

# Tweet threads (state of play on March 6, 2019)

## UWV situation — assumptions

After several years of neglect I take up twitter and the blog (<http://l-m-d.net/>) again as of today (March 1, 2019).

In 2016 I decided to find out more about how complexity and legal theories could inforce each other, worked out what the questions are and how agent based modeling can help.

We (with Kunbei Zhang) considered several use cases (file sharing, international data flows & data protection). I created a platform in NetLogo, based on Holland's Echo, and used it in a project for the Dutch Ministry of Justice and Security that I worked on in 2018/19.

I plan weekly blogs on stuff that relates to the use of agent-based modeling for domesticating complex adaptive social systems that are attracted (or mediated to emerge) by networked services and that also beg for legal attention.

The lead article in de Volkskrant (a mainstream Dutch newspaper) of today reports that the UWV, responsible for processing social benefits in the Netherlands, is summoned to litigation by its Works Council in the attempt to prevent an ICT plan of 500M Euros to be realized.

This relates to the domestication of a complex adaptive social system that emerged around networked UWV services -- and that apparently also begs for legal attention. I will follow the news on this situation and show when opportune how agent-based modeling can help.

One suggestion is to reframe the UWV situation as not an ICT thing at all. Presumably, the 'new' technology required by the UWV is old hat and well established.

Most likely the situation is brought about by cultural divides that come with unhappy and ingrained divisions of labour -- and clumsy attempts to harmonize and re-integrate various results and reasoning styles. This issue, not the ICT is complex and hard to solve.

DOLAR! values could (when they existed) help discuss the efficacies of proposed political interventions — like in the EU (Brexit), in the environment (the energy transition), in the economy (the distributions of welfare) and in the rule of law (extractive regimes).

When DOLAR! would indicate the value of a mechanism for Division-of-Labor-and-Reintegration issues, the DOLAR! value of Wikipedia would be high and the DOLAR! values of the (Dutch) ICT plans for the UWV (2019) and the judiciary (KEI, 2018) would be negative. But these are as-if.

In complexity theory, a tradition has emerged to use agent-based models and simulations for research. I will use these for finding DOLAR! values for different configurations of the KEI project (as KEI users and service providers form a complex adaptive networked system).

DOLAR!s for Mazzucato? In The Value of Everything Mariana Mazzucato states her aim as putting value back at the centre of economic reasoning. She means an inclusive value

concept. I fear that such would facilitate legitimization of the abuses she fights instead of curbing it.

When Science, Sociology, Law, Economics and Psychology are specializations around distinct values, the (virtual) DOLAR! value of a society that allows economics to reintegrate and tell their combined stories will be poor.

Unlike economic men, we play multiple roles concurrently: part community man, part civil servant, part entrepreneur and part consumer. But we tend to identify with a single one. Yet with each transaction we exchange (and stash) four currencies, not one.



Such opens up several possibilities to model for political 'not just for the money' deliberations and debates.

I model with four prototypes in stead of one: the community man prefers solidarity, the civil servant law & order, the entrepreneur wealth and the consumer independence. These values are incommensurable. Reasoning as-if they are will likely rob a model of its credibility.

I began to tweet again on March 1, spirited on by the UWV ICT-plan-and-litigation situation. My agent-based modeling perspective leads to a whole collection of tweets which I can chain together, I just noticed. I will use the current chain to explain my modeling assumptions.

My main assumption is that agent based modeling and simulation of a complex situation will help find promising strategies for improvement. Another assumption is that modeling with the four (neo-Durkheimian) prototypes sketched earlier trumps modeling with homo economicus alone.

The four incommensurable 'currencies' that help express the four related values allow to formulate richer theories that remain closer to common sense than what price-mechanism related cost-benefit results makes possible. One problem, though.

The problem with incommensurabilities is that they do not tally with our natural tendencies to fall for the nirvana fallacy. We crave for general solutions. Such solutions would be provided by a general model for marginal-DOLAR!-cost valuations of transactions.

But the elements of the virtual DOLAR! value are incommensurable. Thinking in terms of general DOLAR! valuation is a phantasy and a fallacy. DOLAR! valuation requires a political or normative debate (or a habit based on one).

## UWV situation — model zero

Here is a new thread in the wake of a message from de Volkskrant of March 1 about the UWV's ICT-plan situation about plans of its Works Council to summon the UWV to litigation — in the attempt to prevent an ICT-plan of 500M Euros to be realized.

