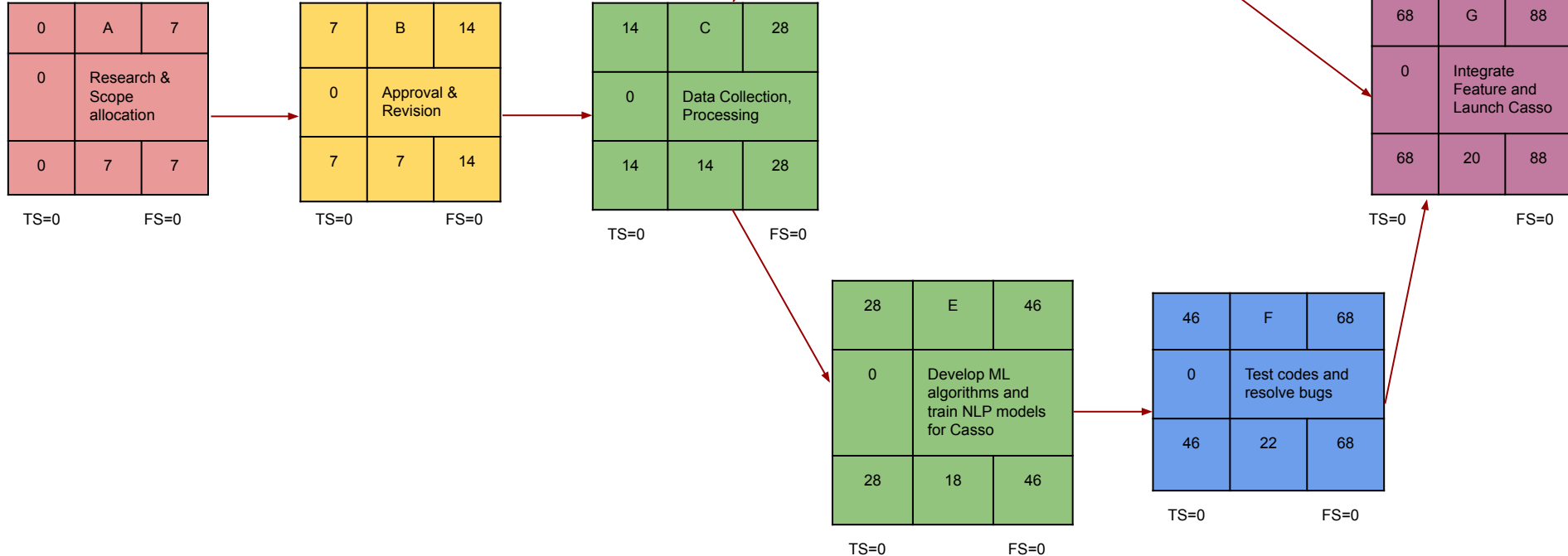


Project Network with forward and back pass



CANVAS
BY INSTRUCTURE



Legend and Casso feature launch activities



Legend		
ES	ID	EF
SL	Description	
LS	DUR	LF

ES - Early Start
EF - Early Finish
SL(TS) - Slack (Total Slack)
LS - Late Start
LF - Late Finish
DUR - Duration
ID - Activity ID
FS - Free Slack

Canvas Casso Feature Launch Network		
ID	Description	Preceding Activity
A	Research and scope allocation	None
B	Approval and Revision	A
C	Data Collection and Processing	B
D	Design Casso UI and Test	C
E	Develop ML algorithms and train NLP models for Casso	C
F	Test codes and resolve bugs	E
G	Integrate Feature and launch Casso	D, F

1. CHANGE INFORMATION			
Project Name	Canvas Casso		
Project Status	<p>The scope of our project is to launch an integrated smart assistant chatbot Casso within Canvas to help user develop awareness of newly launched features and navigate them with ease to increase user satisfaction by 90%.</p> <p>This project is on schedule and will be completed on time by April 2023.</p>		
Name of Request	Add live chat feature with peers, professors or graders by June 2023		
Requested by	Vanshika Srivastava (Product Owner)	Date	Nov 29, 2022
Request No	1	Priority	Medium
Change Description	Based on user and customer feedback we would like to provide students with live chat facility on Canvas to clarify and resolve instant queries with professors or graders and help collaborate with peers better.		
Change Reason	<p>In the current state, the AI generated chatbot Casso has limitations and does not provide human assistance to resolve quick queries. Student users need quick resolution and connect with professors or graders for many assignments, grades and reading related concerns. Email does not provide real-time interaction and increases the user wait time for problem resolution in 6 out of 10 times (60%).</p>		

Proposed Action	<ul style="list-style-type: none"> • The Canvas Casso team should prioritize delivering live chat feature as soon as the chatbot is released as that is an extension of the feature. • There should be a green online icon displayed on the chatbot for every user to make the availability status visible to others using Canvas. This will increase user satisfaction by reducing the wait time for the users to resolve their instant queries by professors and graders.
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2. ANALYSIS OF CHANGE REQUEST

