System Support Mapping

What is System Support Mapping and how can it help you?

System Support Mapping is a tool used to graphically depict **Roles, Responsibilities, Needs, Resources,** and **Wishes** of individuals within a given system, in order to identify gaps and commonalities in the levels of support within the system.[1] Understanding the system in which you, your team members, and stakeholders work can help you to identify targets for change and improvement, and better coordinate resources to achieve your common goals.

System Support Mapping:

- Graphically depicts the roles, responsibilities, and support infrastructure of a system
- Helps individuals and teams recognize complex system issues
- Helps build effective teams

How to use this tool:

SUPPLIES NEEDED

Flip chart paper

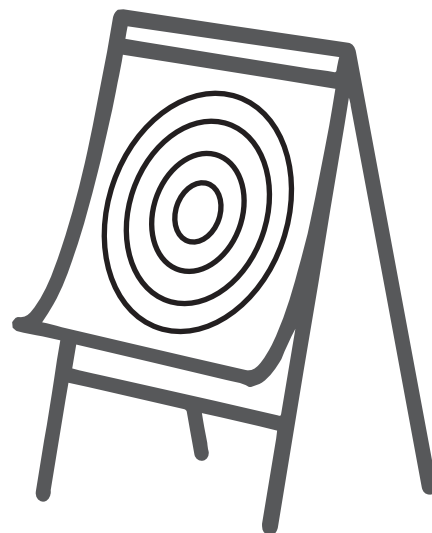**Adhesive sticky notes (in 5 different colors)**

Markers in 3 different colors (e.g., black, green, and red)

Instructions

BEFORE COMPLETING THE MAP

1. **Draw the *System Support Mapping* template** on your flip chart paper or some other large format in the front of the room (see page 5).

2. **Define the system** you want to improve. Determine all of the individuals that play a role in this system.

   Example: You may focus on your system for onboarding new subrecipients into the Title X network.

3. **Convene all team members** with a role in your system of focus.

4. **Ask each person to complete a *System Support Map*** on their own flip chart paper, following the instructions on the next page. (Team members will come back together later as a group to share their maps.)
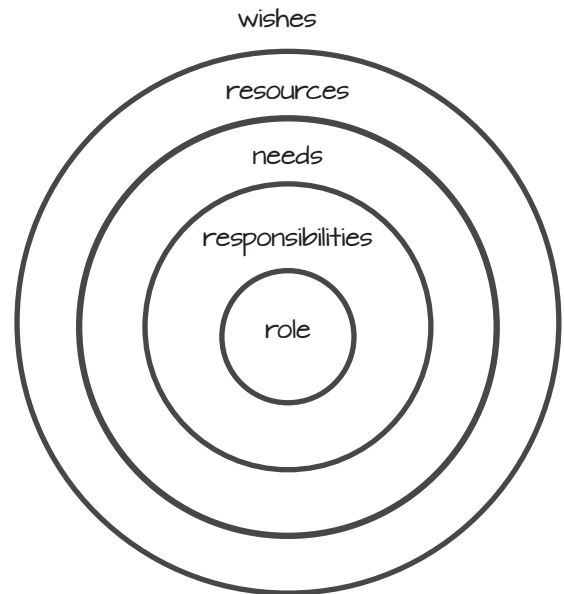
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FOR EACH PERSON COMPLETING THE MAP:

5. **Draw 4 concentric circles** on your own large piece of flip chart paper, with enough space between each circle to fit sticky notes. Starting at the center, label each concentric circle with **Role**, **Responsibilities**, **Needs**, **Resources**, and **Wishes**.

6. **Choose a different color sticky note** to correspond to each of the concentric circles, starting with **Role.** Write a short description of your Role in the system of focus on a sticky note and place it in the center of your map.

   *Example: Role of Title X Program Manager*
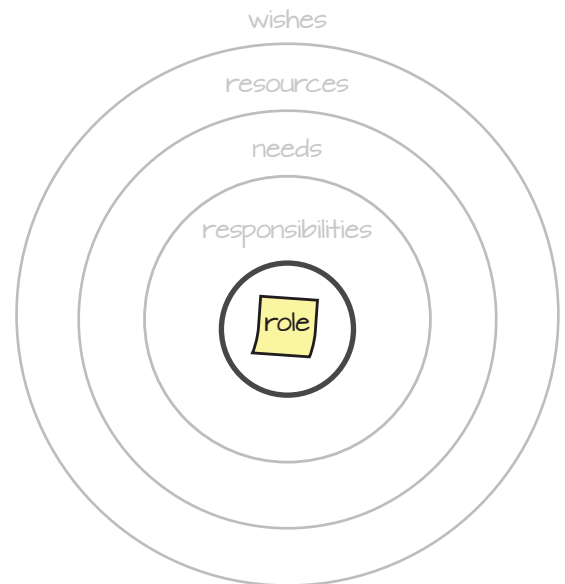
7. **Think about the Responsibilities of your Role** in the system of focus. Write each Responsibility on separate sticky notes using the color designated for this circle. Place these notes around the second ring. Draw arrows from your Role to each Responsibility.

