

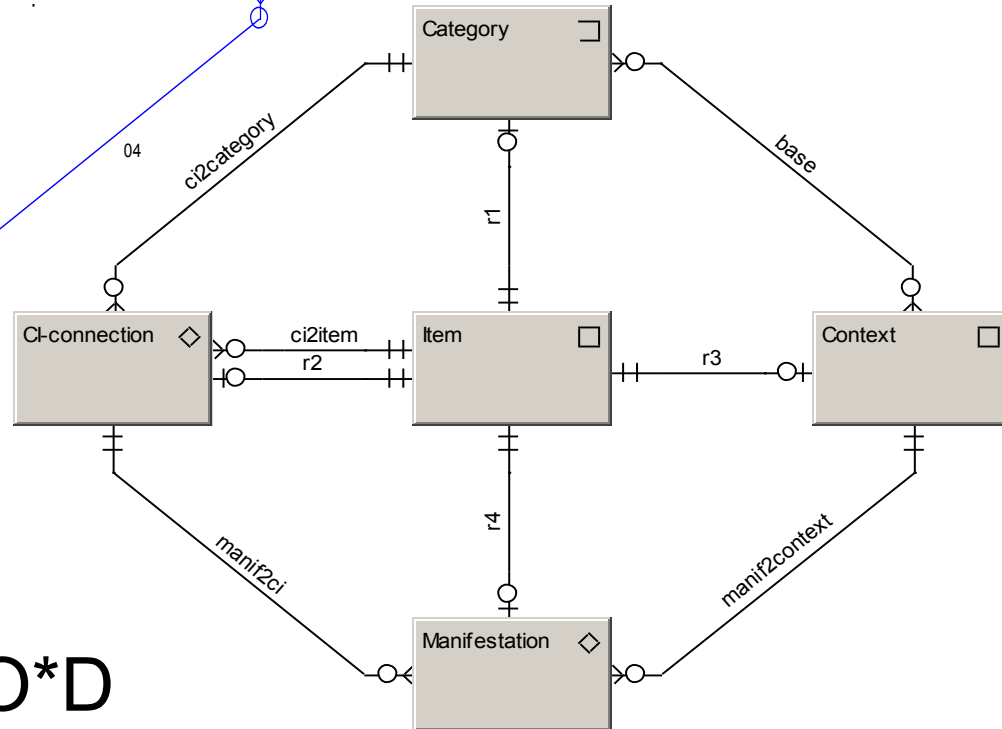
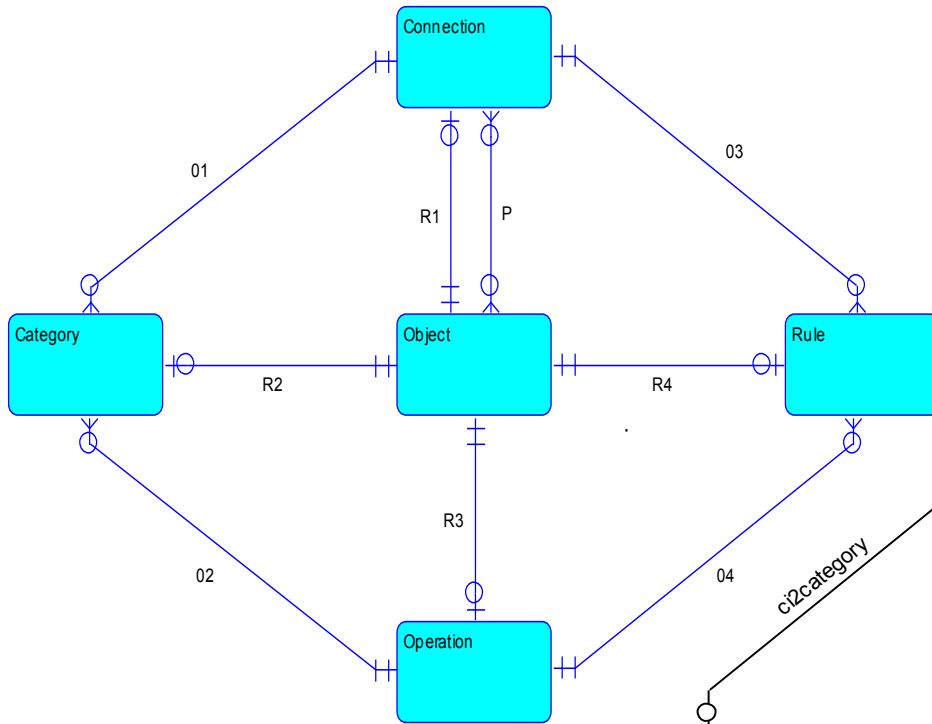
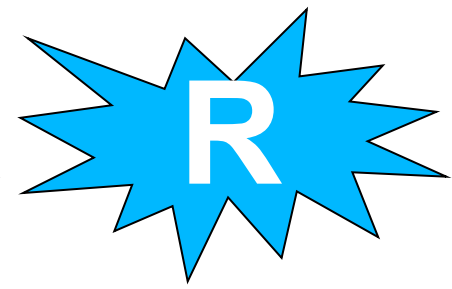
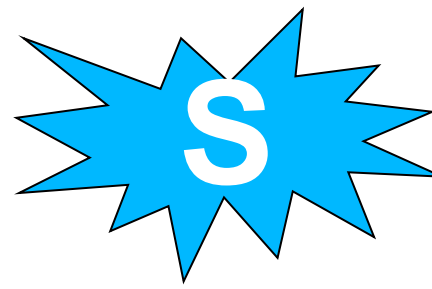
Service Systems Reference Model: Diamond Path Framework (2) (Diamond of Organization, Diamond of Predictive Behavior)

