End to End Proposed Future Experience

This map uses a fictional narrative to contextualise the main screens our users will interact with when using the future service. The main journey depicts a 'happy path', and includes most of the main service capabilities. There are journey variations illustrated at the bottom of each swimlane, where a different action may be taken by the user.

Who are the main users in this map?

- The Vacancy Holder
- The Candidate
- Recruiter
- CPS PEC Advisers

Journey Variations

Our service handles a number of candidate types. The candidate who is using the service affects the journey. The main candidate types are:

An External Candidate - Someone who is not currently working for the Civil Service.

An Internal Candidate - Someone who is currently working within the Civil Service, looking to move into a new role internally.

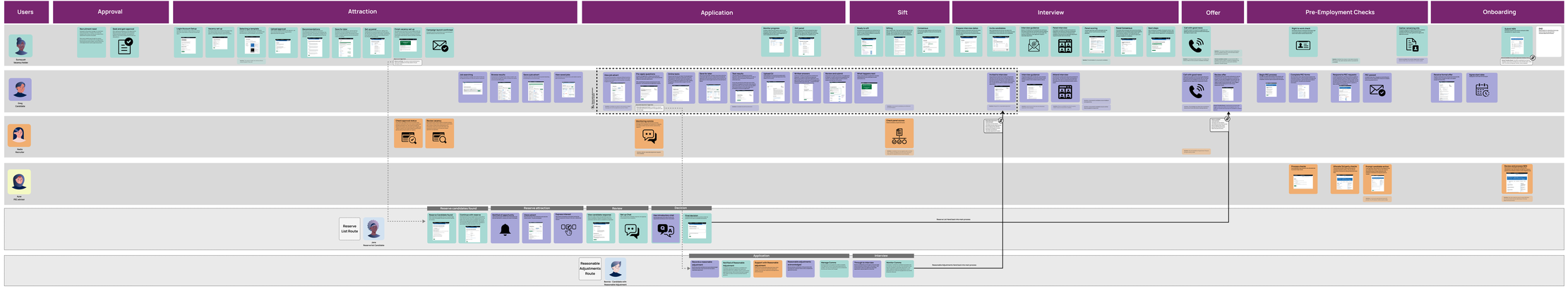
A reserve list candidate - Someone who has previously applied for a role within the civil service, who was unsuccessful at interview, but still scored highly, so was placed onto a reserve list.

A candidate with reasonable adjustment requirements - Someone (internal or external) who has access needs, and requires provisions to be put in place in order to go through the application/interview process. A reasonable adjustment can be requested at any point from attraction to interview. This is illustrated with the **Reasonable Adjustments Route**.

Triggers for route variations are shown with white **while the** and different routes shown towards the bottom of the map. These journey variations hand back into the main journey, which is shown with arrows.

Accessing the HTML Prototype

EACH SCREEN IMAGE IS CLICKABLE AND WILL TAKE YOU TO THE CORRESPONDING PAGE IN OUR HTML PROTOTYPE. THE PASSWORD FOR THE PROTOTYPE IS **cupcake**!

You can also access the index page of our HTML prototype here

Cabinet Office