Iceberg... Seeing What’s Below the Surface

**Events**
What happened?

**Patterns of Behavior**
- What’s been happening?
- What are the trends?
- What changes have occurred?

**Structure of the System**
- What has influenced the patterns?
  - (e.g. policies, laws, physical structures)
- What are the relationships among the parts?

**Mental Models**
- What assumptions, beliefs, and values do people hold about the system?