SYSTEM MAPPING

THEODOR PEIFER / 04.05.2023

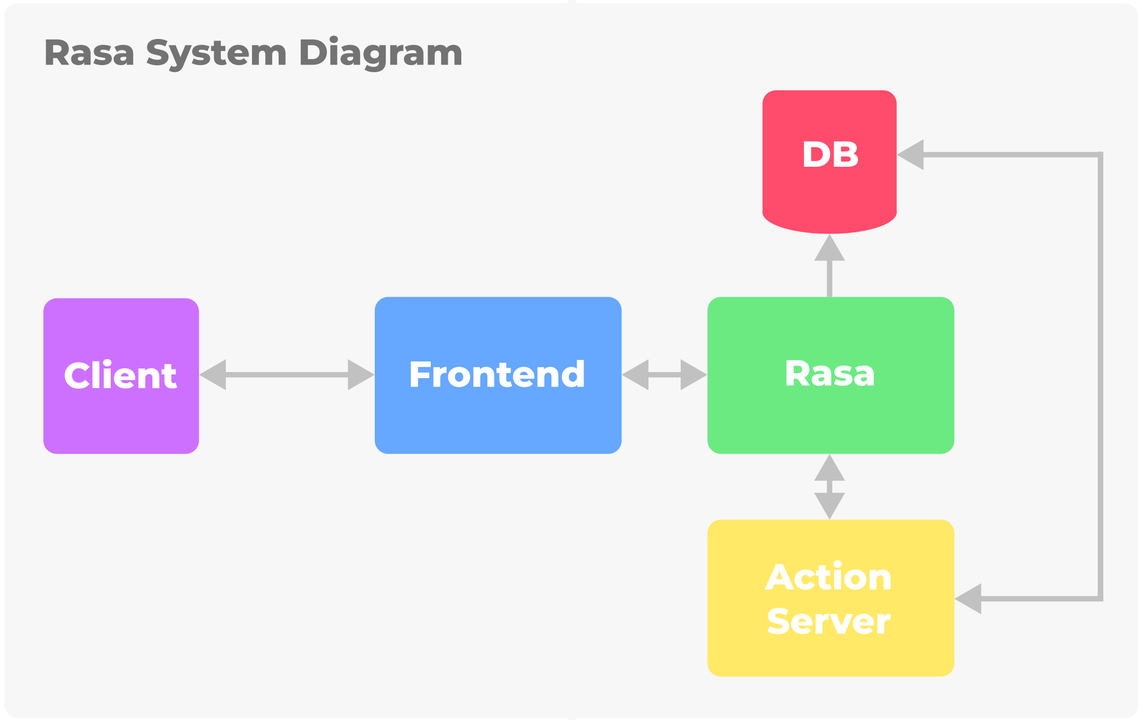
WHAT IS IT?

Graphical representation of complex systems or services that visualizes the structure and behavior of the system. [G1]