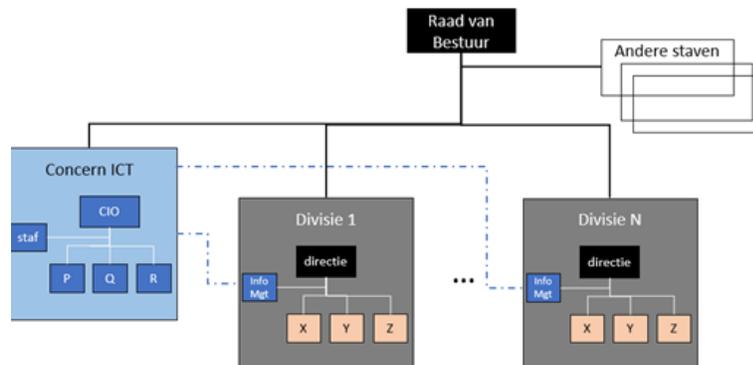
Not much news thus far. On March 5, the last tweet to be seen from the UWV itself is from February 28. Texts of older ICT-plans 2018/9-2022/3 are available online. I did not yet find the plan under discussion. We have to make do with guesswork. That's where simulation comes in.

How model the UWV situation? Lets first decide on relevant agents. Agents are who/whichever have agency. Humans and ICT services. Who are the agents that play a role in the UWV situation?

We begin with the BoD (board of directors), Ds (directors), Dvs (devisions), DvDs (devison directors), DvDps (departments), DvDpMs (department managers), WC (Works Council), Ws (workers) and Bs (welfare beneficiaries).

The situation's essentials are adopted from @ReneJanV 's tweet at <https://twitter.com/ReneJanV/status/1100000000000000000>. Will rewiring the UWV's organogram either induce or prevent improved ICT practices in the UWV? The question tickles my imagination. How can we know? How can a court know?

### ICT-matrixorganisatie UWV (ca. 2005 - heden)



We need multidisciplinary deliberation. The specialists (legal, financial, management and ICT-technology professionals) need to bring useful information to the BoD who's agency is there to decide. Can we simulate this thicket and its behaviors?

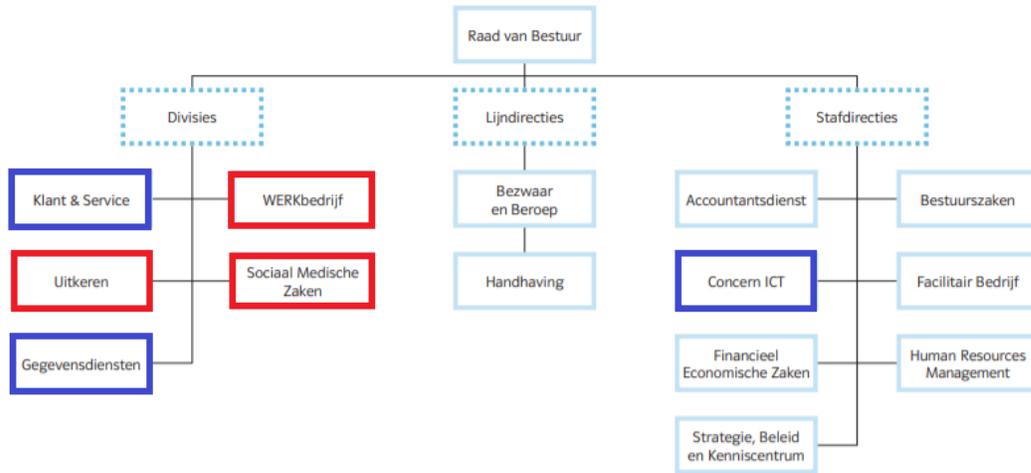
Perhaps now is a moment to reflect on where I started from — it was on attempts to re-integrate various specialist results: the DOLAR (division of labor and reintegration) issue. Organograms are mainly there to communicate how an institution addresses the issue.

The issue is pervasive. For instance when integrating computer programs or computer-supported services that operate (effectuate their agency) in parallel. To do so orderly requires coordination. Coordination usurps resources.

Several software crises have shown that choices on function and message encapsulation and the separation of content and control info are crucial for smooth operations. We cannot translate this directly into standards for the UWV, yet considering analogies is useful.

At the level of applications such an analogy is that ambitions for semantic sophistication in coordination can easily kill good projects. The standards that help create and maintain Google, Apple, Facebook and Wikipedia work. Those for UWV services (or KEI !) do not. #UWV #KEI

Just found out that #KEI does not generate any tweets on the ICT-for-the-Dutch-Judiciary-disaster of April 2018. So I should have used #rechtspraak ?



Here is a more complete and up-to-date, state-of-the-art organogram (yes, I will include the staff groups) of the UWV by @ReneJanV — it is in his Computable article of today. He will be making a series.

I will use the diagram for further agent-based modeling in tweets (ABM) next week, no spare time left now. I am looking forward to what ABM (which its constructive calibrating approach) can contribute to the specialist perspectives, though.

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