

SYSTEMS ENGINEERING

Systems Analysis & Design

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Outline

- 1 Basic Concepts |
- 2 Human Activities |
- 3 Cibernetics and Technology)
- 4 Teams-Based Structure as a System |



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What is Systems Engineering?

- **Systems Engineering** is a discipline that studies the design, implementation, and maintenance of complex systems.
- This discipline is based on interdisciplinary fields, such as control engineering, industrial engineering, software engineering, mechanical engineering, electrical engineering, organizational studies, project management, and others.
- **Systems Engineering** is a holistic approach to engineering that focuses on how to design and manage complex systems over their lifecycle.



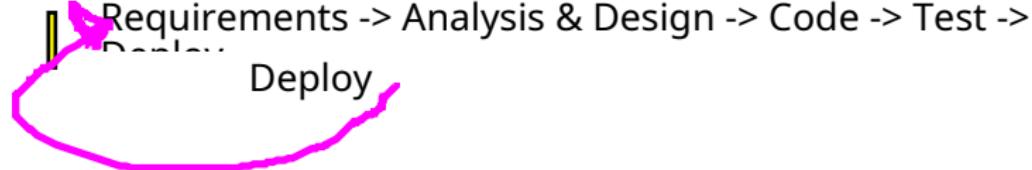
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Systems Engineer as a Professional

- A **Systems Engineer** is a professional who is responsible for **designing, implementing, and maintaining complex systems.**
- A **Systems Engineer** must have a broad understanding of engineering, mathematics, science, and technology.
- A **Systems Engineer** must be able to analyze and solve problems in a systematic and holistic way.



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Human Activities

- **Human activities** are **complex systems** that involve **multiple components, interactions, and feedback loops.**
- **Systems Engineering** can be applied to understand, analyze, and improve human activities.
- **Systems Engineering** can help us design and manage complex systems such as organizations, cities, economies, and societies.



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Organizations as Systems

- **Organizations** can be **viewed** as: a **rational system**, a **natural system**, or an **open system**.
- A **rational system** is a formal organization that is designed to achieve specific goals as a machine.
- A **natural system** is an informal organization that is emergent and adaptive based on human interactions.
- An **open system** is an organization that is interconnected with its environment and adapts to changes.



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Sinergy

- **Sinergy** is a simple but powerful concept: the aim of the parts is more than the parts itself.
- It means the interactions could boost the capabilities of the parts of the **system**. Also, it lets both understand **emergent behaviors** and define improvements in **systems**.
- One of the main concepts is the **theory of the computation**. Based on **graphs**, you could define a **computational machine**.

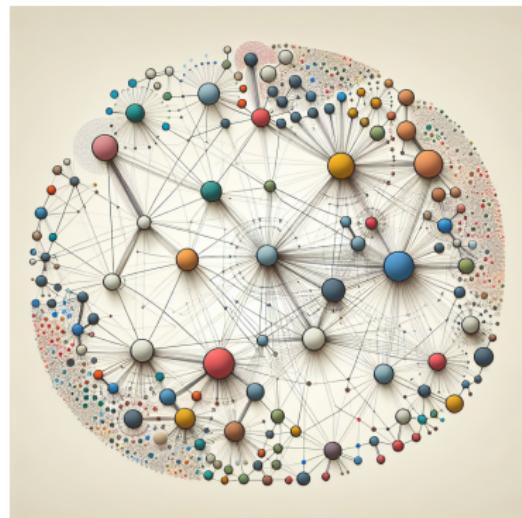


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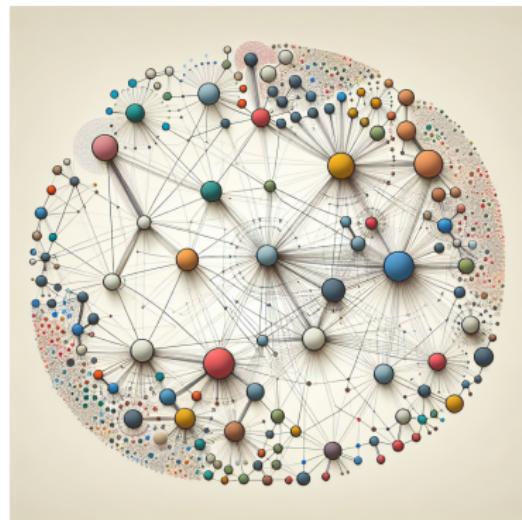


