Example page. Gregarious Simulation Systems and Project Relay are fictional; every figure is illustrative.

GREGARIOUS SIMULATION SYSTEMS · PROJECT RELAY

Week 12 client update

Week ending **Friday 16 October 2026** · prepared by **James Halliday**, project manager

Overall: amber

Last week: green

Relay moves GSS customer support from the legacy helpdesk to a new support platform: 2.1 million tickets, 342,000 customer accounts and two integrations, live before the December change freeze.

Go-live forecast	Work done	Budget spent	Forecast at completion	Actions for GSS
7 Dec	**52%**	**$281.6k**	**$497.6k**	**3**
Baseline 30 Nov · **+7 days**	Up from **44%** last week	**59%** of $480k, $9.6k above plan to date	**+3.7%** against the $480k budget	All due by **Wed 21 Oct**, one decision

Seven changes since last Friday

1. Overall status moved from green to amber.
2. Integrations moved to amber: the billing test environment throttles our test runs.
3. UAT start moved from 19 to 26 October.
4. Go-live forecast moved from 30 November to 7 December, unless GSS chooses option A.
5. Data migration work rose from 52% to 64% done; its reconciliation risk dropped from high to medium.
6. Configuration complete moved from 16 to 21 October.
7. The SSO certificate risk closed, and two decisions were made.

Private to four named people at GSS, each verified by email

Same link every Friday; last updated 16 Oct, 15:40

The live page highlights what changed since last week, lets you compare the two go-live options and opens each risk for detail.

THIS WEEK

Summary and what we need from you

A good week on data and configuration, but the billing integration is behind and takes go-live with it unless we act by Wednesday.

1 Data migration dry run 1 has now moved every customer account and 1.41 million tickets. Only 0.4% of those tickets fail reconciliation, all on malformed attachment names, and the fix is ready for dry run 2 on 23 October. **Progress →**

2 The billing integration is about two weeks behind because its test environment caps how fast we can run tests. That pushes UAT to 26 October and go-live to 7 December. **Schedule →**

3 We are $9.6k over plan to date from the extra integration work. The forecast at completion is $497.6k, 3.7% over budget, or $504.8k if we hold 30 November. **Budget →**

What we need from GSS

Due Wed 21 Oct

Choose the go-live option

Hold 30 November with one more integration engineer, or move go-live to 7 December. Compare the options →

Owner: **executive sponsor**

Due Tue 20 Oct

Raise the billing test API limit

From 60 to 600 calls a minute for the test tenant, so integration tests can run in full.

Owner: **GSS IT lead**

Due Mon 19 Oct

Name 12 UAT testers

Ideally two per support queue, available for four half days from 26 October.

Owner: **head of customer support**

THIS WEEK

Decision needed: two ways to land go-live

Holding 30 November costs about $7.2k more, and buys five more working days of hypercare before the 18 December change freeze.

CURRENT FORECAST

Move go-live to 7 December

Go-live	**Mon 7 Dec**
Hypercare before freeze	**10 working days**
Forecast at completion	**$497.6k**
Extra cost	**$8.0k, one more week for a reduced team**

OPTION A

Hold 30 November, add an engineer

Go-live	**Mon 30 Nov**
Hypercare before freeze	**15 working days**
Forecast at completion	**$504.8k**
Extra cost	**$15.2k, one integration engineer for four weeks**

In the live page, choosing an option redraws the schedule and the budget forecast.

