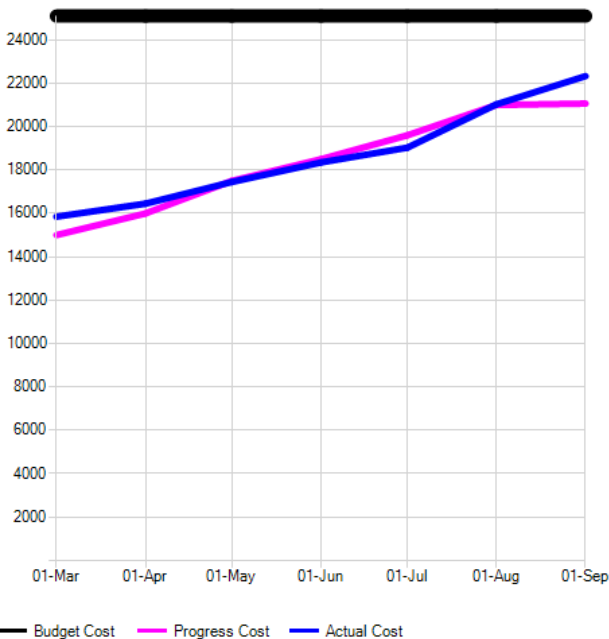


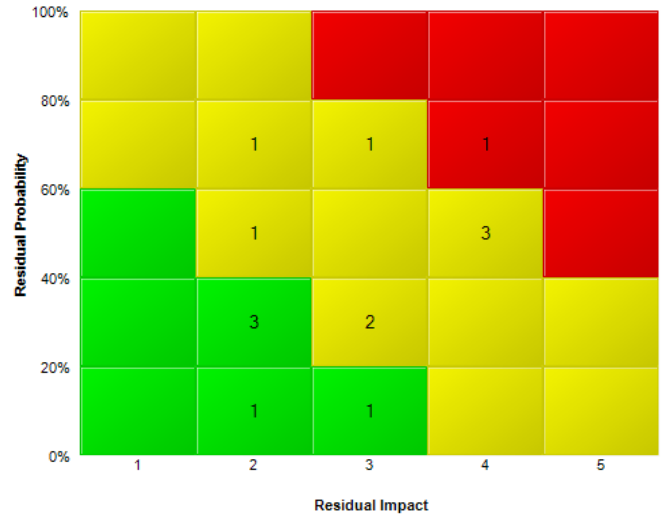
**Commentary:**  
 The project is proceeding well and nearing completion.  
 The vendor we selected has proved to be very capable and the application appears to meet our core requirements and even out strips them in some areas.  
 We have faced problems bringing together all the disparate data sources and merging these for load to the system. This activity fell behind schedule but is now catching up again and we anticipate it being completed ultimately on schedule.  
 End user training has commenced using a test dataset and feedback has so far been excellent.

<b>Project Manager</b>	Amy Wright	<b>Project Sponsor</b>	Malcolm West	<b>Customer</b>	CEO - Susan Phillips
<b>Description</b>	This project is replacing the out dated CRM software. We will select a new vendor who will provide the system, modifications and ultimately training of admins and users. We will undertake the data collection, cleaning and load ourselves to keep costs down.				
<b>Baseline Finish</b>	13-Nov-20	<b>Planned Finish</b>	20 Nov 2020	<b>Plan % Complete</b>	86.9%

