

Understanding Complex Service Systems Through Different

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The 2011 Grand Challenge in Service conference, held at the University of Cambridge, aimed to further the understanding of complex service systems through different epistemological 'lenses'. It formed part of the Cambridge Service Alliance annual Service Week and was organised under the academic leadership of Irene Ng, Professor of Marketing and Service Systems at the University of Warwick.

Understanding complex service systems through different ...

Understanding Complex Service Systems Through Different Lenses: An Overview Gerard Briscoe,* , Krista Keränenb, Glenn Parryc a Computer Laboratory, University of Cambridge, 15 JJ Thomson Avenue, Cambridge CB3 0FD, UK b Institute for Manufacturing, University of Cambridge, 17 Charles Babbage Road, Cambridge, CB3 0FS, UK c Bristol Business School, University of West England, Coldharbour Lane ...

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Understanding Complex Service Systems Through Different Lenses: An Overview 6. co nc ept of En te rpr is e I ma gin g a nd p ro vi des . descriptions of how a complex service system may ...

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Contributions on complexity, arising from the value co- creation networks of technology enabled services systems, focus on the challenges in understanding, managing and analysing these complex service systems. The theory and applications all show the importance of understanding service for the future.

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Contributions within the technological sphere were focused on the creation of new value constellations and demand fulfilment through hybrid offerings of physical assets, information and people. Contributions on complexity focused on the challenges in understanding, managing and analysing these complex service systems.

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Understanding Complex Service Systems Through Different Lenses: An Overview . By Gerard Briscoe, Krista Keränen and Glenn Parry. Abstract. The 2011 Grand Challenge in Service conference aimed to explore, analyse and evaluate complex service systems, utilising a case scenario of delivering on improved perception of safety in the London Borough ...

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Understanding complex service systems through different lenses: An overview. Abstract: The 2011 Grand Challenge in Service conference aimed to explore, analyse and evaluate complex service systems. A case scenario, improving the perception of safety in the London Borough of Sutton, provided a common context to link participant contributions.

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Understanding complex service systems through different lenses: An overview . By Gerard Briscoe, Krista Keränen and Glenn Parry. Cite . BibTex; Full citation Publisher: Elsevier BV. Year: 2012. DOI ... CORE is a not-for-profit service delivered by the Open University and Jisc. ...

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Becoming complex needs capable means moving towards a more inclusive and holistic model of service delivery where you have the knowledge, skills and confidence to support clients with complex needs. Most drug and alcohol services already work with clients with complex needs, but there is a high level of 'hidden' disability among people accessing services.

Understanding Complex Needs

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Understanding government as a complex system through network ... science we now have tools and methods that allow us to see the government system as a complex system. ... Public service anomaly.

Understanding government as a complex system through ...

Understanding behaviour as communication; Care ... treatment goals, and at the very least avoid re-traumatisation, all practices and programming must be provided through the lens of trauma. (Guarino et ... there is no one theoretical model or set of principles to follow to inform your individual practice or service response to complex needs.

The theory behind complex needs

Complexity science has been introduced in healthcare as a theoretical framework to better understand complex situations. Interdisciplinary healthcare teams can be viewed as Complex Adaptive Systems (CAS) by focusing more on the team members' interaction with each other than on the characteristics of individual team members. Viewing teams in this way can provide us with insights into the ...

Healthcare teams as complex adaptive systems ...

Solving complex problems can't be achieved through everyday problem solving methods. They can be solved only through analytical methods and tools. Solving complex problems can be achieved through systems thinking, a process that fits the problem, and system dynamics, which is an approach to model systems by emphasizing their feedback loops.

The Six Systems Thinking Steps to Solve Complex Problems

In this paper, we examine the characteristics of scaling up processes through alternative models provided from an understanding of complex adaptive systems (CAS). We propose that such an analysis is timely and important given the limitations of current efforts for scaling up health services to achieve the MDGs through standardized and inappropriately simplistic models.

Understanding pathways for scaling up health services ...

Aitken, A., Sahiti, D., Wise, S., Yanez, J. and Paton, R. (2011) The Complex Services Case: A Doctoral View, Understanding Complex Service Systems Through ...

The Complex Services Case: A Doctoral View ...

Understanding complex, real-world systems through asynchronous, distributed decision-making algorithms September 2001 Journal of Systems and Software 58(2):153-167

Understanding complex, real-world systems through ...

Others use the word 'system' to connote a relatively complex adaptive system, which has many interrelated subsystems and is once again a part of a larger system: 'CAS [Complex adaptive systems] are systems that have a large number of components, often called agents, that interact and adapt or learn' Holland (2006, p. 1).

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