**COURSE DETAILS**

<table>
<thead>
<tr>
<th>Course Code: F29SS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Course Title: Sociotechnical and Soft Systems</td>
</tr>
<tr>
<td>SCQF Level: 9</td>
</tr>
<tr>
<td>SCAF Credits: 15</td>
</tr>
<tr>
<td>Available as Elective: No</td>
</tr>
</tbody>
</table>

**DELIVERY LEVEL**

| Undergraduate: Yes | Postgraduate Taught: Yes | Postgraduate Research: No |

**COURSE AIMS**

- The module aims to give students the opportunity to develop an understanding and an ability to apply Checkland and Wilson's Soft Systems Methodology (SSM)
- They will be introduced to systems thinking as a means of analysing the whole context of an information system
- The use of techniques such as rich pictures and other diagrammatical notations will be used to allow analysis to incorporate all stakeholders
- Students will learn to adopt a critical approach of evaluating socio-technical systems based on an understanding of their role as a reflective practitioner
- To examine the underlying frameworks
- To understand the issues that arise when characterising problems
- Practical use of these skills will be developed through exercises based on case studies.

**LEARNING OUTCOMES – SUBJECT MASTERY**

Students will develop skills in the following areas:

- Critically analyse system problems from a holistic perspective. Understand and evaluate the theory behind systems thinking and Checkland's theories
- Analysing problems using systems thinking
- Critically evaluate socio-technical systems methodologies
- Compare and contrast the frameworks and methods used within the field
- Propose and reflect on solutions to problems.
- Determine the effectiveness of conceptual models in capturing reality
- Examine the rise of people centred solutions in the modern organisation

**LEARNING OUTCOMES – PERSONAL ABILITIES**

Students will develop skills in the following areas:

- Identify stakeholders and their interests in solving a problem and evaluating methods and frameworks for solving problems
- Employ a range of modelling techniques to capture and communicate key aspects of a system
- Inform and guide the solution of problems within and improvements to systems
F29SS Sociotechnical and Soft Systems

- Understanding the people / cultural aspects of the Information Systems field
- Ability to use directed reading, and critically evaluate articles and develop learning through case studies
- Report writing and demonstrating argument development
- Use of VLE as a means of learning, contributing and discussing

SYLLABUS

- The problem situation unstructured
- The problem situation expressed
- Root definitions of relevant systems
- Making and testing conceptual models
- Comparing conceptual models with reality
- Identify feasible and desirable changes
- Action to improve the problem situation Systems thinking
- Socio-technical systems methods
- Modelling frameworks and issues
- People centred solutions
- Checkland's theories and thinking

COURSE RELATIONSHIPS

N/A

LOCATION AND ASSESSMENT METHODS

<table>
<thead>
<tr>
<th>Edi</th>
<th>SBC</th>
<th>Ork</th>
<th>Dub</th>
<th>Malay</th>
<th>IDL</th>
<th>COLL</th>
<th>ALP</th>
<th>OTH</th>
<th>Method</th>
<th>Weight</th>
<th>Exam Mins</th>
<th>Type</th>
<th>Diet</th>
<th>Synoptic Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Examination</td>
<td>50</td>
<td>120</td>
<td>Assessment</td>
<td>Semester 2</td>
<td></td>
</tr>
<tr>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Coursework</td>
<td>50</td>
<td>120</td>
<td>Assessment</td>
<td>Semester 2</td>
<td></td>
</tr>
<tr>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Examination</td>
<td>100</td>
<td>120</td>
<td>Reassessment</td>
<td>Semester 3</td>
<td></td>
</tr>
</tbody>
</table>