

[6]. A set of consistent questionnaires was used in this process of knowledge elicitation. Again, all the information was collected in mind maps and analyzed with yEd* graphical editor. A hierarchy view of the SMEs' characteristics and knowledge is shown in Fig. 2.

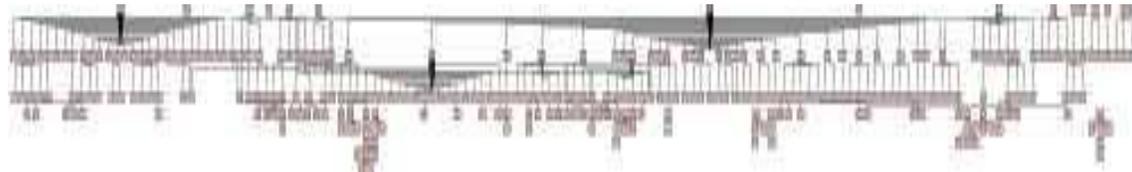


Fig. 2. Hierarchical view of entities from the SMEs' interview.

From the above studies and analysis, the group study yields the characteristics of common language, intervention, motivation, purpose, group processes, self-organization, connection, performance and negative effect. The emergent characteristics of all four SMEs are background, problem-solving and communication. The above emergent characteristics will form the basis for the facilitative model building. --- HOW? – in progress.

3. Conclusions

The facilitative model will center on the development and sustaining of community of practice within the soft system of systems. It will be the foundation to move toward the dynamic legacy system to better define problems that are solvable.

4. Acknowledgements

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- * MESST-Metadata Enabled Systems Thinking Tool,
* yEd: a free graph editor by yWorks.