

Emergence of the governance structure for information integration across governmental agencies: A system dynamics approach

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Proceedings of the Twenty-Second International Conference of the System Dynamics Society, 2004, pp.82-83

The purpose of this paper is to describe a dynamic theory of the socio-technical processes involved in the definition of an Integration Information problem in New York State (NYS). In April 2003, the Criminal Justice Information Technology (CJIT) group of NYS was tasked with developing a framework to fulfill the goal of giving users of criminal justice data and information systems “one-stop shopping” access to the information needed to accomplish their mission. The research team of the Center for Technology in Government (CTG) collaborated with the CJIT group for an eight-month period during 2003 to accomplish this task. The CJIT-CTG team went through a series of conversations to specify the business problem and its context, and to identify feasible solutions and alternatives. This paper reports on a system dynamics model for understanding the dynamics of the socio-technical processes that took place during this project. This model building effort is looking for the development of a theory of interorganizational collaboration. The model is being developed in facilitated group model building (GMB) sessions with the team at CTG. Although the model presented in this paper is still preliminary, the model is capable to generated interesting scenarios with reasonable changes in the initial values of some parameters. Moreover, the model illustrates a powerful way to luse group model building and simulation as theory-building tools.