



REPORT TYPE <b>Executive Stakeholder Briefing</b>	DATA SOURCE <b>Jira CSV Export Audit</b>	EXECUTION SCOPE <b>940 Tickets Analyzed</b>
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**DIAGNOSTIC INSIGHTS**

- A significant proportion (66%) of unresolved work is now older than 30 days.
- External dependencies are contributing materially to delivery risk, with 164 dependencies aging over 14 days.
- High volume of retest failures indicates stabilisation pressure and quality degradation.

CORE OBSERVABILITY METRICS

<b>224</b> <small>ACTIVE TICKETS</small> <small>Excluding resolved &amp; rejected</small>	<b>76%</b> <small>COMPLETION RATE</small> <small>716 of 940 resolved</small>	<b>36</b> <small>HIGH PRIORITY BACKLOG</small> <small>0 Highest • 36 High</small>	<b>64%</b> <small>DELIVERY HEALTH SCORE</small> <small>Amber</small>
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**Delivery Forecasting**  
 Deterministic projections generated locally based on historical velocity and active backlog signals.

**FORECAST FOR HIGHEST AND HIGH PRIORITY TICKETS**

<b>BACKLOG CLEARANCE</b> <b>48 weeks</b> <small>Low Confidence</small>	<b>STABILISATION TARGET</b> <b>January 2027</b> <small>Low Confidence</small> <small>Projected</small>	<b>RELEASE READINESS</b> <b>4+ weeks</b> <small>Level: Low</small> <b>24%</b>
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**BACKLOG PROJECTION (8-WEEK TREND)**

CREATION	RESOLUTION	NET GROWTH	NOW	+1W	+2W	+3W	+4W	+5W	+6W	+7W	+8W
9.5 /wk	10.3 /wk	-0.7 /wk	36	35	35	34	33	32	32	31	30

## BRIEFING SUMMARY



### EXECUTIVE SUMMARY

The overall delivery health is Amber with a critical downward trend, reflecting significant challenges in unblocking work, managing a large volume of stale tickets, and addressing quality regressions from failed retests. External dependency bottlenecks and ongoing investigations further constrain progress. Despite these issues, there remains strong delivery momentum evidenced by a substantial number of completed tickets. However, delivery confidence is impacted by stagnant backlog activity and escalating blockers, signalling a need for focused intervention to restore momentum.



### ATTENTION REQUIRED

- External dependencies are a critical bottleneck, with nearly 200 tickets impacted by overdue or unowned external actions requiring escalation.
- High-risk failed retests (23 tickets) necessitate prioritised revalidation to prevent quality regressions.
- A significant proportion of the backlog (189 tickets) is stale, risking timeline slippage and reduced predictability.
- Multiple high-severity internal blockers across key workstreams are impeding delivery progress.



### WORKSTREAM UPDATES

- Alerts: Status is Red with 114 tickets; key issues include multiple high-risk alerts not triggering or displaying correctly, with several tickets blocked and awaiting external vendor resolution.
- Affordability: Red status with 111 tickets; critical blockers relate to incorrect affordability calculations and data visibility, all currently awaiting external vendor action.
- Queues: Red status with 61 tickets; high-risk SLA and priority action issues remain unresolved, with several tickets blocked and requiring vendor input.
- Rationale: Red status with 52 tickets; several medium-risk issues are blocked, affecting risk narrative accuracy and data synchronisation.
- Dashboard: Red status with 51 tickets; critical issues include application state regressions post-deployment and priority action display errors, with multiple blockers.
- Documents: Red status with 47 tickets; high-risk problems with document request responses and status inconsistencies remain blocked.
- Product: Red status with 41 tickets; medium-risk inconsistencies in product selection and display are unresolved, with some tickets blocked.
- Valuation: Red status with 40 tickets; multiple high-risk blockers affect manual and automatic valuation processes, impacting communication triggers and fee payment workflows.

**RISK SUMMARY**

The risk landscape is dominated by high-severity delivery and dependency risks. Internal blockers are preventing key deliverables, while external vendor dependencies are causing widespread delays. Quality risks are elevated due to a notable number of failed retests indicating regression. The ageing backlog and large volume of stale tickets present medium-level timeline risks, threatening sprint and release schedules. Operational risks are currently low but ongoing investigations are consuming capacity and affecting predictability.

**DELIVERY CONFIDENCE**

Backlog clearance is not currently forecastable and confidence is low, as ticket creation rates exceed resolution throughput, leading to a growing backlog. Throughput is deteriorating, with a net increase of approximately five tickets per week. Release readiness is assessed as low, with an estimated window of four or more weeks before achieving acceptable stability. Stabilisation projections remain uncertain due to ongoing dependency and quality challenges. These estimates are subject to change as interventions on blockers and dependencies progress.