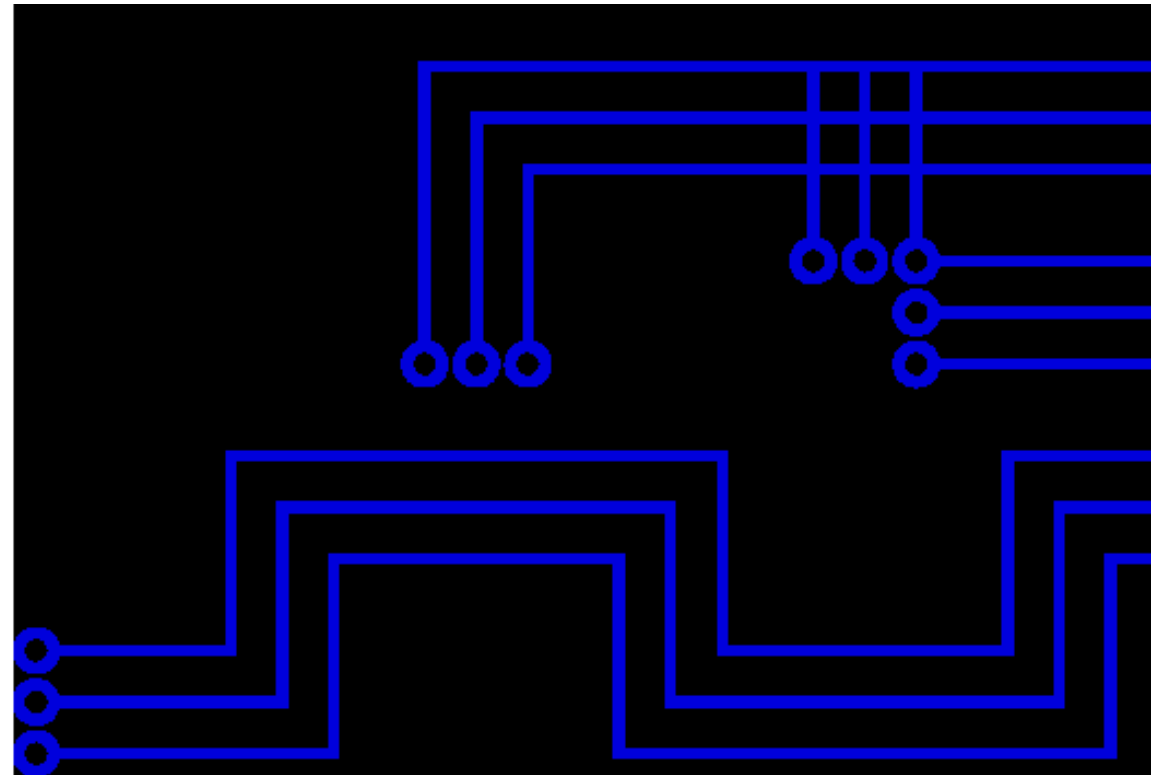


Service Modeling II

© Leonard Wallezký



Why do we need diamonds?

We need to describe things

And their relations

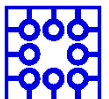
In some given context

Then we need to organize/plan operations

And execute them in some time perspective

Our natural language is

- Redundant
- Ambiguous



4 diamonds

See

- Describing things (objects) and basic relations

Recognize

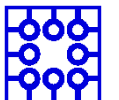
- Adding context to relations

Organize

- How agents behave to recognized objects, what kind of operations we can do

Do

- Executing planned operations and getting results



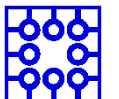
See

We are projecting the seen object in our mind

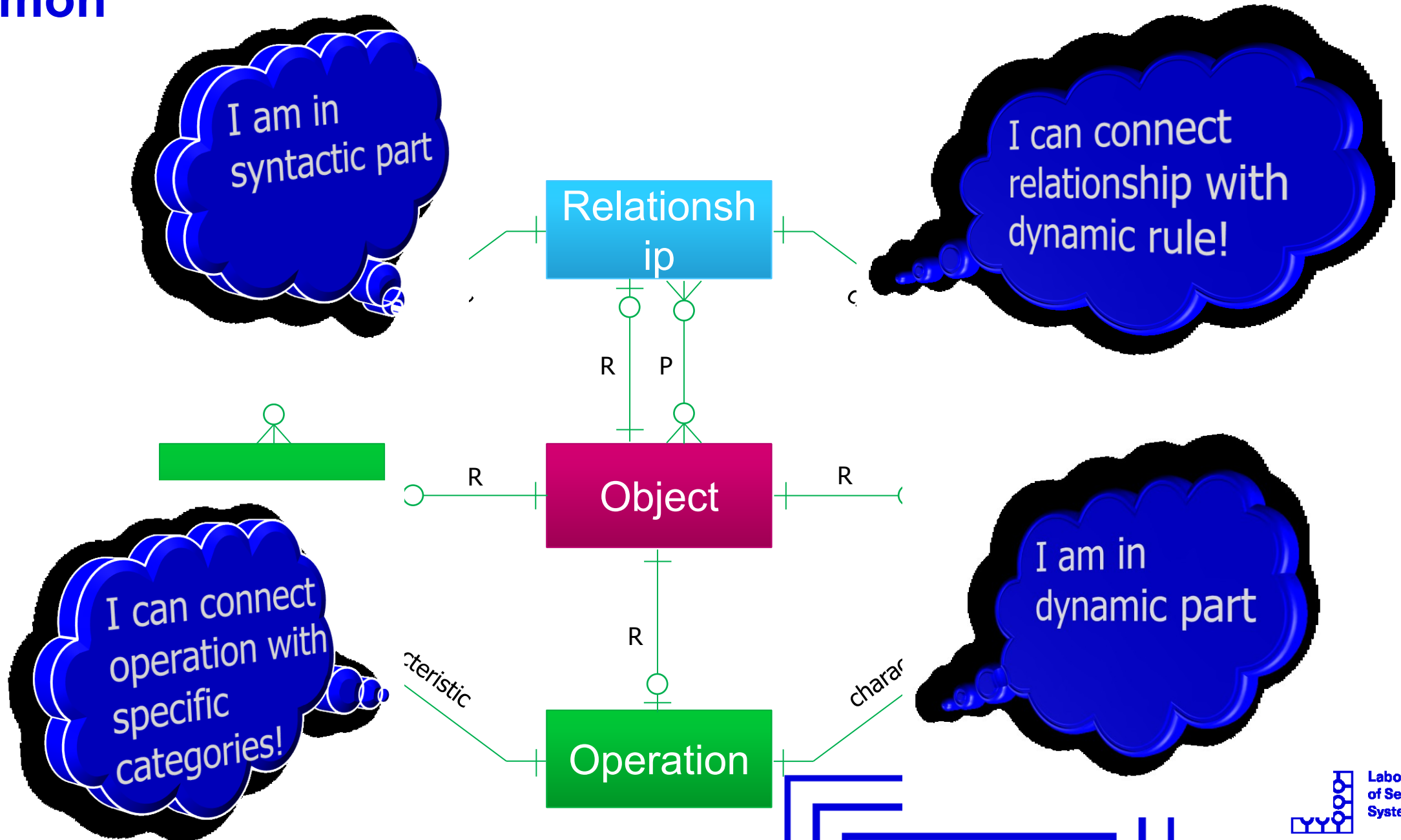
It has

- Particular shape or form
- There can be some different varies of this object
- It can be used for some purposes
- Using this object is under some rules

