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Financial Services Systems

PART IV Dealing with the FactualChapter 14 To Learn or Not to Learn, that is the Question; Chapter 15 No Facts, No Glory; Chapter 16 From Myopic Coordination to Resilience in Socio-technical Systems; Chapter 17 Requisites for Successful Incident Reporting in Resilient Organisations; Chapter 18 Is the Aviation Industry Ready for Resilience? Mapping Human Factors Assumptions; Epilogue: RAG - The Resilience Analysis Grid by Erik Hollnagel; Bibliography; Author Index; Subject Index

Sommario/riassunto

Resilience engineering has since 2004 attracted widespread interest from industry as well as academia. Practitioners from various fields, such as aviation and air traffic management, patient safety, off-shore exploration and production, have quickly realised the potential of resilience engineering and have become early adopters. The continued development of resilience engineering has focused on four abilities that are essential for resilience. These are the ability a) to respond to what happens, b) to monitor critical developments, c) to anticipate future threats and opportunities, and d) to le
