

Laboratoř servisních systémů

Diamond Path – Part 2

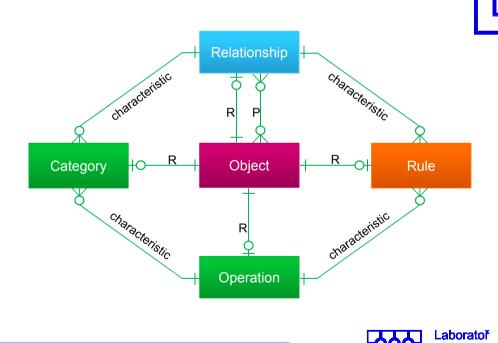
Leonard Walletzký PA181 2024

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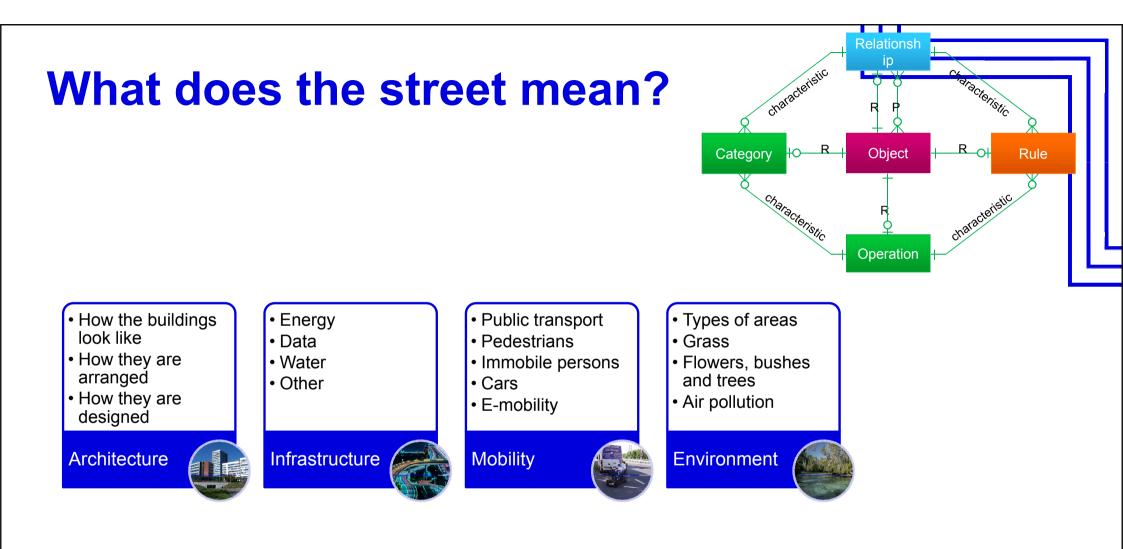
Diamond of Attention Focussing

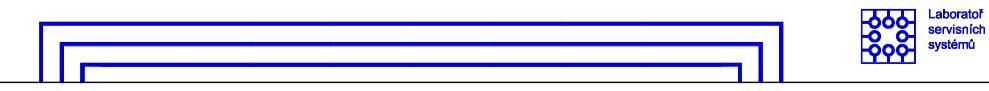
- Objects and relationships between them
- Mention-use duality
- It is mind model

