Accenture / Fjord Dublin (via teleconference) 14 July 2020

Systems Theory in Design Nodes, links, and networks

Hugh Dubberly Dubberly Design Office

A key aspect of systems is the relationship between elements the system's structure.

Today, we will look at three related topics:

- Information structures
- Communications within networks
- Counting and measuring

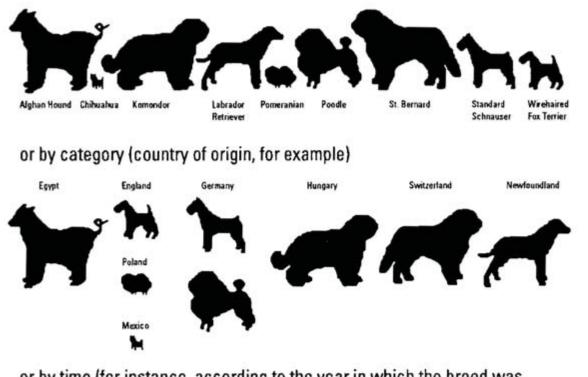
Information Structures

Dubberly Design Office + SystemsTheory in Design-Nodes, links, and networks + 14 July 2020

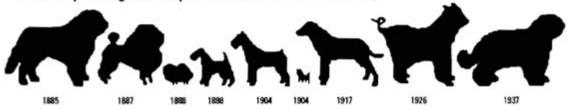
3

Wurman offers "LATCH" as a set of organizing principles Location, Alphabet, Time, Category, or Hierarchy — a mixed list

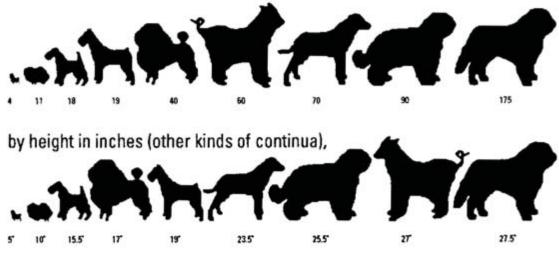
I could organize these dogs alphabetically...

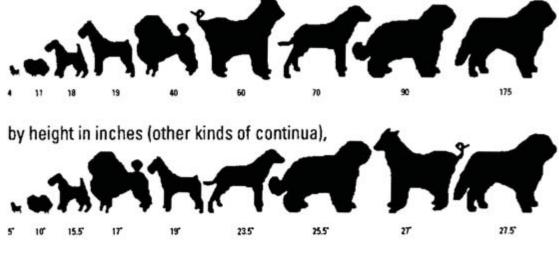


or by time (for instance, according to the year in which the breed was officially recognized by th American Kennel Club).



Then again, I might arrange then by weight in pounds,





or by breeds as categorized by the American Kennel Club. Toy Dogs 1 **bi** 1

Real learning about dogs comes from comparing organizations. For example, you can see that the Afghan hound is taller than both the Labrador Retriever and the Komondor, but is out weighted by both. Most likely they are stockier, which makes sense when you see that they are both in the working dogs category while the Afghan is a hound.

Wurman, Richard Saul, Information Arxiety, Double Day, NewYork NY (1989) pg.71-72





Ethnographic Frameworks suggest ways of cataloging systems.

AEIOU	POEMS	Ax4
Activity	People	Actors
Environment	Objects	Activities
Interaction	Environment	Artifacts
Object	Messages	Atmosphere
User	Services	

ſе

Information structures decompose into half-a-dozen basic forms —

- "primitives":
- Name-Value Pairs
- Nodes + Links
- Array
- Matrix
- Tree
- Web

Points or name-value pairs — **x = 3.1415**

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7

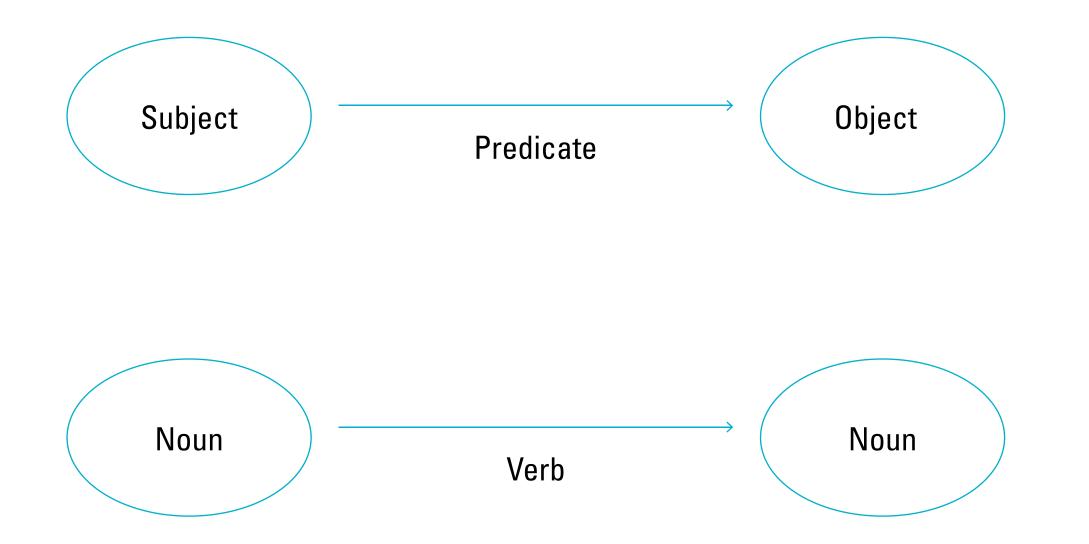
Name-Value Pairs — variable + the current instance

Key	Value
firstName	Bugs
lastName	Bunny
location	Earth

Nodes + Links — also entities + relationships



RDF example — Resource Description Framework, an internet standard



Lines or arrays

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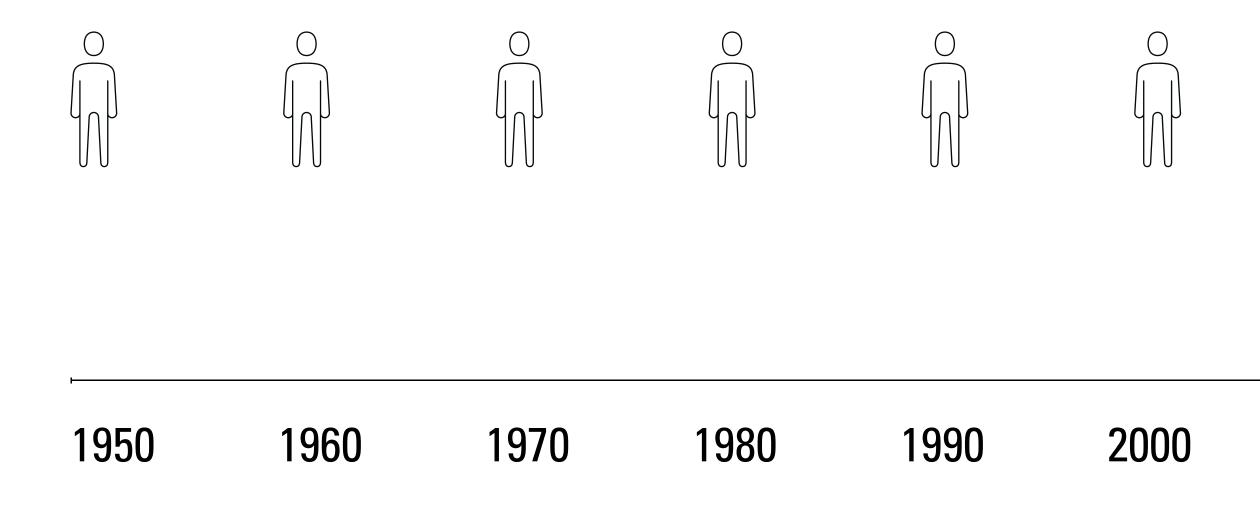
11

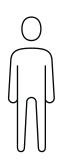
Array — a "string" or list — may be a process, journey, or path



Ε

A queue or timeline may also be thought of as an array.



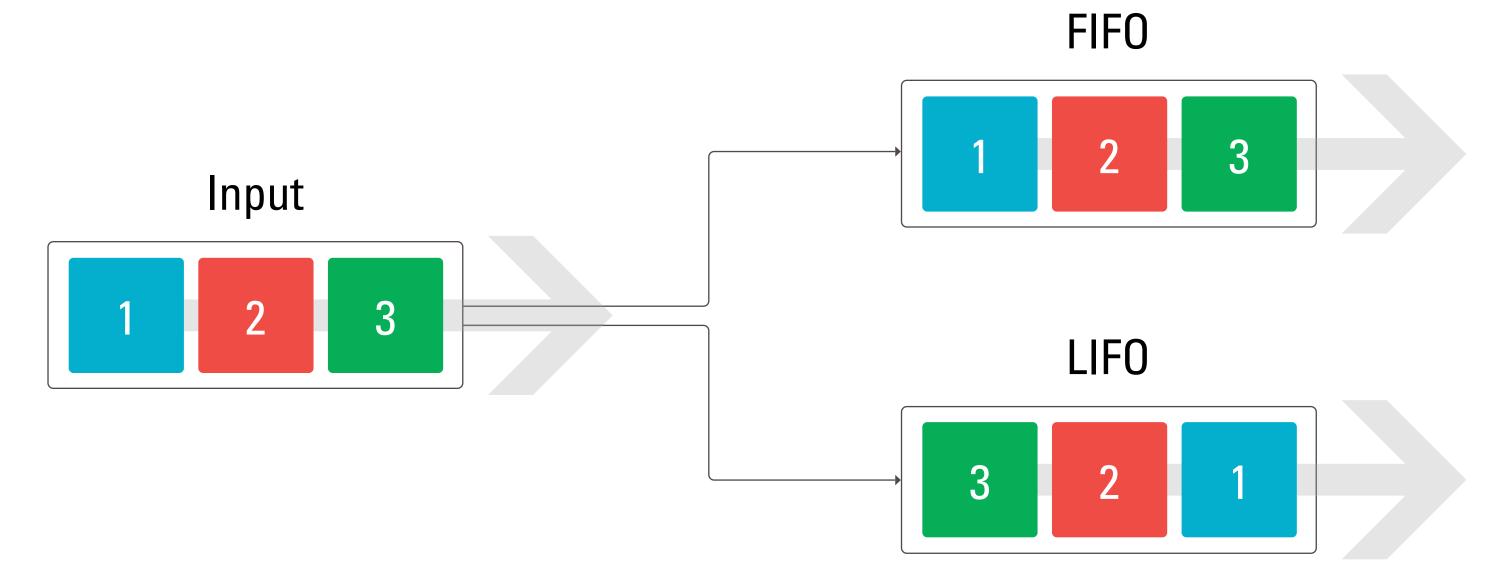






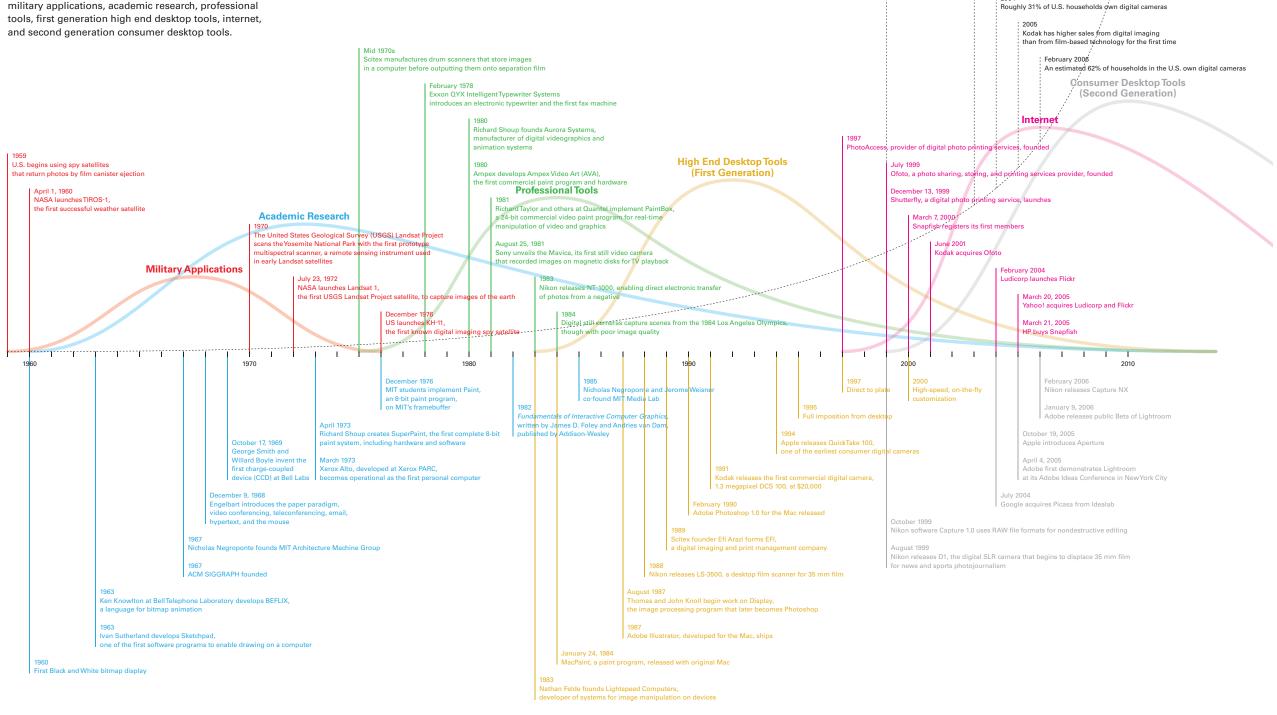
2020

In programming, "the stack" is also an array, which may be organized FIFO, First In, First Out LIFO, Last In, First Out



Timeline of Digital Imaging

This is a draft of a timeline describing major events in the development of digital imaging in the areas of military applications, academic research, professional



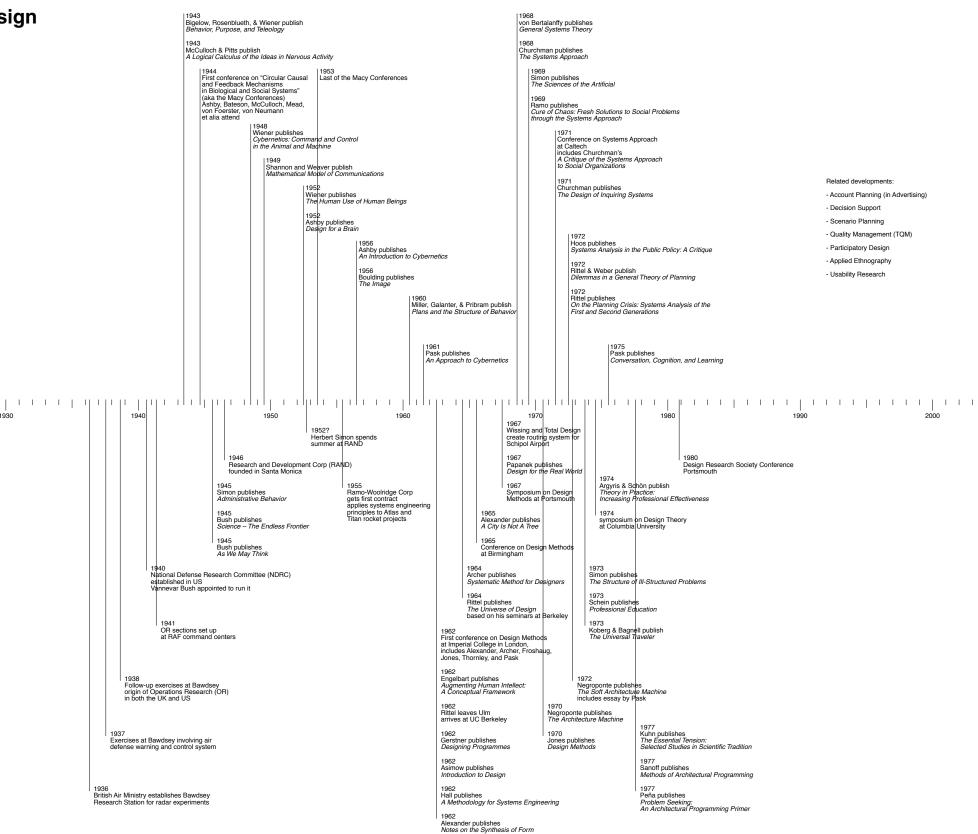
Version 1.3 Dubberly Design Office March 9, 2006



Digital cameras outsell film cameras in the U.S. for the first time

Cybernetics and Systems Design Timeline

This timeline describes major events in the development of cybernetics, operations research, systems analysis, systems engineering, and systems design (compiled in 2002).



