Discovery	Routing	Eligibility	Suitability	Issuing	Meeting rules
Finding out how to do the thing you need to do	**Being directed to apply for the right thing**	**Factual checks to determine whether someone meets basic criteria**	**Human judgement and decisions about an application**	**Decision to grant or refuse an application**	**Proving you are allowed to be here and what you can and can't do**
User problem Users are confused about the rules, requirements, process.	**User problem** User unsure of which permission or thing they should apply for. Apply for wrong thing, or apply when they're not eligible, miss information out etc.	**User problem** No differentiation between applicants. All users required to complete application in a set order, get and send physical proof.	**User problem** Delays in getting permission. Have to repeat application if information is missing.	**User problem** Stress of not knowing when you will get your decision. Being without your original documents, fears they may get lost.	**User problem** Knowing what you can and can't do. Sharing permission with others. Keeping up with rule changes.
Service failure Contact centre requests for 'how do I?', 'what do I need to provide?' information	**Service failure** Contact centre requests for 'what do I apply for' information, time spent processing applications that do not meet criteria.	**Service failure** Asking for too much information from some applicants. Cost/time in checking, processing, posting, scanning, storing physical documents.	**Service failure** Unnecessary processing of applications that were never eligible or don't need human decision-making. Missing information resulting in call-outs/repeat applications.	**Service failure** Contact centre queries chasing progress of application. Cost of physical printing/ postage.	**Service failure** Lack of compliance. Cost burden of this.