   Example: Responsibilities for the Title X Program Manager include identifying a list of required trainings; setting up training list in FPNTC Training Tracking System; informing subrecipients of training requirements; training them to use Training Tracking System; monitoring training completion quarterly; and following up with subrecipients.
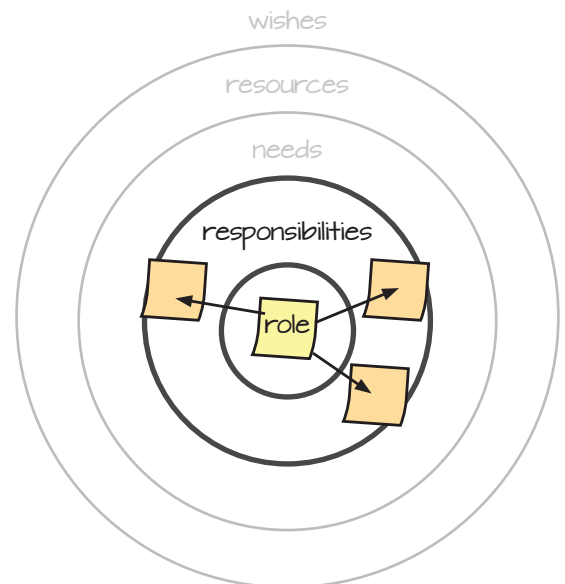
8. **Consider what Needs arise from each identified Responsibility.** Write each Need on a separate sticky note using the color designated for this circle. Draw arrows that link each Responsibility to each corresponding Need.

Example: A Need for setting up training for subrecipient staff is to have up-to-date training materials for all of the Title X training requirements as listed in the Program Requirements.
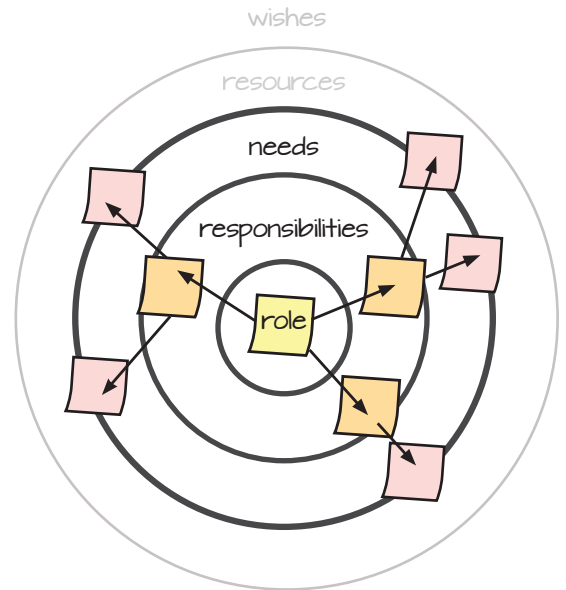
9. **Consider any Resources you have utilized, whether or not they have helped, to address each Need**. Write each Resource on a separate sticky note using the color designated for this circle. Place each Resource note close to the Need(s) that it addresses.

Example: The Title X Program Manager relies heavily on the training materials from the Family Planning National Training Center (FPNTC), as well as on internal training resources, for meeting the training needs of subrecipient staff.
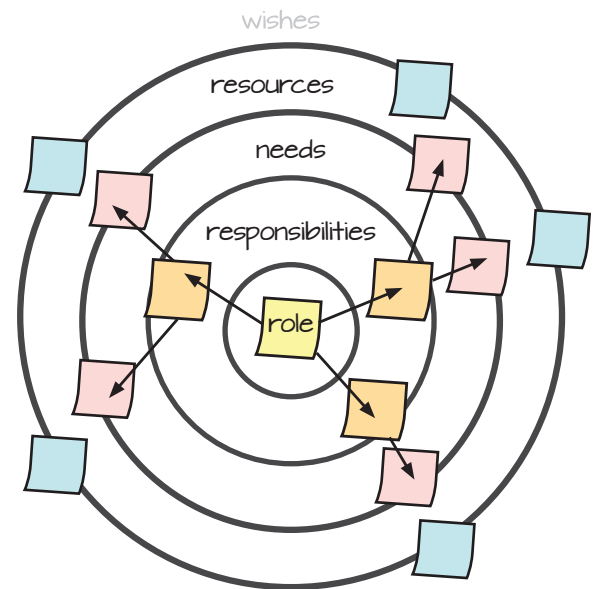
10. **Draw a star** using different color markers on the sticky note to indicate whether the resource was helpful (green), neutral (black), or unhelpful (red). Then, draw an arrow from each Resource to the corresponding Need it targeted.