PA116 – L10

(c) Zdenko Staníček, Sept 2010



INVESTMENTS IN EDUCATION DEVELOPMENT



First part of S*R*O*D

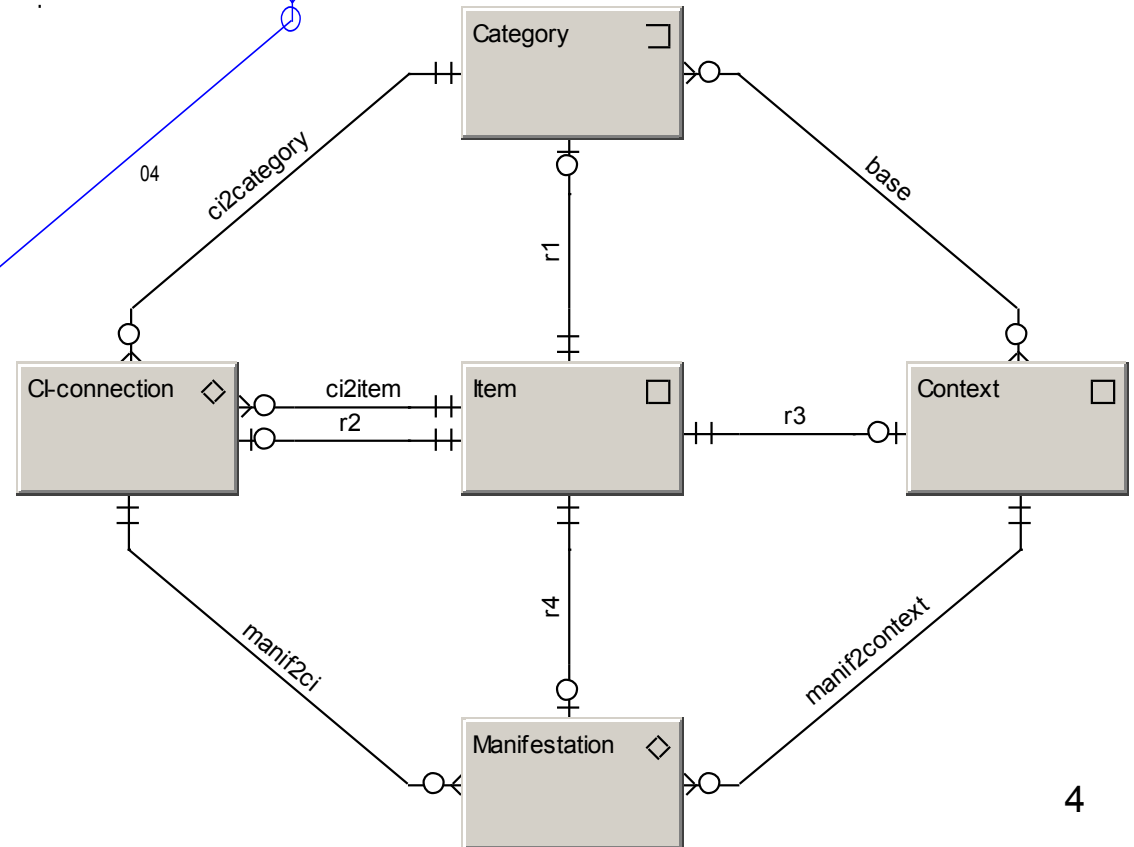
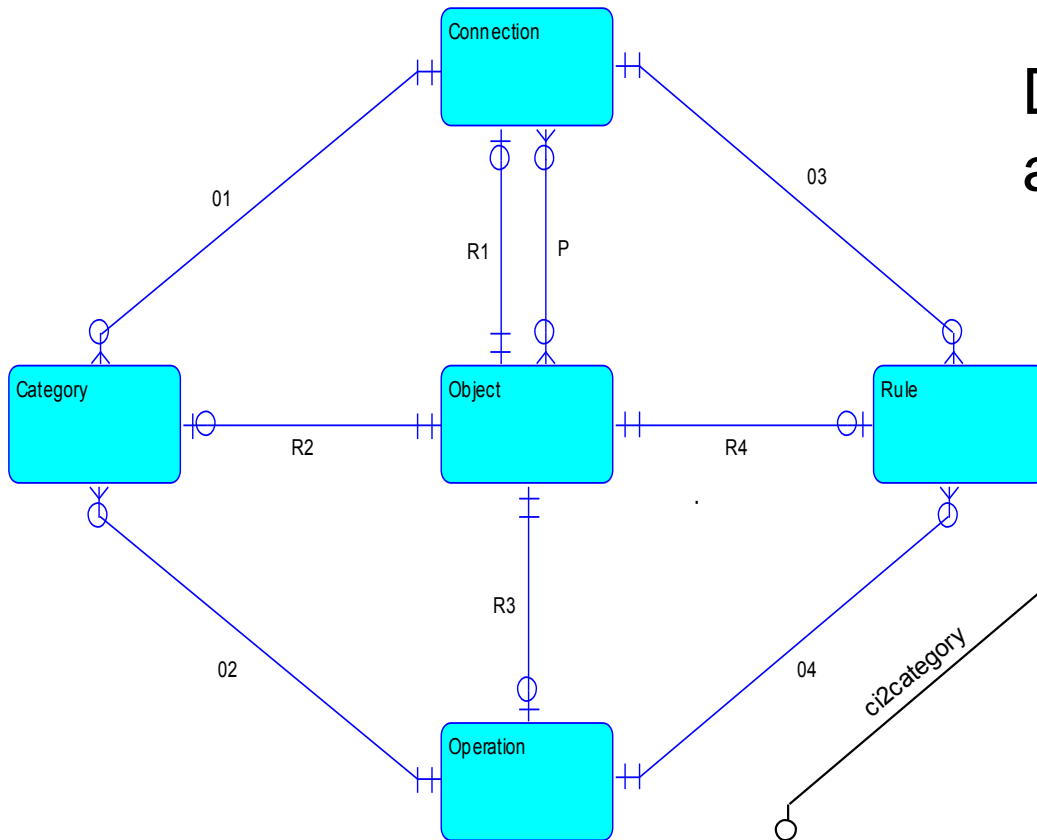
Conceptual systems derived from the two Diamonds

