**Backlog Grooming Forecasting-20250709\_183926-Meeting Recording**

July 9, 2025, 6:01PM

37m 53s

 **Jonathan Aulson** 0:11  
Hey, Chris.

 **Christopher Thompson** 0:13  
Hey, Jonathan. There you go.  
You know.

 **Jonathan Aulson** 0:15  
Good.

 **Sowells, Amy** 0:19  
Hey, guys.

 **Jonathan Aulson** 0:20  
Hey.

 **Sowells, Amy** 0:22  
So I think you may have heard Adam's wife is having their baby. So I I don't know how long he's going to be out, but I'll let you know. I'd like 2 weeks, but I haven't heard for sure, so I'll keep you posted.  
And I will.

 **Jonathan Aulson** 0:40  
So, so you're saying he's prioritizing that over the project, Amy? Oh, man. All right.

 **Sowells, Amy** 0:45  
Yeah, isn't that ridiculous?  
Yeah, we know where we stand, right? But I will. I will try to do my best to pivot to his subject matter expert role and we can obviously loop in Jim and Mike if we need to as well.

 **Jonathan Aulson** 1:05  
Yeah.  
Sounds good. Well, I I wanted to use today to kind of talk about the the, the idea of this, this 12 month forecast and kind of what's involved and.  
And maybe some recommendations or or or just some kind of conversation there. So trying to think of kind of where to start I think.  
What? There's one piece I wanna.  
Have some conversation on and I'm I'm trying to find out if there's a a piece of this that I'm I don't quite understand yet and I'll tell you what I mean. So when we were talking about this the other day, I can't remember who it was, but there was a comment.  
Something about like we we need to do the 12 month forecast where the system kind of pre calculates you know certain parts of it and and we need that because we don't we can't go backwards in like accuracy.  
And so I kind of interpreted that as the Excel process today. Maybe we think that that has a like.  
Uh, that that would do the same that that that that Excel process. That's what we're describing. OK, so tell me about that. So here and here's the piece that I'm I think I'm confused on.

 **Sowells, Amy** 2:36  
Yes.  
It does.

 **Jonathan Aulson** 2:46  
If the Excel, so the the difference in my mind between what the system's gonna do and what Excel I think is would be doing.  
Is we're using contract details to calculate out Internal Revenue and.  
And the reason I think that's that's new is that it it seems to me if if the spreadsheets were doing that in the same way, then the budget data would would already have that kind of incorporated into it. I'm not sure if that makes sense, but.  
Do you see where I'm going there?

 **Sowells, Amy** 3:35  
Well, so the way it works today is the budget is the budget and effective January 1st. It doesn't change. It cannot change. The forecast files today house a tab.  
With a full year, it basically has like contract terms for every single month. And if we have a deal change, say we have a deal change in February that completely changes what our expected Internal Revenue is going to be. We would go into that deal template in the forecast file and we.  
We would change the terms in that February section and then that would push the change to forecasted Internal Revenue February beyond. So I think what Adam was saying.  
Yeah. And in that situation, even if the AM had not touched the forecast at all, even if it was just finance updating the terms, that would still change the forecast and that would then change the database forecast.

 **Jonathan Aulson** 4:38  
Yeah.  
And that the I think, I think I'm with you. The process where the forecast file is saved to the database, so where it's saved into the forecast tables, that's something that happens automatically. Is that do I remember that?

 **Sowells, Amy** 4:47  
So that does that make sense?  
Yes, yeah, it strips. I think it runs through the forecast files every day and it strips out the data from a certain tab in those files.

 **Jonathan Aulson** 5:05  
Yeah.  
Yeah.  
Yeah. OK. And just syncs it. Yeah, that makes sense. OK, Well, thank you for walking me through it. I wanted to make sure I was understanding all the little nuances here. So, OK.

 **Sowells, Amy** 5:14  
Uh huh.  
Yeah, yeah. And I think Adam said like payroll is kind of the same thing today as it would be in the new system. Like they would have to, they would have to make changes to their payroll forecast for.  
The forecast to not be budget like that would that would really be the only instance that would warrant a change to the database. Otherwise it should just yes sit as budget. But I think what Adam was more concerned about is like the deal changes that should have a change that should impact Internal Revenue in the forecast regard.

