



MOMENT

**A: AUDIENCE ACTION**  
Description of what the audience is doing at each moment.



**AUDIENCE ACTION**

**B: LINE OF INTERACTION**  
Divides audience action and On-Stage action

LINE OF INTERACTION



**ON-STAGE ACTION**

**D: LINE OF VISIBILITY**  
Separates On-Stage actions and Backstage Actions by front line employees and performers. If a front line employee or performer goes backstage, what he does next is shown in the backstage action lane.

LINE OF VISIBILITY



**BACK STAGE ACTION**

**E: BACKSTAGE ACTIONS**  
Backstage actions are activities by frontline staff and performers that are not visible to the audience.

**F: LINE OF INTERNAL INTERACTIONS**

Marks the boundary to the rest of the organization. Processes below this line are support processes done by other departments in the organization.

INTERANAL INTERACTION



**SUPPORT PROCESSES**

**G: SUPPORT PROCESS**  
Processes that are executed by the rest of the organization or external partners.

