

Legend: Projects Completed Projects Anticipated to be Complete within 30 days

#	Area	Project	Status
1.	Infrastructure	Cloud Migration	In progress and on schedule. System and environment testing activities extended to January 2023 to address deficiencies identified during testing. Contact Center and Appeals solutions undergoing development to be deployed in the cloud. See Cloud Migration (C2C) Operational Work Plan.
2.		Cloud Application Performance Management	In progress and on schedule. The existing cloud application performance management tool is being tested. See Cloud Application Performance Management Operational Work Plan.
3.	Software - Architecture Modernization	SDLC DevOps	In progress and on schedule. Testing and the project anticipated to be completed in January 2023. See SDLC DevOps Operational Work Plan.
4.		.NET & ORM Upgrade	Project closed out in November 2022. See .NET & ORM Upgrade Operational Work Plan.
5.		Rules Engine	In progress and on schedule. A Request for Quote to procure a mobile-responsive user interface, business rules engine, and integration platform was advertised in early November. See Rules Engine Operational Work Plan.
6.		SOA and API Layer	In progress and on schedule. A Request for Quote to procure a mobile-responsive user interface, business rules engine, and integration platform was advertised in early November. See SOA and API Layer Operational Work Plan.
7.		RA Help Center	Project closed out in December 2021.
8.	Software - Procurement	Strategic Planning Office (SPO)	In progress and on schedule.
9.		Oversight (IV&V)	In progress and on schedule.
10.		System and Software Integration (SSI)	In progress and on schedule. Vendor submitted and DEO accepted architectural standards. See System and Software Integration Operational Work Plan.
11.	Software – Incremental CX/UX Mobile Responsive Software Transformation, including Business Process Optimization	BPO	BPO project closed out in October 2022.
12.		CX/UX	CX/UX in progress and on schedule. A Request for Quote to procure a mobile-responsive user interface, business rules engine, and integration platform was advertised in early November. See CX/UX Operational Work Plan.
13.	Data and Analytics	Data Warehouse	Project closed out in January 2022.
14.		Reporting	In progress and on schedule. 38 federal reports have been generated, submitted to, and accepted by USDOL since project launch. One final report is being tested and validated. See Reporting Operational Work Plan.
15.		Archival and Purge	In progress and on schedule. Work sessions ongoing to develop business and technical requirements and forecast

#	Area	Project	Status
			to be complete in December 2022. See Archive & Purge Operational Work Plan.
16.		Master Data Management and Interoperability	In progress and on schedule. A Data Dictionary and Data Catalog are undergoing review. See Master Data Management and Interoperability Operational Work Plan.
17.	Security	Security Architecture Review	Project closed out in October 2022.
18.		Identity Management and User Authentication	In progress and on schedule. Phase one of three, focused on claimants, was completed in September 2021. Phase two of three, focused on employers and third-party administrators, has not yet started. Phase three, focused on staff, is in progress. A revised procurement is in progress. See Identity and Access Management Operational Work Plan.
19.		Security Architecture Audit	Postponed to post-modernization.

Are there any scope changes?

The Department sharpened the scope of the Modernization Program to ensure the overall Program's benefits are achieved by June 30, 2023. This process allows the Department to focus its efforts on critical path tasks and activities, ensure resources are allocated, and that System users are provided an enhanced mobile-responsive user interface for filing and managing their Reemployment Assistance claims.

- Two projects' scopes were realigned with the iSF Final Report. The Identity and Access Management project and Master Data Management and Interoperability project scopes were originally expanded to include the acquisition and installation of tools that would be leveraged agency wide in the future. The Department removed the procurement of these tools from each projects' scope to prevent resource constraints that could compete with developing a front-end mobile-responsive user interface.
- Two projects' scopes were clarified to focus on the mobile-responsive user interface. The Department shifted the focus of Rules Engine project and SOA and API Layer project scopes so that the tools provided by each project will prioritize developing new functionality for the mobile-responsive user interface. Incremental enhancements, including redeveloping existing System functionality in the new tools, will occur in post-modernization.
- One project's scope was adjusted to reduce risk to the System. The Archival and Purge project is intended to archive or purge Reemployment Assistance data according to Florida's records retention schedule. Due to the extensive testing needs to implement an archival and purge process, including temporarily implementing a hold on all other System enhancement work, that could introduce risk to the System and the Modernization Program, the Department will defer the archiving and purging of data to continuous modernization.
- One project was de-scoped from the overall Modernization Program. The Security Architecture Audit is intended to confirm the resolution of architectural deficiencies identified during the Security Architecture Review project. However, the iSF Final Report did not contemplate the timeline or other resources that would be necessary to resolve the identified deficiencies. The Department has begun working toward resolving the deficiencies and will defer the Security Architecture Audit project to post-modernization.

Is the project currently within budget?

The project is currently under budget. Expenditures from September through December are underreported pending a release of funds from General Revenue (GR) and ARPA sources. The Department requested a \$26 million release (\$6 million from GR and \$21 million from ARPA) on September 30 and submitted additional information in November and December to facilitate the requested release of funds.

REEMPLOYMENT ASSISTANCE CLAIMS AND BENEFITS INFORMATION SYSTEM MODERNIZATION	PROJECT STATUS REPORT FOR DECEMBER 2022	FISCAL YEAR 2021-22 DEPARTMENT OF ECONOMIC OPPORTUNITY
---------------------------------------------------------------------------------	--------------------------------------------	-----------------------------------------------------------

Do you expect the project to remain within budget?

Yes

If the project is not on schedule, briefly explain why and what the agency is doing to bring the project back on schedule.

The Program is on schedule. The Department has developed proactive measures and continues to mitigate any obstacles that could impact project schedules. For example:

1. The Department has reduced a staffing resources risk previously identified by the Reemployment Assistance Modernization Program’s IV&V vendor as a high-level risk to a medium-level risk. This positive trend is a result of:
 - Proactive outreach with staff augmentation vendors to gain insights into increase both the quality and quantity of specialized information technology professionals;
 - Offering flexibilities for remote work and competitive pay, as needed. The Department initiated full-time remote work for critical IT positions in May 2022 to help promote hiring and retention;
 - Including a staffing requirement in all technology procurements; and
 - Leveraging a resource capacity analysis tool to better understand where existing resources are over-committed and to help identify the most critical vacancies to be filled.
2. The Department has applied lessons-learned to reduce procurement-related delays that the Reemployment Assistance Modernization Program’s IV&V vendor originally classified as either a high or medium risk, though some risks are trending downward or have been subsequently closed. To mitigate these issues, the Department has:
 - Included the Department’s Vendor Core Contract in solicitation documents to ensure vendors are provided the Department’s terms and conditions as early as possible.
 - Established priorities with vendors who are developing project requirements to fast-track procurement development.
 - Developed well-defined scopes of work and detailed project requirements for the remaining technology projects, to ensure vendors are provided clear direction at the outset of each project.
3. The Department has worked closely with other states and the National Association of State Workforce Agencies to apply best-practices and develop innovative solutions to satisfy burdensome regulatory compliance requirements. For example, to comply with IRS Publication 1075:
 - The Department has developed a manual workaround for Appeals cases that contain a Federal Tax Information (FTI).
 - The Department is building a separate environment to house FTI data that is accessible only to DEO staff.

Major Project Tasks and Activities Accepted or In Progress this Reporting Period

The Department has updated this section to include only active projects.

- [Infrastructure] Cloud Migration: In progress and on schedule. This project includes transitioning the System from operating on hardware stored on-premise to a cloud-based environment to ensure all aspects of the System are available to users during periods of high demand for continuous claims processing, including both web-based and call center services.
 - The Department is migrating various components of the System into a cloud-hosted environment, including files, databases, applications, and environment infrastructure. In this reporting period, testing revealed deficiencies that required additional work. As a result, the timeline to deploy the System in the cloud has been extended from December 2022 to January 2023.
 - The Digital Appeals Recording Solution (DARS) vendor has begun application development to deploy this technology in a cloud-hosted environment. Development work is anticipated to continue through December 2022. DARS enables the Department to record appeals hearings, which provides due process to employers, third-party administrators, and claimants who have filed an appeal on a Reemployment Assistance claim.

