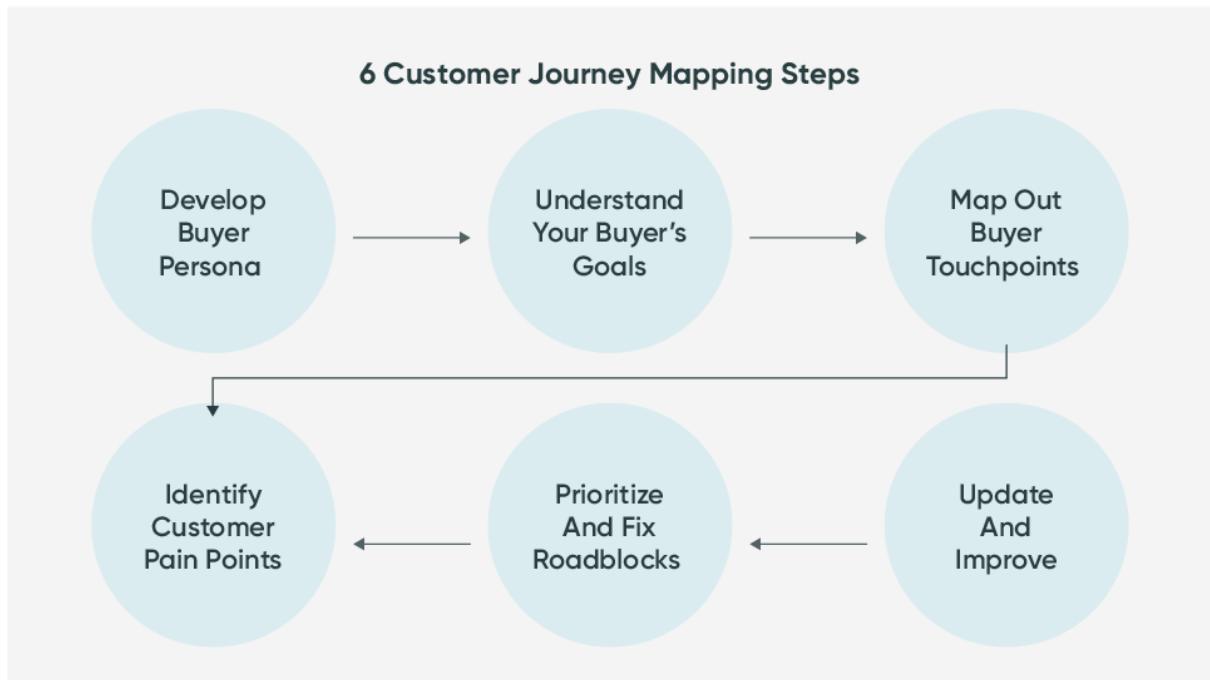


## Customer Journey Map

For the An employee who needs specific licensed software for work, here's a visual representation of the customer (end user) journey map, adapted for IT service requests.





This map illustrates key touchpoints, such as submitting a request via the portal, receiving approvals, tracking status, and getting notifications, aligning with the project's goals of efficiency and automation.