

Steps	Description	Tech components
Find	The user wishes to find information, advice or guidance to help them achieve their goal. This could be simple HTML content, finding a service, or the location of where to go to do something.	Publishing Search Directory Map
Identify	To achieve their goal, the user needs to identify who they are.	Verify identity Document management
Report	The user wishes to report something that is wrong to the Council.	Form Document management Case management Integration Map
Request	The user wants to request something from the Council.	Form Document management Payment Case management Integration
Check	The council needs to check whether a person is eligible for the service they are requesting.	Case management Integration
Book	The user needs to book a meeting, a room, or some other asset from the Council.	Data capture Resource management Payment Case management Integration
Apply	The user needs to apply for something from the Council, such as a permit or a licence.	Form Document management Payment Case management Integration
Order	The user wishes to order something from the Council.	Form Payment Case management Integration
Notify	The user needs to be notified about the status of their interaction with the Council.	Notification
Track	The user wants to proactively track where things are at with their interaction with the Council.	Verify identity Case management Integration
Update	The user wishes to update the Council with new information.	Form Case management Document management

		Notification
Pay	The user wants to pay some monet they owe to the Council.	Payment Integration
Feedback	The user wants to let the Council know what they think.	Form Case management Document management