

CONTEXTUAL VARIABLES	DECISION-MAKING LOGIC LEVELS		
	<i>routine</i>	<i>semi-cognitive</i>	<i>cognitive</i>
	CONCEPTUAL ASPECTS		
	RESOURCES		
Problem Processing Level	user, userrequest, task, test, check, target, release, contactrole, access, interface, cluster, tool, client, filesystem, partner, node	team, leader, project, colleague, property	management, system, CAB, measure, approval
Accuracy	time, application, product, configurationitem, CI, right, instance, machine, minute, hour, day, week, detail, description	description, environment, requirement, validity, reason, solution, method, problem, rule, modification	
Situational Awareness	name, password, group, directory, number, email, package, phone, ID, IP, attachment	requestforchange , customer, rollout, backout	serverfarm
Information	server, file, location, dataset, network, data, patch, port, information, type, root, certificate, account, device, cable, parameter, agent, folder, disk, fallback, database, bd, backup, version, tool, firewall, system, hotfix, supervisor, reference, instruction, format	Requestor, software, downtime, production, power-supply, outage, service, case	risk, freeze, impact
	TECHNIQUES		
Experience	need, see, deploy, document, monitor, use, follow, note, provide, test, contain, accompany, inform, consist, describe	Implement, create, support, require, classify	approve, delegate, propose
Action Choice	start, finish, monitor, import, export, run, stop, step, end, put, send, switch, install, reject, update, upgrade, include, replace, remove, move, begin, make, get, migrate, open, initialize, revoke	Deploy, migrate, process, modify, forget, increase, miss	freeze
Effort	cancel, rundown, decommission, restart, delete, set, add, activate, reboot, specify, agree upgrade, mount, execute, transfer, write, find	Perform, modify, assign, check, need, expect, verify	define
	CAPACITIES		
Specificity	additional, preapproved, affected, initial, attached, internal, external, reachable, regular, active, scheduled, next, whole, formal, virtual, wrong, individual, administrative, local	Secure, separate, specific, technical, urgent, separate, corrected, minor, normal	related, multiple, multi-solution, major, high, small, big
Decisions Formulation	new, old, preinstalled, fixed, ready, following, current, valid, primary, necessary	Available, necessary, important, significant, successful, appropriate, relevant, main, further, responsible	possible, many, desired, different, various
Predictability	actual, full, online, standard, responsible, administrative, existing, minimum, same, visible	strong, temporary, offline, previous, last, other, more, much, similar, standard	Random, strong randomized, encrypted, expected
	CHOICES		
Precision	Automatically, instead, manually, there, where, here, separately, additionally, internally	Normally, newly, shortly, urgently, temporarily	Maybe, randomly, likely
Scale	Permanently, currently, still, now, often, never, already, just, always, yet, anymore, firstly, before, together, daily, meanwhile, really, furthermore, afterwards, therefore	again, later, however, usually, previously, recently	soon
Ambiguity	Correctly, therefore, accordingly, actually, consequently, completely, simultaneously, anyway, necessarily	Well, enough, immediately, easily, simply	Approximately, properly