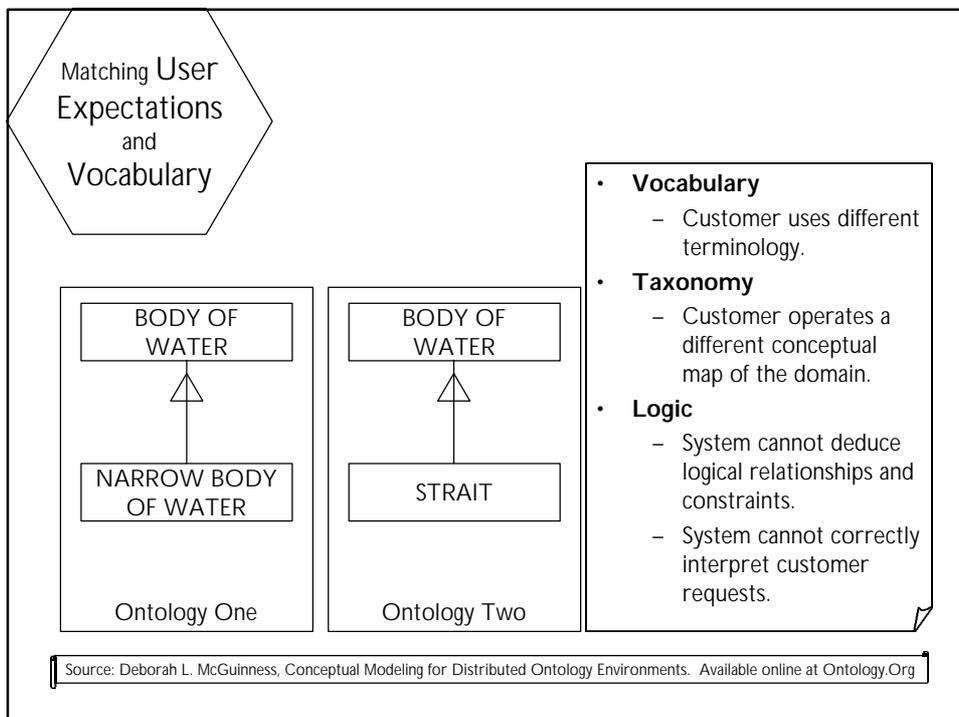
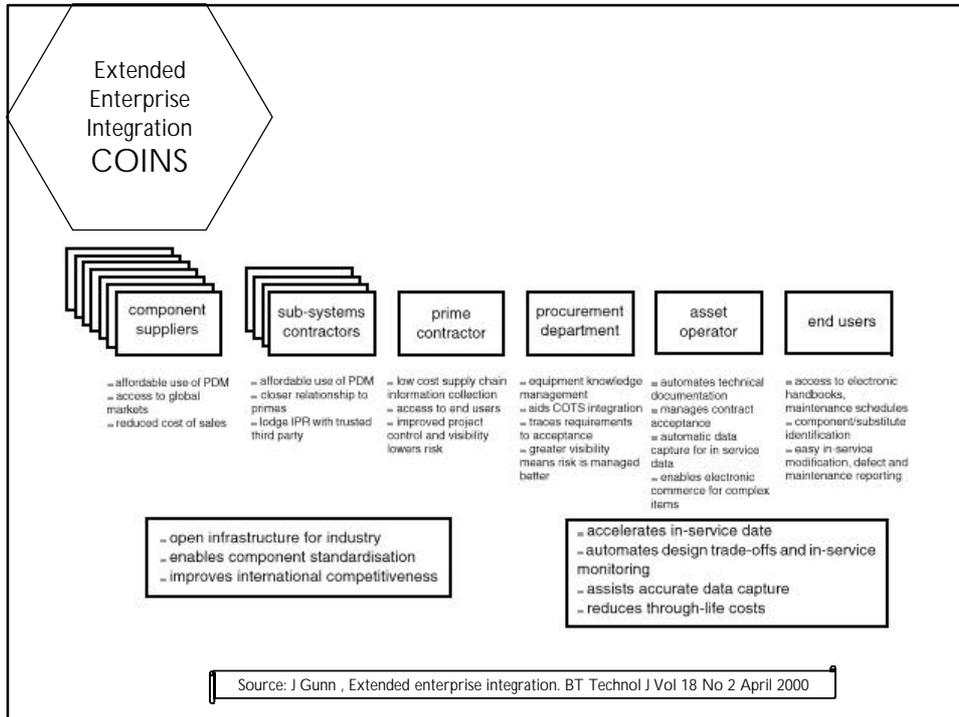




Component-Based Business: Communication & Interfaces



Component-Based Business: Communication & Interfaces



Handling Ontological Diversity

- **Tactic One: Take it or leave it**
 - "This is our conceptual trading model. Learn to love it."
