Product Roadmap

Strategic Initiatives and Release Horizons

Plan product initiatives with milestones, owners, timeframes and outcomes.

1. Project Overview

Project	Horizon Customer Portal Launch
Project Manager	Kristina Smirnova
Date	2026-10-24

2. Purpose and Instructions

Record product initiatives with approved timing and measurable outcomes. Revisit priorities regularly; status labels are set manually.

3. Initiatives

ID	Theme	Initiative	Expected Outcome	Owner	Time Horizon	Milestone	Status	Priority	Dependency
RM-01	Self-service	Customer Account Portal	Reduce support contacts	Product Lead	Q4 2026	Closed pilot on Nov 15	In Progress	High	SSO API
RM-02	Onboarding	Five-minute Initial Setup	Increase activation rate	UX Lead	Q1 2027	Prototype validation	Planned	High	CRM API
RM-03	Reliability	Critical API Monitoring	Reduce detection time	SRE Lead	Q4 2026	Metrics review	Completed	Medium	Event service

4. Period Roadmap

ID	Initiative	Q1	Q2	Q3	Q4
RM-01	Customer Account Portal	In Progress			
RM-02	Five-minute Initial Setup		Planned		
RM-03	Critical API Monitoring			Planned	