- The Visual Interactive Voice Response technology vendor continues to develop business and technology requirements that will be used to enhance the Department’s existing Customer Call Center technology and provide additional self-service options for Reemployment Assistance claimants.
- The Department is reevaluating utilizing ChatBot technology, including security requirements. Additional information is being gathered and a risk analysis is being performed to drive informed decision-making.
- [Infrastructure] Cloud Application Performance Management. This project includes utilizing a software tool that provides visibility into key System performance indicators, such as numbers of concurrent users, for System monitoring. The tool also allows the Department to set defined thresholds for performance and receive notification if remedial actions are needed to maintain System performance and prevent System downtime.
 - The Department installed the cloud version of the existing application performance management tool and testing has been initiated. Testing will be conducted for several months, and the tool is anticipated to be in production by February 2023.
- [Software] SDLC DevOps. This project includes improving documentation for the System, including application design documentation, artifacts, and dataflow diagrams. This helps establish a process that sets a standard for maintaining System documentation and planning the deployment of System enhancements that align and prioritize Reemployment Assistance program requirements with the System’s functionality.
 - The Department completed software integration of the ServiceNow software with the new DevOps environment this reporting period. ServiceNow now serves as a repository for System requirements and syncs and cross-references the System’s testing environment with test results.
 - The project was originally forecast to be complete in November 2022; however, the timeline will be extended to at least January 2023 after testing revealed deficiencies that required additional work.
- [Software] Rules Engine. This project includes utilizing a software tool that serves as a separate infrastructure environment for managing and executing business rules that govern how Reemployment Assistance claims are processed. By using a rules engine to manage and operate business rules, specifically those rules that are updated periodically to accommodate changes in state or federal law, the Department gains staff efficiency and helps support System performance. A rules engine is more user-friendly and does not require System code changes, which means information technology staff can be repurposed for larger, more complex System enhancements and business rule changes can be deployed faster. Additionally, because the rules engine operates in a separate infrastructure environment, it allows for increased System performance.
 - The Department advertised a Request for Quote this reporting period for a business rules engine (Rules Engine project), integration platform (SOA and API Layer project), and mobile-responsive user interface (CX/UX project), including services to ensure interoperability. Vendor responses are due December 2022.
 - The Department continues working to develop an initial catalog of business rules that will be used to develop a continuous modernization plan for the business rules engine. The catalog will identify all business rules that govern the administration of the Reemployment Assistance program, the number of times each rule has changed, the date(s) each rule has changed, and the relative complexity of each rule. This is a labor-intensive process that is anticipated to be complete in May 2023.
- [Software] SOA and API Layer. This project will help promote a more efficient System by creating a layer between various components of the System that serves as the messenger for all data exchanges. This layer helps prevent a downturn in System performance by offloading demand on the System.
 - The Department advertised a Request for Quote this reporting period for a business rules engine (Rules Engine project), integration platform (SOA and API Layer project), and mobile-responsive user interface (CX/UX project), including services to ensure interoperability. Vendor responses are due December 2022.
- [Planning, Coordination, and Oversight] Strategic Planning Office. This project equips the Department with standards, governance, and project management services for the Reemployment Assistance Modernization Program, and

oversees the Program’s scope, schedule, and budget to promote accountability and alignment with Department priorities.

- The Strategic Planning Office (SPO) continues to provide overall Program and project management support.
- [Planning, Coordination, and Oversight] Independent Verification and Validation. This project includes leveraging an independent third-party consultant to provide objective and proactive risk identification and assessment to the Department. Observations and risks identified by the consultant are used by the Department to implement the Reemployment Assistance Modernization Program and any necessary mitigating strategies.
 - IV&V continues to attend various Department meetings to support Program and project oversight.
- [Planning, Coordination, and Oversight] System and Software Integration. This project includes leveraging the expertise of a third-party services provider with experience in strategic planning, System design, System development, and System integration for large multi-component system modernization efforts to ensure the Department’s various modernization projects work as intended to deliver an enhanced user experience.
 - The Department executed a contract amendment with the vendor this reporting period that will allow the vendor to address immediate System architecture documentation needs and equip the Department with information to maintain updated architecture documentation as the System is modernized in the future. The first architecture-related deliverable, focused on architectural standards, was accepted this reporting period.
 - The Department and the vendor completed and advertised a Request for Quote this reporting period for a business rules engine (Rules Engine project), integration platform (SOA and API Layer project), and mobile-responsive user interface (CX/UX project), including services to ensure interoperability. Vendor responses are due December 2022.
- [Software] Incremental CX/UX Mobile Responsive Software Transformation. This project includes optimizing the existing System and developing a user-friendly front-end for Reemployment Assistance claimants that is also mobile-friendly. The transformation will occur incrementally to ensure all System users benefit from System optimization, with a focus on enhancing the claimant experience first.
 - The Department advertised a Request for Quote this reporting period for a business rules engine (Rules Engine project), integration platform (SOA and API Layer project), and mobile-responsive user interface (CX/UX project), including services to ensure interoperability. Vendor responses are due December 2022.
- [Data and Analytics] Reporting. This project includes migrating all System reports from the System to the Data Warehouse and developing and validating all federally mandated Reemployment Assistance reports. The data warehouse provides the Department with standardized data and reduces the need for staff intervention for future reporting activities.
 - Of the 39 reports in-scope for this project, 38 are complete and one is currently being tested and validated.
- [Data and Analytics] Archival and Purge. This project establishes a process for archiving and purging appropriate Reemployment Assistance data. These activities will reduce the Department’s data storage costs and greatly impact the efficiency and stability of the System, because it will purge any data that is no longer required to be maintained by the Department and allow for the secure storage in a separate environment of any data that the Department must maintain according to the state’s records retention schedule.
 - Work sessions with various Reemployment Assistance business units are being held to develop project requirements and nearing completion. Work sessions are targeted to be complete in the next reporting period.
 - The Department’s Records Management Policy is undergoing final review and is anticipated to be finalized by the next reporting period. This policy will provide the latest guidance to the project team about data to be archived or purged.
 - The project’s scope of work was complete this reporting period.
 - A Request for Information is being developed to help guide the development of a procurement for a technology tool for archiving and purging data.

- [Data and Analytics] Master Data Management and Interoperability. This project focuses on creating a data catalog and data dictionary for the Department. These efforts promote data standardization and data sharing among information technology systems that exchange information with the Reemployment Assistance program.
 - A draft Data Dictionary and Data Catalog have been prepared and is undergoing analysis and review with the Bureau of Workforce Statistics and Economic Research.
- [Security] Identity and Access Management. This project includes updating all Departmental identity management and access control policies and implementing enhanced front-end security measures to authenticate System users. These efforts ensure the individuals who have access to the System are provided the appropriate amount of access for their need.
 - The Department did not award a contract for the IAM procurement for an IAM tool and services to support the alignment with the sharpened scope discussed on page 2. A revised draft IAM procurement is nearing completion that will include IAM services to achieve the goals and objectives identified in the iSF Report for the IAM project.
- [Security] Security Architecture Audit. This project includes a technical audit that will be provided by an independent third-party to review and test all technical aspects of the System for improved System security.
 - This project has been deferred to post-modernization.

Procurement Status

COMPLETE

Independent Verification & Validation Request for Quote
 System and Software Integrator Request for Information
 Strategic Planning Office Request for Quote
 Business Process Optimization Request for Quote
 System and Software Integration Request for Quote
 Security Architecture Review Request for Quote
 Rules Engine, SOA and API Layer, and Master Data Management and Interoperability Request for Information

IN PROGRESS

	Date
Communications Consulting Services	October 2022
Post RFQ	October 2022
Vendor deadline to submit questions	November 2022
Department provides answers to vendor questions	November 2022
RFQ Responses due to DEO; Department evaluates responses	December 2022
Anticipated Award date	
Rules Engine, Integration Platform, and Mobile-Responsive User Interface Request for Quote	November 2022
Post RFQ	November 2022
Vendor deadline to submit questions	November 2022
Department provides answers to vendor questions	December 2022
RFQ Responses due to DEO; Department evaluates responses	December 2022
Anticipated Award date	October 2022

Identity and Access Management Request for Quote (revised)

Post RFQ	December 2022
Vendor deadline to submit questions	December 2022
Department provides answers to vendor questions	December 2022
RFQ Responses due to DEO; Department evaluates responses	January 2023
Anticipated Award date	January 2023



**OPERATIONAL WORK PLAN
FOR
CONNECT TO CLOUD
(C2C)**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 11/28/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 4

C. CRITICAL SUCCESS FACTORS 4

D. KEY DATES 4

E. MAJOR DELIVERABLES..... 5

F. MAJOR MILESTONES..... 6

G. PROCUREMENT 6

H. KEY STAKEHOLDERS 6

I. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS..... 6

II. WORK BREAKDOWN STRUCTURE 7

III. RESOURCE LOADED PROJECT SCHEDULE 14

IV. PROJECT SPENDING PLAN 45

V. PROJECT ORGANIZATION AND METHODOLOGY 46

A. PROJECT ORGANIZATIONAL CHART 46

B. PROJECT ROLES AND RESPONSIBILITIES..... 47

C. PROJECT MANAGEMENT METHODOLOGY 48

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 49

VII. PROJECT RISK MANAGEMENT PLAN 50

VIII. CAPACITY PLAN 51

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Reemployment Assistance Claims and Benefits Information System (System) and supporting middleware software is currently deployed on physical, on-premises servers managed exclusively in-house. Most of the physical infrastructure is from the original go-live in 2013, is at the end of its life cycle, and is due for replacement by 2020. As the Department of Economic Opportunity (DEO) continues to assess and develop an understanding for choosing, managing, governing, and securing cloud services and tools; the realization is that cloud computing is the foundation that enables Workforces Services to transform, differentiate, and continuously improve.

