

Choose the next service investment

NORTHWIND / GOVERNANCE REVIEW / SYNTHETIC ESTIMATES

1 / Keep current

No new spend
Manual triage continues
Review in three months

2 / Improve intake

Six-week pilot
EUR 4,800 estimate
Reversible first step

3 / Replace platform

Larger investment
Procurement required
Longer lead time

Decision requested: approve a bounded pilot

Outcome

Measure time spent assigning requests.
Use the same baseline and pilot definition.

Approval record

Sponsor: to be named
Budget: illustrative EUR 4,800
Review: after six weeks
Stop if ownership is unresolved