

Faculty of Design

2016

Designing social infrastructures for complex service systems

Bijl-Brouwer, Mieke van der

Suggested citation:

Bijl-Brouwer, Mieke van der (2016) Designing social infrastructures for complex service systems. In: Relating Systems Thinking and Design Symposium (RSD), 13-15 Oct 2016, Toronto, Canada. Available at <http://openresearch.ocadu.ca/id/eprint/1922/>

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Human Centred Innovation for Social Complex Service Systems

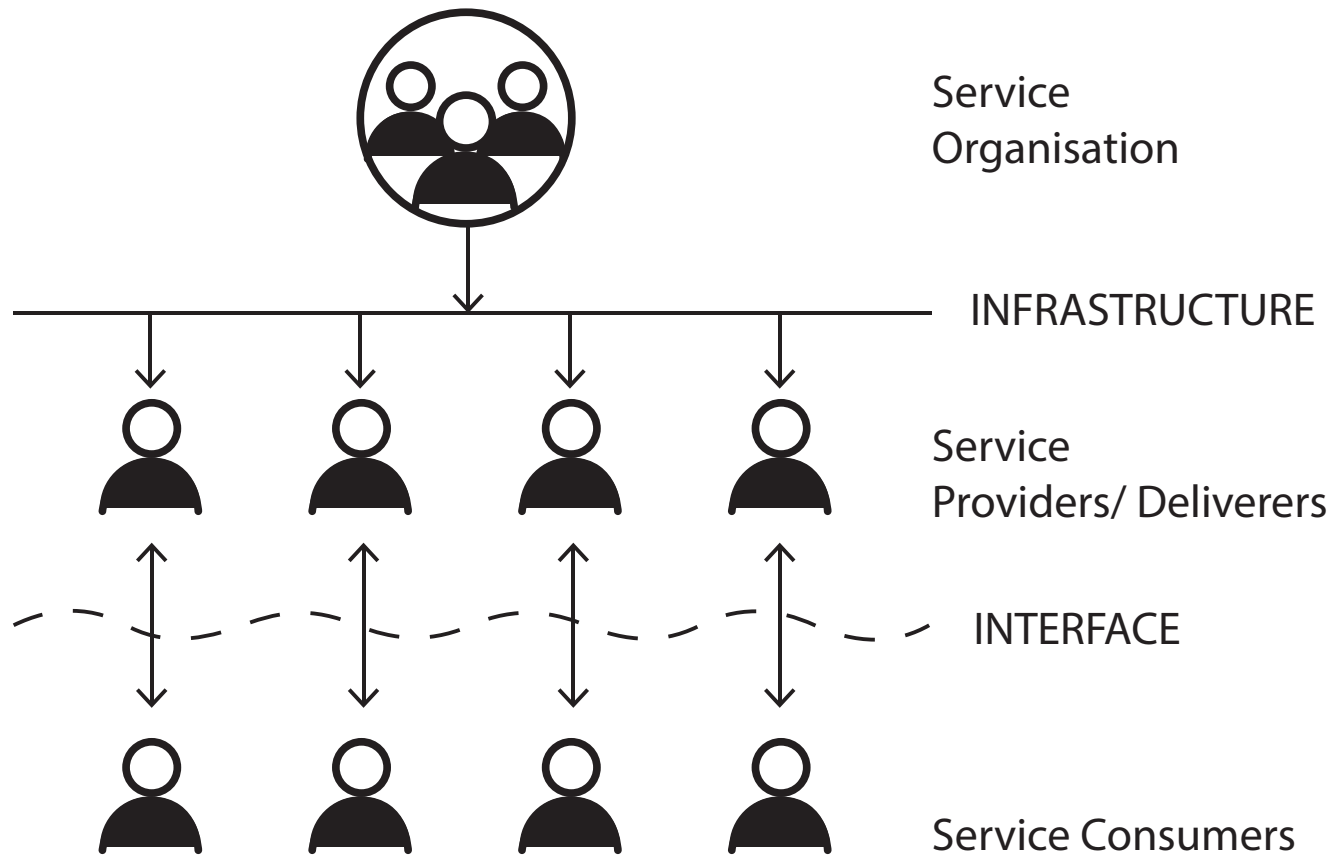
Dr. Mieke van der Bijl-Brouwer
RSD5 – Systemic Design Conference

@MiekevdBijl | www.miekevanderbijl.com

MindLab:
A time – quality
dilemma for
teachers

<http://www.nesta.org.uk/blog/creating-solutions-danish-teachers-time-and-quality-dilemma-0>

Service Design System perspective



A HUMAN PERSPECTIVE ON SERVICE ORGANISATIONS



Complex responsive processes

In the context of organisations

“Organisations are not actually existing things called systems but, rather, are ongoing, iterated *patterns of relationships between people*” (Stacey, 2006).

Stacey, R. (2006). Ways of thinking about public sector governance. In R. Stacey & D. Griffin (Eds.), *Complexity and the experience of managing in public sector organizations* (pp. 15-42). London and New York: Routledge.

