



# I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones

**-CISSTO-**

## *Registration Instructions*



### **Euroforum**

San Lorenzo de El Escorial, Madrid  
Wednesday 28<sup>th</sup>, Thursday 29<sup>th</sup> and Friday 30<sup>th</sup> November 2018

Web page: [www.cissto.org](http://www.cissto.org)

[www.sesge.org](http://www.sesge.org)



I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones

## Congress

**The Ibero-American Congress of Systemic Solutions for the Transformation of Organizations (CISSTO)** will take place on November 28<sup>th</sup>, 29<sup>th</sup> and 30<sup>th</sup>, 2018. This will be the first Ibero-American Congress of this type to be held in Spain, organized by the Spanish Society of General Systems (**SESGE**). It is oriented towards the presentation of concrete solutions to complex problems, starting from the differential marked by the concepts and methodologies of Systemic Thinking and Design, Cybernetics, the studies of Complexity and the impact of New Technologies on Society, on People and in Organizations; This precedes the challenge of transforming these ideas for the 21<sup>st</sup> century.

The I CISSTO is open to participation from public and private entities from Spain, Portugal and Latin America. It seeks to engage the integration of organizations and professional communities from these regions, interested in the study and practice of **systemic thinking**.

### Vision, Mission and Values

**CISSTO** aims to serve as a meeting point representative of Systemic Solutions, facilitating the approach between academics and industry professionals in an environment rich in experiences at an international level. The following are its major objectives:

- Connect Latin American and European Systemic Thinking.
- Obtain practical and fundable projects based on the systemic approach, useful for both private and public organizations, and for Society in general.
- Offer practical experiences in LATAM and in Europe.
- Explore the paths of Transformation of Individuals and Organizations for the challenges and complexity of the 21<sup>st</sup> century.

The challenges posed by the Knowledge based Society for the 21<sup>st</sup> century force previous models from last century to evolve, moving from a society with very marked environments and borders to the current panorama in which boundaries are diffuse and whose universality is a common characteristic trend. Because of this and reflecting on the high academic level of Systemic Thinking in Latin America, Spain and Portugal, we present this initiative by inviting international companies interested in enhancing their position in industry to collaborate in this first Ibero-American Congress of Systemic Solutions for Transformation of Organizations - CISSTO.

## General Information

**Congress will open: 09:00, a.m. Wednesday, 28<sup>th</sup> November 2018**

**Congress will close: 14:00, Friday, 30<sup>th</sup> November 2018**

**Place: San Lorenzo de El Escorial**

This I CISSTO meeting, Congress will take place at the **Euroforum** facilities of San Lorenzo de El Escorial, Community of Madrid, Spain.

Just 30 minutes away from Madrid capital and 45 minutes from the Madrid Adolfo Suarez Airport, San Lorenzo de El Escorial is easily accessible to participants. The town is hub of historical, tourist and cultural interest, in addition to its natural beauty and spiritual importance. In San Lorenzo de El Escorial, or simply "El Escorial", as it is known in the world, a combination of culture, tourism, nature, learning and evolution can be found in a single site. It provides opening possibilities for a diverse audience within the framework of fulfilling I CISSTO's goals.

## Euroforum

The “Palacio de Los Infantes” is an 18<sup>th</sup> century building, restored and remodelled and with respect to its original structure by the architect Miguel de Oriol. In 2012 its infrastructure was updated to provide the Palace with the appropriate technology for all types of events and training programs, making the complex unique as it has retained its historical and cultural essence while providing cutting-edge technology and facilities. This is an 18<sup>th</sup> century building with 21<sup>st</sup> century conveniences.

### Contact Information:

#### **PALACIO DE LOS INFANTES**

Calle del Rey, 38

San Lorenzo de El Escorial

28200 – Madrid

+34 918 967 000

More information in <http://www.euroforum.es/instalaciones/palacio-de-los-infantes>

### Internet

WiFi will be available throughout the Congress.

### Transportation

Transportation will be provided on both November 27<sup>th</sup> and November 28<sup>th</sup> from the airport or the train station to El Escorial, and on November 30<sup>th</sup> from El Escorial to the airport or the train station.

## Congress registration and fees

These fees include lodging, breakfast, coffees, lunches, refreshments and dinners, shared transport Madrid-El Escorial-Madrid.

