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4. Actors engagement by system configuration types

Have you ever wished that you had a map to help navigate the new system development process?

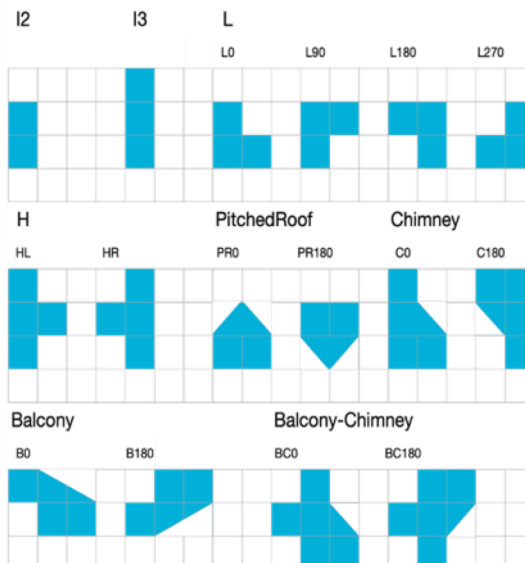
A map that is customised by the new system's configuration type, and shows which actors to engage?

Aim

This exploratory research intends to provide a mapping of who (human) and what (non-human) is to be engaged by the configuration type that the new system belongs to.

If such a map existed, identifying the timing of which human and non-human actors to engage with would be clearer.

The 8 configuration types



Identified from a re-analysis study of 110 mini-representation diagrams from 22 case studies

Approach

This research uses the case study approach. From the cases, the configuration types of the new system are first identified. Then, the feasibility of identifying actors and the timing of their engagement by configuration type is evaluated with key development team members.

Deliverables

- Report to STIM members on the feasibility of identifying actors and the timing of their engagement by configuration type.
- If it is feasible, provide guidelines to STIM members.

Progress in 2020

- Two cases in the healthcare industry have been completed. Both cases are commercialised systems from one company. Both systems comprise products and services with both human and non-human actors.
- The results provided insights into the actor engagement needs that the case company found reasonable when explaining the current market adoption of these new systems.

Future work in 2021

This research needs 4-6 additional cases to propose the map and 4-6 to validate the map.

STIM companies that have recently commercialised systems of products and services, or who have recently stopped a development project, are invited to participate. The engagement duration for each case is estimated to be five to seven one-hour remote sessions.