# DECISION DOCUMENT
## Q1 2026 Strategic Decisions

## Decision 1: Migrate to Microservices Architecture

Decision Date: 2026-02-10 | Status: Active | Category: Technical Architecture | Priority: High

### Description:

We have decided to migrate our monolithic application to a microservices architecture to improve scalability, enable independent deployments, and allow teams to work autonomously on different services.

### Key Assumptions:

• Team members have sufficient knowledge of containerization (Docker/Kubernetes) - Confidence: Medium
• Current infrastructure can support the additional overhead of microservices - Confidence: High
• Migration can be completed within 6 months without disrupting existing services - Confidence: Low
• The benefits of microservices will outweigh the increased operational complexity - Confidence: Medium
• All critical dependencies have been identified and documented - Confidence: High

### Expected Outcomes:

• 50% reduction in deployment time
• Improved system resilience
• Better team autonomy

## Decision 2: Implement AI-Powered Customer Support

Decision Date: 2026-02-15 | Status: Active | Category: Customer Experience | Priority: High

### Description:

Deploy an AI chatbot to handle tier-1 customer support inquiries, reducing response times and allowing human agents to focus on complex issues.

### Key Assumptions:

• AI can accurately handle 70% of incoming support tickets - Confidence: High
• Customers will be receptive to AI-powered support - Confidence: Medium
• Integration with existing CRM system will be straightforward - Confidence: Medium
• Training data quality is sufficient for accurate responses - Confidence: High
• ROI will be positive within 12 months - Confidence: Medium

### Expected Outcomes:

• 60% reduction in average response time
• 30% cost savings in support operations
• Improved customer satisfaction scores

# Decision 3: Expand to European Market

Decision Date: 2026-02-12 | Status: Under Review | Category: Business Strategy | Priority: Critical

## Description:

Launch operations in 5 European countries (Germany, France, UK, Spain, Italy) to diversify revenue streams and reduce dependency on the North American market.

## Key Assumptions:

• GDPR compliance can be achieved within current timeline - Confidence: High
• Market demand in Europe is comparable to North America - Confidence: Medium
• Local partnerships can be established within 3 months - Confidence: Low
• Exchange rate fluctuations won't significantly impact profitability - Confidence: Medium
• Current product offerings will resonate with European customers - Confidence: Medium
• Legal and regulatory requirements are fully understood - Confidence: High

## Expected Outcomes:

• 40% increase in total revenue within 18 months
• Geographic risk diversification
• Enhanced brand recognition globally

# Decision 4: Adopt Remote-First Work Policy

Decision Date: 2026-01-20 | Status: Active | Category: HR & Culture | Priority: Medium

## Description:

Transition to a permanent remote-first work model, closing physical offices except for small collaboration spaces.

## Key Assumptions:

• Productivity will remain stable or improve with remote work - Confidence: High
• Company culture can be maintained virtually - Confidence: Medium
• All employees have adequate home office setups - Confidence: Medium
• Communication tools are sufficient for collaboration needs - Confidence: High
• Time zone differences won't significantly impact team coordination - Confidence: Low

## Expected Outcomes:

• $2M annual savings in office expenses
• Access to global talent pool
• Improved employee satisfaction

# Decision 5: Invest in Cybersecurity Infrastructure

Decision Date: 2026-02-08 | Status: Active | Category: Security & Compliance | Priority: Critical

## Description:

Allocate $5M to upgrade cybersecurity infrastructure including zero-trust architecture, advanced threat detection, and security training programs.

## Key Assumptions:

• Current vulnerabilities have been accurately identified - Confidence: High
• Budget allocation is sufficient for comprehensive upgrade - Confidence: Medium
• Implementation won't disrupt ongoing operations - Confidence: Medium
• Threat landscape will remain relatively stable during implementation - Confidence: Low
• Security team has capacity to manage new systems - Confidence: High

## Expected Outcomes:

• 90% reduction in security incidents
• Compliance with SOC 2 Type II requirements
• Enhanced customer trust

# Decision 6: Launch Mobile Application

Decision Date: 2026-02-05 | Status: In Planning | Category: Product Development | Priority: High

## Description:

Develop native mobile applications for iOS and Android to complement our web platform and capture mobile-first users.

## Key Assumptions:

• Mobile user base will grow by 200% after launch - Confidence: Medium
• Development can be completed within 9 months - Confidence: Medium
• App store approval process will be straightforward - Confidence: High
• Current backend APIs can support mobile app requirements - Confidence: High
• User experience will translate well to mobile format - Confidence: Medium

## Expected Outcomes:

• 150,000 downloads in first 6 months
• 25% increase in daily active users
• Improved user engagement metrics

Generated: 2026-02-17