# Minutes of Meeting

| Date and Time | 22 October 2025 09:00 PST | Meeting type | Zoom |
|---|---|---|---|
| **Organiser** | Mr. Rupesh | **Client** | Citywide |

## Attendees (Internal)

- Rupesh
- Jaspreet
- Rahul
- Vishesh
- Ajay
- Gurpreet
- Kapil
- Pankaj
- Akash

## Attendees (Client Side )

- Tom, Teresa, Matt

## Agenda

- **Discussions on the following:**
    - Client Concerns and Business Impact
    - Module Status Review
    - Ticket Management
    - Resource Allocation & Team Structure
    - Prioritization & Progress Tracking
    - Financial and Business Impact
    - Core Product Issues
    - Analytics and Feature Delivery
    - Priority Misalignment
    - Resource Allocation and Delivery Capacity
    - Proposed Solutions & Next Steps

**The following things are discussed:**

1. **Client Concerns and Business Impact**
   a. **Tom** highlighted that the number of active clients dropped from **10 to 2 paying clients**, though the remaining two accounts are now stable.
   b. Major **concern over delays** in completing older modules like **Applicant Tracking, Payroll, and Admin Dispatch**.
   c. These delays are **causing financial losses**, especially due to continued reliance on third-party software for payroll and attendance, costing **$1,500/month** since **January**, totaling **$16,500** in losses to date.
   d. Tom emphasized the need to **fix existing bugs and enhance user experience** before introducing new features.
2. **Module Status Review**
   a. **Applicant Tracking**
      i. Still pending refinements.
      ii. Issue identified: when a user filters and selects records (e.g., 50 applications), viewing one and returning resets the filter back to 10 results — reported as a **common pagination/UX issue** across modules.
   b. **Training Module**
      i. Functional and in use but still undergoing refinements.
   c. **Payroll Module**
      i. **Critical issue:** Admin-side configuration is still not part of payroll flow.
      ii. Dependency on old external systems leading to additional costs.
      iii. Originally targeted for **January 2025 completion** (extended from **September 2024**), now **10 months behind schedule**.
   d. **Admin Dispatch Module**
      i. Initially scheduled for **August 2025**, still incomplete.
      ii. Identified as **essential** for transitioning fully off old systems.
   e. **Analytics Module**
      i. Identified as a major pain point and still in progress since June.
3. **Ticket Management**
   a. Originally **207 tickets**, filtered down to **114 active tickets** after removing duplicates
   b. **12–13 conversion tickets** will be removed as they are no longer part of the development plan.
   c. Further classification done:
      i. **Minor tickets** (1–2 days of work)
      ii. **Major tickets** (1–2 weeks of work)
      iii. **Tickets needing discussion/clarification**
   d. Goal: Reduce total active tickets to **below 100**.
4. **Resource Allocation & Team Structure**
   a. Current total: **12–13 active members**.
      i. **7 Developers(Backend + Frontend)**
      ii. **2 QA Engineers (1 primary, 1 buffer)**
      iii. **1 Mobile Developer**
      iv. **1 Designer**
      v. **1 Business Analyst (Jaspreet)**
      vi. **1 DevOps Engineer**
   b. **Rupesh** clarified:
      i. 9 are **billable**, 3–4 are **buffer/non-billable** resources.
      ii. Distribution needs better balancing between **ticket fixes** and

                **feature development**.
- c. **Tom** suggested splitting team efforts:
    - i. **50% for Enhancements/Ticket fixes**
    - ii. **50% for New Feature Development**
- d. **Action:** Detailed team allocation (by role and responsibility) to be shared by **Friday's meeting**.

5. **Prioritization & Progress Tracking**
   - a. **Backlog Priority Sheet** reviewed:
       - i. Tasks divided across **June–October**.
       - ii. **Analytics, Payroll, and Dispatch modules** identified as delayed key priorities.
       - iii. **Supervisor Mapping** postponed due to complex workflow and dependency on future discussions.
       - iv. **PSSP-related tickets (26–30)** redirected team focus in **August**, impacting other priorities.
   - b. **Tom's Observation:**
       - i. Teams must manage **parallel development**, ensuring critical modules (e.g., Dispatch, Payroll) are not deprioritized when new client priorities arise.

6. **Financial and Business Impact**
   - a. Tom highlighted severe business losses due to system issues and delays:
       - i. **$16,500** loss from a single development mistake.
       - ii. **$20,000/month client lost** due to alert malfunction.
       - iii. **8 out of 10 clients lost** because of recurring technical issues, incomplete features, and delivery delays.
   - b. Current income is **$25,000/year vs. projected $250,000/year**, leading to major shortfalls and personal loans from Tom to sustain operations.
   - c. The ongoing product instability prevents new sales and onboarding.
   - d. Tom emphasized: *"We all do this to make money. I can't sell what doesn't work, and you can't get paid if I can't sell."*

7. **Core Product Issues**
   - a. **Inconsistent System Behavior:**
       - i. Branch creation and client linking issues during demos.
       - ii. Same functionality working for Teresa's demo but failing for Tom's demo without code changes.
       - iii. Random failures like "client not saving" on new branch creation.
   - b. **Manual Configuration Dependency:**
       - i. Every new instance/branch setup currently requires **manual database mapping** (IDs, forms, reports).
       - ii. Causes repetitive testing and risks inconsistent results across environments.
   - c. **Admin Panel Delay:**
       - i. The promised admin panel (intended for single-click branch/client setup) is still incomplete.
       - ii. Once live, it will eliminate manual DB interventions and reduce errors.
   - d. **Version Transition:**
       - i. The Laravel → Node conversion has been completed, but modules are being migrated one by one after thorough testing.
       - ii. Testing is extensive due to multiple interlinked modules and change requests.

