Creative Problem Solving Total Systems Intervention

Systems Methodology for the Management SciencesSystems Science and Cybernetics - Volume IIQualitySystem of Human Activity SystemsCritical Systems ThinkingMechanism Design for Total Quality Management: Using the Bootstrap Algorithm for Changing the Control GameHuman Centered Methods in Information Systems: Current Research and PracticeHuman Factors in Information SystemsTotal Systems Intervention Or Total Systems FailureSystems Thinking and Complexity ScienceMultimethodologyTotal Systems InterventionQuality Control and Applied StatisticsCreative Problem SolvingInformation SystemsStrategic Cultural Interventions in Systems ScienceThe New SocioTechA Challenge for Systems ThinkingTotal Systems Reliability SymposiumTotal Systems Intervention Michael Jackson Francisco Parra-Luna John Beckford Takafumi Nakamura Robert L. Flood Petter Ogland Clarke, Steve Snodgrass, Coral R. John Clayton Kurt Anders Richardson John Mingers Matilda Gudde Robert L. Flood John Mingers John Brocklesby Elayne Coakes Ioanna Tsivacou IEEE Computer Society Robert L. Flood

the author thoroughly describes and analyzes the most significant systems methodologies organizations as systems hard soft cybernetic and critical and demonstrates the complementary strengths of different systems approaches

the subject systems sciences and cybernetics is the outcome of the convergence of a number of trends in a larger current of thought devoted to the growing complexity of primarily social objects and arising in response to the need for globalized treatment of such objects this has been magnified by the proliferation and publication of all manner of quantitative scientific data on such objects advances in the theories on their inter relations the enormous computational capacity provided by it hardware and software and the critical revisiting of subject object interaction not to mention the urgent need to control the efficiency of complex systems where efficiency is understood to mean the ability to find a solution to many social problems including those posed on a planetary scale the result has been the forging of a new academically consolidated scientific trend going by the name of systems theory and cybernetics with a comprehensive multi disciplinary focus and therefore apt for understanding realities still regarded to be inescapably chaotic this subject entry is subdivided into four sections the first an introduction to systemic theories addresses the historic development of the most commonly used systemic approaches from new concepts such as the so called geometry of thinking or the systemic treatment of non systemic identities to the taxonomic entropic axiological and ethical problems deriving from a general systemic cybernetic conceit hence the focus in this section is on the historic and philosophical aspects of the subject moreover it may be asserted today that beyond a shadow of a doubt problems in particular problems deriving from human interaction but in general any problem regardless of its nature must be posed from a systemic perspective for otherwise the obstacles to their solution are insurmountable reaching such a perspective requires taking at least the following well known steps a statement of the problem from the determinant variables or phenomena b adoption of theoretical models showing the interrelationships among such variables c use of the maximum amount of wherever possible quantitative information available on each d placement of the set of variables in an environment that inevitably pre determines the problem that epistemology would explain the substantial development of the systemic cybernetic approach in recent decades the articles in the second section deal in particular with the different methodological approaches developed when confronting real problems from issues that affect humanity as a whole to minor but specific questions arising in human organizations certain sub themes are discussed by the various authors always from a didactic vantage including problem discovery and diagnosis and development of the respective critical theory the design of ad hoc strategies and methodologies the implementation of both qualitative soft system methodologies and formal and quantitative such as the general system problem solver or the axiological operational perspective approaches cross disciplinary integration and suitable methods for broaching psychological cultural and socio political dynamisms the third section is devoted to cybernetics in the present dual meaning of the term on the one hand control of the effectiveness of communication and actions and on the other the processes of self production of knowledge through reflection and the relationship between the observing

subject and the observed object when the latter is also observer and the former observed known as second order cybernetics this provides an avenue for rethinking the validity of knowledge such as for instance when viewed through what is known as bipolar feedback processes through which interactions create novelty complexity and diversity finally the fourth section centres around artificial and computational intelligence addressing sub themes such as neural networks the simulated annealing that ranges from statistical thermodynamics to combinatory problem solving such as in the explanation of the role of adaptive systems or when discussing the relationship between biological and computational intelligence

this text provides a comprehensive and detailed introduction to the theory and practice of quality in the context of 20th century management thinking the text is intended primarily for students but could also be of use to practising managers

this book has unique features that set it apart from conventional books on the prevention of system failures in that it provides a method that views human activities from a meta methodological perspective based upon an inter disciplinary understanding of human activities with these characteristics the book also proposes a common methodological basis to apply to various problems surrounding society today such as an aging social infrastructure the safety of food medicine and public transportation and the creation of sustainable electricity and cybersecurity furthermore since the failure of human activities is expressed in a three dimensional space and the topological metrics are implemented the failure trajectories can be quantitatively monitored in time series to take effective preventive measures considering the implementation of the topological metrics the causes of each failure are classified into two dimensions of the degree of coupling between system elements and theinteraction between the target system and the external environment owing to the nature of the introduction of topological metrics all individual and diverse systems can share general topological metrics consequently understanding various failures over cross industries is possible with the use of common meta systemic language and mutual learning between different industries and the solution of social problems can be effectively achieved a system of system failures sosf proposed and confirmed the effectiveness of this meta methodology for information and communication technologies ict systems and the sosf is extended to human activity systems sohas system of human activity systems as a whole therefore the sohas becomes an academic foundation for theoretical research on meta methodology and it has an impact on practitioners to prevent system failures by accumulating knowledge of failures and learning from other industries

