Find out
Understand options, how to do something

Choose & act
Decide, apply or request something

Decide
Check identity, suitability and eligibility

Issue or fulfill
Notify of a decision and issue something

Use & comply
Do the things I need to do, meet the rules

Enforce
Identify cases and decide intervention

User
People know if they need to do something and what the options are
They know the right thing to do and what to do next
They feel confident about what to do and how to do it

Service provider
Organisation gets the right data it needs to make a decision

User
People actually do the right thing or have (correctly) ruled themselves out

User
People are clear about what is happening and when

Service provider
Organisation is able to make a decision in line with evidence and policy

User
People understand what the decision means, what they can and can’t do. They get the decision in time

Service provider
Issue permission and/or token of entitlement. This entitlement can be checked by others where appropriate

User
People can do what they need to do and know how to meet the rules for this service

Service provider
Records of status and entitlement are accurate and up to date, entitlement can be checked by others

Service provider
Identify cases of rule or law breaking, determine appropriate action and take steps

Policy
Understand the impact of policy decisions and the extent to which we’re achieving policy outcomes

User
People know if they are complying with rules or not and what is likely to happen if they are not