... for Intelligent Service Systems

... based on duality of WHAT and
HOW

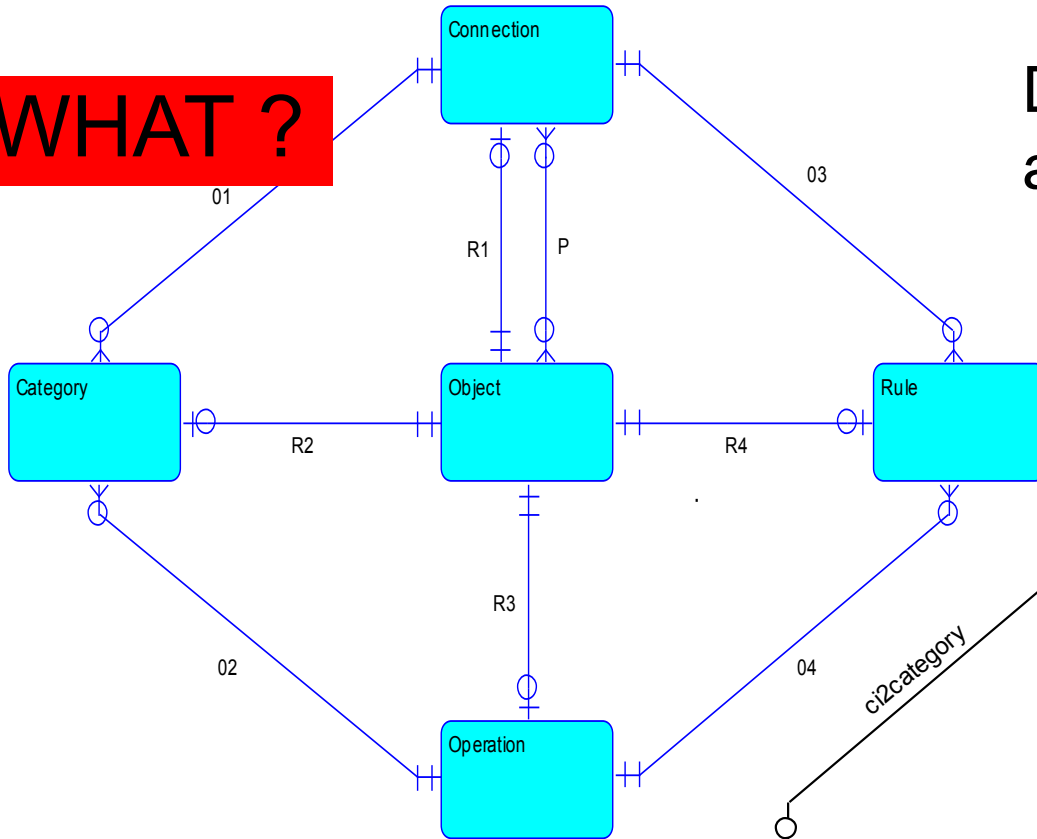
Duality of what to focus on
and how to manage it

CONCEPTUAL MODELS



Two fundamental
Diamonds

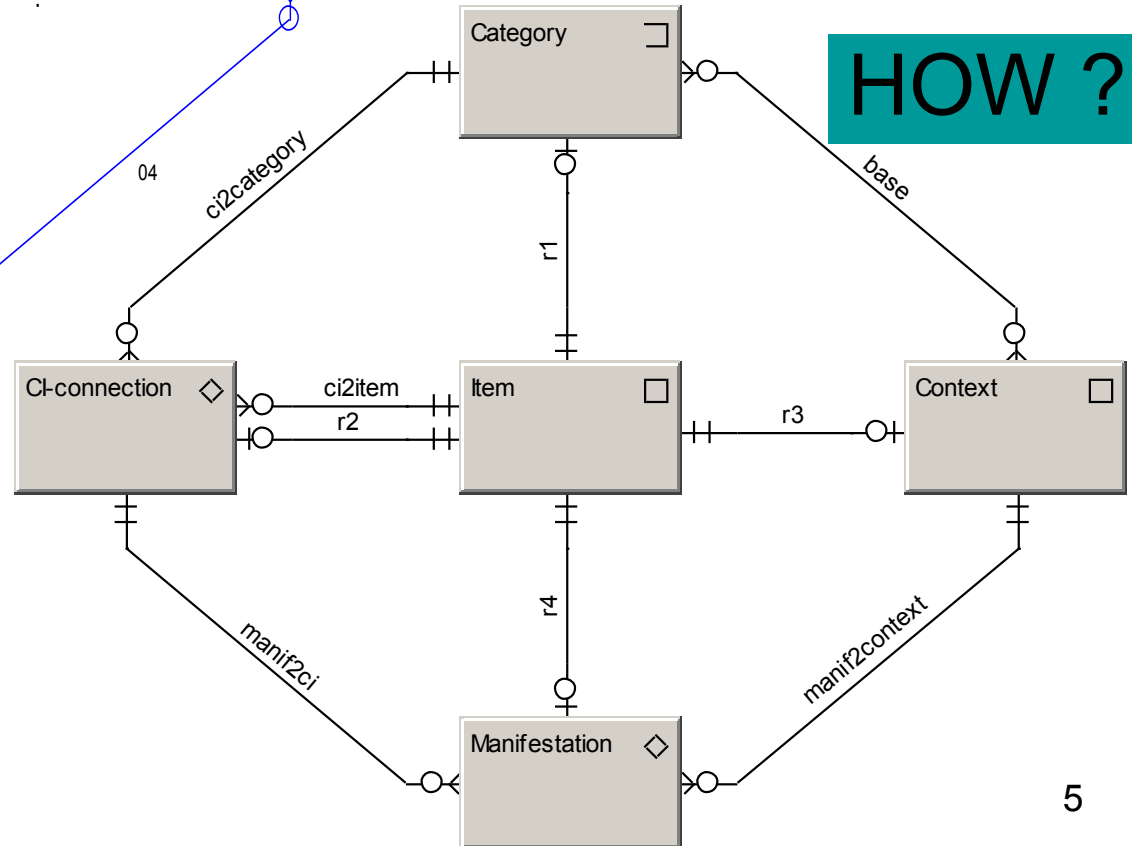
WHAT ?



