

Service mapping - phase 1

KEY

Building

Support

Enabling

Element	User needs	SE services (online)	SE services (offline)	SE supporting content (online)	Other services
Motivation	Increase my profits	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div></div></div>	<div><div></div></div>
	Reduce my costs				
	Reduce my risks				
	Find new suppliers				
Skills	Get the skills I need to conduct good country market research				
	Get the skills I need to understand the differences made by market options				
	Create a good business plan/business/valuation strategy				
	Get the skills I need to assess potential new buyers				
	Get the skills I need to identify, screen, filter and verify potential opportunities				
	Get the skills I need to get my management across national borders				
	Get the skills I need to understand the TQM culture in my				
	Get the skills I need to assess potential new sellers				
	Get the skills I need to understand what's involved with being compliant				
	Get the skills I need to manage the financial aspects of my business				
	Get the skills I need to manage my business's logistics				
Information and resources	Get information on legal aspects of doing business in my country				
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Risk management	Manage risks around customers				
	Assess risks around fulfilling an order locally				
	Manage risks around compliance				
	Manage logistical risks				
	Understand why certain opportunities didn't materialise				
Opportunities	Find new sellers quickly				
	Find new buyers quickly				
Compliance	Get customer compliance systems ready				
	Comply with rules and regulations around opportunities				
	Get compliance and processes systems ready				
	Get strategy and operations compliance systems ready				
Logistics	Move consignments across quickly and easily				
	Track so I can capture and fulfil opportunities				