Phases	Timeline	Task Details	Stakeholders	Risk Level
Ideation and Planning	2 weeks	**Opportunity Analysis:** Understand user pain points and validate opportunities, **Market and Competitor Research:** Understand market share division and portion occupied by different types of competitors **Risk Assessment:** Determine risks and assumptions, **Project Planning and Scope, Project Charter:** Determine OKRs, success metrics, project timeline and scope, feature requirements, budget and size	Product Managers, Customer (Students), R&D team	Low: Least expenses and labor involved
Approval and Revision	1 week	**Create Business Case** with a Project Plan **Pitch to Business** for funding and approval **Iterate on scope** per Business feedback	Senior Management, Finance team, Developers	Low - Already aligned upper management on the new development. Additionally, as it is MVP phase, no major cost implications or resource allocation for the company
Data collection and processing	1 week	**Gather FAQ data** to customize search results, **Gather data of common pain points** of Canvas navigation, **Process and store data** in a database to be used by the bot	Research team, Engineering and Data team	Moderate - Unpredictable nature of expectations from the bot, Potentially challenging data analysis if data is not structured and requires complex processing to garner insight
Design, Development and Integration	4 weeks	**Integrate the chosen bot service** in the existing environment, **Customize the integrated service** to suit requirements, **Customize UI** services	Engineering team, UI/UX team	High - Requires significant resources from the development and design teams. Purchase of third-party service would require financial capital and clearances from the finance team.
Testing	4 weeks	Create **test plan** Write **test scripts** Perform testing **Document pass/fail results** and determine if failures are bugs or accepted constraints. Repeat as required.	Quality Assurance team, Engineering team	Moderate - May face unexpected bugs or responses which engineering will need to solve prior to release.
Feature Improvement/MVP Launch	2 weeks	**Deploy** to production **Monitor** the current model functionality Complete the **post release validation** checklist	UI/UX team, Engineering team, R&D team	High - Users might not be satisfied with the launched feature