HUMAN-CENTRED INNOVATION

NADI-model

Needs and Aspirations for Design and
Innovation

SOLUTIONS



SCENARIOS



GOALS



THEMES

NADI-model

The role of themes in human-centred innovation

SOLUTIONS



SCENARIOS



GOALS



THEMES

frame
creation →
(Dorst, 2015)

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LESSON BOXES



SPEED SHARING



<http://www.nesta.org.uk/blog/creating-solutions-danish-teachers-time-and-quality-dilemma-0>

THEME: PRIDE IN
PRACTICE

SOLUTIONS

Speed Sharing event for teachers

SCENARIOS

- Municipality or school organises a speed sharing event
- Teachers come together around a specific topic
- They have brief one-on-one meetings in which they share ideas

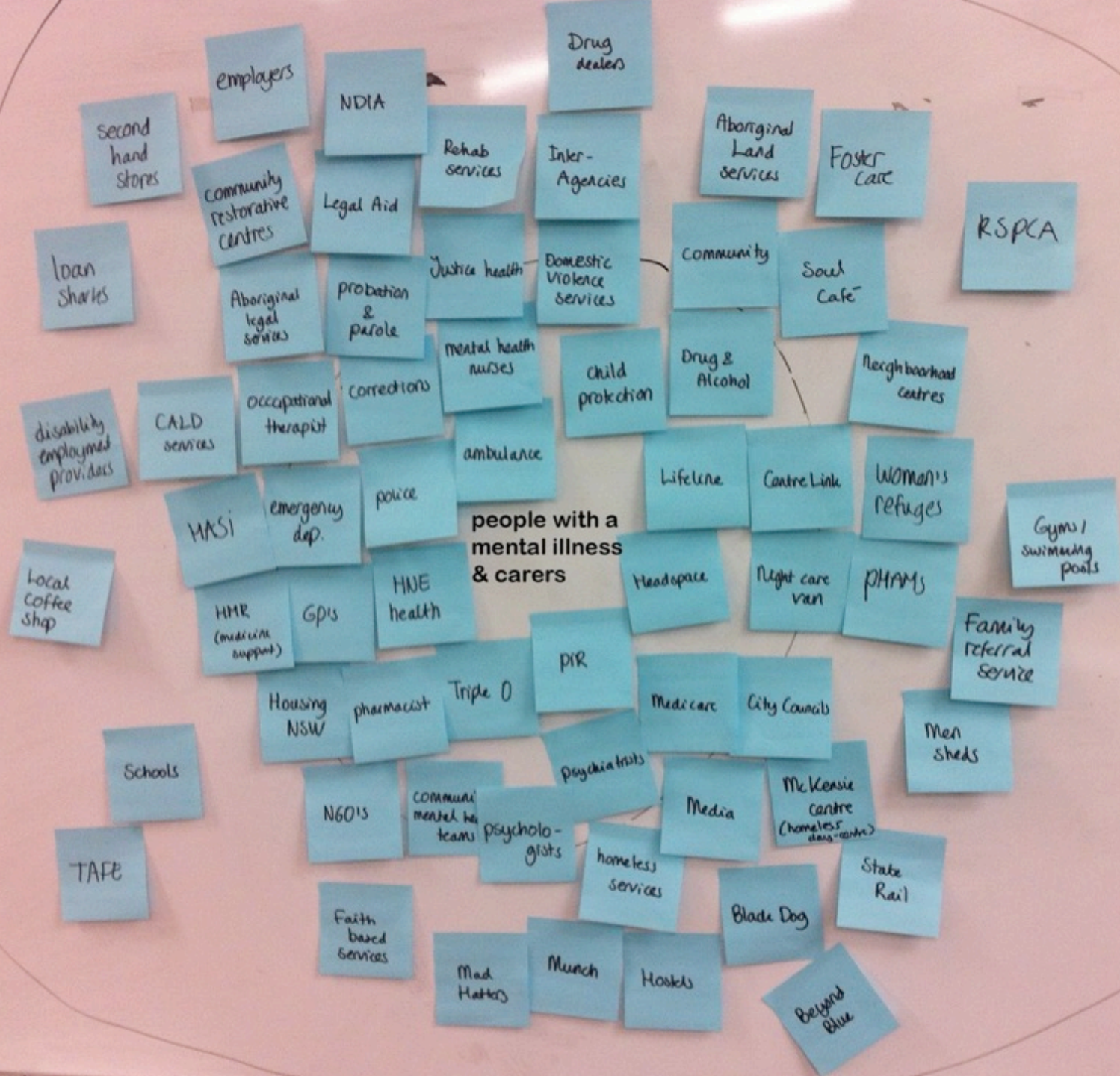
GOALS

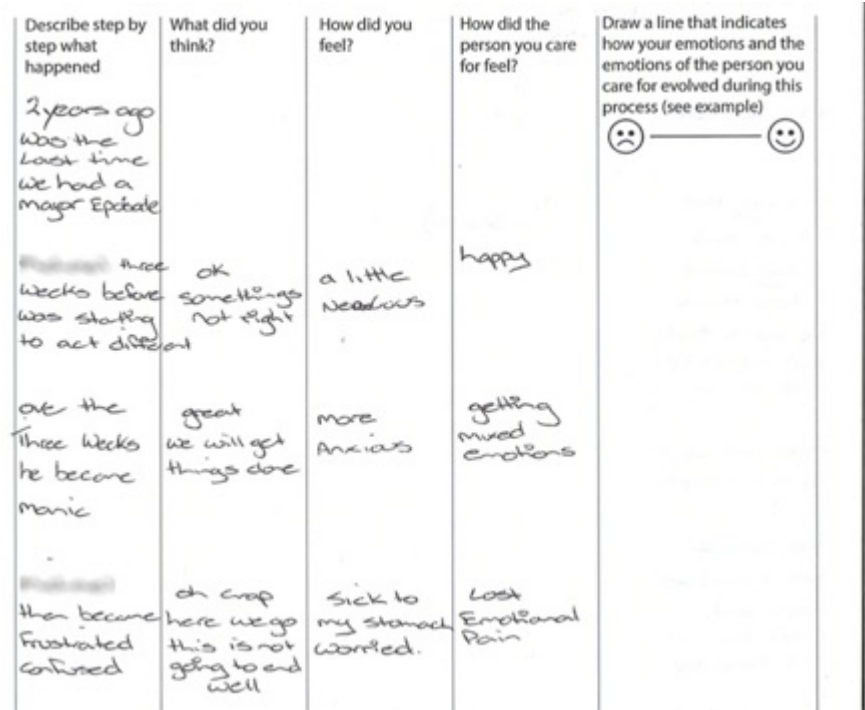
Improving the quality of teaching through sharing knowledge

THEMES

Pride in practice

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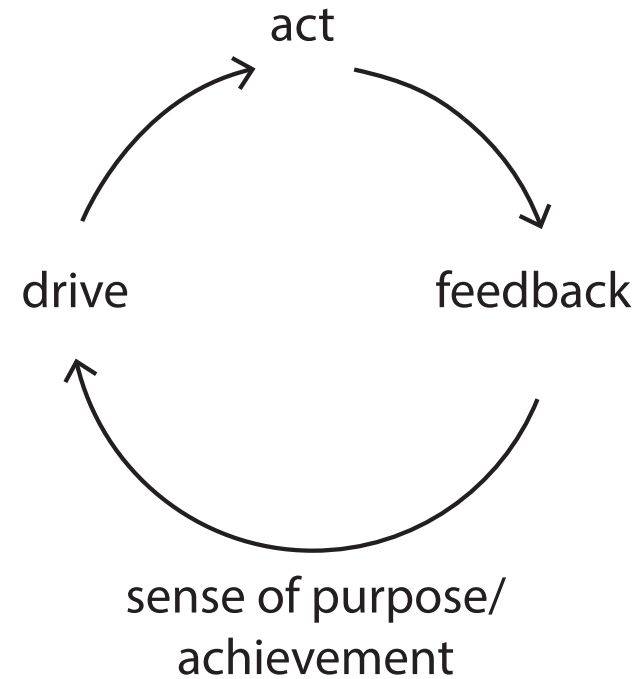




