

Service/UX Blueprinting

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| Steps | | | | | | | |
| Storyboard | | | | | | | |
| User actions | | | | | | | |
| Line of interaction | | | | | | | |
| Frontstage actions | | | | | | | |
| Line of visibility | | | | | | | |
| Backstage actions | | | | | | | |
| Support process | | | | | | | |
| Risks | | | | | | | |
| Policies/ regulations | | | | | | | |