

# FUNDING USER NEEDS

Green = Customer Red = Staff

## UN1 - Talk to me in plain English

I expect you to talk to me in plain English, so that I understand what I need to do

☰ Customer Over-arching

## UN3 - Knowing if I'm eligible

I want an easy way of finding out if I can get SE support, so that I don't waste my time applying if I can't

☰ Customer Over-arching

## UN5 - Keeping in touch

I expect you to keep in touch with me, so that I know where I am in the process

☰ Customer Over-arching

## UN7 - How long will it take?

I need to know how long the process will take, so that I can plan my project

☰ Customer Over-arching

## UN10 - Seeing all customer interactions

I expect to be able to easily see a record of all interactions with a customer, so that I am aware of details that might influence my decisions

☰ Employee Over-arching

## UN12 - Configurable system

I need the funding system to be easy to make changes to, so that we can respond quickly to changes in regulation or policy

☰ Employee Over-arching

## UN2 - Not having to repeat information

I don't expect you to ask me for information you already have, so that I don't waste my time repeating information

☰ Customer Over-arching

## UN4 - Knowing what to do and when

I expect you to tell me what you need me to do and when, so that I don't miss any deadlines in the process

☰ Customer Over-arching

## UN6 - Base your offer on my needs

I expect you to base your grant offer on my needs, so that I get the right outcome for my business

☰ Customer Over-arching

## UN8 - How to get in touch

I expect to be able to contact SE in a way I choose, so that I can get answers to my questions in a timely manner

☰ Customer Over-arching

## UN11 - Having direct contact with customers

I want to be able to maintain direct contact with customers, so that I can provide the best quality of service

☰ Employee Over-arching