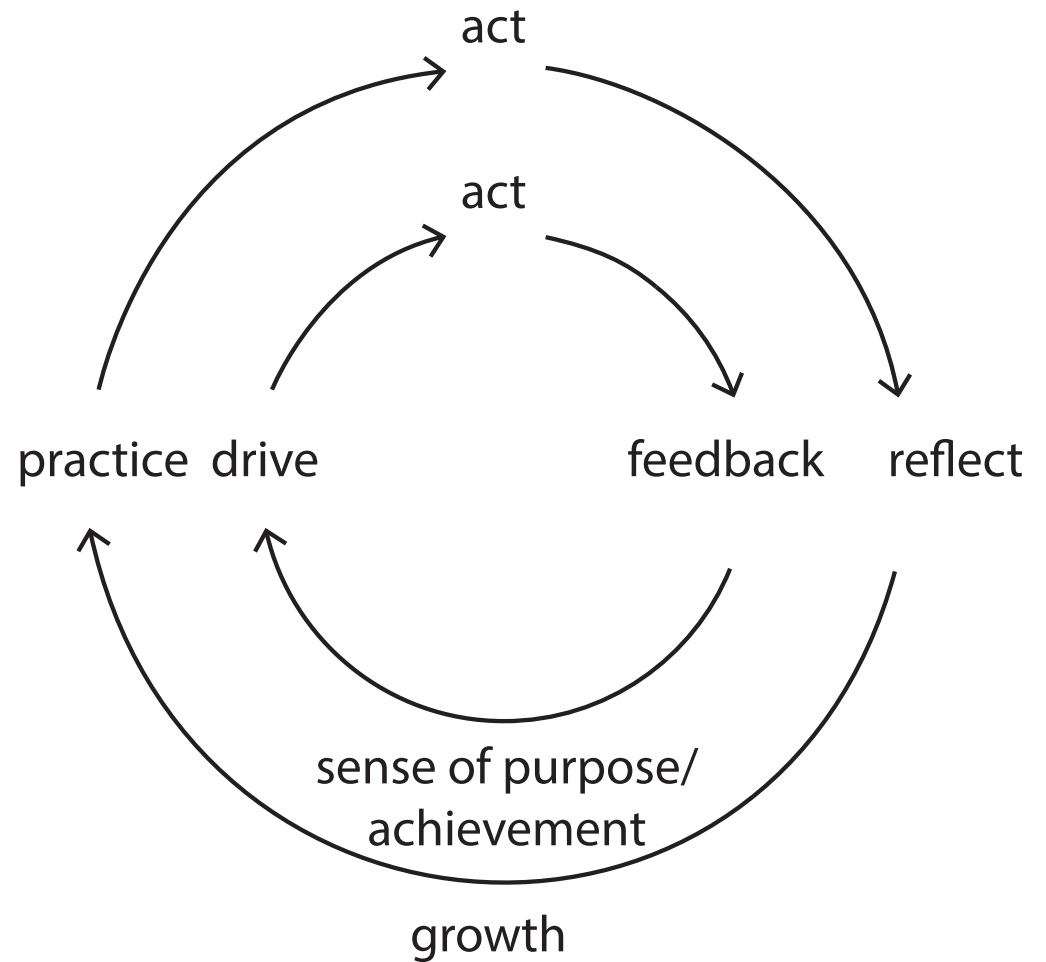
Theme: DRIVE to make a difference

[ambulance paramedic]: “There’s no better feeling than saving someone’s life”