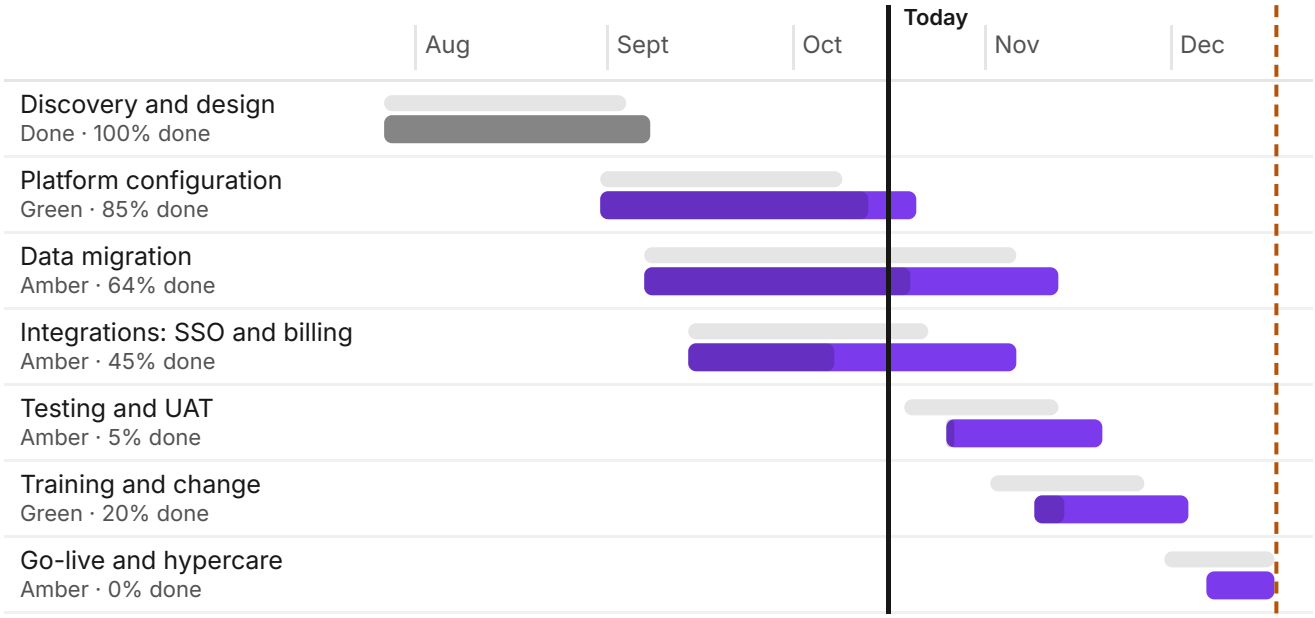
Our recommendation is **option A**. Ten days of hypercare leaves no buffer if a billing issue appears in the first week, and the freeze would then hold any fix until January. Either way the scope does not change.

THE DETAIL

Schedule

Integrations push UAT a week later, and go-live with it, to 7 December.

Baseline · Forecast, darker part done · Today, 16 Oct · Change freeze, 18 Dec



Workstreams from kickoff on 27 July to the December change freeze. Hover a bar for its dates against the baseline.

Milestones against the baseline

Milestone	Baseline	Forecast	Against baseline
Design signed off	Fri, 4 Sept	Tue, 8 Sept (done)	+4 days
Configuration complete	Fri, 9 Oct	Wed, 21 Oct	+12 days
Data migration dry run 2	Fri, 16 Oct	Fri, 23 Oct	+7 days
Integrations complete	Fri, 23 Oct	Fri, 6 Nov	+14 days
UAT starts	Mon, 19 Oct	Mon, 26 Oct	+7 days
UAT signed off	Fri, 13 Nov	Fri, 20 Nov	+7 days
Go-live	Mon, 30 Nov	Mon, 7 Dec	+7 days

THE DETAIL

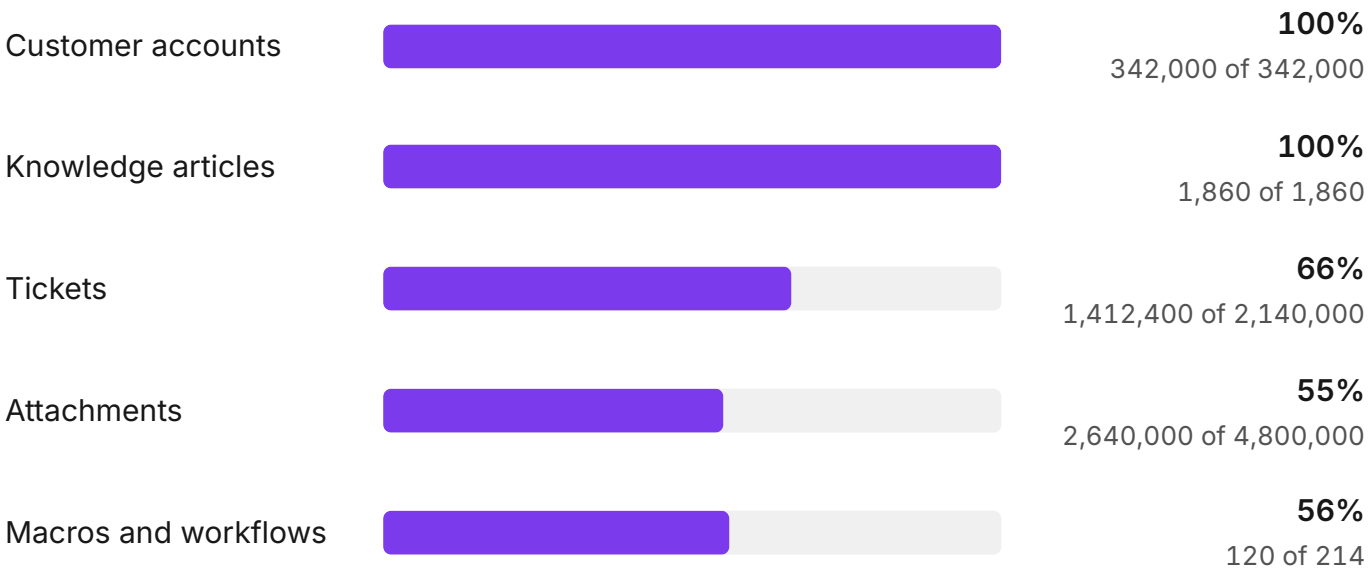
Progress

Work done rose from 44% to 52% this week, led by data migration and configuration.

