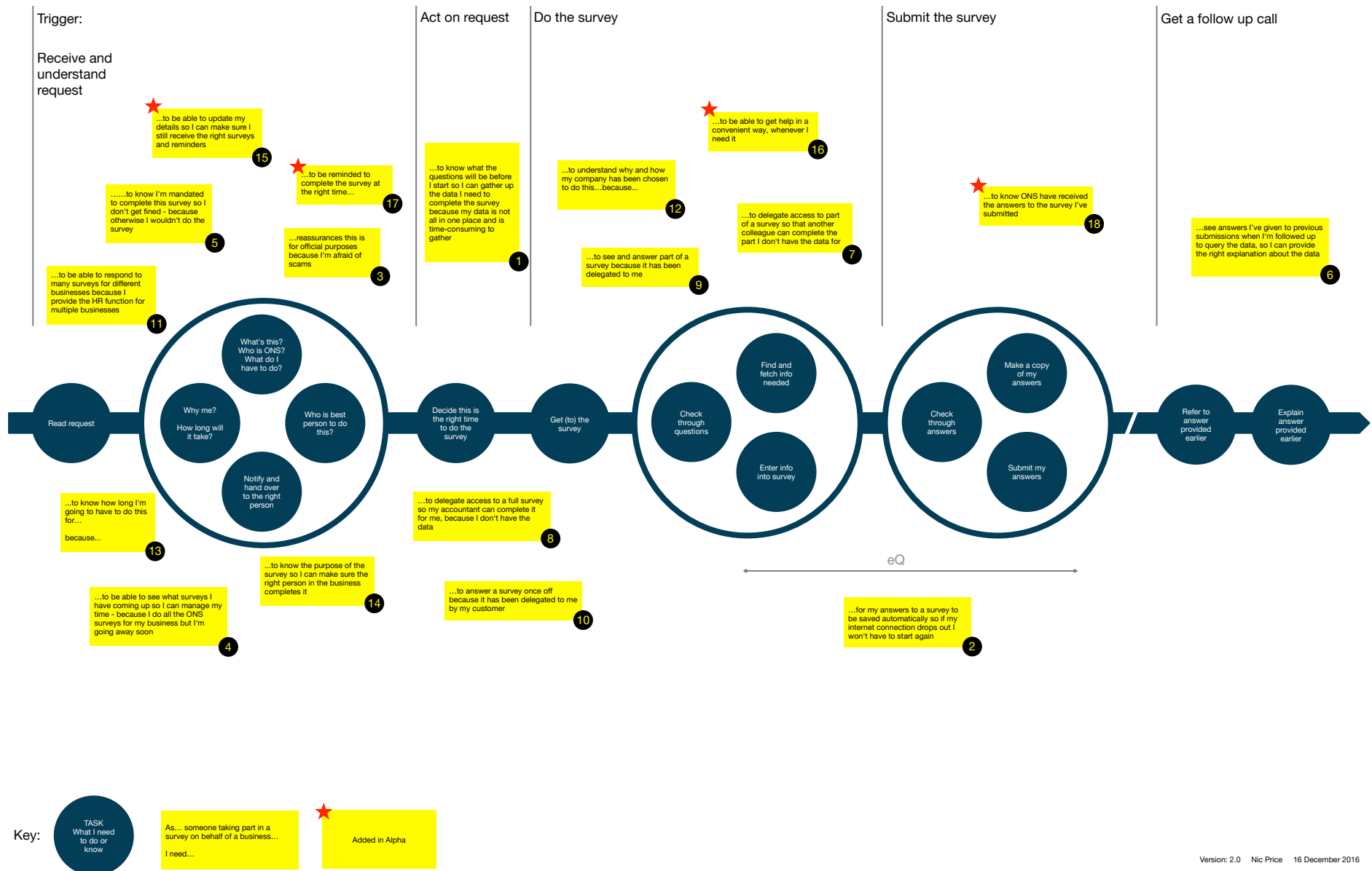
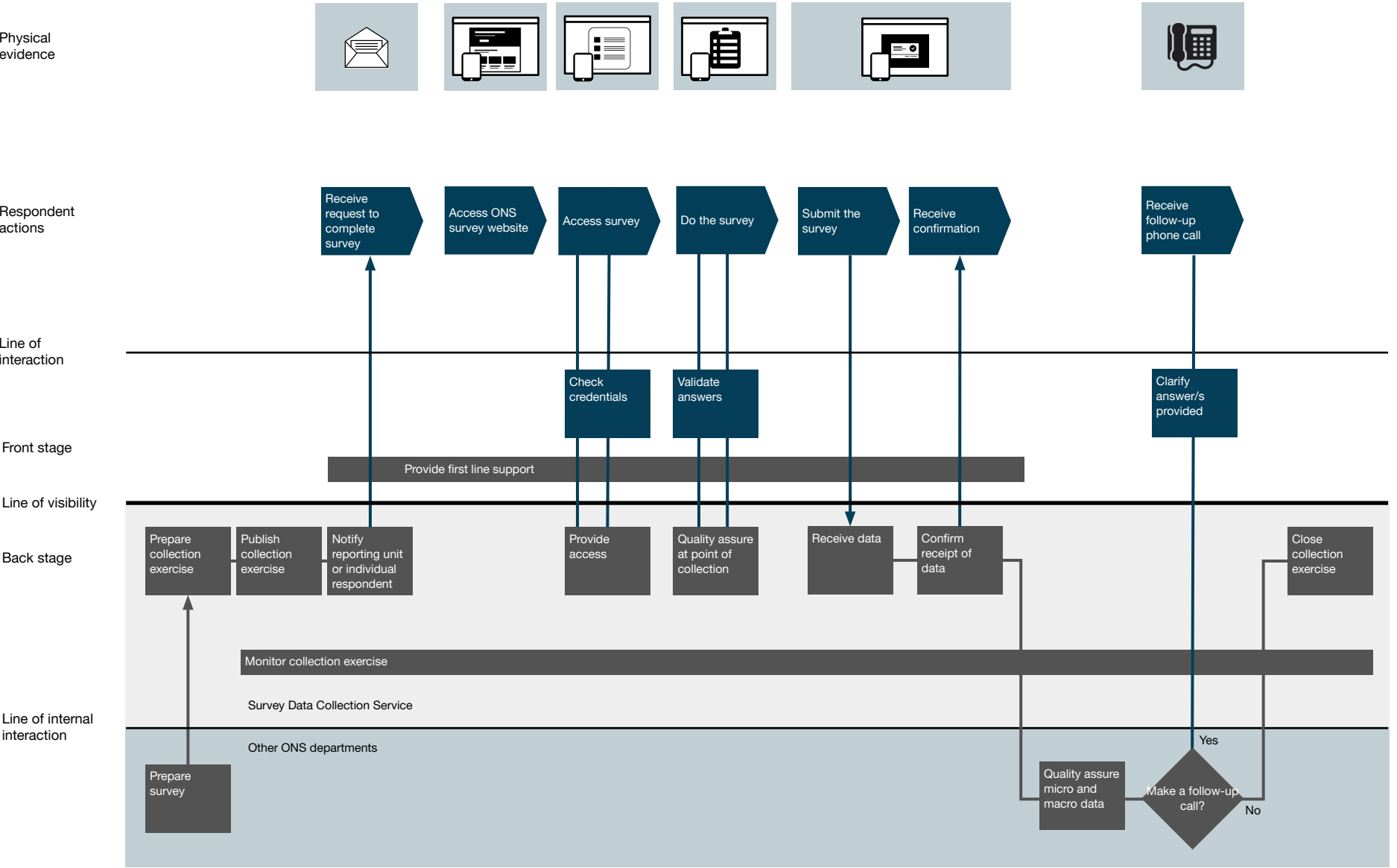


