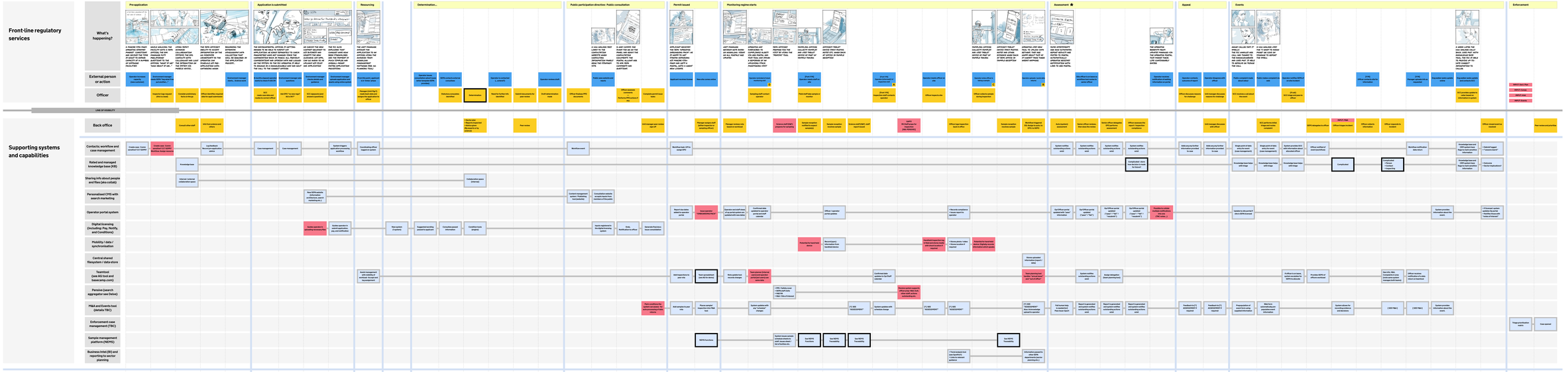
Level one (L1) blueprint of to-be regulatory services

This document maps the journey of the regulated operator over time, across the compliance life-cycle from pre-application to monitoring, through events and enforcement.

The top half of the blueprint shows what is happening to the operator or the member of the public, and what reg services staff are doing about it.

The bottom half of the map shows proposed capabilities and at what point in the journey they come into play. NB this is not a solution or enterprise architecture but this mapping of capabilities should inform the design of the solution.

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