Assistance	Price (€)	Observations
<b>Professionals and general public - 3 days (2 nights)</b>		
Registration with Communication	750,00	
Registration without Communication (*)	650,00	
Supplement for additional person	432,00	
<b>Professionals and general public - 2 days (1 night)</b>		
Registration with Communication	580,00	
Registration without Communication (*)	480,00	
<b>Professionals and general public - 1 day</b>		
Registration with Communication	280,00	
Registration without Communication (*)	180,00	
<b>Students (Discount on registration fees)</b>	10%	
Extra night in single room	90,00	
Extra night in double room	110,00	
<b>Virtual Assistance</b>	<b>Price (€)</b>	<b>Observations</b>
<b>Professionals and general public</b>		
Participation (**)	100,00	Skype

(\*) Registration of non-speakers

(\*\*) Minimum 20 people

### Observations:

Regular Mode (From 20/04/2018)

Advance registration (Through 11/08/2018) - 10% discount

### Registration includes:

- Accommodation for the nights of Wednesday, the 28<sup>th</sup> and Thursday, the 29<sup>th</sup> November.
- Breakfasts, coffees, lunches, refreshments, from November 28 until lunch on November 30.
- Transportation from Madrid to El Escorial on November 27 or November 28
- Transportation from El Escorial Madrid on November 30, once the event is over.

**Registration does not include:**

- Travel from participants' place of residence to Madrid
- Accommodation and dinner on November 27<sup>th</sup> (This can be requested).
- Accommodation of additional guests.

## Registration Details and Invitation letters

Registration must be completed via the Congress' official website: [www.cissto.org](http://www.cissto.org), where additional details regarding registration fees, bank information, payment methods and instructions to request a letter of invitation should it be needed.

**Registration Account:**

Spanish Society of General Systems - CISSTO

Bankia,

Office 1102

c/ Potosí, 7

28016 Madrid

CC: 2038-1102-13-6001181241

IBAN: ES33-2038-1102-1360-0118-1241

BIC: CAHMESMMXXX

**Observation: Only VISA or Mastercard accepted**

Updated registration information will be ongoing on the website: [www.cissto.org](http://www.cissto.org). You are invited to visit this website regularly to consult any Congress details.

Link: [www.cissto.org](http://www.cissto.org)

Registrations: <https://cissto.sesge.org/index.php/registro>

## How to register

To register, Access link [Register](#) (**Registro**) and press the button '**Realizar Compra**'.

[Información General](#) [Programa](#) [Fechas Importantes](#) [Consejo Académico](#) **Registro** [Contacto](#)



# I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones



## Registro

Para registrarse en el congreso acceder a la plataforma de pago mediante el siguiente botón:

**Realizar Compra**

Tarjetas aceptadas: VISA y MASTERCARD.

Acompañantes: los acompañantes no podrán participar en las sesiones.

**Estudiantes:** Si usted desea solicitar el descuento de estudiante, solicite un código de descuento al correo [info@cissto.org](mailto:info@cissto.org), enviando su credencial de estudiante.

**Carta de invitación:** En caso de requerirse una carta de invitación, una vez se confirme su registro tendrá la opción de solicitar una carta de invitación enviando un correo a [info@cissto.org](mailto:info@cissto.org).

A new window will be opened where the desired options must be selected (Type of Entry, Number of days, Presentations and Units) and click on the button **Comprar**.

### I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones

### 28 al 30 de Noviembre de 2018 - Euroforum El Escorial

Tipo de entrada	Unidades	Precio total	
Asistencia Presencial	<input type="text" value="1"/>	180,00 €	<input type="button" value="Comprar"/>
Número de días	<input type="text" value="1 día"/>	Ponencias	<input type="text" value="No presentaré ponencia"/>
Asistencia virtual	<input type="text" value="1"/>	150,00 €	<input type="button" value="Comprar"/>
(3 días vía streaming)			

I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones

Next, select if extra nights are needed for the 27th and / or November 30th.

**CISSTO**

Asistencia Presencia... /Número de días:3 d... **650 €**

Vaciado de carro **Precio total 650 €**

La cantidad máxima por compra es de 10 unidades.

¿Quieres añadir noches extra?

- Noche extra en habitación individual (27/11/2018) (90 €)
- Noche extra en habitación individual (30/11/2018) (90 €)
- Noche extra en habitación doble (27/11/2018) (110 €)
- Noche extra en habitación doble (30/11/2018) (110 €)

[¿Tienes un código de descuento?](#)

Subtotal **650,00 €**

**Comprar** | Atrás

To apply a discount code, click on “**¿Tienes un código de descuento?**” (“Do you have a discount code?”). Paste your discount code and click on the **Comprobar** (Check) button.