Task model with user needs: Complete an ONS survey on behalf of a business



Service blueprint: Complete an ONS survey on behalf of a business



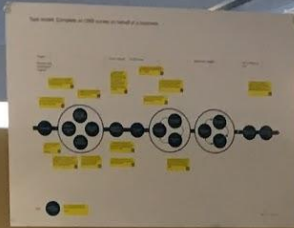
Complete an ONS survey on behalf of a business

What's all this then?

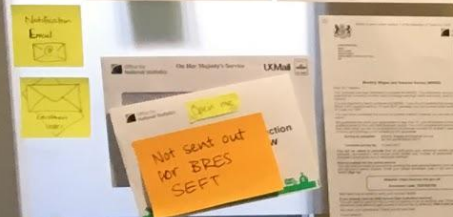
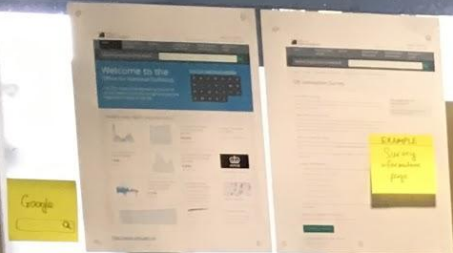
B2B and B2C are working together to replace B2B Central for creating business surveys as we want them online.

There are the designs which we're currently developing. They're based on other internal respondents and ONS colleagues.

Keyway Data Collection Service based in Newport (GPH) and TMA Field Post by and by.

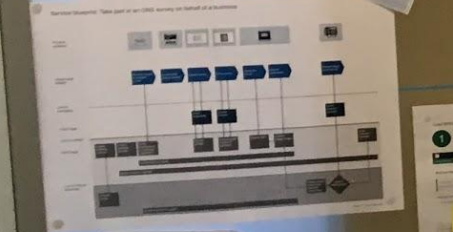


Respondent user journey for create account



Front stage
aka "External"

The site will be external, visible, and accessible. It will be the "external" part of the survey, where the user interacts with the system.



Back stage
aka "Internal"

The site will be internal, visible, and accessible. It will be the "internal" part of the survey, where the user interacts with the system.

Load / view BRES SEFT collection instruments
(Back stage only internally - PMS Data)

