

Client Led Information System Creation

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Workshop

Two key difficulties in IS development are first, to facilitate a shared appreciation of any perceived problems and second, enabling clients to express ideas for improvement in a way that is useful for the technology developers. This workshop will use a practical case study to provide participants with hands-on experience of Systems tools used in information system development. Many people interested in Systems ideas will be familiar with Rich Pictures and activity modelling, but are perhaps less familiar with other Systems tools such as the Appreciative Inquiry Method (AIM), the mnemonic PEARL (Participants, Engagement, Authority, relationships and Learning) and interpretive Systems approaches to conversation modelling. The workshop will provide the opportunity for participants to practice using AIM, PEARL and other Systems tools and to evaluate the potential for supporting debate and sense making during a process of IS development. The facilitators will enrich the day with appropriate examples of the tools being applied in IS design and development from their own Systems practice for participants to discuss and evaluate. Participants will gain a view of the broad application of Systems tools in this field and also new skills to take away and apply in their own workplace.

Prior Reading: None. The case study is based around a video, so no prior reading is required.