A cloud first strategy plays a central role in next-generation business initiatives. These initiatives include digital business transformation, automation, and Artificial Intelligence (AI). Cloud computing offers enhanced disaster recovery and high availability, optimized operations and maintenance costs, and built-in scalability.

As part of the modernization initiatives, DEO is undertaking a project to complete the planning for remaining migration, readiness activities, and migration of Reemployment Assistance infrastructure from the State Data Center and Winter Haven Disaster Recovery sites, as well as moving the System to a Cloud Service Provider using an IaaS hosting model. Included within the migration project is an improved document storage solution and the transition to a cloud-based IVR solution. Once the migration is completed, focus on assessment of additional, long term, cloud costs, performance, and maintainability considerations such as utilization of pay-as-you-go models, and potential utilization of Platform as a Service (PaaS) as the long-term development and delivery model.

A. Scope Statement

Complete planning for remaining migration, readiness activities, and migrate Reemployment Assistance infrastructure from the State Data Center and Winter Haven Disaster Recovery (DR) sites, as well as moving the System to a Cloud Service Provider using an IaaS hosting model; implement an improved document and generation management solution; transition to a cloud-based IVR solution and implement additional Reemployment Assistance Contact Center enhancements.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Complete migration plan and all application and database layer remediation and readiness modifications	<ul style="list-style-type: none"> Mitigate technical risks and unknowns associated with migration
Migrate all System infrastructure to the Cloud using an IaaS hosting model	<ul style="list-style-type: none"> Cloud deployment and delivery models offer on demand resource acquisition and auto-scaling. Cloud deployment and delivery models reduce or eliminate Cap-Ex and offer pay-as-you-go Op-Ex resource costs Cloud deployment and delivery models provide cost and operational efficiencies
Determine and implement improvements to document storage and workflow in IaaS (<i>FileNET, content management which includes in BRAVA functionality and document management system</i>)	<ul style="list-style-type: none"> Cloud deployment and delivery models provide cost and operational efficiencies
Determine and implement improved document management solution and select and implement IVR solutions in IaaS	<ul style="list-style-type: none"> Cloud deployment and delivery models provide cost and operational efficiencies

C. Critical Success Factors

- Migration of all System infrastructure to an IaaS hosting model
- Implementation of improved document storage and workflow solutions
- Implementation of improved document management solution
- Upgrade IVR solution in IaaS
- DR cloud migration solution and DR Plan
- Contingency Plan for non-cloud ready applications

D. Key Dates

Key Date	Importance and Relevance to the Project
November 10, 2021	Cloud Migration – Connect to Cloud Kick-Off
November 18, 2021	IVR – Kick-Off
November 30, 2021	ULA Vendor under contract / PO issued
December 2, 2021	FileNet RFQ submitted for Bid (<i>package pulled</i>)
December 17, 2021	FileNet Proposals Due (<i>package pulled</i>)
December 26, 2021	Data Intensity Contract Executed
December 27, 2021	Fairfax Proposal Received (<i>package pulled</i>)
January 2, 2022	Oracle Upgrade from 12 to 19C Complete

Key Date	Importance and Relevance to the Project
January 11, 2022	2022 Session begins
January 27, 2022	FileNet Change in Approach
February 1, 2022	Data Intensity / Database Migration Kick-Off
March 11, 2022	2022 Session ends
May 9, 2022	.NET Upgrade
May 9, 2022	Database Migration
October 1, 2022	Object Relational Model
June 30, 2022	GTS / IVR Go Live
June 30, 2022	Phase I - FileNet Lift and Shift
September 30, 2022	Full System Testing in PreProd
September 30, 2022	Visual IVR and Chat Bot Plan in Place
October 28, 2022	Interfaces
November 1, 2022	Full Production Testing
December 1, 2022	Visual IVR and Chat Bot Go Live
December 31, 2022	DARS
December 31, 2022	Phase II - FileNet

E. Major Deliverables

Major Deliverable	Deliverable Description
Upgrade Network	Implement Palo Alto Firewalls
Oracle Upgrade	Oracle upgrade from 12 to 19C
IBM FileNET Upgrade	Upgrade to latest version 5.5.7
Remediate IBM FileNet	Move workflow and document management functionality to native cloud-based application
Object Relational Model	Upgrade to latest version and migrate to Azure environment
Database Migration	Migrate Oracle and SQL Databases to Azure environment
Application	Complete necessary refactoring and upgrade .NET framework from 4.0 to 4.6 and migrate to Azure environment
Active Directory	Complete deployment of AD in IaaS
Contact Center / IVR	Replace IVR system with cloud-based market leader
Defect Tracking and Load Runner	Upgrade/migrate HP ALM to Azure environment and implement Load Runner Cloud SaaS solution
Correspondence	Upgrade OpenText Blazon version and migrate to Azure environment; explore native cloud-based solutions to integrate Brava Viewer
Interfaces	Migrate SFTP server to Azure environment
Batch Management	Complete upgrade and migration of the UC4 servers to Azure environment
Testing Data Management	Select and implement COTS product

F. Major Milestones

	Major Milestone	Milestone Description
1.	Execution of Vendor Contracts	Execution of multiple vendor contracts vital for the success of the project
2.	Network Upgrade	Implement Palo Alto Firewalls
3.	Oracle Upgrade	Upgrade to the latest version 19C
4.	IBM FileNET Upgrade	Upgrade to latest version 5.5.7
5.	Contact Center / IVR	Upgrade IVR to a cloud-based system
6.	Database Migration	Migrate 66 application servers VM's
7.	UAT Testing	Completion of User Acceptance Testing

G. Procurement

Procurement	Description	Justification	Needed By
C2191-A10 GTS Amendment	This amendment adds E911 functionality to the existing Genesys system	To be compliant, all users must have the ability to call 911	Complete
RFQ for AUTOMIC Migration	Automic Automation Upgrade and Migration to Azure Professional Services	UC4 is a critical component of the System, which handles batch job scheduling and automation. Migration support services are required to upgrade UC4 and migrate to the Azure platform.	Complete

H. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Workforce Services, DEO
Domenic DiLullo	Chief Technology Officer, DEO
Allyce Moriak	Chief Financial Officer, DEO
Wendy Castle	RA Modernization Program Owner - Business
Paul Forrester	RA Modernization Program Owner – Information Technology
David Sinclair	Project Manager
Peraton	System and Software Integrator

I. Significant Project Assumptions and Constraints

Project Assumptions

- All identified funding is available.
- The identified System requirements are correct and complete.

- The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
- Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
- All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
- The project sponsor will be responsive and prepared to make decisions regarding the project cost, scope, and schedule.
- Key contracts are sequenced in relation to the project schedule.

Project Constraints

- SMEs are over allocated to this, other Reemployment Assistance projects, and regular business activities.
- DEO continues to be challenged with securing staff resources.

II. Work Breakdown Structure

Task Name	Duration	Start	Finish
Initiation Risk & Complexity Assessment - FINAL - Cat 2	0.25 days	Mon 11/15/21	Mon 11/15/21
Planning Risk & Complexity Assessment - FINAL - Cat 2	0.25 days	Mon 1/10/22	Mon 1/10/22
Deliverable: Project Charter	10 days	Mon 10/11/21	Fri 10/22/21
Develop Project Charter	8 days	Mon 10/11/21	Wed 10/20/21
Review/Update Project Charter	0.5 days	Thu 10/21/21	Thu 10/21/21
Approve Project Charter	1 day	Fri 10/22/21	Fri 10/22/21
Project Kickoff Meetings	78.25 days	Wed 11/3/21	Mon 2/21/22
Connect to Cloud Kick-Off	6 days	Wed 11/3/21	Wed 11/10/21
Prepare presentation	6 days	Wed 11/3/21	Wed 11/10/21
Schedule Kickoff meeting	0.13 days	Fri 11/5/21	Fri 11/5/21
Conduct Kickoff meeting	0.25 days	Wed 11/10/21	Wed 11/10/21
Database Migration Kick-Off	21 days	Tue 1/4/22	Tue 2/1/22
Prepare presentation	1 day	Tue 1/4/22	Tue 1/4/22
Schedule Kickoff meeting	1 day	Tue 1/4/22	Tue 1/4/22
Conduct Kickoff meeting	1 day	Tue 2/1/22	Tue 2/1/22
IVR / GTS Kick-Off	8 days	Tue 11/9/21	Thu 11/18/21
Prepare presentation	1 day	Tue 11/9/21	Tue 11/9/21
Schedule Kickoff meeting	1 day	Tue 11/9/21	Tue 11/9/21
Conduct Kickoff meeting	1 day	Thu 11/18/21	Thu 11/18/21
FileNet Kick-Off	0.25 days	Mon 2/21/22	Mon 2/21/22
Prepare presentation	0.13 days	Mon 2/21/22	Mon 2/21/22
Schedule Kickoff meeting	0.13 days	Mon 2/21/22	Mon 2/21/22
Conduct Kickoff meeting	0.25 days	Mon 2/21/22	Mon 2/21/22
Initiation Phase complete	0 days	Mon 11/15/21	Mon 11/15/21