Introduce tu código promocional

MICODIGO x **Comprobar**

When you are ready, click on **Comprar**.



On the next screen, enter your personal information and contact email. Accept the terms and conditions (**Acepto los términos y condiciones**) and click on the button **Comprar**.

The screenshot shows a registration form for CISSTO. At the top, there is a red header with the text "CISSTO". Below the header, the form is divided into several sections:

- Datos del comprador:** This section contains two input fields for "Nombre \*" and "Apellidos \*", a single input field for "Correo electrónico \*", and another input field for "Confirmar correo electrónico".
- Datos de asistente #1:** This section contains two input fields for "Nombre" and "Apellidos".
- Terms and Conditions:** A checkbox labeled "Acepto los términos y condiciones \*".
- Payment Information:** This section shows the "Precio final" as "650,00 €" and the "Forma de pago" as "VISA" and "MasterCard".
- Buttons:** At the bottom left, there is a dark grey button labeled "Comprar" and a lighter grey button labeled "Atrás".

This will lead to the payment platform where you must enter the card data in the usual way. Make sure you enter correctly the Card No., Expiration and Security Code.

The screenshot shows a payment platform interface for "Pagar con Tarjeta". At the top, there are logos for VISA, MasterCard, and American Express. The form contains the following fields:

- Nº Tarjeta:** A large input field for the card number.
- Caducidad:** Two input fields for the expiration date, labeled "mm" and "aa".
- Cód. Seguridad:** An input field for the security code, accompanied by a lock icon and a question mark icon.
- Buttons:** At the bottom, there are two buttons: a dark grey "Cancelar" button and a green "Pagar" button.

## The Systemic Approach

Systemic Thinking, in practice, is an emerging discipline suitable for management and direction of private and public organizations and which offers conceptual and methodological tools for strategic design to help focus and solve complex problems. It suggests a transition of thought from traditional approaches corresponding to Linear Thought, to the emerging multi-causal approaches typical of Systemic Thinking.

It also presents alternative and efficient ways of approaching reality, usually represented by tasks or situations. As an example, systemic thinking considers the multiple perspectives that individuals may use to resolve the same problem, phenomenon or situation. Recognizing the existence of multiple perspectives is crucial in the search for the holistic understanding that Systemic Thinking and its multi-causality seek to address.

The Systemic Approach emerged in the 20<sup>th</sup> century as a new effort in the search for valid concepts and laws to describe and interpret all kinds of real, physical or virtual systems at that time. Currently in the 21<sup>st</sup> century, it can be said the way to better solutions for increasingly complex problems, that the traditional, Cartesian and Newtonian approach is not able to solve.

Four statements regarding the Systemic Approach accepted by professionals and academics in this field, are the following:

- *The whole is greater than the sum of its parts.*
- *The whole determines the nature of the parts.*
- *The parts cannot be understood if they are looked at in isolation from the whole.*
- *The parts are dynamically interrelated and, in addition, are interdependent from each other.*

It is our hope that professionals and academics who have consciously or unconsciously been followers of these principles, can together rethink Systemic Thinking and the effect and validity it has for current organizations as well as those emerging in today's society, with special focus on **practical experiences in LATAM and Europe.**

## I CISSTO: Concepts of Systemic Solutions

Given that the main objective of the Congress is the application of Systemic Thinking and its theoretical models to solve real problems that Society in the 21<sup>st</sup> Century must address, the theoretical papers presented in I CISSTO should be oriented towards real-world problems, the result of which will result in solutions applicable to real life (or with the potential for it). Companies, Public Administration and Society itself can also be aligned in a coordinated manner in the use of new methodologies, approaches and technologies.

Companies that want to adapt their organization, means and procedures to this new panorama will need professionals who have received training in the systemic approach. Those responsible for educational systems at all levels will have to recognize this in their market studies. With this in mind and in order to facilitate a homogeneous evaluation of our documentation and its connection to real-life situations, we have defined the following thematic areas of interest:

You are invited to present complete and in-depth development papers, although not limited to the aforementioned thematic areas. As a suggestion we define general aspects to be dealt with in each area and examples of current problems that require solutions. Similarly, companies are invited to present their experiences and needs, which will provide guidance to potential presenters.

