Mission #3 – Mission "Service Design"

Having worked out the Key Business Journeys of Safesure in earlier Mission, objective of this Mission is to create a logical Service Blueprint of Safesure. We need to create following:

a. **Service Blueprint of Safesure:**

Please <mark>depict the layers of Safesure Digital enterprise and the salient components</mark> on each layer (components = services/API, or legacy application components) to support the Sales and Servicing Journeys of the customers. We need visual depiction and some narrative/details.

(The minimum number of layers to be elaborated – Client applications, Channel services, Enterprise services, Enterprise applications/core back-end platforms, 3rd party applications)

b. **Service Strategy of Safesure**

From given **Brief of Safesure** (**Background** of Safesure shared in Mission #1), **the Digital charter/initiatives** created in Mission #1 -> **Detailed** in Mission #2 and the **Service Blueprint** created above (a), <mark>can you create a point of View</mark> to cover your approach for the services/components –

- Which components are to be built
- Which components are to be leveraged/reused
- Which components are to be enhanced
- Which components are to be re-engineered
- Which components are to be bought

Pls make suitable assumptions and provide rationale for your approach.