Conduct Lessons Learned Meeting	2 days	Fri 10/1/21	Mon 10/4/21
Schedule Lessons Learned meeting	2 days	Fri 10/1/21	Mon 10/4/21
Conduct Lessons Learned meeting	0.77 days	Mon 10/4/21	Mon 10/4/21
Record Lessons Learned	1 day	Mon 10/4/21	Mon 10/4/21
Procurement	195 days	Mon 10/4/21	Fri 7/1/22
Oracle ULA / Mythics	42 days	Mon 10/4/21	Tue 11/30/21
FileNet	89 days	Tue 3/1/22	Fri 7/1/22
DB Migration / Data Intensity	43 days	Thu 10/28/21	Mon 12/27/21
IVR / GTS	26 days	Mon 10/4/21	Mon 11/8/21
Planning	173.75 days	Tue 9/7/21	Fri 5/6/22
Connect to Cloud - Resource Plan	1.13 days	Fri 10/22/21	Mon 10/25/21
Develop Resource Plan	0.25 days	Fri 10/22/21	Fri 10/22/21
Review/Update Resource Plan	0.25 days	Fri 10/22/21	Fri 10/22/21
Approve Resource Plan	0.13 days	Mon 10/25/21	Mon 10/25/21
Resource Plan Complete	0 days	Mon 10/25/21	Mon 10/25/21
Database Migration - Resource Plan	3.13 days	Tue 1/18/22	Fri 1/21/22
Develop Resource Plan	0.25 days	Tue 1/18/22	Tue 1/18/22
Review/Update Resource Plan	0.25 days	Wed 1/19/22	Wed 1/19/22
Approve Resource Plan	1 day	Thu 1/20/22	Thu 1/20/22
Resource Plan Complete	0.13 days	Fri 1/21/22	Fri 1/21/22
IVR / GTS - Resource Plan	2 days	Tue 11/16/21	Wed 11/17/21
Develop Resource Plan	0.25 days	Tue 11/16/21	Tue 11/16/21
Review/Update Resource Plan	0.25 days	Tue 11/16/21	Tue 11/16/21
Approve Resource Plan	1 day	Wed 11/17/21	Wed 11/17/21
Resource Plan Complete	0.13 days	Wed 11/17/21	Wed 11/17/21
FileNet - Resource Plan	1 day	Mon 2/21/22	Mon 2/21/22
Develop Resource Plan	1 day	Mon 2/21/22	Mon 2/21/22
Review/Update Resource Plan	1 day	Mon 2/21/22	Mon 2/21/22
Approve Resource Plan	1 day	Mon 2/21/22	Mon 2/21/22
Resource Plan Complete	1 day	Mon 2/21/22	Mon 2/21/22
Connect to Cloud Deliverable: Project Schedule	4.13 days	Mon 10/18/21	Fri 10/22/21
Prepare Work Breakdown Structure	0.5 days	Mon 10/18/21	Mon 10/18/21
Develop Project Schedule	2 days	Tue 10/19/21	Wed 10/20/21
Review/Update Project Schedule	0.25 days	Thu 10/21/21	Thu 10/21/21
Approve Project Schedule	0.13 days	Fri 10/22/21	Fri 10/22/21
Project Schedule complete	0 days	Fri 10/22/21	Fri 10/22/21
Database Migration Deliverable: Project Schedule	2 days	Thu 2/3/22	Mon 2/7/22
Prepare Work Breakdown Structure	0.25 days	Thu 2/3/22	Thu 2/3/22
Develop Project Schedule	0.38 days	Thu 2/3/22	Thu 2/3/22
Review/Update Project Schedule	0.5 days	Fri 2/4/22	Fri 2/4/22
Approve Project Schedule	0.25 days	Fri 2/4/22	Fri 2/4/22
Project Schedule complete	0 days	Mon 2/7/22	Mon 2/7/22
IVR / GTS Deliverable: Project Schedule	34 days	Fri 10/29/21	Wed 12/15/21

Prepare Work Breakdown Structure	1 day	Tue 11/16/21	Tue 11/16/21
Develop Project Schedule	2 days	Wed 11/17/21	Thu 11/18/21
Review/Update Project Schedule	3 days	Fri 11/19/21	Tue 11/23/21
Submit Project and Sub Project Plans	33 days	Fri 10/29/21	Tue 12/14/21
Approve Project Schedule	1 day	Wed 12/15/21	Wed 12/15/21
Project Schedule complete	0 days	Wed 12/15/21	Wed 12/15/21
FileNet Deliverable: Project Schedule	0.25 days	Mon 2/21/22	Mon 2/21/22
Prepare Work Breakdown Structure	0.25 days	Mon 2/21/22	Mon 2/21/22
Develop Project Schedule	0.25 days	Mon 2/21/22	Mon 2/21/22
Review/Update Project Schedule	0.13 days	Mon 2/21/22	Mon 2/21/22
Approve Project Schedule	0.13 days	Mon 2/21/22	Mon 2/21/22
Project Schedule complete	0 days	Mon 2/21/22	Mon 2/21/22
Deliverable: Project Management Plan	30 days	Mon 10/25/21	Fri 12/3/21
Develop Project Management Plan	10 days	Mon 10/25/21	Fri 11/5/21
Review/Update Project Management Plan	5 days	Mon 11/15/21	Fri 11/19/21
Approve Project Management Plan	4 days	Tue 11/30/21	Fri 12/3/21
Project Management Plan complete	0 days	Fri 12/3/21	Fri 12/3/21
Deliverable: Project Budget	61 days	Tue 9/7/21	Tue 11/30/21
Prepare Project Budget	14 days	Tue 9/7/21	Fri 9/24/21
Review/Update Project Budget	57 days	Mon 9/13/21	Tue 11/30/21
Approve Project Budget	3 days	Mon 11/22/21	Wed 11/24/21
Project Budget complete	0 days	Mon 11/29/21	Mon 11/29/21
Deliverable: Project Spending Plan	154.75 days	Mon 10/4/21	Fri 5/6/22
Prepare a Project Spending Plan	154.75 days	Mon 10/4/21	Fri 5/6/22
Review/Update Project Spending Plan	144.75 days	Mon 10/18/21	Fri 5/6/22
Approve Project Spending Plan	139.75 days	Mon 10/25/21	Fri 5/6/22
Project Spending Plan complete	0 days	Mon 10/25/21	Mon 10/25/21
Conduct Lessons Learned Meeting	2 days	Fri 10/1/21	Mon 10/4/21
Schedule Lessons Learned meeting	1 day	Fri 10/1/21	Mon 10/4/21
Conduct Lessons Learned meeting	0.35 days	Mon 10/4/21	Mon 10/4/21
Record Lessons Learned	1 day	Mon 10/4/21	Mon 10/4/21
Project Management Plan	6.13 days	Mon 10/18/21	Tue 10/26/21
Organizational and Governance Structure	0.25 days	Mon 10/18/21	Mon 10/18/21
Resource Plan	0.25 days	Mon 10/18/21	Mon 10/18/21
Schedule Management Plan	0.25 days	Tue 10/19/21	Tue 10/19/21
Quality Assurance	0.25 days	Thu 10/21/21	Thu 10/21/21
Procurement Management	0.25 days	Thu 10/21/21	Thu 10/21/21
Spend Plan	0.25 days	Mon 10/25/21	Mon 10/25/21
Lessons Learned	0.25 days	Mon 10/25/21	Mon 10/25/21
PMP Approved	0.13 days	Tue 10/26/21	Tue 10/26/21
Planning Phase complete	0 days	Thu 2/24/22	Thu 2/24/22
Execution	469 days	Tue 9/7/21	Fri 6/23/23

