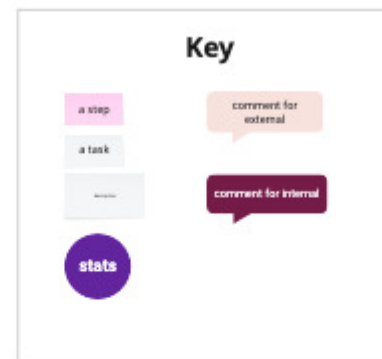


last updated
03/09/25

Checked by
stakeholders



A service map shows everything needed to maintain the live service with external users and includes the moving parts across the business.

- a high-level description of what this stage is about
- the main tasks/steps for external users: [list them]
- the main tasks/steps for internal users: [list them]
- the main task/steps for 3rd parties: [list them]
- high-level technology/system involved - touchpoint and channels

This will be used as a support for discussion with various actors to help us understand what people are doing, when, with who and what tool or system.