Example: The FPNTC training materials listed in the "Introduction to Title X" training package on fpntc.org have been helpful when training staff from new subrecipient agencies. The Title X Program Manager indicates these resources were helpful by drawing a star on this sticky note with a green marker.

An eLearning course available on another website for providing referrals was described as, "not relevant for the family planning setting." The Program Manager indicates it was not helpful with a red marker.
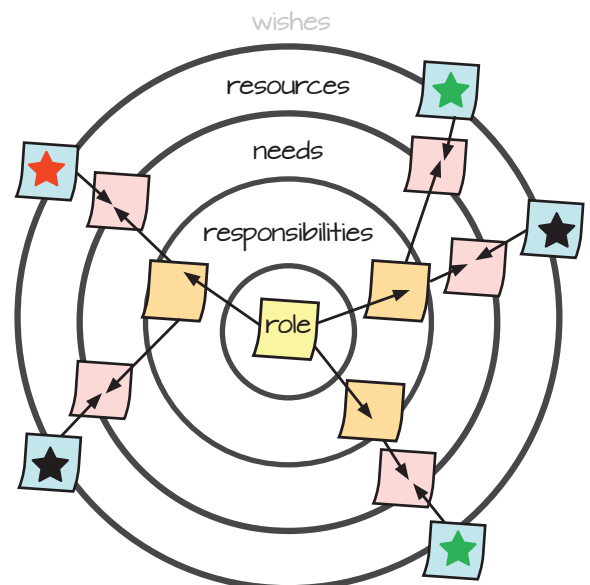
11. **Consider your top three Wishes for this role that would aid you in meeting your Responsibilities.** Write your three Wishes on separate sticky notes using the designated color. In the area outside of the rings, place the notes with your Wishes. Draw an arrow from each of these Wishes to a corresponding Responsibility, Need, or Resource in your map.

Example: A wish of the Title X Program Manager is for providers to apply the skills of available training to make effective referrals.
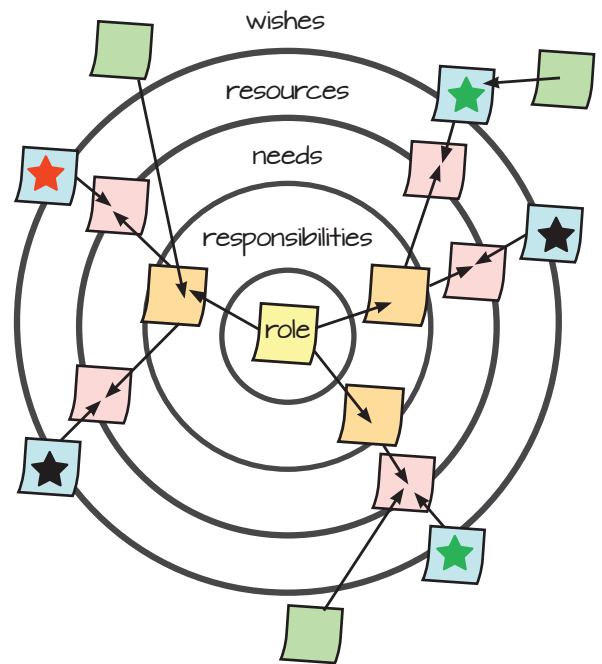
Group Discussion

12. **After each team member completes a map, reconvene the group and ask each person to describe her/his completed map.**

13. **Discuss the system's current functioning with the team**. Identify someone who will facilitate a conversation about the maps and what they can tell you about your system supports. Some questions to discuss are:

   Roles: Is everyone's Role clear?

   Responsibilities: Is there duplication of Responsibilities? Is anything missing? Do we need to streamline our Responsibilities to achieve the desired outcomes?

   Needs: Are there Needs for which there are inadequate resources? What Needs have more than sufficient resources? Are there common needs?

   Resources: Are we maximizing the use of Resources? Are there other potential Resources that can be beneficial? Are there ways in which support for each other can be increased?

   Wishes: Are there any Wishes that are possible to implement? Which are improvements we wish to try?

What are the next steps?

After the team has decided which improvements to try, a good next step is to use the Prioritization Matrix to determine which improvement ideas to prioritize based on the potential for impact and the effort required to implement.

Identify ways that the *System Support Maps* can be shared for further consideration and follow-up. Posting the maps or making digital copies of maps can serve as a reference for team members when identifying and working on improvements to the system. Consider using the results of the mapping to revise job descriptions, clarifying responsibilities and expectations.

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wishes

resources

needs

responsibilities

role

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