

Change Request: Route Planning Tool

CR-001 | Release 1

Portfolio project based on Juniper Vale Home Services, a fictional field-service company. Business data is synthetic.

Request

Replace the retained route-planning tool during Release 1 and bring route optimization into the target field-service platform.

Factor	Assessment
Business need	Current route changes are a real operating problem, but the root cause is not yet isolated to the route tool.
Scope	Adds product evaluation, configuration/integration work, data validation and UAT beyond the approved Release 1 baseline.
Schedule	Creates material risk to the January 11 readiness-gated launch.
Technical fit	Native optimization capability and exchange behavior have not been validated.
Operational risk	Changing the routing layer at the same time as scheduling/dispatch could make issue diagnosis harder during launch.

Decision

Defer the route-tool replacement from Release 1. Keep the current routing exchange, measure post-launch route-change drivers, and reopen the change only if the data shows a clear business case and acceptable product fit.

Follow-up

Route-change performance remains part of the 30/60/90 analytics review. The change request stays available as a Phase 2 option rather than becoming an automatic technology replacement.