Theme: sustaining DRIVE



DRIVE/ GROWTH

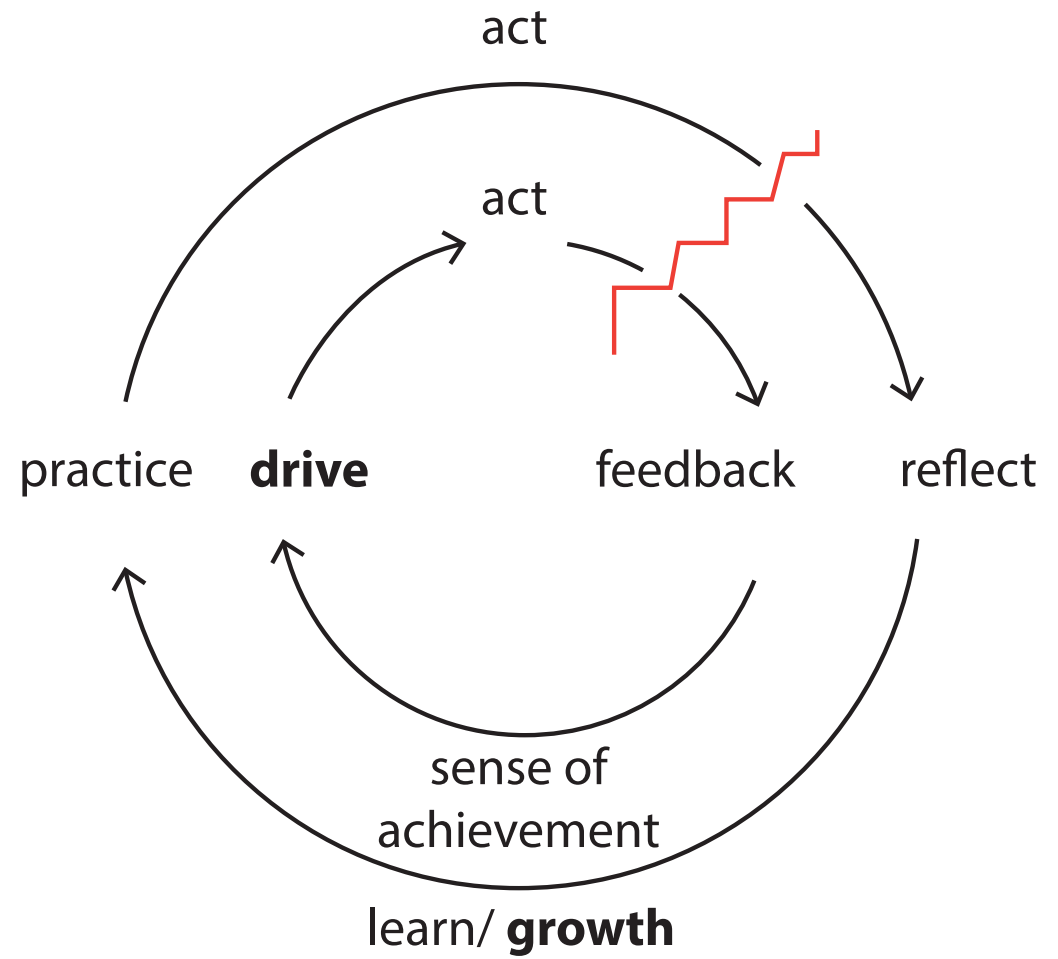




DRIVE/ GROWTH

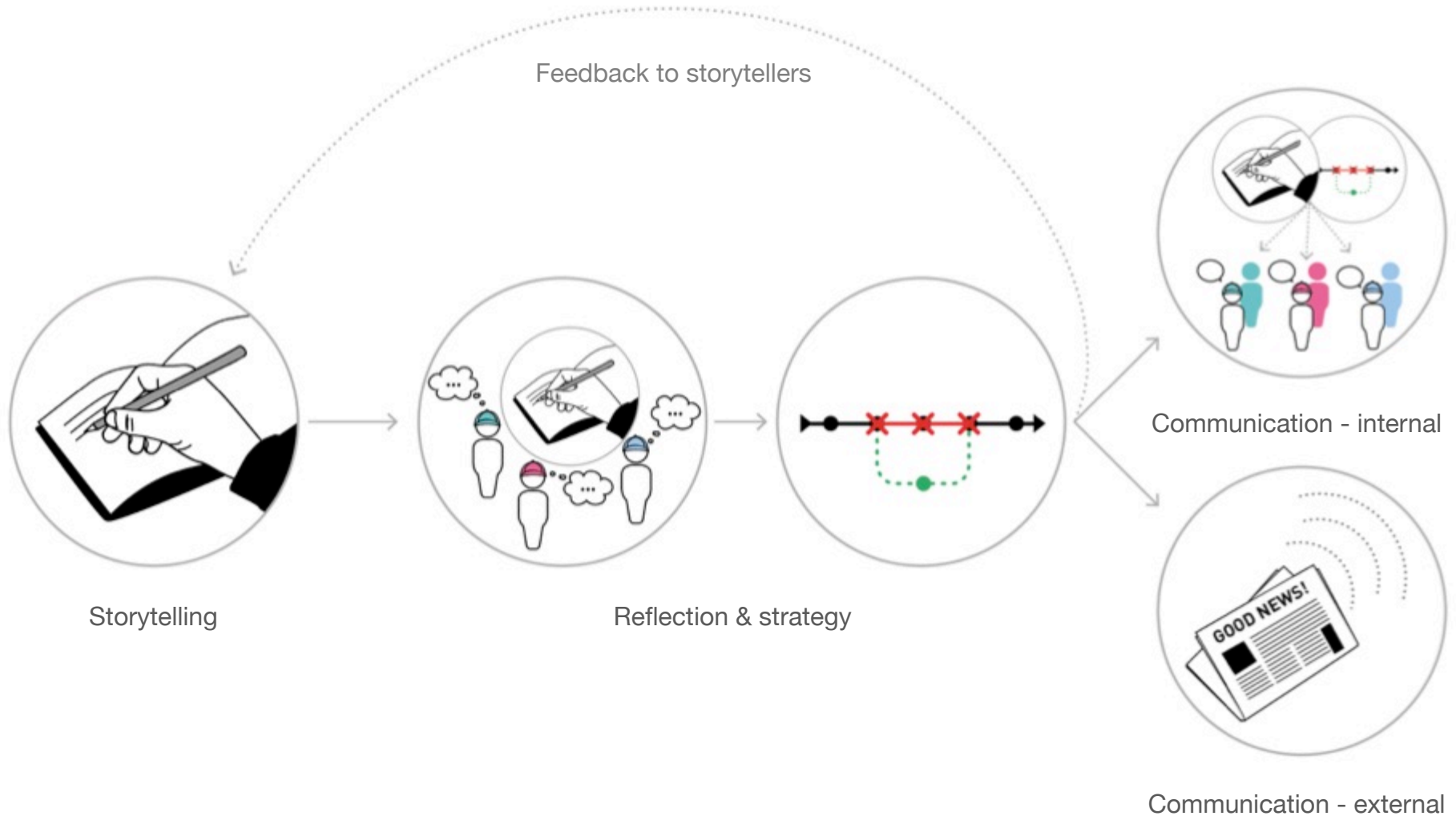
[police]: “If we do not hear from the person again, there is an assumption that one of three things happened to them: 1) they got better, 2) they moved away, 3) they died. We are essentially feeding our efforts into a ‘cone of silence’ that does not speak back.”

DRIVE/ GROWTH





Coaching Team



SOLUTIONS

Cross-organisational Coaching Team

SCENARIOS

- An observer collects stories from people with lived experience of an acute mental health episode
- Team leaders collectively reflect on the stories
- They use their reflections to coach people on the ground through positive and constructive feedback

