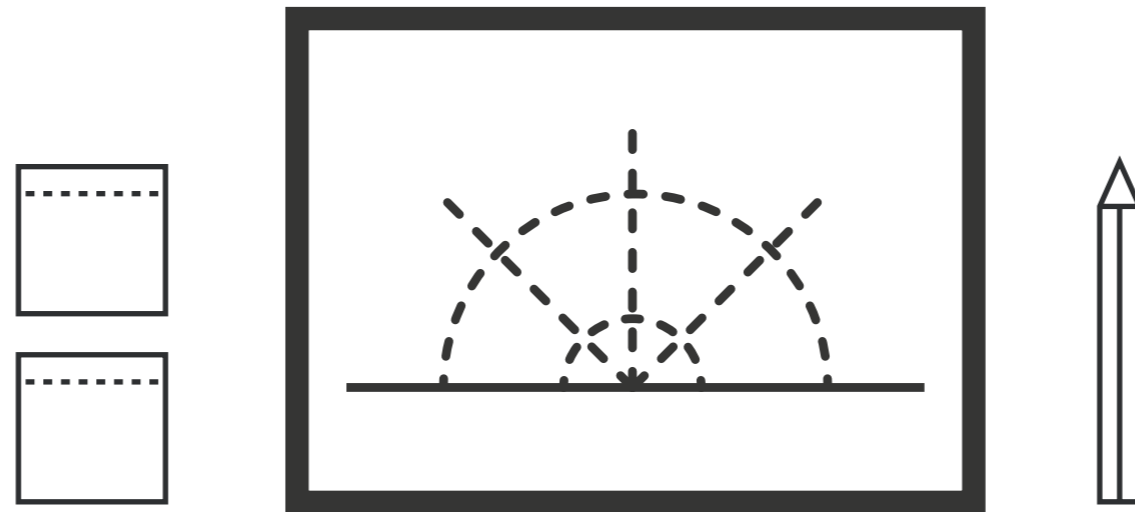# SYSTEM MAP

The DRLab toolkit

This document, produced by the Design Research Lab, is covered by a Creative Commons license. Specifically: Copyright © 2020 Design Research Lab (DRLab). This tool is protected by a Creative Commons Attribution - Non-commercial - No derivative 4.0 International license. You can share this work but you must recognize an adequate paternity mention, provide a link to the license and indicate if any changes have been made. You cannot use the material for commercial purposes. If you remix, transform the material or rely on it, you cannot distribute the material thus modified. To get a copy of this license visit https://creativecommons.org/licenses/by-nc-nd/4.0/legalcode

The material in this document is available in A3 format. For an ecological choice, we suggest you consult the contents before printing the document.
For more information you can visit the website **www.drlab.unitn.it** or write to **info-drlab@unitn.it**.

Authors: Daniele Busciantella Ricci, Ilaria Argenziano
DRLab Coordinator: Michela Ventin

Design Research Lab
Via Tommaso Gar, 14
Trento (TN)

Trento, March 2020

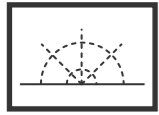## Contents

Introduction

A system map is a concise representation that shows all the different actors involved in a service/system in one framework, along with all the relations that connect them to each other (e.g. material flows, energy, information economic resources, documents). The map highlights the elements and roles within a service/system as well as the connections between them, emphasizing the value of their interaction.

