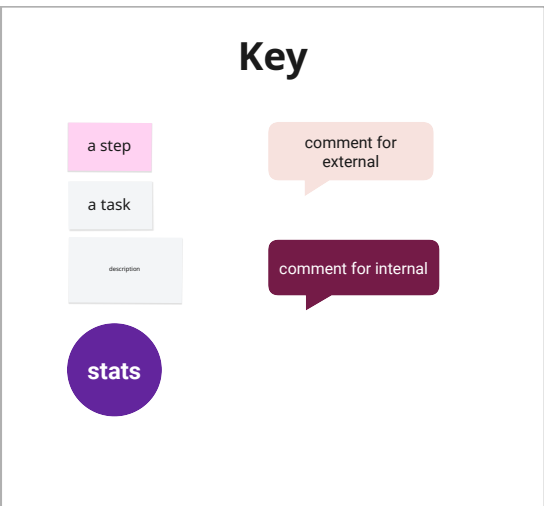


# Service Map v1.5

last  
updated  
03/09/25

Checked by stakeholders



## What is a service map?

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

We are mapping across various service stages and for each stage, we provide:

- 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

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.

