

Laboratoř servisních systémů

### Diamond Path – Part 3

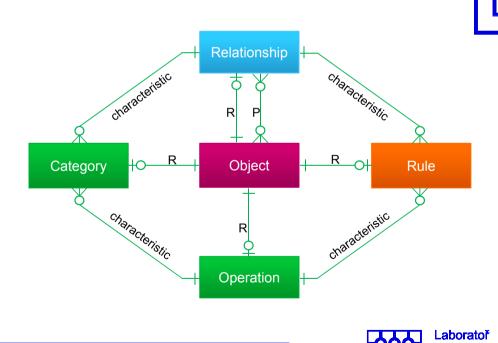
Leonard Walletzký PA181 2022

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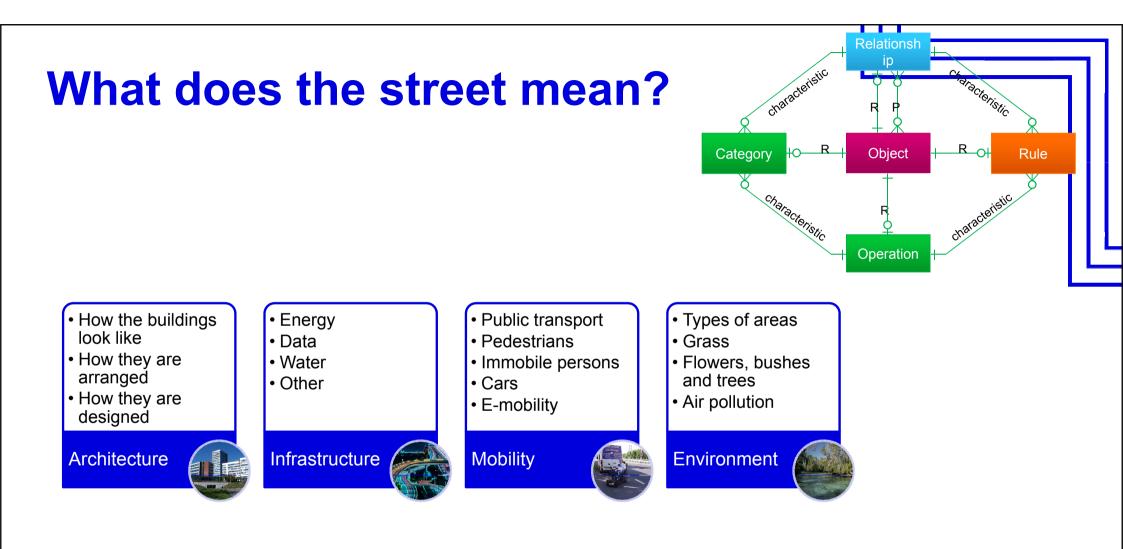
### **Diamond of Attention Focussing**

- Objects and relationships between them
- Mention-use duality
- It is mind model

