# SmartFix Company

|  |  |
| --- | --- |
| Team Members | |
| Project Manager | 1 |
| Senior Developer | 1 |
| Junior Developer | 1 |
| UI/UX Designer | 1 |
| QA Expert | 1 |
| HR | 1 |

# Change Request Form

|  |  |
| --- | --- |
| Change Request Number | CR-003 |
| Change Request Title | Integration of AI-Powered Customer Service Chat |
| Request Date | 20th Oct, 2025 |
| Requested By | ABC |
| Department/Role | Business Owner |
| Description of Change | The client requests the implementation of an Artificial Intelligence–driven customer service chat system. This change involves a complete redesign and redevelopment of the existing chat module to integrate AI conversational capabilities. The proposed solution requires subscribing to an annual AI Agent service, which represents an additional cost equivalent to 40% of the overall project budget. |
| Reason for Change | The purpose of this change is to enhance the customer service experience through automation, reducing response time, improving accuracy in responses, and ensuring 24/7 availability. The client aims to leverage AI technology to increase efficiency and customer satisfaction while maintaining scalability for future improvements. |
| Configuration items | * Chat module and backend architecture * AI integration APIs and data pipelines * Database schema for chat logs and training data * Frontend chat UI/UX redesign * Security and privacy compliance systems |
| Impact on Time | 10-15 working days |
| Impact on Budget | $130,000 (approximately +40% increase  of the total project budget (due to annual AI Agent service) |
| Impact on HR/Resources | Requires new AI specialist, data engineer |
| Require compliance with local data protection and AI ethical use regulations? | Yes |
| Risk Level (Low/Medium/High) | High |

# SWOT Analysis

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| --- | --- |
| Strengths | Weakness |
| * Technical expertise in database Schemas | * Junior Developer need more guidance on database and cyber security * Limited knowledge on AI integration and understanding data privacy laws. |
| Opportunities | **Threats** |
| * Scalable compliance system * AI understanding and integration | * Project Failure * Data privacy risks * AI model inaccuracies could affect customer trust * Risk of cost overrun |

## Policy Summary

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Risky | Medium | Low | option |
| Budget | 1 | 2 | 3 |  |
| Time | 1 | 2 | 3 |  |
| HR | 1 | 2 | 3 |  |
| Mandatory |  |  |  | Yes |
|  |  |  |  |  |

## Configuration Control Board

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| --- |
| Members |
| Owner |
| Project Manager |
| Lawyer |
| Clients Representative |
| QA Manager |
| HR Manager |
| Cyber Security Analyst |
| Financial Manager |