

Complexity

Handling it is avoiding it

Definition

- Complexity: Socio-technical, globalization
 - Social complexity
 - Technical complexity
 - Globalization
 - Mix of the above

Definition

- Complexity (-ies) = Number of types of components*number of types of links*speed of change
 - Note the use of multiplication
 - Which one of these three is the black sheep of the family?

Key issues

- Side-effects
 - Unexpected usage
 - sms
 - Bluetooth in the middle east
 - Unexpected effect on different systems
 - Software patches

Key issues

- Incomplete knowledge
 - The more the complexity, the less knowledge of the system
- Unpredictability
 - Side effects and incomplete knowledge
 - Social effect
 - Impossible to predict complexity

Key issues

- Out of control
 - How would you control complexity?

Projects

- Look at your case, or the cases you are considering
- Discuss complexity using the definition and the key issues
- Prepare a few words for the rest of us.