 **Jonathan Aulson** 5:44  
Mm.  
Yeah.

 **Sowells, Amy** 5:58  
Regardless of whether the AM has actually changed the forecast at all.

 **Jonathan Aulson** 6:02  
Yeah. OK. Yep, that makes sense.

 **Sowells, Amy** 6:06  
OK.

 **Jonathan Aulson** 6:07  
So we've got some kinda ideas put together on how to get from where we're at to what you're describing. Let me share my screen and I'll try to.  
Speak to this. So this is I this is a kind of a messy diagram, but what we're looking at is, well, let me let me actually start down here. I've got kind of the the P&L listed out right as sort of our our our visual.  
Of forecast and the and this column kind of represents what our what we want the system to to display automatically like before anyone were to ever log in we want we want these.  
These elements to reflect these kind of calculations. So and then this column represents after an account manager logs in and makes updates to things like payroll or.  
Or statistics. We want the system to kind of use these calculations on on those and then and then this is just kind of notes on the Internal Revenue formula.  
The this guy is trying to show what that. So the green guys here are are things that we were planning on doing and and or the system already does so.  
Having a kind of conceptually having a calculated forecast that you know follows those formulas, the actual formulas themselves and the action of calculating is kind of what this box represents and then.

 **Sowells, Amy** 8:01  
Mhm.

 **Jonathan Aulson** 8:02  
Trend is kind of the the it's really just current month of the PNL is is this guy. So the new the new pieces are here in blue and and the green also have changes but not as not as they're not net new like these guys are kind of totally new So what we're.

 **Sowells, Amy** 8:08  
Yeah.

 **Jonathan Aulson** 8:21  
Imagining happening here is the budget data. Our system is going to kind of pull the budget final table and look for the new year's budget. And as soon as it finds that, we're going to actually pull that into the forecasting system.  
It'll be, you know, 12 months of data in in this box, right. And it's going to be stored on a monthly basis. We're then going to have a process that sort of it, well, it processes this data into what we're calling baseline for.

 **Sowells, Amy** 8:45  
Hmm.

 **Jonathan Aulson** 8:59  
Forecast. And so at this point it's really kind of forecast data, although it hasn't yet gone through any calculations, it's we're considering it no longer budget because this data.  
Might be changed by an account manager at some point. Um.  
So it at, but at this at the point in time I'm talking about, it doesn't yet have any calculations run on it, but it is stored at the daily level which will be useful for us and then oops.  
So then we have the calculations which we want to run. So they're going to run on this data and that's going to give us what we've been building this whole time, which is kind of calculated forecast.  
Also we we want to make sure that as an account manager logs in and edits that those edits run through the same calculations and end up in the same place.  
And we want trend, which is something we're, you know, we had on our list to kind of finish in the next Sprint or two. This guy is same plan. We're gonna implement trend for the current month.  
And make sure that it kind of follows the same calculation logic. So that's this is kind of the conceptual idea we have of of the work. We've divided it up into kind of five.

 **Sowells, Amy** 10:23  
Mhm, mhm.

 **Jonathan Aulson** 10:38  
Stories and considering that these three are mostly well, we were planning for these anyways. I think there's there's about two sprints worth of work here is my rough estimate at this point.  
So I wanted to kind of walk us through that.  
Everything making sense and do you have any questions so far, Amy?

 **Sowells, Amy** 11:07  
Um, so that so this will capture a change to the terms.  
Uh, OK.

 **Jonathan Aulson** 11:14  
It will, yes, yeah.

 **Sowells, Amy** 11:18  
OK.

 **Jonathan Aulson** 11:18  
Yeah, kind of one of the one of the pieces that this guy will do. This calculation logic is.  
Is essentially in in our process of of making sure the data here is using is kind of pulling from here and moving over here. It'll it'll run those calculations on that data.  
Yeah.

 **Sowells, Amy** 11:44  
OK, OK.  
So it will know when things change and the.

 **Jonathan Aulson** 11:49  
Um.

 **Sowells, Amy** 11:53  
In the Billing app in Power Bill.

 **Jonathan Aulson** 11:55  
Yes, anything we use as a component of the calculation. So any detail from the contract details, anytime one of those changes, that's going to kind of trigger these calculations to run and and update this this calculated data.