For a theoretical study visit the page
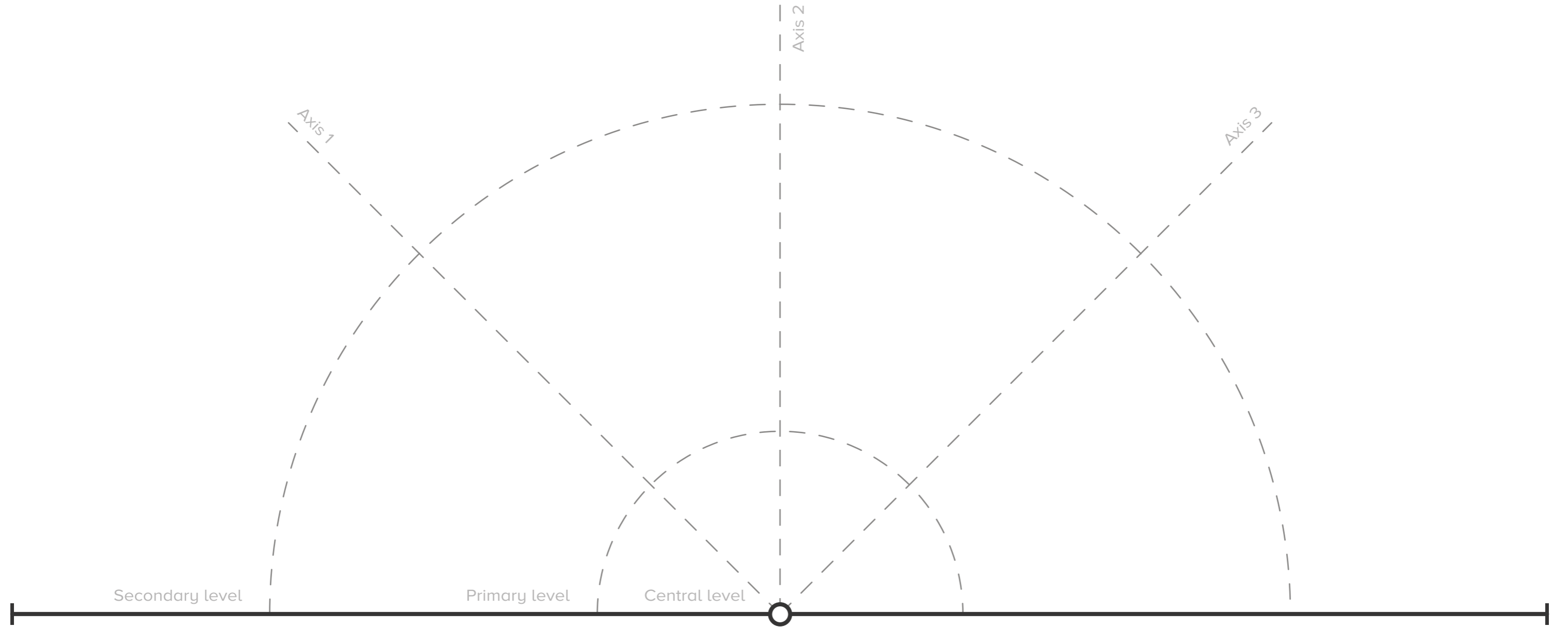**www.drlab.unitn.it/glossary/#system-map**

Usage tips

Main aim:		**Explorative/ generative**
Prerequisites:		**Stakeholders map**
Process phase:	Dis Def Dev Del	
Difficulty:	●●●●○	
Suggested facilitation:		**Complete**
Participants:		**Min. 4 people**
Needed material:		**Print of the model, colored post-its, pens and pencils**

SYSTEM MAP
Tool template

Project title

Aim of the map

Axis 2

Axis 1

Axis 3

Secondary level

Primary level

Central level

List of actors and their role:

