

The Principles and Application of Planguage for Managing Systems Innovation

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Overview



What is Planguage?

Planguage (Planning Language) developed by Tom Gilb, is a formal, natural language modelling notation.

Evolved due to project failures and to refrain ambiguous statements.

The technique arranges qualitative statement into a quantifiable measurement metrics.

Emphasises the 'ends' rather than the 'means'

Responds & drives background information & situations, designed in.



7 STEPS OF PLANGUAGE

- 1 Establish the Vision [Rationale]
- 2 Identify all the Stakeholders
- 3 Obtain & Analyse the Requirements
- 4 Determine the Scale Measures for Performance Requirements
- 5 Establish the Levels on the Scales of Measures
- 6 Identify Some Potential Design Solutions
- 7 Obtain Agreement from the relevant stakeholders

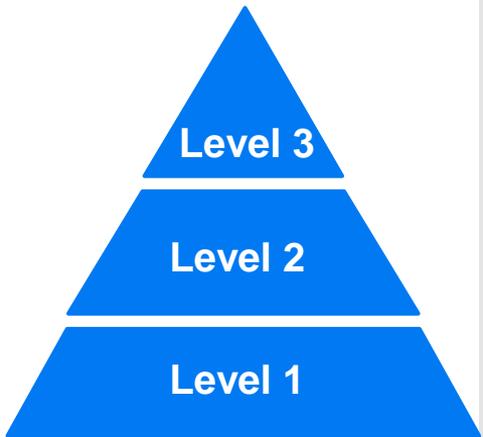


Case Study

THE MISSION:

- (1) Maximise results,
- (2) Minimize effort time.
- (3) Drive efficiency

An organisation fails to utilise the workforce employees empowered skills and expertise domain knowledge due to a confined to a 20 year old process. This process model can no longer meet the service orientation demands for nature of today's environment.