 **Sowells, Amy** 12:14  
Got it. OK.  
All right, makes sense.

 **Jonathan Aulson** 12:20  
OK. So just to kind of recap, I've got these stories laid out sort of in in a sequential order to this process, right? First, there's the process of pulling in data from budget final, whereas before we were kind of.  
We were pulling this data all the way over here and just showing it to the account manager for them to then save and and on the way from saving, we calculated, right. So yeah, so we were kind of skipping these two boxes. So now we're we're saying, you know, OK, bring it in.

 **Sowells, Amy** 12:48  
Right.  
Yeah.

 **Jonathan Aulson** 12:57  
Slice it into days and then run our calcs on it. And so the reason I'm pointing that out, user story one and two, if we get both of those done, that gets us to this column.  
So in other words, it it takes those first 2 user stories to get us to the point where we have that 12 month view that is. I'm sorry, actually, no, that's not quite true. It is.  
Three stories, so 1-2 and then finishing Story 3 gets us to this first column. The next two stories gets us to this second column.

 **Sowells, Amy** 13:43  
OK.

 **Jonathan Aulson** 13:43  
I'm I'm pointing that out because I'm I think I'm leaning towards recommending a a a certain approach to to implementing this, but I want to get everyone on this call's feedback.  
My thought is, let me get to actually, maybe I have it open somewhere. I want to pull up the project plan and think about our dates for a minute. Well, I don't have it open, OK.  
So where we're at in the plan, this is our 4th milestone leg of development, ends on August 26 and the pilot starts on 9/2. So this is, this is our last leg of development we have before pilot.  
But then between 9/2 and the end of October, there's another 4 plus sprints.  
And so I think I'm wondering, I guess Amy, if your guidance would be in this leg for us to focus first on like UI features and then in this leg focus more on like the underlying data.

 **Sowells, Amy** 15:20  
Yes.

 **Jonathan Aulson** 15:24  
Structure stuff.

 **Sowells, Amy** 15:25  
Yeah, I think so, because I don't necessarily think the OPS team in the pilot is gonna be testing that underlying data Vista. So yes, I think that makes sense.

 **Jonathan Aulson** 15:34  
Yeah, OK.  
OK, cool. Then I think I want to and Chris and Cesar, you guys might need some time to digest everything we're talking about here, but the the questions I have for you guys are.  
What what do we need to be thinking about given the fact that I'm you know we're it looks like we're proposing to continue working on kind of front end stuff, usability type features and then completely change our our data architecture. I just want to make sure we're doing.  
Everything in a way that makes sense. Um, Cesar, does that track with you?

 **Cesar Figueroa** 16:21  
Um.  
I think so. I'm a little bit worried because those changes that you pointed out are big and probably we will need time to consider all the variables and and see all the data sources and and.  
Well, we already have some progress because we had already did some calculations, but it's still with that that is a lot of work, so.  
Um, I think that I agree with what you said.  
Um.  
But I don't know if we can.  
Prioritize the other.  
Work. For example, instead of doing the entire piano view in that way, I don't know if we if this serves like maintain something that we already have and focus.  
On the new structure, only new variables like focus on Internal Revenue being that way or external Revenue being that way. I don't know if that makes sense like prioritizing what what is.

 **Jonathan Aulson** 17:44  
Yeah.

 **Cesar Figueroa** 17:45  
But easier to change, I don't know.

 **Jonathan Aulson** 17:46  
I think, I think I follow you. You're kind of saying essentially we the the amount of work we're talking about is enough and and it's so foundational that we.  
We don't want to let it all wait because it's touching everything that we're doing in the meantime. So maybe we kind of are running both, right? Like we prioritize certain pieces of.  
This um.  
Based on.  
Based on kind of the pieces that need to need to calculate, I I think. I think I generally follow what you're saying. I think we need to really sit down and think through what that means.

 **Cesar Figueroa** 18:39  
Yeah.

 **Jonathan Aulson** 18:40  
Yeah. OK. Well, Amy, I think, I think, I think we were, we're getting closer to a real plan and and we, yeah, I do want to get your feedback though on a couple pieces, so.

