

Implementation Roadmap

Implementation is structured in three phases over 12 weeks. Detailed tracking is managed in Jira.

Phase	Duration	Focus	Key Deliverables
Phase 1: Foundation	Weeks 1-4	Intake standardization	Customer portal, intake form, Jira integration
Phase 2: Process Automation	Weeks 5-8	Handoff elimination	Auto-assignment rules, QA checklist template, notification triggers
Phase 3: Deployment & Monitoring	Weeks 9-12	CI/CD and visibility	Pipeline integration, customer status portal, KPI dashboard

Link to Jira project: [[link](#) to Jira]