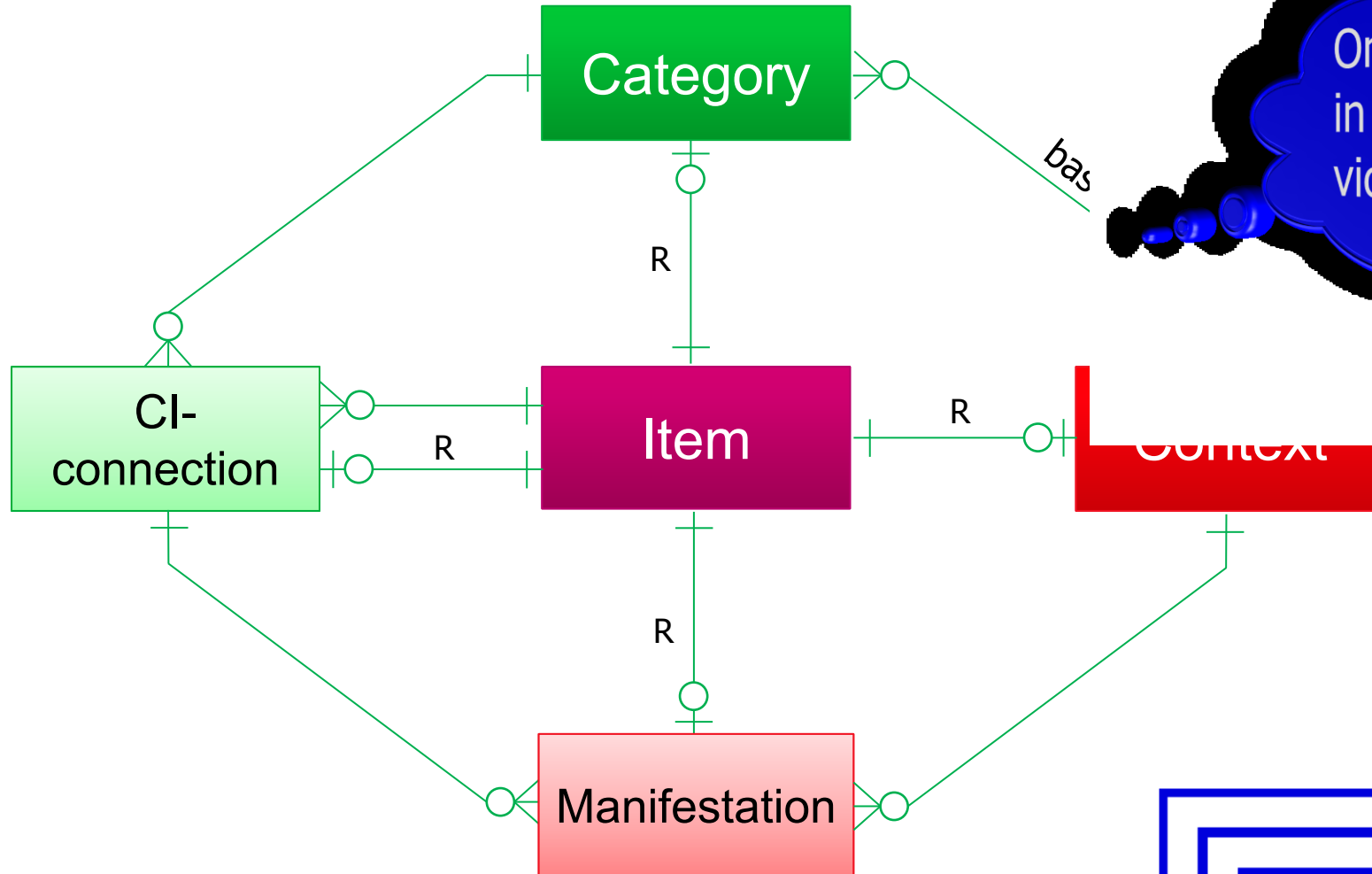
There can be connections to other objects



Diamond



Diamond Recognize

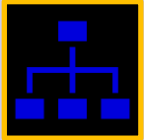


One category can exist in more contexts and vice versa.