 **Sowells, Amy** 18:50  
Sounds good.

 **Cesar Figueroa** 18:54  
Um.

 **Jonathan Aulson** 18:57  
Uh.  
I've got a mock up here in order to support this first user story where we're pulling in data. I I'm kind of proposing a piece of the UI to be added and this is in the admin panel.  
We're going to have a data flow that is responsible for checking the budget table and pulling in data. We have other data flows that do other things like like the one that pulls in job stuff, the one that updates the customer sites.  
The one that does user roles. So I think it makes sense for us to have a centralized place where you can check and see the status of these things cuz they're so critical. So this is kind of the UI design for that. I wanted to just kind of get in front of you. I think I'm gonna.

 **Sowells, Amy** 19:47  
Mhm, mhm.

 **Jonathan Aulson** 19:55  
Just just because we're of our timeline that the we implement just this at 1st and we can as we have time we can kind of fill in these other guys. Does that all make sense?

 **Sowells, Amy** 20:07  
Yes, yeah, it does.

 **Jonathan Aulson** 20:10  
OK, cool.  
Then the other piece I wanted to start getting feedback on is what I should be prioritizing out of the backlog. So we have.  
This work that we know is has to happen before say December, something like that and.  
But then there's a lot of stuff that I just feel has a lot of value in usability and.

 **Sowells, Amy** 20:43  
Mhm, mhm.

 **Jonathan Aulson** 20:48  
Let's see. So what am I really asking you?

 **Sowells, Amy** 20:48  
I like this tab by the way. This looks good.

 **Jonathan Aulson** 20:51  
Yeah, so let me kind of run through what I the way I see this going. I I really like these summary cards. Adding those in I think will be really useful on the payroll. I've got a lot of stuff I like here too. There's.

 **Sowells, Amy** 20:59  
I do too, yes.

 **Jonathan Aulson** 21:09  
Cesar will kill me, but showing like 3 months worth of days here so that and just in the scrollable format so that an account manager doesn't have to like click around and load more weeks and and that kind of thing.  
But then also having a grid view here and this is I'm thinking about this specifically for sites like if I'm a per labor hour site with a whole bunch of jobs.

 **Sowells, Amy** 21:30  
Nice.  
Yeah.

 **Jonathan Aulson** 21:45  
This interface is really a lot to deal with and you know, expanding down to this level in each group, clicking on each one of these. I think it has value to do the comparison just visually and see.

 **Sowells, Amy** 21:49  
Yeah, yeah.

 **Jonathan Aulson** 22:02  
Where I where I need to put my attention. But then for data entry, I like the idea of having this guy where we, you know, it's it's much more like the statistics. Does that all track with you?

 **Sowells, Amy** 22:15  
Mm-hmm. Mm-hmm. Yeah. Yep. Makes sense. I like it.

 **Jonathan Aulson** 22:20  
OK.  
OK. There's also like this variance dashboard to kinda consolidate everything down. We've talked about this before. We don't have that in the in the plan yet.  
And we've also talked about even kind of a a a forecast level variance dashboard, which I think holds a lot of value or a more graphical version of that same thing. So these are all kind of the the usability stuff.  
I would love to see us get to. Now I want to take us into the backlog and and start talking about like you know what's what we have on on plate. OK.

 **Sowells, Amy** 22:59  
OK.

 **Jonathan Aulson** 23:06  
So.  
I've got um.  
These these guys marked number one priority are all things that I we need to do in my mind before pilot. So it's things like making sure.  
Uh, we have, you know, uh, actuals coming in on a daily basis to support trend. Um, uh, you know the um.

 **Sowells, Amy** 23:39  
Yeah.

 **Jonathan Aulson** 23:45  
Let's see.

 **Sowells, Amy** 23:49  
Well, and are the priority two items?  
What are those conversion? No, never mind. So these are all things we want for go live.

 **Jonathan Aulson** 24:06  
Yeah, my my goal before this 12 month deal came up. My goal had been to get us to about to somewhere in here by go live. And that includes things like those summary cards. It includes the the copy Legion schedule.

