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INFORMATION MGMT WITH SYSTEMS THINKING



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INFORMATION MGMT.

WHAT IS IT?

- 1 COLLECT DATA
- 2 TURN TO INFORMATION
- 3 IDENTIFY LEVERAGE
- 4 MAKE DECISIONS.

- what are good decisions
- what's safe + what's not
- how org runs

SYSTEMS THINKING
WHAT IS IT?

Seeing the whole picture

Bounded thinking

to be able to intervene

to use leverage

THE CORBA EFFECT

VARIABLE SYSTEM MODEL

- a template to diagnose or design that consider:
- The board
 - Managing 'inside + now'
 - Managing in the future
 - Co-ordination
 - Operations.

WORKING WELL VS NOT WORKING WELL.

ON OFF

VARIETY
the number of states in which a system can exist.

Switch vs human ???

why worry about variety?

different states - different responses → different outcomes.

wrong response → poor outcome.

VARIETY REDUCTION

VARIETY AMPLIFICATION

eg the difference that training can make to change the responses

INFORMATION

blind spots

too little

poor decisions

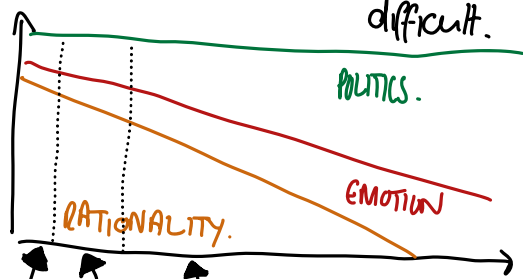
too much

analysis paralysis.

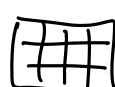
wasted attention

DECISIONS.

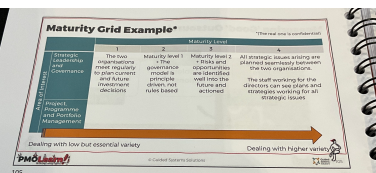
Decisions are difficult.



using data well
using information well
where most decisions get made.



MATURITY GRIDS
- getting from high variety to low variety.



using maturity grids in the future
↳ create your own.??

Δt

THREE ELEMENTS

- 1 environment
- 2 Management
- 3 operations

everything outside the organisation that affects it

working together, adapt, stay whole over time

points of the organisation that do the work

variety is managed - reducing or enhancing

increasing variety - more mgt, specialists

filtering is a common variety reducer - averages, annual figures etc



why worry about variety?

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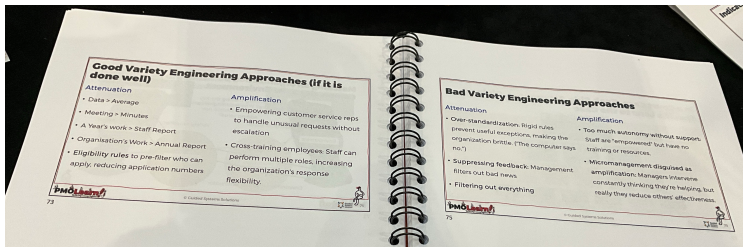
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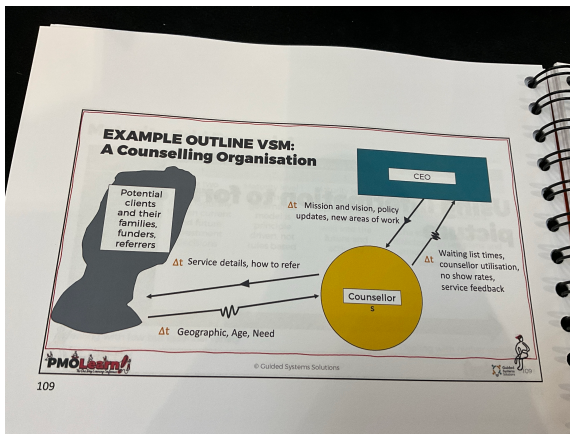
VARIETY ENGINEERING



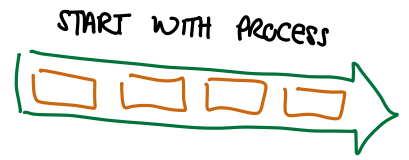
INDICATION AND DIAGNOSIS

spotting when things are not right
- symptoms, patterns, signals
then digging into them - why these indications are happening

- assumptions
- change in climate
- boundaries change
- systems thinking needs bounds



- Who needs what information
- Reducing variety
- Δt means information over time, time delay.