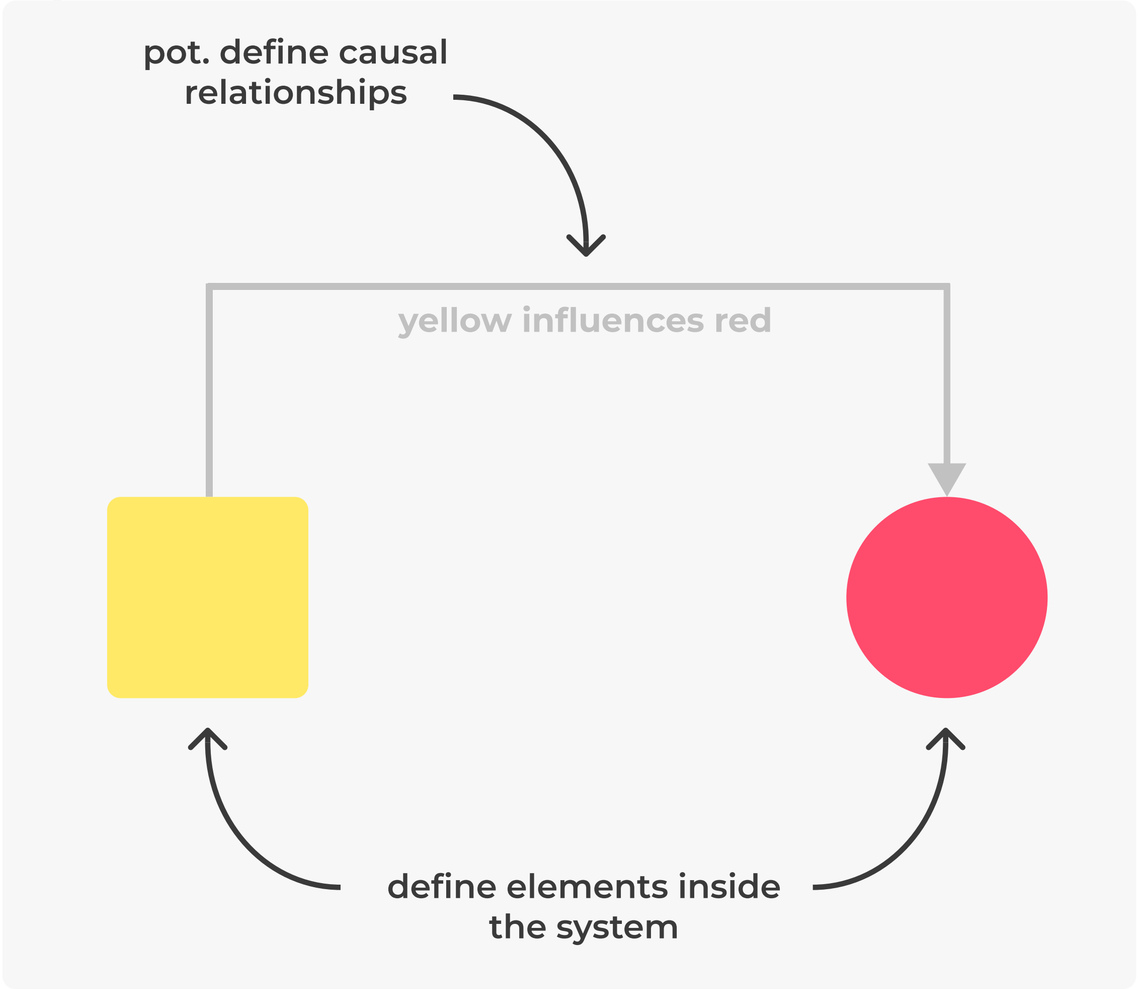
WHY USE IT?

- describe current state
- create shared vision
- create consensus
- identify opportunities
- identify bottlenecks [G2]

EXAMPLE:



HOW TO DO IT?


pot. define causal relationships
yellow influences red
define elements inside the system

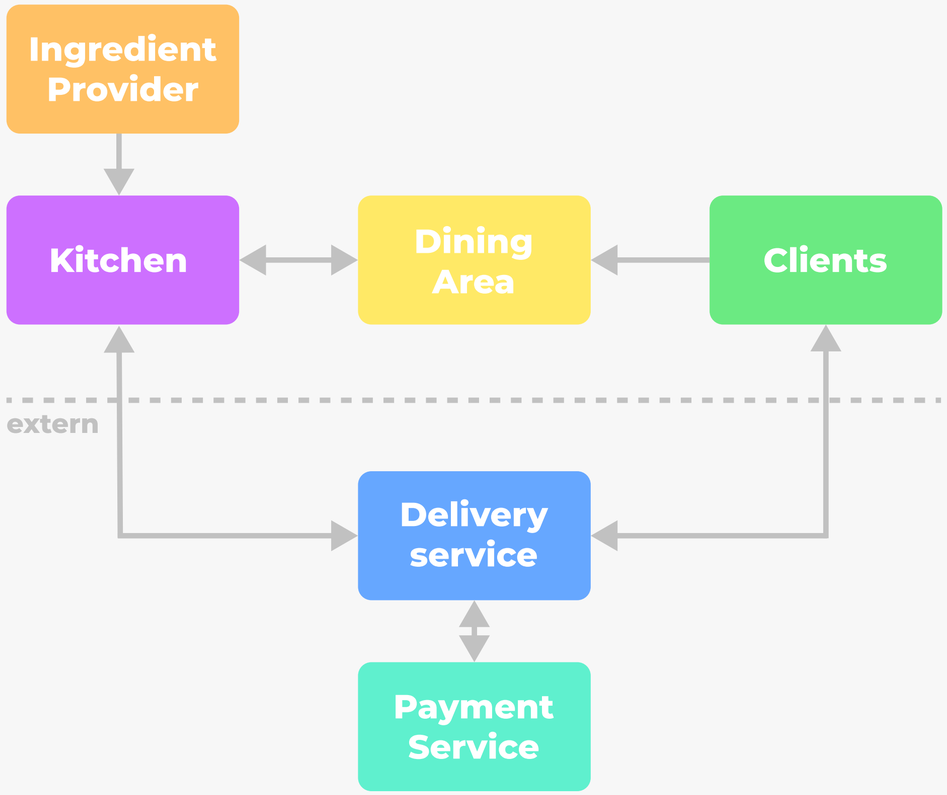
TYPES OF SM :