 **Sowells, Amy** 24:18  
OK.

 **Jonathan Aulson** 24:26  
Able to forecast, which I think is huge in usability and.

 **Sowells, Amy** 24:27  
Mhm, Yeah.

 **Jonathan Aulson** 24:35  
See, this is that variance table for payroll, or this one is actually comparison to prior year is something we've also talked about as a set across the tabs. So there's a lot of really good stuff in here, I think.  
I think what I'm asking you for now is.

 **Sowells, Amy** 24:56  
Is there anything? Yeah. Is there anything we want to remove?

 **Jonathan Aulson** 24:56  
Is am I correct? Yeah, yeah. Am I am I correct that like, yeah, like where, you know, where is the line, right? In my mind I think it's, I think the the the 12 month forecast.  
Being kind of pre calculated sits right here in between 26 and 27 because this guy has all of the consistent formatting stuff to make everything look the same from a red green perspective.

 **Sowells, Amy** 25:25  
Yeah.

 **Jonathan Aulson** 25:30  
All of that kind of stuff. And in fact, if if it were up to me, I might put this guy above comparison to prior year and and try to hit this. Yeah, you think so. OK.

 **Sowells, Amy** 25:41  
I would, yeah, yeah, let's do that.

 **Jonathan Aulson** 25:46  
OK.  
And so then I would put, I would have the 12 month guy at position 27 here I think.

 **Sowells, Amy** 25:55  
Mhm, mhm, OK.

 **Jonathan Aulson** 25:58  
But.  
Um.

 **Sowells, Amy** 26:03  
Harrison I guess the real question though is.  
Or do we need to look at this list and say we're not going to have time for all of it. We need to pick what should be phase two, because if we're going to get to all of it anyway, then I don't really care what order it's in. I'll I'll to you guys to, you know, prioritize it the way you see fit and what makes sense for you guys.

 **Jonathan Aulson** 26:21  
Yeah.

 **Sowells, Amy** 26:26  
But if we're saying, OK, there's there's no way we're gonna be able to do all this, we need to move some of it up. Then, you know, like we might want to get like a bigger group together to determine what can be put in phase two.

 **Jonathan Aulson** 26:40  
Yeah. So here's and you're you're that's exactly where I was on my head is too because we've got currently the projects funded through November 4th.  
And that puts us three days after go live. So final roll out here starts. Oh, November. No, I think it was supposed to be the first. Oh, I think the third is a Monday, so.  
Yeah. So, so the, you know, we're funded till basically the week of the third. I think we're going to want to figure out, you know, if you want us to stick around through the end of the year.

 **Sowells, Amy** 27:13  
Yeah.

 **Jonathan Aulson** 27:28  
If we're working on forecasting or if we're moving on to the next thing, um.

 **Sowells, Amy** 27:33  
I think it's probably gonna be a combination of both 'cause I think we are gonna need phase two forecast items and then yeah, more than likely we'll be moving on to the revenue spreadsheet.

 **Jonathan Aulson** 27:39  
Yeah.

 **Sowells, Amy** 27:44  
Which I will confirm over the next month.

 **Jonathan Aulson** 27:45  
Okay.  
OK, you know, I I have the and these are not really ready for. Well, they're just kind of scratch notes, but let me show you what I was thinking about from a road map perspective, so.

 **Sowells, Amy** 28:02  
OK.

 **Jonathan Aulson** 28:06  
My thought was to prioritize billing phase three, which means the 10 percenters and RSS kind of at the same time because they're so related. And the reason I like doing the 10 percenters first is that we could then move into budget.

 **Sowells, Amy** 28:18  
Mm-hmm.

 **Jonathan Aulson** 28:27  
Budgeting and have all those guys complete and that would give us a lot of that would get a lot of value for both forecasting and budgeting and it would let us finish budgeting in time for the 26 budget process.

 **Sowells, Amy** 28:42  
Right, 'cause I don't, I think revenue spreadsheet and phase whatever of power bill or it's gonna be the fastest.

 **Jonathan Aulson** 28:49  
Yeah.

 **Sowells, Amy** 28:51  
Project. It's still a still a big project, but I think it's gonna be a lot more simple than the other two. Um.