Prepare Operations and Maintenance Plan (only required for Level 2-4 projects)	11 days	Thu 6/1/23	Thu 6/15/23
Required Project Development	36 days	Mon 10/4/21	Mon 11/22/21
C2C Tasks	342.48 days	Tue 9/7/21	Thu 12/29/22
Azure Training	140.75 days	Mon 10/4/21	Mon 4/18/22
Azure Training Complete	140.75 days	Mon 10/4/21	Mon 4/18/22
Oracle 19c Upgrade	38 days	Wed 12/1/21	Fri 1/21/22
GOV Cloud Services	168 days	Thu 10/7/21	Tue 5/31/22
Software Licenses	12 days	Mon 11/15/21	Wed 12/1/21
Setup Network Layout	12 days	Mon 11/15/21	Wed 12/1/21
TOP Server Upgrade	168 days	Thu 10/7/21	Tue 5/31/22
AD Server Production	2 days	Thu 10/7/21	Mon 10/11/21
Crystal Report Server Dev/Test	101 days	Mon 1/10/22	Tue 5/31/22
Upgrade OS 2019	43.89 days	Mon 1/10/22	Fri 3/11/22
Validations -TOP Update File	61 days	Mon 3/7/22	Tue 5/31/22
SQL Server UAT Test	14 days	Mon 2/14/22	Fri 3/4/22
SQL Server -Hotfix	139.63 days	Thu 10/7/21	Thu 4/21/22
Visual Studio SSIS Package	10 days	Mon 2/28/22	Mon 3/14/22
Validations TOP Update File	2 days	Mon 3/7/22	Wed 3/9/22
SQL Server Production	12 days	Mon 3/7/22	Wed 3/23/22
SAP Crystal Report Server - Prod	2 days	Mon 3/7/22	Wed 3/9/22
APP Server - Prod	1 day	Mon 2/21/22	Tue 2/22/22
SFTP Server -Prod	1 day	Mon 2/21/22	Tue 2/22/22
SQL Server UAT Complete	139.63 days	Thu 10/7/21	Thu 4/21/22
DEVOPS Environment	66 days	Mon 2/28/22	Tue 5/31/22
Setup Dev Servers	35 days	Fri 3/11/22	Fri 4/29/22
Setup Web Servers	4 days	Mon 3/14/22	Fri 3/18/22
Setup App Servers	43.45 days	Mon 2/28/22	Thu 4/28/22
Azure Scale Set	43.45 days	Mon 2/28/22	Thu 4/28/22
Install App Servers	39 days	Mon 2/28/22	Fri 4/22/22
Setup Oracle Server	14 days	Mon 2/28/22	Fri 3/18/22
Setup SQL Server	1 day	Mon 2/28/22	Tue 3/1/22
Connectivity Established between Web, App, DB and AD works	0 days	Tue 3/1/22	Tue 3/1/22
Setup FileNet Server	1 day	Mon 2/28/22	Tue 3/1/22
Make sure applications test works with FileNet	40 days	Fri 3/4/22	Fri 4/29/22
Setup UC4 server	44 days	Mon 2/28/22	Fri 4/29/22
Setup of UCF Batch Scheduling App	44 days	Mon 2/28/22	Fri 4/29/22
UC4 Support Purchase	44 days	Mon 2/28/22	Fri 4/29/22
Setup CONNECT Batch List (Dependent on UC4 being done)	43 days	Tue 3/1/22	Fri 4/29/22
UC4 Testing with Connect Complete	40 days	Fri 3/4/22	Fri 4/29/22
Setup QAS server	34 days	Mon 3/7/22	Fri 4/22/22
QAS testing with Connect Complete	31 days	Thu 3/10/22	Fri 4/22/22
Setup the Crystal Report Server	33 days	Tue 3/8/22	Fri 4/22/22

Crystal Report Testing with Connect Complete	0 days	Mon 3/14/22	Mon 3/14/22
Setup the Autocoder server	3 days	Wed 3/9/22	Mon 3/14/22
DevOps ENV Complete	66 days	Mon 2/28/22	Tue 5/31/22
03-SDLC Dev Ops: Migrate current work from TFS to DevOps	1 day	Fri 4/29/22	Mon 5/2/22
PreProd Environment	41 days	Mon 4/4/22	Tue 5/31/22
Setup Active Directory servers	1 day	Mon 4/4/22	Tue 4/5/22
Setup Web servers	34 days	Mon 4/4/22	Fri 5/20/22
Setup App Servers	34 days	Mon 4/4/22	Fri 5/20/22
Setup Oracle server	10 days	Mon 4/4/22	Mon 4/18/22
Setup SQL Server	14 days	Mon 4/18/22	Fri 5/6/22
Make sure of connectivity from Web, app, DB, servers and AD works	31 days	Thu 4/14/22	Fri 5/27/22
Setup FileNet server	33 days	Thu 4/14/22	Tue 5/31/22
IBM FileNet Phase 1	212.63 days	Tue 9/7/21	Thu 6/30/22
Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for DEV	141.75 days	Mon 10/4/21	Tue 4/19/22
Modify Connect .Net DEV Provider Class for workflows and content.	141.75 days	Mon 10/4/21	Tue 4/19/22
Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for TEST	141.63 days	Mon 10/4/21	Tue 4/19/22
Modify Connect .Net TEST Provider Class for workflows and content.	148.63 days	Mon 10/4/21	Thu 4/28/22
Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for Production	148.63 days	Mon 10/4/21	Thu 4/28/22
Modify Connect .Net Provider Class for workflows and content.	143.63 days	Mon 10/4/21	Thu 4/21/22
Implementation of CYA application on the Production FileNet System in the cloud	148.63 days	Mon 10/4/21	Thu 4/28/22
Cut over items for GO LIVE	148.63 days	Mon 10/4/21	Thu 4/28/22
Content Migration	193.63 days	Mon 10/4/21	Thu 6/30/22
FileNet Phase 1 Complete	193.63 days	Tue 9/7/21	Fri 6/3/22
FileNet Phase 2	323 days	Mon 10/4/21	Thu 12/29/22
Develop SOW for FileNet Resource	141.75 days	Mon 10/4/21	Wed 4/20/22
Develop SOW for Competitive Vendor Bid	1 day	Mon 5/2/22	Mon 5/2/22
3rd Party On Board for FileNet	44 days	Mon 5/2/22	Thu 6/30/22
Develop a Connect Team	15 days	Fri 7/1/22	Thu 7/21/22
Research existing workflow processing to determine what Oracle table design will best represent the DEO environment.	30 days	Thu 7/21/22	Wed 8/31/22
CONNECT UI/UX - Research, outline, update, and test the look and feel of the CONNECT interface.	30 days	Thu 7/21/22	Wed 8/31/22
Outline CONNECT Task-line - Detailed actions and owners	8.52 days	Thu 9/1/22	Tue 9/13/22
Workflow Migration	30.13 days	Thu 9/1/22	Thu 10/13/22
DEV System	54 days	Fri 10/14/22	Thu 12/29/22
Modify Connect .Net DEV UI Connect changes for workflows and content.	10 days	Fri 10/14/22	Thu 10/27/22
Workflow removal	10 days	Fri 10/14/22	Thu 10/27/22
Update FILENET DEV CPE to 5.5.7	19 days	Fri 10/14/22	Wed 11/9/22
General Testing	10 days	Fri 10/14/22	Thu 10/27/22
Conduct UAT for DEV	10 days	Thu 10/27/22	Wed 11/9/22
PreProd (Test)	10 days	Mon 10/17/22	Fri 10/28/22

Modify Connect .Net TEST UI Connect changes for workflows and content.	10 days	Mon 10/17/22	Fri 10/28/22
Workflow removal	10 days	Mon 10/17/22	Fri 10/28/22
Update FILENET TEST CPE to 5.5.7	12.33 days	Tue 11/1/22	Thu 11/17/22
General Testing	10 days	Tue 11/1/22	Mon 11/14/22
Conduct UAT for TEST	7.33 days	Tue 11/8/22	Thu 11/17/22
Update Production	37 days	Tue 11/8/22	Thu 12/29/22
Modify Connect .Net Production UI Connect changes for workflows and content.	7.33 days	Tue 11/8/22	Thu 11/17/22
Workflow removal	10 days	Tue 11/15/22	Mon 11/28/22
Update FILENET PRODUCTION CPE to 5.5.7	20 days	Thu 12/1/22	Thu 12/29/22
General Testing	10 days	Thu 12/1/22	Wed 12/14/22
Conduct UAT for PROD	10 days	Wed 12/14/22	Tue 12/27/22
Lessons Learned	1 day	Wed 12/28/22	Wed 12/28/22
FileNet Project Complete	0 days	Thu 12/29/22	Thu 12/29/22
Data Intensity Database Migration	211.75 days	Tue 9/7/21	Wed 6/29/22
Standby and Non Prod System Migrated	169.63 days	Mon 10/4/21	Tue 5/31/22
TSTELNET	171.75 days	Tue 9/7/21	Wed 5/4/22
Firreprod Standby	170.63 days	Mon 10/4/21	Wed 6/1/22
Firrest	172.63 days	Tue 9/7/21	Thu 5/5/22
Standby and Non Prod System Complete	171.75 days	Tue 9/7/21	Wed 5/4/22
UCF 4 Out for bid	149.75 days	Tue 9/7/21	Mon 4/4/22
Production Migration Complete	192.75 days	Mon 10/4/21	Wed 6/29/22
Disaster Recovery	193.75 days	Tue 9/7/21	Fri 6/3/22
PRODRPRT Migrated	193.75 days	Tue 9/7/21	Fri 6/3/22
DRFLNET Migrated	193.75 days	Tue 9/7/21	Fri 6/3/22
DRFIRRE Migrated	193.75 days	Tue 9/7/21	Fri 6/3/22
DR Production Migration Complete	192.75 days	Tue 9/7/21	Thu 6/2/22
IVR to Cloud (GENESYS)	321.63 days	Tue 9/7/21	Wed 11/30/22
Build Genesys Solutions	321.63 days	Tue 9/7/21	Wed 11/30/22
Deliverable 20 - Build Genesys Cloud Infrastructure and Carrier (Voice) Integration	61.38 days	Fri 12/10/21	Mon 3/7/22
Build Call Routing, Call back, and Reporting	156.13 days	Mon 1/3/22	Tue 8/9/22
Building Call Routing, Call back, and Reporting	156.13 days	Mon 1/3/22	Tue 8/9/22
Deliverable 21 - Call Routing, Call back & Reporting Setup (Payment Milestone)	5.5 days	Mon 5/9/22	Mon 5/16/22
Build Digital Solutions (Email)	178.63 days	Tue 9/7/21	Fri 5/13/22
Build Digital Solutions (Email)	65.63 days	Fri 2/11/22	Fri 5/13/22
Deliverable 22 - Digital Solutions - Email and Web Chat (Payment Milestone)	163.75 days	Tue 9/7/21	Fri 4/22/22
Build Self Service IVR Application	185 days	Tue 9/7/21	Mon 5/23/22
Build Self Service IVR	155.63 days	Mon 10/4/21	Mon 5/9/22
Integration, testing, breakfix work related to CONNECT Webservice	10 days	Tue 5/10/22	Mon 5/23/22

