

Step by step:

1. Identify all actors involved in the service
2. For each actor consider what there role is, how they do it and what they need to be able to do that role.
3. The user should be at the centre of the map, then place the other actors around them. Add as many circles as you need.
4. Once you have documented everyone on the map draw connection between the user and other players and the players themselves.
5. Ask yourself if anything is missing? Document any observations and discussion with sticky notes,
6. Look for painpoints, or missing information, gaps in the service.