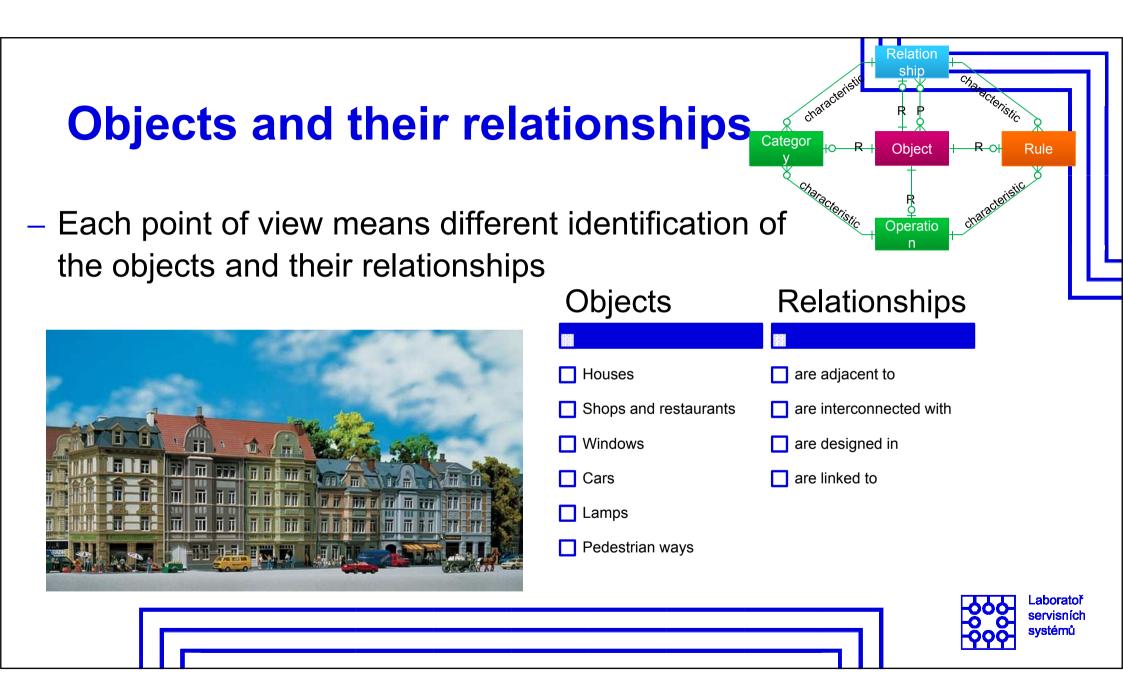


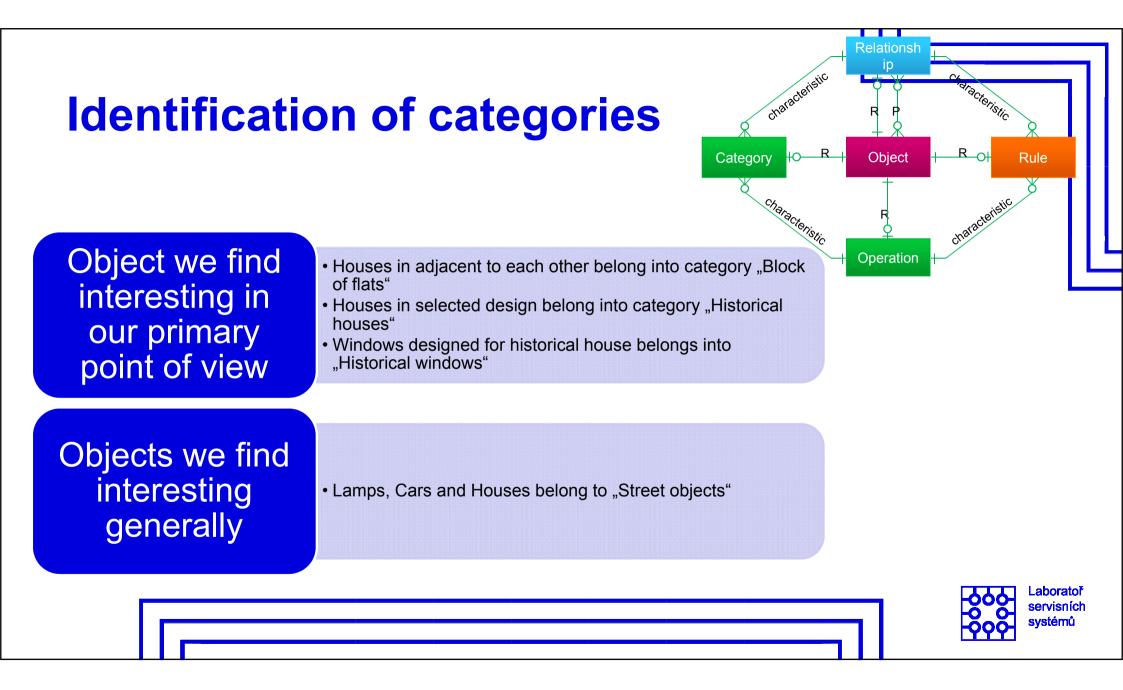


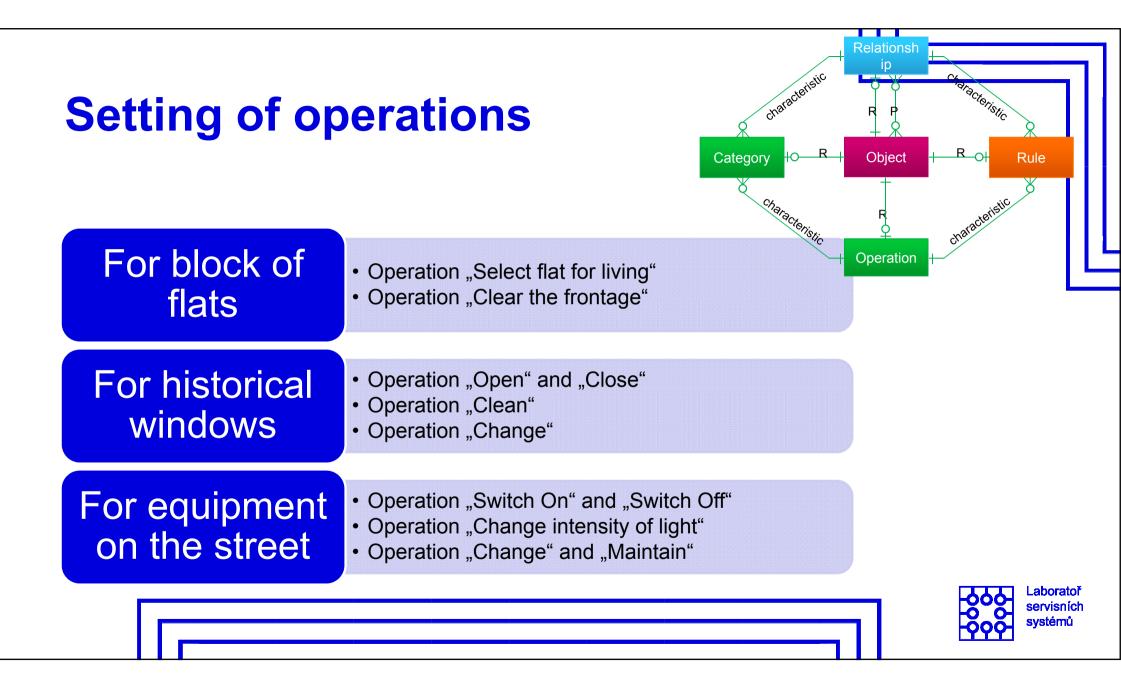
### **Diamond of Cognitive Elements** - Working within the context - Given level of certainty Category - Mention-use duality R CI-connection Context Manifestation .aborato servisníc svstémů