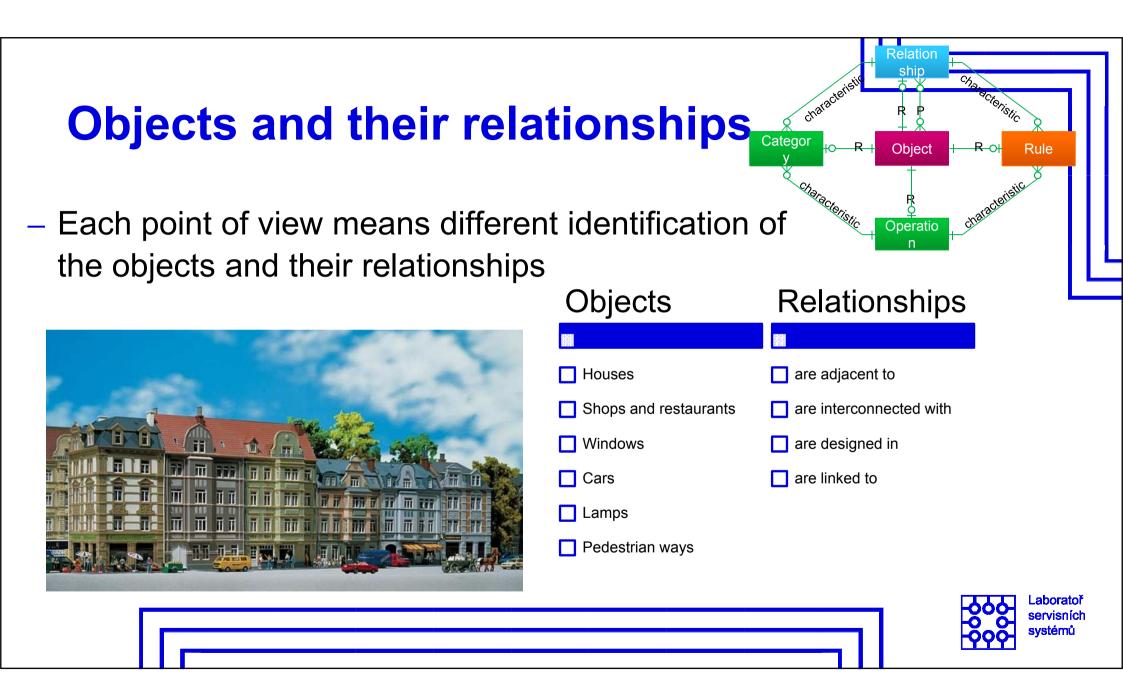


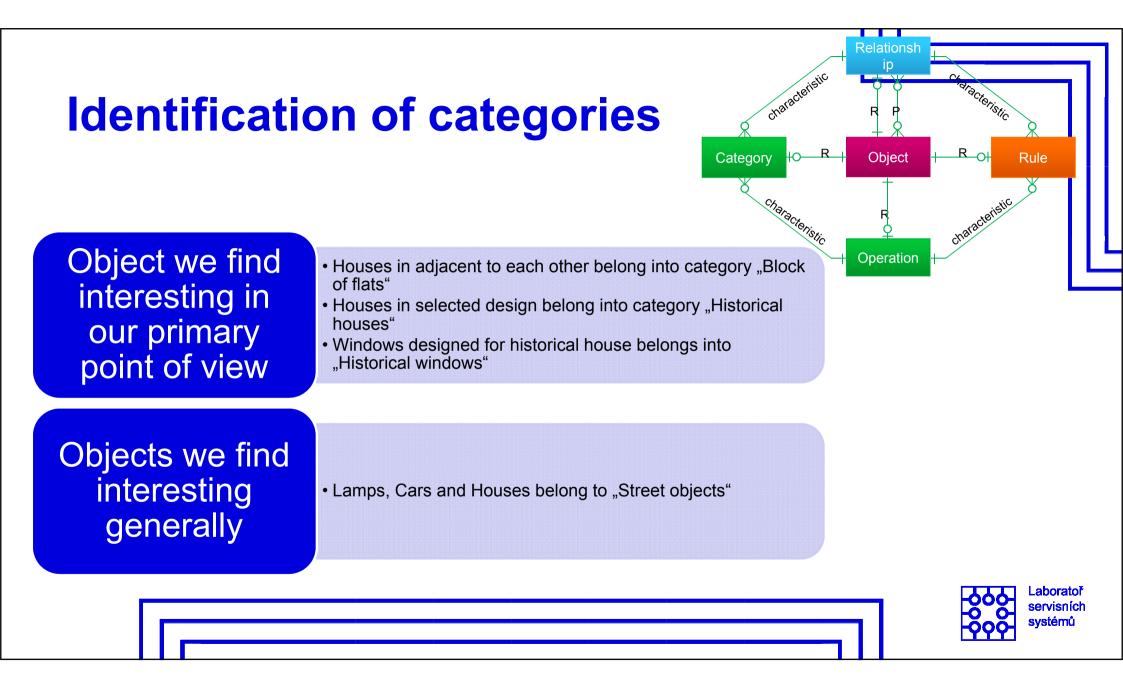


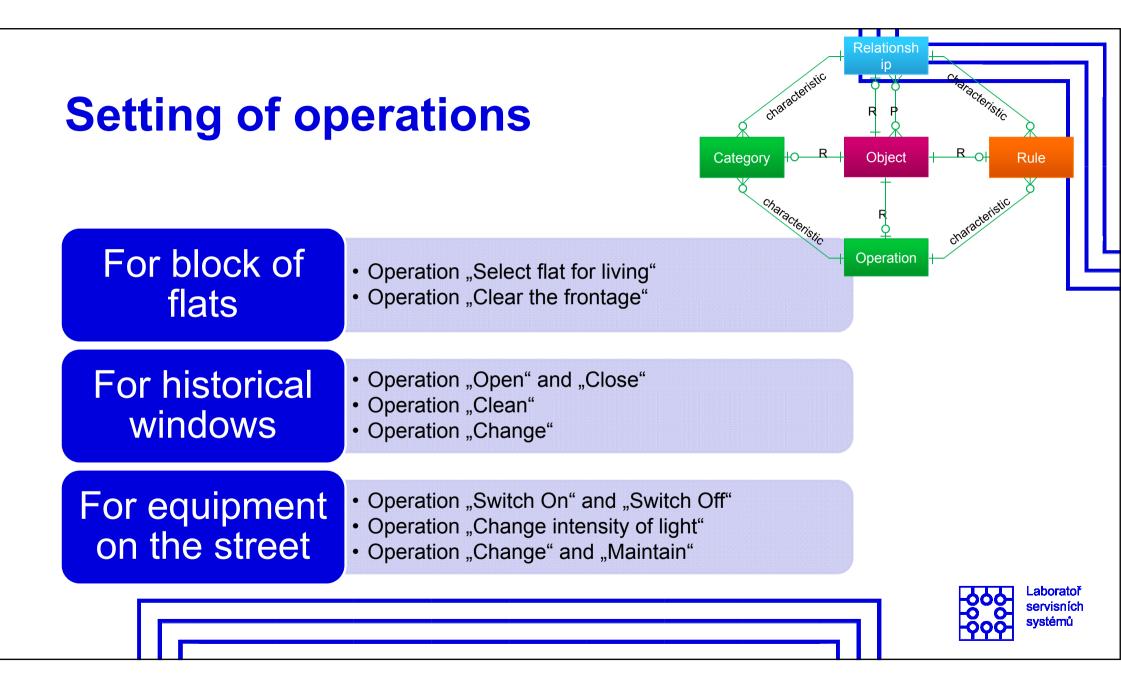
Diamond of Cognitive Elements - Working within the context - Given level of certainty Category - Mention-use