Workstreams

Workstream	Status	Done	Forecast end
Discovery and design	✓ Done	100%	8 Sept
Platform configuration	Green	85%	21 Oct
Data migration	Amber	64%	13 Nov
Integrations: SSO and billing	Amber	45%	6 Nov
Testing and UAT	Amber	5%	20 Nov
Training and change	Green	20%	4 Dec
Go-live and hypercare	Amber	0%	18 Dec
All work, weighted by budget		**52%**	**Go-live 7 Dec**

Every customer account and article is across; tickets are two thirds done



Records migrated and reconciled in the test environment. Turn on "what changed" to see last week's position as a line.

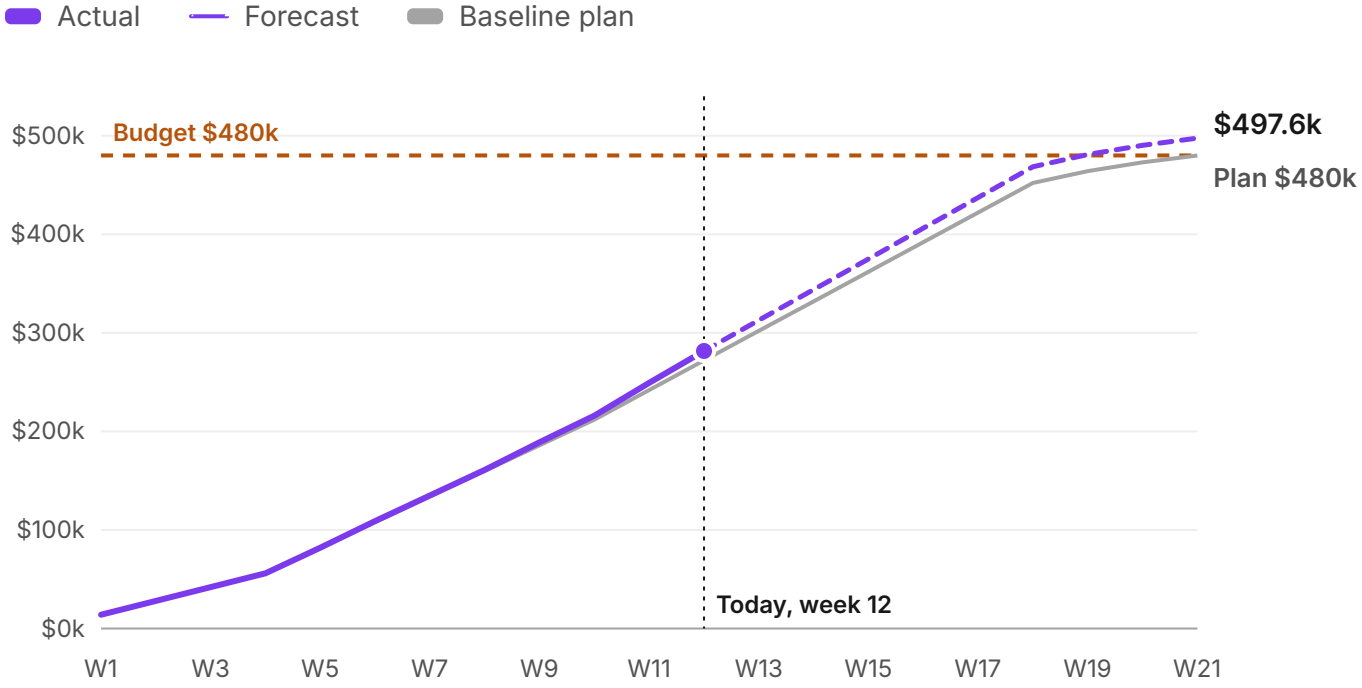
THE DETAIL

Budget

Spend is $9.6k ahead of plan, and the forecast lands $17.6k, or 3.7%, over the $480k budget.

