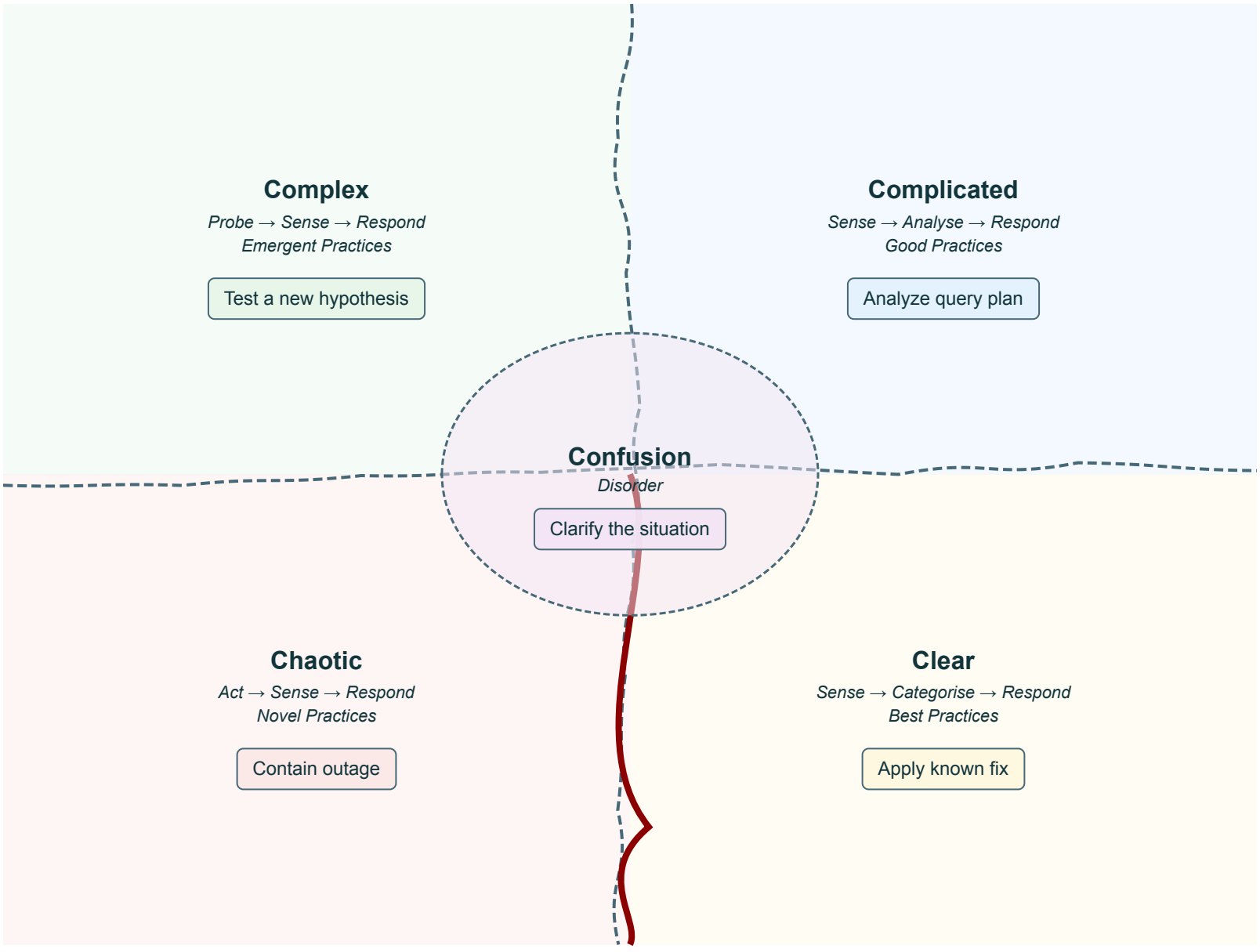

Incident work
Complex
Probe → Sense → Respond
Emergent Practices
Test a new hypothesis
Complicated
Sense → Analyse → Respond
Good Practices
Analyze query plan
Confusion
Disorder
Clarify the situation
Chaotic
Act → Sense → Respond
Novel Practices
Contain outage
Clear
Sense → Categorise → Respond
Best Practices
Apply known fix