duality R CI-connection Context Manifestation .aborato servisníc svstémů





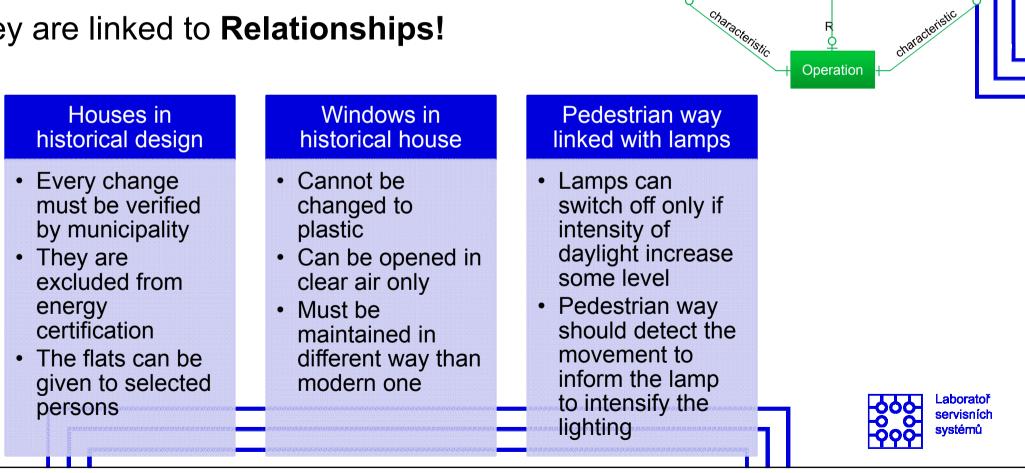








- Rules can also potentially identify the link to other contexts
- They are linked to **Relationships!**



