Service Design Support - service blueprint - November 2018

Who is this document for? People who need to understand how GDS service design support operates.

What is this document for?

To show how we work with our users, service designers and referrers to deliver support. It shows how our service relies on referrers to identify those who most need our help. It shows how support is given from the outset, and only grows into regular support if there is a strong case for doing so.

Service designers	Communicating value proposition at show and tells, meetings with referrers	Monitoring other channels e.g. Slack, communities of practice mailing lists		Open reque Attempt to a using lifecyo team, capato organisation If not, 30 mi info
Referrers	Gaining some awareness of what service design support is, and when to refer teams	EU Exit Team referral Standards Assurance Departmental Support Consulting Tech Archs IPA review Service Communities Communities of Practice	Send email to service design support	
Phases	VALUE PROPOSITION	REFERRAL		ASSESS AN
Touchpoints			Email to service design support Google group or direct to one of us	Request an Attempt to
Government teams	Team hear about us through colleagues we supported Team come back for more support Team come direct to us	Team are referred to Service Design Support		
Pain points	<text><text><text><text><text></text></text></text></text></text>	Contract of the second seco	<image/> <text><text><text></text></text></text>	We disapport their referred receive ineliar requests that capability the in the service takes us time them

