Time →

Citizen actions

- - - - - - - - - - - - - - - - The line of interaction - - - - - - - - - - - - - - - -

Frontline actions

- - - - - - - - - - - - - - - - The line of visibility - - - - - - - - - - - - - - - -

Back-office actions

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AI actions

- - - - - - - - - - - - - - - - The line of internal responsibility - - - - - - - - - - - - - - - -

Third party actions