I ivin	o in S	Cutha	ampton

2015 2016 2017

Customer journey (user story)	Service	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Report																				
Missed Bin	Waste			K	S	G								В						
Problem with a tree	P&SC	K		S	G									В						
Fly tip, graffiti and fly posting	P&SC				K	S	G							В						
Anti social behaviour	RS					K		S	G						В					
FOI- submit an FOI request	Corp				K		S	G							В					
Report road fault and damages, street lighting	Highways						K				S		G				В			
Report a road obstruction	Highways						K				S		G				В			
Report a blocked drain	Highways						K				S		G				В			
Report roadworks and maintenance	Highways						K				S		G				В			
Report an abandoned and untaxed vehicles,																				
noise/nuisance and other public health matters	Highways						K				S		G				В			
Grounds Maintenance (hedges, grass cutting etc)																				
including housing estates	P&SC								K		S		G				В			
Report a problem with a Play area	P&SC								K		S		G				В			
Submit a Complaint	Corp							K	S		G						В			
Provide information about snow clearance / road																				
gritting	Highways							K		S					G		В			
Report planning enforcement issue	Planning								K		S	G					В			
Electoral registration & absent voting	Corp									K	S		G				В			
Make an enforcement appeal/complaint	Planning								K	S	G						В			
Change your address	Corp							K		S		G							В	
Pay for																				
Book, pay for a Pest Control appointment with text																				
reminder	RS		K	S		G								В						
Itchen Bridge top up	Transport				K	S	G											В		
Cemeteries and crematorium (buy a memorial)	RS					K	S		G								В			
Commercial (Trade) Waste - Pay for collection	Waste				K		S		G					В						
Pay for a licence	RS			K		S		G						В						
Pay for extra School Services (i.e. Music Lesson)	Children					K		S		G					В					
Find and pay for a parking space	Parking						K		S		G			В						
Pay a Parking fine	Parking						K		S		G							В		
Apply and pay for decrementing Parking Card	Parking						K		S		G					В				
Bulky waste - Pay for collection	Waste				K		S		G					В						
Book and pay for cycle maintenance and lessons	Transport					K	S		G					В						
Book a Sports pitch at a school / community venue																				
	leisure								K		S		G				В			
Request and pay for building inspection	leisure Planning							K	K	S	S	G	G				B B			

Request and pay for MOT	Fleet							K		S		G				В			
Council Tax - Pay and notifications	Council tax						K		S		G					В			
Apply and pay for Allotments online	P&SC						K		S					G				В	
Cemeteries and crematorium arrange and pay service	RS				K		S		G					В					
Apply for																			
Apply / renew your residents parking online	Parking	K		S K		G									_		В		
Apply for household waste assisted collection	Waste			K	S		G							В					
Submit a private planning application	Planning				K		S		G							В			
Comment on a planning application	Planning				K		S		G					В					
Contact a planning officer	Planning				K		S		G					В					
Appeal a planning decision	Planning				K		S		G					В					
Garden Waste - Sign up for service or renew	Waste		K		S		G						В						
Loan/ renew library book	Libraries			K	S		G						В						
Apply for Benefits / Council Tax reduction	Council tax						K		S		G					В			
Apply for a licence	RS						K		S		G					В			
Apply to drop a Kerb	Highways						K		S		G					В			
Apply for H bar	Highways						K		S		G					В			
Apply for a Skip Permit	Highways						K		S		G					В			
Apply for a School place	Children							K			S		G					В	
Apply for In year school transfers	Children							K			S		G					В	
Submit a School appeal	Children							K			S		G					В	
Register a birth, death or marriage	RS						K		S			G						В	
Cultural bookings	leisure							K		S				G					В
Apply to be a Parks Volunteers/Friends of parks	P&SC							K			S		G				В	· '	
Two Year Funding eligibility	Children							K			S		G				В		
Make an application for the VCS grants programme	corp							K			S		G				В		
Apply for Smart cities card	Transport								K			S			G				В
Apply for Solent go	Transport								K			S			G G				В
Apply for discounted college bus pass	Transport								K			S			G				В
Child licensing	Children							K			S		G				В		
Housing																			
Apply for a home	Housing					K	S	G										В	
Pay housing rent online	Housing						K	S	G									В	
Bidding for a property	Housing							K		S		G						В	
Home exchange services	Housing							K		S		G G						В	
Arrange a home adaption	Housing							K		S		G						В	
Apply to right to buy scheme	Housing								K	S			G					В	
Requesting property renovation	Housing								K	S			G G					В	
Estate Management	Housing								K	S				G				В	
Request and track a repair online	Housing							K			S			G				В	
Information																			

Issue statutory notices and orders online	corp	K	S	G		В	
Find out information about Parks and green spaces	p≻	K	S		G		В
Information about Events	Leisure	K	S	G			В

Kick-off - Service engagement begins and detailed planning for the future service delivery are mapped. Some effort will also be linked to understanding the current service delivery in order to report on benefits and improvements at a later point in time. Sign-off - Both the transformation team and service area agree the benefits of the project (incuding savings to be achieved) and any investment as well as the detailed delivery plans. Go-Live - The anticipated go-live date for the technology solution to be in place for the employee and/or customer to use. Benefits - The anticipated date at which the benefits from the project will be realised.