



SERVICE DELIVERY & USER EXPERIENCE (SDUX)

Strengthening How Regulators Design, Deliver & Continuously Improve Regulatory Services

Stakeholder & User Experience Practice Area

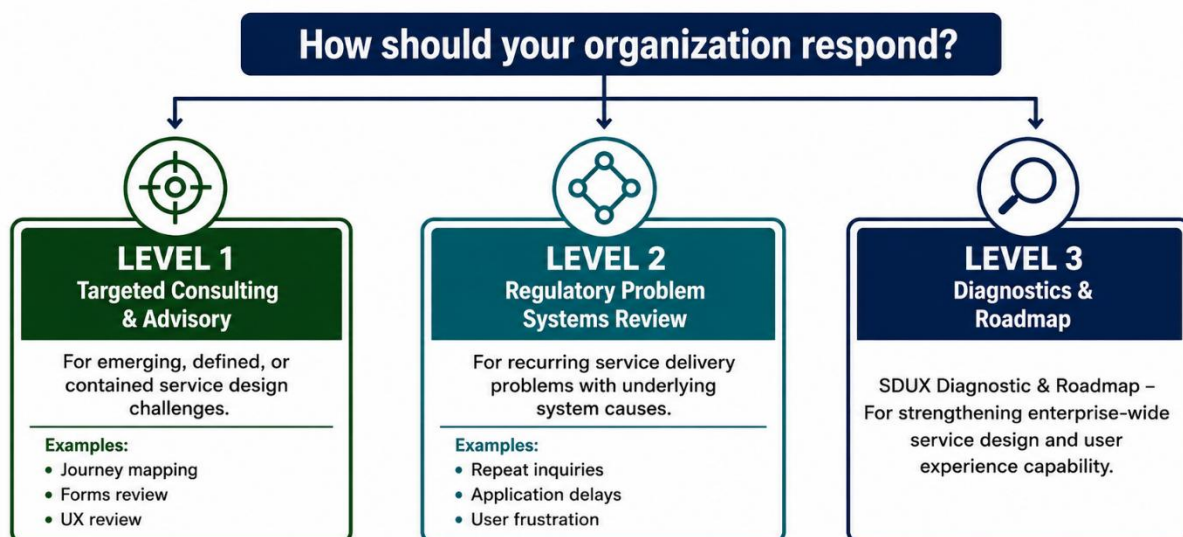
Most regulators work hard to improve efficiency, modernize services, reduce delays, and improve accessibility. Yet many continue to experience recurring inquiries, incomplete applications, user confusion, accessibility challenges, and avoidable workload.

These issues are often treated as operational problems. Increasingly, however, they are becoming regulatory risks that can affect compliance, accessibility, responsiveness, public confidence, organizational effectiveness, and ultimately public-interest outcomes.

The Service Delivery & User Experience (SDUX) practice area helps regulators improve how services are designed, delivered, measured, and continuously improved. The SDUX Diagnostic assesses organizational capability across the service lifecycle and provides practical recommendations and a customized roadmap for strengthening service design and user experience across the enterprise.

Common Organizational Challenges

- Recurring inquiries continue despite operational improvements.
- Users experience confusion, delays, or inconsistent service experiences.
- Accessibility or usability concerns are emerging.
- Digital modernization initiatives are underway without a clear service design approach.
- Service improvements are being pursued without direct user input.
- Leaders want better insight into user needs and service performance.



*Not every challenge requires the same response.
Choose the approach that best matches the nature and scope of the problem.*



**UPSTREAM
MANAGEMENT
SOLUTIONS**

Level 3 — Service Delivery & User Experience (SDUX) Diagnostic & Roadmap

For organizations seeking to strengthen enterprise-wide service design and user experience capability.

The SDUX Diagnostic evaluates how effectively organizations design services, understand user needs, reduce service friction, measure performance, and continuously improve service experiences. The assessment identifies organizational strengths, service improvement opportunities, accessibility considerations, and modernization priorities while providing a practical roadmap for building stronger service delivery capability across the enterprise.

The Diagnostic assesses four integrated dimensions

1. Strategic Commitment to Service Design & Modernization

How service design, modernization, accessibility, and user experience are prioritized, governed, and supported across the organization.

2. Organizational UX Capacity, Tools & Service Intelligence

How people, technology, service intelligence, performance information, and organizational capability support continuous service improvement.

3. User Research, Journey Mapping, Testing & Redesign

How organizations understand user needs, identify service friction, test improvements, and redesign services to improve user experiences.

4. Governance Oversight, Performance Measurement & Continuous Improvement

How service performance is monitored, reviewed, governed, and continuously improved over time.

You'll Receive

- Organizational maturity profile
- Key findings and recommendations
- Customized implementation roadmap
- Executive summary
- Optional implementation support

Designed for: Registrars and CEOs, operations and service delivery teams, policy and communications leaders, senior leadership teams, governance and modernization leaders, Boards and Councils, and organizations pursuing modernization, digital transformation, accessibility improvements, or enterprise service redesign.

Design better services. Improve experiences. Deliver greater value.

For more information, contact jordan@upstreammanagesolutions.com

Upstream Management Solutions

We Speak Regulator™

www.upstreammanagesolutions.com



**UPSTREAM
MANAGEMENT
SOLUTIONS**