3rd diamond



Organizing diamond

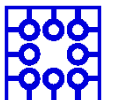


How is your life / position / work organized

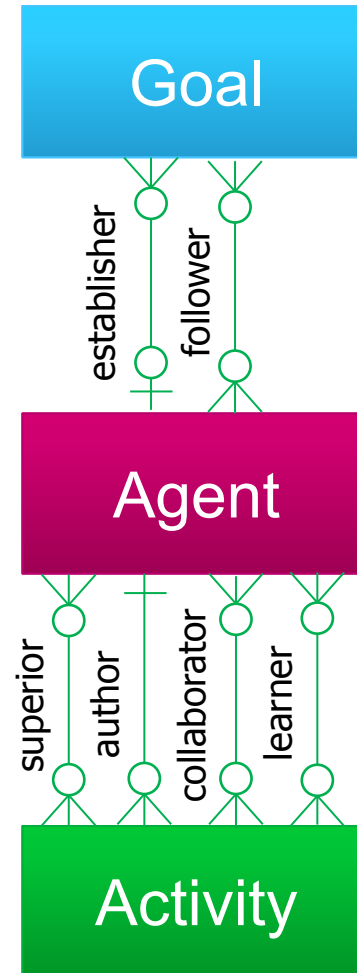


How can be some agent

member of some team
working on projects
educated or taught someone



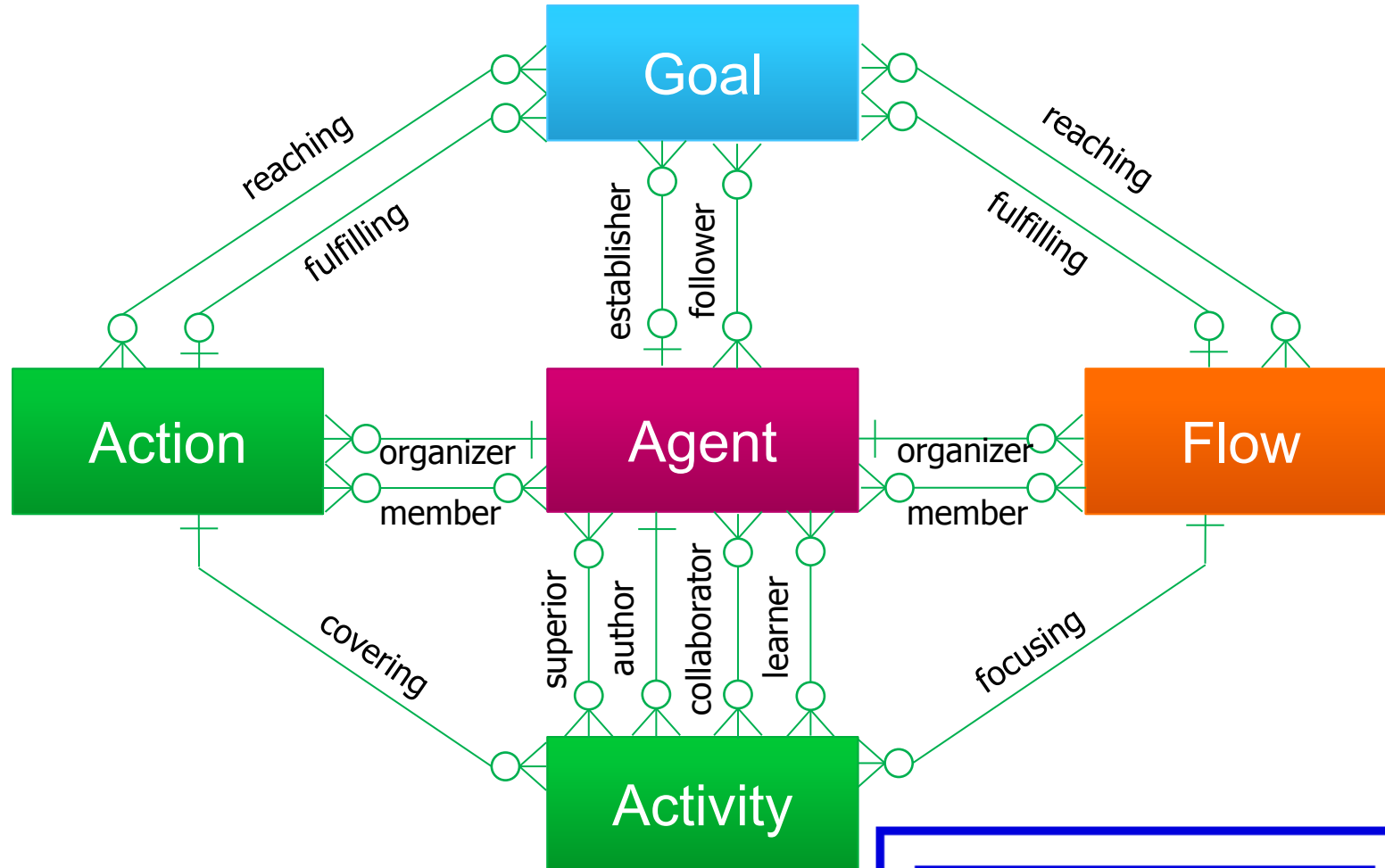
Diamond of Agent-Team Organization



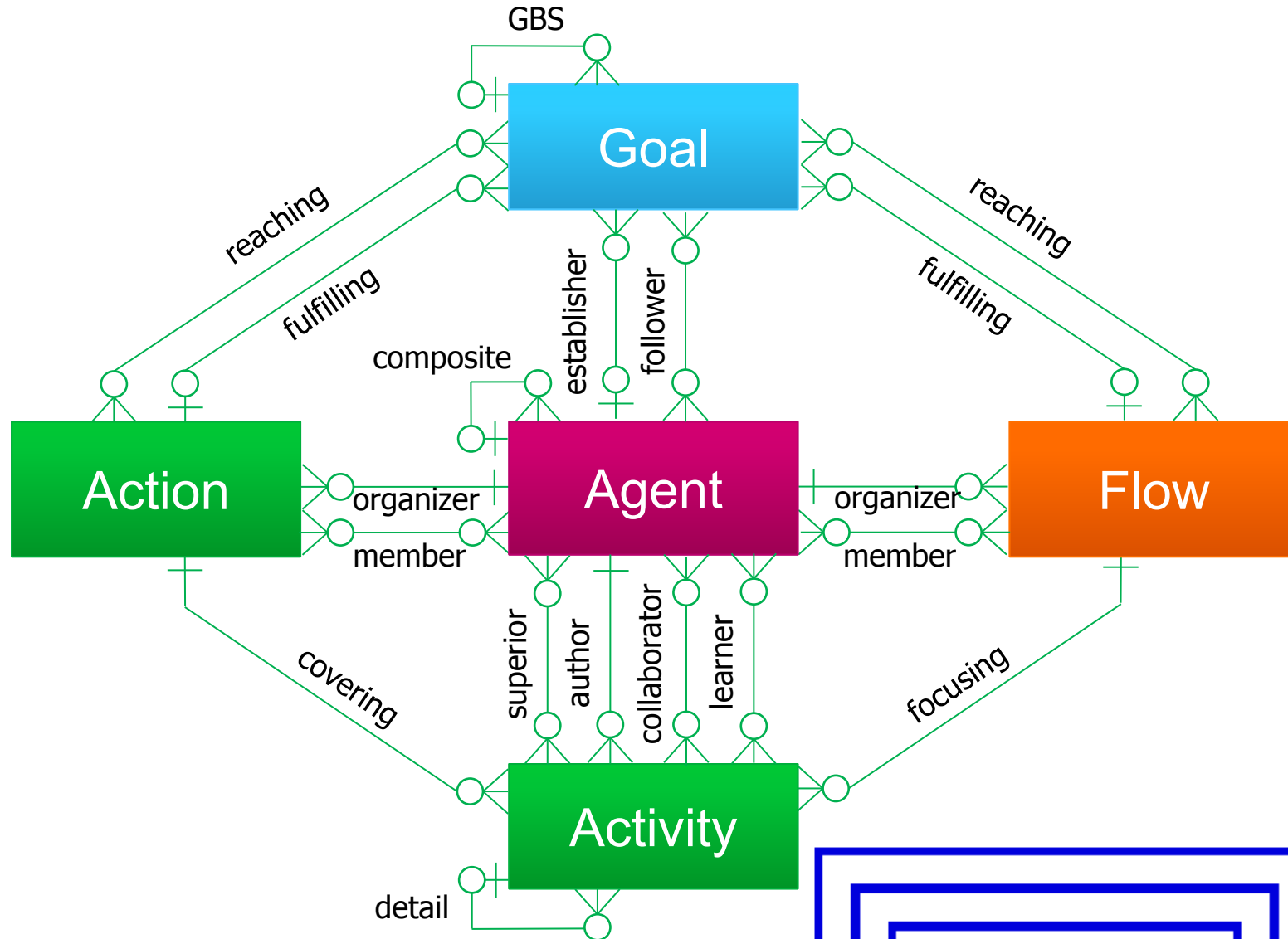