 **Jonathan Aulson** 28:58  
Yeah, the only challenge it has is it's crossing the holiday barrier here. So there's gonna be a lot of downtime, you know? Yeah, but yeah.

 **Sowells, Amy** 29:05  
downtime. Yeah, yeah, that's okay.  
Yeah, I think this makes sense though.

 **Jonathan Aulson** 29:12  
OK. But this does mean we're not getting back to forecasting until fourth quarter next year.

 **Sowells, Amy** 29:19  
Oh, OK.

 **Jonathan Aulson** 29:21  
Unless we want to, unless we want to increase the pods, which is an option.

 **Sowells, Amy** 29:26  
Which is an option, right? Maybe that's the yeah, maybe if there's, you know, some immediate needs and changes that aren't simple enough for the support team.

 **Jonathan Aulson** 29:35  
Yeah.

 **Sowells, Amy** 29:39  
We do that.

 **Jonathan Aulson** 29:42  
If if we did, I mean this could look like that, you know?

 **Sowells, Amy** 29:50  
Yeah, that would be cool. I mean, yeah, I think, I think we're so entrenched in forecast. But yeah, as we kind of wind down the forecasting project is when.

 **Jonathan Aulson** 29:54  
Yeah.

 **Sowells, Amy** 30:02  
We could start having these conversations with a bigger group and and you know, once once a path forward is decided, we could even start scheduling another round of brainstorming sessions like we did with forecast.

 **Jonathan Aulson** 30:04  
Yeah.

 **Sowells, Amy** 30:15  
Forecast.

 **Jonathan Aulson** 30:16  
Yeah, OK, OK.

 **Sowells, Amy** 30:18  
To, you know, to get the all the the feature lists and all that stuff. But yeah, I think this makes, yeah, this certainly makes the most sense and it it.  
Lessens the the likelihood that they're gonna have to do budgeting another year.

 **Jonathan Aulson** 30:33  
Yeah, right. Exactly. Yeah. Yeah. OK.

 **Sowells, Amy** 30:35  
Yeah, that makes a lot of sense. I like this.

 **Jonathan Aulson** 30:40  
So then it does give us some guidance on like how much runway we have with the current stuff because somewhere in November.  
Now we actually, you know, as I say that if we, even if we didn't want to double up and get a whole nother pod going, we could just add like a head or two or something to the existing pod.  
Which might let us trickle in forecasting like we did with billing, if you remember. OK, so, so good. So we have some options there. Yeah, OK.

 **Sowells, Amy** 31:12  
OK, Yep, Yep.  
Yeah, that could work too.

 **Jonathan Aulson** 31:19  
Um.

 **Cesar Figueroa** 31:23  
Um.

 **Jonathan Aulson** 31:23  
OK, well, I I think, oh, Cesar, do you got some?

 **Cesar Figueroa** 31:27  
Yeah, uh, I think that I have a better idea of how to prioritize the stories. Uh, can you get back to the diagram?

 **Jonathan Aulson** 31:36  
um This one.

 **Cesar Figueroa** 31:39  
Yes, I think that we can follow what you say on prioritize UI plus the story #3. If we make that, I think that we can create the building blocks that can be reused.  
in the story two, and in story five, in story four, I think that that piece is the key to make the rest work. I don't know. What do you think, Chris?

 **Jonathan Aulson** 32:03  
OK.

 **Christopher Thompson** 32:11  
Sorry, what was that last part?

 **Cesar Figueroa** 32:15  
Yeah, because we were discussing about the planning to prioritize some stories. The plan was prioritize UI, but I suggest to include the story tree that is basically create. I mean we already have the calculation is basically defined.

 **Christopher Thompson** 32:19  
Right.

 **Cesar Figueroa** 32:31  
How the other search will interrupt with those calculation?

 **Christopher Thompson** 32:36  
OK.

 **Cesar Figueroa** 32:38  
And do you agree with that?

 **Christopher Thompson** 32:41  
Yeah, I think that makes sense.

 **Jonathan Aulson** 32:46  
Yeah. So Cesar, if I'm if I'm following you, what you're saying is kind of as opposed to just finishing the calculations we need in the style that we've implemented so far, we actually kind of finish them as building blocks meant to plug in to this new.  
architecture.

