



# Issues in Design of ILSAs

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# A Distinction between Two Kinds of Problems

Expanded from *The Design Way* by Nelson and Stolterman (originally from Rittel)

- “Tame” problems
- Problems “in the wild” [originally called “wicked problems”]
  - Are complex and ambiguous
  - Cannot be fully described because they have ramifications on different levels
  - No exhaustive list of solutions can be formulated
  - Every problem is potentially a symptom of another problem
  - No near-term test of solutions can be formulated (and sometimes no ultimate test)
  - Research treating them as tame problems leads to ineffective interventions



# Drivers for Design of ILSAs

Adapted from Nelson and Stolterman, *The Design Way*

- Vision driven
- Desiderata driven
- Problem driven
- Crisis driven
- Management driven