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Object

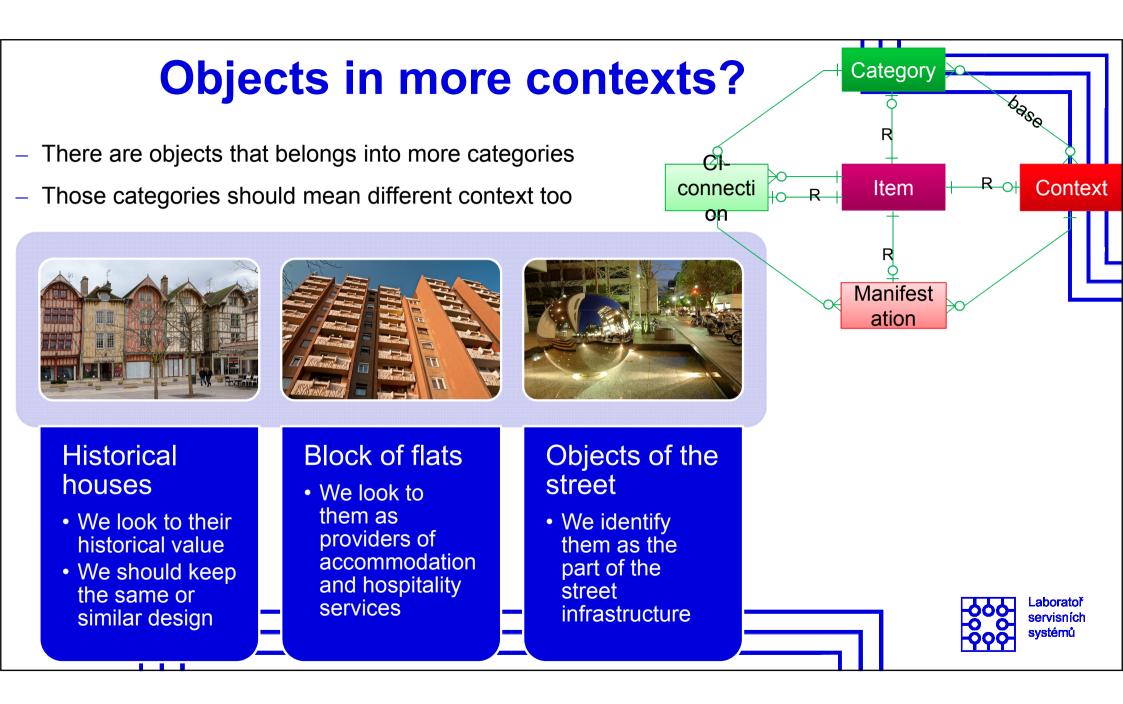
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Category

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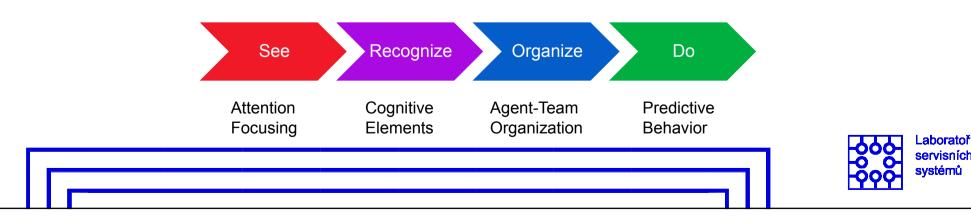
Rule