Diamond of Agent-Team Organization



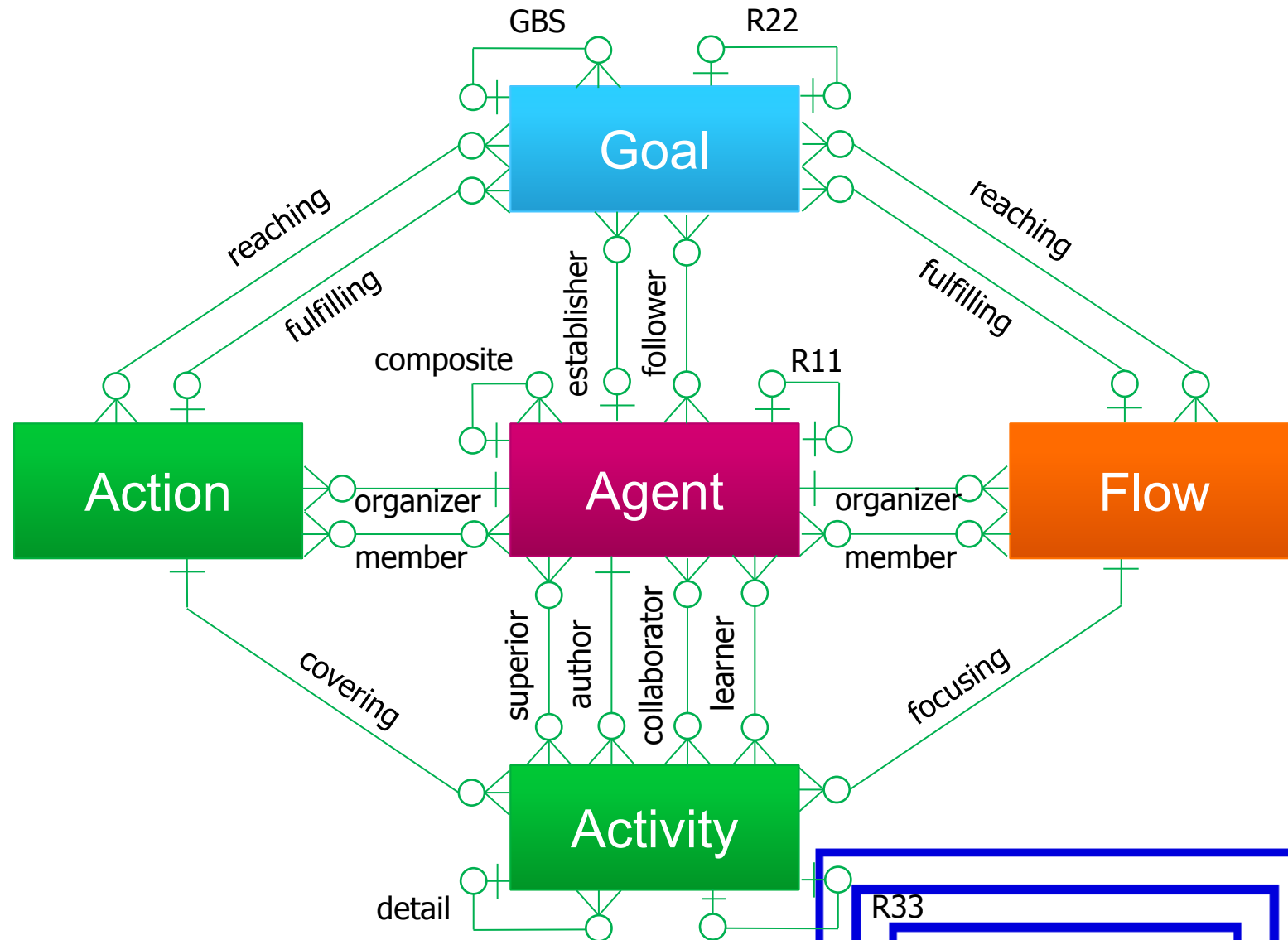
Diamond of Agent-Team Organization



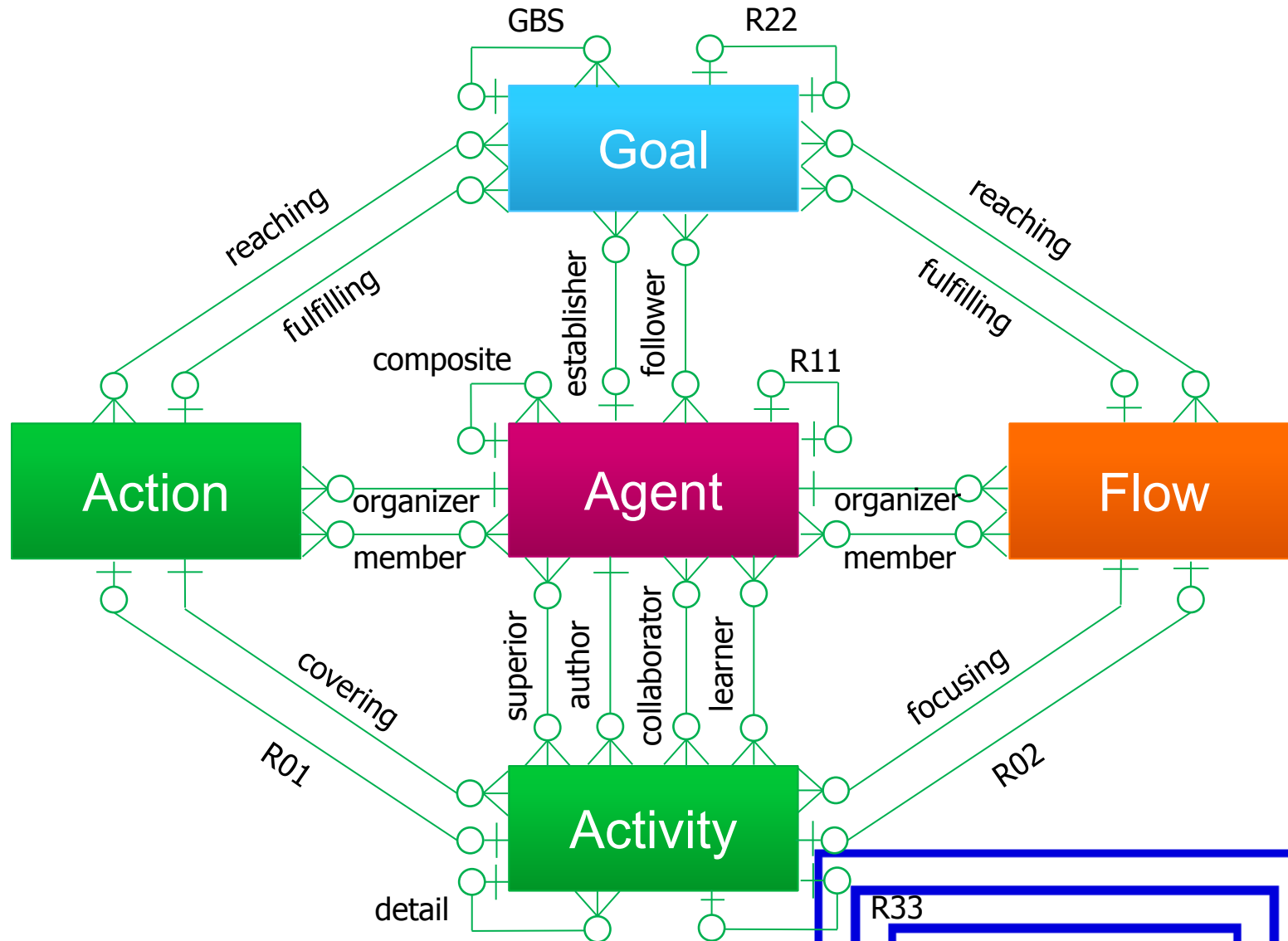
Diamond of Agent-Team Organization



Diamond of Agent-Team Organization



Diamond of Agent-Team Organization

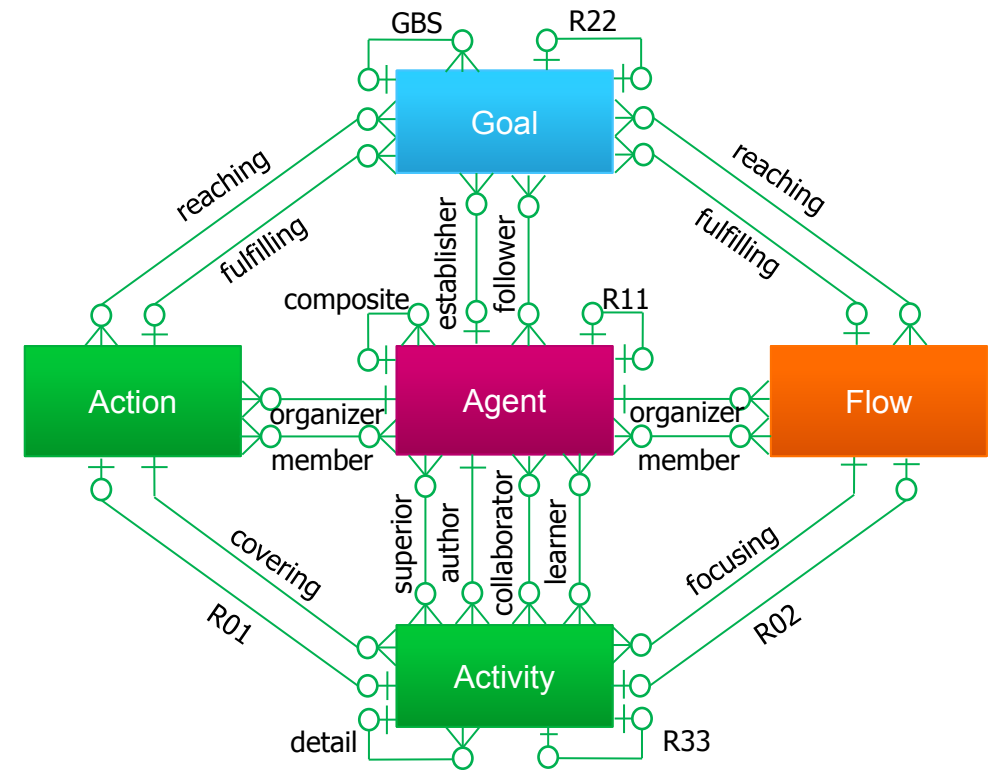


Diamond of Organization - Summary

Matrix-based organization: Action vs. Flow

