

systems & integration

how new capabilities connect to the applications, information, and workflows already in place.

research focus / updated 22 oct 2026



summary

new capabilities enter an organization through the systems and workflows already in place. our research explores how those connections can support useful work while remaining understandable to the people responsible.

we focus on three connected questions: what information a capability needs, where it fits into existing work, and how its connections can be understood and maintained.

introduction

organizations operate across established applications, data sources, and infrastructure. introducing new technology requires understanding those connections.

a capability's place in an organization depends on more than what it can do on its own. it also depends on the information it can reach, the workflows it participates in, and the people accountable for that work.

this research focus considers integration within that organizational context. this note outlines the questions and areas of exploration guiding that work.

research focus

our research focus includes integration methods, information access, and the relationship between new capabilities and existing workflows.

information access

what does a capability need to know to carry out a particular responsibility? we explore how the information required for a task relates to the applications and data sources where that information lives, and the access appropriate to that work.

connections to existing work

where should a capability enter a workflow, and where should its output go? we consider the handoffs between systems, the people involved, and the constraints that shape how a capability can participate.

understandable connections

how can the people responsible understand what is connected and why? we explore how connections can be described in relation to the work they support, including what information is available and which parts of a workflow depend on it.

research questions

three questions guide this area of exploration:

1. what information does a capability need to do its work?
2. where should it connect to existing systems and workflows?
3. how can those connections remain understandable to the people responsible?

we consider these questions together: information needs shape the connection, the workflow gives it a purpose, and the people responsible need a clear account of both.

conclusion

systems integration is part of understanding how a new capability belongs within an organization. our focus is the relationship between the capability, the information it needs, and the work it is meant to support.

these questions guide our research and inform the products we build.

our approach