Deliverable 23 - Self-Service IVR (Payment Milestone)	169.5 days	Tue 9/7/21	Mon 5/2/22
Build Proactive Notifications	169.5 days	Mon 10/4/21	Fri 5/27/22
Build Proactive Notifications	164.5 days	Mon 10/4/21	Fri 5/20/22
Deliverable 24 - Proactive Notifications (Payment Milestone)	5.5 days	Fri 5/20/22	Fri 5/27/22
Build Quality Assurance	178.5 days	Tue 9/7/21	Fri 5/13/22
Build Quality Assurance	159.5 days	Mon 10/4/21	Fri 5/13/22
Deliverable 25 - Quality Assurance (Payment Milestone)	163.5 days	Tue 9/7/21	Fri 4/22/22
Build Workforce Management	169.75 days	Mon 10/4/21	Fri 5/27/22
Build Workforce Management	164.75 days	Mon 10/4/21	Fri 5/20/22
Deliverable 26 - Workforce Management (Payment Milestone)	5.75 days	Fri 5/20/22	Fri 5/27/22
Genesys Project Complete	321.63 days	Tue 9/7/21	Wed 11/30/22
DARS (GENESYS)	323.48 days	Mon 10/4/21	Thu 12/29/22
SOW Written	143.75 days	Mon 10/4/21	Fri 4/22/22
SOW Compliance	164.75 days	Mon 10/4/21	Fri 5/20/22
SOW Complete	169.63 days	Mon 10/4/21	Fri 5/27/22
Project Kick Off	2 days	Mon 8/29/22	Tue 8/30/22
DARS Project Complete	150.75 days	Wed 6/1/22	Thu 12/29/22
Conduct Lessons Learned Meeting	6 days	Fri 6/16/23	Fri 6/23/23
Schedule Lessons Learned meeting	6 days	Fri 6/16/23	Fri 6/23/23
Conduct Lessons Learned meeting	1 day	Fri 6/23/23	Fri 6/23/23
Record Lessons Learned	1 day	Fri 6/23/23	Fri 6/23/23
Execution Phase complete	320 days	Mon 10/4/21	Fri 12/23/22
UAT Testing - Pre-production	15 days	Mon 5/30/22	Fri 6/17/22
Test Blazon functionality	15 days	Mon 5/30/22	Fri 6/17/22
Test Crystal Reports functionality	15 days	Mon 5/30/22	Fri 6/17/22
Test FileNet functionality	15 days	Mon 5/30/22	Fri 6/17/22
Test UC4 Batch Scheduler functionality	15 days	Mon 5/30/22	Fri 6/17/22
Test OpenText Exstream functionality	15 days	Mon 5/30/22	Fri 6/17/22
Monitoring and Controlling	220 days	Fri 2/25/22	Fri 12/30/22
Manage Project Schedule	219 days	Fri 2/25/22	Wed 12/28/22
Manage Project Costs	219 days	Fri 2/25/22	Wed 12/28/22
Manage Project Scope	219 days	Fri 2/25/22	Wed 12/28/22
Manage Project Risks	219 days	Fri 2/25/22	Wed 12/28/22
Manage Project Issues	219 days	Fri 2/25/22	Wed 12/28/22
Manage Decisions	219 days	Fri 2/25/22	Wed 12/28/22
Manage Action Items	219 days	Fri 2/25/22	Wed 12/28/22
Manage Cybersecurity	217 days	Fri 2/25/22	Mon 12/26/22
Record Lessons Learned	217 days	Fri 2/25/22	Mon 12/26/22
Prepare Regularly scheduled Status Reports	219 days	Fri 2/25/22	Wed 12/28/22
Conduct Regularly scheduled Status Meetings	219 days	Fri 2/25/22	Wed 12/28/22
Monitoring and Controlling Phase Complete	0 days	Fri 12/30/22	Fri 12/30/22
UAT Testing - Production	16 days	Mon 10/3/22	Mon 10/24/22
Test Blazon functionality	16 days	Mon 10/3/22	Mon 10/24/22

Test Crystal Reports functionality	16 days	Mon 10/3/22	Mon 10/24/22
Test FileNet functionality	16 days	Mon 10/3/22	Mon 10/24/22
Test UC4 Batch Scheduler	16 days	Mon 10/3/22	Mon 10/24/22
Test OpenText Exstream	16 days	Mon 10/3/22	Mon 10/24/22
Project Closeout	6 days	12/23/22	Fri 12/30/22
Schedule Project Closeout Meeting	1 day	12/30/22	12/30/22
Deliverable: Project Closeout Report	1 day	12/23/22	12/30/22
Develop Project Closeout Report	1 day	12/23/22	12/26/22
Review/Update Project Closeout Report	1 day	12/28/22	12/28/22
Approve Project Closeout Report	1 day	12/28/22	12/28/22
Project Closeout Report complete	0 days	12/29/22	12/29/22
Conduct Knowledge Transfer	5 days	12/30/22	1/6/23
Conduct Project Closeout meeting	1 day	1/6/23	1/6/23
Closeout Phase complete	0 days	1/6/23	1/6/23
Conduct Lessons Learned Meeting	6 days	1/6/23	1/9/23
Schedule Lessons Learned meeting	1 day	1/6/23	1/6/23
Conduct Lessons Learned meeting	1 day	1/9/23	1/9/23
Record Lessons Learned	1 day	1/9/23	1/9/23

III. Resource Loaded Project Schedule

Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
Auto Scheduled	C2C	468.98 days	Tue 9/7/21	Fri 6/23/23		David Sinclair
Auto Scheduled	Initiation	101.18 days	Fri 10/1/21	Mon 2/21/22		David Sinclair
Auto Scheduled	Risk and Complexity Assessment	60.18 days	Mon 10/18/21	Mon 1/10/22		
Auto Scheduled	Pre-Charter Risk & Complexity Assessment - FINAL - Cat 3	0.18 days	Mon 10/18/21	Mon 10/18/21		
Auto Scheduled	Initiation Risk & Complexity Assessment - FINAL - Cat 2	0.18 days	Mon 11/15/21	Mon 11/15/21	4	
Auto Scheduled	Planning Risk & Complexity Assessment - FINAL - Cat 2	0.18 days	Mon 1/10/22	Mon 1/10/22		
Auto Scheduled	Deliverable: Project Charter	9.98 days	Mon 10/11/21	Fri 10/22/21		
Auto Scheduled	Develop Project Charter	7.86 days	Mon 10/11/21	Wed 10/20/21		
Auto Scheduled	Review/Update Project Charter	0.36 days	Thu 10/21/21	Thu 10/21/21		
Auto Scheduled	Approve Project Charter	0.98 days	Fri 10/22/21	Fri 10/22/21		