 - *Practised by dominant interests in stable industries, including finance. Also practised by some regulators.*
- **Tactic Two: Babel Fish**
 - We operate a complex array of ontological bridges, including translators and thesaurus, intelligent query and browsing support.
 - *Worthy - but ultimately confusing and unmanageable.*
- **Tactic Three: Abstraction**
 - All users must operate at a higher logical level.
 - *Sign here for your intensive refresher course in advanced mathematical logic.*

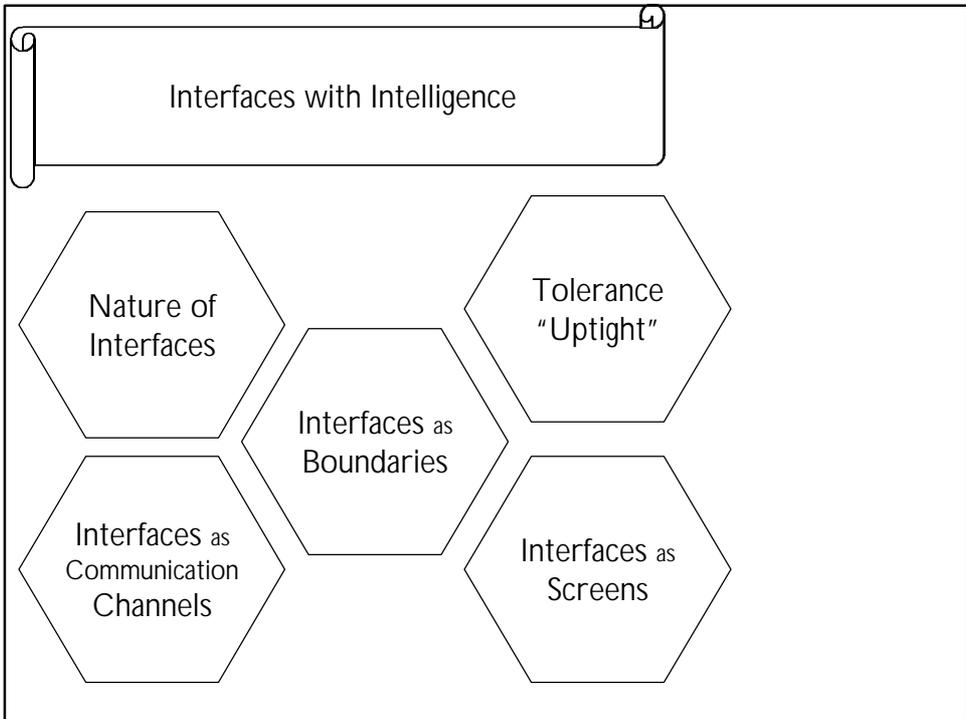
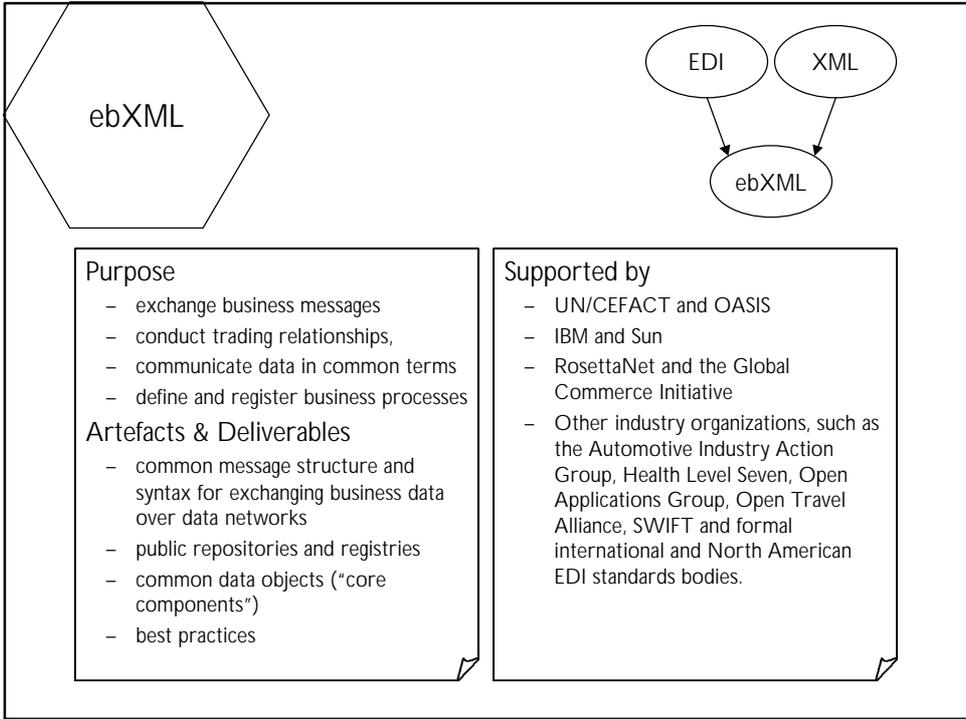
Ways of Handling Conflicting Terminology

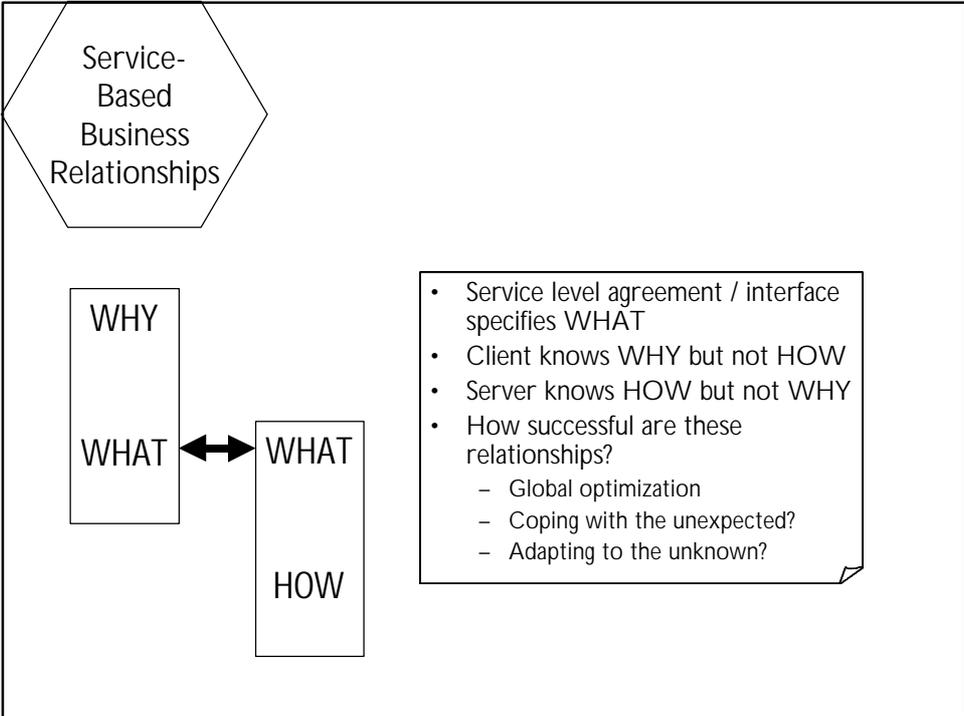
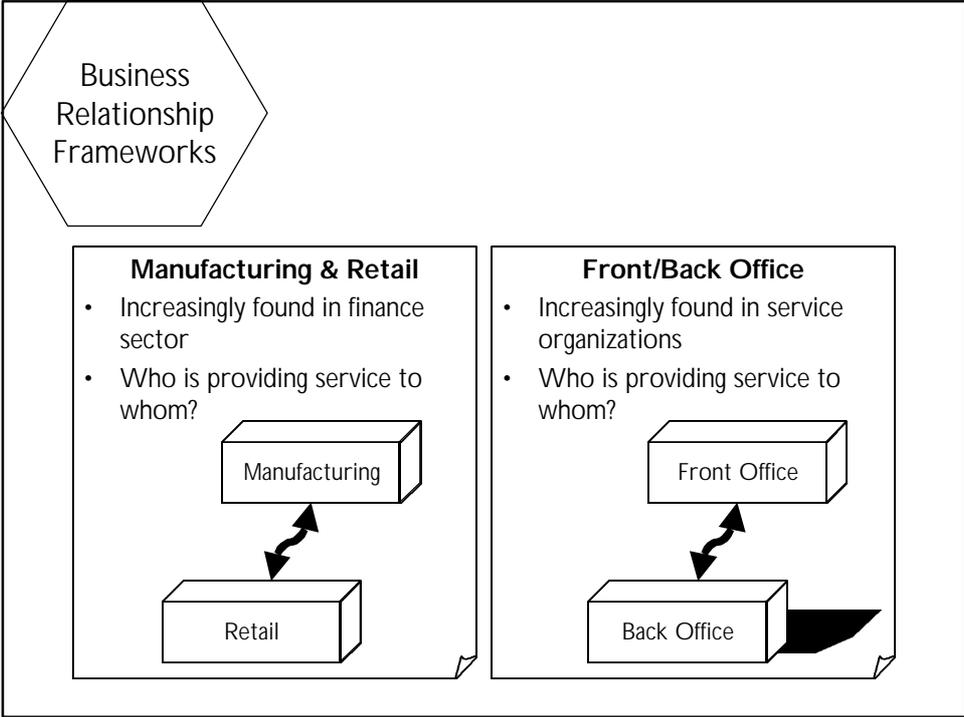
"Let's smooth out the conflicts and agree a single homogeneous set of terms."