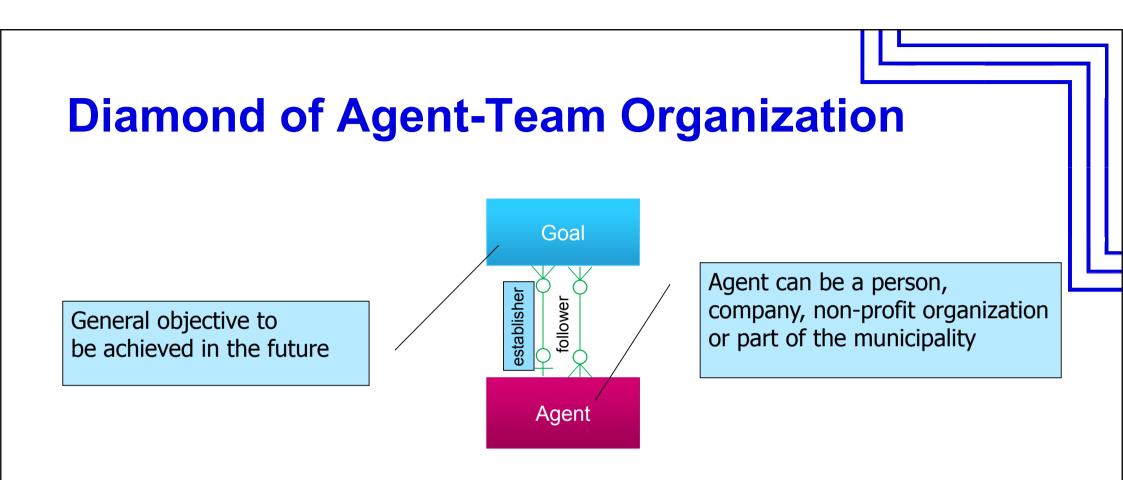




Diamond-Path Framework

- We continue the journey
- Now we focus to living entities
- Subjects or Agents

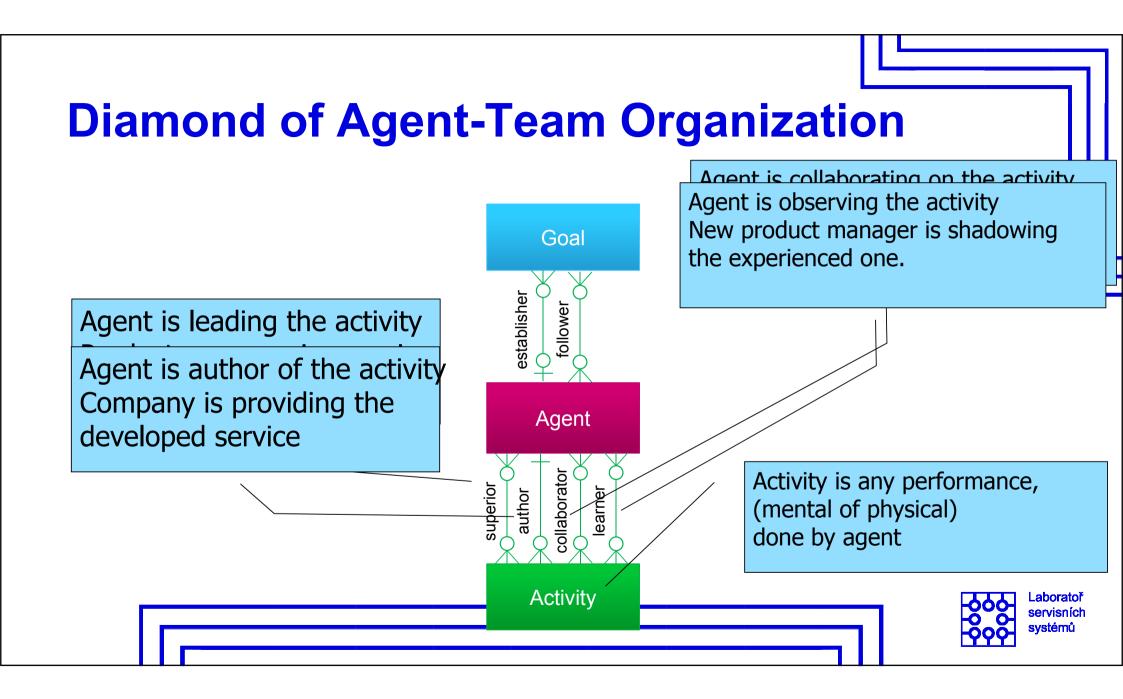