GOALS

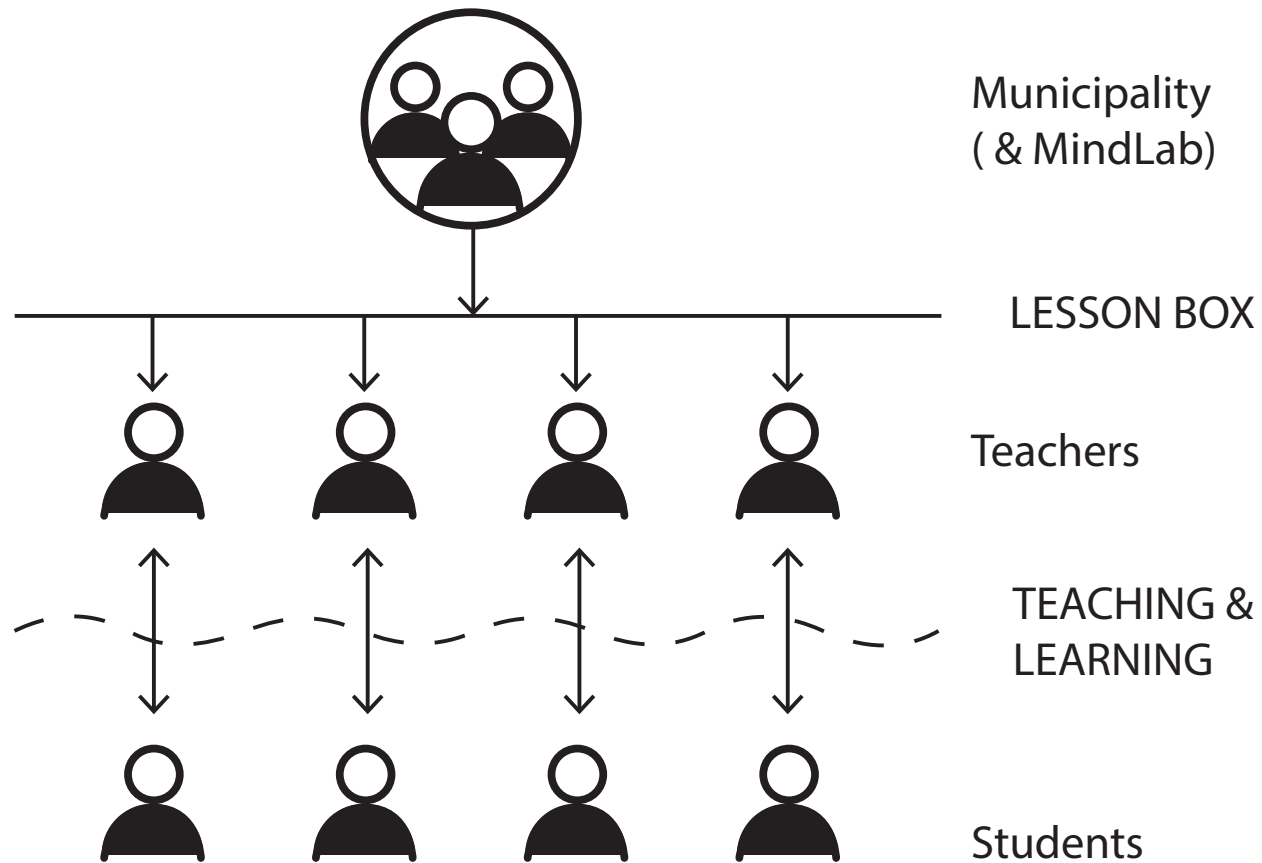
Collective motivation of people working in the service system
Improving the practice through reflective practice/learning