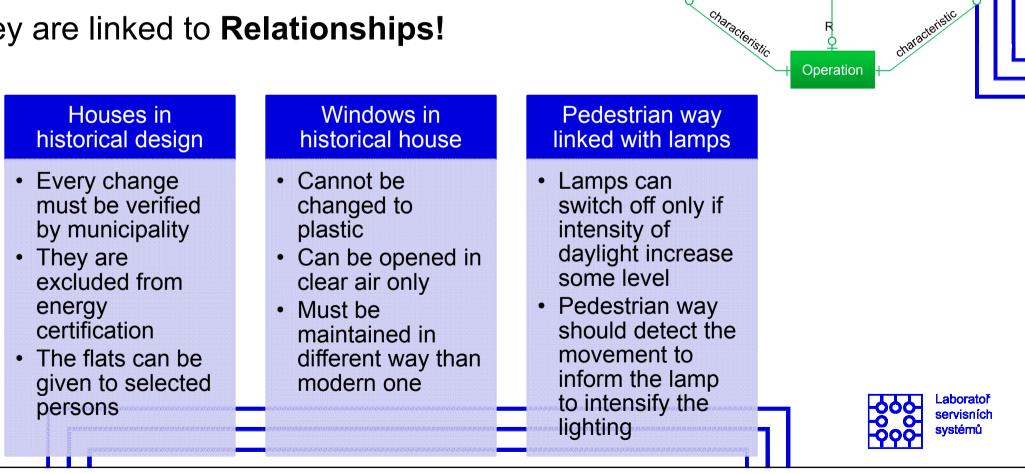








- Rules can also potentially identify the link to other contexts
- They are linked to **Relationships!**



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Object

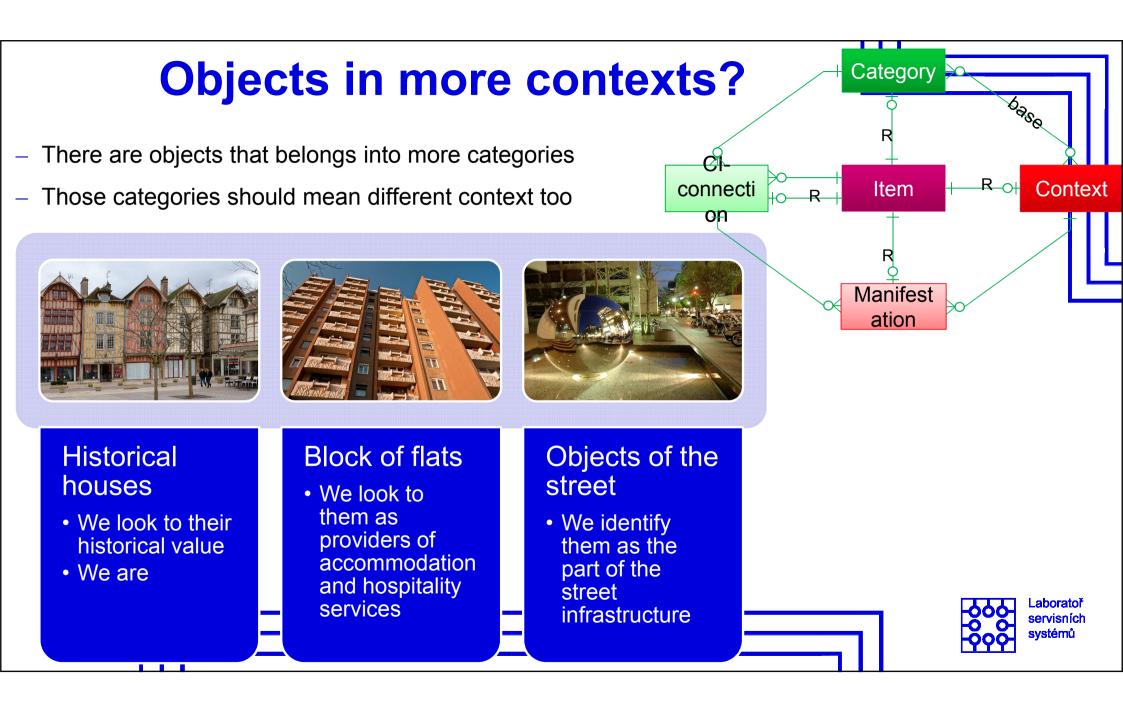
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Category