Activity vs. Action / Flow

R-edges



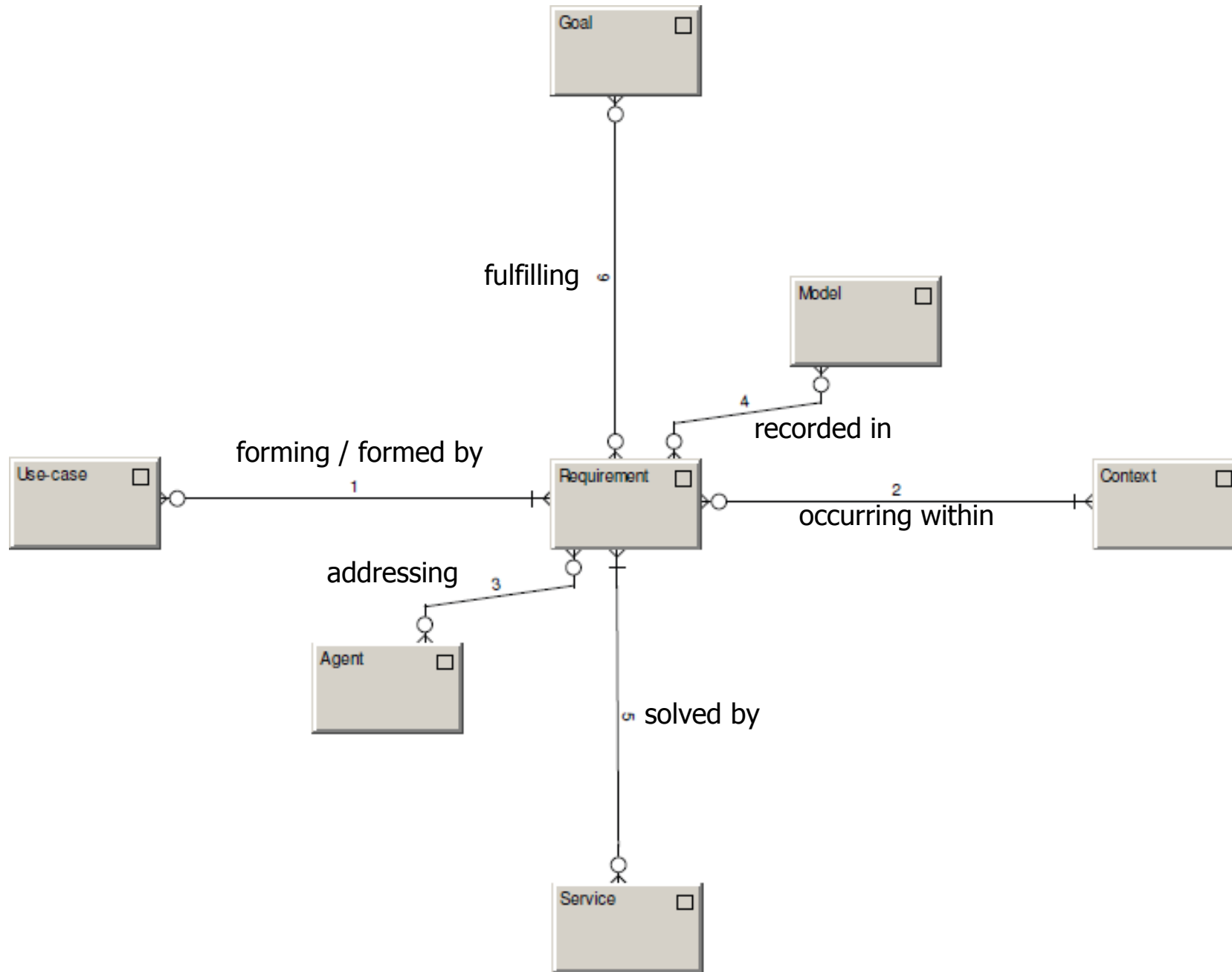
4th Diamond - DO

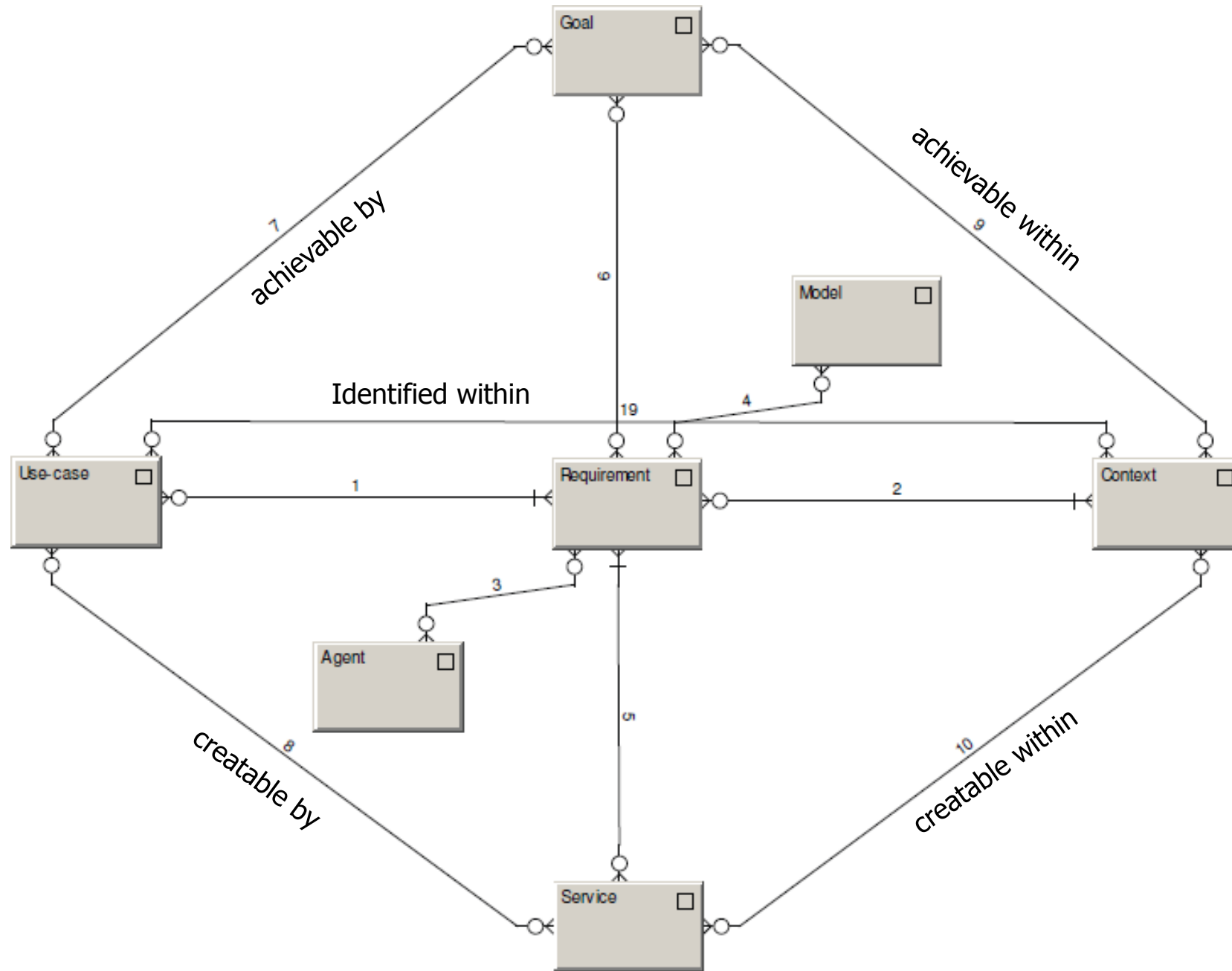
Describing the service environment

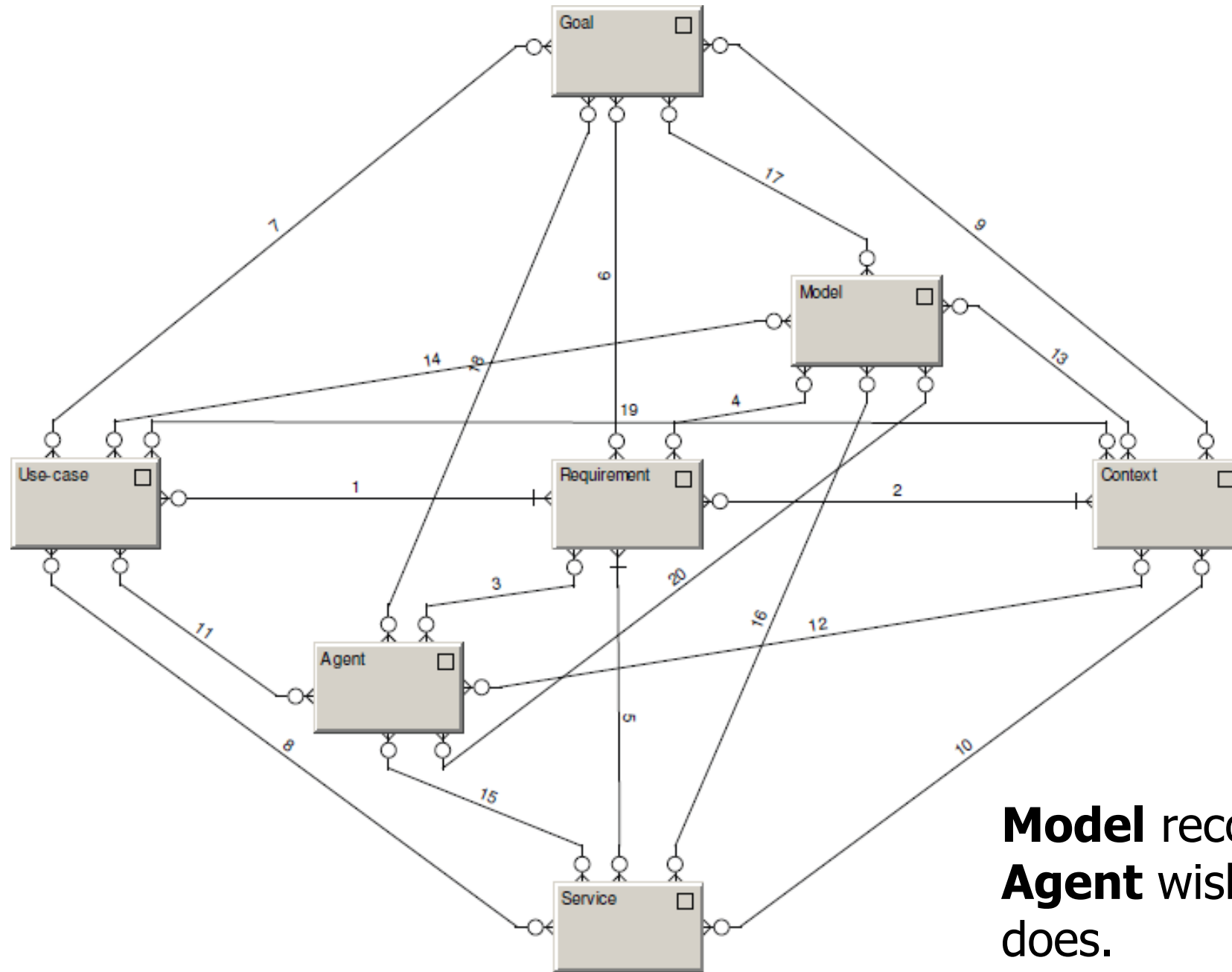
Illustrating how the service is provided

Adding multicontextual view to service analysis

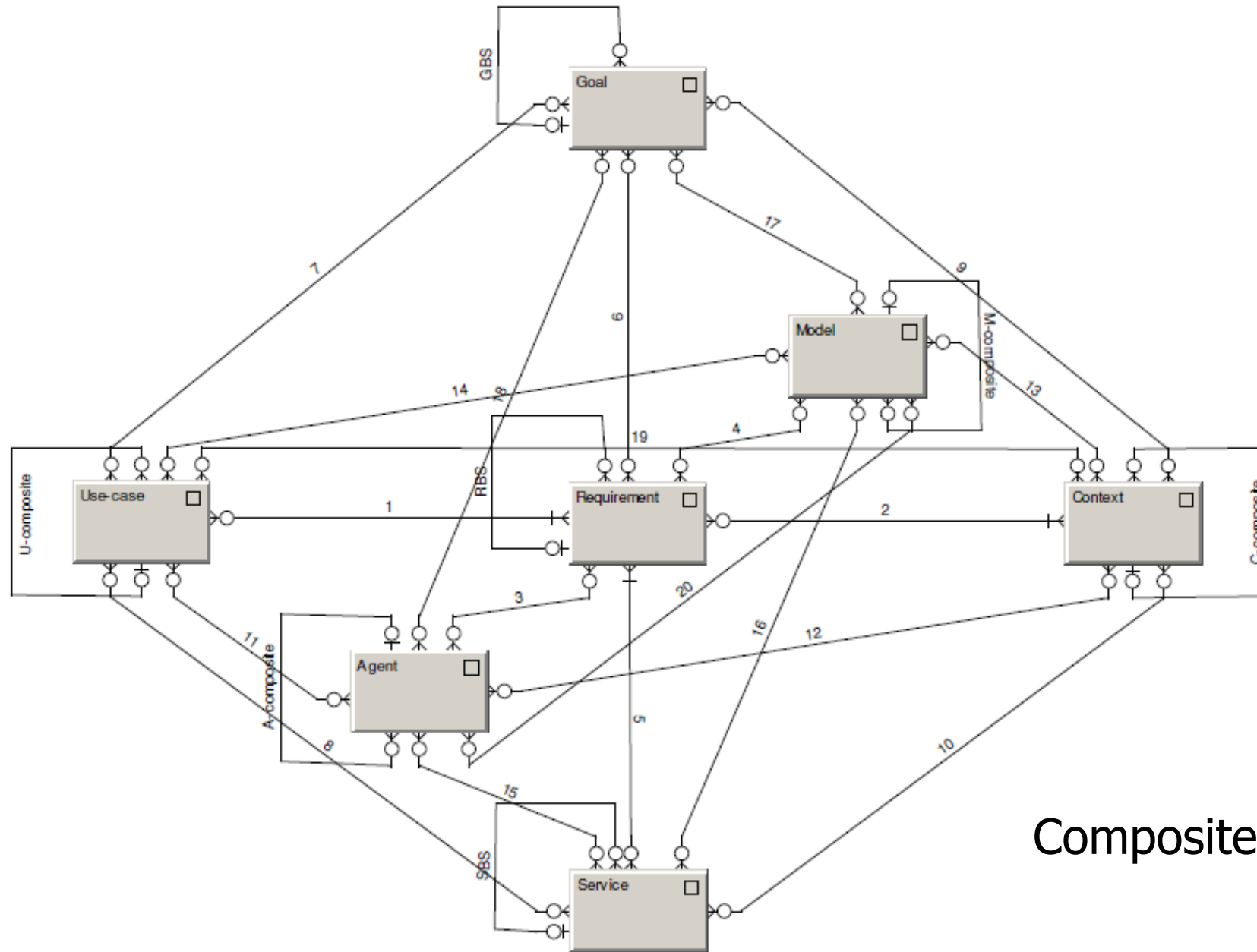
Helping to compose and decompose the services



