

Roadmap for service blueprint development and implementation

The following roadmap showcases areas to explore, plan, exploit and implement as the platform is developed, and should be used alongside the service blueprint. Following the same principle as the service blueprint, it should always consider user-centricity and the overall user experience at its center.

Although this document should support and be revisited by all workstreams in Talentjourney 2, it should be especially helpful to WP2 - T2.3 (digital platform for the holistic experience of TJ IoT life-long learner and TJ mentor), WP3 - T3.2 (planning the implementation of services for holistic experience) and WP6 - T6.2 (productising Talentjourney mentor model) when seeking for answers to the following questions:

• **WHO** / human resources planning: who of each partner will be responsible for the implementation of a specific action inside the platform and will provide services, which human resources will act at front stage (direct communication with the learners) and which at backstage (taking care of various supporting systems in the background)

- **WHAT** actions and services will be provided and who will be the targets
- **HOW** the actions and services will be provided (online, offline, what methods will be used)
- **WHEN** is going to be done

The blue boxes next to each subject (such as **T21 WP2**) showcase either TJ1 workstreams that produced relevant content for it; or TJ2 workstreams that should play a significant role in it.

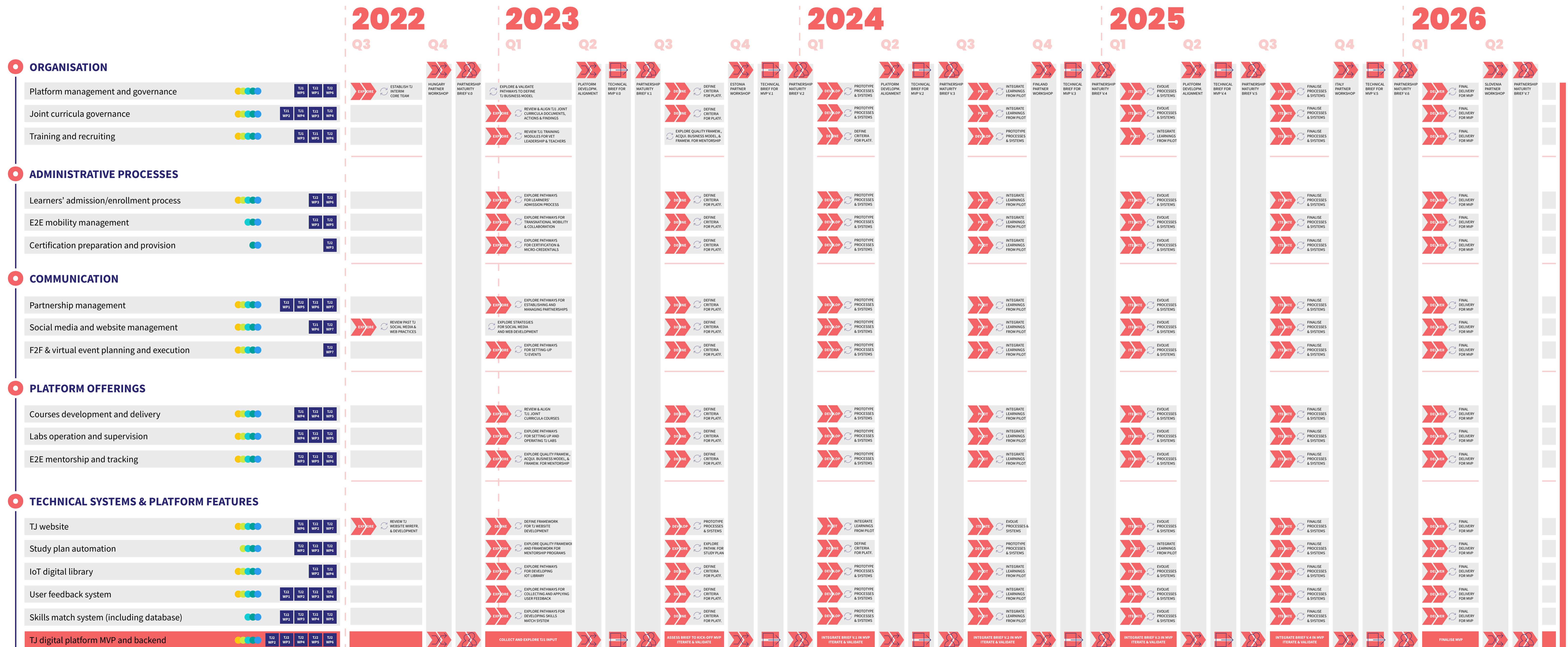
As all of the subjects listed in this roadmap provide input to the last one (technical systems), and especially to the creation of an MVP, technical briefs should be created on an ongoing basis, thus being evolved throughout the project to support the digital platform development. This should be part of an agile, iterative approach with ongoing A/B testing, as demonstrated in the roadmap through the many develop, pilot and iterate activities.

In order to further relate the roadmap to the service blueprint, the colors below showcase in which phases each subject is especially relevant for:

- Discovering Talentjourney
- Enrolling in Talentjourney
- Learning with Talentjourney
- Concluding Talentjourney
- Transitioning from Talentjourney

Please note that this roadmap will most likely suffer changes as the project moves forward and there is more clarity on the activities to be conducted by each workstream.

As a final recommendation, it would be ideal to use a project management software/tool to navigate and further evolve this roadmap.



Partner alignment meetings
Meetings to discuss, align and co-create activities demonstrated in the roadmap

Partnership maturity brief
Document listing expectations & recommendations for better partnership development.

Technical brief for MVP
Document listing criteria each subject requires for MVP development