

Follow-up Questions: Google Fiber BI Project

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Urgent Questions (Need-to-know before project start)

For Keith Portone, Project Manager:

1. **Project Timeline:** Can you provide a specific timeline for this project, including key milestones and the expected completion date?
2. **Success Metrics:** Beyond reducing call volume and improving customer satisfaction, are there any specific quantitative targets or KPIs we should be aiming for with this project?

For Emma Santiago, Hiring Manager:

3. **Access and Permissions:** While stakeholders should have access to all datasets, what specific access levels or permissions should be set for each team member (Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa)?

Technical and Design Questions

For Minna Rah, Lead BI Analyst:

1. **Accessibility Requirements:** Regarding the large print and text-to-speech alternatives, what specific accessibility standards should we adhere to? Are there any other accessibility considerations we should be aware of?
2. **Data Refresh Rate:** How frequently does the team need the dashboard data to be updated? Real-time, daily, weekly, or another interval?
3. **Integration Requirements:** Are there any existing systems or dashboards that this new BI solution needs to integrate with?

For All Stakeholders:

1. **Dashboard Customization:** Are there any specific preferences for chart titles or metrics that the team would like to see on the dashboard? Should we schedule a review session to refine these elements?

Long-term Planning Questions

For Keith Portone and Emma Santiago:

1. **User Training:** What level of familiarity do the stakeholders have with BI tools? Will any training be required for effective use of the new dashboard?

2. **Future Scalability:** How should we prepare for potential future increases in data volume or number of users? Are there any anticipated changes or expansions we should consider in our design?