# Principal Product Manager Customer Scenario

# Customer scenario: Northstar operational review

Northstar Financial is a fictional regional financial-services company. It runs Kamiwaza on premises because operational and customer data cannot leave its environment. Northstar wants to improve a recurring operational review in which analysts investigate service exceptions, assemble evidence from several internal systems, recommend a disposition, and send the case to an authorized reviewer.

Each case starts when an operational exception needs a documented decision. An analyst must determine what happened, find and reconcile the relevant records, distinguish reliable evidence from unresolved uncertainty, and prepare a recommendation. An authorized reviewer then checks the evidence, returns the case for more work when needed, and records the final disposition. Today analysts move among several systems, manually assemble the review packet, and copy the outcome back into the case system. Reviewers may need to repeat parts of the investigation when a claim lacks a clear source or the packet does not explain what was omitted.

Northstar wants to shorten the time from exception creation to an authorized, auditable disposition. The first release should reduce the effort spent finding and reconciling evidence, make the review packet more consistent, and let a reviewer verify every material claim without weakening source permissions or human approval. The company also needs measurable adoption and a credible path to broader source coverage before an upcoming renewal decision.

The current pilot can retrieve internal material and draft a case summary. Leadership wants a credible first release in six weeks. The delivery team available for the first four weeks is two engineers and one product designer. Broader integrations, model training, and new identity infrastructure are unavailable in that window.

## Your assignment

Define a first release that makes the review materially faster without weakening traceability, access control, or human accountability.

Prepare:

- a product brief of no more than 1,000 words;
- a four-to-six-frame low-fidelity workflow mock, including at least one uncertainty, failure, or permissions state; and
- a recorded explanation of your decisions and AI-assisted working process.

Your brief should make clear the customer problem, target user, evidence, assumptions, first-release requirements, non-goals, workflow, human decision points, enterprise constraints, measures, next validation, and response to commercial pressure. Cite the supplied evidence IDs behind material decisions. You may identify missing evidence and propose how to obtain it. Do not invent customer facts to make the decision easier.