After an explanation of the book’s purpose, the authors provide in Part 1 first an overview of SSM as a whole, then a fleshed-out account with just enough detail and advice to enable the reader to set about using the approach in problem situations of concern. Part 2 describes examples of SSM in action and also pays special attention to one of the most common application areas: that of work in the information system/information technology field. A final chapter in part 2 discusses the difficulties some people have in grasping the true nature of SSM, drawing attention to the inadequacies in much of the secondary literature. Appendices provide an outline of the theoretical considerations which underpin SSM, a guide to sources of further information and illustrations of some of SSM’s techniques.

John Poulter is a practitioner of SSM. He first used SSM formally when working with Peter Checkland in the UK's National Health Service in 1993. A founder member of the Soft Systems Research Group, he has presented papers and other publications on the use of SSM.

FEATURES

- Omits the development detail and historical/intellectual material yet contains the practical essentials which will allow teachers to teach accurately and students to learn with real understanding.

- A new, accessible book on SSM written by the leading academic in the area.

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