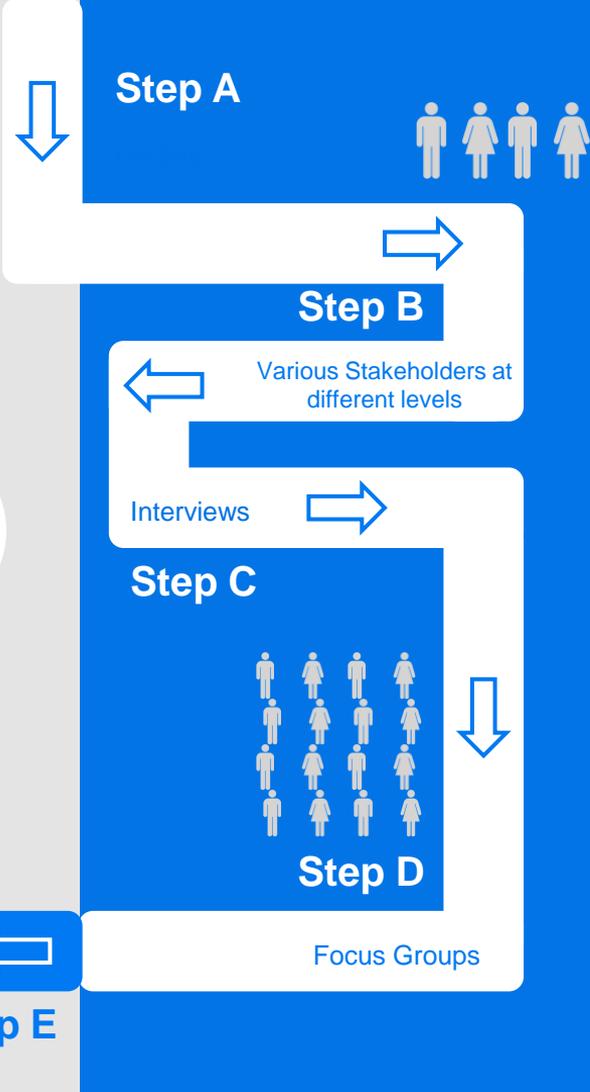
Organisational Outcomes



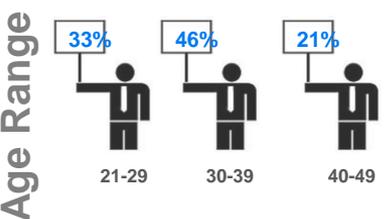
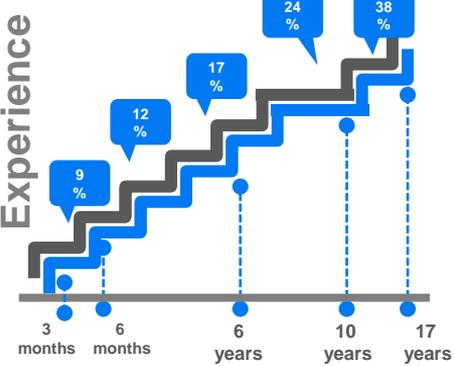
A graphic on a blue background. At the top is a white price tag with a blue circular logo at the top left. The tag contains the text '£40,000 ONLY' and a blue button labeled 'BUDGET'. Below the tag are two white speech bubbles: one on the left labeled 'Service Model' and one on the right labeled 'Targets'. At the bottom are two cartoon characters, a man in a white shirt and black tie, and a woman in a black top and red skirt. Below them is a white button labeled 'PROBLEM'.

Methodology

- Determining what components and attributes made up the process
 - Evaluate the process to develop an understanding of obstacles
 - Assess the results in line with the organisation strategies and goals
 - Monitor and evaluate the behaviour change in performance over a set period duration.
- general perception;
 - the adoption and process change;
 - the motivations to change;
 - the major factors influencing the initiation and the links of change;
 - obstacles and
 - the benefits for both employees and the organisation.



