

Untangling complexity

Visualise your organisational DNA

By Rosalie van Oostrom

Understand your DNA

Organisations find it difficult to know how all the key aspects of their business – the legal authority for business processes, administrative policies, services and other cost drivers – work together. It's too much detail for any one person to hold in their head. The knowledge is fragmented across the experts who advise on specific areas, making it hard to stand back and look at the whole. This means you can't be sure whether the changes you need to make are optimal. Are there unintended consequences? Do you know which policy is a result of legislation and which is an administrative choice? Are you adding complexity? Could you have gone further in simplifying and streamlining?

Using the Juris Methodology® and the Visuall tool you can visualise large amounts of information in ways that tell you more than you ever knew about your business, in a clear, insightful and appealing way. Juris consultants can show you how to make different models depending on what's right for you. One of these is a Decomplexification model® which lets you take in the whole of your business at a glance.

Creating an overview

A Decomplexification model® provides an overview of every key aspect of an organisation (or of the multiple partners in a delivery chain). Topics can range across laws and regulations, products and services, business processes, delivery partners and IT. With a Decomplexification model® you're free to choose the areas to look at and change the design without having to call on IT experts. Although Juris uses its methodology to create Decomplexification models®, every model will be tailor-made to your needs. Not only will it show all the relevant areas, but also how they relate to one another, and any inconsistencies, duplication and bottlenecks. You can see at once how a change in one area affects others.

The Decomplexification model® uses a top-down approach, which guarantees it covers the entirety of what the organisation is responsible for. A Decomplexification model® is the ideal instrument to help

A Decomplexification model® is an overview of an organisation that visualises every key area.



Do you understand how laws and processes relate to each other?

organisations with their decision making, especially when it involves multiple areas and parties. It helps organisations understand the architecture they have developed, deliberately or unconsciously, and shows the similarities and differences between product-lines.

Case studies

Juris has experience in helping large complex organisations including major Government agencies to map and simplify their processes and drive efficiencies using the Visuall solution. For example a 'Tax Map' was created as a 'Knowledgebase' of all processes based on relevant policy, legislation and regulations that is available to business, legal and IT users. Decomplexification Models were created as an easy way for civil servants to gain access to and have an overview of their product lines, obligations and schemes for citizens, processes, policy, forms and guidance.

Users of Visuall find it much easier to identify and implement changes in policy, legislation and regulations helping them to untangle the complexity in their organisation.

For those implementing legislation, such as the Central Fines Collection Agency and the Dutch Immigration Service in the Netherlands, Decomplexification models® provide insight into the volume of products and which laws and regulations govern them. The Ministry of Security & Justice used a Decomplexification model® to assess the effect new regulations would have on the tasks, responsibilities, laws, fines, penalties and IT systems of the delivery partners in the criminal justice system.

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About Juris

Juris shows you how the laws and regulations you are responsible for work and what they look like to those affected by them. We help you map all legislation related to your services and guide you towards an improved design.

Author

Kim Yen is a legal consultant who specialises in visualising the impact of legislation on governments and companies. His expertise is the design and development of Decomplexification models.