Mapping complexity

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Who ever felt lost in complexity?
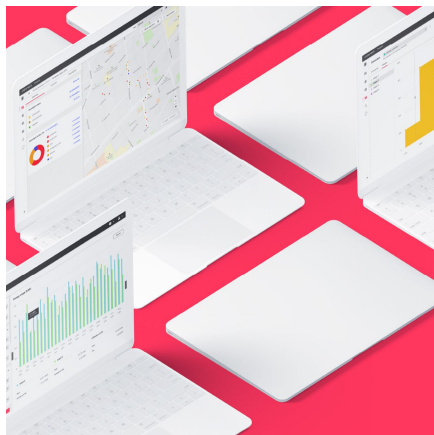
'Looking for trouble'

Philips MR Workspace

Philips UI with highest complexity: safely multitasking while performing MRI scans.
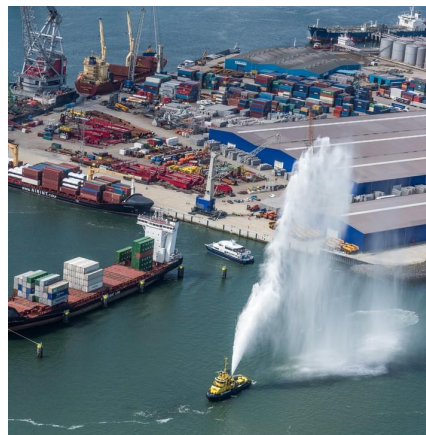

Signify Interact City

Controlling millions of city lights and sensors from a single dashboard

Rhenus Port Call

One app to replace all digital and paper workflows for an entire breakbulk terminal

Lightyear One

Dashboard for the 'Dutch Tesla' that charges itself with solar panels in the roof
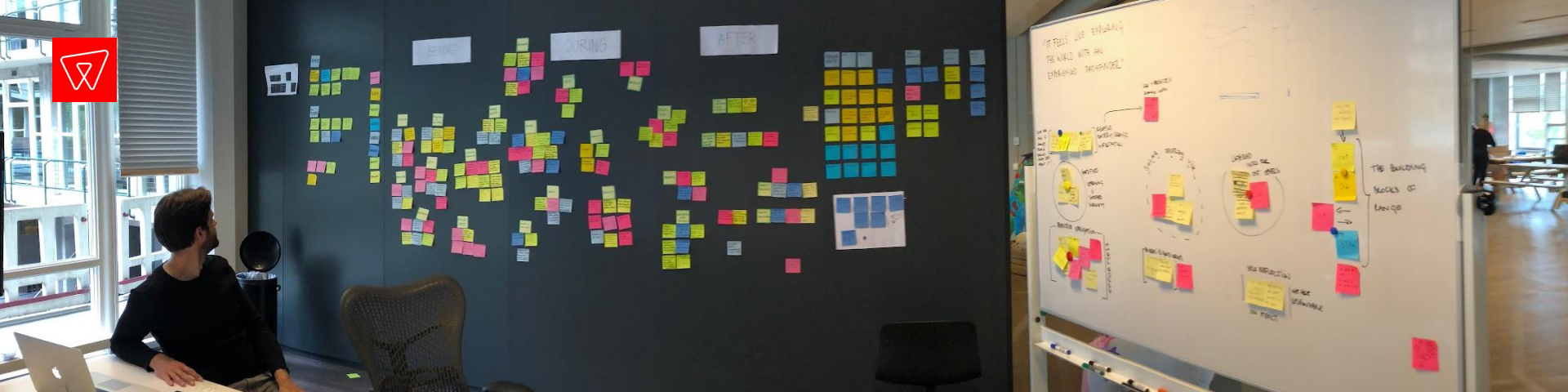
When complexity runs out of control

- 3 touchpoints
- > 100 features per touchpoint
- > 20 relevant properties per feature
- > 6000 things to discuss
- > 20 stakeholders
- Every disciplines in its own universe trying to contain the chaos

Meetings that took up to 8 hours!

Parallel Universes

Roadmaps

Prototypes

GitHub Kanban board

Workflows

Requirements Notion

UML Diagrams Wireflows Personas

Sketches Stakeholder maps

Scenarios Jira Customer journeys Blueprints Confluence

Creating a better map

1. Search for a better Boundary Object*

*A shared artifact, tool, or concept that facilitates communication and understanding across different teams or stakeholders, allowing them to collaborate effectively despite having varying perspectives, roles, or goals.