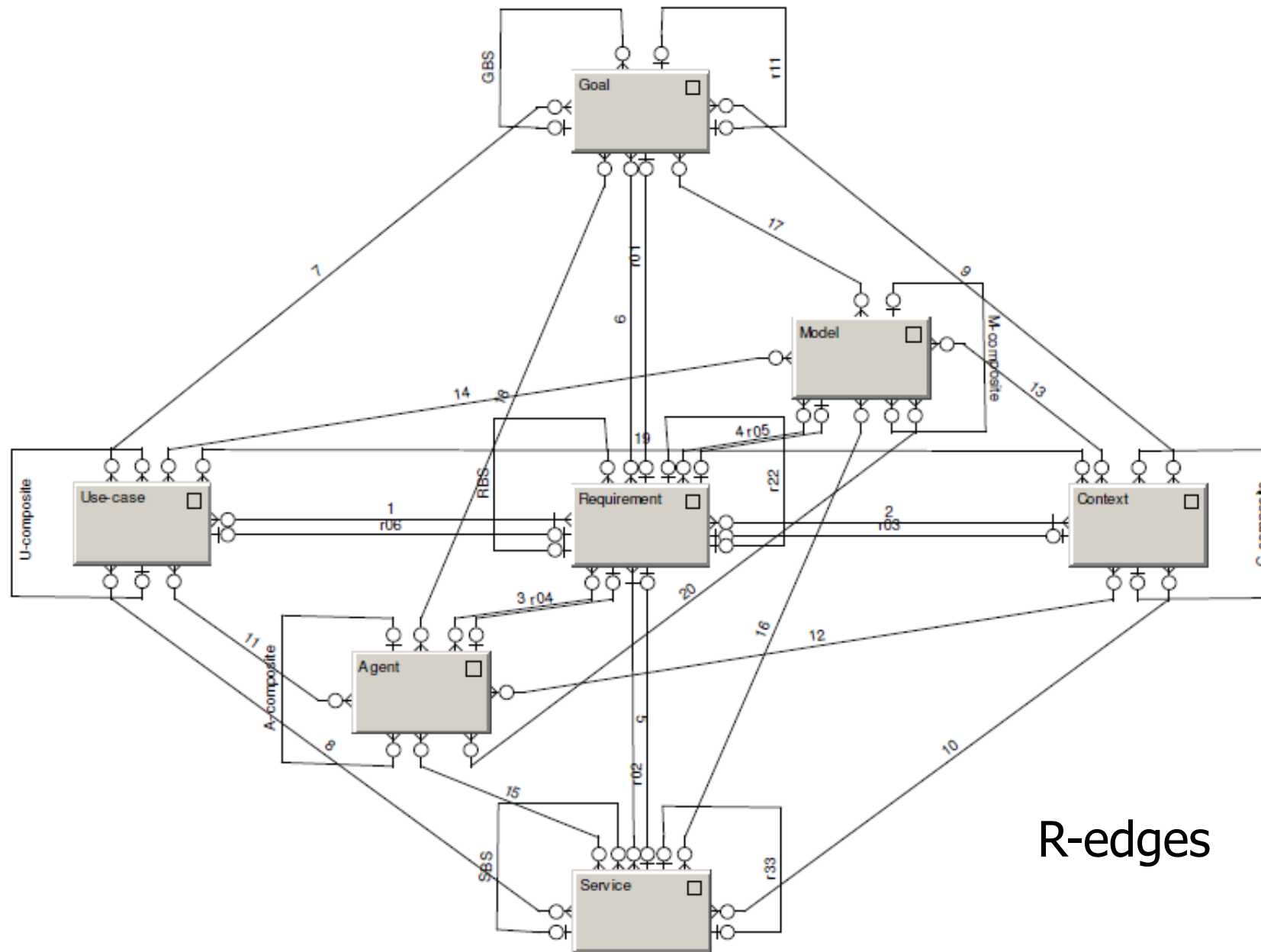




Model records.
Agent wishes, defines,
 does.



