Step

Before

Actions

After

Where from

What is the user intending to do?

Where to

What might the user have been doing immediately before this? What might have triggered them to do this?

What might the user be going to do immediately after this? What might this have triggered them to do?

Context

What relevant information might be coming with the user?

Information

What information does the user need to effectively carry out the actions?

Context

What relevant information might the user take with them?