

Rivergate Initiative — Q4 2025 Project Update

Prepared for: Steering Committee • Date: 2025-12-18

This memo summarizes progress, risks, and next steps for the Rivergate Initiative. It includes status highlights, selected KPIs, and an appendix with decisions and action items.

Executive summary

Overall delivery remains on track. The team completed the authentication migration, reduced average API latency, and stabilized the deployment pipeline. The primary risk is supplier lead time for hardware in the Berlin lab, which may affect January throughput.

Customer sentiment improved after the October incident review and the introduction of clearer incident communications. We recommend proceeding with Phase 2 as planned while keeping the lab capacity contingency active.

Highlights

- Completed migration to unified sign-in; rolled out to 92% of active accounts.
- Reduced p95 API latency from 480ms to 310ms via query caching and connection pooling.
- Cut deployment rollback rate from 3.1% to 1.4% by improving canary checks.
- Implemented monthly cost guardrails; cloud spend flat despite higher traffic (+18%).

Challenges

- Berlin lab hardware shipment delayed by 2–3 weeks; mitigation: temporary cloud runners.
- Two key workflows still rely on legacy cron jobs; remediation scheduled for January.
- Support tickets spiked after UI navigation changes; docs and in-product guidance added.

Key metrics

Metrics are reported as 4-week rolling averages unless otherwise noted. All values are from the internal analytics pipeline and have been reviewed by Finance.

Metric	Sep 2025	Nov 2025	Δ	Notes
Weekly active teams	12,450	14,120	+13.4%	Growth led by EDU + SMB
p95 API latency	480ms	310ms	-35.4%	Caching + pooled connections
Deployments/week	86	104	+20.9%	Pipeline stabilized
Rollback rate	3.1%	1.4%	-1.7pp	Better canary checks
Support tickets/week	540	610	+13.0%	UI change + holiday volume

Technical note: latency improvements

The largest latency reduction came from eliminating repeated lookups on hot paths. We introduced a short-lived in-memory cache for team-level permissions and standardized connection pooling across services. In addition, two slow queries were rewritten to use composite indexes.

We will continue monitoring tail latency during peak hours and expand the synthetic probe coverage to include two new regions in early Q1.

"If we can keep p95 under 350ms during the January traffic bump, we can safely increase rollout of the new UI."

Appendix A: On-call rotation excerpt

Rotation: 7 days

Escalation:

- Sev1: page primary + secondary
- Sev2: page primary, notify channel
- Sev3: ticket only

Runbook pointers:

- auth incidents: /runbooks/auth.md
- latency spikes: /runbooks/latency.md

Planned milestones (Q1 2026)

Milestone	Owner	Target date	Status
Phase 2 kickoff	Program Mgmt	2026-01-10	Scheduled
Legacy cron replacement	Platform	2026-01-24	In progress
Berlin lab capacity expansion	Infra	2026-02-05	At risk
Regional probes (2 new)	SRE	2026-02-14	Planned
UI rollout to 100%	Product	2026-03-01	Planned

Appendix B: Decisions and action items

The following decisions were captured during the Steering Committee meeting on 2025-12-18.

- **Decision:** Proceed with Phase 2 scope as proposed; revisit lab capacity at the January checkpoint.
- **Decision:** Maintain current incident severity rubric; update customer comms template by end of January.
- **Action:** Infra to price temporary cloud runners and propose a 6-week plan.
- **Action:** Product to coordinate documentation updates for the new navigation experience.
- **Action:** SRE to add probes for eu-west and ap-northeast and report findings monthly.

Appendix C: Risk register excerpt

Risk 1 — Supplier lead time: Recent changes in supplier allocation may push delivery windows into mid-February. Mitigation includes temporary cloud runners and rescheduling of load tests.

Risk 2 — Support volume: UI changes increased ticket volume. Mitigation includes targeted in-product prompts, quick-start docs, and office hours for key accounts.

Risk 3 — Release coordination: Two teams plan major releases in the same week. Mitigation includes a single release train and shared go/no-go criteria.