Composites



R-edges

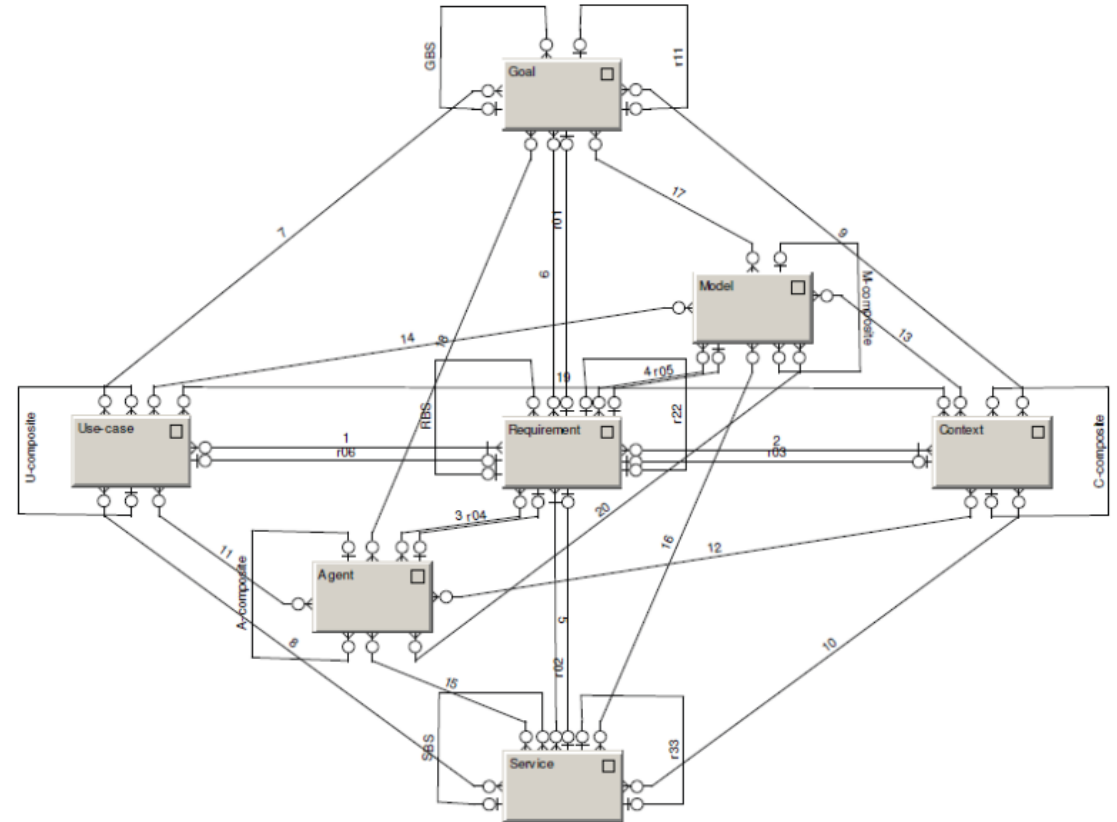
Diamond of Predictive Behaviour

Depicts the motivation of agents to DO

Everything can be seen as a requirement

Forming and being formed by behavioral patterns

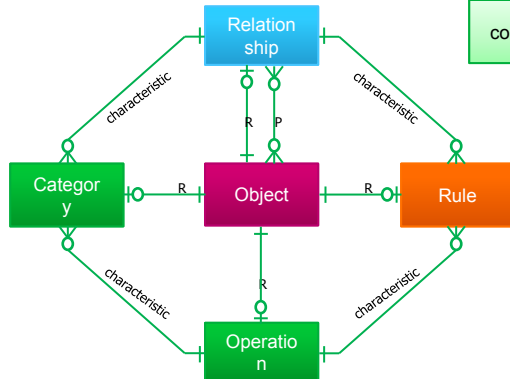
Models as a system memory



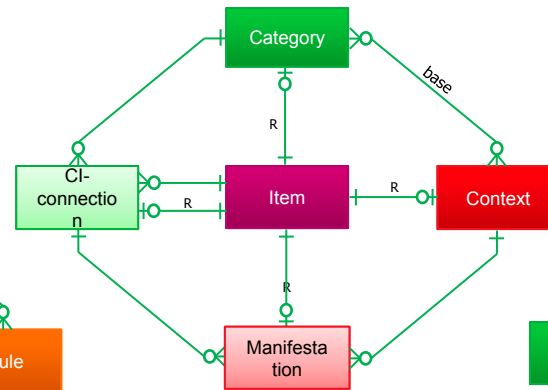
Diamond-Path Framework Overview



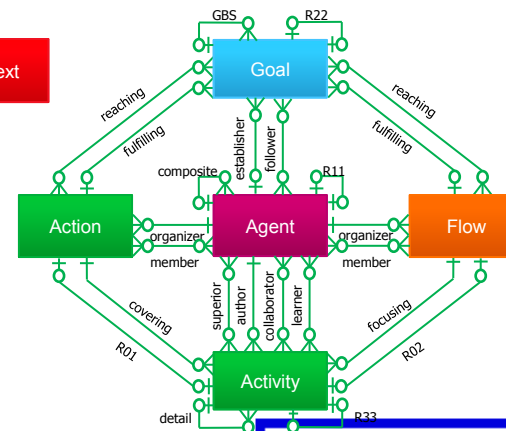
Attention Focussing



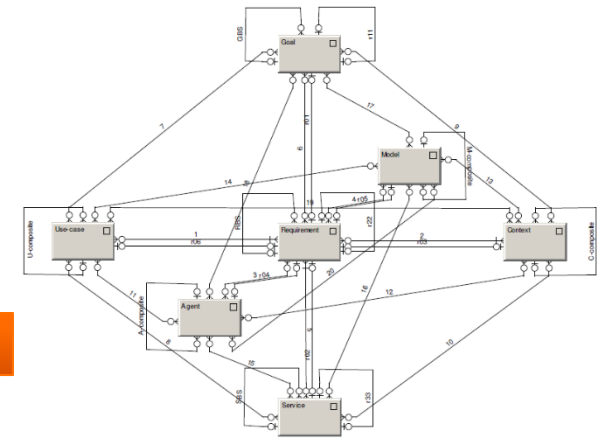
Cognitive Elements



Agent-Team Organization



Predictive Behaviour



Case study

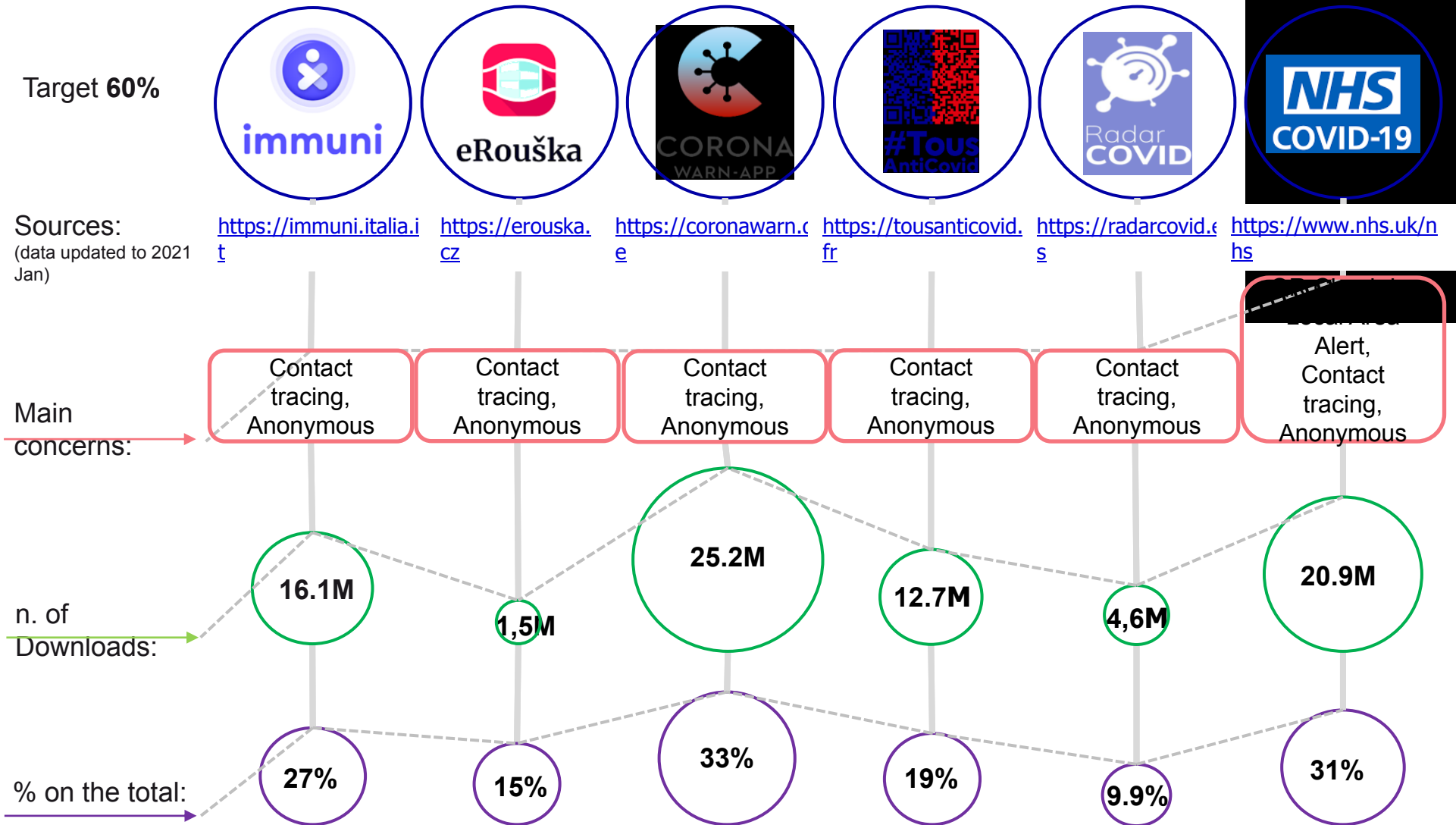
COVID 19 tracking application

The application of immuni (ITALY)

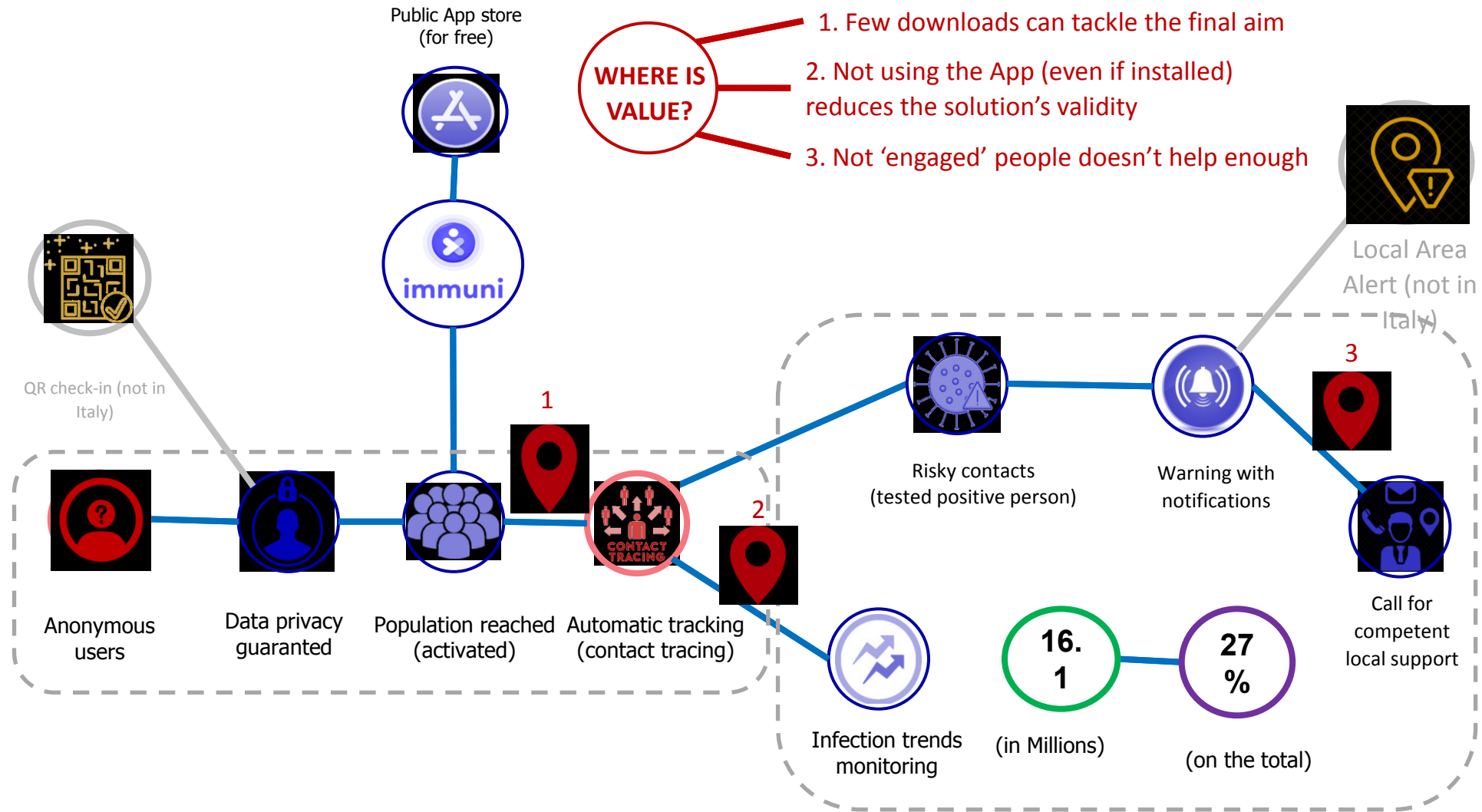
First, the value of current application is analyzed