Findings

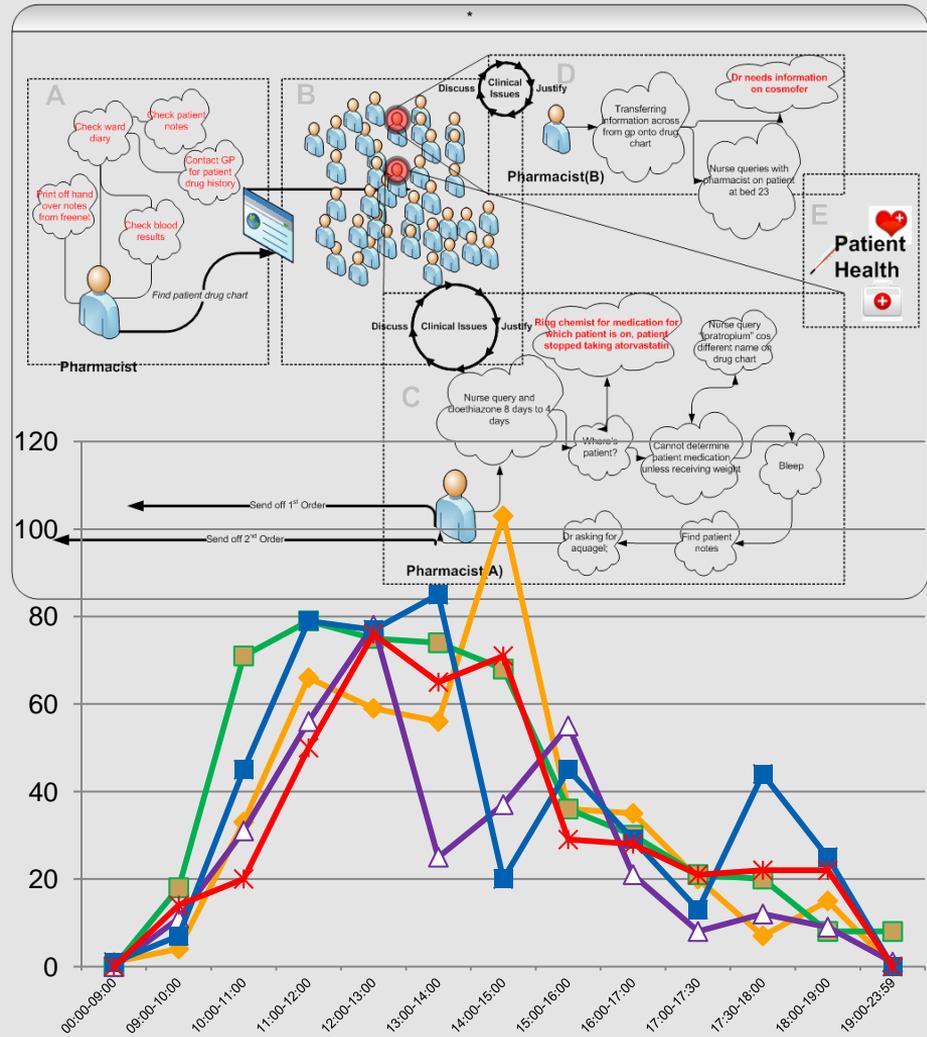
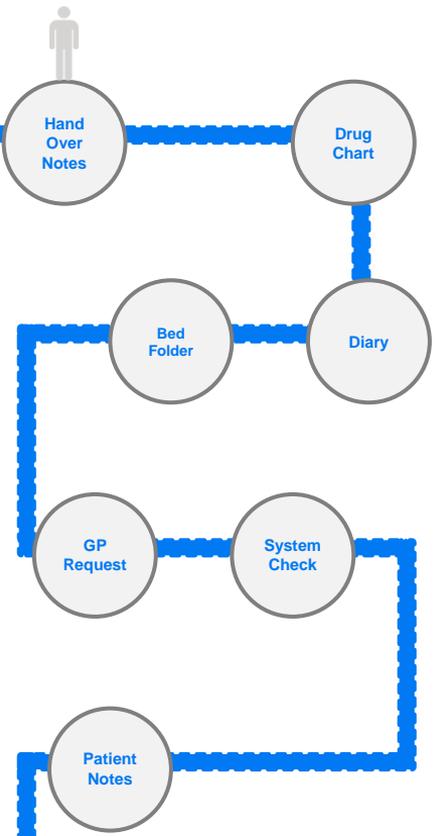


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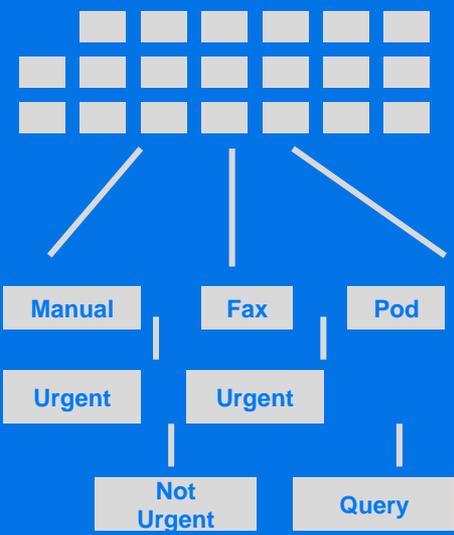
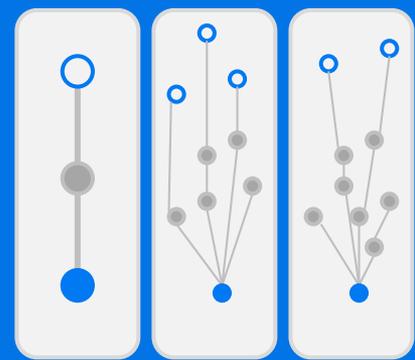
- Should only take around 10 minutes
- So Old
- The fax machine broken
- I've been here for 15 years & still use the same
- When I need to back track for investigation, it takes ages to sieve through the pile of work
- Pc not working or in use
- I spend most times dealing with queries rather than direct face to face
- Too long
- At times, cannot read what has been requested
- Queries takes ages
- Incorrect details provided
- There is no way of telling what is urgent unless we manually check
- The whoosh tube in use or out of order