1930

Related developments:

- Account Planning (in Advertising)

- Decision Support

- Scenario Planning

- Quality Management (TQM)

- Participatory Design

- Applied Ethnography

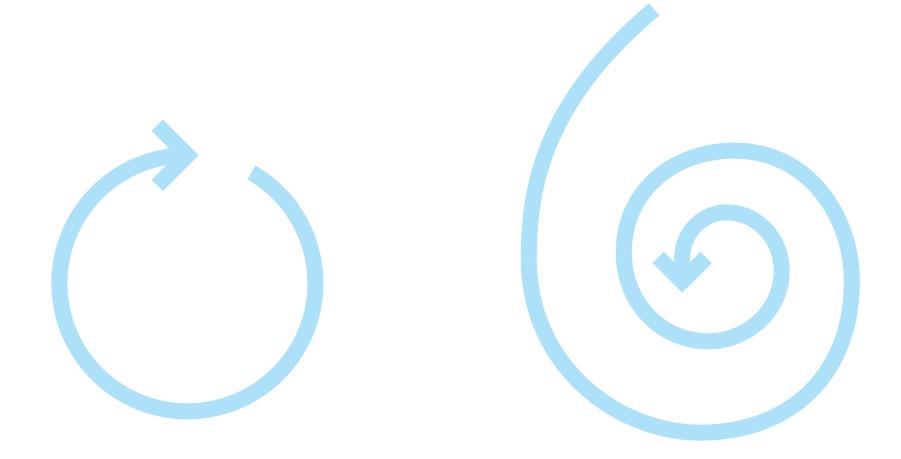
- Usability Research

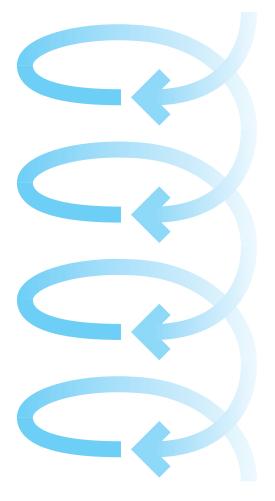
2000

Parallel timelines

Richard Wagner: Gesamtkunstwerk	• AIGA	Bauhaus	•Le Corbusier: Vers Une Architecture	Cranbrook Albers goes to Black Mountai	_		HfG UIm Jbers goes to Yale	• Hoffi	san at Yale • Doblin to IIT McC	Coys at Cranbrook	McCoys goes to Holland Macs for Design Memohis Groun Media Lab		Raymond: The Cathedral and the Bazaar	
Currier and Ives	Design by Artists	• Industrial Design	·Le condusier. Vers one Architecture	Planned Obsolescence	• Ruder goes to Bas		-	Richardson/Smith	Alexander goes to Berkeley Architecture Machine Group	• Suchman opes to P/		• IDEO	McDonough: Cradle to Cradle	
Alphonse Mucha					• Moholo goes to Chicago	,	Aspen Design Conference	Helvetica • CalArts	Rittel goes to Berkeley Weingart goes to Basel		• EPCOT • Koowledge Na	• Innovation fram		
			Commerical Art		• Brodovitch: Harper's Bazaar		• I.D. Magazine		Hiebert goes to PCA Papi	anek: Design for the Real World	Direct Manipulation Interface	• S.M.A.R.T. • High (Bround	
	Book Desian		Advertising Design		• Teague: Design This Day			Environmental Design	Gerstner: Designing Programmes		Product Semantics	- C.H.P.A.C.R High V		
	book Design		"Graphic Design"		• Eames at Cranbrook		Communications Design	Title Desig	Venturi: Complexity and Contradiction in Architectu	re • First SIGGRAPH conference (Boulder)	Branding Digital Typeface/For	Design Information Architecture • Cult of the Ug	Jy Universal Design Design Observer	
	Typographer		E	ditorial Design		Letterer	Design Research	Signa (Industrial) Film Design	e Design Publication Design Int	formation Design Broadcast Design	UI design	Critical Design Interaction De	esign Experience Design Service De	Jesign
	Typesetter						Corp	rate Identity Design	Super Graphics So	Broadcast Design Icial Design	Product Semantics Strategie	Design	Design by Committ	ittee
Crystal Palace					NY Worlds Fair				• NY Worlds Fair					
	0			• Radar			- ···		Dynabook Alan Kay	Pono Home Walkman	• IBM PC	Game Boy		• iPhone
James Watt	General Relativity		Television Invented Penicillin	• Hadar		• NBC	Transistor	Phototypesetting	,	Pong Home Waikman		·····	Google • iPod • YouTube	• iPhone
Ford Model T					Jet Engine Aircraft	• CBS	Transistor Radio	Selectric	Engelbart FJCC	• VHS	Lightspeed	Photoshop 1.0	Human Genome Sequenced	Kindle
Ada Byron (1st Computer Pro	rogrammer)		• Fuller: Dyr	naxion House	DDT as Insecticide	• ABC	Color Television		Portapak Moon Landing		Nintendo: NES	World Wide Web Emerges	• Wifi LAN • Facebook	• A
					World of Tomorrow	Tucker Sedan	• Artific	al Intelligence	IBM: System/360 GUI, Xerox PARC		• Mac	Kodak DCS 100	• Wikipedia	
				Stationary Reproduct	ion Camera	Atomic Bomb	DNA Modeled		• Non	-Linear Editing	Desktop Publishing	Linux	• Blu-ray Disc • Tv	witter
										Pong • Dungeons & Dragons	Postscript	Nokia 101		
									- 000) Chip • Betamax	Laser Printer	Mosaic Browser		
										Artificial Intelligence	ce (Minksy) • CD-ROM • Power	• Macromedia Director		
										Joy Division	Fontographer	Netscape Navigator		
Froebel • Ge	Sestalt Theory World War I	_	Soviet Union		World War II		rean War Vietnam War					German Reunification	Afghan War	
Ferdinand de Saussure	Panama Canal		Serialism Great Depre				(France)		(US)			Americans with Disabilities Act	Iraq War	
	• r anama canar		• Surrealism		nd in Saudi Arabia • Co	ca-Cola	US Civil Rights	Inversent	• Earth Day	a Elma	• MTV • 3D Animation		* Rowling: Harry Potter	Great
ebtual			Eisenstein: The Battleship Potemkin		Dieneur Snow White + Weller Citizen Kane	• Howdy Doody	Common Market	• Pantyhose • Nels			- AIDC - Cikaan Alamanaan	Break-up of USSR	www.may.nany.rouer	Recession
				• Comic Books	Uisney: Snow White • Wells: Citizen Kane	- nonaj boasj			Rainier 2007 Ropace Obja		• AIDS • Gibsoit: Neuromancer		*124	
		 Jayce: Ulysses 	Fitzgerald: The Great Gatsby	• Muzak	McDonald's	Williams: The Glass Menagerie		Barthes: Mythologies	- Webland, Understanding Webla	• Eco: A Theory of Semiotics	Walker: The Color Purple Morrise		ble • Twin Towers	
0			Hemingway: The Sun Also Rises			Camus: The Stranger	• The Mickey Mo	use Club • The Beatles	Derrida: Of Grammatology		Multi-Culturalism	•Tan: The Joy Luck Club • NAFTA • Pixer: Toy Sto		
5														

A process may also be represented as a loop, spiral, or helix.



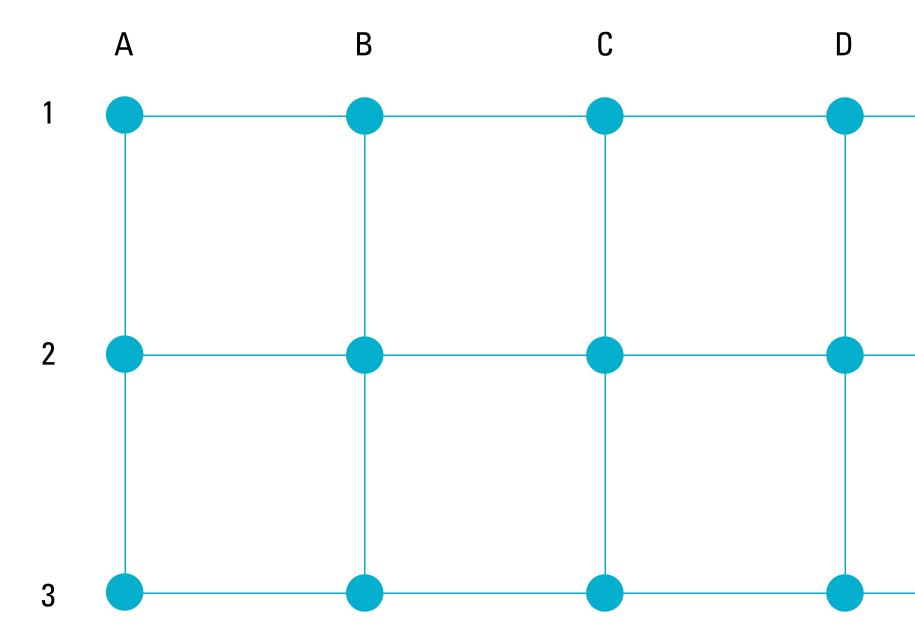


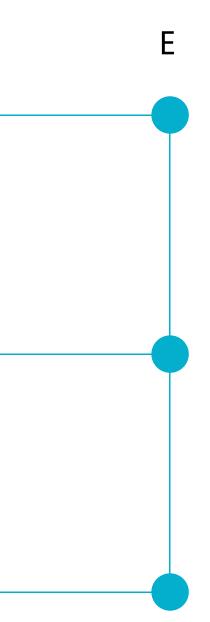
Plane or Matrices

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19

Matrix — also table or "flat file"

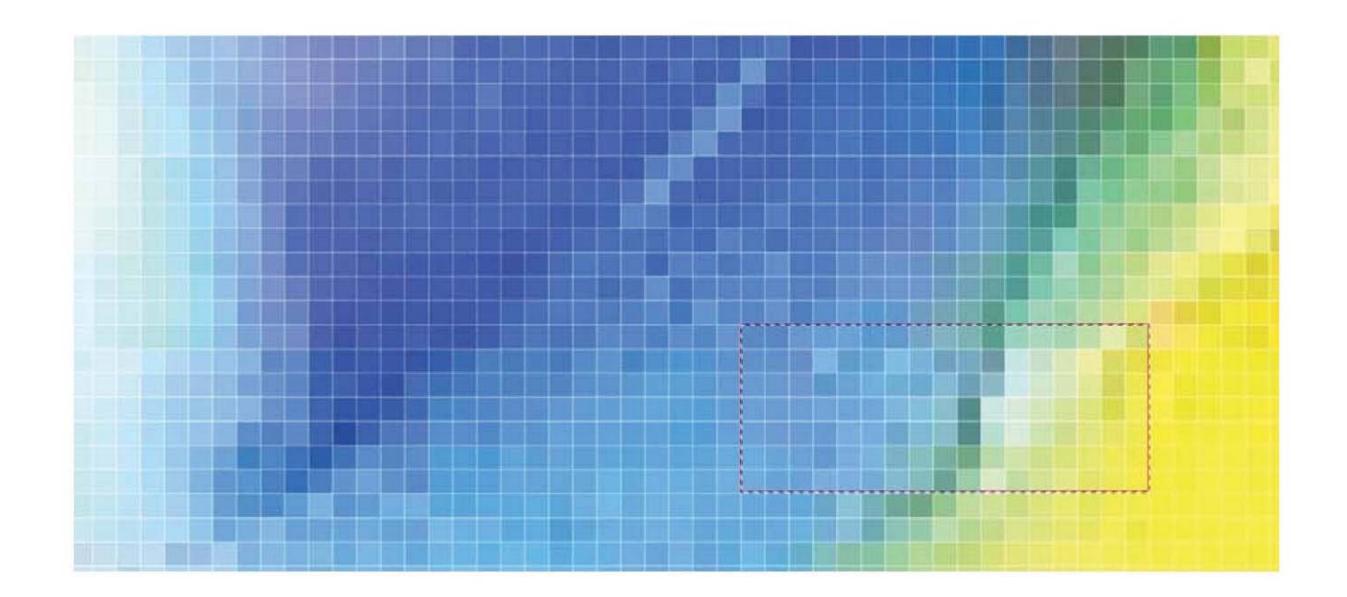




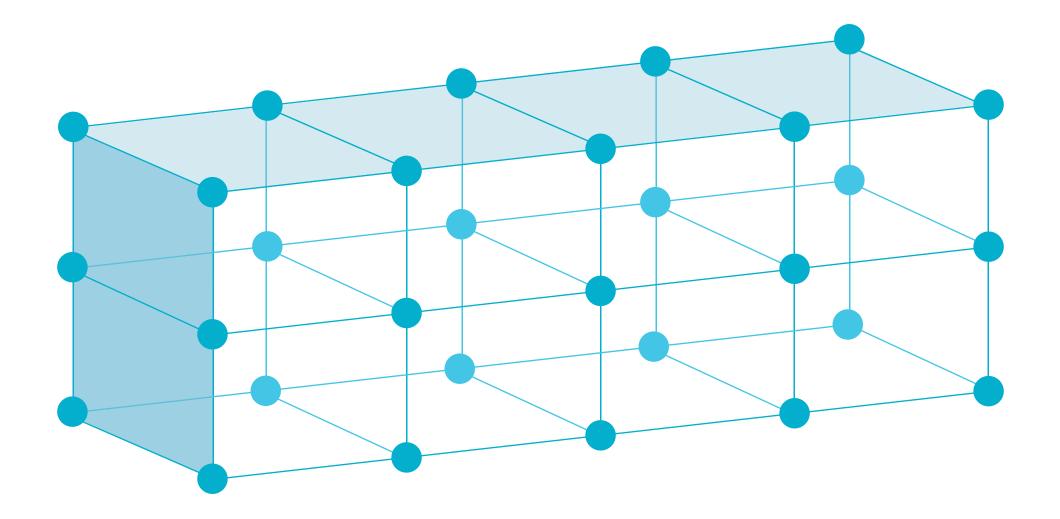
A spreadsheet is a classic matrix structure: rows and columns.

0	A	В	C	D
1		FY 10	FY 11	
2	Jan	1	2	
3	Feb	3	4	
4	March	5	6	
5	April	7	8	
6		E		
7	Totals	16	=SUM(C2:C5)	
8				
9				
10				

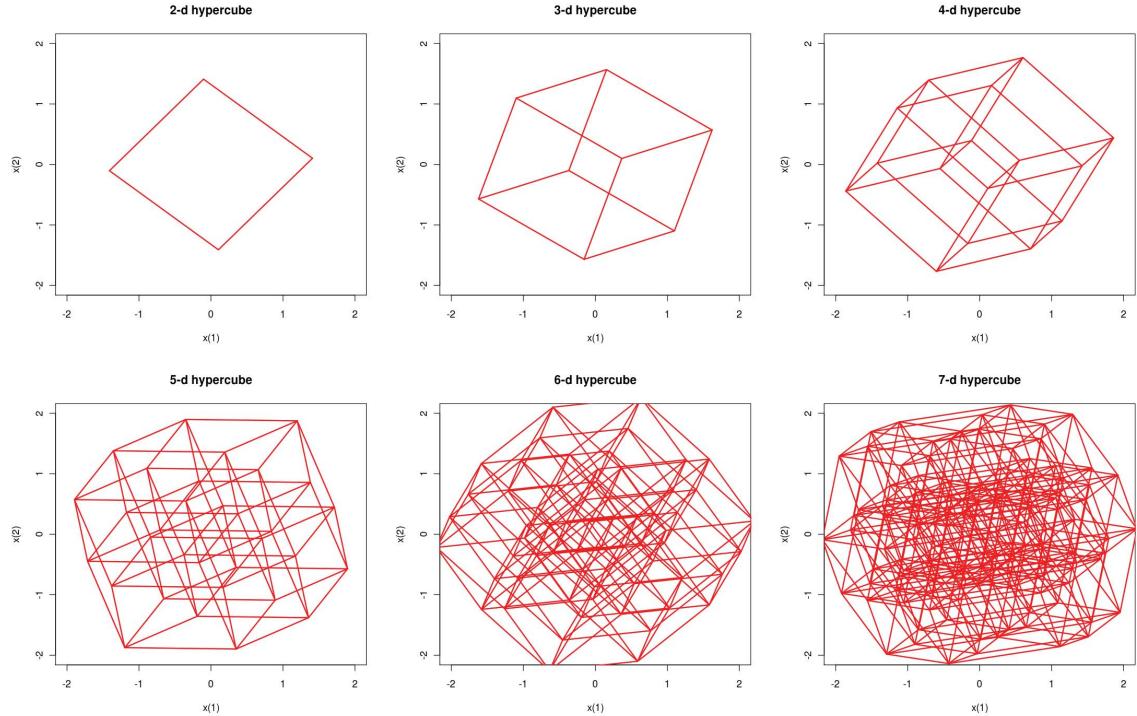
A digital image also has a matrix structure; the file header defines the number of rows + columns.