this volume offers comprehensive treatment of the latest developments in critical systems thinking and practice the book features contributions by researchers at the prestigious centre for systems studies at the university of hull england the

emphasis is on rigorous analysis of the wide range of approaches to problem solving reported in the research literature this work will enhance the studies of researchers and students in the areas of systems problem solving action research management science and operational research

this phd thesis contributes to the theory of information infrastructures by explaining how to use game theory and genetic algorithms for turning the pseudo code of the bootstrap algorithm into proper code the study is the first known study to analyse the bootstrap algorithm from an action research perspective and it has become an important reference for further research on how to bootstrap information infrastructures

the 1980s and 1990s have seen a growing interest in research and practice in information systems design and development from a human centered perspective this interest is accelerated by the increase in organizations in which the human resource provides the means to key competitive advantage this book is a compilation of contributed chapters by researchers and practitioners addressing the relationships between human activity organizational issues and technology

many factors contribute to the way people view and use information including task requirements organizational settings and personality characteristics today it is generally accepted that people are an integral element of an information system system development methodologies include various kinds of people managers analysts programmers support staff in the development process it could be wasted if various aspects of human behavior were not seriously accommodated human factors in information systems addresses pertinent issues by including the most recent research in the discipline which can be utilized by businesses and organizations when implementing information systems into their policies procedures and daily tasks

this book proposes that using two or more management science methodologies in the same intervention is likely to produce a richer picture for seeing and understanding the complex web of relationships and interconnectivities which is likely to lead to better decision taking by managers and workers this is what is meant by multimethodology in conclusion the book explores several theoretical and philosophical perspectives on combining methodologies from different paradigms as well as presenting many actual examples from practice

problem solving consists of using generic or ad hoc methods in an orderly manner for finding solutions to problems some of the problem solving techniques developed and used in artificial intelligence computer science engineering mathematics medicine etc

are related to mental problem solving techniques studied in psychology the term problem solving is used in many disciplines sometimes with different perspectives and often with different terminologies for instance it is a mental process in psychology and a computerized process in computer science problems can also be classified into two different types ill defined and well defined from which appropriate solutions are to be made ill defined problems are those that do not have clear goals solution paths or expected solution well defined problems have specific goals clearly defined solution paths and clear expected solutions these problems also allow for more initial planning than ill defined problems being able to solve problems sometimes involves dealing with pragmatics logic and semantics interpretation of the problem the ability to understand what the goal of the problem is and what rules could be applied represent the key to solving the problem sometimes the problem requires some abstract thinking and coming up with a creative solution

creative problem solving total systems intervention robert l flood and michael c jackson department of management systems and sciences university of hull uk in the modern world organisations are faced with innumerable and multifaceted issues which cannot be captured in the minds of a few experts and solved with the aid of some super method it would be equally wrong to revert to a trial and error approach we need to retain rigorous and formalised thinking while admitting the need for a range of problem solving methodologies the future prospects of management science will be much enhanced if a the diversity of issues confronting managers is accepted b work on developing a rich variety of problem solving methodologies is undertaken and c we continually ask the question what kind of issue can be managed with which sort of methodology this volume creative problem solving total systems intervention amounts to the bringing together of a huge human effort in the area of the management sciences each particular methodology that we have presented in this book is the realisation of years of work by many people and the management and organisation theory to which we refer goes back nearly a century and has employed armies of researchers total systems intervention stands at the top of this mountain of effort and is able to offer an overview of the management oriented disciplines which enables managers and decision makers to gain a command over how to employ them as a whole

this text is intended to address fundamental quest ions arising from the on going debate about is as a discipline information systems is a relatively new area of study having emerged over the last 20 years from domains which include computer and business systems analysis computing and management science as with any emerging field there are many conflicting views about the appropriate subject matter its boundaries and its relationship to other disciplines the book is a result of a series of seminars organized by uk systems society and warwick univesity between 1992 1995 each seminar had a particular theme relevant to the problems of the devloping field of is which attracted leading figures in the is community

sociotechnical principles are now widely used around the world in both information systems is and organizational design first established in the 1940s to examine the effect of mechanized mass production systems on workers they are now an important tool for ensuring that people and technology work together optimally within an organization this book examines the use of sociotechnical principles and practice in is and organizational design modern sociotechnical approaches are analyzed and future directions for the field are presented

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Introduction

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