Duality of what to focus on and how to manage it

CONCEPTUAL MODELS

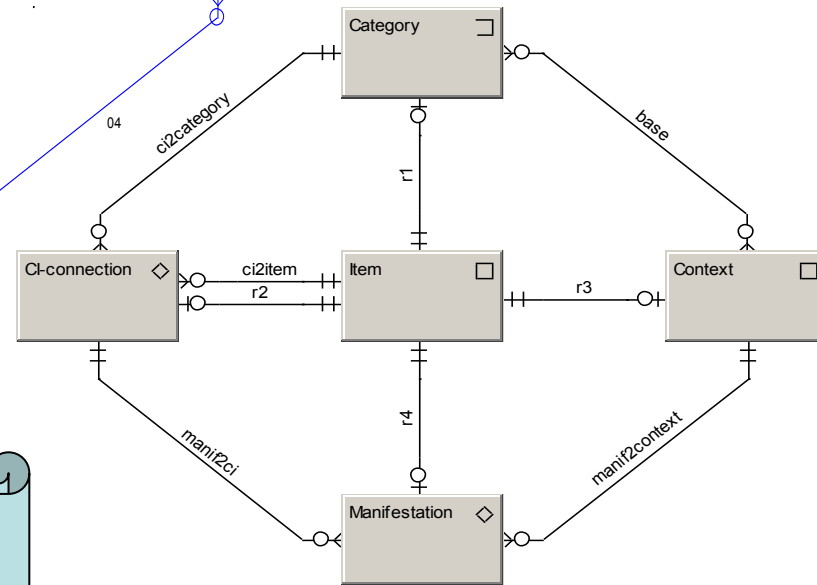
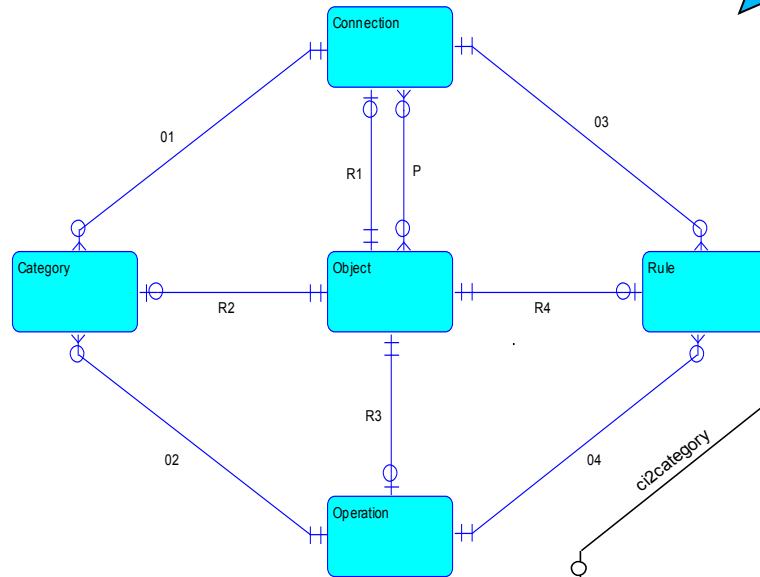
HOW ?



Two fundamental Diamonds

S

R



MENTION

... and what about the USE ?