8. **Analytics and Feature Delivery**
   - a. Analytics remains a **critical unfinished feature** since Version 1 (3 years ago).

      b.  Tom stressed its strategic importance, calling it "the biggest selling point of CommandHub."

      c.  Payroll has been delivered to production with several feedback loops.

      d.  Multiple other modules have been deployed:

          i.  **Completed:** Payroll, Documenting Callouts, Scheduling Updates for Analytics, PTO/PSL (in progress), Caller History, Search Site by Address, Linking Forms to Reports, Additional Caller.

          ii.  **Pending/In Progress:** Admin Panel (Phase 2), Dispatch Admin Site, KPI implementation, Quick Access Buttons.

9. **Priority Misalignment**

      a.  **Tom's Concern:** Lack of clarity and consistency in priority management.

          i.  "We haven't redefined priorities in a while; the focus keeps shifting due to new issues."

      b.  **Development Team's View:**

          i.  Priorities were based on the *August Sprint Sheet* shared by Teresa.

          ii.  Admin Dispatch Site was listed as **Priority #12**, hence not started earlier.

      c.  **Teresa's Response:**

          i.  Even lower-numbered priorities were still valid for August; everything on the list must be completed.

      d.  **Current State of Execution:**

          i.  Teams are working on multiple priorities in parallel: Admin Panel, KPI, and remaining tasks from August.

10. **Resource Allocation and Delivery Capacity**

      a.  **Tom's Observation:**

          i.  Team of 12 appears overextended with limited parallel work capacity.

          ii.  "If you can only handle two to four features at a time, tell us clearly so we can plan around it."

      b.  **Rupesh & Kuldeep's Clarification:**

          i.  The team is working on multiple layers — development, QA setup, environment replication, and testing.

          ii.  Around **7–8 developers** (frontend + backend) are active on core development.

          iii.  Separate efforts ongoing to prepare **blank QA instances** for faster testing and client readiness.

          iv.  The goal is to ensure stable, pre-tested environments for future client rollouts.

11. **Proposed Solutions & Next Steps**

      a.  **Admin Panel Completion:**

          i.  To automate client and branch setup.

          ii.  Estimated timeline: pending final resource allocation and dedicated sprint.

      b.  **Stability First Approach:**

          i.  Immediate focus on stabilizing the current **production system (Citywide)** before adding new features.

      c.  **Team Division Proposal:**

          i.  Tom suggested splitting resources:

              1.  **Team A:** Fix and stabilize the existing system.

              2.  **Team B:** Work on new features.

      d.  **Dedicated Resource Planning:**

          i.  Rupesh to assess current capacity and share a revised plan by **next meeting (Friday)**.

      e.  **Priority Realignment:**

  i. Revisit the August Sprint priorities with Teresa.
  ii. Establish a clear priority hierarchy (1–5) for the next sprint.

**f. QA Environment Setup:**
  i. Continue setting up multiple **clean QA environments** to validate stability before client demos.

**g. Communication & Reporting:**
  i. Weekly update emails (by Jaspreet) to continue with status, blockers, and planned next steps.
  ii. Ensure transparent communication with Teresa on weekly goals.

**h. Admin Panel Scope and Capability**
  i. **CommandHub** asked whether the upcoming admin panel will allow only **branch creation** or the ability to **create a complete instance**.
  ii. **Organizer (Kuldeep)** confirmed:
   1. "It will be for the complete instance setup."
  iii. This means the admin panel will allow full onboarding of new clients or instances directly through the interface.

**i. Client Onboarding Efficiency**
  i. **CommandHub Solutions** noted that once the admin panel is active, they should be able to **onboard around 14 clients per month easily** without developer assistance.
  ii. **Rupesh** confirmed this capability and added that a **detailed plan and date** for full implementation will be shared **by tomorrow**.

**j. Importance of Automation**
  i. **Tom emphasized the urgency of completing the admin panel, stating:**
   1. "Since a lot of manual setup is causing system issues, once the full admin panel is implemented, we could get rid of 90% of our problems."
  ii. **Jaspreet** agreed, acknowledging that many bugs and inconsistencies are due to manual configuration during instance setup and testing.
  iii. The team agreed that **automating the instance creation process** will significantly reduce technical errors and repetitive configuration issues.

**k. Handling Updates Across Instances**
  i. **CommandHub** asked about how system updates would work once multiple instances are managed through the admin panel.
  ii. **Jaspreet** explained that:
   1. "All updates will be done to the main build, and connected clients will automatically get updated."
  iii. **Organizer (Kuldeep)** elaborated that:
   1. Updates on the **code side** will automatically reflect across all connected instances.
   2. The admin panel will also allow **module-level control**, meaning:
    a. Specific modules (e.g., ATS, HR, Scheduling) can be **enabled or disabled** per client.
    b. Each client's system configuration will be manageable dynamically.

**l. Module Access and Permissions**
  i. **Tom** recalled previous discussions about enabling or disabling modules per client:
   1. "We could give or take access for clients to specific modules like HR, scheduling, or fleet management."

ii.    **Jaspreet** confirmed that the upcoming admin panel will fully support this functionality.