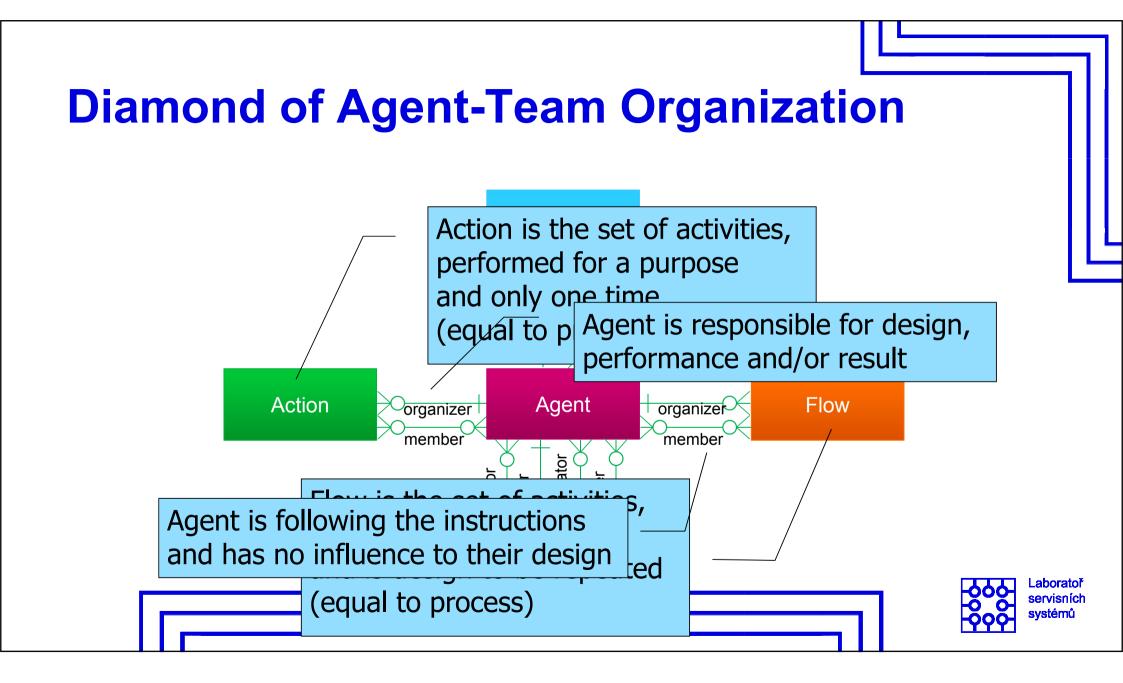


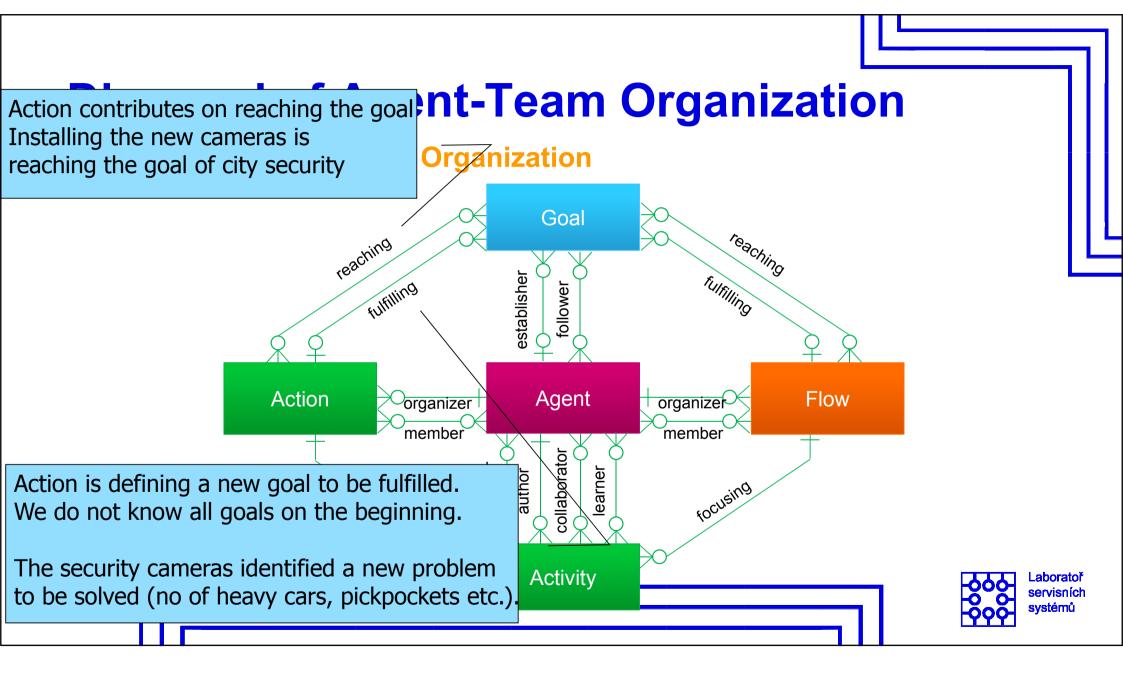
Example:

A city citizen has a goal to have nice life, without intermissions from the state, secured job and good public services.