Budget	Spent to date	Forecast at completion
$480.0k	**$281.6k**	**$497.6k**
Agreed in the July statement of work	Plan to date **$272.0k**	**+$17.6k** against budget

Spend is $9.6k ahead of plan, more than half of it from the last two weeks of integration work



Cumulative spend by week, $k, from the weekly timesheet at agreed rates. Dashed purple is the forecast for the plan you have chosen above. The vertical axis starts at zero.

THE DETAIL

Risks and decisions

One new high risk this week, the billing test API limit, and GSS can close it by Tuesday.

Open risks

HIGH **The billing test environment throttles integration tests** — New

The test tenant allows 60 calls a minute, so a full billing test run takes nine hours instead of one. This is the main cause of the integration delay.

Owner	GSS IT lead
Action	Raise the limit to 600 calls a minute by Tue 20 Oct; we batch runs overnight until then
If it slips	Each extra week moves UAT and go-live by about a week

MEDIUM **0.4% of tickets fail reconciliation** — Down

5,650 tickets carry attachments with malformed file names that the new platform rejects. The fix renames them on export and keeps the original name in the ticket history.

Owner	Our data lead
Action	Run the fix in dry run 2 on 23 Oct and report the result next Friday

MEDIUM **The change freeze from 18 December squeezes hypercare**

With go-live on 7 December, hypercare has 10 working days before the freeze, against 15 in the baseline.

Owner	Executive sponsor
Action	Choose the go-live option by Wed 21 Oct

MEDIUM **UAT testers overlap with the GSS November launch** — New

Several senior agents support the November product launch. We need 12 testers for four half days from 26 October.

Owner	Head of customer support
Action	Name the testers by Mon 19 Oct

Closed this week: ~~SSO certificate expiry in the test tenant~~, renewed by GSS IT on 14 October.

Decisions

15 Oct	Migrate 24 months of ticket history; archive older tickets to read-only storage. Agreed by the GSS IT lead and our data lead.
14 Oct	Keep the legacy helpdesk read-only for 30 days after go-live. Agreed by the head of customer support.
2 Oct	Single sign-on for agents only; customers keep their email login. Agreed at the steering meeting.

THE DETAIL

Next week

Close configuration, run dry run 2 and get the UAT scripts to GSS for review.

Tue 20 Oct	Rerun the full billing test suite once the API limit is raised	Integrations lead
Wed 21 Oct	Go-live option decided; we update this page the same day	GSS sponsor, James
Wed 21 Oct	Sign off the last four support queues and close configuration	Configuration lead
Thu 22 Oct	Send the UAT scripts to GSS for review	Test lead
Fri 23 Oct	Data migration dry run 2, with the attachment fix	Data lead

ABOUT THIS PAGE

How this page was made

James wrote none of it by hand. He gave his AI three files and one instruction, and it published this page to SnapHost on the same link as last week.

CSV **relay-tracker-export.csv**

312 issues, 41 changed this week

```
RLY-188, Billing test API throttling, Integrations, Blocked
RLY-203, Attachment rename on export, Data, In progress
```

MD **client-call-notes.md**

Three calls with GSS, two decisions

```
Wed: keep legacy read-only 30 days (Head of Support)
Thu: 24 months of history, archive the rest
```

XLSX **timesheet-week-12.xlsx**

214 hours across six people

```
Integrations  71.5h
Data          58.0h
Config        44.0h
```

THE INSTRUCTION

"Turn these into this week's client update for GSS: status, the schedule against baseline, budget, risks, decisions and what we need from them. Show what changed since last Friday, give them the two go-live options to compare, and publish it to the same SnapHost link as last week."

1

Your AI builds the page

From the files you already have: tracker, notes, timesheet.

2

SnapHost publishes it

Straight from your AI, as a private, hosted, live page.

3

Only your client sees it

The people you name verify their email; nobody else gets in.

4

Next Friday, same link

Publish again and the page updates in place; nothing to resend.

Build and share your own client update with SnapHost

You built something with AI. snaphost.ai is the fastest way to put it in front of someone, live, and only for the people you choose.

Build and share your own client update with SnapHost

ABOUT THIS PAGE

Definitions

How the status colours, progress and forecasts on this page are worked out.

Green, amber, red	Green: on plan. Amber: a milestone or cost is at risk and we have a recovery plan. Red: a milestone will be missed without a decision from GSS.
Work done	Each workstream's progress weighted by its share of the budget.
Baseline	The plan agreed at the end of discovery on 4 September.
Forecast at completion	Spend to date plus the cost of the remaining work at agreed rates, for the go-live plan selected.
Hypercare	Extra support from the project team after go-live, until the change freeze on 18 December.

Gregarious Simulation Systems, Project Relay and every name, date and figure on this page are fictional. This is an example made with SnapHost to show what an AI made client update can look like.