

# COMPLEX

UNKNOWN

Decisions based on inquiry & experimentation

Solutions apparent only in hindsight

Emergent Practice

*Unordered System*

**DISORDER**

# COMPLICATED

KNOWABLE

Decisions require expert knowledge

Good Practice

*Ordered System*

# CHAOTIC

UNKNOWABLE

Decisions need to be made quickly

Novel Practice

# OBVIOUS

KNOWN

Decisions are obvious

Best Practice