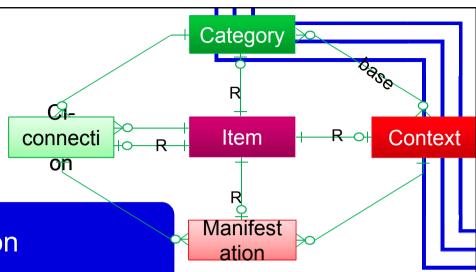
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Maracteristic

Rule



# Why do we need to interconnect contexts?



#### Some rules we identify via context interconnection

Example: You cannot install modern lamps on the street with historical houses

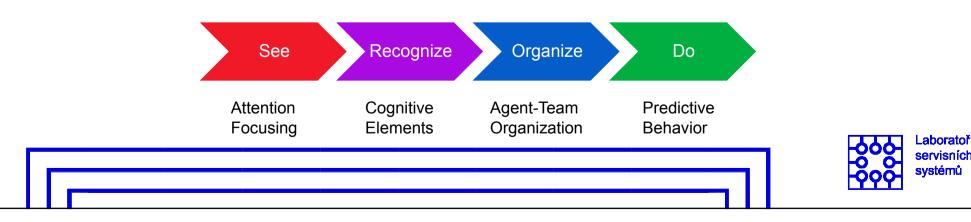
The role of object in different services leads into different manifestation

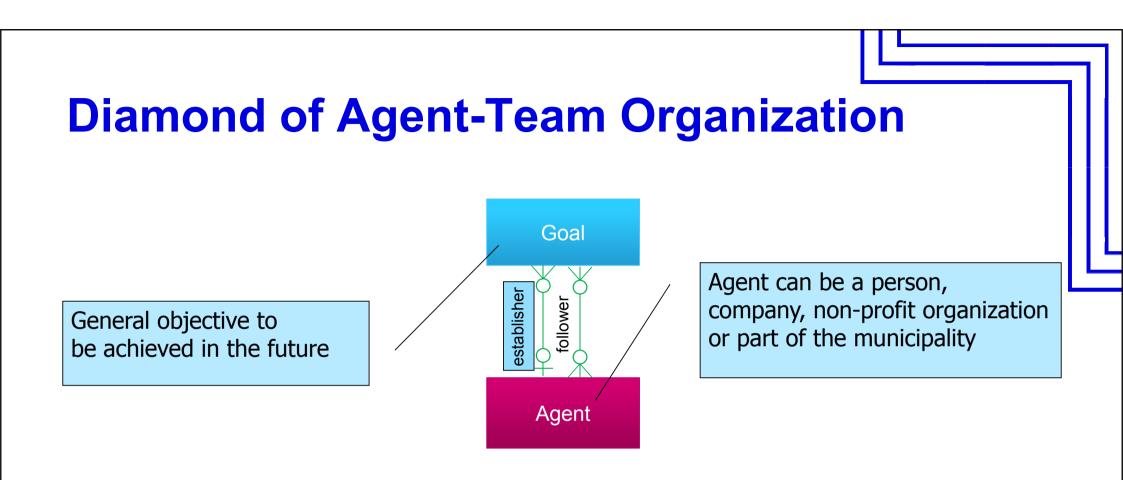
- Example:
  - In the context of "Street security" lamp represents the object that provide light service
  - In the context of "Smart Energy" lamp represents the device that must be managed to save the energy