Boundary Objects in our context
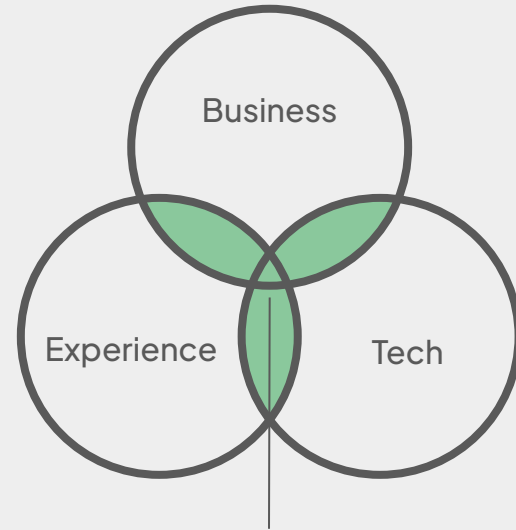
Sprint boards, Prototypes, Personas, Blueprints, Customer Journeys, Experience maps, UML diagrams, Wikis, Scenarios, Sketches, Storyboards

2. Express shared mental models

3. New types of diagrams
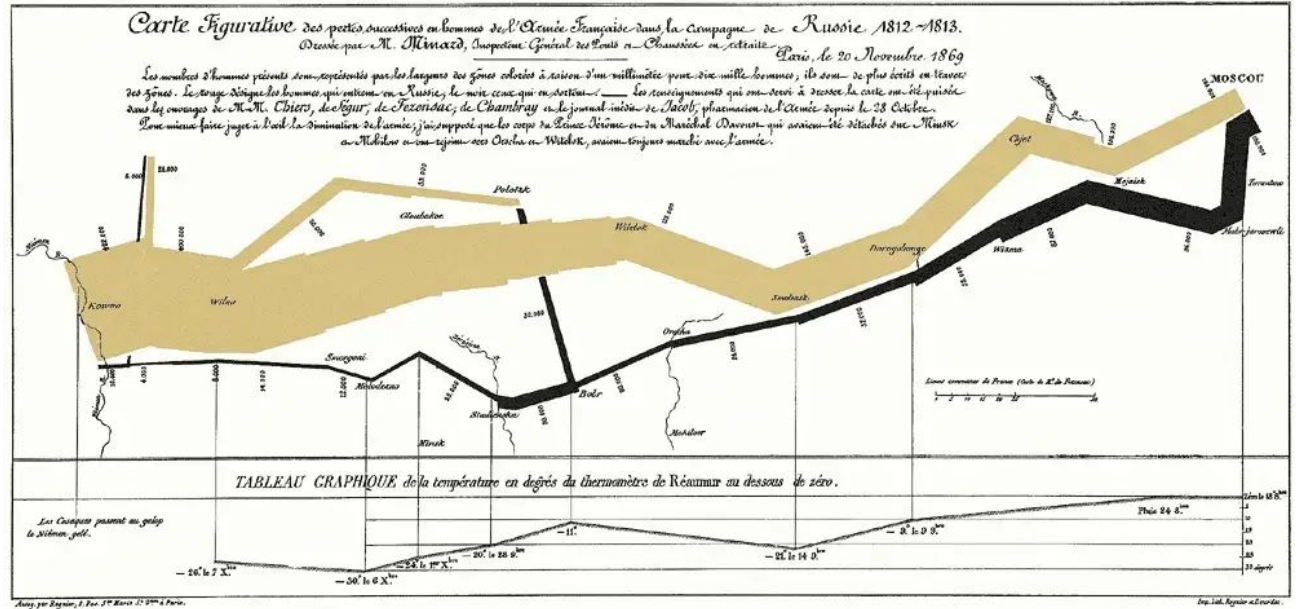
'Greatest ever infographic' – Charles Minard's Infographic of Napoleon's Invasion of Russia

Lightyear's
'Ultra Boundary Object'

'Bubble chart' as *ultra boundary objects*

- Features (bubble)
- Navigation (network chart)
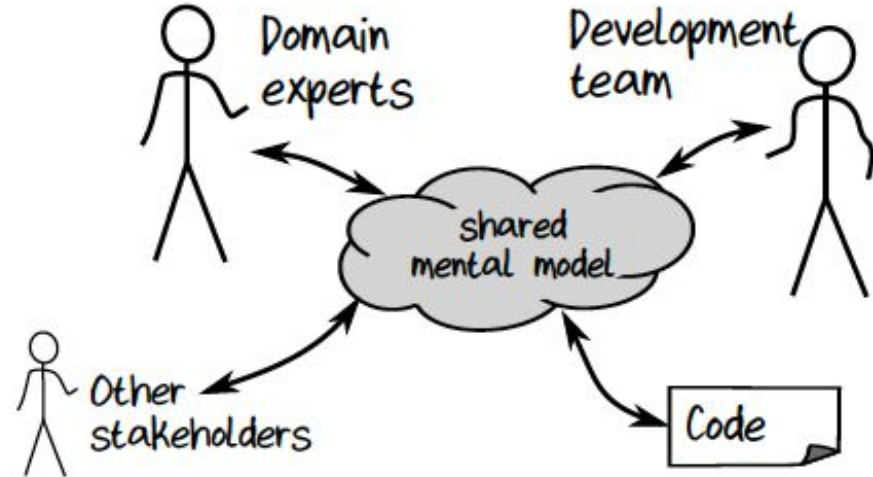- T-shirt size estimation (bubble size)
- MoSCoW prioritization (label)
- Refinement status (color)
- Release (blue ring)
- Names, Personas, rights and much more

Meetings cut down from 8 hours to 30 minutes!

