

# Customer Experience Platform

Supplementary information

Abstract geometric shapes in blue and teal colors located in the bottom right corner of the slide.

# Team from Skills for Care



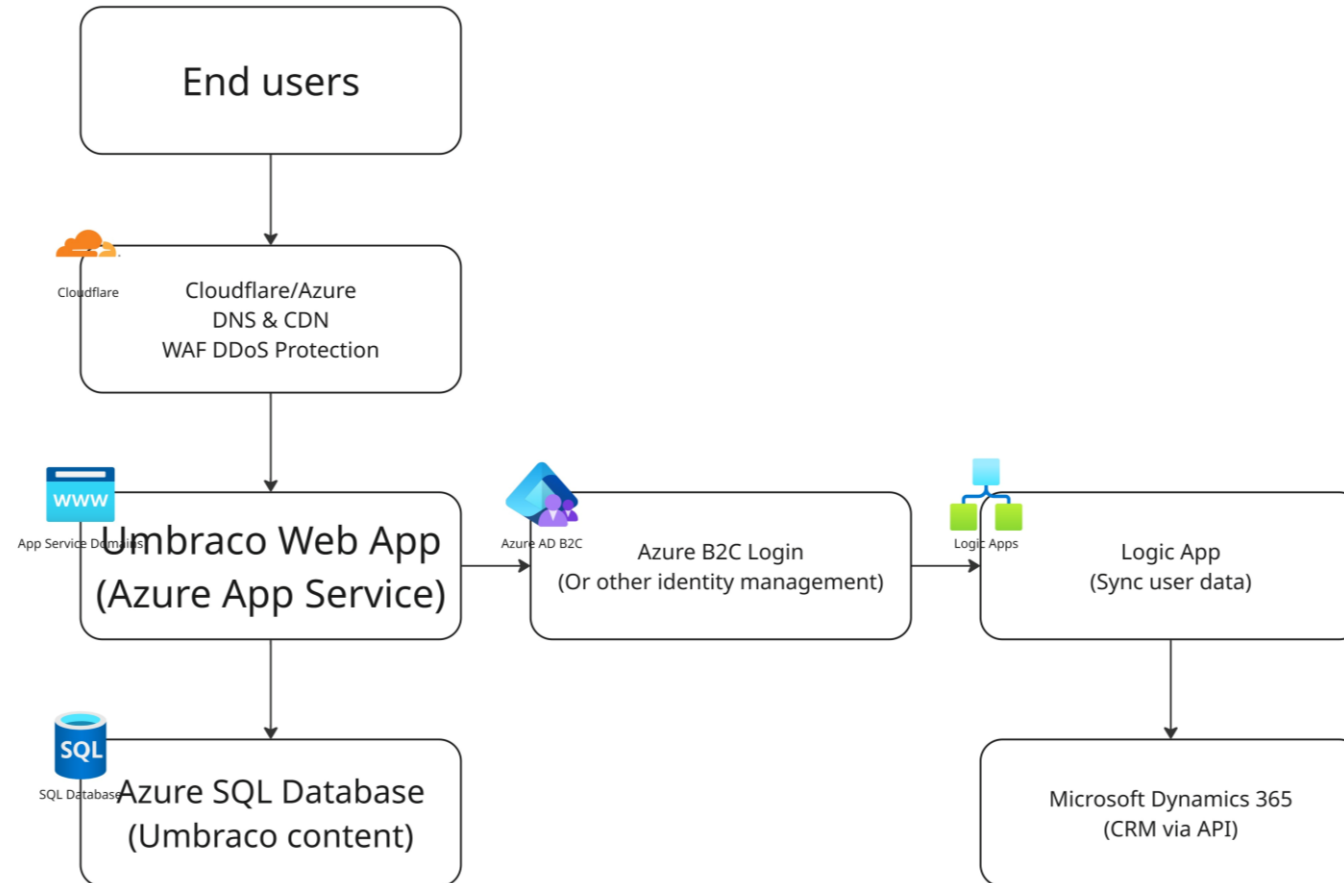
Whilst it is expected that you'll work with stakeholders from across the business, there are dedicated roles forming part of the delivery team:

- Technical lead – Chief Technology Officer
- Product lead – Product and Delivery Lead
- Product manager
- Head of Marketing and Communications

You will also work with:

- Overall programme management - Senior Strategy project manager
- Infrastructure and security - Infrastructure Operations Lead
- Senior Responsible Officer (Data) – Director of Strategy and Commercial
- Senior Responsible Officer (Customer Experience) - Director of Engagement

# Potential technical architecture



# High level user journeys required for phase one

Future developments -  
out of scope for initial  
project

