|  |  |  |  |
| --- | --- | --- | --- |
| CONTEXTUAL VARIABLES | DECISION-MAKING LOGIC LEVELS | | |
| ***routine*** | ***semi-cognitive*** | ***cognitive*** |
| 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 |