Journey map

	Col1	Col2	Col3	Col4	Col5	Col6	Col7	Col8
Goal:	Create and send a manual letter							
Stages	Prompt to send letter		Finding correct letter		Customising the template		Approval	Sending letter
User tasks	SPM or guidance lets me know	Read guidance	Look through folders		Delete sections not needed.	Input dates where needed.	Send to manager for approval	Go through print and post process
Feelings	Motivated		Overwhelmed	Frustrated	Confused		Impatient	Satisfied task completed
Pain points	Need to suppress letter	It's not always clear which letter	Library is hard to navigate	Template is missing	Confusion around deletions	Inputting info is fiddly	Approval process is long	Print and post is complicated
Opportunities	Clearer guidance		Have better folders		Separate templates	Educate on Word formatting	Review approval process	Don't send extra forms