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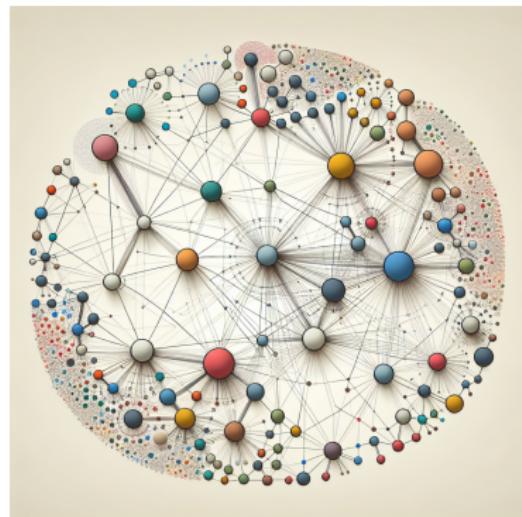
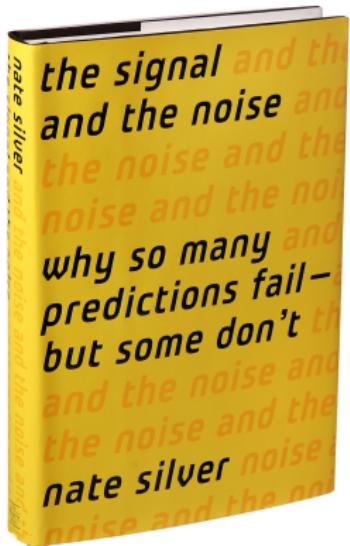


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Synergy: Money Ball



Talking with Machines!

- Alan Turing proposed a hundred years ago an Universal Machine, capable of take any algorithm defined as a state machine, and process it in a binary language.
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Programming Languages

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Applications of Systems Engineering

- **Systems Engineering** can be applied to understand, analyze, and improve complex systems.
- **Systems Engineering** can be applied to design and manage complex systems such as organizations, cities, economies, and societies.
- **Systems Engineering** can be applied to design and manage complex systems such as software, hardware, and networks.



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Technology: AI

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- Artificial Intelligence is the key to designing and managing complex systems such as smart-organizations, smart-cities, smart-economies, and smart-societies.

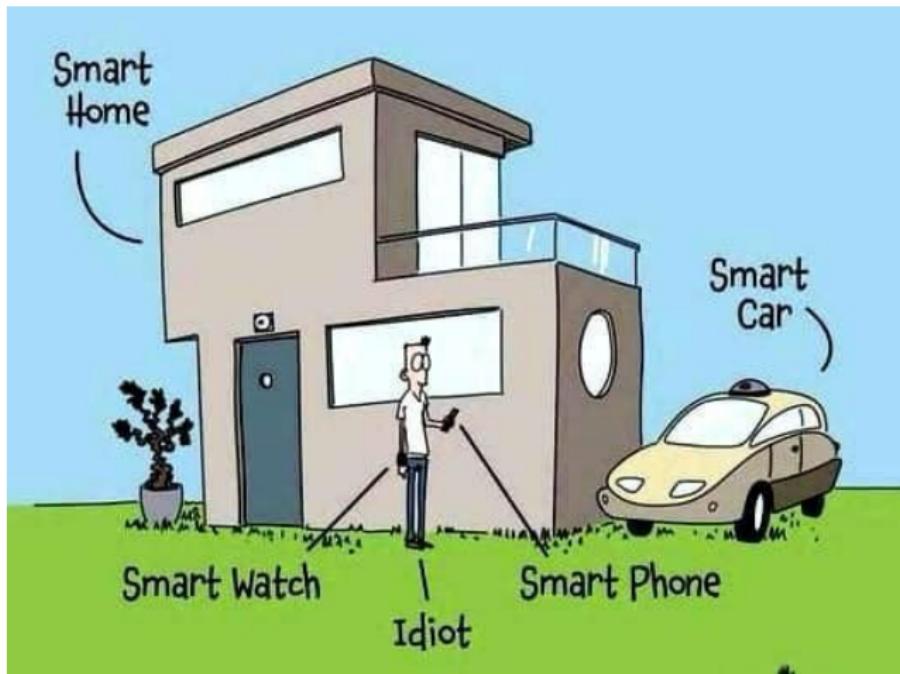


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Artificial Intelligence **not** as a System



Cibernetics & Technology in Systems Context

- Cibernetics and technology are the foundation of systems engineering and information technology.
- Cibernetics and technology are the foundation of artificial intelligence and smart systems.



