

Executive Summary

2 programs - 1 Green, 1 Amber, 0 Red - 20 tasks in flight (2 overdue) - 2 high risks open

Digital Customer Experience

Delivery on plan: the website replatform is mid-build with design system and CMS tracking to the October go-live, and the mobile app is in API design. Peak-season content freeze remains the key watch item.

Core Systems Modernisation

Amber overall: ERP data cleansing is finding more duplicates than planned and has slipped two weeks against baseline. A recovery sprint is in place; cutover date is not yet at risk.

Portfolio Health (in-flight work)

Programs	1	1	0
Projects	3	1	0
Tasks	19	1	0

Project Health

PROGRAM / PROJECT	RAG	TREND	OVERDUE	SLIPPED
Digital Customer Experience				
Mobile App v2	GREEN	Steady	1/5	0
Core Systems Modernisation				
ERP Migration	AMBER	Steady	0/5	1
Core Systems Modernisation				
Data & Analytics Platform	GREEN	Steady	1/5	0
Digital Customer Experience				
Website Replatform	GREEN	Steady	0/5	0

Key Milestones

2026-10-12	Launch readiness review	Digital Customer Expe...	0%
2026-10-16	Go-live	Digital Customer Expe...	0%
2026-11-27	Store release	Digital Customer Expe...	0%
2026-12-04	Cutover rehearsal	Core Systems Modernis...	0%
2026-12-04	First insights release	Core Systems Modernis...	0%
2026-12-18	Production cutover	Core Systems Modernis...	0%

Top Open Risks by Exposure (2 open)

ID	RISK	PROJECT	SCORE	OWNER
R-001	Legacy data quality below target	Core Systems Modernis...	9	unassigned
R-002	Peak-season content freeze	Digital Customer Expe...	6	unassigned

Open Change Requests (2 open)

ID	CHANGE	PROJECT	STATUS	REQ. BY
C-001	Add multi-language support at launch	Digital Customer Expe...	Under Review	-
C-002	Extend parallel run by two weeks	Core Systems Modernis...	Approved	-

Stakeholder Engagement

Manage Closely: 3 Keep Satisfied: 0 Keep Informed: 0 Monitor: 0

Manage Closely (high influence & interest):

Priya Nair	Executive Sponsor	Digital Customer Expe...	Weekly
James Whitfield	CFO	Core Systems Modernis...	Weekly
Customer Advisory Board	Voice of customer	Digital Customer Expe...	Monthly