

Introduction to Systems Thinking

Section 3: Introduction

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SECTION 3 SOLVING COMPLEX PROBLEMS IN INFORMATION TECHNOLOGY USING SYSTEMS THINKING



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This section, Solving Complex Problems in Information Technology Using Systems Thinking, gives you an opportunity to engage the basic principles and theoretical foundations of systems thinking by creating a solution to an authentic, complex problem relevant to information technology.

This section covers one competency in two lessons:

- Lesson 1: The Six Steps Tool
- Lesson 2: The Case of Limited Data Storage

Build Employability Skills and Competence

The skills addressed in this section are valuable in fields ranging from business, education, healthcare, and science to information technology and many in between. Given today's increasingly complex, multifaceted world, every person needs to address difficult problems. The skills in this section are:

1. Analyze a complex problem.
2. Develop a causal loop diagram that creates a concise story about a complex problem or issue within a system.
3. Evaluate information and results to choose the best solution and solve problems.
4. Generate a solution to a problem.
5. Evaluate the strengths and challenges of a potential solution for a systems problem.
6. Compare alternatives to select the optimum solution to a problem.
7. Develop a conceptual model of a system's structure, behavior, problem, and proposed intervention, including its anticipated impact on the overall system.

In this section, you can demonstrate these skills by passing a final assessment that measures whether you have mastered this competency:

- Design a solution to a complex problem using systems thinking.

Prepare for the Assessment

To prepare for the competency performance assessment, ask yourself these questions:

- Can I draw conclusions about a complex case study through the application of specific systems thinking tools?
- Can I generate a proposed solution to a problem in a complex case study?

Move Ahead if Ready

Are you ready to demonstrate your competency and skills?

If you answered yes to all the "Prepare for the Assessment" questions, begin this section by taking the section 3 assessment.

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