Service Blueprint

Career Transition

Time Horizon	After 2-3 years	+ 1 Week	+ 2 Week	+ 3-6 Months	+ 3-6 Months
User Journey	Asses my skills and values	Plan a new career path	Plan for training to fill skill gaps; Take trainings	Search for jobs matching education skills & values	Give feedback on service
Frontstage	Counselor assists client in assessment	Counselor retrieves path recommendations for client	Counselor retrieves training recommendations for client	Counselor assists client in job search	Matchmaking website
Backstage	Assessment microservice (asses skills, values)	Career path recommender	Training module recommender	Job recommender microservice	Data pipelines for feedback data
Internal Support	Train AI models for skills resp. values assessment	Train AI model for career path recommender	Train AI model for training recommender	Train AI model for job recommender	Use feedback data to retrain AI models

Feedback data