**DISCOVERY PACK**

**Project Charter & Vision**

**Vision Statement:** Create "Ask-MEU" - a user-friendly AI-powered platform that instantly answers student questions about campus life, reducing administrative burden while improving student experience.

**Project Objectives:**

* Develop MVP Q&A system with AI integration
* Implement knowledge base management
* Deploy auto-scaling solution
* Achieve 90%+ student satisfaction rate

**Success Criteria:**

* Functional AI Q&A interface
* 15+ seeded knowledge base entries
* Mobile-responsive design
* Live deployment with CI/CD
* Basic analytics dashboard

**Stakeholder Analysis**

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| **Stakeholder** | **Role** | **Influence** | **Interest** | **Engagement Strategy** |
| Vice-Dean Student Affairs | Primary Sponsor | High | High | Weekly progress updates |
| Students | End Users | Medium | High | Feedback collection, beta testing |
| IT Department | Technical Support | Medium | Medium | Technical coordination |
| Administrative Staff | Content Contributors | Low | Medium | Knowledge base seeding |
| Development Team | Implementers | High | High | Daily standups, sprint planning |

**Initial Risk Log**

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| **Risk ID** | **Risk Description** | **Impact** | **Probability** | **Mitigation Strategy** |
| R1 | OpenAI API failures/limits | High | Medium | Implement fallback keyword search, mock responses |
| R2 | Team member unavailability | High | Low | Cross-training, documentation, task backup |
| R3 | Deployment platform issues | Medium | Medium | Multiple deployment options (Vercel, GitHub Pages) |
| R4 | Insufficient knowledge base content | Medium | Medium | Early stakeholder engagement, content sprints |
| R5 | Mobile responsiveness issues | Low | Medium | Early responsive design testing, Bootstrap/Tailwind |

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