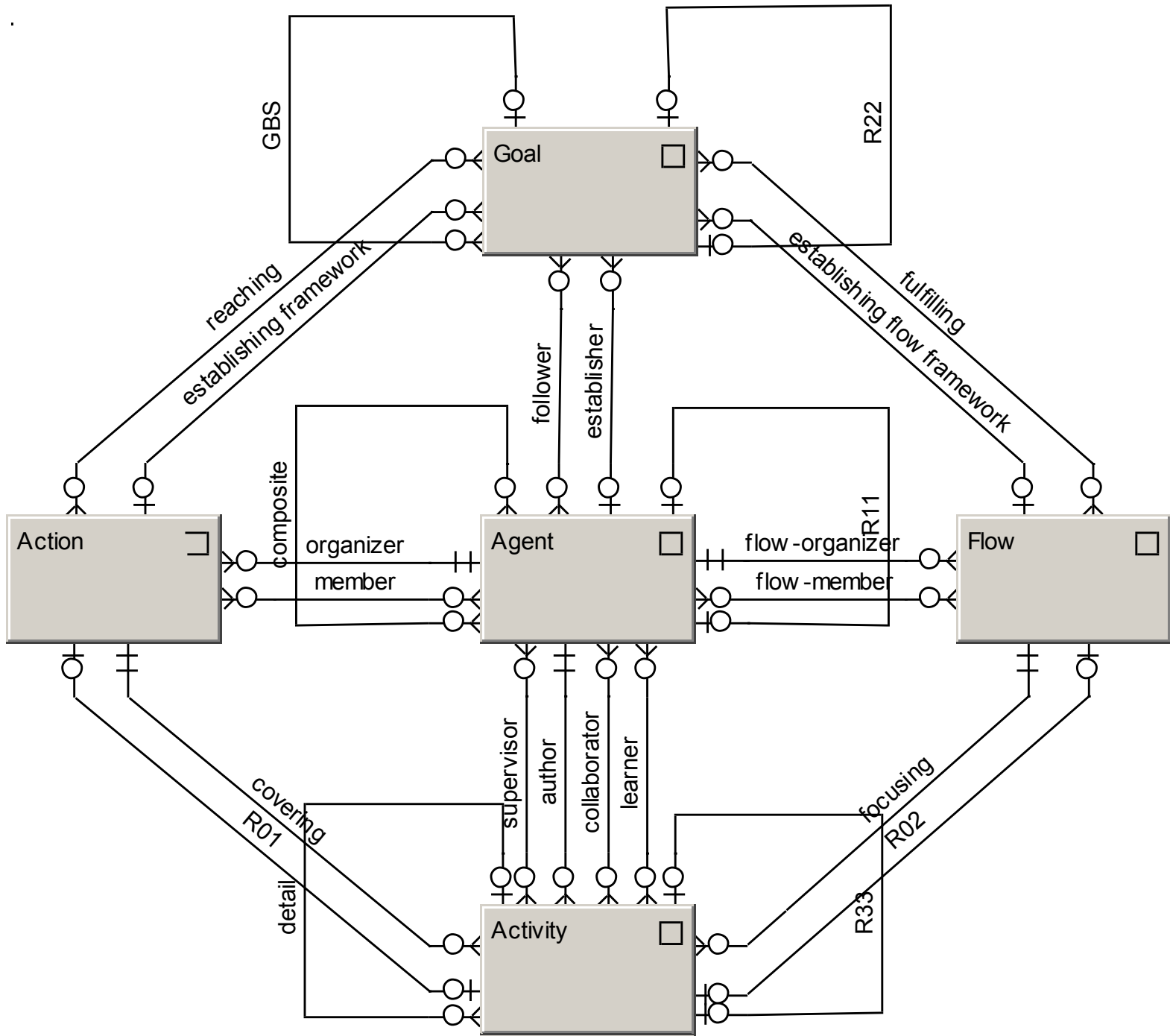
How can we use the MENTIONed
models = modeling tools

Discussion

- Can we start to DO something to achieve reasonable results directly after the S-R ?
- What has to be done first?
- Have we some general pattern?
- How the pattern can be articulated?

Organization

- Let's draw it on blackboard
- ... and start with the central point of organization
- What to focus our attention on?



We are organized.

