

Why this may not work for you

One big barrier to the adoption of this platform is that people love their **prejudices**, which is why many problems are **wicked**.



Current Developments

We are currently in the process of testing the system with real live problems and we are looking for collaborators.

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Sample Dialogues

- Issue map on "Brain Drain and Talent Retention in Malaysia" (<http://bit.ly/8550ab>)
- Issue map on "How Do We Foster An Environment That Inhibits Bribery and Corruption?" (<http://bit.ly/rKfNSw>)
- The Impact of Climate Change on Water-Related Issues (<http://bit.ly/pLFohc>)

Benefits

- View resources from various **perspectives**
 - Focus areas
 - Any entry
 - Entry types
 - Contributors
 - Reference Materials
 - Subject headings
- New participants can **catch up** on the deliberations.
- Detection of weak signals.
- Avoid **venting** and **circular arguments** through the structured approach.
- Facilitate **synthesis** and **reorganization** of information.



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Summary

- MctIBIS:
- Provides a structured framework -
 - for framing the issues and documenting the deliberations,
 - for managing reference materials,
 - for organising the resources using the subject headings,
 - Facilitates the application of collective intelligence and knowledge in tackling wicked problems i.e. **Thinking together**.
 - As a web-based application, removes the barriers of space and time.

Introduction

What are wicked problems?

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Existing Implementation of IBS

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The Structure of IBS Type System

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The Challenge

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Review of Tackling Wicked Problems

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Caution

Basic Requirements

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Dialogue Topic

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Content Model of MctIBIS

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Subject headings

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Contributors

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Reference materials

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MctIBIS

Multicentric Issue-Based Information System

IBIS Dialogue Topic

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User Interface



MctIBIS

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What are wicked problems?

One of many definitions:

- **Dynamic complexity** - cause and effect are distant in space and time. Systemic approach to the problem and the solution required
- **Social complexity** - many different and usually conflicting points of view and assumptions about the issue. The problem isn't owned by a single entity.
- **Generative complexity** - old solutions are no longer working, and the problem is constantly changing and unpredictable. Requires a creative approach.

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The Structure of IBIS-Type Systems

IBIS-Type systems contain several subsystems:

- Issue bank: file of living, settled or abandoned, and latent issues.
- Evidence bank: file of factual questions and their answers,
- Handbook: Collection of model problems
- Topic list
- Issue map: Representation of the various relations between issues, factual questions. Etc., by graphic display of the state of argument.
- Documentation system: Search and analysis in view of living or latent issues and positions, descriptor index and thesaurus construction, regular scanning in view of the topic list.

(From Issues as elements of information systems, Horst Rittel, 1979, <http://bit.ly/pcLQ8m>)

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Existing Implementation of IBIS

About IBIS: <http://bit.ly/nQq4PU>

Organizations that support IBIS include:

- Compendium Institute
- Cognexus Institute
- Knowledge Media Institute
- MIT Institute for Collective Intelligence

Existing implementations

- Mostly graphical based resembling mindmaps or concept maps
- MIT deliberatorium is text based
- IBIS consists of **six sub-systems**. Only **one** - issue maps is implemented i.e. concept hijacked by the mind mapping community.
- IBIS - a convincing concept but a lousy instrument (<http://bit.ly/IKOy6c>)

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The Challenge

- IBIS concept is very **convincing** but mass adoption is **still elusive**
- Perhaps we need **more** than an argumentation system?
- **Graphical** tools (current implementations) like mindmaps are not without their **limitations**.
- **Forums** that allows free flow of rich communications by large number of participants very successful.
 - This probably satisfies the social needs but it is difficult to make sense of the discussions.
 - Comments have a tendency to be recycled as time goes on.
 - Flame wars can also erupt.

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Essence of Tackling Wicked Problems

- Map entries/comments to the elements of IBIS (Issue, Fact, Position, Question, Idea, Solution, Support, Oppose) .
- Put everything on the table – participants should be on the same wavelength.
- Anything can be connected to anything.
- The value of information depends on the way it is arranged; from the perspective of any contributor, entry/comment, reference material and subject headings.
- Documentation of our thought processes.
- Harness the **collective intelligence** of the community.
- Use complex problem solving skills
- Create **shared understanding** and **awareness** of the issues.

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Complex Problem Solving Skills

O*Net (Occupation network) list the following basic skill sets for solving complex problems:

- Problem identification,
- Information Gathering,
- Information Organization,
- Synthesis/Reorganization,
- Idea Generation,
- Idea Evaluation,
- Implementation Planning, and
- Solution appraisal.

Tackling tough and wicked problems requires **technology, process** and **people**.

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Problem Identification

- Identifying the nature of problems
- Focus areas
- Known Issues and initiatives
- Framing of problems and issues

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