The following thematic areas of interest have been considered:

### BLOCK 1

- **Transformation of Organizations (Theoretical / Practical - Framework).** Presentation of the systemic approach for its practical implementation, in various sectors. Organizations must be prepared to deal with complexity, change and properly handle interdisciplinary solutions.
- **Transformation of Individuals. New professionals for the Knowledge based Society.** It is increasingly urgent that the new society, the technological development, the new forms and competence and the great environmental and other challenges, need the development and training of new managers capable of facing the challenges of the 21<sup>st</sup> century complexity. There are current professions that will disappear and other professions that have yet to be created. There are new approaches and the need for disruptive professionals.

### BLOCK 2

- **Public Administration.** The way cities and communities are currently designed are antiquated but this is radically changing. Note problems of migrations from the countryside to the city, or from one country to another. New models of Management and Public Administration must be based on systemic concepts.
- **Economic Transformation.** Another characteristic of the 21<sup>st</sup> century is the rapid and disorganized growth caused by globalization but which is often not global. We find ourselves in an historic moment in which great challenges must be met and which will have an enormous impact on socioeconomic reality. The economic sustainability of the Planet will depend on multiple factors such as access to natural and artificial resources, adaptation of productive means, education, and so forth. We request the contribution of papers in the areas that offer practical solutions to alleviate these problems. We must define new paradigms to overcome the current dichotomies and the enormous economic and cultural differences between regions.

### BLOCK 3

- **Compliance Management.** Application of laws and compliance does not work in many countries, due to sluggish, obsolete and often corrupt practices and governance. In many cases there is no separation of powers so real democracy does not exist. Legal, Risk, Compliance and Ethical Aspects. Problems of the current Legislation. Disruption between legislation and the speed of change and technology.
- **Transformation of Education.** Educational systems are cultural products that reflect the collective beliefs and values of each community. Thus, they “**reproduce the mistakes of the societies to which they belong**”. In fact, in many cases they have served as a basis to propagate the current ideology and create new followers. New conceptions of the Universe and current scientific concepts have barely penetrated the general culture and knowledge imparted in general and professional education and constitute a revolutionary intellectual perspective that cannot continue to be ignored by future generations. A design principle should be sketched for new educational models based on a systemic perspective that takes into account not only professional training but also the global education of individuals.

### BLOCK 4

- **Digital Transformation.** Science and technology are complementary concepts that are also a transversal model that will radically help the transformation of Society and serve as a support for previous models.  
Digital Transformation of organizations and Internet 4.0 are among the approaches oriented to leverage the transformation of organizations. New approaches, trends and proposals. Disruptive Technologies. Artificial Intelligence. Gamification. Blockchain.
- **Integral Security.** Systemic Approach to Security in Organizations (Protection + Defence). Territoriality and sovereignty must be redefined. Security as absence of risk is no longer possible, much less as the sum of security, physical, logical, prevention, protection, financial, environmental, political, legal, and so forth. It is no longer possible to maintain a reductionist vision of the Company and the current organizational structure of companies. Systemic approach to Cybersecurity.

## Presentation formats

In particular, this Congress will allow the presentation of papers in any of the following formats:

### Scientific articles (Lecture + Manuscript)

A rigorous academic contribution, in Spanish or English, with correctly presented and replicable validation results.

### Technical articles (Lecture + Manuscript)

A brief work intended for publication in academic journals and which refers to an activity of theoretical or theoretical-empirical research carried out in advance. This may or may not present concrete validation results.

### Posters (Poster + Extended Report)

An extended graphic presentation containing a title, the name of the authors and the centres. Text and figures that explain a project, a research project or a technical or industrial experience.

**The proposed papers will be evaluated by a qualified academic and professional committee which will determine the acceptance or not of the proposals.**

### Workshops / Workshops

Sessions in parallel with an eminently practical approach, which can be dictated by professionals specialized in the topics of the Congress and / or leading technological companies for the transformation of organizations. Working groups to design Systemic Solutions for specific problems.  
See agenda of papers

### Conferences

High-quality conferences will be presented by practicing professionals and academics of recognized prestige, framed within the thematic areas of the I CISSTO. If you wish to propose a conference, you should make your request to the organizing committee through [info@cissto.org](mailto:info@cissto.org)

## Awards and honours

The papers presented in its three categories (scientific articles, technical articles and posters) will be evaluated by a qualified committee with the intention of recognizing the best papers in each category. A certificate of official recognition will be granted.

