


Node 2

Condition



 (AND) All previous activities finished

Output data



Citizen support request: Category

Citizen support request: Confirmation

Input Data



Citizen support request: Request

Authorized access



Group: Citizen support agent

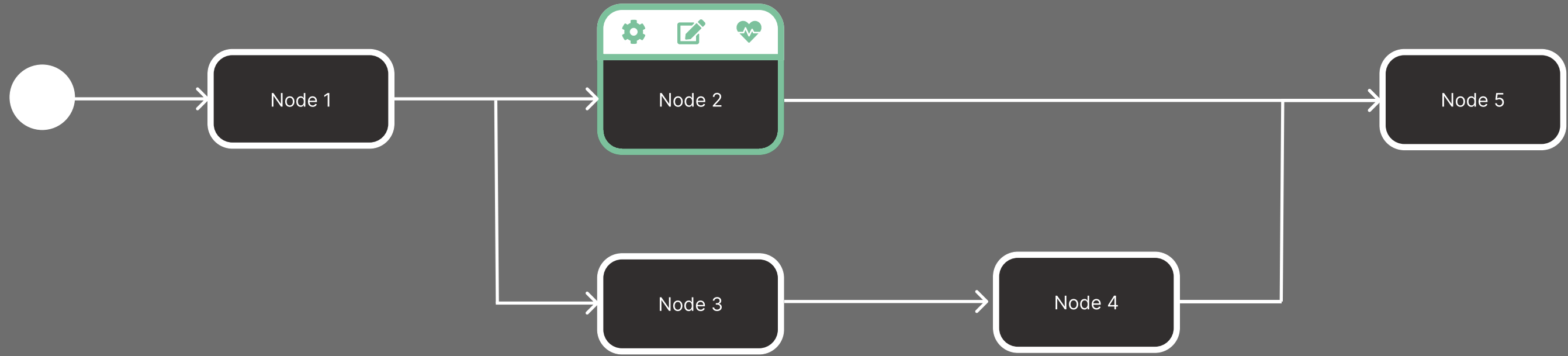
Person: Process owner

Duration

At least 20min

Maximum 40min





## Node 2

### Description

Receive a request for this service by a citizen, the public servant will process the request. The expected output of this activity is a proper categorization of the request and by the agent and a first answer to ensure it is now handled by a person.

### Control lists



- ☐ Understand the request
- ☐ Categorize
- ☐ Inform the issuer
- ☐ Assign a personnal referent
- ☐ Confirm the activity is done

### Required skills



- Empathy training
- Citizen support
- Platform proficiency lvl1

### Required assets

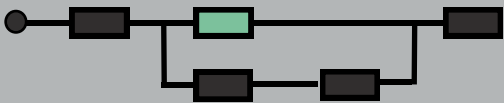


- SSL certificate for service.gov
- service.gov website
- Citizen support platform

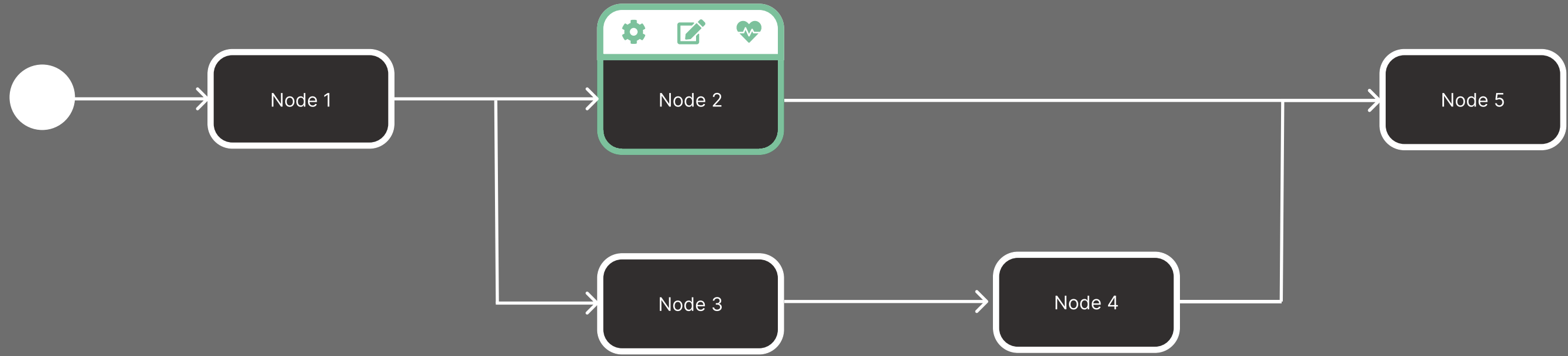
### Subprocessorsors



- webhost.gov
- security.gov



[View documentation](#)



Node 2

Citizenship +

- 4 Accessibility issue
- 2 Discriminative
- 0 Unlawful
- 13 SLA issue
- 5 Others

SLA

- 40% met expectations
- 7% faster than expected
- 53% slower than expected
- 1d 5h average time before start
- 1d 8h average time to reach

Operations +

- 2 Software related issues
- 5 Information related issues
- 1 Process related issues
- 7 Time related issues
- 2 Others