Impact of Change	Impact on Scope	<p>This change will not impact the initial deliverable and scope of the project going live in April 2023.</p> <p>This is an additional feature in the chatbot for the student users to enhance assistance.</p>
	Impact on Risk	<ul style="list-style-type: none"> • Student users might use the live chat more than using the AI chatbot for their queries knowing that professors or graders are available to chat in real-time if they are online thereby reducing engagement with Casso. • Increase dependance on professors and graders, making them dislike the chatbot feature thereby reducing user and customer satisfaction by 30%.
	Impact on Schedule	<p>This change will span over 8 weeks from April 2023 to June 2023.</p> <p>This may delay the Learn with Professors feature integration in Casso by one fiscal quarter as the same product delivery team is responsible for both the deliverables.</p>

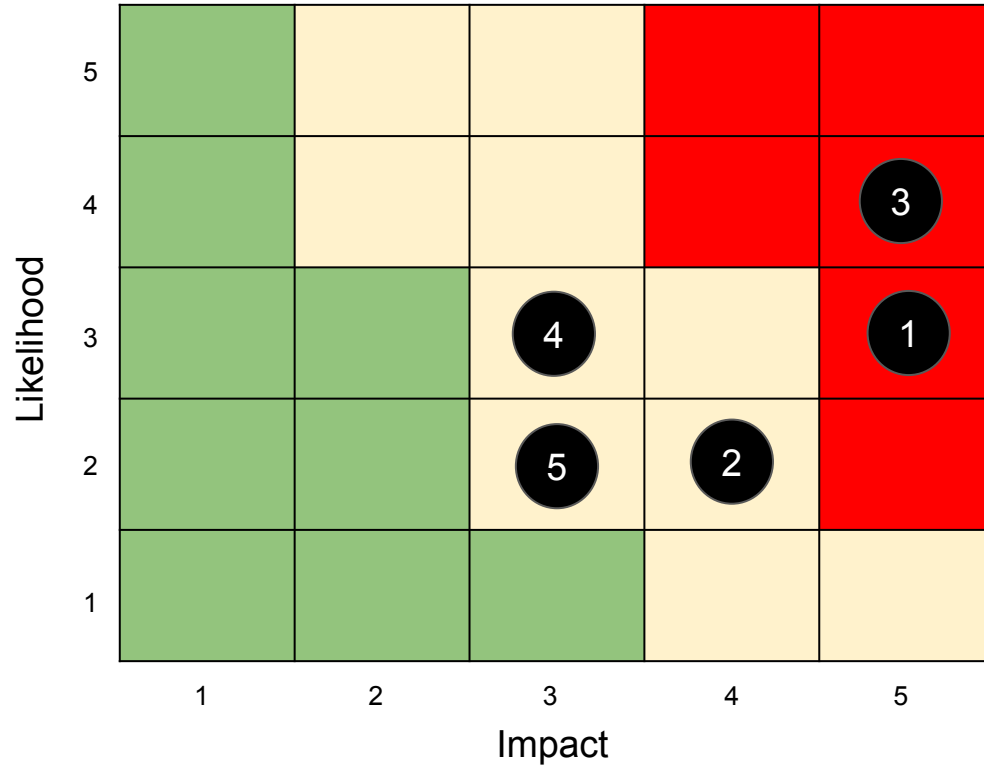
	Impact on Budget	Potential Expenditure: To complete the Learn with Professors feature release in time along with the live chat feature launch our product delivery team should have: <ul style="list-style-type: none">➤ 1 more Product Manager➤ 2 more Machine Learning Engineers➤ 1 more Data Engineer➤ 2 more UX Designers Potential Financial Benefits: <ul style="list-style-type: none">• Increasing professor and student interaction via live chat will increase in user satisfaction thereby increasing the revenue by 40%.• Live chats will reduce resolution time thereby reducing customer support time by 30%.
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Risk Severity and Mitigation Plan

Product Name	Canvas Casso					Objective	To identify risks and mitigate their impact on Casso				
Reference/ID	Pre-Mitigation					Owner	Mitigation Strategies	Post-Mitigation			
	Risk	Details	Risk Impact (1-5)	Risk Likelihood (1-5)	Risk Level (Low, Medium, High)			Risk Impact (1-5)	Risk Likelihood (1-5)	Risk Level (Low, Medium, High)	Acceptable? (YES/NO)
1	Product latency issues	Integration of chatbot with existing framework might cause product downtime	5	3	High	Product Manager	Assign a team to build and design blueprint and test its compatibility with existing framework	2	3	Medium	NO
2	Project timeline and budget	Knowledge transfer to vendor might exceed allotted time causing risk to budgeting and overall timeline	4	2	Medium	Project Manager	Devise project timeline keeping buffer time for knowledge transfer to vendors	3	2	Medium	NO
3	User data security and privacy	Security and confidentiality of user data might be at risk while using chatbot	5	4	High	Information Security Manager	Appoint access and governance management team to implement data security strategies	3	3	Medium	NO
4	User-unfriendly experience	Casso users might not like the user interface and face challenges in using it thereby reducing usage	3	3	Medium	UI/UX Supervisor	Appoint user experience and research team to take user feedback before launching new design	1	1	Low	YES
5	Competition in the market	Other learning management platforms might grow impressively better and cause risks to Canvas	3	2	Medium	Product Manager	Perform research and analysis of growing trends in the market	2	1	Low	YES

Failure Mode and Effects Analysis (FMEA)

Impact x Likelihood = Risk Value



Red zone - Major risk
Yellow zone - Moderate risk
Green zone - Minor risk