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Team-Based Structure Organizations

- **Team-based structure organizations** are a way to organize work and people in teams that are self-managed and cross-functional.
- Each team is responsible for a specific task or project and has the authority to make decisions and solve problems.
- **Team-based structure organizations** are flexible, agile, and innovative because they empower employees and encourage collaboration.



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Teams as a System

- **Teams** are a **system** where collaboration (**synergy**) and communication are **key** to **success**.
- Define and automate the processes and procedures in the **team** is a challenge to improve the **team** performance.
- **Teams** are like **a pieces** in a **puzzle**, where each **piece** has a specific role and **responsibility**.



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Soft Skills

- **Soft skills** are **personal attributes** that enable someone to interact effectively and harmoniously with other **people**.
- Typical Soft Skills:
 - Communication skills (verbal and written).
 - Teamwork and collaboration.
 - Problem-solving and critical thinking.
 - Adaptability and flexibility.
 - Time management and organization.
 - Leadership and management.
 - Emotional intelligence.
 - Creativity and innovation.
 - Conflict resolution.
 - Networking and relationship building.
 - Customer service and client management.



Computer Analyst

• Skills:

- Business process modeling and documentation.
- Data analysis and interpretation.
- Requirements gathering and management.
- Stakeholder management.

• Responsibilities:

- Analyzing business processes and identifying areas for improvement.
- Gathering and documenting business requirements.
- Collaborating with stakeholders to define project scope and objectives.
- Creating and maintaining project documentation, such as functional specifications and use cases.
- Facilitating communication between business users and technical teams.
- Participating in system testing and user acceptance testing.
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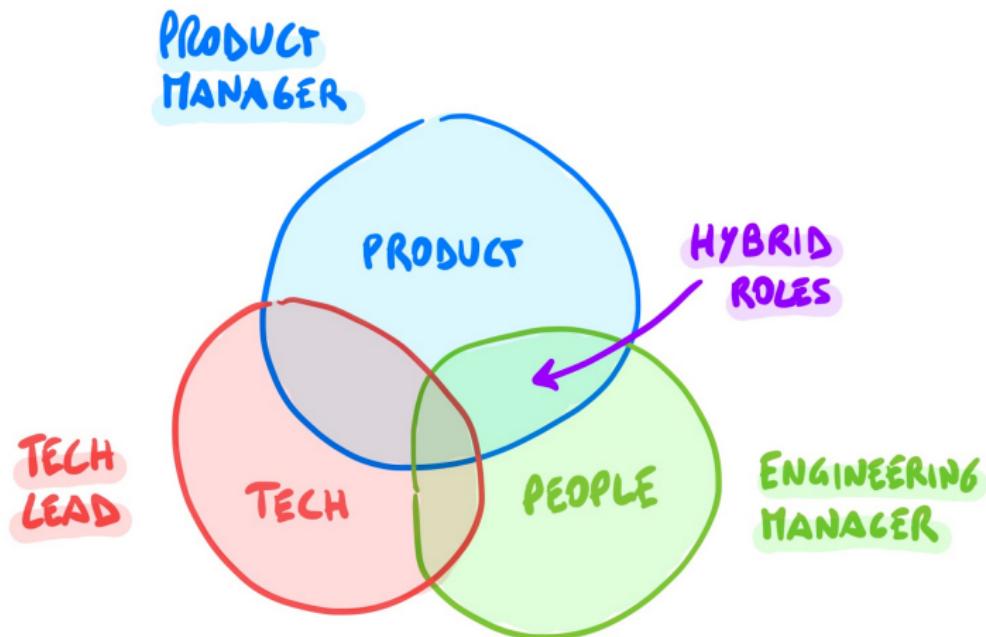
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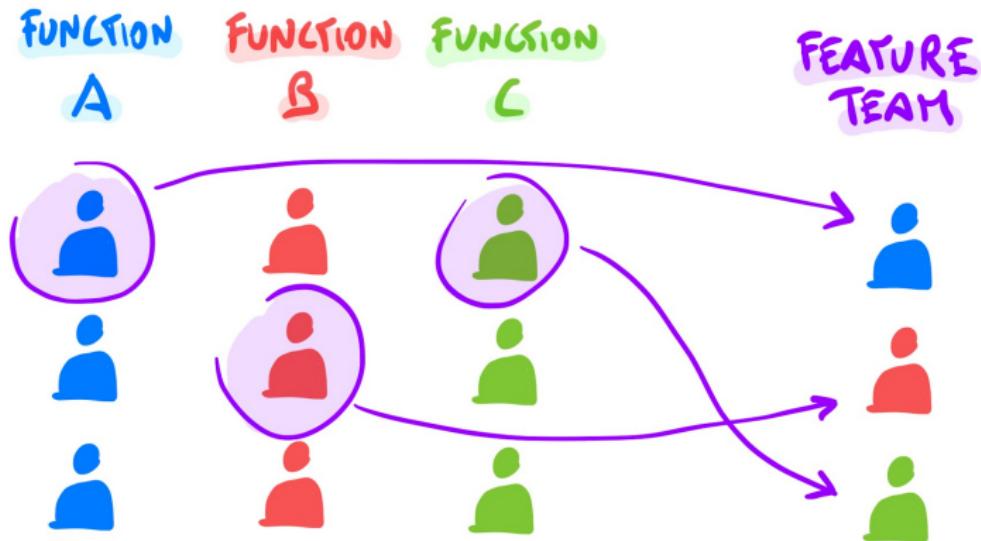
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Tech Company Typical Structure