1. Flowchart

What and why?

- maps elements of a system and their relations
- reflects real architecture of the system
- maps sequence of events
- shape of elements has meaning
- example: technical system diagrams

Example: Restaurant Mapping

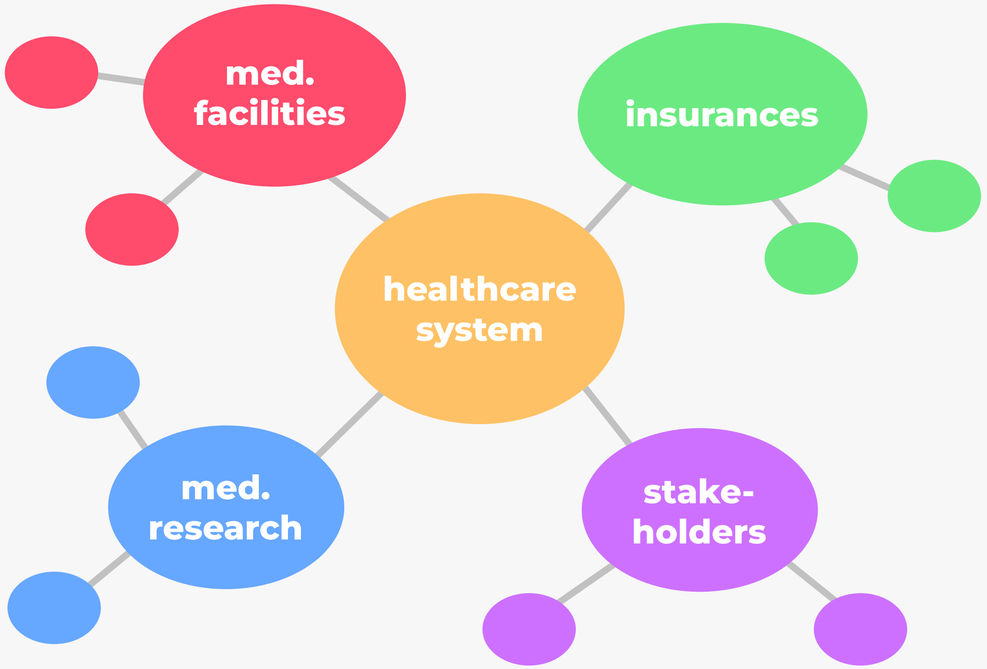


2. Cluster

What and why?

- clusters parts of a system that are related / have lots of interaction
- related parts are close together
- emphasis on relationship and dependencies
- example: mind-maps, social connections

Example: Health care mind-map [G3]

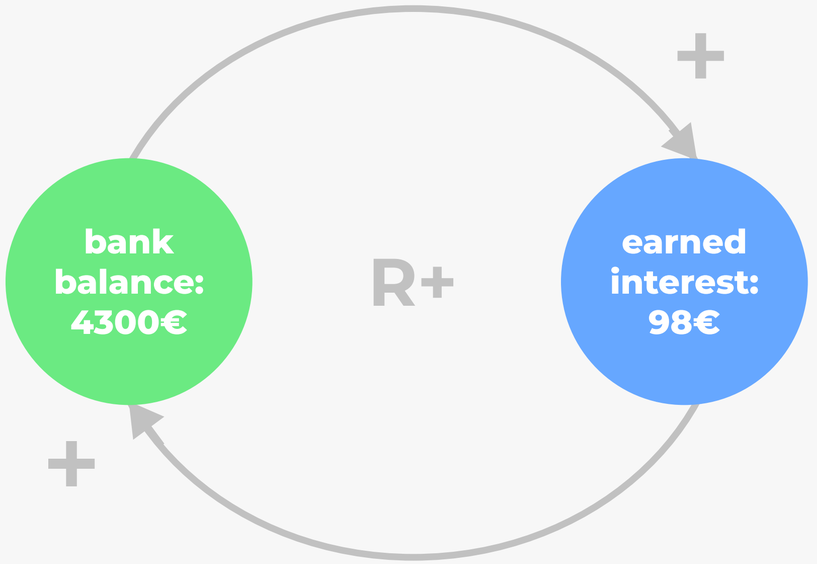


3. Causal Loop

What and why?