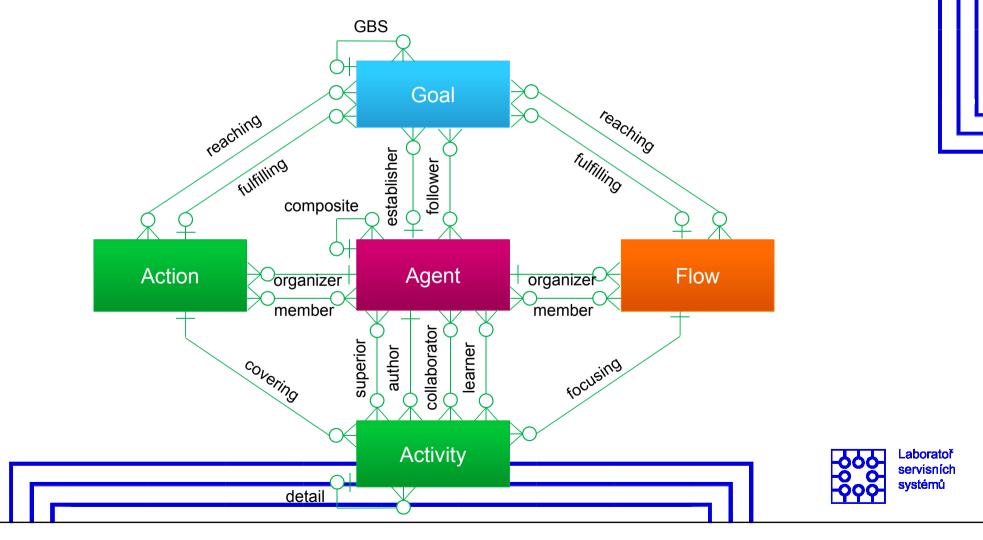


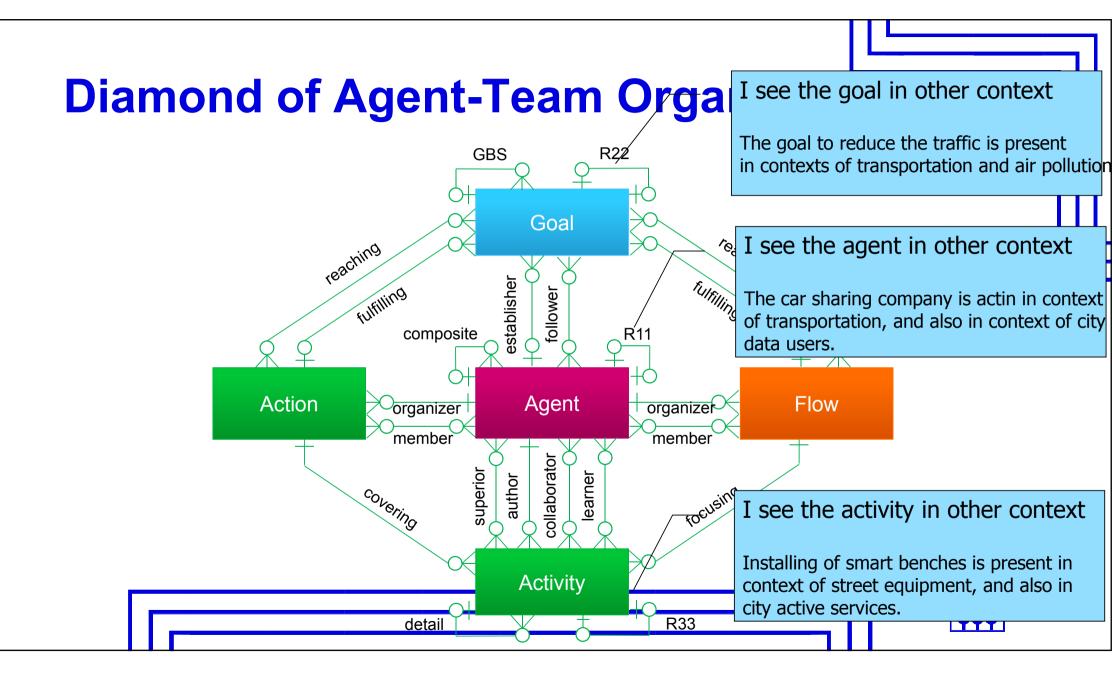


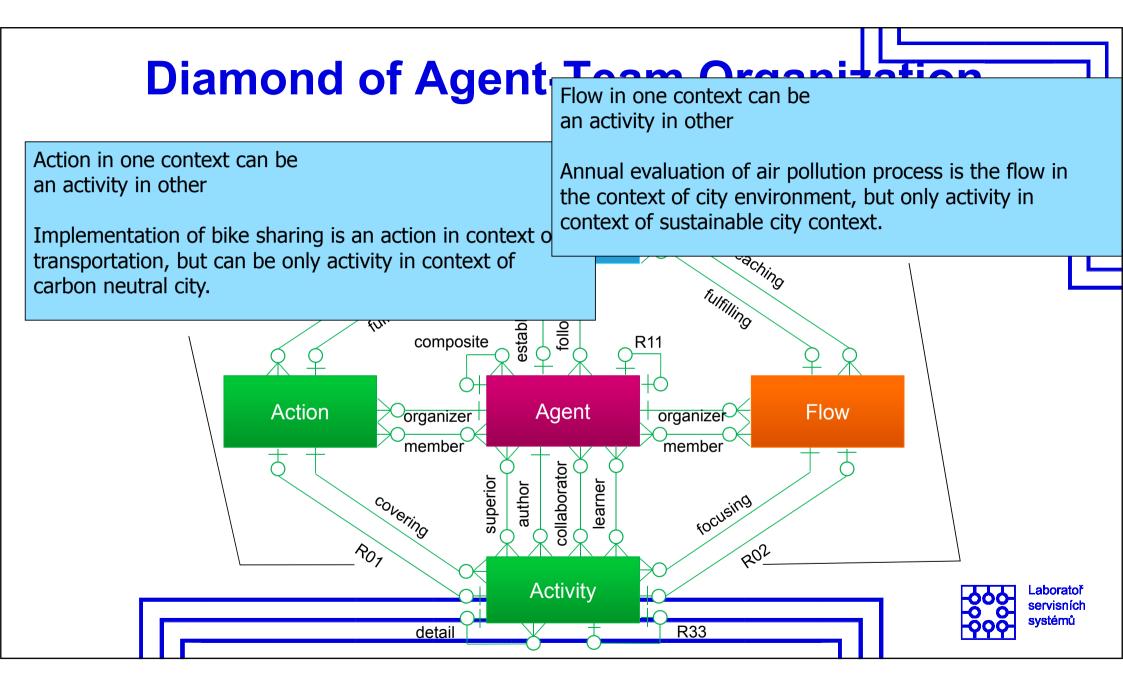




Diamond of Agent-Team Organization







Example of usage of Diamond Organize

Organization schema of Smart concept's implementation

Goal is only one – Strategies are used intensively and interconnected to territory

- It meant that strategies formulated by central administration are really used and implemented in the projects developed by municipalities
- Municipalities are independent central administration can recommend only in general
- The only exception is the grant or financing of the project from the central budget the administration can set the conditions of support

Assignment: To identify main activities (actions, flows) for the main actors and define necessary context



Contexts

Context 1: Ministry of local development is the supervisor of implementation

Context 2: The same ministry is also responsible for implementation of specific activities(as many other ministries) related to implementation



Context 1: Actions and Flows

Action:

- Development of supporting materials
- Formulation of instructions how to use it
- Prepare the plan of implementation
- Define the flows

Flow:

- Control of strategies' actualization
- Organizing annual meetings with other ministries
- Monitoring of feedback
 from municipalities



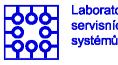
Context 2: Flows and Actions

Actions:

- Formulate the first proposal of priorities for specific activities
- Get the skills to work with the application
- Participate on implementation

Flows:

- Maintenance of relevant information in every relevant material (link to the strategies, sources of financing)
- Monitoring of feedback from municipalities
- Participating in the meetings with other ministries



What can we see?

Some flows are the same – but do they contain same activities?

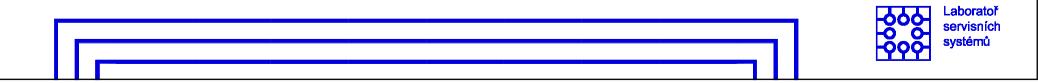
- Monitoring the feedback from municipalities
- Context 1: Feedback is focused to the usage of the whole SMART concept, if it is useful and helps the municipalities to define their projects easier.