Legend of colors, icons, lines:
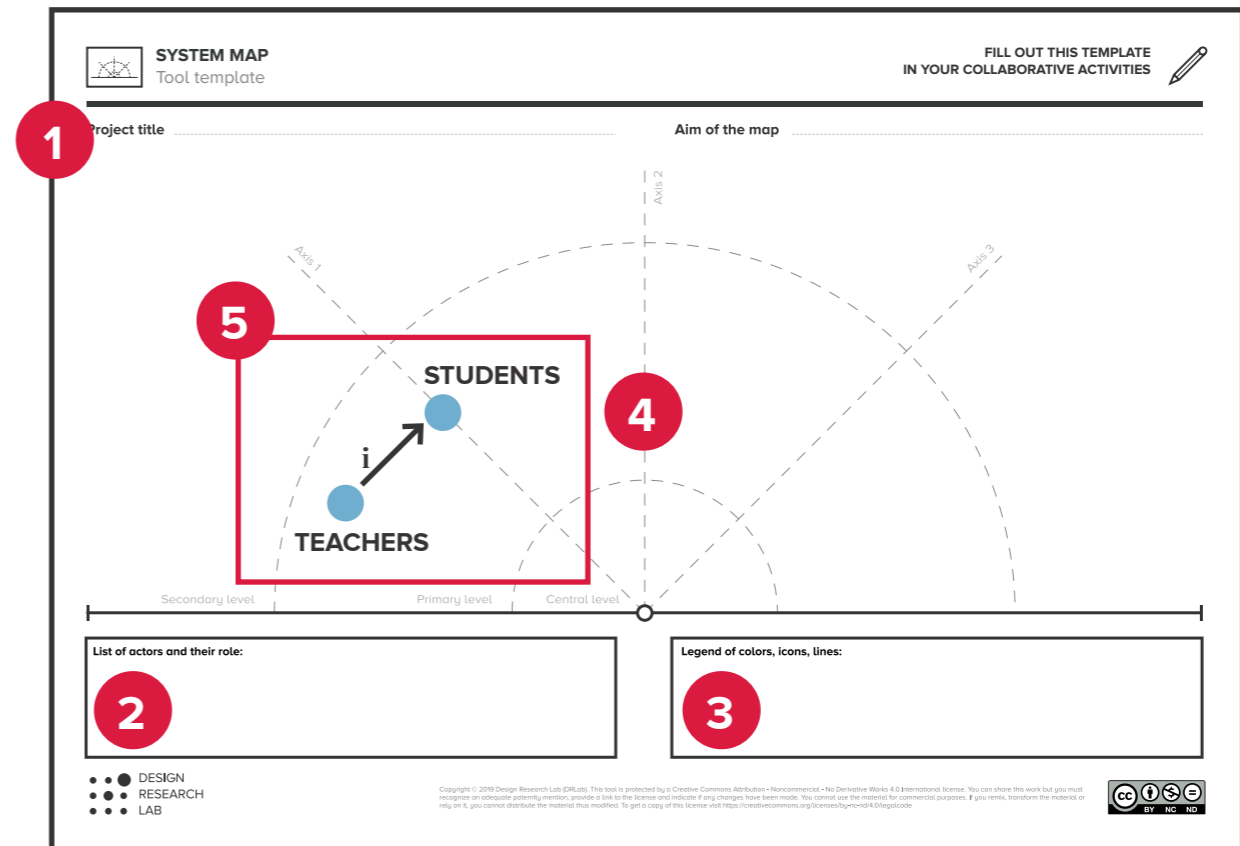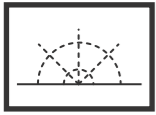
DESIGN
RESEARCH
LAB

Instructions

Premise. An effective system map is based on research data. Before proceeding with thecompilation of the map, this data needs to be made easily available to the working group.

1. Indicate the project title. Indicate the mapping goal.

2. List the actors who might potentially be part of the system that needs to be visualized. Make a list of the primary and secondary actors: the user, the principal actors that provide the service, the partners, the secondary providers and all the institutional bodies and groups involved in a direct way. Each of them should be represented by an icon that also indicates its role and the main activity they perform within the system.

3. Define a legend with the actors' icons, colours, and icons and/or symbols that represent the connections and relations.

4. Define the actors' position on the map according to the priorities and levels of interest from the centre. The furthest from the centre still has a role in the system, but occupies a secondary level.

5. Identify the flows and relations that run between the actors, divided up on the basis of first and second levels. Represent them according to typology: e.g. economic flows, material flows, information flows. This allows the relations and connection with the whole system to be visualized. Identify the starting point for a sequence of flows; number them and describe them in a synthetic manner.