A matrix may be 3D.



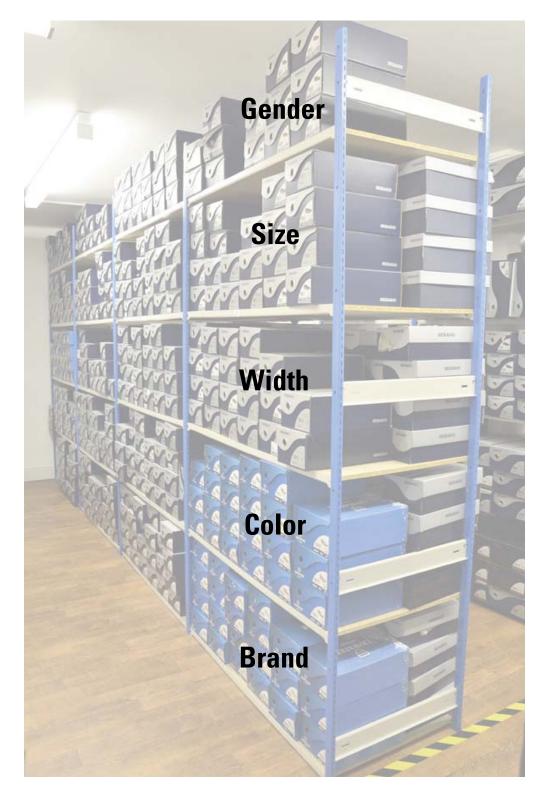
Or 4D or more dimensions.



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E.g., A well organized stockroom is a "walk-in matrix".



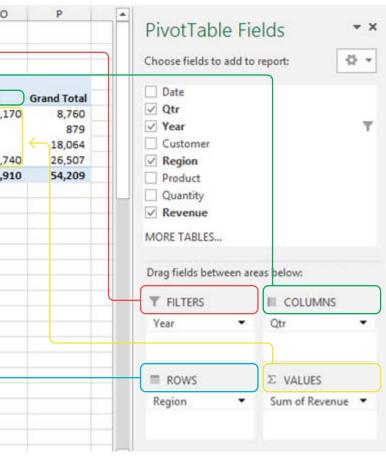


Pivot tables

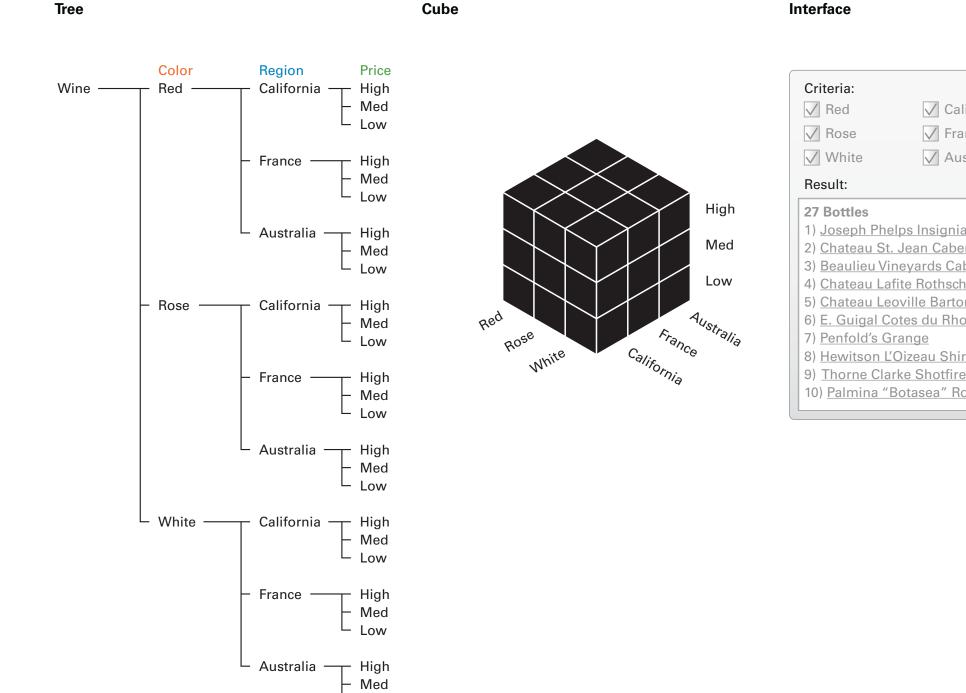
A tool that allows you to summarize and explore large sets of data into a meaningful report.

	Α	В	С	D	E	F	G	Н	1
1	Source	Data fo	or Pivo	t Table					
2	Date .	🕂 Qtr 💌	Year 💌	Customer 💌	Region 💌	Product 💌	Quantity 💌	Revenue 💌	
3	01/05/13	Q1	2013	Customer 4	West	Product 9	15	270	
4	03/12/13	Q1	2013	Customer 1	Midwest	Product 3	20	200	
5	03/14/13	Q1	2013	Customer 6	West	Product 8	25	1,150	
6	03/27/13	Q1	2013	Customer 3	West	Product 1	14	100	
7	04/14/13	Q2	2013	Customer 6	Northeast	Product 7	16	400	
8	04/16/13	Q2	2013	Customer 7	Midwest	Product 5	40	510	
9	04/25/13	Q2	2013	Customer 6	South	Product 3	20	70	
10	04/28/13	Q2	2013	Customer 6	Midwest	Product 6	10	92	
11	07/03/13	Q3	2013	Customer 2	West	Product 7	29	350	
12	07/06/13	Q3	2013	Customer 6	Midwest	Product 7	10	128	

К	L	M	N	0
Pivot Tab	le			
Year	2014 🚽] ←		
Sum of Reven	ue Colum	· ·		
Row Labels	* Q1	Q2	Q3	Q4
Midwest		1,590	2,000	5,1
Northeast	35	184	660	
South	483	1,702	15,879	
West	19,263	3,292	2,212	1,7
Grand Total	19,780	6,768	20,751	6,9
				L

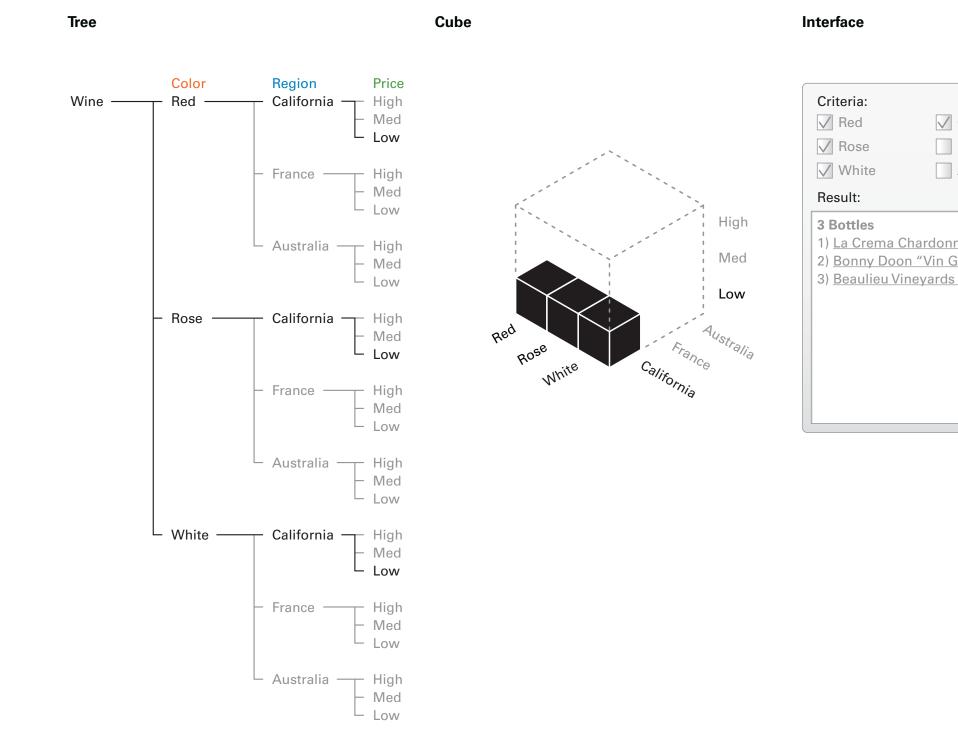


A matrix may be represented as a tree (and vice versa), e.g., "all wine"



California	🗸 High					
France	✓ Med					
Australia	✓ Low					
	\square					
<u>gnia</u>						
<u>abernet Sauvi</u>	gnon Sonoma					
Cabernet Sau	ivignon					
<u>nschild</u>						
arton						
<u>Rhone</u>						
<u>Shiraz</u>						
tfire Ridge Shiraz						
" Rosato						

Filtering narrows selection, e.g., "California, low cost"

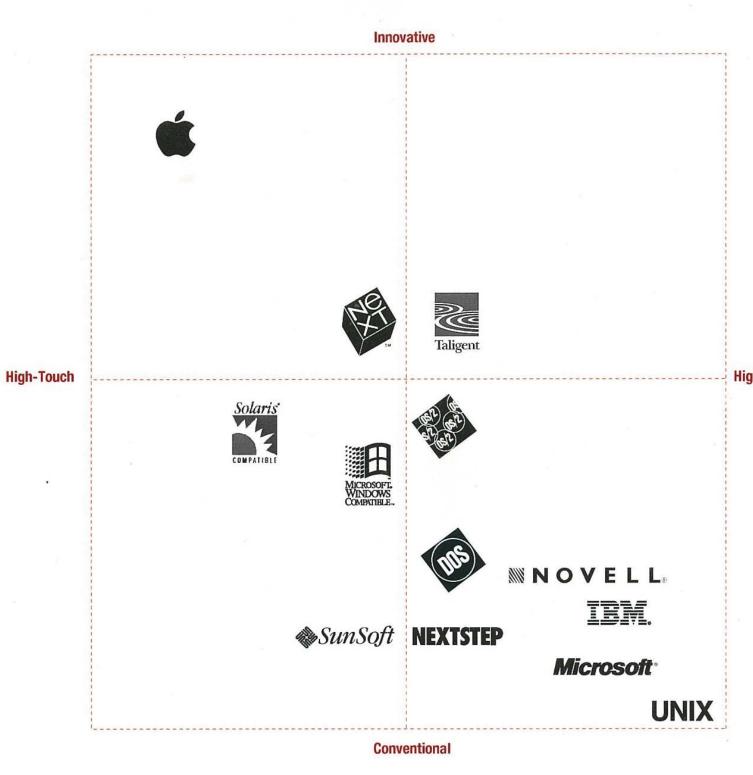


California	High
France	Med
Australia	V Low
<u>nay</u> <u>iris de Cigare"</u> <u>Cabernet Sauv</u>	<u>vignon</u>

2 x 2s are a type of matrix



Perceptual Mapping / Position Map



High-Tech

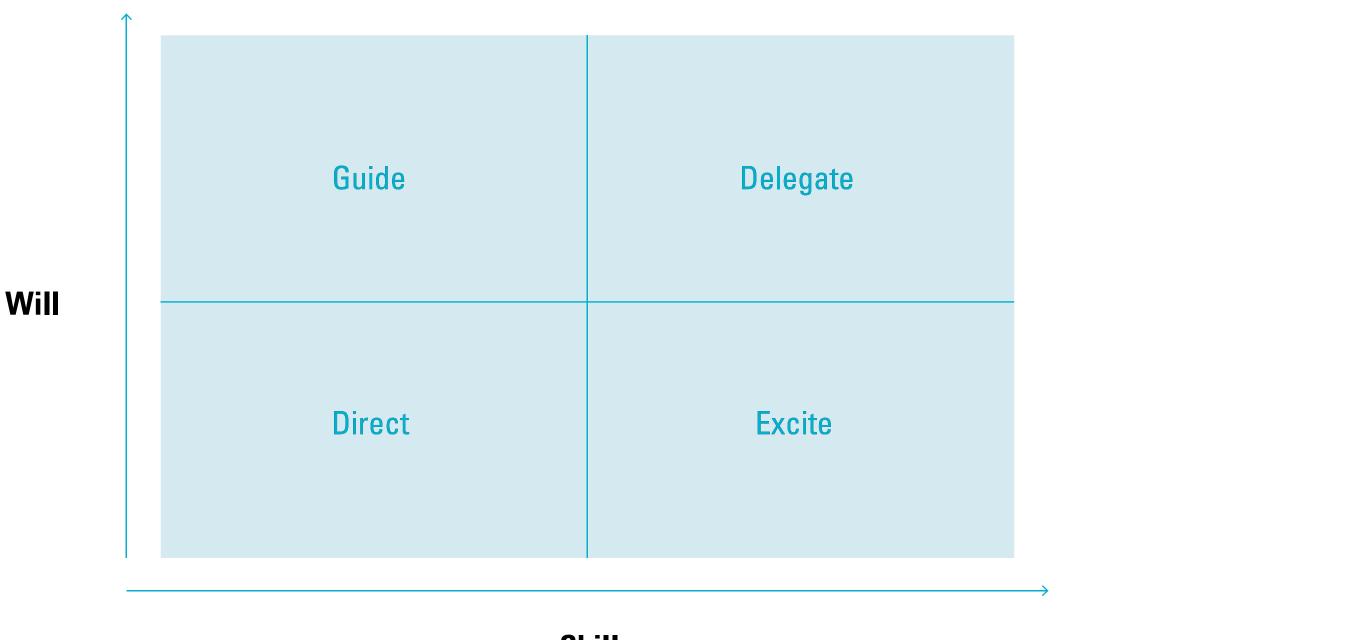
Willingness vs Ability — Managerial Responses



Unwilling

Willing

Skill vs Will — Managerial Responses



Skill

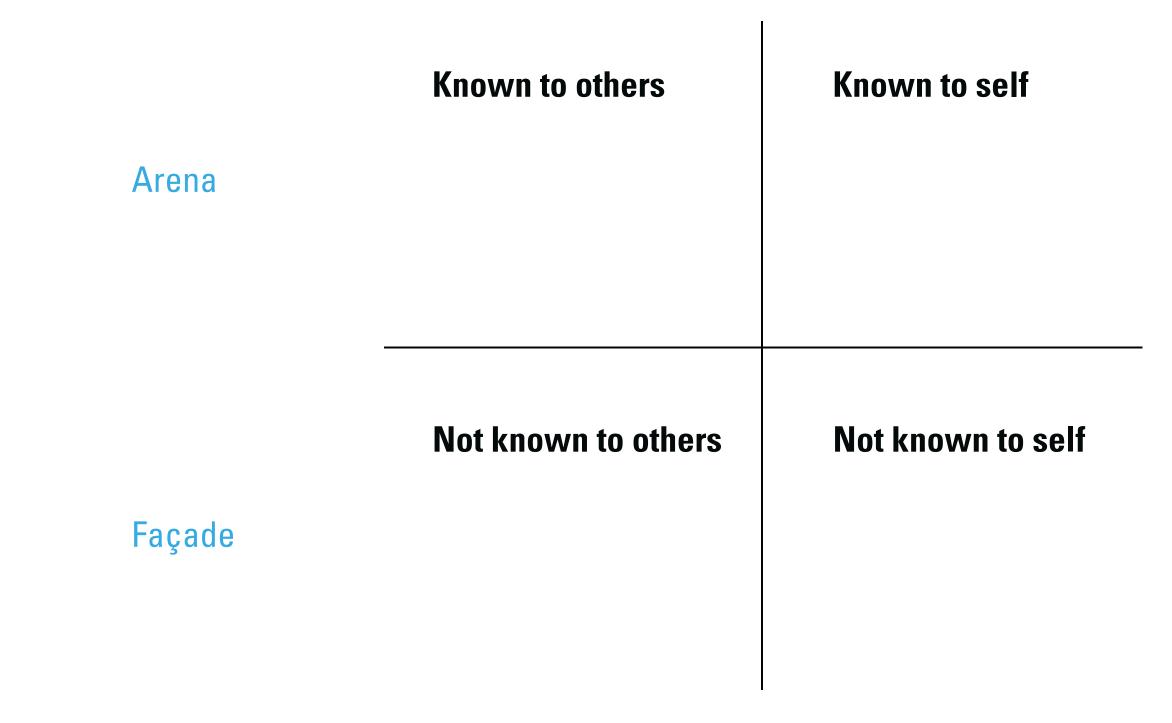
Known vs Unknown

Data thrown off by operations, but not used	Unknown Knowns	Known Knowns
Correlations that might be discovered	Unknown Unknowns	Known Unknowns