### **Diamond-Path Framework**

- We continue the journey
- Now we focus to living entities
- Subjects or Agents

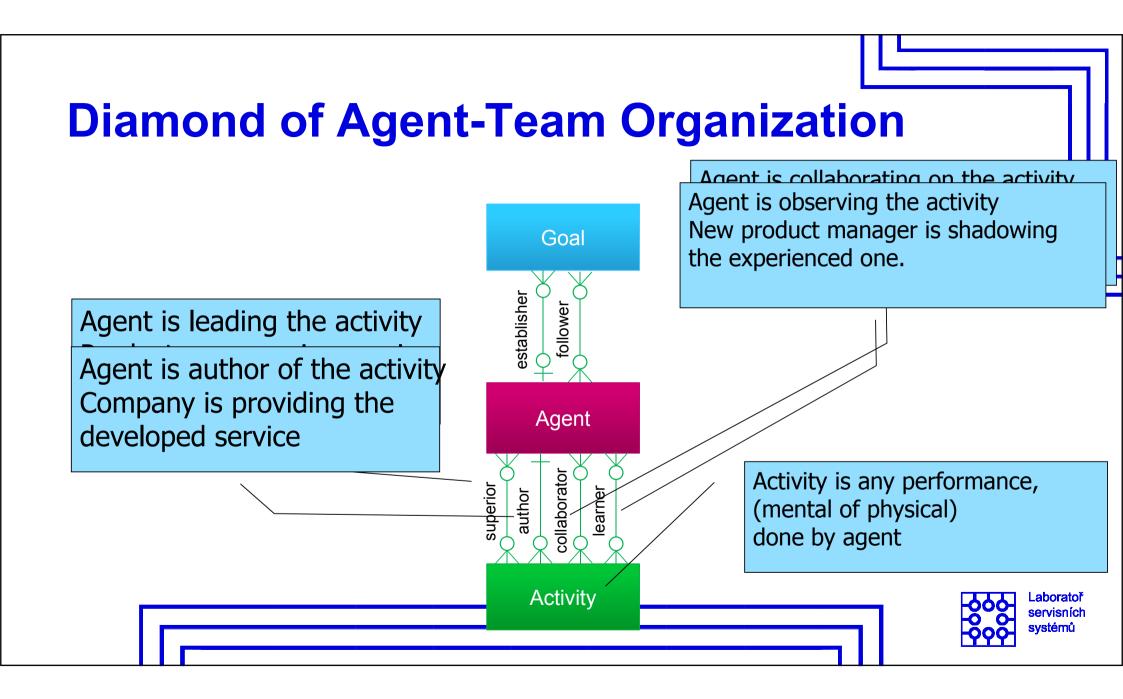


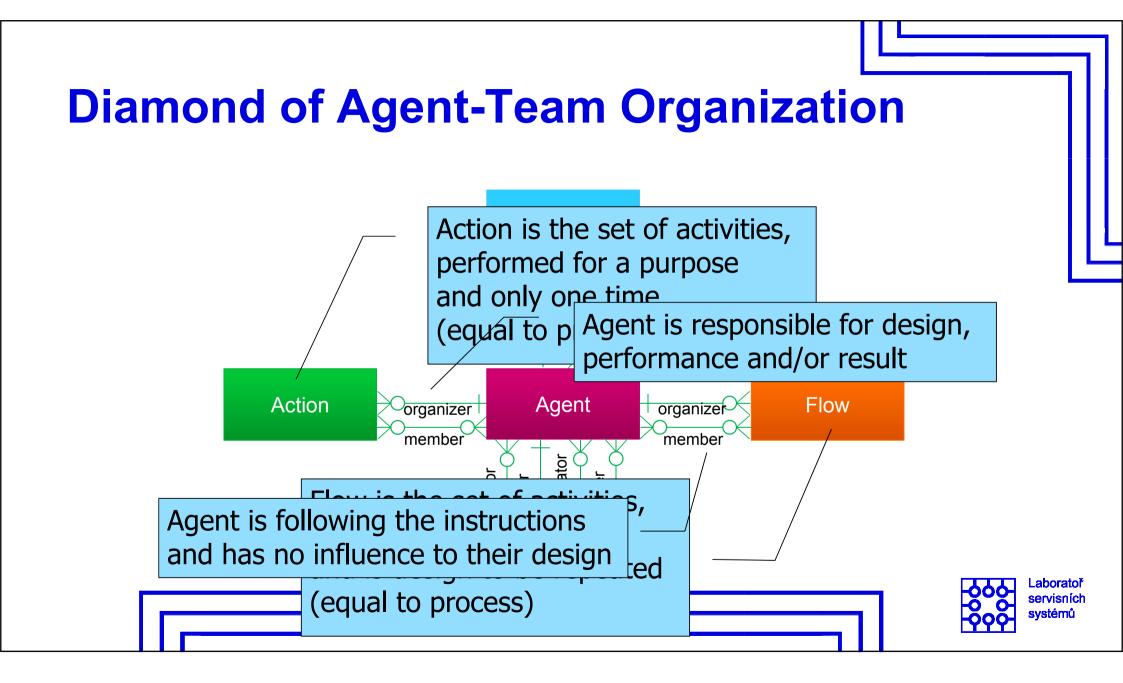


