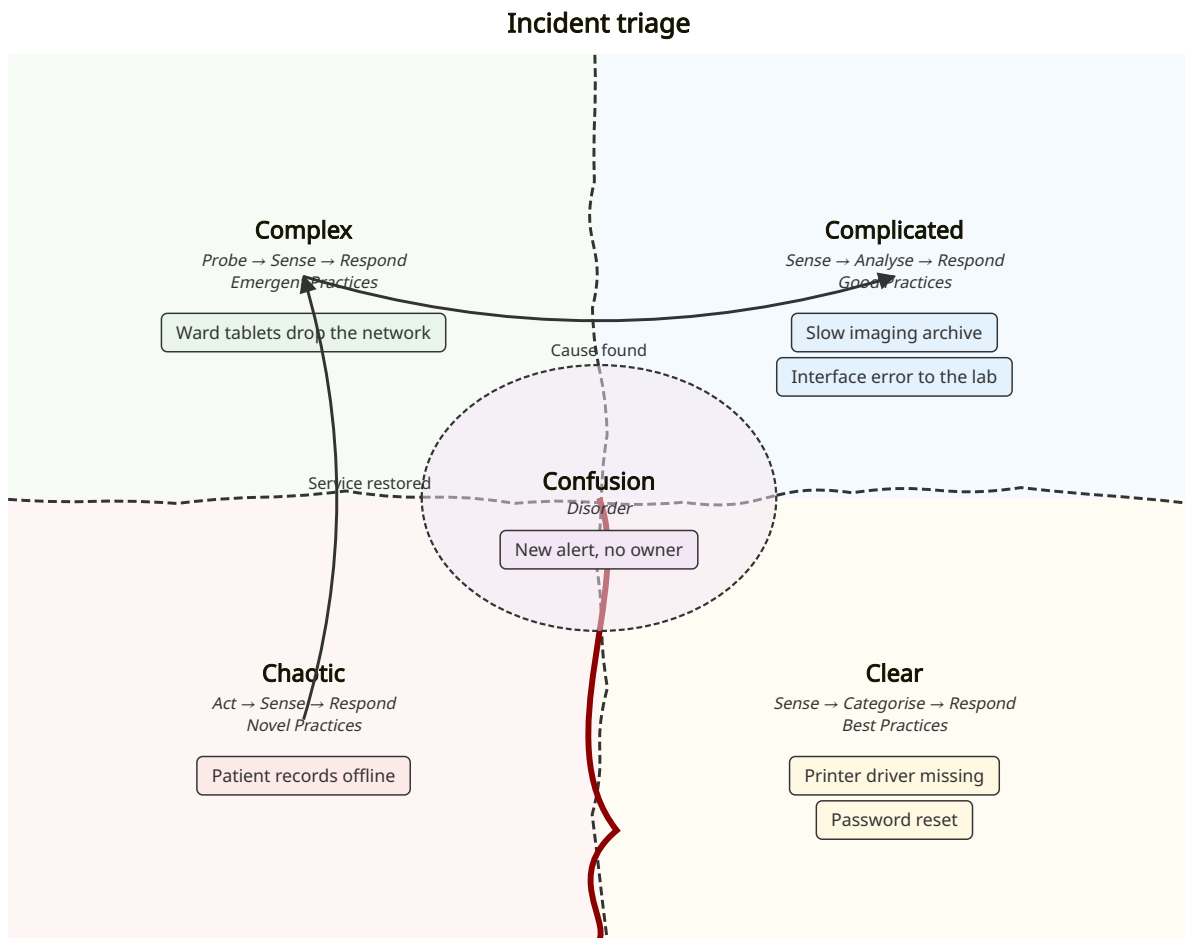


# Triage: which domain is this incident in?

The IT service desk of a regional hospital in Ireland sorts every incident before it acts. Each domain asks for a different first move.



Clear incidents follow the runbook. Complicated ones go to the specialist team. Complex ones get a small, safe experiment first; chaotic ones get action first and analysis afterward.