 **Cesar Figueroa** 33:07  
Yes.

 **Jonathan Aulson** 33:08  
And and perhaps even also recreate the ones we've built, or at least make them plug and play with a new structure. Is that the right idea? OK, yeah, that makes sense to me.

 **Cesar Figueroa** 33:17  
Yes, yeah.

 **Jonathan Aulson** 33:22  
OK. And then so we we run that as kind of a a that's one side of the street and the other side of the street is our UI usability enhancements that we're trying to get in before before we go live, yeah.  
OK.  
Good stuff. All right. Well, I don't have any kind of polished stories that we need to look at right now. I wanted to get kind of our high level nailed down, which I I feel like we have. So I'm going to work on getting a set of user stories.  
Together for us to look at tomorrow, Amy and and we can kind of go through in more detail then.

 **Sowells, Amy** 34:05  
Sounds good.  
OK.  
Sounds like a plan. Um thinking if I had anything.

 **Jonathan Aulson** 34:10  
Awesome.  
Yeah.

 **Sowells, Amy** 34:20  
No.

 **Jonathan Aulson** 34:22  
Oh, I did want to give you just, I'm sorry, I wanted to update you on our load testing plan. We are bringing in, well, we're ramping up a effort to do some pretty serious system load testing.

 **Sowells, Amy** 34:22  
No, I feel good.

 **Jonathan Aulson** 34:38  
We everything we've built should be scalable, but we want to just make sure right for because it's a new level of usage that the system's going to see. So we we might well one thing that is.

 **Sowells, Amy** 34:46  
Great.

 **Jonathan Aulson** 34:54  
Kind of a risk is that data gateway because if we're load testing the system, because there's just that one data gateway that production also uses, that means that like our load testing would be disruptive to production billing.  
And I so I know, I know you are you you you want more data gateways as much as we do, but I just wanted to give you that context as well because I'm going to be asking Guy for it again tomorrow at our IT huddle.

 **Sowells, Amy** 35:29  
OK, got it.

 **Jonathan Aulson** 35:30  
Yeah, yeah.

 **Sowells, Amy** 35:33  
And that's what you emailed him about yesterday, right? Or Monday. OK, yes, I will be on that one.

 **Jonathan Aulson** 35:35  
Yeah, yeah, yeah.  
OK, that sounds good.

 **Sowells, Amy** 35:43  
And I can ask about that certificate issue too that I keep bringing up.

 **Jonathan Aulson** 35:46  
Yeah.  
Yeah, yeah, for that I do. Guy did accept my meeting for Friday. John and I are gonna meet with him. We've got a set. Let me show you actually of.  
So we have a lot of like monitoring and alerting that we have set up on the system, right? So if if any of these things happen, we have system alerts that will.  
Be sent out. They're all in the form of emails pretty much. But we've also documented like what's the action to be taken, who needs, you know, who should be, who is notified on the alert. I'm I'm gonna ask Guy to.  
Provide us the same information because I want to make sure that between the two IT teams, first of all that we've got everything covered, but then also if there are, you know, duplicate efforts or if there's a gap somewhere and also just to know.  
You know who's who's on 1st, right? So anyway, I I don't know, I don't know that Guy's team has this kind of stuff, so we may need to kind of ask for it a few times, you know?

 **Sowells, Amy** 37:07  
Yeah.  
Yeah.

 **Jonathan Aulson** 37:10  
Yeah.

 **Sowells, Amy** 37:10  
I gotcha. OK.

 **Jonathan Aulson** 37:12  
OK, all right.

 **Sowells, Amy** 37:16  
Yeah, as always, just yeah, let me know like what you're struggling with and I can escalate it.

 **Jonathan Aulson** 37:23  
OK, yeah, the security certificate is is what made me think of that, because really, there should have been an alert well before the date it expired, you know? Yeah, yeah.

 **Sowells, Amy** 37:32  
Right, right. Exactly.  
It's a little concerning.

 **Jonathan Aulson** 37:40  
All right. Anything else from your end?  
OK, very good. Well, thanks very much. Yep.

 **Cesar Figueroa** 37:51  
Back.

 **Jonathan Aulson** stopped transcription