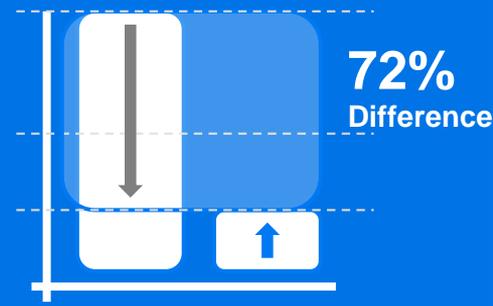
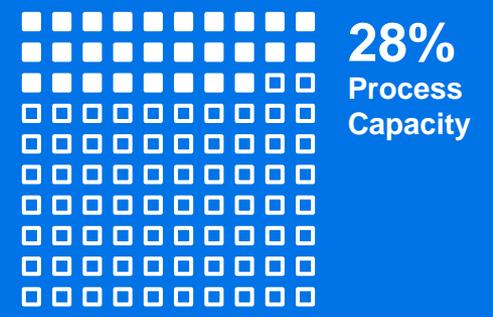
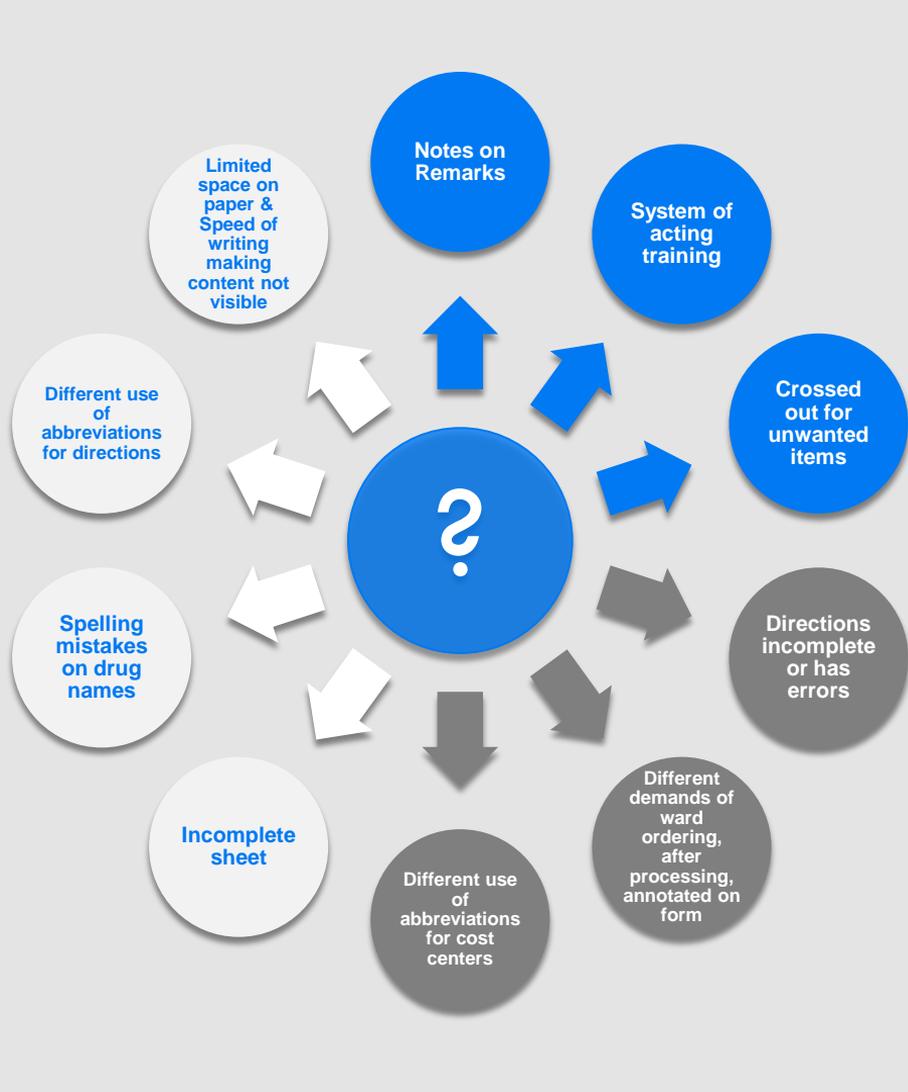
Process Behaviour



