

**Scenario: Pre:Peer**

Guide word	Element	Deviation	Possible causes	ID	
<b>NO or NOT</b>	Workbook	Lost or stolen	Carelessness; theft	1	
	Prepared claim	Cannot be submitted	Content not kept up-to-date e.g. changes in any of employers, working hours, homes, dependents, partners invalidates claim; Another pending application blocks submission	2	
		Content/structure/method changed	DWP's UC system changes how it works or the data needed	3	
	New claim	Damaged claim	Stored information deleted or corrupted either accidentally or maliciously	4	
		Never need to make a UC claim	Work situation does not deteriorate	5	
		Submit a different way	Choose to make a UC claim directly instead	6	
	Citizen	Chooses not to engage / use Pre:Peer	Not enough time; too complicated; don't understand it; takes too long; other more important things to do	7	
		Pre:Peer system	Subscription ended	(Only if there is a subscription) Might be subscribed to by some other party?) Unsubscribed from Pre:Peer service; Subscription not paid (if there is a cost) or other conditions of service not met	8
	No longer supported		By DWP	9	
	Service outage		Inadequate hosting/software resilience (e.g. power outage, internet connectivity, data corruption, code/data replication failure); Inadequate change control processes; System fault	10	
	Other citizens	Cannot log in to submit	Lose Pre:Peer login details and cannot recover; Someone else has changed the password	11	
		No help available	Other citizens do not have technology/data/internet to support and take part; unable to support others due to their own lack of knowledge	12	
		Facilitator	No help available	No facilitators available due to lack of funding; or far too great demand	13
	<b>OTHER THAN</b>	Other citizens	Exploited by other people introduced to in meetups and give up with claim	Malicious other people	14
Facilitator		Facilitator is fake	Contacted by fraudulent person who says they are a facilitator and talked into giving up bank or credit card details	15	
Pre:Peer system		Pre:Peer website is fake	Scam email link to wrong website; similar site appears in search engine listings	16	
<b>REVERSE</b>	UC claim	Deleted instead of added	The Pre:Peer overwrites or cancel and existing live or pending claim	17	
<b>AS WELL AS</b>	Pre:Peer system	Become ineligible for UC	Use of Pre:Peer violates DWP terms of use	18	
		Data used for another purpose	Misused by Pre:Peer or hacked by some other party	19	
	Privacy	Information leakage	Information shared with other citizens divulged by them	20	
	Other organisations	Contact with other organisations to get info causes detrimental event	HMRC alerted to some unknown employment so tax due; bank did not know employment status	21	
<b>MORE</b>	Pre:Peer system	Login credentials	The Pre:peer login credentials are used to access some other account of the citizen	Citizen used identical credentials on Pre:peer as somewhere else	22
		Duplicate accounts	System adds new draft claims instead of adding content to existing claim	23	
		Sends too much information in error, or too frequently, or duplications	Repeatedly in error	24	

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.	<b>PART OF</b>	UC claim	Design sends too much information or too frequently Incomplete	By design	25
.				Missing required information (e.g. facts, documents)	26
.				Cannot access or extract information from other services (e.g. HMRC, bank, employer)	27
.		Personal availability	Citizen has insufficient time to do everything	Facilitator unhelpful; facilitator lacks knowledge	28
.			Facilitator not available	Too busy on other matters	29
.			Other citizens not available	Too busy; lack of sufficient facilitators to support demand	30
.				Too busy on other matters; not interested; already helping other people; have finished their own claim preparations so less helpful	31
.	<b>LESS</b>	Other citizens	Too few people to help	Not enough local people using Pre:Peer	32
.	<b>EARLY</b>	Facilitator	Miss appointment(s)	Arrive/log on early (wrong day/time)	33
.		Other citizens	Miss meetups/joint sessions	Arrive/log on early (wrong day/time)	34
.	<b>BEFORE</b>	UC claim	Need to claim before claim finished	Lose job or less hours sooner than expected	35
.	<b>LATE</b>	Facilitator	Miss appointment(s)	Arrive/log on late (wrong day/time)	36
.		Other citizens	Miss meetups/joint sessions	Arrive/log on late (wrong day/time)	37
.	<b>AFTER</b>	-			