SERVICE BLUEPRINT

# Take part in a GlobalScot Project

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**KEY**

Web page | Web form | Email | Chat | Phone | Notification

| SET UP | LOGIN | FIND AND JOIN | TAKE PART | MONITOR AND REPORT |
|---|---|---|---|---|

**GlobalScot**

- Login
- Go to dashboard
- View Projects invitations
- Select Project
- View Project details
- Click to join Project
- Confirm intention to join
- Receive confirmation of Project group membership
- Go to collaborative Project space
- Chat with members and post activity updates
- Receive feedback request
- Give feedback
- Read Project outcome

**LINE OF INTERACTION**

**People**

**Front Stage Actions**

**Systems**
- Display Projects
- Display Project details
- Display confirmation page
- Request feedback
- Feedback logged

**Assisted digital**
- Add GS to project
- Input feedback

**LINE OF VISIBILITY**

**Back Stage Actions**

**People**
- Investigate Projects
- Create Projects
- Receive notification
- Monitor Project activity
- Close Project
- Review feedback
- Share Project outcome

**Systems**
- Publish Projects
- Add user to Project group
- Notify Project admin
- Publish Project outcome

**INTERNAL INTERACTIONS**

**Supporting Actors**

**Teams**
- IN Team

**Processes**

**Systems**
- Login/authentication service
- Account DB
- Email system
- Notification system
- Email system
- Notification system
- Feedback mechanism