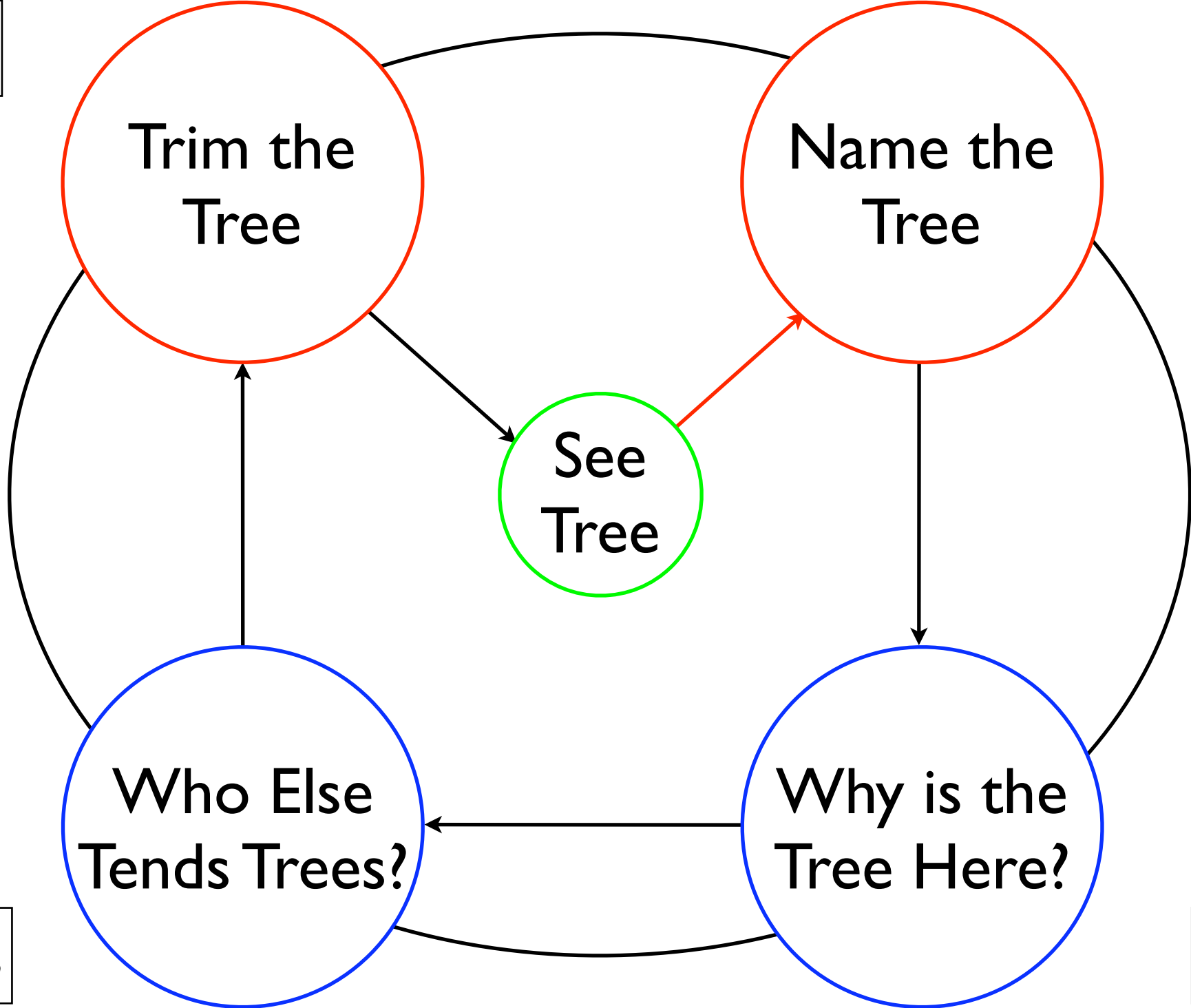


4-Step Systems Model

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Action:
What must be done?

Action:
What is this thing?



Impact:
Who needs to know?

Impact:
What does it imply?