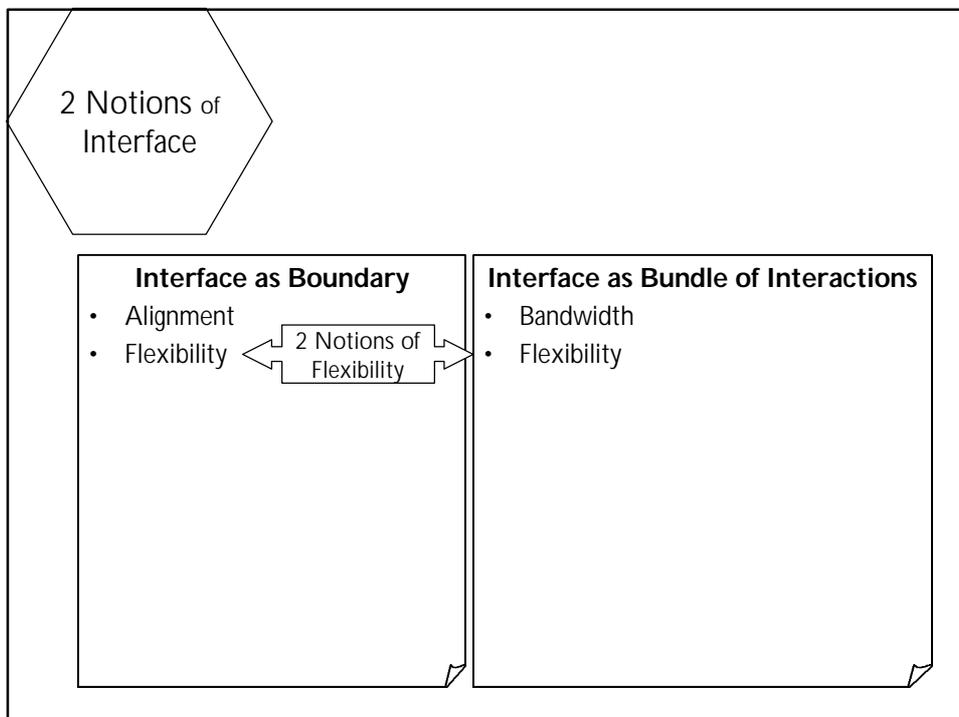
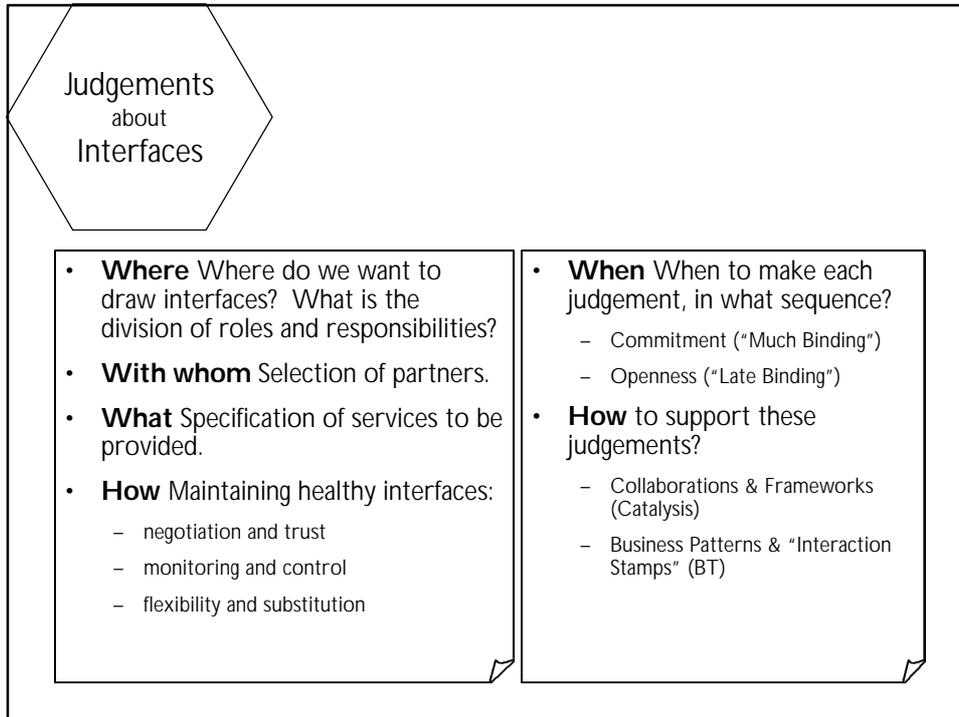
- The agreed terminology becomes so bland, and so abstract, that it becomes practically meaningless.
