

Project Scope and Expected Outcomes

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Purpose and intended audience

Create a focused prototype for the niche technical roles that prepare, review, approve, and communicate network outages. I am an intended user and will conduct structured practitioner evaluation. Represented stakeholders do not imply research participants.

Included work

Capability	Expected outcome
Scope selection	Product and entire-SSP choices are explained and open the correct input path.
Outage details	Required fictional impact, affected services, and UTC start/end information are stored and displayed consistently.
Urgency	Requests inside 10 days require urgent classification and a justification; urgency does not bypass approval.
Recipient identification	Affected fictional site/product combinations resolve to expected groups and can be reviewed.
Workflow visibility	Submission, review decisions, and current status are visible in a history record.
Notification preparation	A notice preview matches the request; internal updates and approval-gated customer notices follow the defined sequence.
Documentation	Source, setup, help, architecture, data model, test results, revision history, and academic reports are supplied.

Excluded work

Live monitoring; production deployment; actual customer messaging; real contact lists or operational records; employer-system integration; interviews; recruited participant testing; participant questionnaires; and claims about broad user satisfaction or reduced real-world outage impact.

Deliverable package

The final package will contain the prototype and fictional seed data, setup and demonstration instructions, a user guide, design artifacts, a requirements-to-test matrix, versioned test records, a defect and revision log, and the final report and recorded presentation.

Constraints and dependencies

The schedule must fit my academic and work availability. Requirements precede design; a stable build precedes final evaluation; verified revisions precede release. The proposed stack must support the core workflow without paid services or production access. The SSP glossary definition, approval stages, recipient mappings, and exact lead-time comparison must be finalized as documented design decisions.

Acceptance and completion boundary

The prototype is complete when both outage paths work with fictional data, every critical scripted test passes, no critical/high-severity defect remains unresolved, required documentation opens correctly, and known limitations are recorded. The customer-notification gate applies to planned maintenance. Communication for an active unplanned incident requires a separately defined policy.

Expected evidence

Evidence	What it demonstrates
Requirements and design rationale	Why features and information structure were selected.
Screenshots and version history	What changed between prototype versions.
Scripted test and retest records	Whether actual behavior matches expected results.
Practitioner reflection	Problems found during self-walkthrough and reasons for revisions.
User-help and setup walkthrough	Whether the release can be demonstrated reproducibly.

Change control

Record each scope change with date, reason, affected requirements, effort impact, and acceptance-test changes. Prioritize the core workflow over optional enhancements. Do not replace failed evidence with an unsupported success claim.