

PRODUCT SYSTEMS / 2026

/Universal Intelligence

Helping build one internal repository for product context, current work, planned work, and the goals that guide feature delivery.

Make product context usable while the work is happening.

Universal Intelligence brings together *what exists, what is planned, and why it matters* so delivery decisions do not depend on scattered documents or informal handoffs.

This case study describes internal product work and intentionally excludes confidential implementation detail.

Context gets lost when goals, decisions, and delivery work live apart.

CURRENT STATE

What the product does now

Teams need a reliable picture of current behavior, active capabilities, and the decisions that shaped them.

DIRECTION

What the team is building next

Planned work needs a clear connection to goals and the product problems it is intended to solve.

ONBOARDING

How a new teammate gets oriented

New employees need practical context about the product, its priorities, and the work already in motion.

A single source of product and delivery context.

01 / TODAY

Current product context

Capture what is live, how it behaves, and the decisions that matter to feature work.

02 / GOALS

Intended outcomes

> Connect work to the user need and product goal that justify it.

03 / NEXT

Planned work

> Make upcoming initiatives, open questions, and dependencies visible in the same place.

04 / DELIVERY

Feature guidance

> Give development work the context needed to make trade-offs as requirements evolve.

Structure the context so it supports both delivery and learning.

PRODUCT STRUCTURE

Make the product legible

- Helped organize current capabilities, planned work, goals, and delivery context in one place.
- Connected feature requirements to the intended user and product outcome.
- Kept product decisions and open questions discoverable as work changes.

TEAM ENABLEMENT

Make context easier to join

- Documented behavior and decisions so new employees have a practical starting point.
- Reduced reliance on separate handoffs to understand what the team is building and why.
- Supported a shared way to assess feature work against product goals while it is being developed.

WHAT COMES NEXT

Keep the repository alive through the feature workflow.

Its usefulness depends on goals, decisions, and delivery context staying current. The next step is to make those updates part of normal feature work and test whether new teammates can find the context they need without a separate handoff.