What we are already measuring

What we are planning to measure (or is not worth the cost)

Johari window, Joseph Luft & Harrington Ingham, 1955



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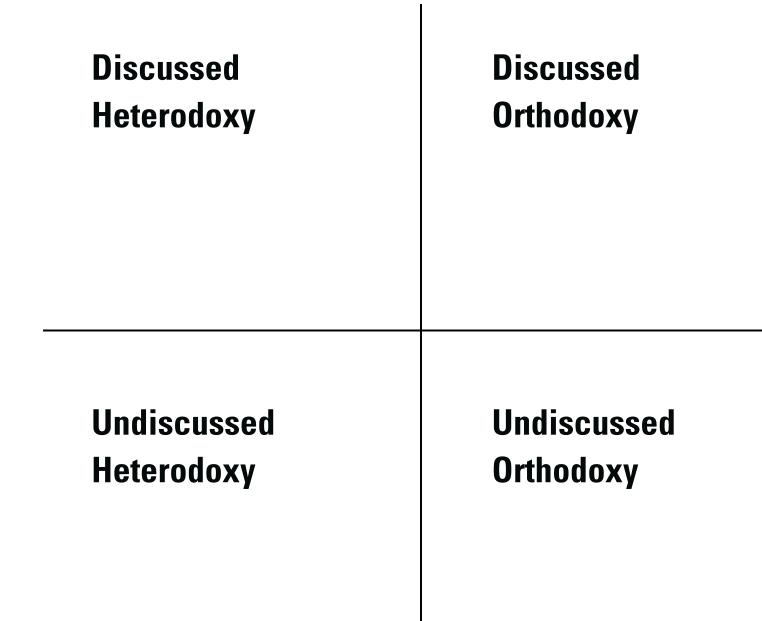


Blind spot

Unknown

Doxa, Pierre Bourdieu, 1972

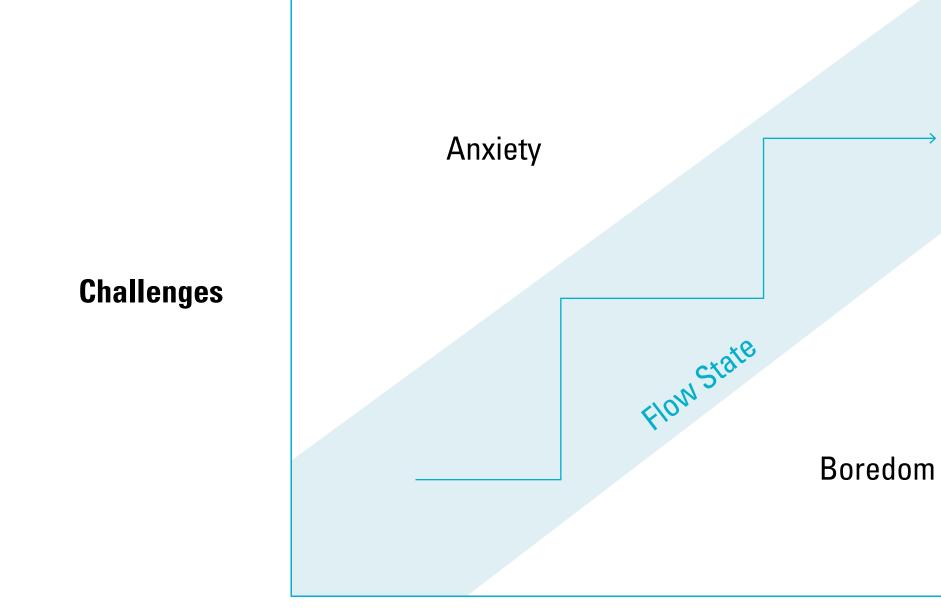
The universe of discourse



The universe of the undiscovered

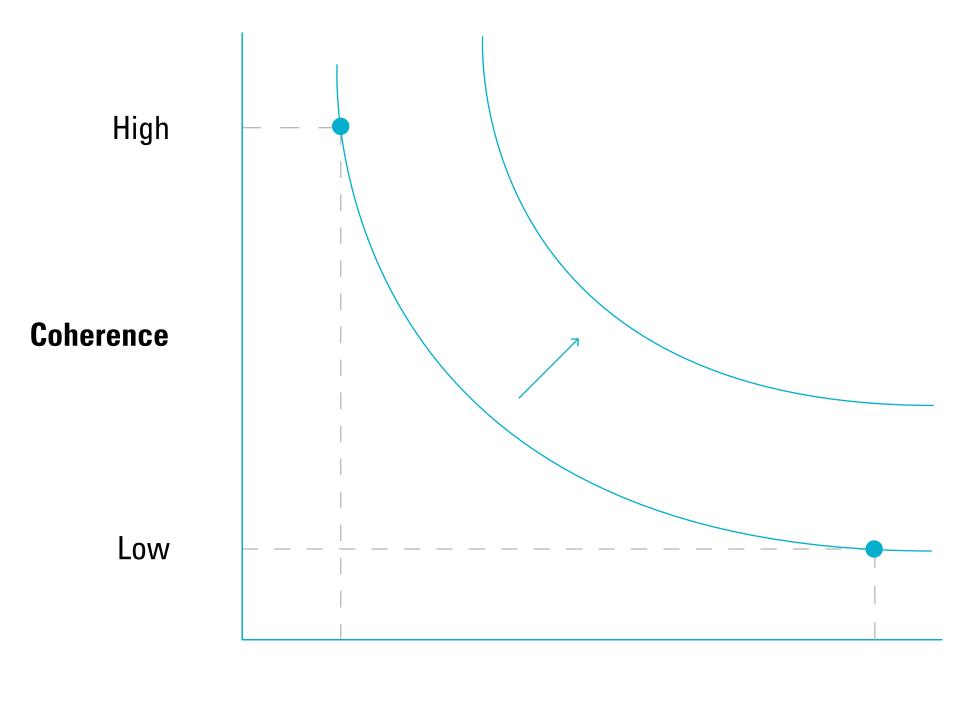
What we see in the press; what's taught in schools

Flow



Skills

Pliant Systems



Low

Flexibility

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High

Era analysis tables are another type of matrix

Design practice is moving from a focus on objects to a focus on systems. 1900 - 20001995 - now Values **Embrace complexity Seek simplicity** Designer's role **Collaborator/Facilitating Expert/Deciding** Construction Direct **Mediated Almost perfect** Stopping condition Good enough for now **More deterministic** Result Less predictable End state Completed Adapting, growing

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Product era analysis Dubberly, Cain, Forlizzi, & Pangaro, 2019

	Hand-crafted Objects	Mass-produced Products
Scale	Small (one-at-a-time)	Huge (large batches)
Timeframe	Bounded	Bounded
Complexity	Limited	Greater
Outcomes	In the maker's control	Calculated & optimized
Objects	Made by hand	Made by machine
Associations	Maker knows user	Anonymous transaction
Values	Waste not / want not	Solve / specify

Product-service Ecologies

- Huge (world-wide)
- Ongoing
- **Greater still**
- Emergent
- Embedded in service systems
- Surveillance "relationship"
- Adapt / test

Product era analysis (cont.) Dubberly, Cain, Forlizzi, & Pangaro, 2019

Handcrafted Objects	Mass-produced Products		Prod	
Design occurs <i>during</i> making, modifications for context.		Customer input is rare; extremely small samples.		A-B ever
 Often, made-to-measure (bespoke, personalized) Dumb Stand-alone		Mostly, made-in-advance (ready-made to standard sizes) Dumb Stand-alone	_	Mas mas Sma Coni
 Knowledge is embedded <i>in</i> the artifact and the maker	_	Knowledge is embedded in artifact <i>and</i> production process	_	com Knov bacł

duct-service Ecologies

B testing becomes standard; ery action is recorded.

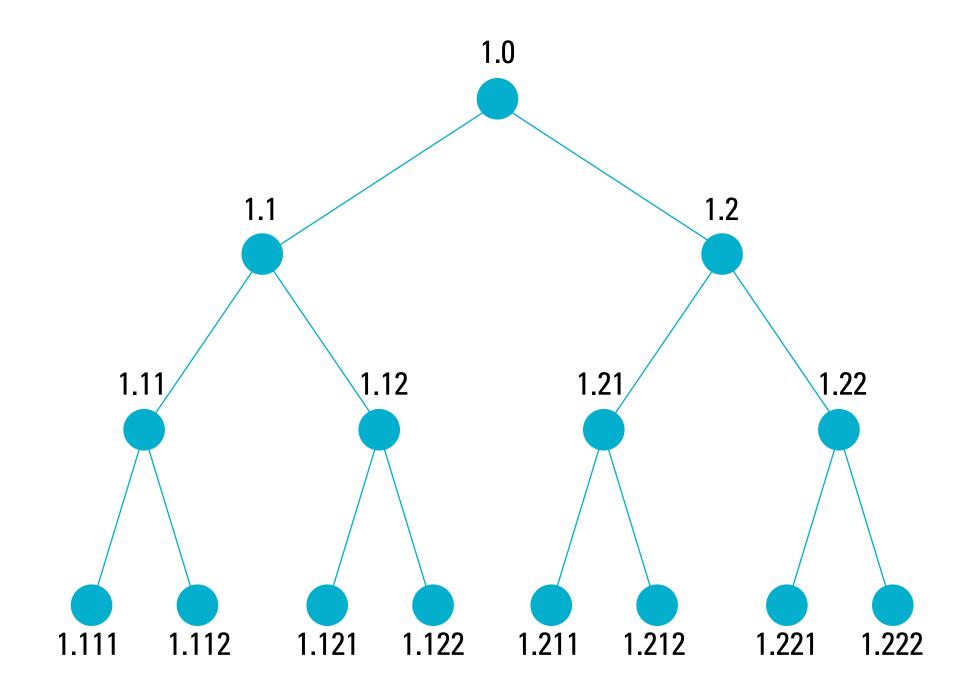
ass manufactured *and* ss customized art & aware nnected to cloud storage, mpute, and services owledge flows from users and ck-and-forth through the system



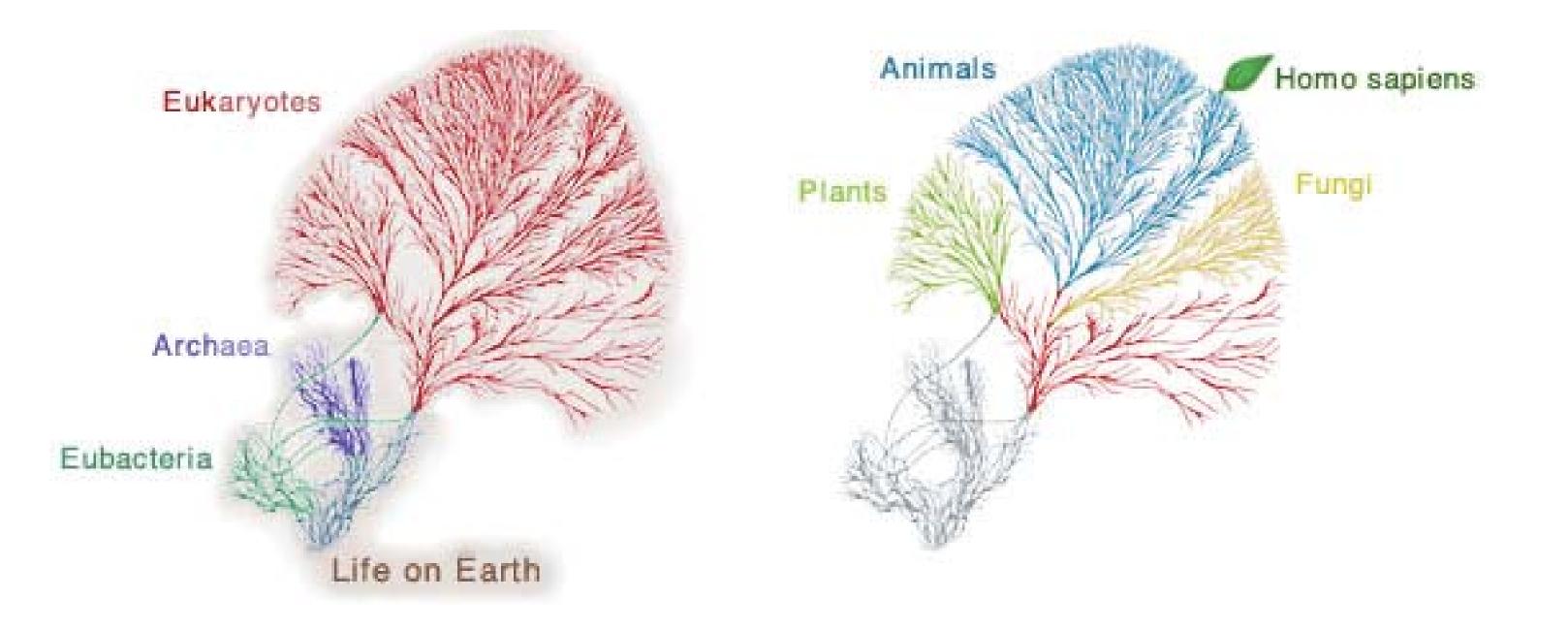
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42

