



The
University
Of
Sheffield.



Problem mapping

Gaining overview

Wicked Ways with Research Data Management
<http://www.shef.ac.uk/is/research/projects/wickedways>

The concept

- Map = visual analysis of the wicked problem
- Identifies:
 - Points of view
 - Causal factors and influences
 - Major structural factors (links between points of view / causal factors between stakeholders)

The process

1. Identify drivers and barriers for stakeholders to create institution-wide RDM services
 2. Identify how stakeholders see RDM (their point of view)
 3. Identify cross-cutting issues between all stakeholders
 4. Research the cross-cutting issues
 5. Conclusion
- Stakeholders:
 - Library
 - IT Services
 - Research Administration Office
 - Academics: medicine and health science
 - Staff development office
 - Academics: science and engineering
 - Academics: Arts and Humanities



Step 1

Identify drivers and barriers for stakeholders to create institution-wide RDM services

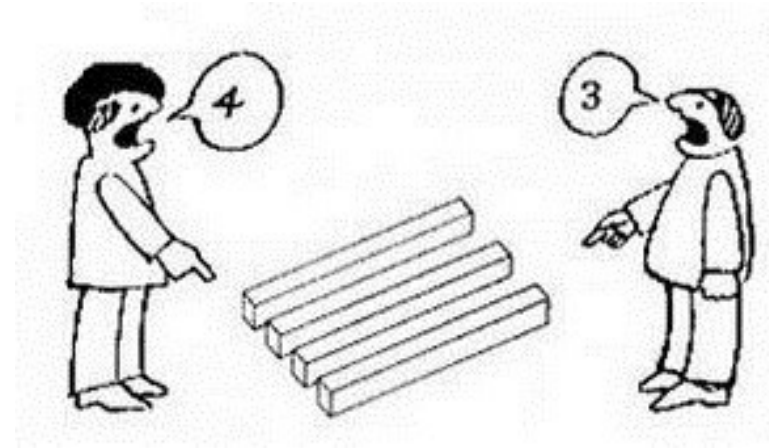
- Form groups of two or three by joining participants from other institutions
- Choose your stakeholder sheet
- Identify drivers: green Post-its
- Identify barriers: red Post-its
- Present and explain your stakeholder's two main barriers



Step 2

Identify how stakeholder sees RDM (their point of view)

- Change place: go to a different stakeholder sheet
- Evaluate drivers and barriers (add or delete as you see fit)
- Write on your sheet how your stakeholder sees RDM
 - e.g. as an opportunity, a problem, a vital service, a poisoned chalice, etc.
- Write your reasons why on yellow Post-its
- Add your sheet to the wall and explain your ideas



Step 5

Conclusions

- What conclusions can we draw?
- Is there anything unexpected coming out of this exercise?
- Does our map show that RDM is problem, or not?
- How useful is this tool?



Why use this tool?

- Wicked Problems require we operate in a different way
- A stakeholder analysis + cross-cutting issues analysis may allow us to get to grips with a Wicked Problem
- It could yield surprising results
- It should be positive, not fatalist (Grint: a community of fate, not a fatalist community)
- Could you imagine doing this?
 - As a paper-based exercise (individually)
 - Together with stakeholder (as a community of fate)