**What you noticed (gaps/risks)**

* **BAU vs change**: Plan is ambitious and underestimates BAU pull; discovery/user-research time isn’t explicitly budgeted.
* **Skills mismatch**: Org chart shows content/data/IT, but no **product & engineering** capability to actually build and run the self-management (MyCHSS) tool.
* **Timelines**: Too “friction-free”—lots of workshops, story-mapping, and testing needed before an MVP.
* **Systems diagrams**: Weak at showing the **Data Warehouse as the hub** and the real data flows.
* **Sustainability & paperless**: Not called out as cross-cutting outcomes.
* **Work Packages**: Numbering (WP2xx…) implies a larger programme with a separate WP register/backlog not shown.
* **Learning tech**: Leaning toward **TURAS/SCORM** may limit learning beyond an LMS; no plan for xAPI/cmi5 or an LRS.
* **AI**: No concrete track for MCP servers, RAG, or safe AI use.

**What you proposed (solutions)**

* **Add a Discovery runway (6–8 weeks)** before main build to lock story map, MVP (≤8 capabilities), DPIA outline, and research plan.
* **Stand up environments & CI/CD early**: Dev → Test/UAT → Staging → Prod; IaC, secrets, non-prod data policy, a11y/perf/security gates.
* **Create a MyCHSS product squad**: Product Manager, Delivery, Tech Lead, Frontend, Mobile, Backend/Integration, QA/Automation, UX/Service Design.
* **Re-draw architecture**: Operational systems → **Warehouse/Marts (hub)** → two outputs: **Power BI** and **read-only feature APIs** back into MyCHSS; show consent/governance across the flow.
* **Add cross-cutting outcomes**:
  + **Sustainability by design** (performance budgets, green FinOps/CO₂ dashboard, data-lifecycle/retention).
  + **Paperless by default** (targets for print reduction, e-sign on top processes, digitise top 20 forms).
* **Work Package hygiene**: Ask for WP register/board (scope, owners, dates, deps), dependency map, RAID, budget, and stage-gate checklists.
* **AI track**:
  + **MCP server** exposing approved tools/data with RBAC and audit.
  + **RAG over curated content** (citations, DPIA, red-team).
  + Low-risk, **opt-in** MyCHSS features post-launch (summaries, checklists, goal suggestions), behind feature flags.
* **Learning stack shift**:
  + Prefer **xAPI / cmi5 + LRS** (e.g., Learning Locker on Azure) so staff, volunteers, and service users can learn **anywhere**.
  + Use **Viva Learning** as the discovery/assignment front door for staff.
  + Bridge SCORM-only platforms with Dispatch/translation if needed.

**How you’d de-risk the dates (phased)**

* **Alpha (Nov–Jan)**: 3–4 MVP slices (Auth/Profile/Consent, Self-Referral, Appointments) with weekly usability.
* **Beta (Feb–Mar)**: Regional pilot; a11y/perf/security checks; readiness checklist.
* **Rollout (Apr–Jun)**: Dark launch behind flags → staged org-wide release.

**Governance & measures**

* **DoD gates**: Security (pen-test/OWASP), Accessibility (WCAG AA + user testing), Data (consent/retention, no PII in non-prod), Operations (runbooks, error budgets).
* **OKRs**: Adoption (registrations, % digital referrals), Engagement (course starts/completions, goal activity), Outcomes (PROMs/PREMs, time-to-support), Ops/Data (services on D365, data quality, pen-test fixes on time).

**Handy lines for the panel**

* “We’ll **separate run from change** and ring-fence BAU so delivery doesn’t drift.”
* “I’ll stand up a **product & engineering squad** to actually build and run MyCHSS, with Data and IT as enabling teams.”
* “We’ll **launch safely, not suddenly**—alpha slices, regional beta, then flagged rollout.”
* “For learning, we’ll adopt **xAPI/cmi5 + an LRS** so volunteers/service users can learn anywhere; Viva Learning remains the front door for staff.”
* “AI will be **governed**: MCP for safe tools, **RAG with citations**, and opt-in features only.”