Process Behaviour



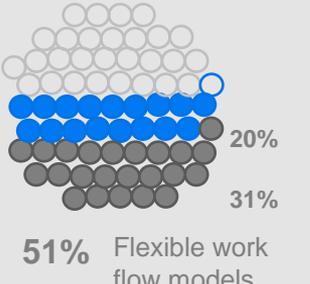
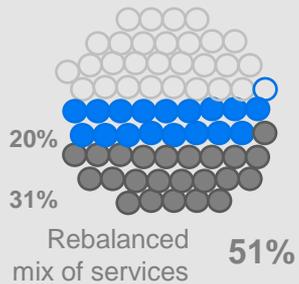
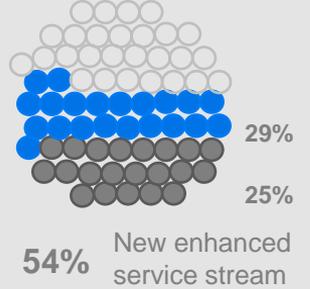
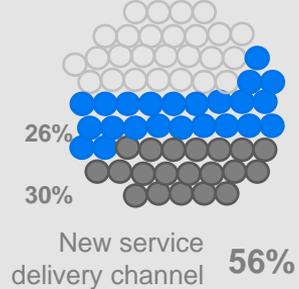
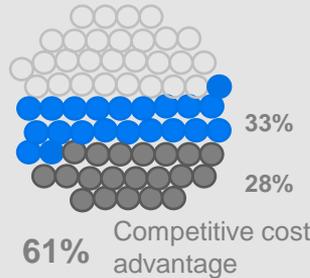
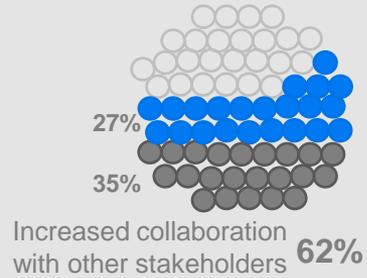
Process Analysis



Drivers

How important are the following objectives for change?