- maps feedback loops
- nodes can have numeric values
- positive/reinforcing relationship: increase in node values
- negative/balancing relationship: decrease in node value

Example: Bank balance/interest [G4]

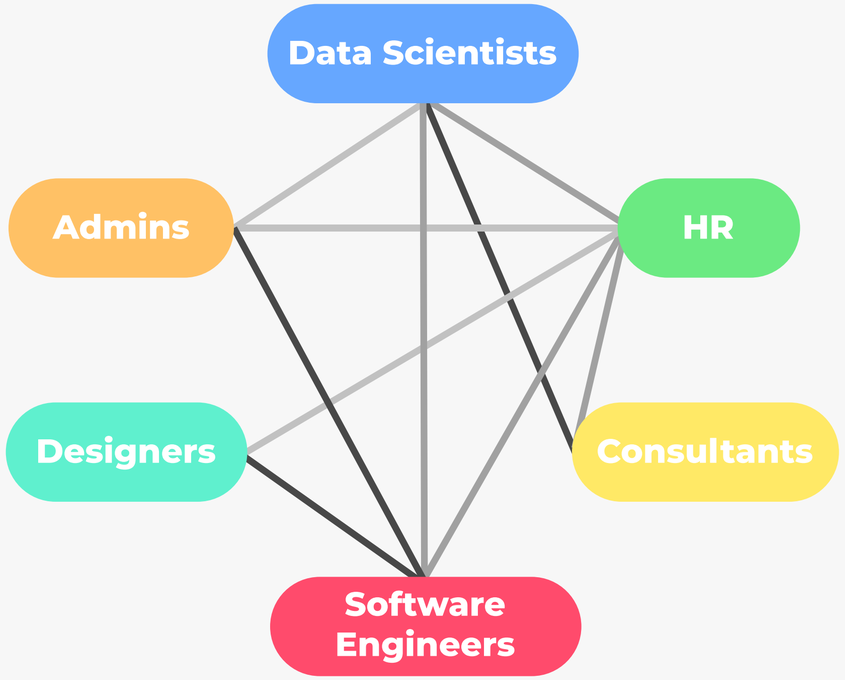


4. Connected Circles

What and why?

- maps elements of a system on a circle
- using lines /arrows to indicate relationship
- can also indicate positive/negative relationships as in Causal Loop
- visualization without emphasis on the topology

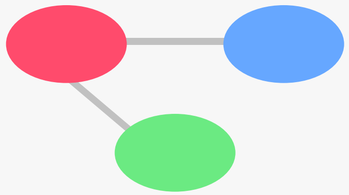
Example: Company internal collaboration



MANY MORE:

Actor Map

maps key organizations and individuals in a system and their relationships

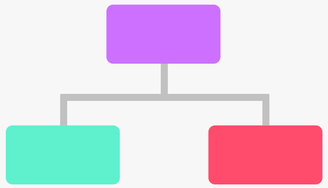


Stakeholder Map

maps groups that are in any way involved with a project or product

Issue Map

visualizes critical thinking about a system by mapping problems and solutions [G5]