Second, the design of „an ideal application“ is suggested with the examples of the value

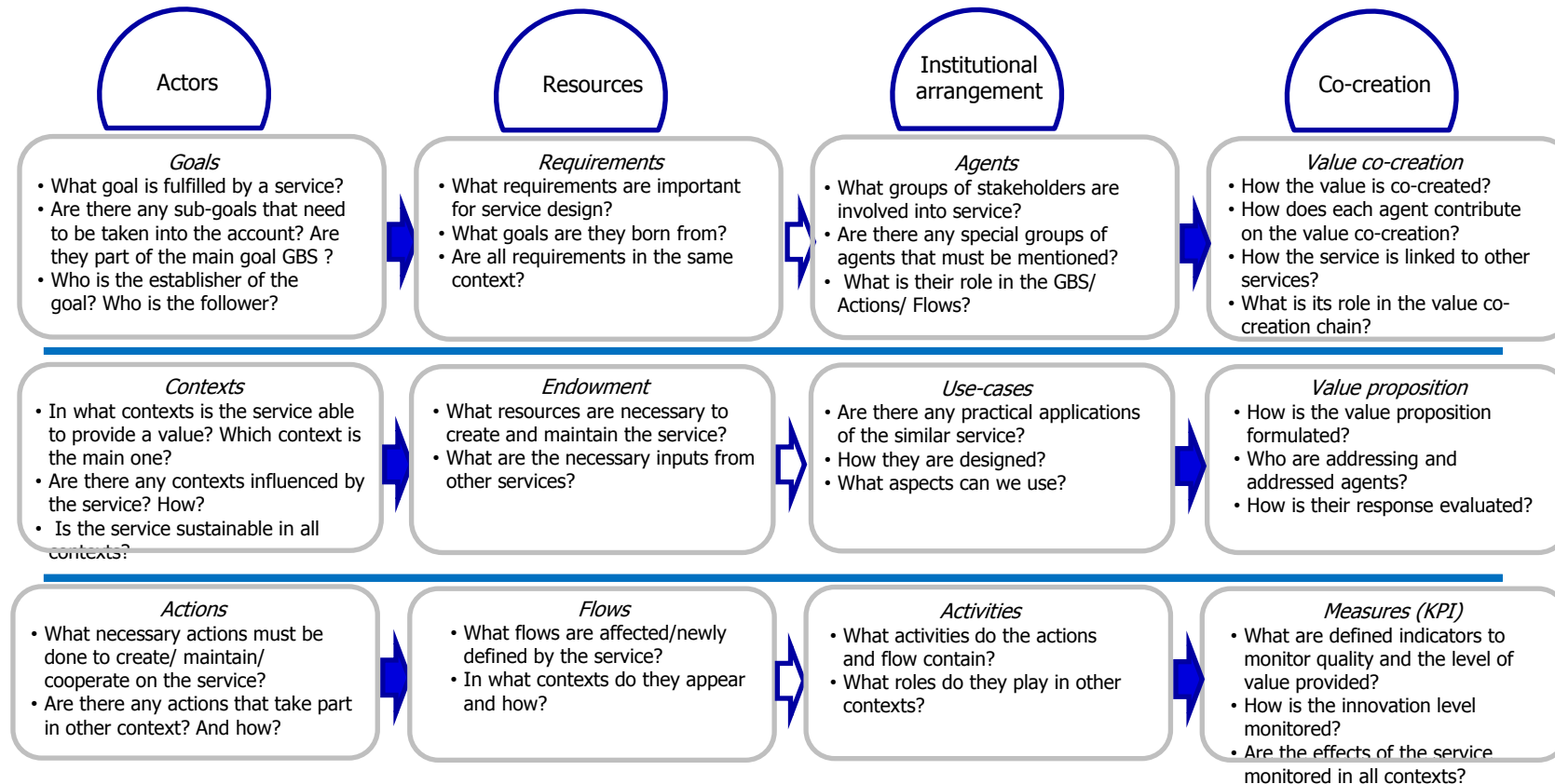
Case study



Case study



Smart Service Canvas



Goals

1. To monitor a spread of covid-19.
2. To prevent covid-19 infection.
3. To help people to get oriented.
4. To protect non-infected people
5. To enable normal life

CHECKED

Requirements

1. To inform about the contacts
2. To provide information about current situation

PARTIALLY-CHECKED

Agents

1. Inhabitants
2. Medical institutions
3. Sanitary stations

PARTIALLY-CHECKED

Value co-creation

MISSED

Contexts

1. Medical – the key is to prevent the congestion of hospitals
2. Social – people need to understand why they must be isolated

PARTIALLY-CHECKED

Endowment

1. Information about test results

PARTIALLY-CHECKED

Use-cases

1. Are All Covid -19 applications

CHECKED

Value proposition

1. To be informed about the possible infection
2. To know what to do

PARTIALLY-CHECKED

Actions

1. Send warning – this action happens if the user is infected. The users who were in contact with him/her will be warned.

PARTIALLY-CHECKED

Flows

1. To monitor surrounding
2. To receive positive test information

PARTIALLY-CHECKED

Activities

1. Detect all close devices
2. Send information to sanitary station
3. Receive information about positive contacts

PARTIALLY-CHECKED

Measures (MPI)

1. No. of installations
2. No. of informed users

PARTIALLY-CHECKED

Goals

1. To monitor a spread of covid-19.
2. To prevent covid-19 infection.
3. To help people to get oriented.
4. To protect non-infected people
5. To enable normal life

CHECKED

Requirements

1. To inform about the contacts
2. To provide information about current situation
3. To link to register of tests and vaccination

PARTIALLY-CHECKED

Agents

1. Inhabitants
2. Medical institutions
3. Sanitary stations
4. Business entities – will use the app to confirm the person health status

PARTIALLY-CHECKED

Value co-creation

1. The interaction based on information sharing (the confirmation about healthy status)
2. The control on the vaccination and testing

MISSED
CHECKED

Contexts

1. Medical – the key is to prevent the congestion of hospitals
2. Social – people need to understand why they must be isolated
3. Economic – to enable economy to run

PARTIALLY-CHECKED
CHECKED

Endowment

1. Information about test results
2. Information about the vaccinations
3. Control of private data

PARTIALLY-CHECKED
CHECKED

Use-cases

1. Are All Covid -19 applications

CHECKED

Value proposition

1. To be informed about the possible infection
2. To know what to do
3. To get proper date and place for tests and vaccination

PARTIALLY-CHECKED
CHECKED

Actions

1. Send warning – this actions happens if the user is infected. The users who were in contact with him/her will be warned.
2. Get the status – get the current health status from register
3. Connect to register – connect to the register of test and vaccination

PARTIALLY-CHECKED
CHECKED

Flows

1. To monitor surrounding
2. To receive positive test information
3. To monitor the validity of test and vaccination

PARTIALLY-CHECKED
CHECKED

Activities

1. Detect all close devices
2. Send information to sanitary station
3. Receive information about positive contacts
4. Get the information about new test or vaccination

PARTIALLY-CHECKED
CHECKED

Measures (MPI)

1. No of installations
2. No. of informed users
3. No. of tests linked with app
4. No of vaccinations linked with app
5. No. of questions

PARTIALLY-CHECKED
CHECKED

Reflection

Do you find it interesting?

And useful?

Why has it remained a pure theoretical concept?

Is it too complex?

You will get the possibility to share your opinion!