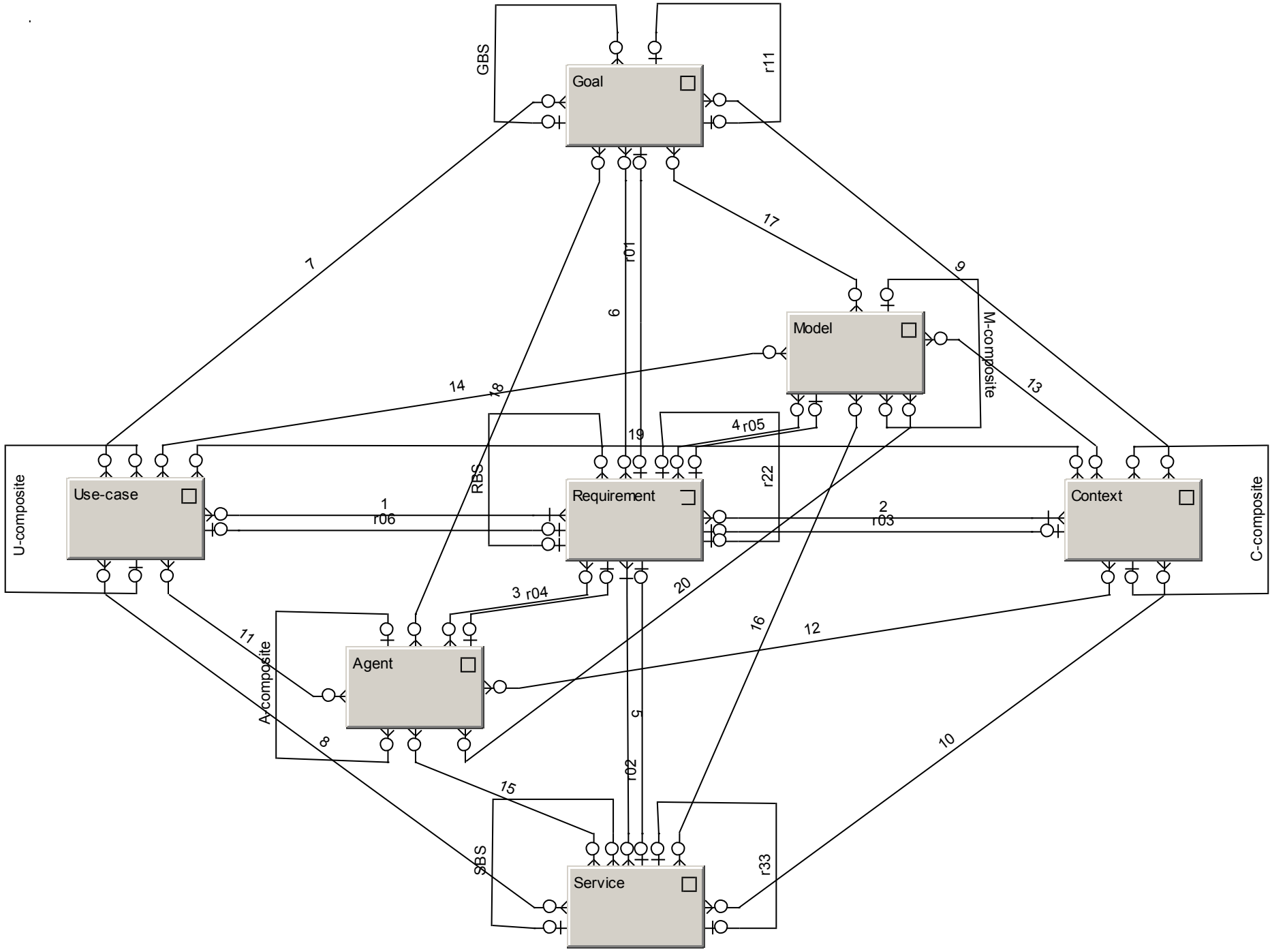
How to spread our attention to
act Effectively, Efficiently, and
Sustainably?

Discussion

- What entities have to be focused?
- Is it possible to find a general pattern?
- How the pattern can be articulated?

Predictive Behavior

- Let's draw it on blackboard or go through it in a "live model"
- ... and start with the central point of predictive behavior
- ... using the Diam2 ...