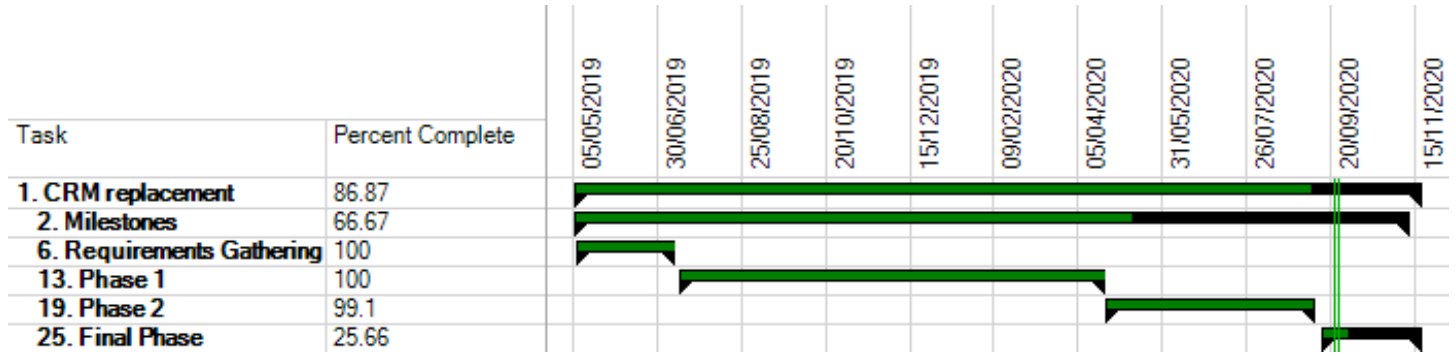
Finances timeline (previous six months)



Residual Risk Matrix (All risks)



## Timeline



## Overdue Tasks

Task ID	Task Name	Description	% Complete	Comment	Start	Finish	Resources	Total Cost	Actual Cost	Progress Cost
24	Notify Supplier		0		11/09/2020	11/09/2020	[Katy 25%] [lizz 50%]	100	150	0
26	malc task		0	e;rkgnlrhlk gSDLHKslh FH;df;l;adf adfhladf;lhad	14/09/2020	14/09/2020	[Katy 100%]	160	400	0
27	Kate task	dfgaldkrh	50		15/09/2020	21/09/2020	[karl 100%] [Katy 50%]	400	600	200

## Financial Summary

Task Name	% Complete	Cumulative Fixed Cost	Cumulative Resource Cost	Cumulative Total Cost	Cumulative Actual Cost	Cumulative Progress Cost
CRM replacement	87	600	24,500	25,100	18,350	21,064
Milestones	67					
Requirements Gathering	100	100	4,080	4,180	3,700	4,180
Phase 1	100		6,000	6,000	4,200	6,000
Phase 2	99	500	9,300	9,800	9,350	9,700
Final Phase	26		5,120	5,120	1,100	1,184

## Top Ten Risks

Risk ID	Cause	Category	Comment	Inherent Impact	Residual Impact	Residual Risk	Residual Risk
16	SOMETHING HAPPENING ON SITE	Operational		High	High	0.5	2
15	lack of internet access	Technology		High	High	0.5	2
13	hkv/jg	Commercial	yvgy8#vhy	Medium	Low	0.45	1
10	PMO risk	Commercial		Negligible	Negligible	0	

## Top Ten Issues

ID	Desc	Type	Priority	Severity >	Owner	Date Raised	Comment	Status
5	Language of Documentation	OS	Medium	7	Katy	01-Oct		Open
11	new22	RFC	Medium	6	Katy	08-Nov	i0ji0mi0mki	Open
8	This has come up to address	RFC	High	2	malc	-		Open
10	a new risk	RFC	Low	0	lizz	27-Sep		Open
9	something	RFC	Low	0	karl	05-Jul	ojh;h; h;adf;ha;df f';a'g	Open
4	Hardware available on time	RFC	Low	0	Katy	12-Aug		Open

## Benefits

Benefit ID	Benefit type	Benefit Measure	Benefit Description	Benefit Rating	Owner	Requirements for Benefit Delivery	Measurement	Review and Progress Notes	Benefit Delivered	Status
CRM Replacement4	Financial Disbenefit	-80000	investment required	10	Amy	Agreement by Board to investment decision and payback justification		Agrees at board 1/5/15	-18000	On Track
CRM Replacement3	Financial	40000	more savings	8	Steve	Time savings being able to be used to deliver invoicable work		All time should be able to be diverted accordingly	40000	Delivered in Full
CRM Replacement2	Financial	120000	savings	5	Steve	Reduced rework		Indications of this are good	100000	On Track
CRM Replacement1	Reputation	press	this will help	3	Jane			No adverse reports in press but also nothing positive yet		On Track