Feature Teams



What is to be a leader? I

- **Leading** a team is not a **role**. It is a decision, you could be a **leader** anytime and anywhere.
- Teamwork culture is pretty **important**. It creates habits, open communication, safety spaces for inclusion.
- **Psychological safety** is a key point to have an effective team. You could develop *technical skills*, but **it is not enough**.
- **Hierarchy** is very important. Anarchism tends to fail. Hierarchy exists by **status and power**.
- In a hierarchy **experts lead** to make better decisions. However, anyone must be careful to not leave people behind.



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What is to be a leader? II

- With **crystal-clear communications** and clarity about **business goals** and achievements, people feel **more comfortable** pursuing the same **goals as a team**.
- A **good leader** should focus on **outcomes** rather than **outputs**. This helps bring **business value** rather than just complete tasks.
- Failure** is always an option. Learn how to **deal** with setbacks; do not punish — just fix and learn.
- Some believe you're born a leader, while others think that a leader can be developed over time. Either way, **context** and **the desire** for self-growth are vital.
- Making **ethical decisions** is key; it leads to taking the **right** and **better actions**.



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- A good leader builds **trust relationships** and has the **emotional intelligence** to communicate effectively and understand others.
- To develop as a leader some good guidelines are the **three C's**: Curiosity, Courage, and Commitment.



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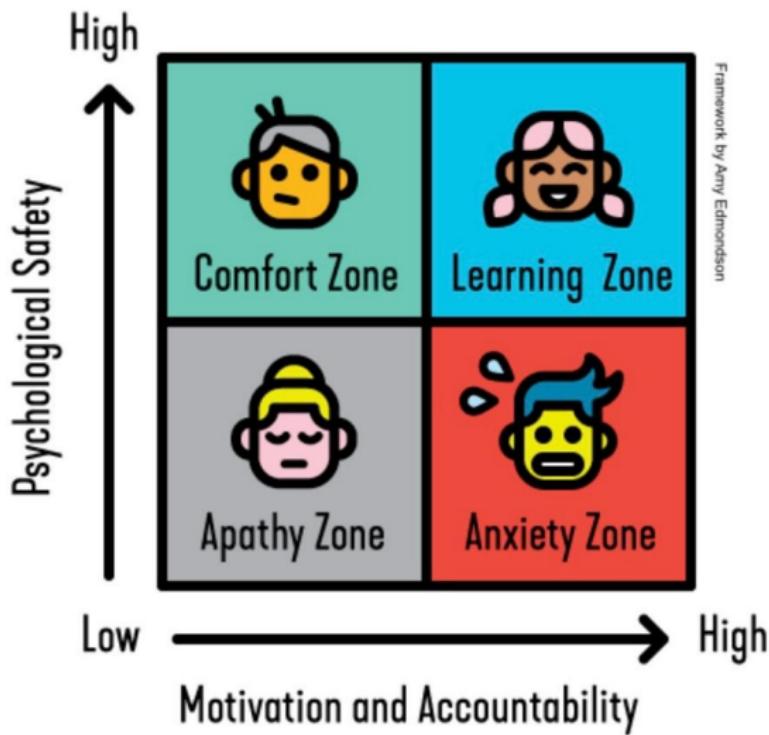


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Working Zones



Framework by Amy Edmondson



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Thanks!

Questions?



Repo: <https://github.com/EngAndres/ud-public/tree/main/courses/systems-analysis>