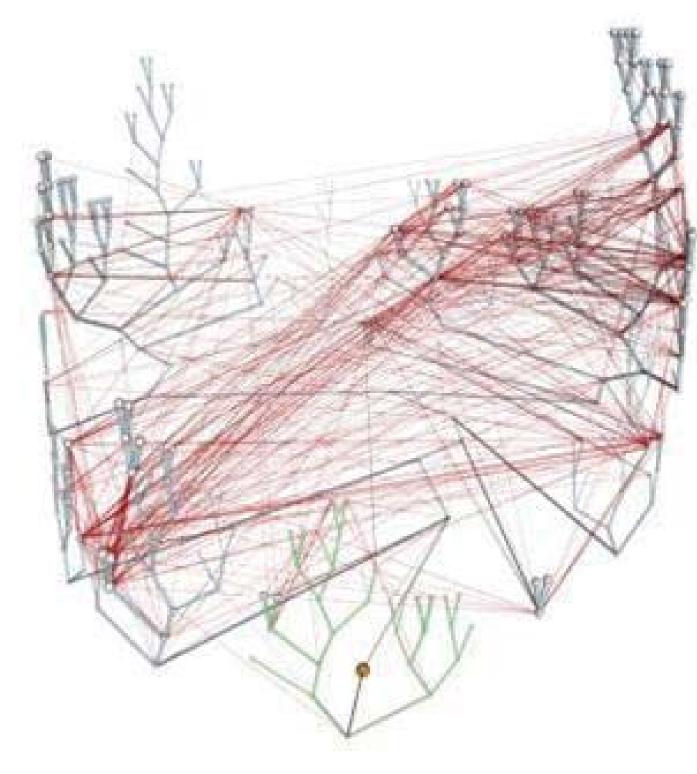
Tree — also hierarchy, taxonomy



Tree of life

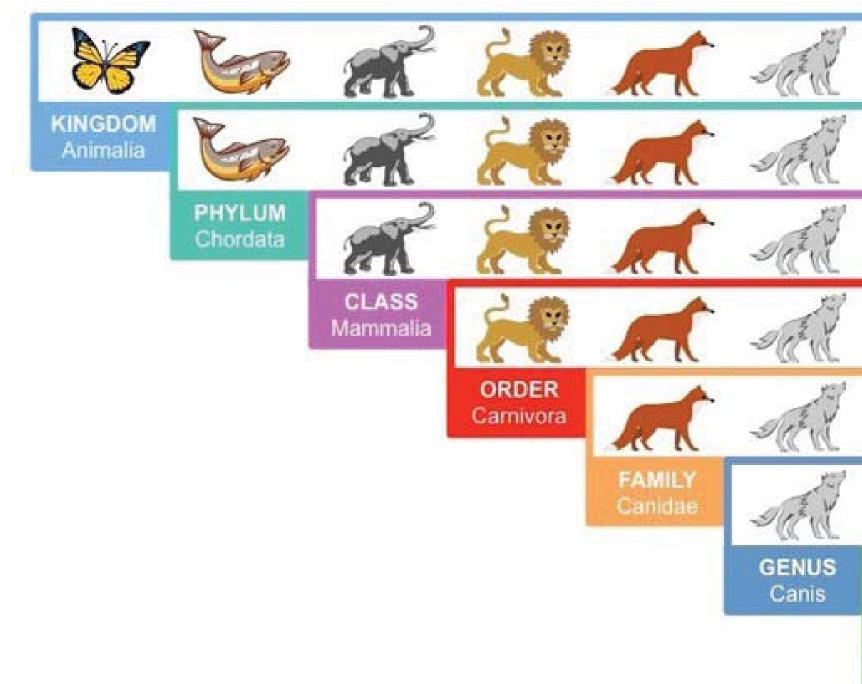


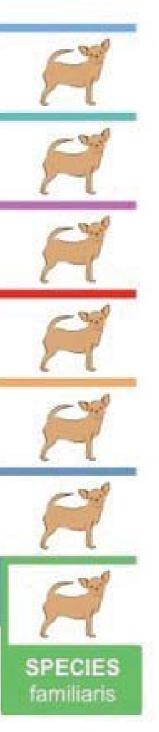
Web of life



45

Taxonomy



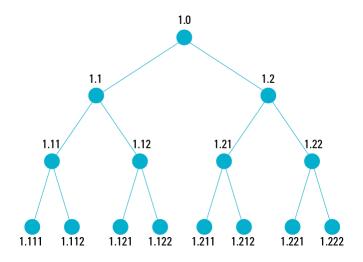


Binomial naming, Carl Linnaeus, 1735

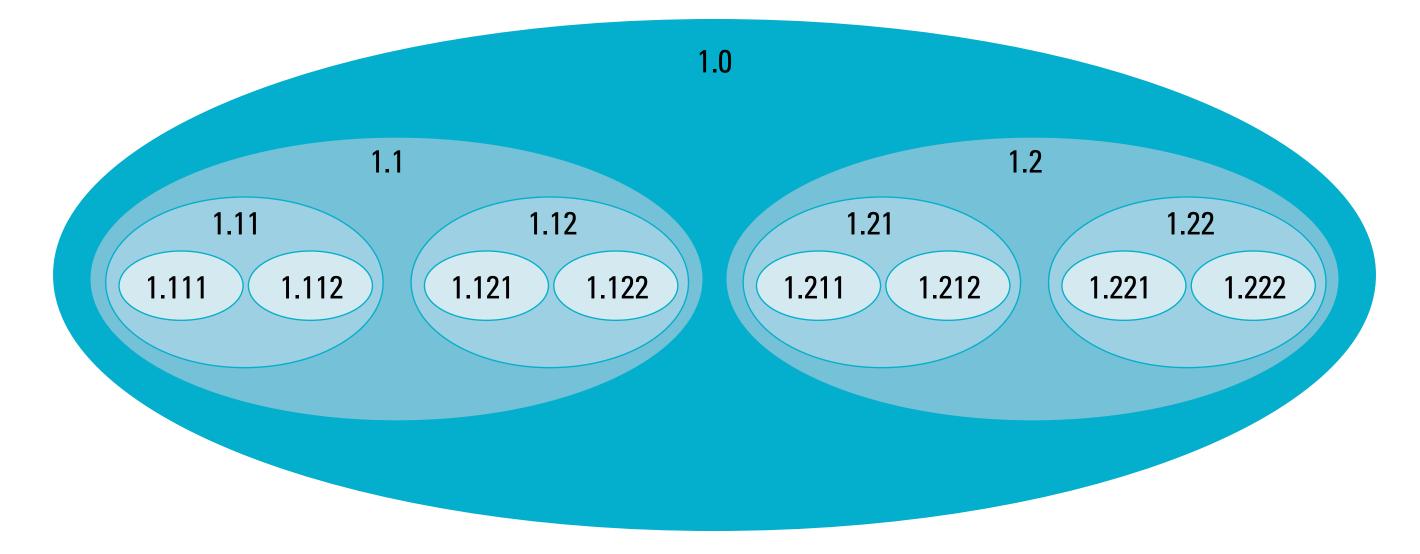
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the second se	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	
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Cryper Muffutur. Peder quature. Femine viviparz , Lötiferz Cryper Muffutur. Peder quature. Femine viviparz , Lötiferz Hanger Status Andrew S	Barting Differacus. Diffus pells satis 1, politics 1, golitics 1, golit	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$

A tree can be represented as an outline.

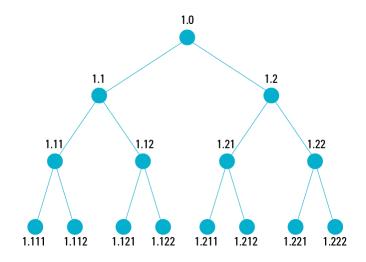
1.0	Titl	е	
	1.1	Section	1.2 Section
		1.11 SubSection	1.21 SubSection
		1.111 Paragraph	1.211 Paragraph
		1.112 Paragraph	1.212 Paragraph
1.12 SubSection		1.12 SubSection	1.22 SubSection
		1.121 Paragraph	1.221 Paragraph
		1.122 Paragraph	1.222 Paragraph



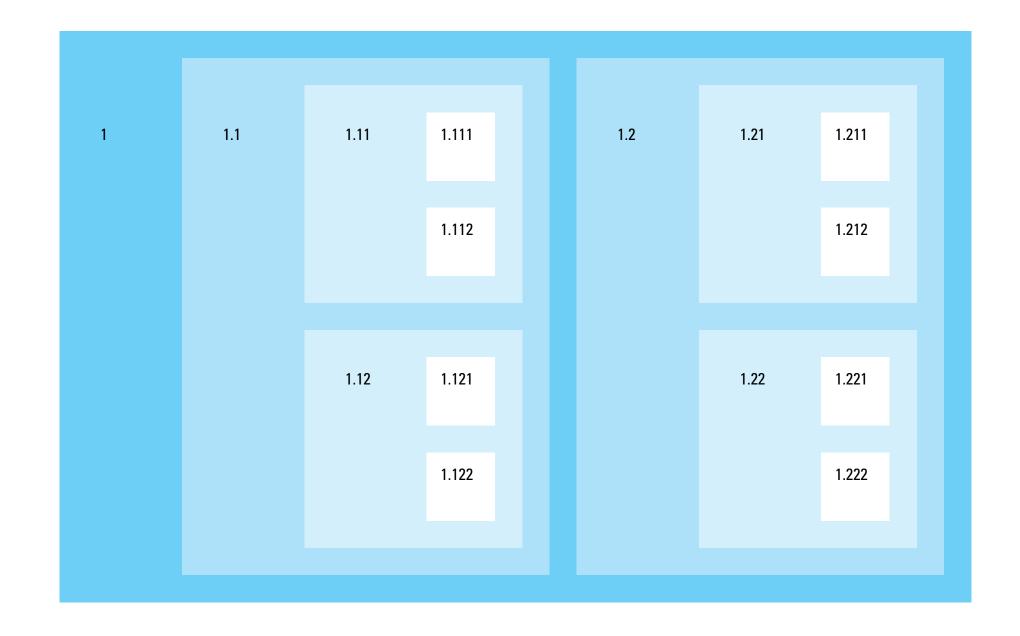
Trees can also be represented as Venn diagrams.



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Trees represent containers; shape can vary.



This market map is also a tree.

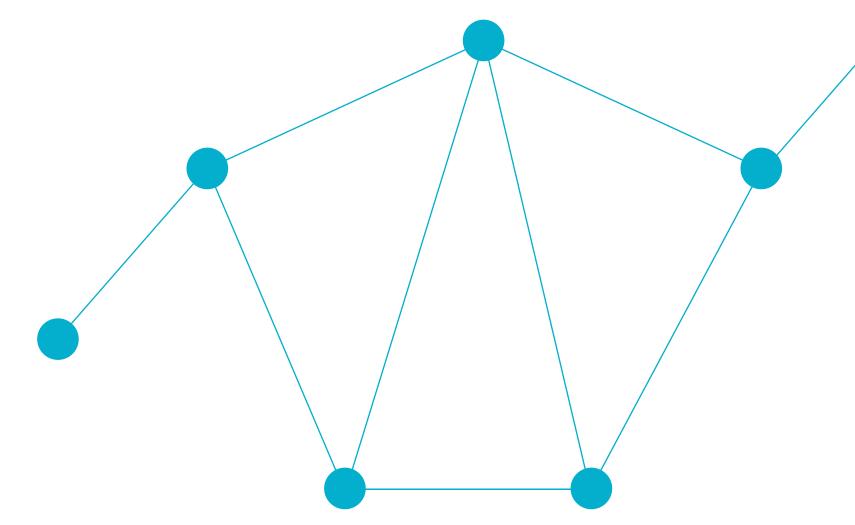


Webs

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52

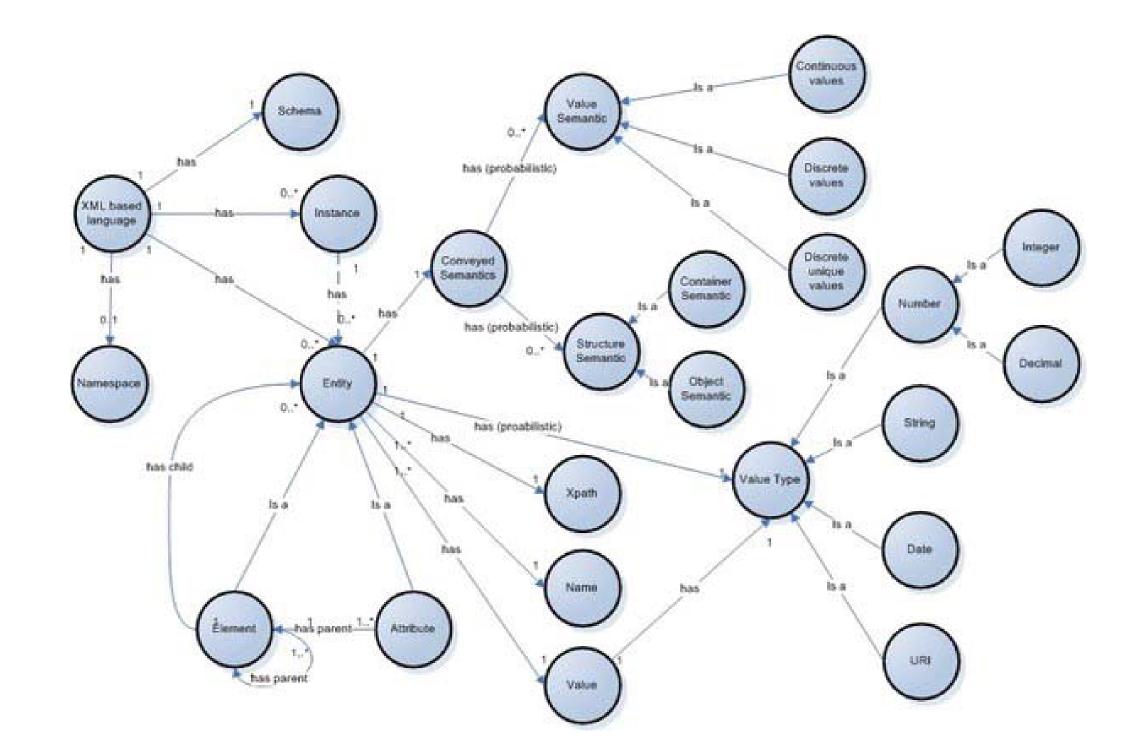
Web — also graph, network, ontology





53

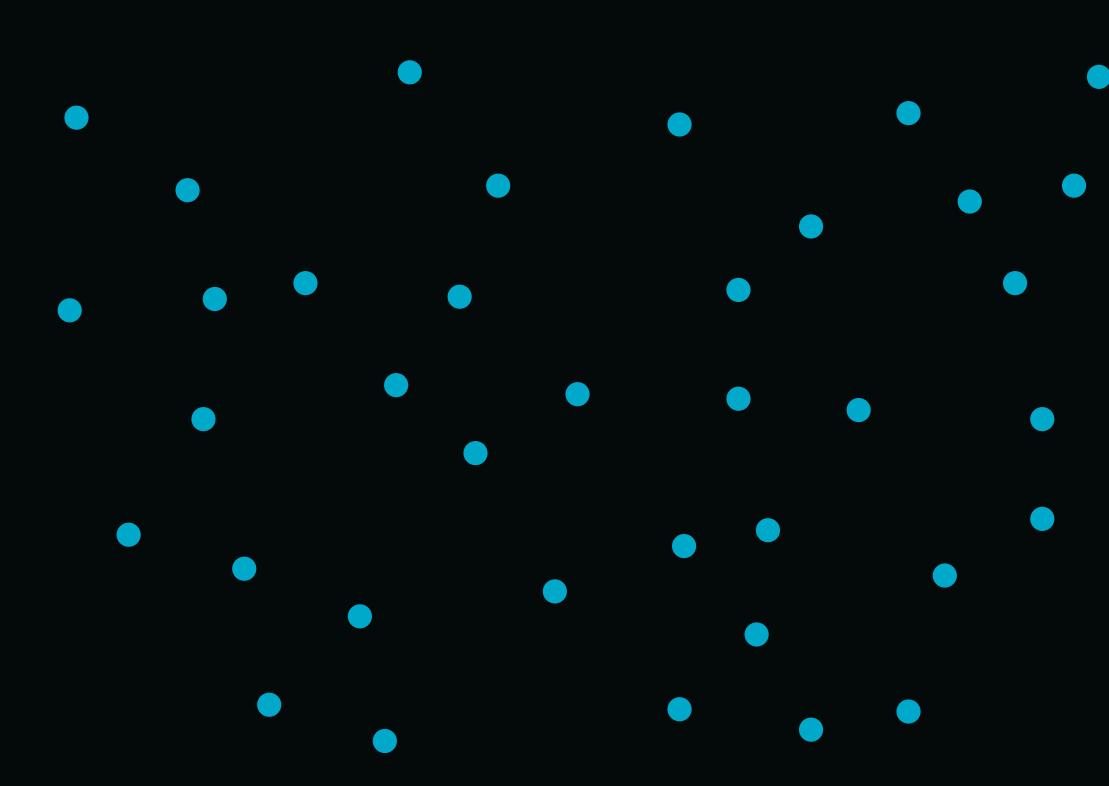
Ontology



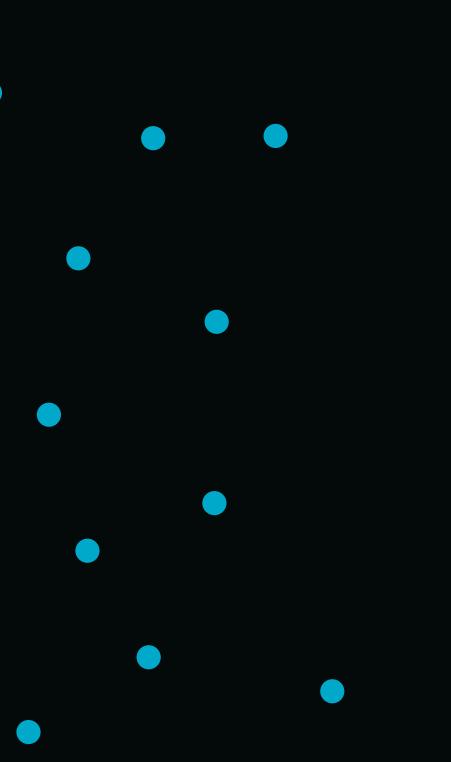
The same set of nodes may be connected to form many different structures.