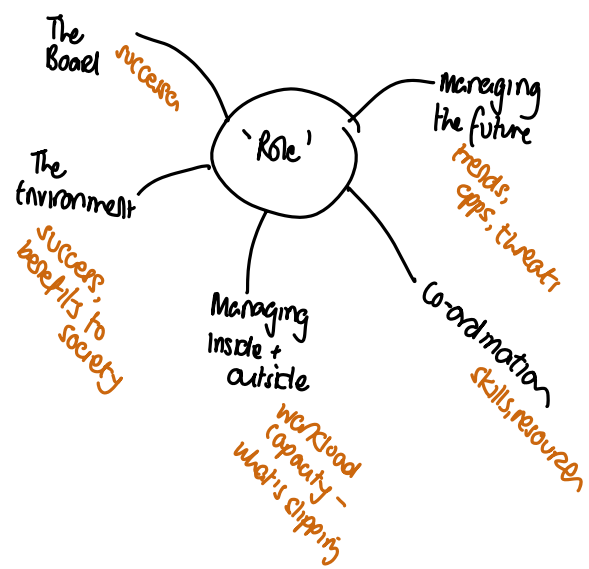
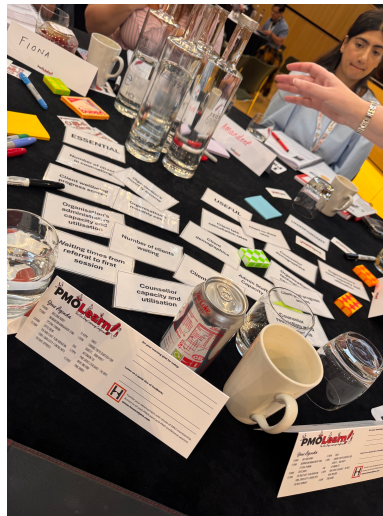
EXERCISE re: information to two different roles.

What we really need in our role - information -

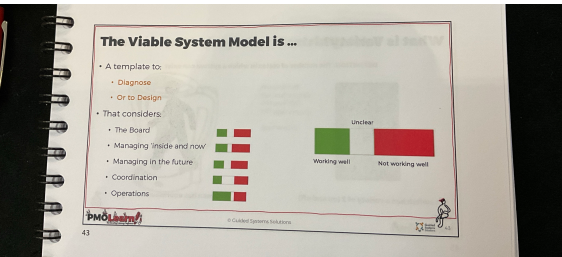
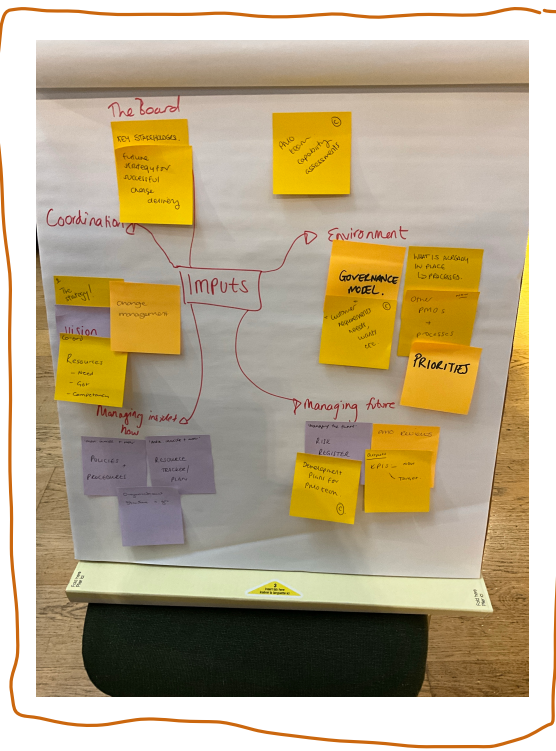
NOT what we would like

VIABLE SYSTEMS MODEL activity

"key input information needs"



- EXERCISE re: PMO service owner - PMO mgr
- Difficulty in putting yourself in other shoes
 - Thinking about 5 areas in relation to PMO
 - PMOs - better at 'environment' + 'co-ordination'



THE WHITE people liked this bit!