● Important ● Very Important



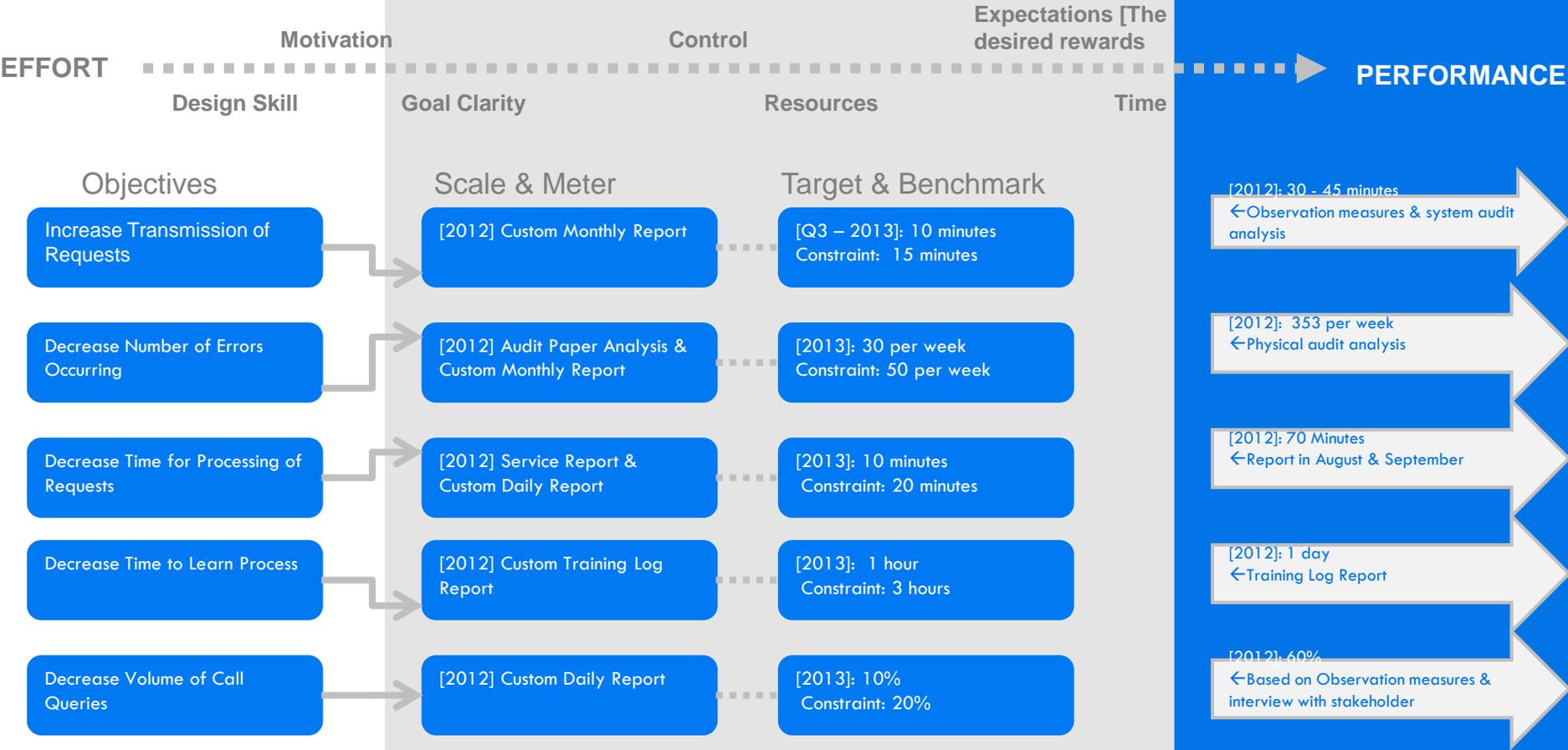
Influential Objectives

Profit Maximisation	Growth
Competition	Customisation
Service Portfolio & Innovation	Job Evolvement
Image & Reputation	

Influential Factors

- 1 The organisation service model
- 2 Size, Age, Financial Success
- 3 Market growth, society
- 4 Complexity, knowledge, progress

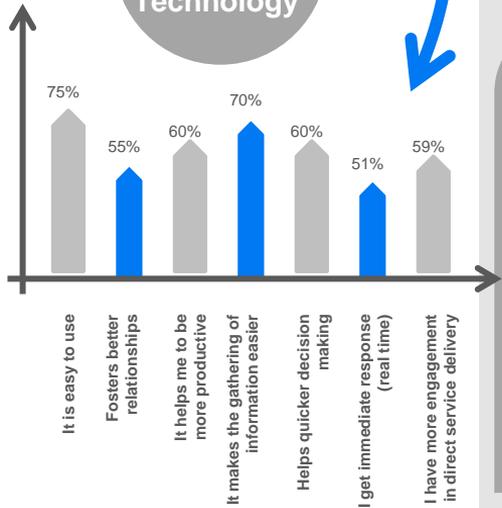
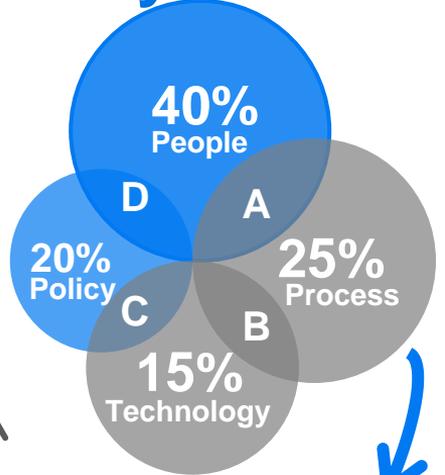
Language Sample



THE IMPACT of CHANGE!