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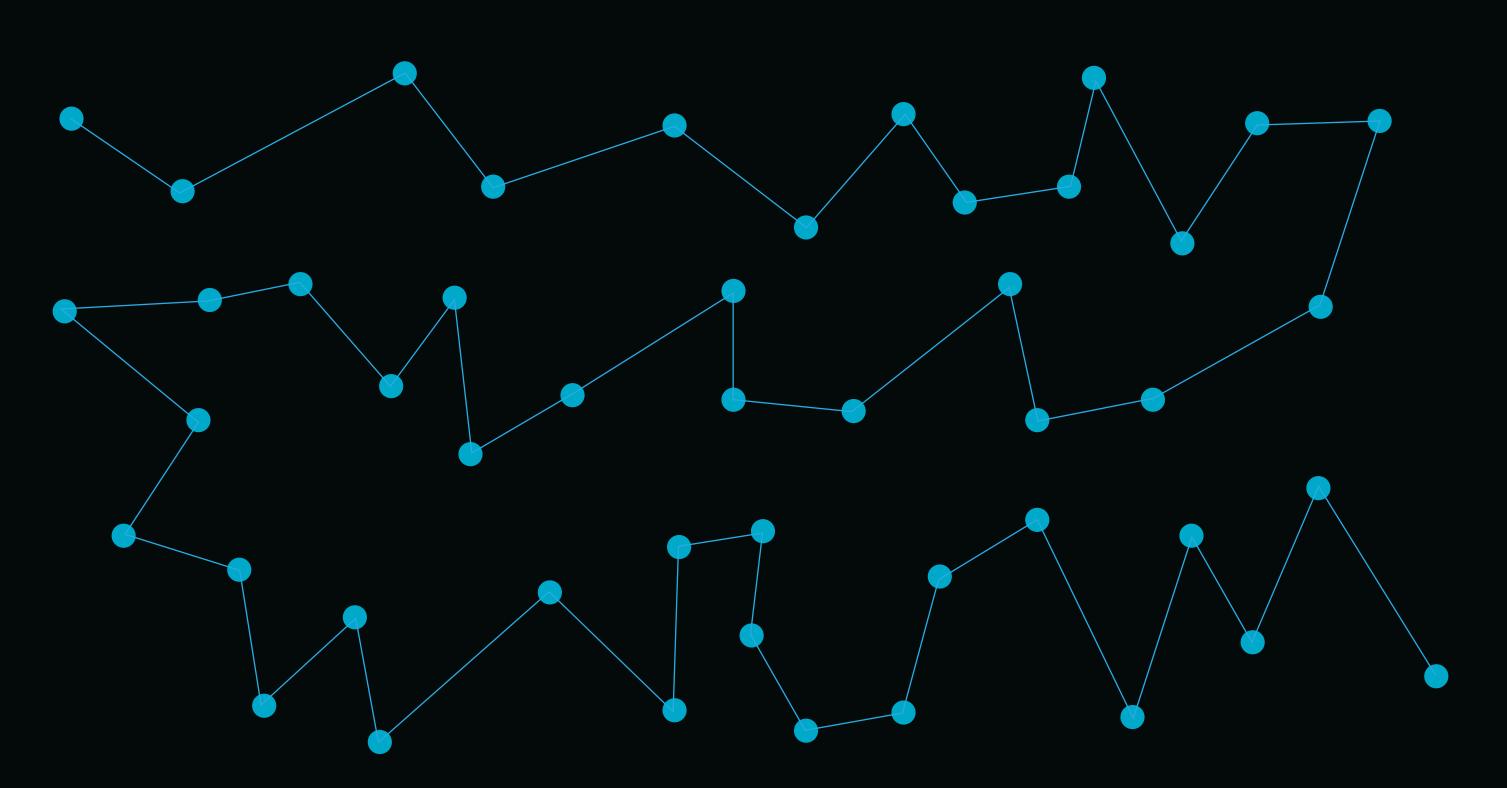
Nodes



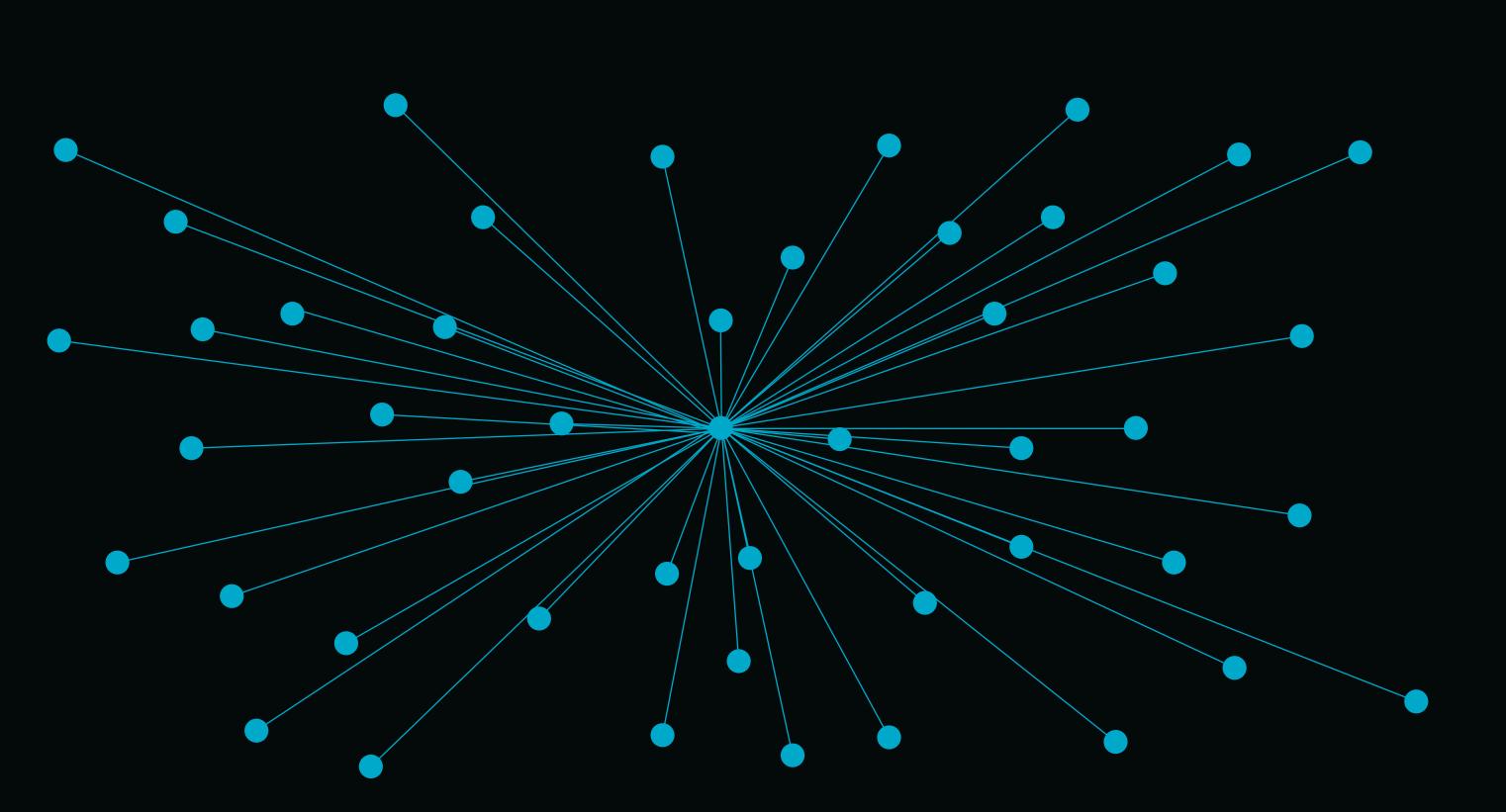
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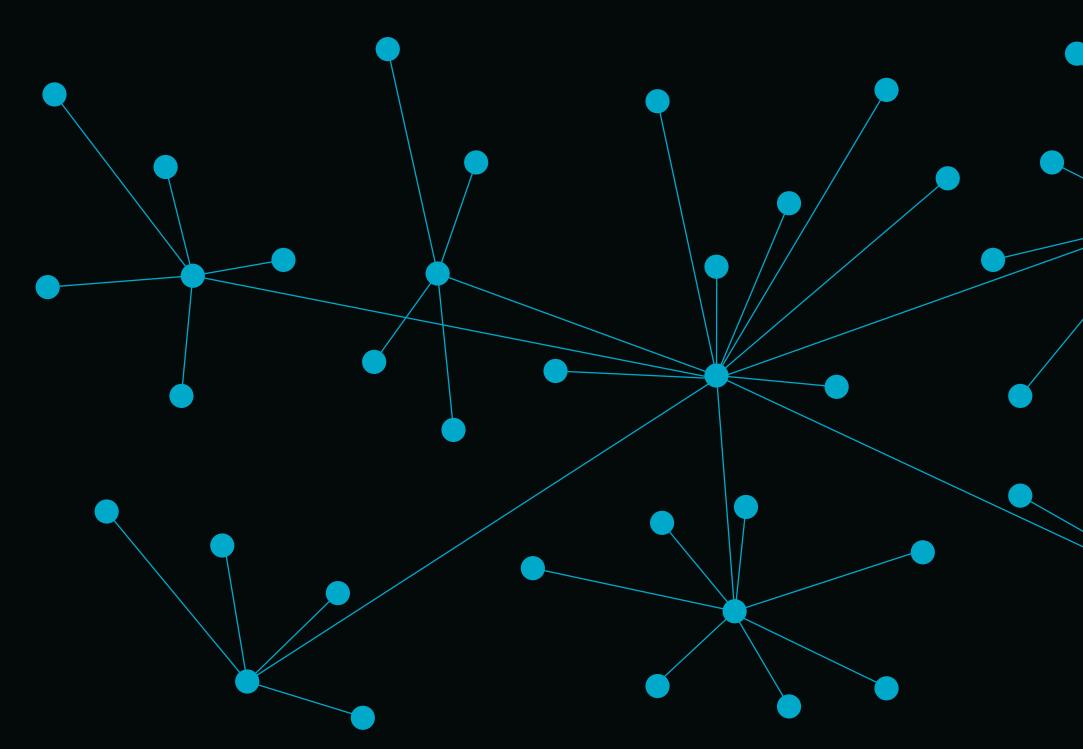
Sequences — "Daisy Chain"