- The agreed terminology becomes so complicated, that it becomes practically unusable.
- The agreed terminology leaves out some perspectives or stakeholders.
- The process of agreement is too slow, and is overtaken by events. (For example, unilateral action by a major vendor, or the arrival of the next technological wave.)

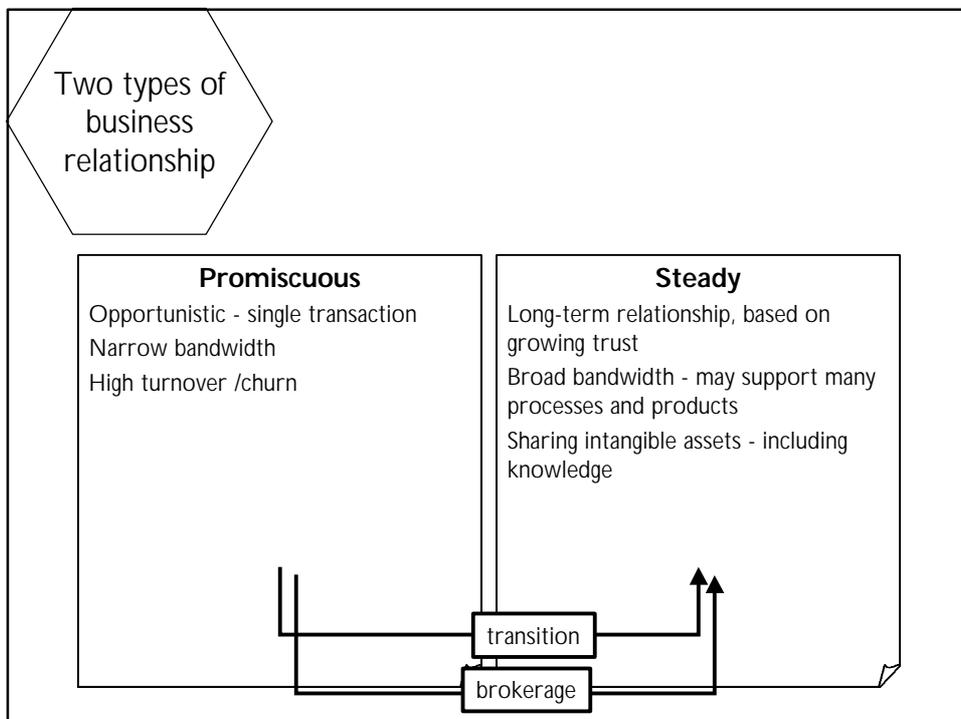
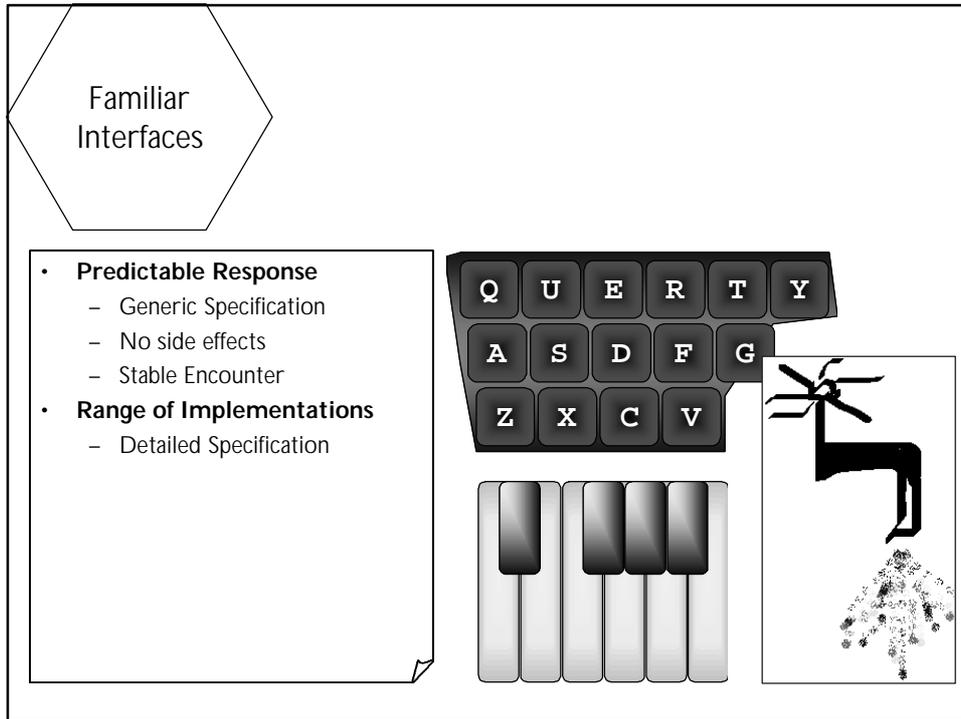
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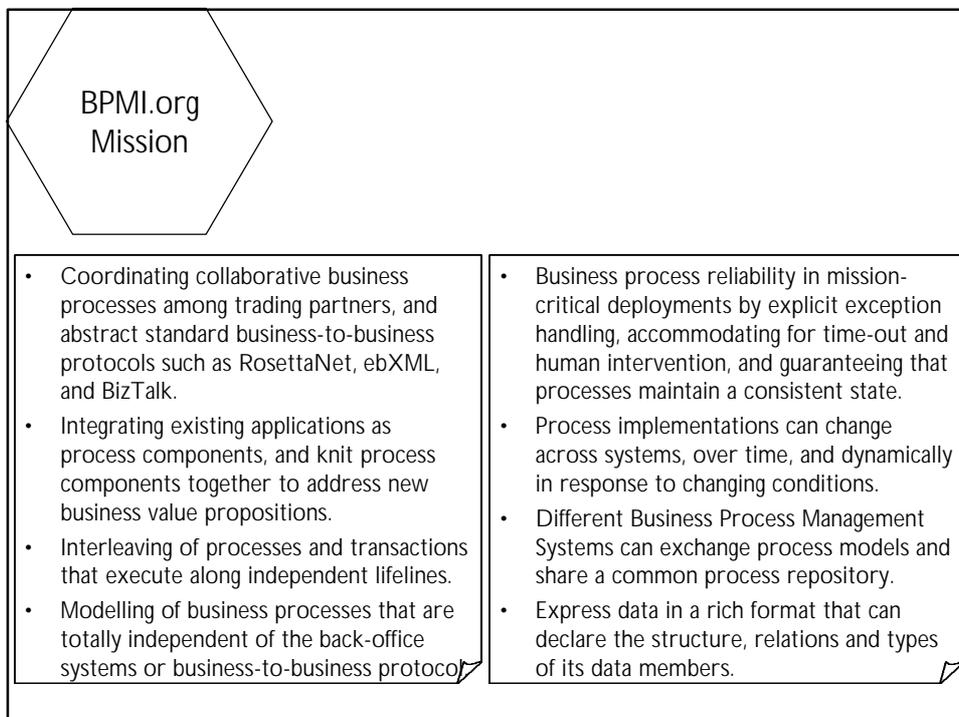
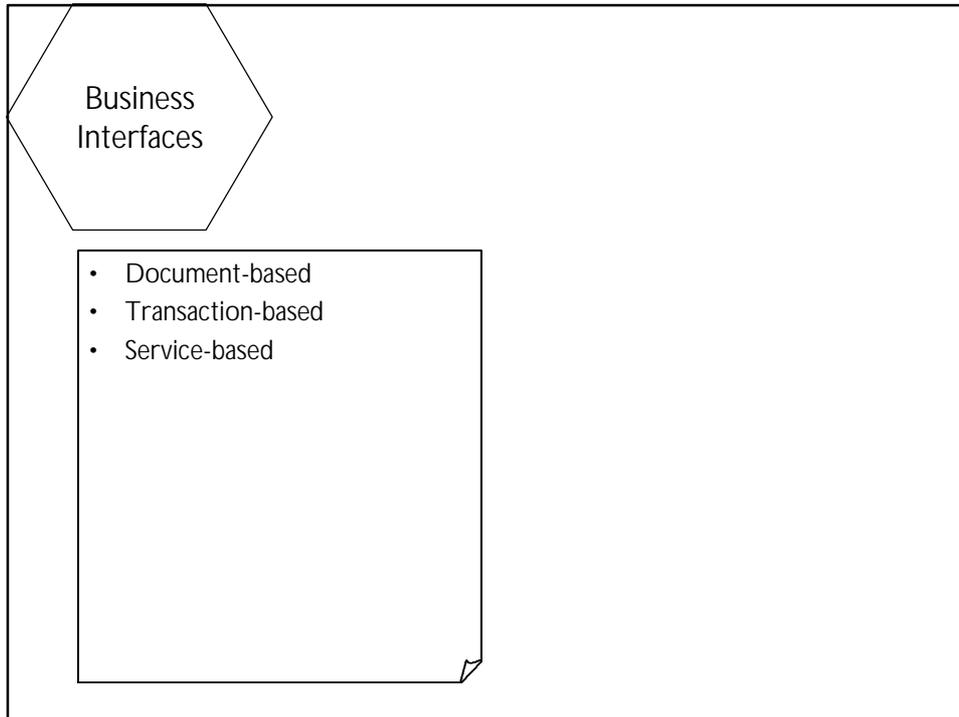
"Instead of smoothing out the differences, let's understand them clearly, and build bridges and connections between them."