THEMES

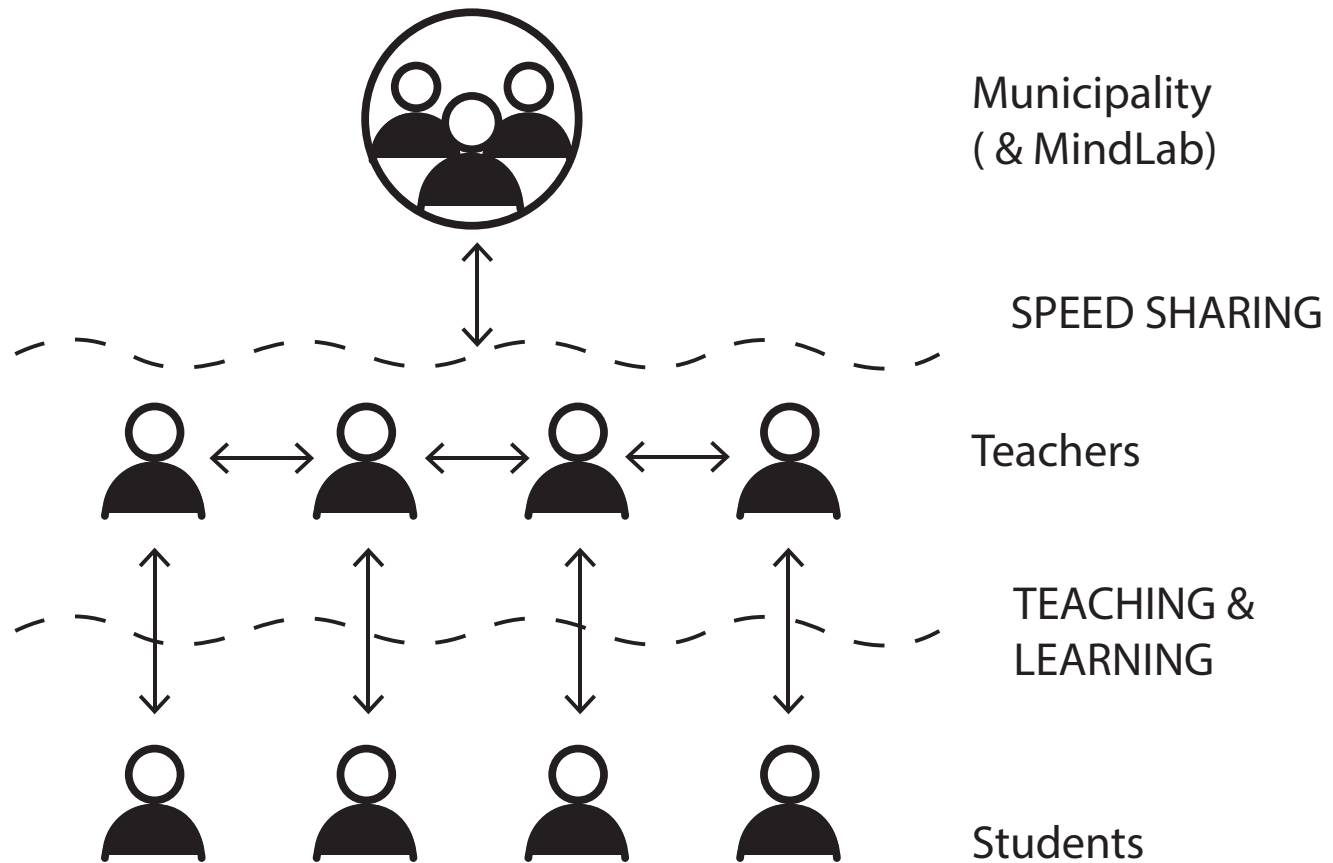
Drive & Growth

— FRAME: complex system as a sports team —

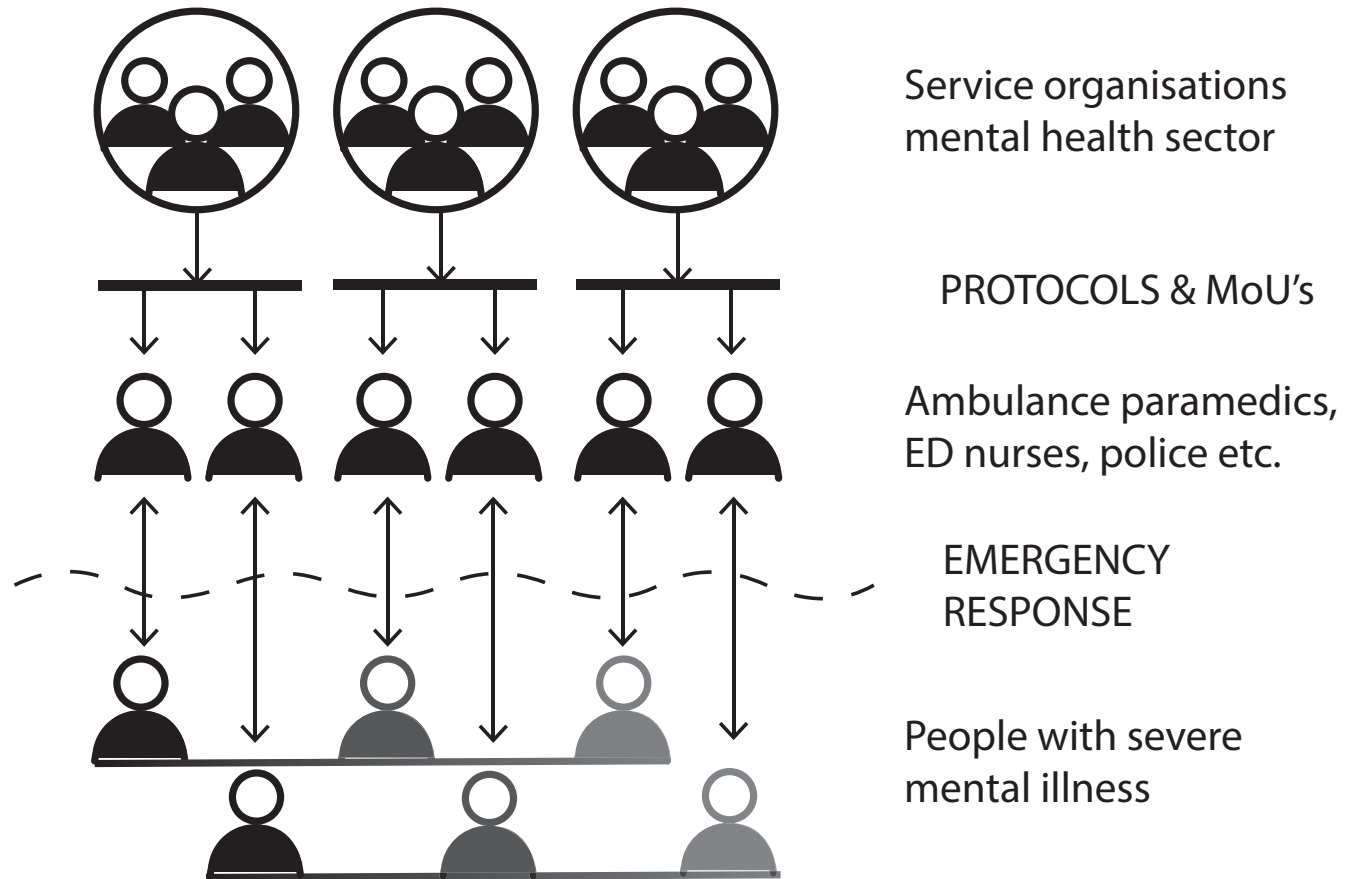
MindLab – Infrastructure



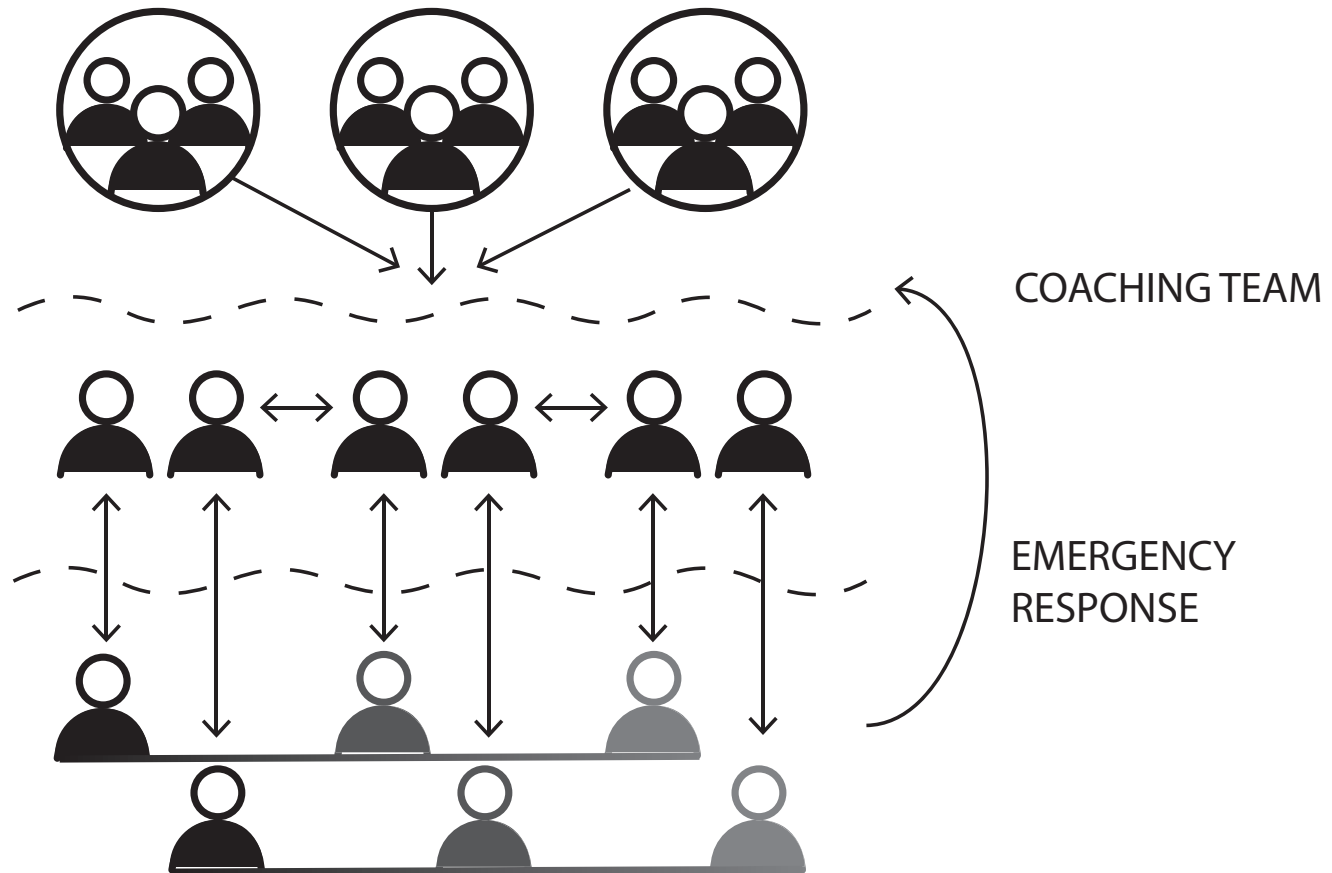
MindLab – Social Infrastructure



MH Emergency - Infrastructure



MH Emergency – Social Infrastructure



SOCIAL INFRASTRUCTURE FOR SOCIAL COMPLEX SERVICE SYSTEMS

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WHAT ARE THE THEMES?

Thank You!

@MiekevdBijl
www.miekevanderbijl.com

Dorst, K. (2015). *Frame Innovation; create new thinking by design*. Cambridge, Massachusetts: The MIT Press