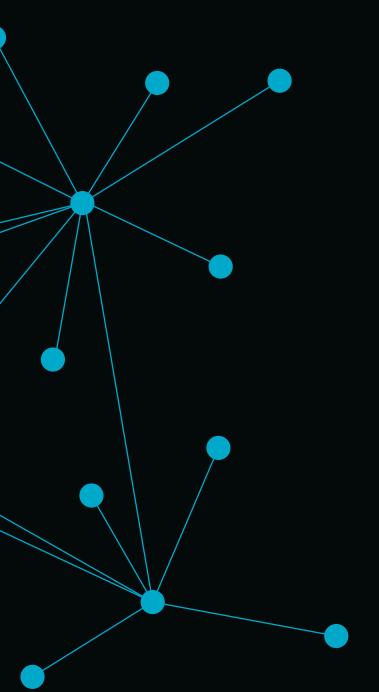


Centralized System

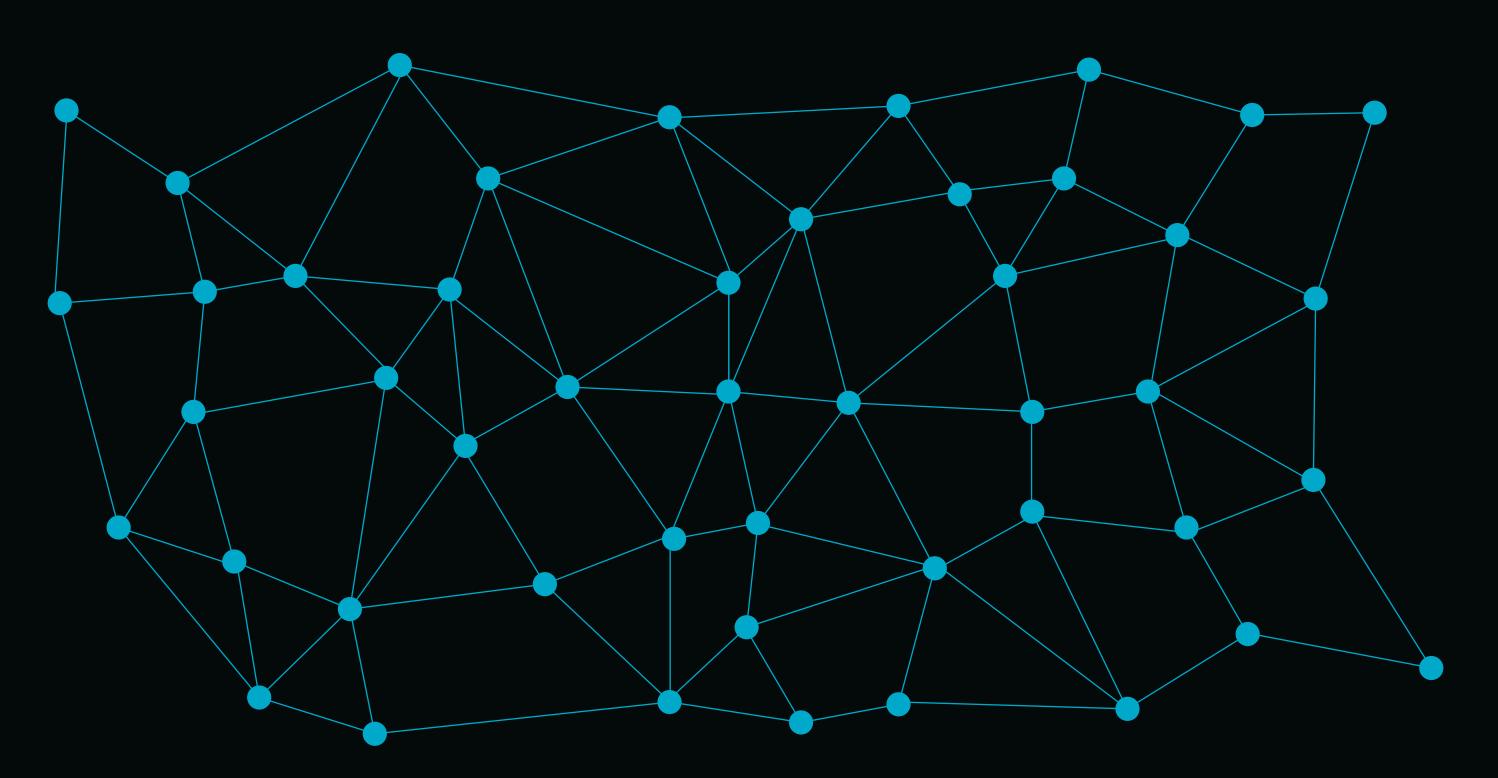


Decentralized System

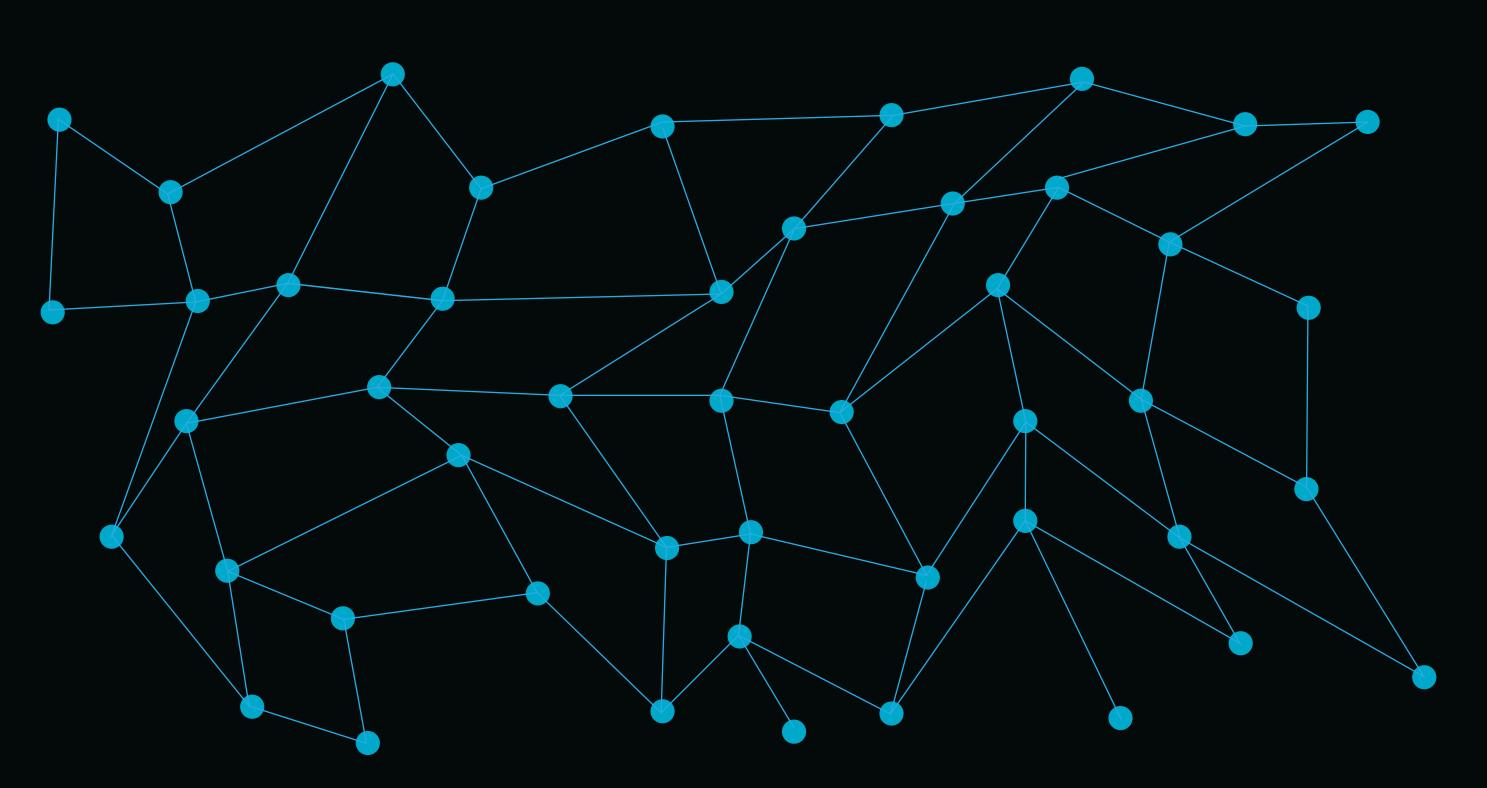




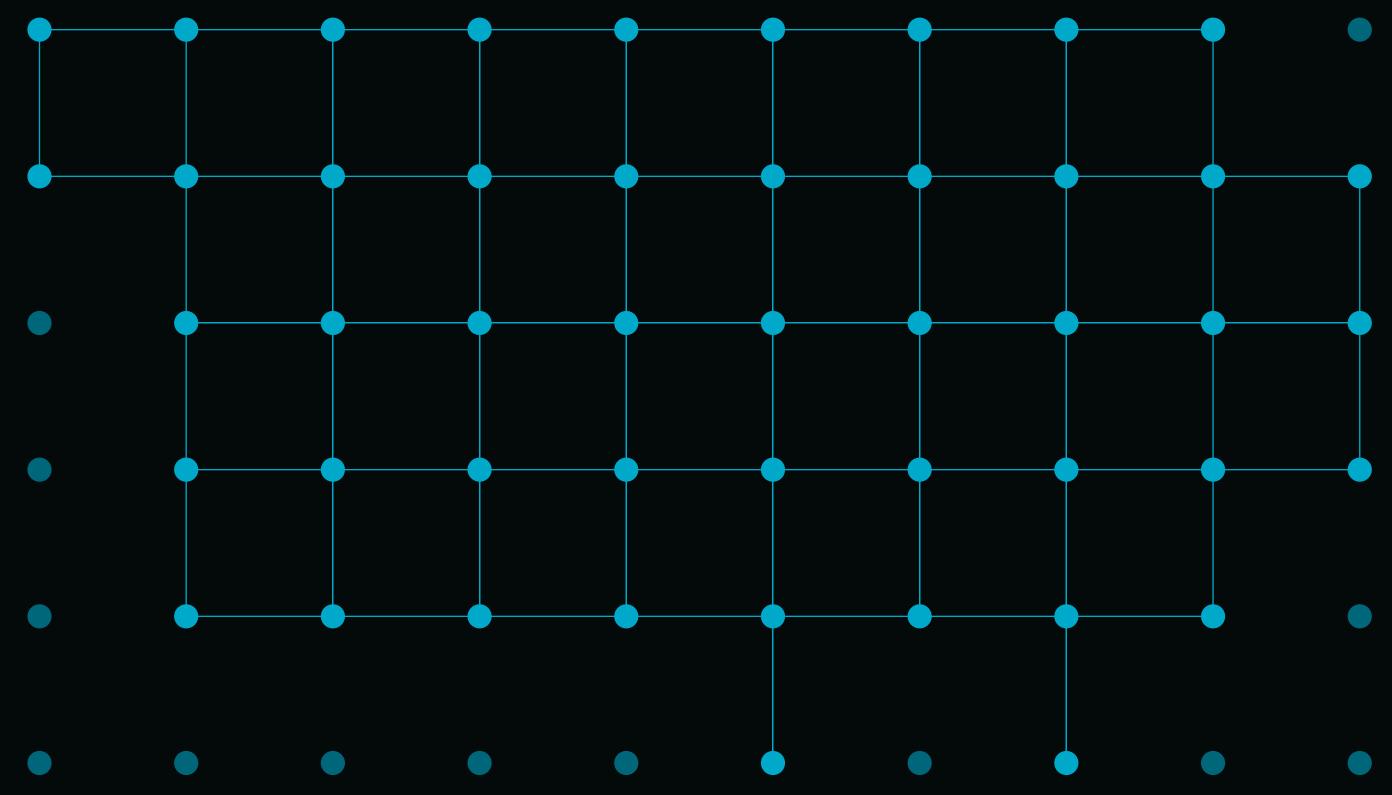
Distributed System



Grid (matrix)



Grid (regularized)



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The basic structures may be mapped onto one another.

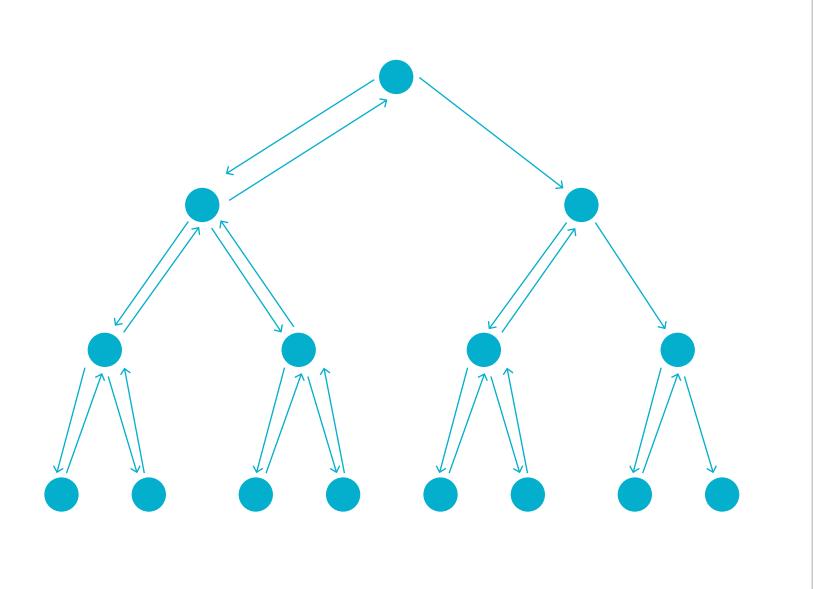
A tree can be encoded onto an array.

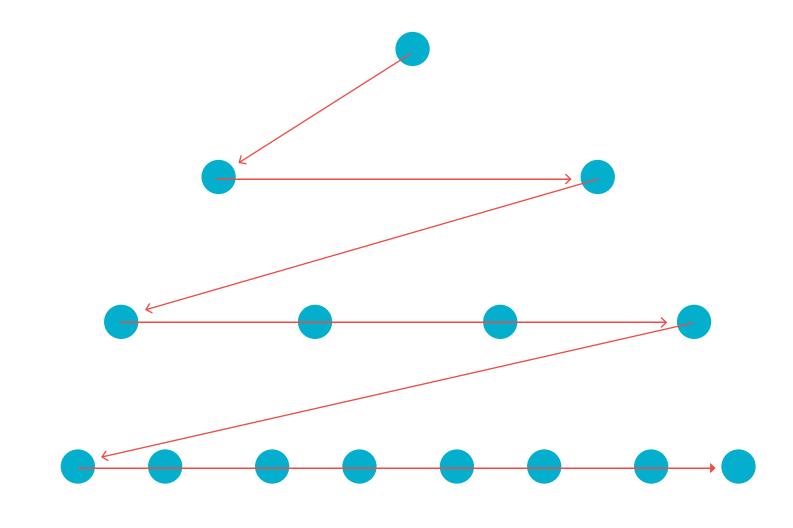
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A tree can also be encoded onto a matrix.

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Trees can be traversed depthwise or breadthwise





Often, we need to study a particular path through a network.

In order to go from one location to another, we need a route and an address.

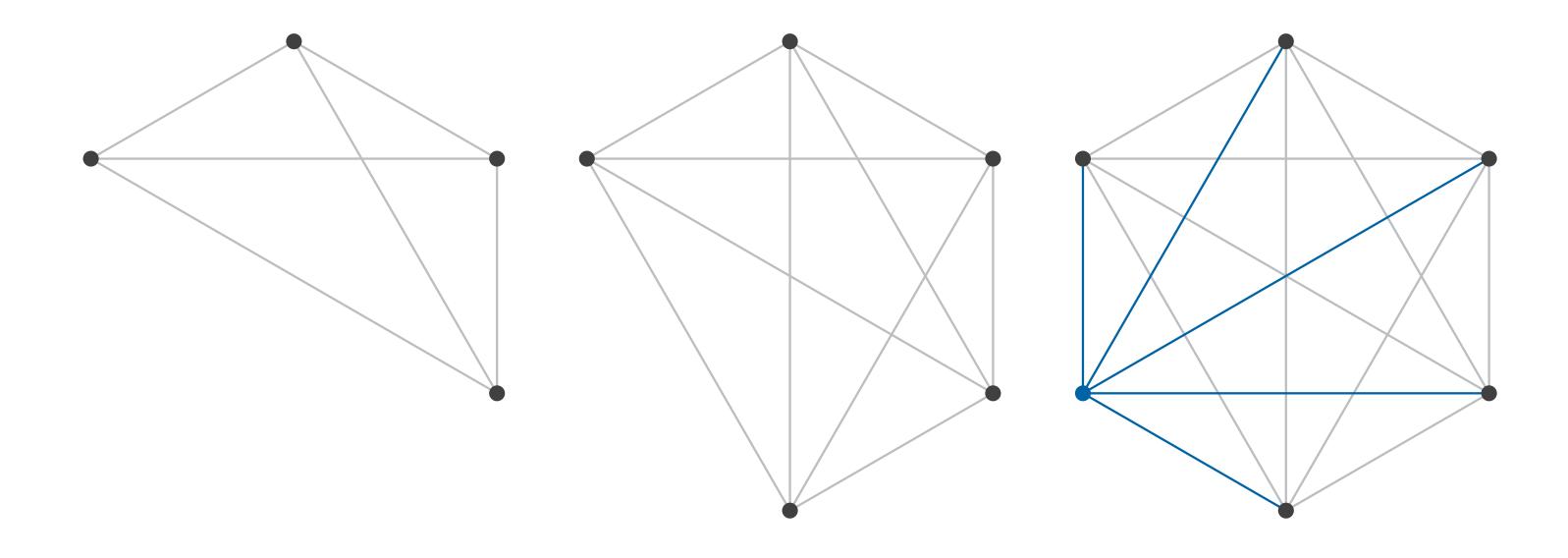
10 Downing Street

123 45 6789

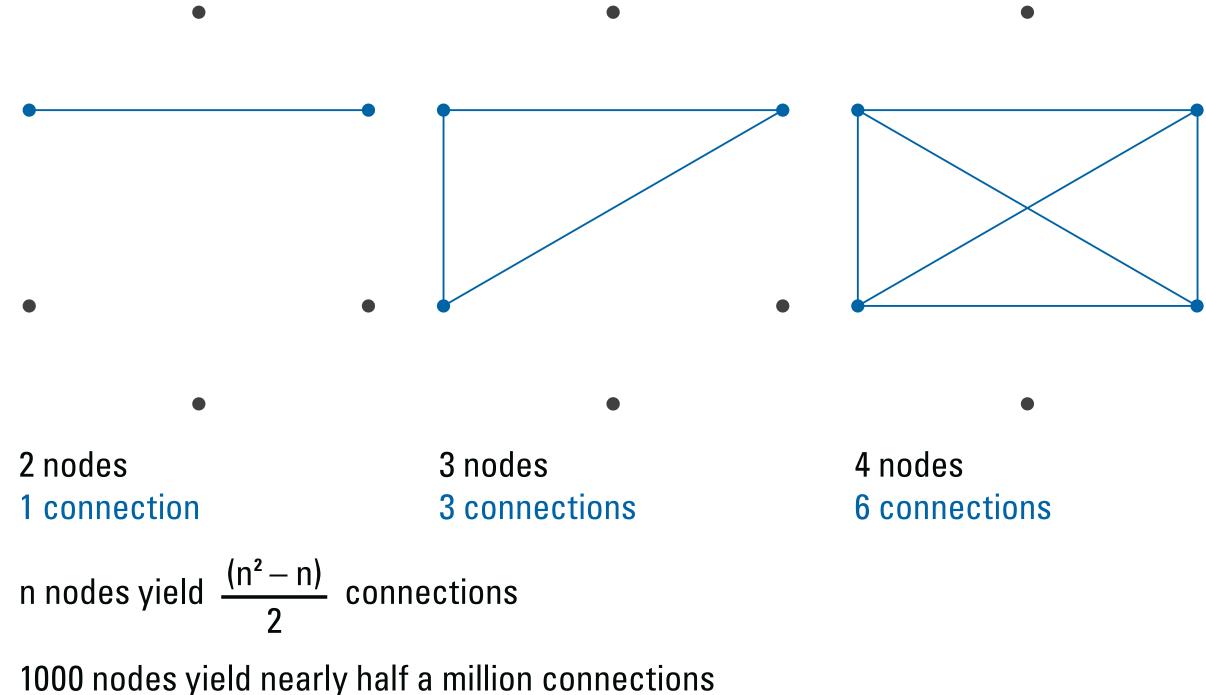
1 415 309 6057

c://university/school/department/faculty_member/student

In a network, each node enhances the value of the existing nodes by increasing the number of connections.



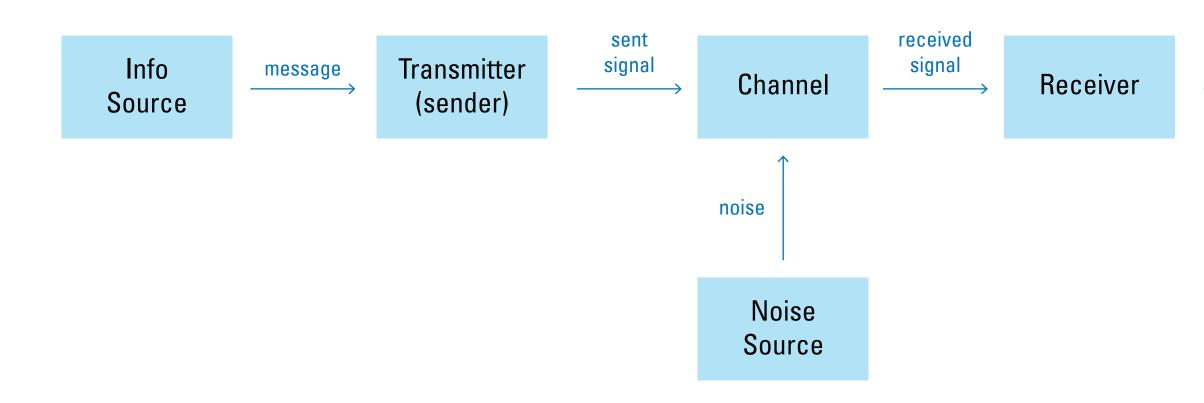
As the number of nodes grow, each new node brings an increasing number of new connections.



Communications within networks

71

The Mathematical Model of Communication — Shannon + Weaver



message

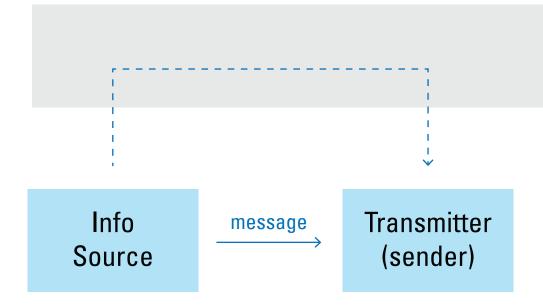
Destination

The model relies on a shared dictionary — a controlled vocabulary.