Used
In many
Other
Projects
Since

What I recommend

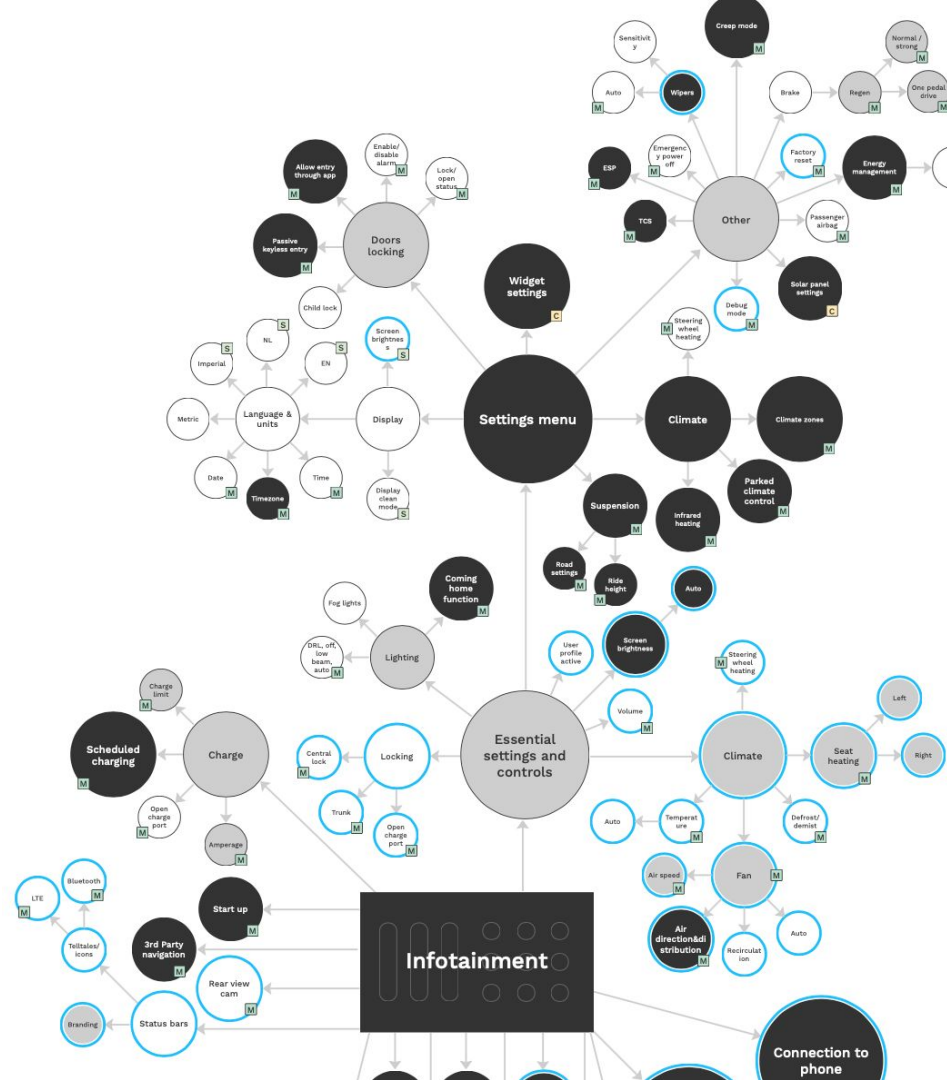- Co-create boundary objects such as maps, mental models or diagrams specifically for alignment purposes
- Use them for strategic decision making
- Use them *in addition* to your regular artefacts

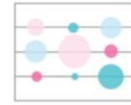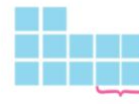|					
pie chart	venn diagram	concentric diagram	circular chart	bubble chart	bubble race chart
line chart	area chart	scatter plot	sunburst chart	fan chart	windrose chart
bar chart	tape diagram	gantt diagram	tree map	grid	periodic table
arc diagram	sankey chart	chord chart	radar chart	polar grid	spiral graph
timeline	flow chart	binary tree	mind map	decision tree	block scheme

My LinkedIn

Let's talk!
(also slower)

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