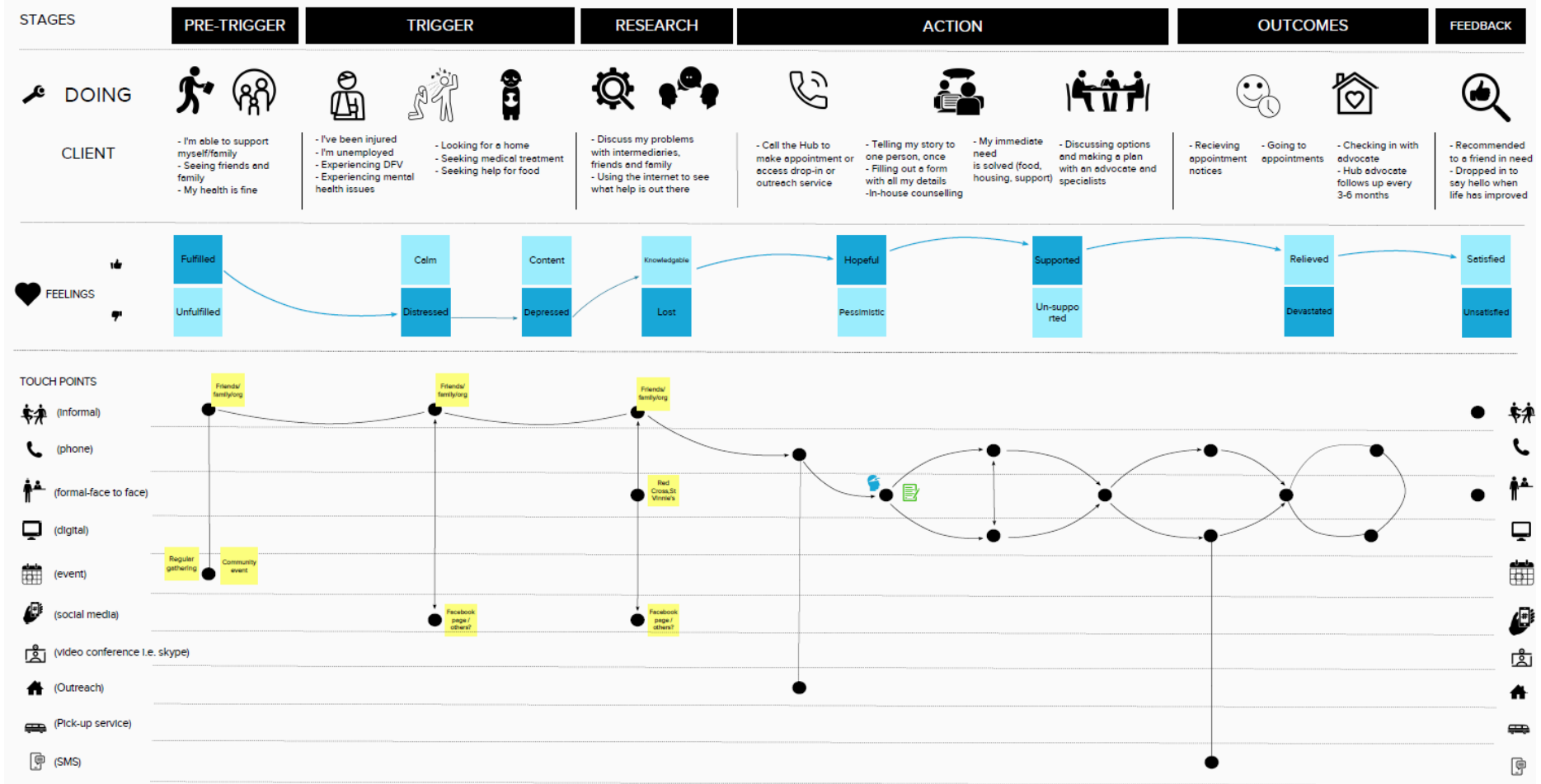


FUTURE STATE CUSTOMER JOURNEY MAPPING

EXAMPLES



EXAMPLE: Future State Journey Map



EXAMPLE: Future State Journey Map

Housing & Homelessness

Future State Center Map

This map was created by Meld Studios in partnership with OSSIO on behalf of the Department of Housing and Public Works. The map gives a high level overview of what should be made available within a physical housing center. It was created from concepts generated by housing staff and the project team. The map does not illustrate the literal layout of the center but instead is meant to convey an overall feeling for the space and what should be found within it.

KEY:

- Client
- Staff
- External Provider
- Concept Reference
- Concept Color Code
- 1.1
- 2.1
- 3.1
- 4.1
- 5.1
- 6.1
- 7.1
- 8.1
- 9.1
- 10.1

1. Commensurate that enable
 2. Service process
 3. Collaboration hub
 4. Housing Strategy
 5. Facilities Improvement
 6. Digitization
 7. Disinfecting
 8. Application form
 9. Continuous improvement
 10. Housing services