NB: Grouping the actors together facilitates an understanding of the actors' organization within their system. Using post-its to manage the position of groups, sub-groups and single actors helps the discussion and for the map construction to be an interactive process.
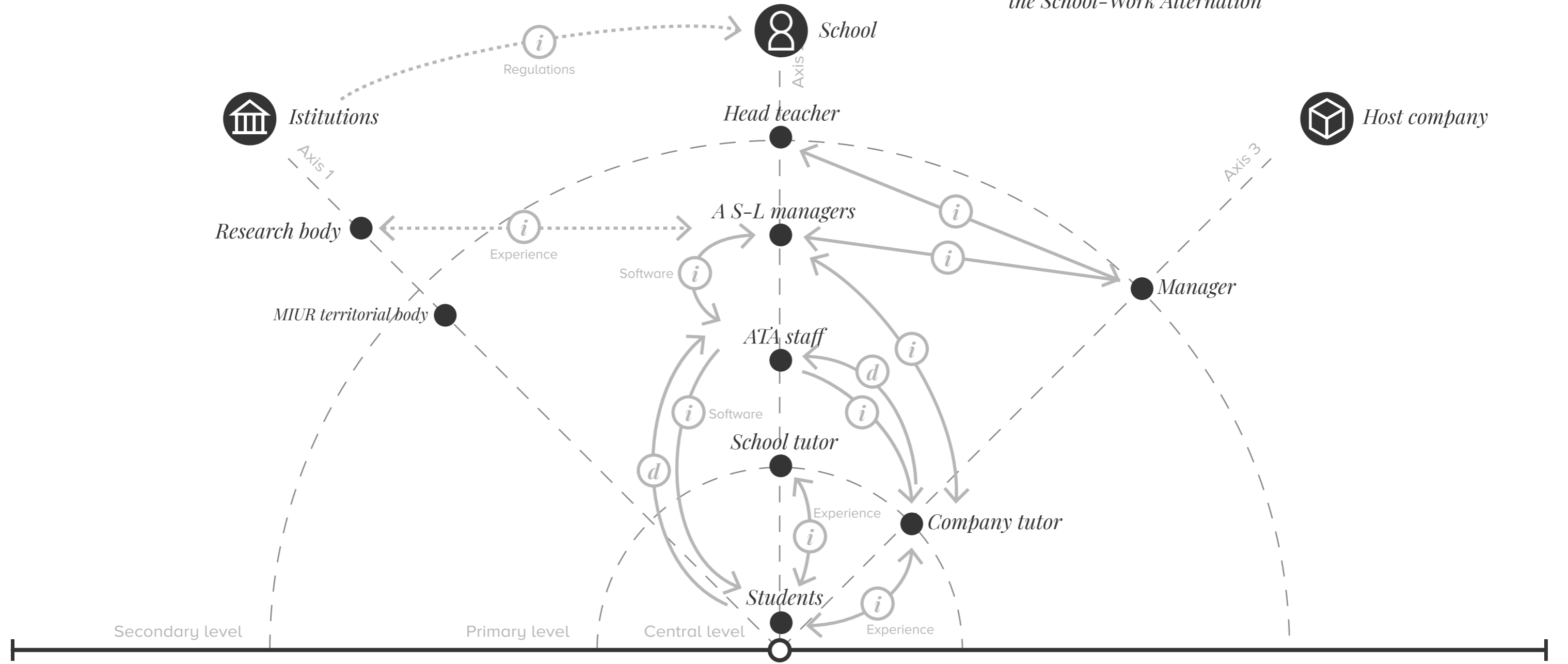
SYSTEM MAP
Tool template

FILL OUT THIS TEMPLATE
IN YOUR COLLABORATIVE ACTIVITIES

1 Project title

Aim of the map

Axis 1
Axis 2
Axis 3

5

STUDENTS

4

i

TEACHERS

Secondary level Primary level Central level

List of actors and their role:

2

Legend of colors, icons, lines:

3

DESIGN
RESEARCH
LAB

Project title *School-Work alternation in high schools*

Aim of the map *Map the system that determines the functioning of the School-Work Alternation*

School

Regulations

Head teacher

Istitutions

Host company

Axis 1

Axis 3

Research body

A S-L managers

i

i

i

Experience

Manager

Software

i

MIUR territorial body

ATA staff

i

d

i

Software

i

d

School tutor

Company tutor

Experience

i

Students

i

Experience

Secondary level   Primary level   Central level

List of actors and their role:

Host company:
- Manager
- Company tutor

School:
- Students
- School tutors
- A S-L managers
- Head teacher
- ATA staff

Institutions:
- MIUR territorial body
- Research bodies

Legend of colors, icons, lines:

🏛 Istitutions

👤 School

⬡ Host company

ⓘ Information

🅓 Documents

$ Money

····· Indirect relationship

── Direct relationship

DESIGN
RESEARCH
LAB