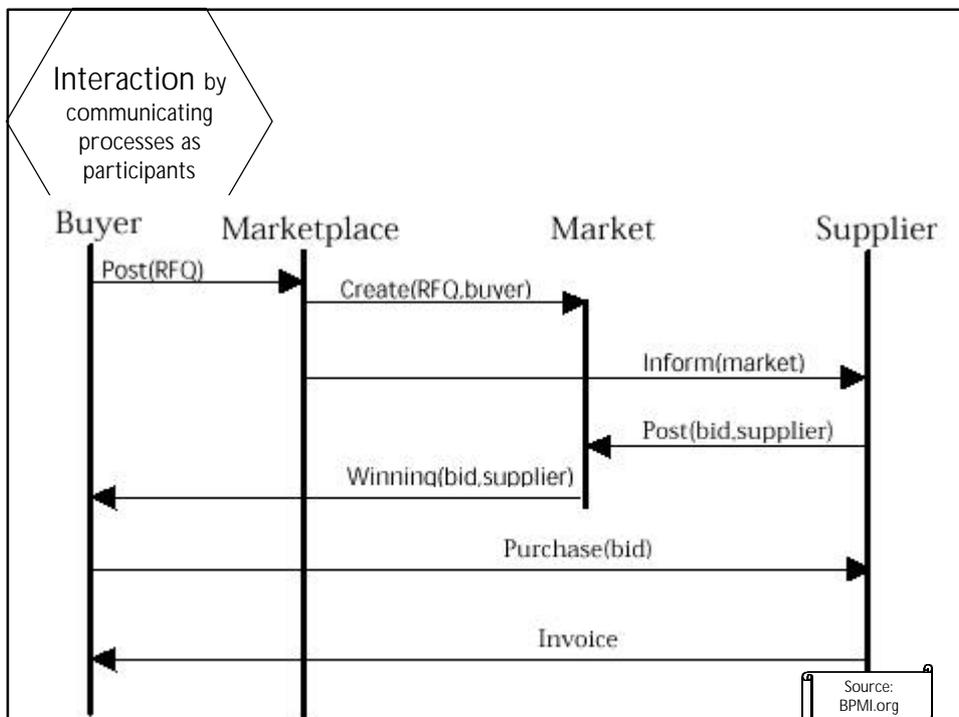
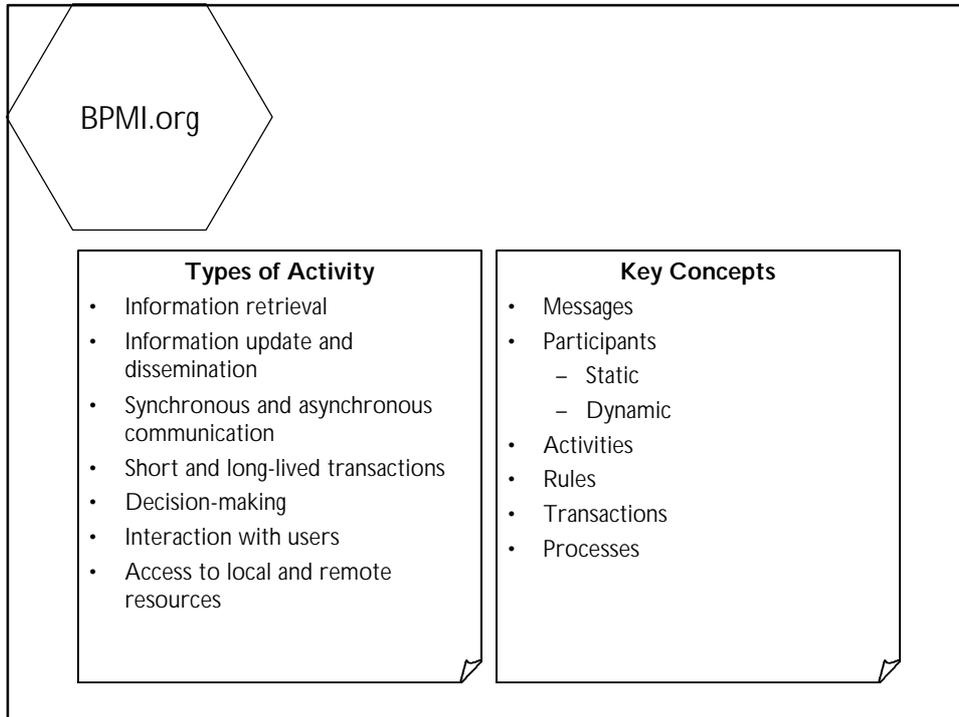


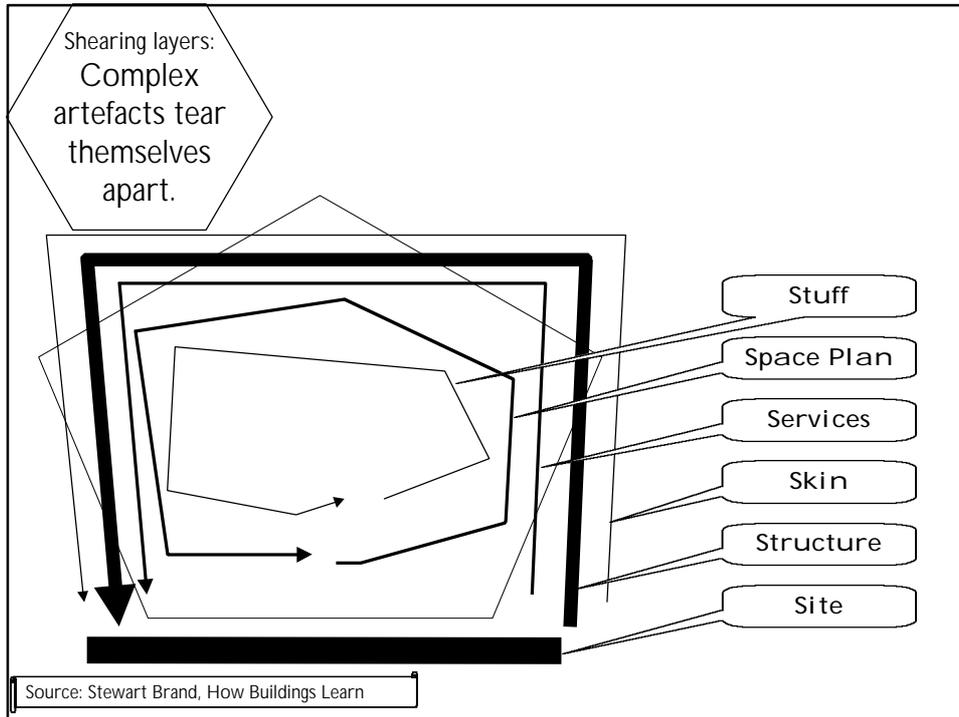












Practical Interface Management

Tips	Pitfalls
<ul style="list-style-type: none">• Regularly exercise non-routine procedures<ul style="list-style-type: none">- contingencies- quality traps• Attention to contingency<ul style="list-style-type: none">- tolerance of uncertainty- anticipate risk- requisite variety	<ul style="list-style-type: none">• Non-routine procedures are not tested or exercised<ul style="list-style-type: none">- e.g. product recalls