## Possibilities of Publication

Authors whose papers have sufficient scientific and methodological basis will be invited to send a manuscript developed from their article for the publication of a special issue of a scientific journal dedicated to the 1st Ibero-American Congress of Systemic Solutions for the Transformation of Organizations - CISSTO.

## Certificates of participation

All participants who register and present will receive a certificate of participation and communication, issued by the Spanish Society of General Systems and signed by the Academic and Organizing Committee of the Congress.

## Book of Abstracts

Papers accepted for submission will go through a process of quality review and format to appear published in the book of abstracts of papers presented at the congress. This book will be identified with an own ISBN and will be available for consultation on the web.

## Preliminary program

### Wednesday, November 28<sup>th</sup>

- 06: 00-08: 00 Transportation of delegates from Madrid to El Escorial. Schedules and meeting points will be specified later.
- 07: 30-09: 00 Breakfast.
- 08: 00-18: 00 Registration.
- 09: 00-09: 30 Welcome and Opening Ceremony (Plenary Session).
- 09: 30-10: 15 Opening Conference (Plenary Session).
- 10: 15-11: 00 Conference (Plenary Session).
- 11: 00-11: 30 Coffee.
- 11: 30-12: 30 Parallel Session 1 (Workshops / Presentations).
- 12: 30-13: 15 Conference (Plenary Session).
- 13: 15-14: 00 Conference (Plenary Session).
- 14: 00-15: 30 Lunch.
- 15: 30-16: 30 Parallel Session 2 (Workshops / Presentations)
- 16: 30-17: 00 Coffee.
- 17: 00-17: 45 Round Table / Conference (Plenary Session).
- 17: 45-18: 00 Closing day 1 (Plenary Session).
- 20: 30-22: 30 Welcome dinner.

## Thursday, November 29<sup>th</sup>

07: 30-09: 00	Breakfast
08: 00-18: 00	Registration
09: 00-09: 15	Welcome (Plenary Session)
09: 15-10: 00	Conference (Plenary Session)
10: 00-11: 00	Parallel Session 3 (Workshops / Presentations)
11: 00-11: 30	Coffee
11: 30-12: 15	Conference (Plenary Session)
12: 15-13: 15	Parallel Session 4 (Workshops / Presentations)
13: 15-14: 00	Conference (Plenary Session)
14: 00-15: 30	Lunch
15: 30-16: 30	Parallel Session 5 (Workshops / Presentations)
16: 30-17: 00	Coffee
17: 00-17: 45	Round Table / Conference (Plenary Session)
17: 45-18: 00	Closing day 2 (Plenary Session)
20: 30-22: 30	Gala Dinner



## Friday, November 30<sup>th</sup>

07: 30-09: 00	Breakfast
08: 00-12: 00	Registration
09: 00-09: 15	Welcome (Plenary Session)
09: 15-10: 00	Conference (Plenary Session)
10: 00-11: 00	Parallel Session 6 (Workshops / Presentations)
11: 00-11: 30	Coffee
11: 30-12: 15	Conference (Plenary Session)
12: 15-13: 15	Parallel Session 7 (Workshops / Presentations)
13: 15-14: 00	Conference (Plenary Session)
14: 00-14: 15	Closure of the Congress (Plenary Session)
14: 15-15: 30	Lunch
15: 30-	Transportation to Madrid

## Contact

Web Sites: [www.cissto.org](http://www.cissto.org)

[www.sesge.org](http://www.sesge.org)

CISSTO Organizing Committee [info@cissto.org](mailto:info@cissto.org)

Hashtag: **#cissto2018**



@CISSTO\_SESGE

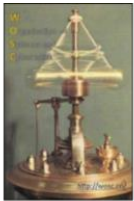


**SESGE**  
Sociedad Española  
de Sistemas Generales

### Sponsorships:



### Collaborating Organizations:



World Organisation  
of Systems and Cybernetics



CENTRO PARA LA CREACIÓN, ENSEÑANZA,  
APLICACIÓN Y DIFUSIÓN DE CONOCIMIENTO  
SISTÉMICO



Fundacion CERTIUNI



### Media Partners:



I Congreso Iberoamericano de Soluciones Sistémicas para la Transformación de las Organizaciones



(Registration Instructions CISSTO)

page 18