**Software Architect 2 – SEGR 5240  
HW#2**

“The Design of Design” Chapter 19 & 20 summary and thoughts.

**Chapter 19:**

In Chapter 19, the author explains how process stifles great design.

I agree with the author when he explains how, process can choke great design, because process is conservative, aims at predictability, is veto-oriented, aims to inhibit a confused product line, and demands consensus by many people.

Therefore, process can limit great design, because it is not flexible and is time sensitive. Process aims to be predictable and focuses on avoiding mistakes, which slows down creativity and eventually leads to not making great things happen.

I have faced this in several areas at work, especially with handling trouble tickets. In many companies, breaks and issues in the network are dealt with by opening trouble tickets when an issue is found, and opening pier tickets to fix that issue. However, many of the issues can be found and fixed through automated scripts. I personally developed scripts that can do this and have met a few engineers and designers who developed automated scripts, sheets and programs that that can find and fix issues when they occur. Even though, automated systems are desired, they are not highly supported by companies, because process dictates that we document issues, and run fix solutions through several teams before they are deployed. Therefore, design is stifled by process in such situations.

I also agree with the author when he continues to explain that process is very important and inevitable, because without process work will never be completed, and design will never be deployed. “The trick is to hold “process” off long enough to permit great design to occur, so that the lesser issues can be debated once the great design is on the table—rather than smothering it in the cradle.”

So, I think that process does stifle great design and process is inevitable, and that great designs does come from great designers, so the key is to find great designers, which is tackled in the next chapter 20.

**Chapter 20:**

Chapter 19 showed that great designs come from great designers, not processes. Chapter 20 explains how to find, encourage and shape great designers.

I think the author is brilliant, because he is trying to explain how to build processes and seek ways to develop a great designer’s mind and talent. I am sure that there are many more activities and tools that can be used, such as focusing on the engineering perspective in the design and developing a designer’s attitude to have a more technical oriented behavior. But, at least the author’s heart is in the right place. He is trying to encourage design by showing what can be done from a managerial perspective, and in some cases what the designer himself can do to grow himself/herself as a designer, however, I believe that this is all explained from a non-technical (i.e. code development) perspective.