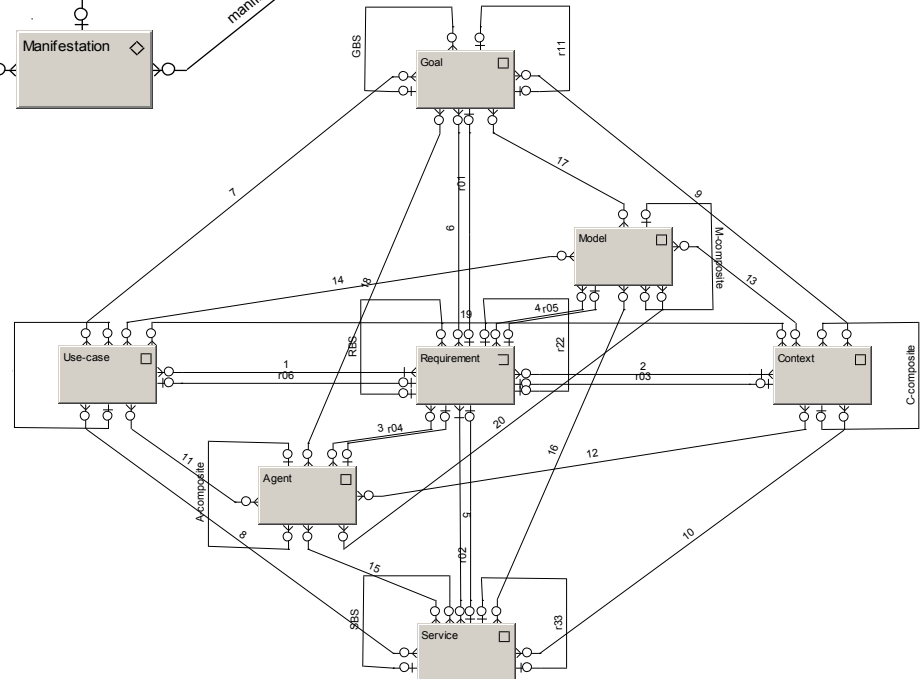
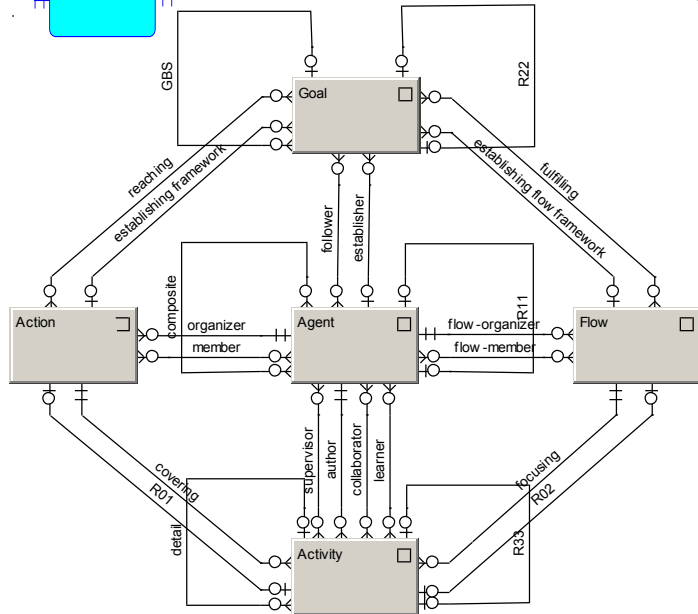
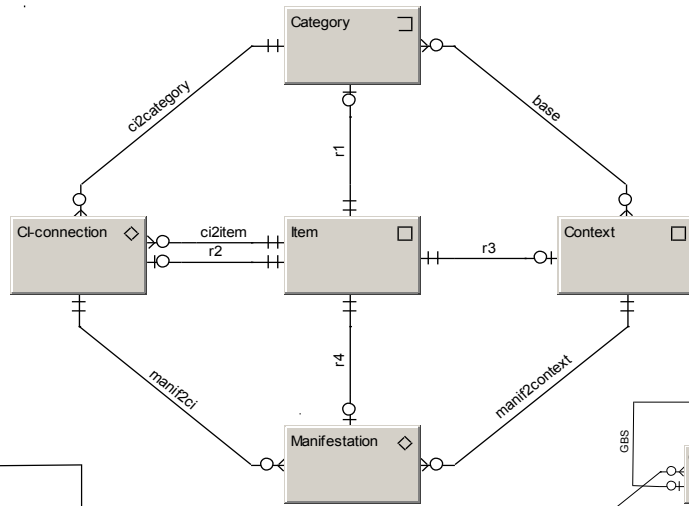
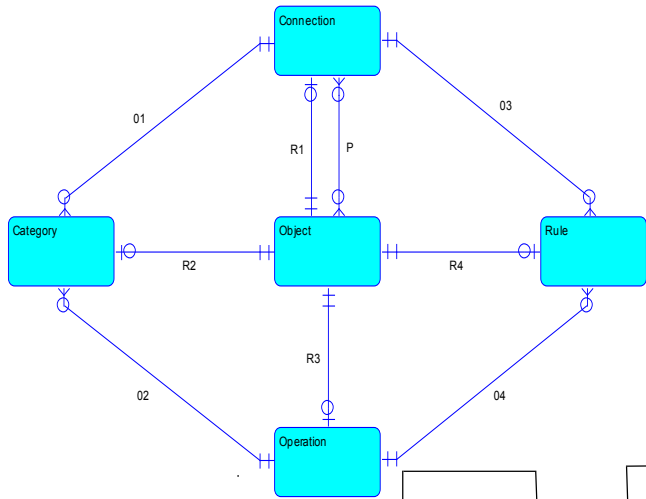


S

R

O

D



Jeff Hawkins:

... To understand a system is more than try to understand its behavior; you have to understand its construction.

S

R

O

D