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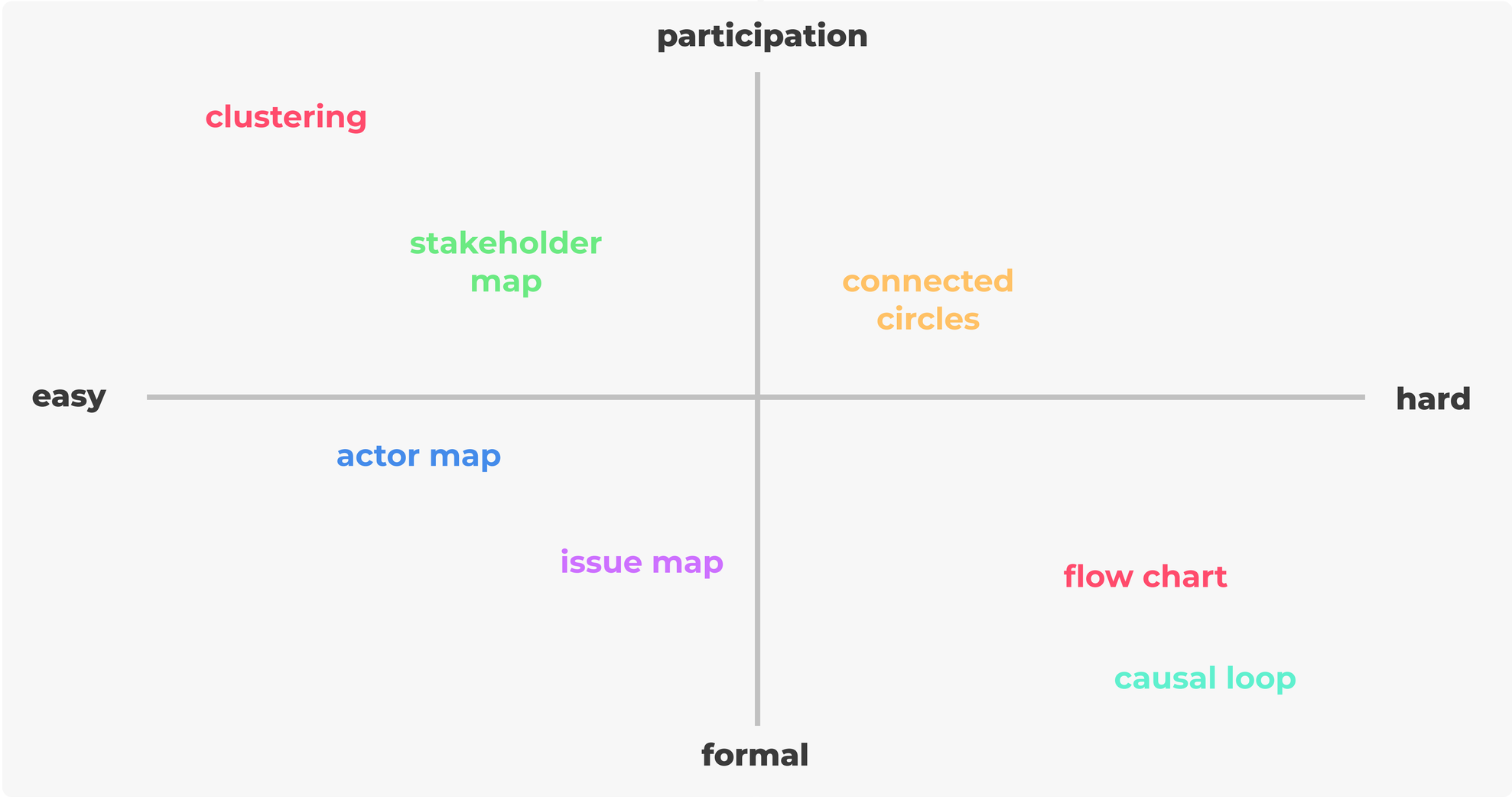
MAPPING THE MAPS:



TOOLS :

- Lucidchart
- Miro
- Figma
- Whiteboard!

SOURCES:

https://realkm.com/2023/03/12/seven-methods-for-mapping-systems/
https://en.wikipedia.org/wiki/Causal_loop_diagram

https://www.cognexus.org/issue_mapping_faqs.htm#:~:text=Issue%20Mapping%20is%20the%20process,deep%20structure%20of%20an%20issue.
https://untools.co/connection-circles

https://pujaprakash.medium.com/4-types-of-systems-maps-to-master-for-innovators-5fdac771f72d

https://www.youtube.com/watch?v=h6FhY__v1h0

https://medium.com/disruptive-design/tools-for-systems-thinkers-systems-mapping-2db5cf30ab3a

https://www.stickpng.com/

USAGE OF CHATGPT:

G1: “How would you describe System Mapping?”

G2: “What are some advantages of using System Mapping?”

G3: “What is an usage example for clustering system maps?”

G4: “Give me example values for bank balance and interest.”

G5: “How would you describe Issue Mapping?”

Answers were not used literally.