Impact Analysis



01 QUALITY

Availability
Environment
Adaptability
Learn ability

CHANGE 02

Maturity
Fault Tolerance
Recoverability
Security



04 WORKLOAD CAPACITY

Throughput
Response Times
Storage Capacity

RESOURCE SAVING 03

Financial Efficiency
Productivity

SYSTEM WORKFLOW OPTIMISATION



500 hours saved time



5 minutes transmission



+ 50% process rate



+ 55% decrease query calls

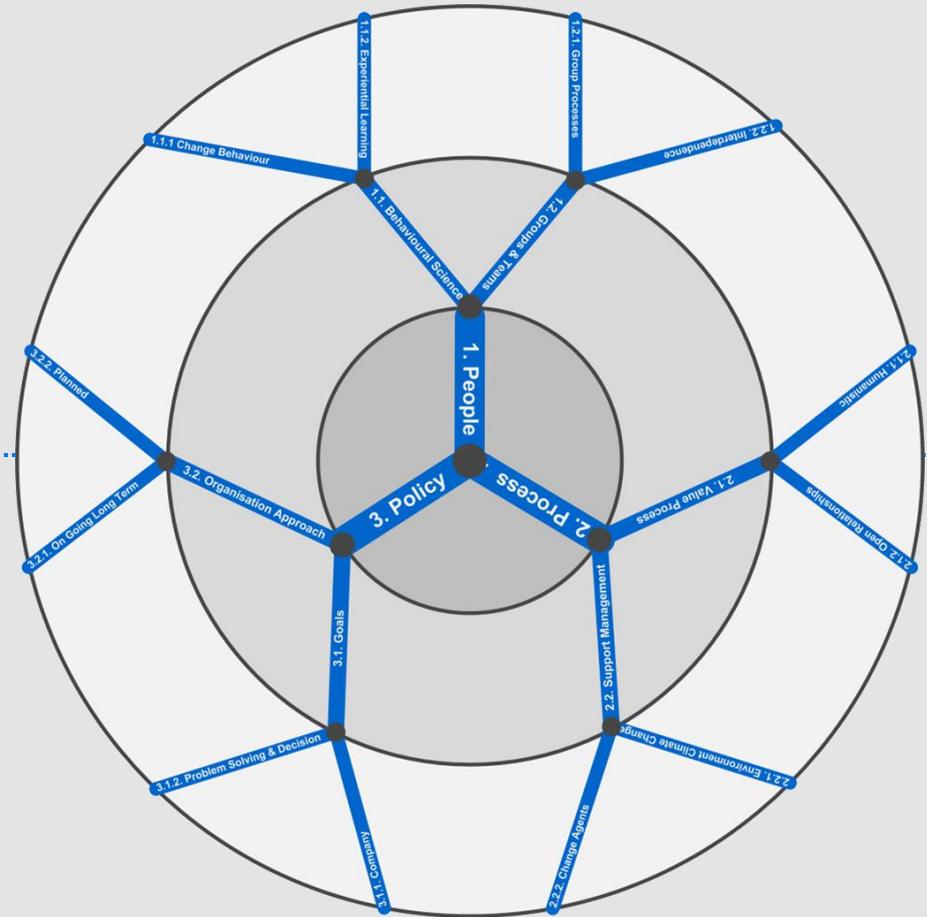


Future Work

Control

Practices

Orientation Value



Behaviours

Artefacts

Language

THANK YOU!
Questions?

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