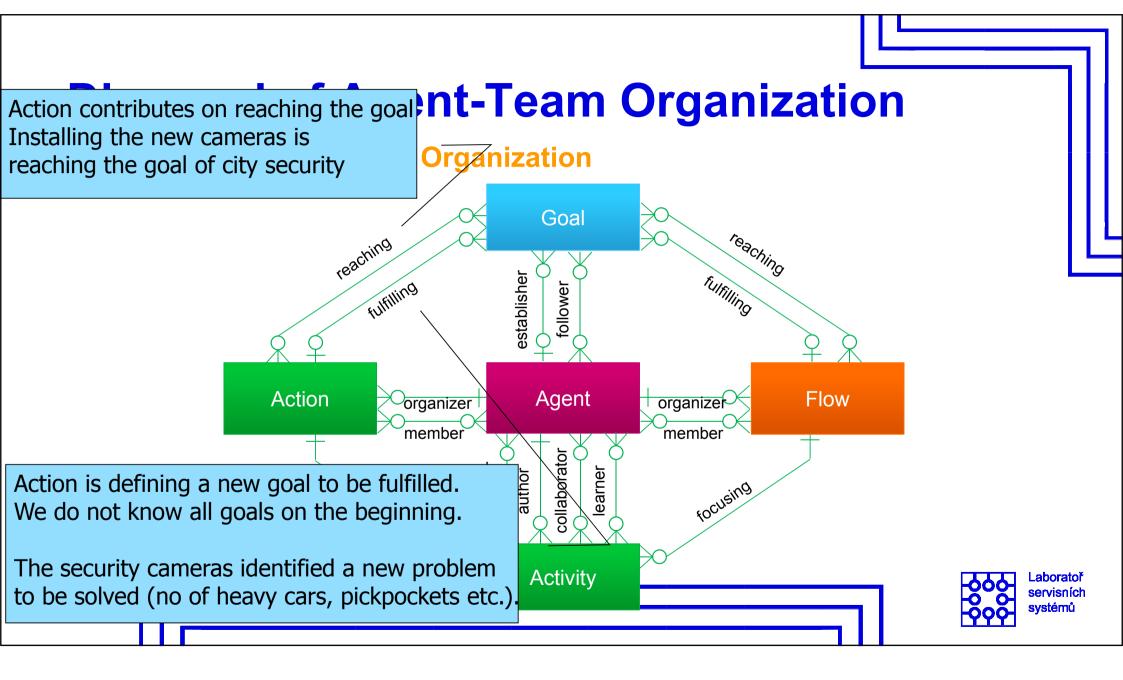
#### Example:

A city citizen has a goal to have nice life, without intermissions from the state, secured job and good public services.

