

Harbor pilot review

Recommendation: run a smaller second pilot before a wider launch.

The four-week trial improved completion, but the metric definition and the next-step owner still need review.

Pilot results

Measure	Before	After
Completion	68%	84%
Time per task	12 min	9 min
Support requests	18	11

Completion improved by 16 percentage points.

Review the definition and denominator before approving this claim.

Task completion



Sample: 40 fictional participants across two groups.

All data is invented for review practice. No personal information.

Next pilot plan

Scope

Run a two-week pilot with 20 new fictional participants.

Use the same task and measure completion without assistance.

Decisions to review

1. Define completion and publish the denominator.
2. Assign an owner and confirm the pilot start date.
3. Retain source files with the review comments.

Open question

The current draft has no named owner or confirmed start date.

The schedule therefore remains a proposal, pending review.

Review practice

Select text to request a clearer definition. Mark the chart region to request a label, then export the saved review comments.