

# Day 2 Section 5 Exercise

## Lifecycle Troubleshooting

### Group Exercise

#### Instructions for Participants:

For each of the scenarios, analyze and provide answers to the following questions

- Identify what went wrong
- Which lifecycle stage was mishandled?
- How would you fix it?

### Answer Sheet

Scenario	What went wrong	Which lifecycle stage was mishandled	What's the fix
1			
2			
3			
4			

#### Scenarios:

**Scenario A: The Rushed Chatbot** A company deployed a customer service chatbot in 3 weeks. The chatbot was built with ChatGPT and basic prompts. After launch, customers complained it didn't understand industry-specific terms, gave generic answers, and couldn't access customer account information. Support ticket volume increased by 30% as frustrated customers escalated to human agents.

**Scenario B: The Over-Engineered Solution** A marketing team wanted to generate social media posts. They immediately hired a data science team to build a custom fine-tuned model, spending 6 months and \$200K. The model generates posts, but the marketing team finds them too rigid. They can't easily adjust tone or style, and each change requires weeks of retraining.

**Scenario C: The Data-Free AI** A company decided to build an AI to predict equipment failures. They selected the model, built the infrastructure, and prepared for deployment—only to realize they had no historical failure data. They had maintenance logs but no labeled examples of what led to failures vs. normal operation.

**Scenario D: The Set-It-and-Forget-It AI** A lending company deployed an AI approval system. Initially it performed well. Over 18 months, approval rates for certain demographics declined significantly. The company had no monitoring in place and didn't discover the issue until a regulatory audit. The AI had slowly drifted as market conditions changed.