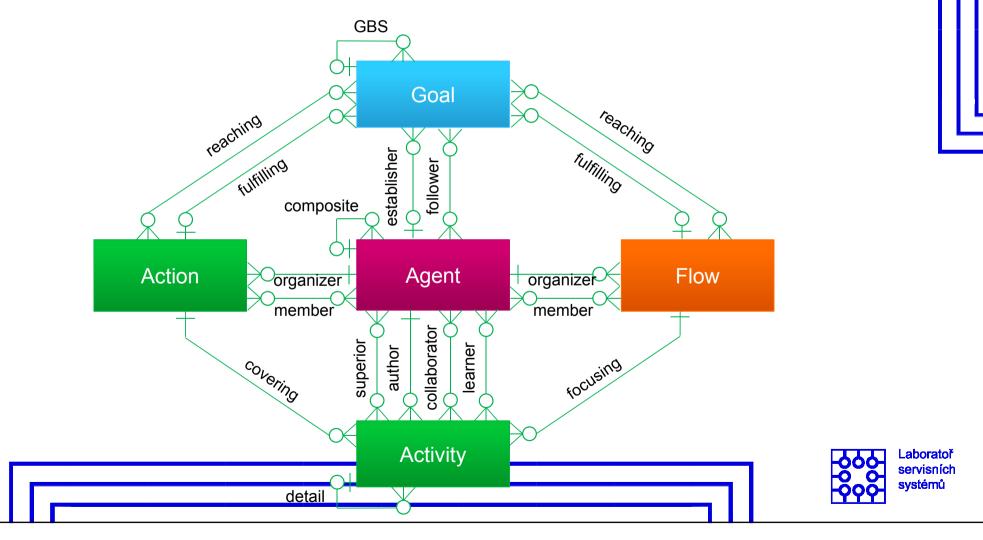


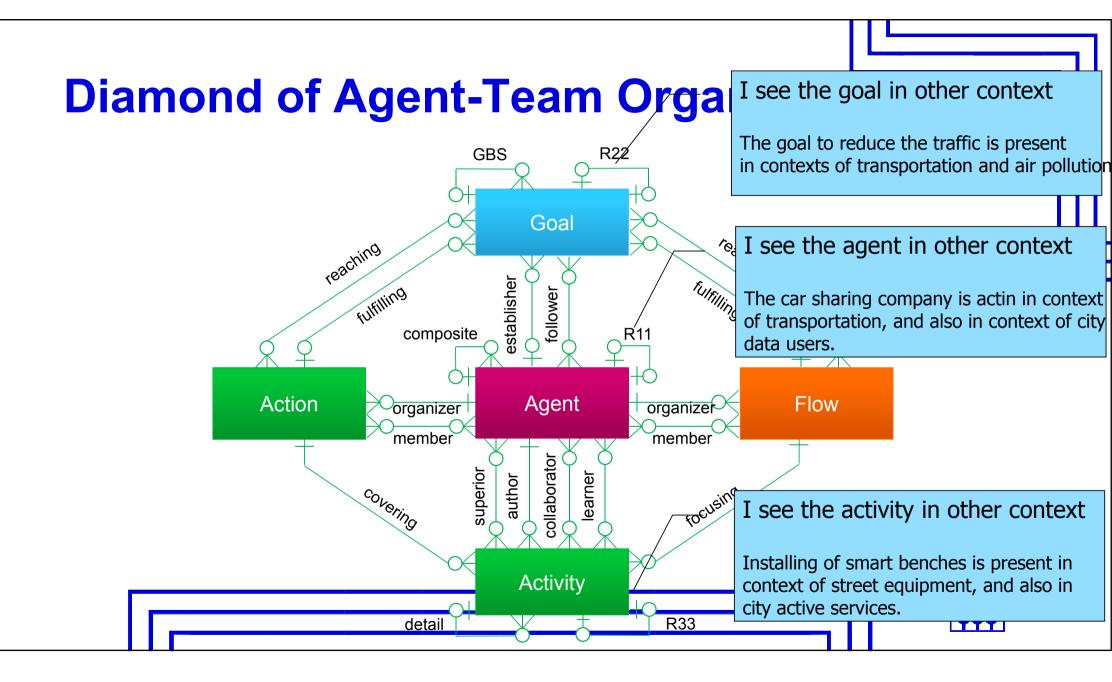


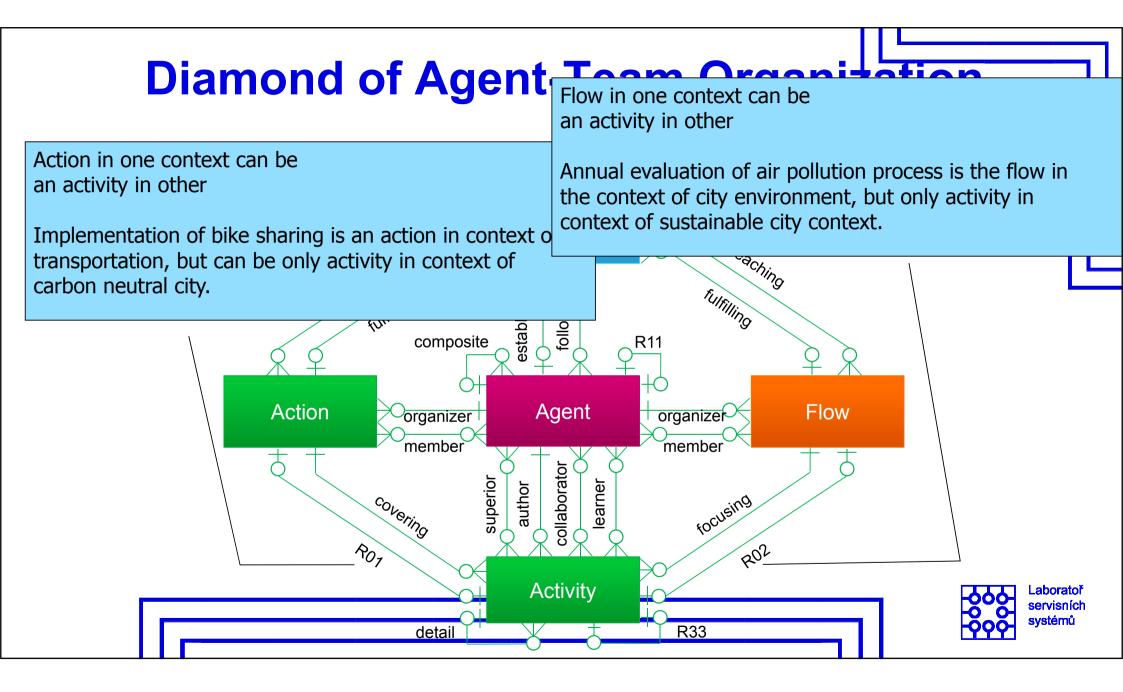




#### **Diamond of Agent-Team Organization**







### **Example of usage of Diamond Organize**

Organization schema of Smart concept's implementation

Goal is only one – Strategies are used intensively and interconnected to territory

- It meant that strategies formulated by central administration are really used and implemented in the projects, formulated by municipalities
- Municipalities are independent central administration can recommend only in general
- Only exception is the grant or financing the project from the central budget the administration can set the conditions of support

Assignment: To identify main activities (actions, flows) for the main actors and define necessary context



### Contexts

## Context 1: Ministry of local development is the supervisor of implementation

Context 2: The same ministry is also responsible for implementation of specific activity(as many other ministries)



### **Context 1: Actions and Flows**

#### Action:

- Development of supporting application
- Formulation of instructions how to use it
- Prepare the plan of implementation
- Define the flows

#### Flow:

- Control of strategies' actualization
- Maintenance of application
- Organizing annual meeting with other ministries
- Monitoring of feedback
   from municipalities



### **Context 2: Flows and Actions**

#### Actions:

- Formulate the first proposal of priorities for relevant procuration
- Get the skills to work with the application
- Participate on implementation

#### Flows:

- Maintenance of relevant information in every relevant procuration (link to the strategies, sources of financing)
- Monitoring of feedback from municipalities
- Participating on the meetings with other ministries



### What can we see?

#### Some flows are the same – but do they contain same activities?

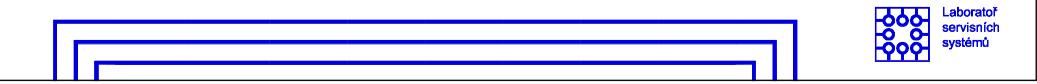
- Monitoring the feedback from municipalities
- Context 1: Feedback is focused to the usage of the whole SMART concept, if it is useful and helps the municipalities to define their projects easier.