Auto Scheduled	Project Kickoff Meetings	78.18 days	Wed 11/3/21	Mon 2/21/22		
Auto Scheduled	Connect to Cloud Kick-Off	5.89 days	Wed 11/3/21	Wed 11/10/21		
Auto Scheduled	Prepare presentation	5.89 days	Wed 11/3/21	Wed 11/10/21		
Auto Scheduled	Schedule Kickoff meeting	0.09 days	Fri 11/5/21	Fri 11/5/21		
Auto Scheduled	Conduct Kickoff meeting	0.18 days	Wed 11/10/21	Wed 11/10/21		
Auto Scheduled	Database Migration Kick-Off	20.98 days	Tue 1/4/22	Tue 2/1/22		
Auto Scheduled	Prepare presentation	0.98 days	Tue 1/4/22	Tue 1/4/22		
Auto Scheduled	Schedule Kickoff meeting	0.98 days	Tue 1/4/22	Tue 1/4/22		
Auto Scheduled	Conduct Kickoff meeting	0.98 days	Tue 2/1/22	Tue 2/1/22		
Auto Scheduled	IVR / GTS Kick-Off	7.98 days	Tue 11/9/21	Thu 11/18/21		
Auto Scheduled	Prepare presentation	0.98 days	Tue 11/9/21	Tue 11/9/21		
Auto Scheduled	Schedule Kickoff meeting	0.98 days	Tue 11/9/21	Tue 11/9/21		
Auto Scheduled	Conduct Kickoff meeting	0.98 days	Thu 11/18/21	Thu 11/18/21		
Auto Scheduled	FileNet Kick-Off	0.18 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Prepare presentation	0.09 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Schedule Kickoff meeting	0.09 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Conduct Kickoff meeting	0.18 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Initiation Phase complete	0 days	Mon 11/15/21	Mon 11/15/21		David Sinclair
Auto Scheduled	Conduct Lessons Learned Meeting	1.98 days	Fri 10/1/21	Mon 10/4/21		
Auto Scheduled	Schedule Lessons Learned meeting	1.96 days	Fri 10/1/21	Mon 10/4/21		
Auto Scheduled	Conduct Lessons Learned meeting	0.55 days	Mon 10/4/21	Mon 10/4/21		
Auto Scheduled	Record Lessons Learned	0.98 days	Mon 10/4/21	Mon 10/4/21		
Auto Scheduled	Procurement	212.25 days	Tue 9/7/21	Thu 6/30/22		David Sinclair

Auto Scheduled	Oracle ULA / Mythics	41.25 days	Mon 10/4/21	Tue 11/30/21		David Sinclair
Auto Scheduled	FileNet	86.43 days	Tue 3/1/22	Wed 6/29/22		
Auto Scheduled	DB Migration / Data Intensity	42.23 days	Thu 10/28/21	Mon 12/27/21		
Auto Scheduled	IVR / GTS	25.54 days	Mon 10/4/21	Mon 11/8/21		
Auto Scheduled	Genesys E911	206.34 days	Tue 9/7/21	Thu 6/30/22		David Sinclair
Auto Scheduled	DARS	206.34 days	Tue 9/7/21	Thu 6/30/22		David Sinclair
Auto Scheduled	Automic	206.34 days	Tue 9/7/21	Thu 6/30/22		David Sinclair
Auto Scheduled	Planning	176 days	Tue 9/7/21	Tue 5/10/22		David Sinclair
Auto Scheduled	Connect to Cloud - Resource Plan	1.09 days	Fri 10/22/21	Mon 10/25/21		
Auto Scheduled	Develop Resource Plan	0.18 days	Fri 10/22/21	Fri 10/22/21		
Auto Scheduled	Review/Update Resource Plan	0.18 days	Fri 10/22/21	Fri 10/22/21		
Auto Scheduled	Approve Resource Plan	0.09 days	Mon 10/25/21	Mon 10/25/21		
Auto Scheduled	Resource Plan Complete	0 days	Mon 10/25/21	Mon 10/25/21		
Auto Scheduled	Database Migration - Resource Plan	3.09 days	Tue 1/18/22	Fri 1/21/22		
Auto Scheduled	Develop Resource Plan	0.18 days	Tue 1/18/22	Tue 1/18/22		
Auto Scheduled	Review/Update Resource Plan	0.18 days	Wed 1/19/22	Wed 1/19/22		
Auto Scheduled	Approve Resource Plan	0.98 days	Thu 1/20/22	Thu 1/20/22		
Auto Scheduled	Resource Plan Complete	0.09 days	Fri 1/21/22	Fri 1/21/22		
Auto Scheduled	IVR / GTS - Resource Plan	1.98 days	Tue 11/16/21	Wed 11/17/21		
Auto Scheduled	Develop Resource Plan	0.18 days	Tue 11/16/21	Tue 11/16/21		
Auto Scheduled	Review/Update Resource Plan	0.18 days	Tue 11/16/21	Tue 11/16/21		
Auto Scheduled	Approve Resource Plan	0.98 days	Wed 11/17/21	Wed 11/17/21		
Auto Scheduled	Resource Plan Complete	0.09 days	Wed 11/17/21	Wed 11/17/21		

Auto Scheduled	FileNet - Resource Plan	0.98 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Develop Resource Plan	0.98 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Review/Update Resource Plan	0.98 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Approve Resource Plan	0.98 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Resource Plan Complete	0.98 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Connect to Cloud Deliverable: Project Schedule	4.09 days	Mon 10/18/21	Fri 10/22/21		
Auto Scheduled	Prepare Work Breakdown Structure	0.36 days	Mon 10/18/21	Mon 10/18/21		
Auto Scheduled	Develop Project Schedule	1.96 days	Tue 10/19/21	Wed 10/20/21		
Auto Scheduled	Review/Update Project Schedule	0.18 days	Thu 10/21/21	Thu 10/21/21		
Auto Scheduled	Approve Project Schedule	0.09 days	Fri 10/22/21	Fri 10/22/21		
Auto Scheduled	Project Schedule complete	0 days	Fri 10/22/21	Fri 10/22/21		
Auto Scheduled	Database Migration Deliverable: Project Schedule	2 days	Thu 2/3/22	Mon 2/7/22		
Auto Scheduled	Prepare Work Breakdown Structure	0.18 days	Thu 2/3/22	Thu 2/3/22		
Auto Scheduled	Develop Project Schedule	0.27 days	Thu 2/3/22	Thu 2/3/22		
Auto Scheduled	Review/Update Project Schedule	0.36 days	Fri 2/4/22	Fri 2/4/22		
Auto Scheduled	Approve Project Schedule	0.18 days	Fri 2/4/22	Fri 2/4/22		
Auto Scheduled	Project Schedule complete	0 days	Mon 2/7/22	Mon 2/7/22		
Auto Scheduled	IVR / GTS Deliverable: Project Schedule	33.98 days	Fri 10/29/21	Wed 12/15/21		
Auto Scheduled	Prepare Work Breakdown Structure	0.98 days	Tue 11/16/21	Tue 11/16/21		
Auto Scheduled	Develop Project Schedule	1.96 days	Wed 11/17/21	Thu 11/18/21		
Auto Scheduled	Review/Update Project Schedule	2.95 days	Fri 11/19/21	Tue 11/23/21		
Auto Scheduled	Submit Project and Sub Project Plans	32.41 days	Fri 10/29/21	Tue 12/14/21		

Auto Scheduled	Approve Project Schedule	0.98 days	Wed 12/15/21	Wed 12/15/21		
Auto Scheduled	Project Schedule complete	0 days	Wed 12/15/21	Wed 12/15/21		
Auto Scheduled	FileNet Deliverable: Project Schedule	0.18 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Prepare Work Breakdown Structure	0.18 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Develop Project Schedule	0.18 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Review/Update Project Schedule	0.09 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Approve Project Schedule	0.09 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Project Schedule complete	0 days	Mon 2/21/22	Mon 2/21/22		
Auto Scheduled	Deliverable: Project Management Plan	29.93 days	Mon 10/25/21	Fri 12/3/21		
Auto Scheduled	Develop Project Management Plan	9.82 days	Mon 10/25/21	Fri 11/5/21		
Auto Scheduled	Review/Update Project Management Plan	4.91 days	Mon 11/15/21	Fri 11/19/21		
Auto Scheduled	Approve Project Management Plan	3.93 days	Tue 11/30/21	Fri 12/3/21		
Auto Scheduled	Project Management Plan complete	0 days	Fri 12/3/21	Fri 12/3/21		
Auto Scheduled	Deliverable: Project Budget	59.98 days	Tue 9/7/21	Mon 11/29/21		
Auto Scheduled	Prepare Project Budget	13.75 days	Tue 9/7/21	Fri 9/24/21		
Auto Scheduled	Review/Update Project Budget	55.98 days	Mon 9/13/21	Mon 11/29/21		
Auto Scheduled	Approve Project Budget	2.95 days	Mon 11/22/21	Wed 11/24/21		
Auto Scheduled	Project Budget complete	0 days	Mon 11/29/21	Mon 11/29/21		
Auto Scheduled	Deliverable: Project Spending Plan	154.75 days	Mon 10/4/21	Fri 5/6/22		David Sinclair
Auto Scheduled	Prepare a Project Spending Plan	150.71 days	Mon 10/4/21	Fri 5/6/22	95	David Sinclair
Auto Scheduled	Review/Update Project Spending Plan	140.89 days	Mon 10/18/21	Fri 5/6/22	98	David Sinclair
Auto Scheduled	Approve Project Spending Plan	135.98 days	Mon 10/25/21	Fri 5/6/22	99	David Sinclair
Auto Scheduled	Project Spending Plan complete	0 days	Mon 10/25/21	Mon 10/25/21	100	