Shared Dictionary

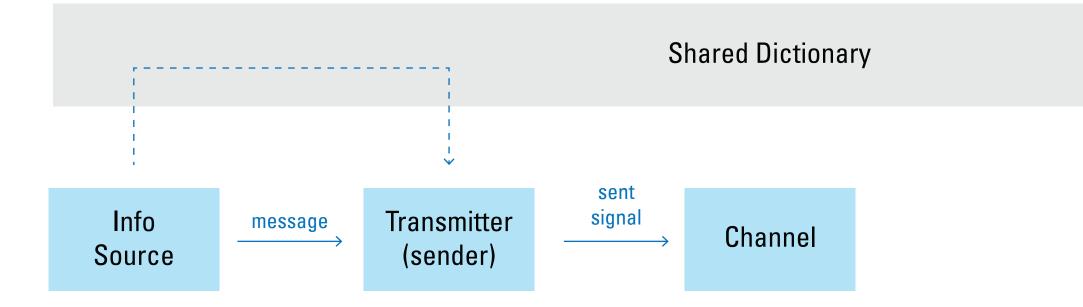
Info Source

An information source selects one possible message from the dictionary.

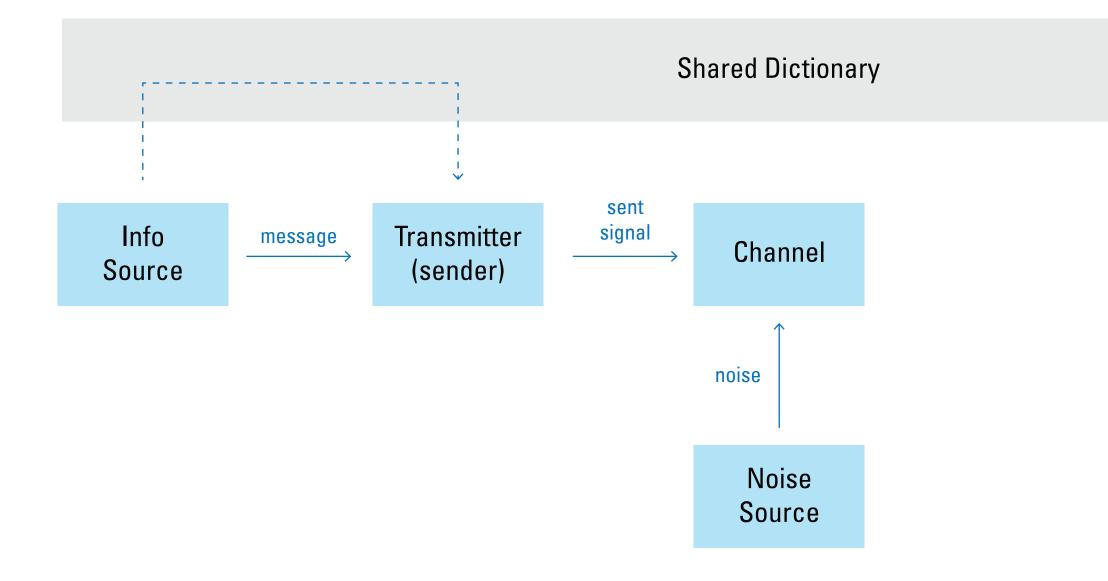


Shared Dictionary

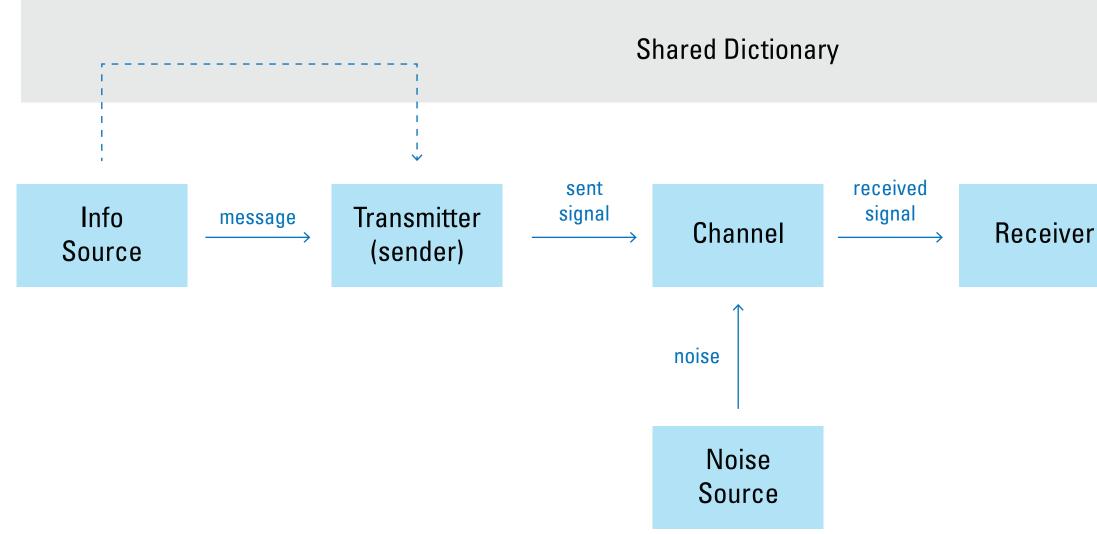
The transmitter uses a transducer to send signals into the channel.



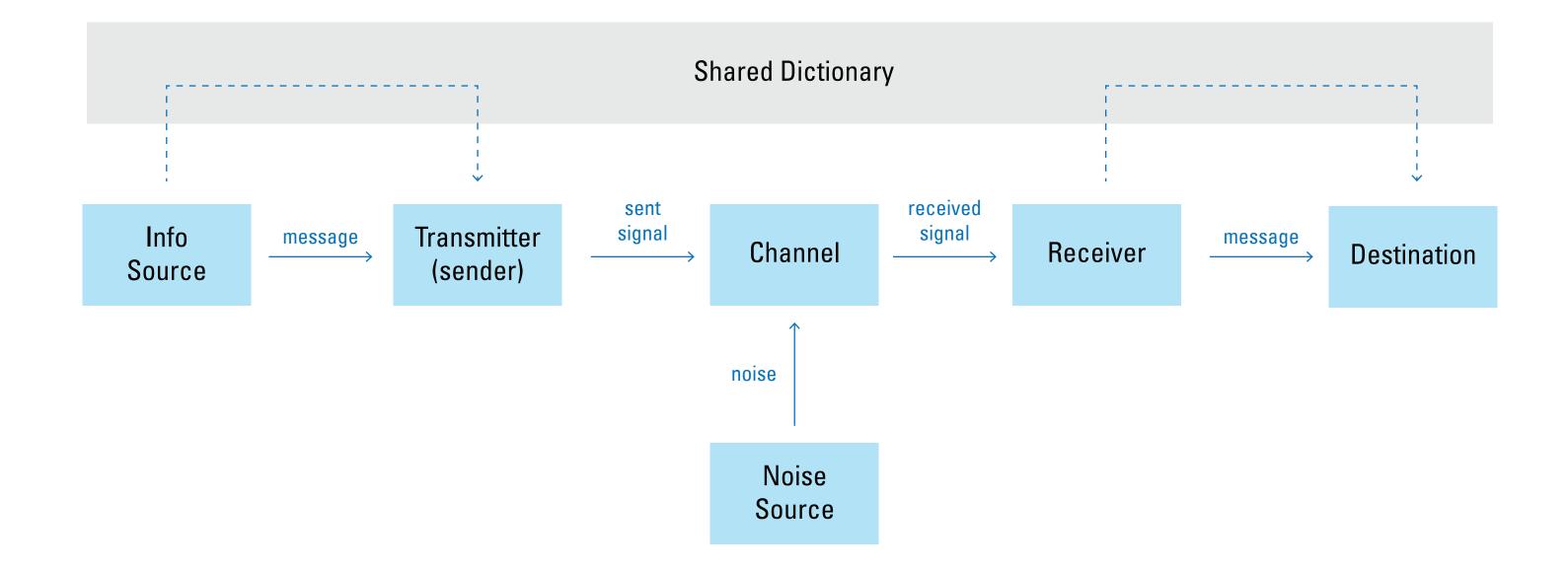
While passing through the channel, the signal is subject to noise (distortion).



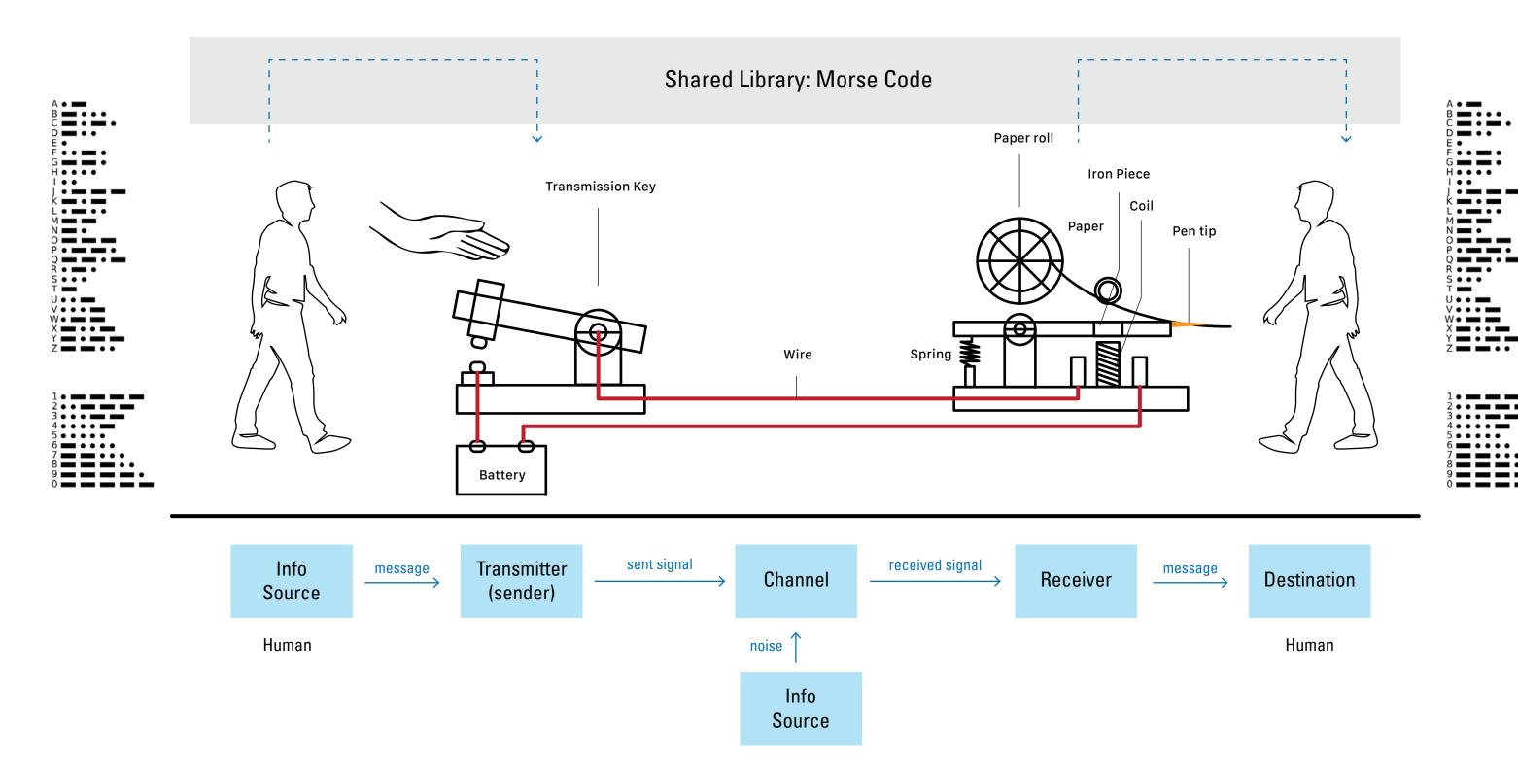
On the other side, another transducer converts the signal into a "readable" form.



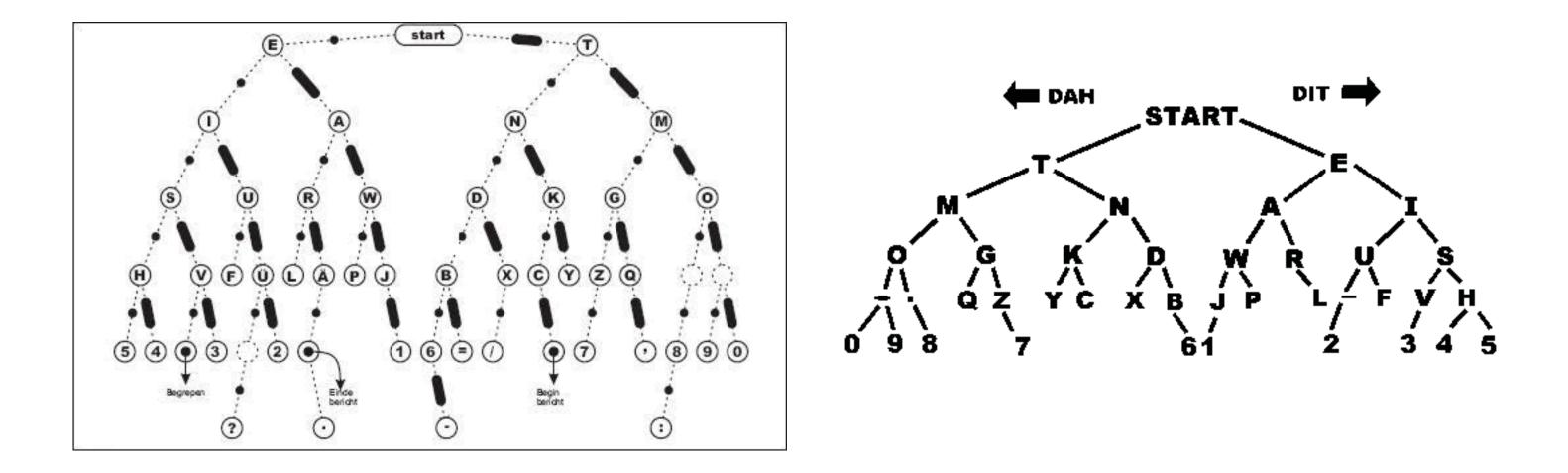
The receiver then looks up the message in the shared dictionary.



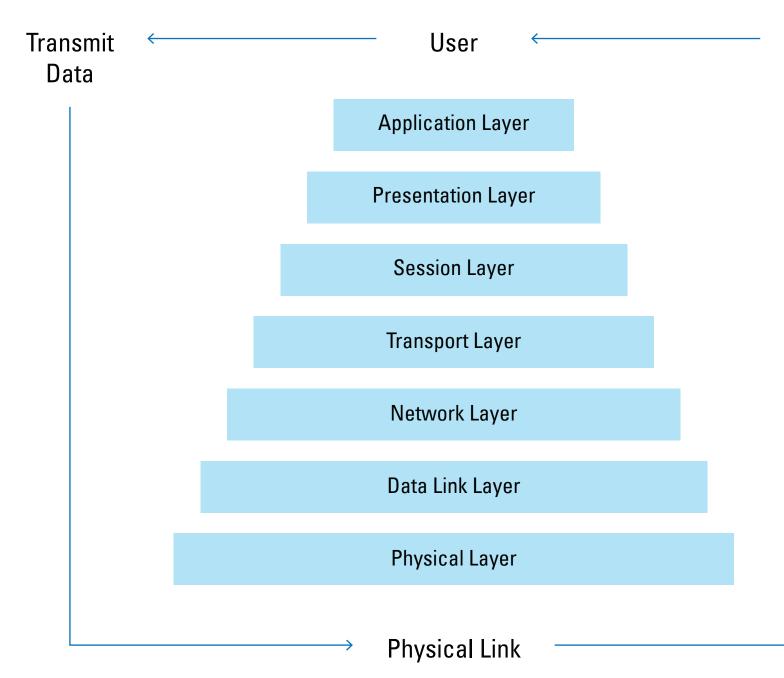
Telegraph and Morse code

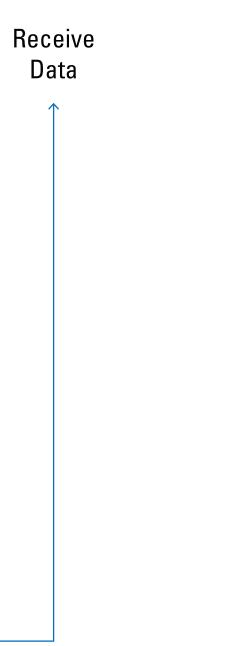


Morse code itself is organized as a tree



OSI 7 layer model of networking





Special thanks to Jamie Ikeda Wilson Wu

hugh@dubberly.com

Presentation posted at systems.dubberly.com/nodes_links_networks.pdf