Tom's Journey Map

Stage of Journey	Identfies a Problem	Seeks Help			Support Responds
Activities	Tom is a miner in the field who needs technical support.	Tom submits a support request via Service Now.	Tom calls preferred support representative and leaves a message.	Tom's preferred support representative is out of the office so Tom doesn't receive a return call.	Tom receives an email that resolves his issue.
Feelings and Needs	Tom is concerned because the issue prevents him from performing his job. He wants to self-serve, but support documents are scattered and his issue is difficult to find.	Feels optimistic, so he waits for update.	Becomes impatient as time progresses.	Becomes frustrated and feels neglected.	With issue resolved he feels relieved, however he's annoyed with the process and has wasted a lot of time. He wishes he had more self-serve support.

Potential opportunities for Improvement

- Simplify Service Now landing page.
- Re-educate employees with support process.
- Add Push Notification capabilities so remote employees receive more timely updates.
- Create SharePoint Team Sites so team members can interact more efficiently and effectively.
- Organize documents on Intranet so employees can self-serve before seeking support.
- Add Push Notification capabilities so remote employees receive timely updates.