

Project charter

NORTHWIND / CUSTOMER PORTAL / VERSION 1.0

Give the delivery team one agreed reference for the outcome, scope, and acceptance decision.

Outcome and boundaries

- Provide a single place to submit and track service requests.
- Include request history and a clear escalation path.
- Keep billing and account administration outside this release.

Delivery milestones

Milestone	Owner	Acceptance evidence
Discovery	Product	Reviewed service journey
Pilot	Engineering	Ten completed pilot requests
Launch	Operations	Support and recovery walkthrough

Success measure

At least 90% of pilot requests reach the right team without manual reassignment.