- Context 2: Feedback is about relevance of the procurement, if it fits to the strategy of the municipality and can be linked with strategy of specific ministry.

#### Same actions are affecting actions in the same context:

• Development of Application affects it maintenance and making the materials

#### Same actions are affecting actions and flows in different context

Instruction material in Context 1 is affecting the most of Flows and Actions in Context 2





What agents can we identify?

No matter what role they are playing

Just explore their Goals, Actions and Flows

Can those agents act in more contexts?



#### **Examples of agents Goals on Smart Street**

Pedestrian	Driver of car	Passenger of public transport	Public transportation company	Municipality	
To feel safe on the street	To reach the final destination	To reach the final destination	Manage the public transport vehicles effectively	To have happy citizens	
	To prevent accidents		To be carbon neutral		
To reach the destination	To drive sustainably	To get there on time	Build sustainable public transportation	To uild green city	
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#### **Examples of agents on Smart Street**

Pedestrian	Driver of car	Passenger of public transport	Public transportation company	Municipality
Cross the street	Change the lines	Buy the tickets	Get the information about traffic Manage the smart signs	Design the street lines
Walk Enter the station	Get the information from traffic signs	Validate the tickets	Manage traffic light Inform about issues	Communicate actual information
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### The main results

The knowledge of the contexts and their meaning help to understand the value of application

The fact that one context will affect other is not an issue, but advantage

The main failure of every service is insufficient analysis of contextual overlaps

The knowledge how different stakeholders (agents) are reacting to the fulfillment of the same goal is the key for the formulation of the value proposition



### **Diamond of Organization**

#### Summary

- Matrix-based organization: Action vs. Flow
- Activity vs. Action / Flow
- R-edges
- Examples