- Context 2: Feedback is about relevance of the activity, if does it fit to the strategy of the municipality and can be linked with strategy of specific ministry.

Same actions are affecting actions in the same context:

• Development of Application affects it maintenance and making the materials

Same actions are affecting actions and flows in different context

Instruction material in Context 1 is affecting the most of Flows and Actions in Context 2





What agents can we identify?

No matter what role they are playing

Just explore their Goals, Actions and Flows

Can those agents act in more contexts?



Examples of agents Goals on Smart Street

Pedestrian	Driver of car	Passenger of public transport	Public transportation company	Municipality	
To feel safe on the street	To reach the final destination	To reach the final destination	Manage the public transport vehicles effectively	To have happy citizens	
	To prevent accidents		To be carbon neutral		
To reach the destination	To drive sustainably	To get there on time	Build sustainable public transportation	To uild green city	
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Examples of agents on Smart Street

Pedestrian	Driver of car	Passenger of public transport	Public transportation company	Municipality
Cross the street	Change the lines	Buy the tickets	Get the information about traffic Manage the smart signs	Design the street lines
Walk Enter the station	Get the information from traffic signs	Validate the tickets	Manage traffic light Inform about issues	Communicate actual information
				Laboratoř



The main results

The knowledge of the contexts and their meaning help to understand the value of application

The fact that one context will affect other is not an issue, but advantage

The main failure of every service is insufficient analysis of contextual overlaps

The knowledge how different stakeholders (agents) are reacting to the fulfillment of the same goal is the key for the formulation of the value proposition



Diamond of Organization

Summary

- Matrix-based organization: Action vs. Flow
- Activity vs. Action / Flow
- R-edges
- Examples
- Acknowledgement
 - This presentation was improved by using Microsoft Copilot