Auto Scheduled	Conduct Lessons Learned Meeting	1.98 days	Fri 10/1/21	Mon 10/4/21		
Auto Scheduled	Schedule Lessons Learned meeting	0.98 days	Fri 10/1/21	Fri 10/1/21		
Auto Scheduled	Conduct Lessons Learned meeting	0.25 days	Mon 10/4/21	Mon 10/4/21		
Auto Scheduled	Record Lessons Learned	0.98 days	Mon 10/4/21	Mon 10/4/21		
Auto Scheduled	Project Management Plan	6.09 days	Mon 10/18/21	Tue 10/26/21		
Auto Scheduled	Organizational and Governance Structure	0.18 days	Mon 10/18/21	Mon 10/18/21		
Auto Scheduled	Resource Plan	0.18 days	Mon 10/18/21	Mon 10/18/21		
Auto Scheduled	Schedule Management Plan	0.18 days	Tue 10/19/21	Tue 10/19/21		
Auto Scheduled	Quality Assurance	0.18 days	Thu 10/21/21	Thu 10/21/21		
Auto Scheduled	Procurement Management	0.18 days	Thu 10/21/21	Thu 10/21/21		
Auto Scheduled	Spend Plan	0.18 days	Mon 10/25/21	Mon 10/25/21		
Auto Scheduled	Lessons Learned	0.18 days	Mon 10/25/21	Mon 10/25/21		
Auto Scheduled	PMP Approved	0.09 days	Tue 10/26/21	Tue 10/26/21		
Auto Scheduled	Requirements Traceability Matrix	5 days	Wed 5/4/22	Tue 5/10/22		
Auto Scheduled	Host Requirements Meetings	0.98 days	Wed 5/4/22	Wed 5/4/22		David Sinclair
Auto Scheduled	Create Requirements Document	0.98 days	Mon 5/9/22	Mon 5/9/22		David Sinclair
Auto Scheduled	Team Approves Requirements	0.98 days	Tue 5/10/22	Tue 5/10/22		David Sinclair
Auto Scheduled	Planning Phase complete	0 days	Thu 2/24/22	Thu 2/24/22		David Sinclair
Auto Scheduled	Execution	359 days	Tue 9/7/21	Mon 1/23/23		
Auto Scheduled	Requirements Creation	36 days	Mon 10/4/21	Mon 11/22/21		David Sinclair
Auto Scheduled	C2C Tasks	354 days	Tue 9/7/21	Fri 1/13/23		David Sinclair
Auto Scheduled	Azure Training	141.75 days	Mon 10/4/21	Tue 4/19/22		
Auto Scheduled	Azure Training Complete	138.04 days	Mon 10/4/21	Tue 4/19/22		David Sinclair

Auto Scheduled	Oracle 19c Upgrade	37.32 days	Wed 12/1/21	Mon 1/24/22		Anand Kothandan
Auto Scheduled	GOV Cloud Services	251 days	Thu 10/7/21	Fri 9/23/22		David Sinclair
Auto Scheduled	Software Licenses	11.79 days	Mon 11/15/21	Fri 12/3/21		Eddy Richards
Auto Scheduled	Setup Network Layout	11.79 days	Mon 11/15/21	Fri 12/3/21		Roland Solvik
Auto Scheduled	TOP Server Upgrade	251 days	Thu 10/7/21	Fri 9/23/22		David Sinclair
Auto Scheduled	AD Server Production	1.96 days	Thu 10/7/21	Mon 10/11/21		Ram Iyer
Auto Scheduled	Crystal Report Server Dev/Test	43.89 days	Mon 1/10/22	Fri 3/11/22		David Sinclair
Auto Scheduled	Upgrade OS 2019	43.89 days	Mon 1/10/22	Fri 3/11/22		Rakesh Kavuri
Auto Scheduled	Validations -TOP Update File	144 days	Mon 3/7/22	Fri 9/23/22		David Sinclair
Auto Scheduled	SQL Server UAT Test	13.75 days	Mon 2/14/22	Fri 3/4/22		David Sinclair
Auto Scheduled	SQL Server -Hotfix	136.96 days	Thu 10/7/21	Mon 4/18/22		David Sinclair
Auto Scheduled	Visual Studio SSIS Package	9.82 days	Mon 2/28/22	Mon 3/14/22		David Sinclair
Auto Scheduled	Validations TOP Update File	1.96 days	Mon 3/7/22	Wed 3/9/22		David Sinclair
Auto Scheduled	SQL Server Production	11.79 days	Mon 3/7/22	Wed 3/23/22		David Sinclair
Auto Scheduled	SAP Crystal Report Server - Prod	1.96 days	Mon 3/7/22	Wed 3/9/22		David Sinclair
Auto Scheduled	APP Server - Prod	0.98 days	Mon 2/21/22	Tue 2/22/22		David Sinclair
Auto Scheduled	SFTP Server -Prod	0.98 days	Mon 2/21/22	Tue 2/22/22		David Sinclair
Auto Scheduled	SQL Server UAT Complete	136.96 days	Thu 10/7/21	Mon 4/18/22		
Auto Scheduled	DEVOPS Environment	258.55 days	Tue 9/7/21	Fri 9/2/22		Eddy Richards
Auto Scheduled	Setup Dev Servers	34.38 days	Fri 3/11/22	Fri 4/29/22		Ram Iyer
Auto Scheduled	Setup Web Servers	3.93 days	Mon 3/14/22	Fri 3/18/22		Ram Iyer
Auto Scheduled	Setup App Servers	70.45 days	Mon 2/28/22	Mon 6/6/22		Eddy Richards
Auto Scheduled	Azure Scale Set	68.09 days	Mon 2/28/22	Mon 6/6/22		Roland Solvik

Auto Scheduled	Install App Servers	38.3 days	Mon 2/28/22	Thu 4/21/22		
Auto Scheduled	Setup Oracle Server	13.75 days	Mon 2/28/22	Fri 3/18/22		Rakesh Kavuri
Auto Scheduled	Setup SQL Server	0.98 days	Mon 2/28/22	Tue 3/1/22		Rakesh Kavuri
Auto Scheduled	Connectivity Established between Web, App, DB and AD works	0 days	Tue 3/1/22	Tue 3/1/22		Rakesh Kavuri
Auto Scheduled	Setup FileNet Server	0.98 days	Mon 2/28/22	Tue 3/1/22		Rakesh Kavuri
Auto Scheduled	Make sure applications test works with Filenet	39.29 days	Fri 3/4/22	Fri 4/29/22		Rakesh Kavuri
Auto Scheduled	DEVOPS System Complete	1 day	Tue 9/7/21	Tue 9/7/21		David Sinclair
Auto Scheduled	Setup UC4 server	44 days	Mon 2/28/22	Fri 4/29/22		Eddy Richards
Auto Scheduled	Setup of UCF Batch Scheduling App	43.21 days	Mon 2/28/22	Fri 4/29/22		David Sinclair
Auto Scheduled	UC4 Support Purchase	43.21 days	Mon 2/28/22	Fri 4/29/22		Eddy Richards
Auto Scheduled	Setup CONNECT Batch List (Dependent on UC4 being done)	129.16 days	Tue 3/1/22	Fri 9/2/22		Rakesh Kavuri
Auto Scheduled	UC4 Automic Testing with Connect Complete	126.7 days	Fri 3/4/22	Fri 9/2/22		Rakesh Kavuri
Auto Scheduled	Setup QAS server	33.39 days	Mon 3/7/22	Fri 4/22/22		Rakesh Kavuri
Auto Scheduled	QAS testing with Connect Complete	30.45 days	Thu 3/10/22	Fri 4/22/22		Rakesh Kavuri
Auto Scheduled	Setup the Crystal Report Server	32.41 days	Tue 3/8/22	Fri 4/22/22		Rakesh Kavuri
Auto Scheduled	Crystal Report Testing with Connect Complete	0 days	Mon 3/14/22	Mon 3/14/22		Rakesh Kavuri
Auto Scheduled	Setup the Autocoder server	2.95 days	Wed 3/9/22	Mon 3/14/22		Rakesh Kavuri
Auto Scheduled	DevOps ENV Complete	130.63 days	Mon 2/28/22	Fri 9/2/22		Rakesh Kavuri
Auto Scheduled	PreProd Environment	74 days	Mon 4/4/22	Fri 7/15/22		Eddy Richards
Auto Scheduled	Setup Active Directory servers	0.98 days	Mon 4/4/22	Tue 4/5/22		Ram Iyer
Auto Scheduled	Setup Web servers	71.7 days	Mon 4/4/22	Fri 7/15/22		Ram Iyer

Auto Scheduled	Setup App Servers	71.7 days	Mon 4/4/22	Fri 7/15/22		Ram Iyer
Auto Scheduled	Setup Oracle server	9.82 days	Mon 4/4/22	Mon 4/18/22		Ram Iyer
Auto Scheduled	Setup SQL Server	13.75 days	Mon 4/18/22	Fri 5/6/22		Ram Iyer
Auto Scheduled	Make sure of connectivity from Web, app, DB, servers and AD works	63.84 days	Thu 4/14/22	Fri 7/15/22		Rakesh Kavuri
Auto Scheduled	Setup FileNet server	31.43 days	Thu 4/14/22	Tue 5/31/22		Rakesh Kavuri
Auto Scheduled	IBM FileNet Phase 1	193.63 days	Mon 10/4/21	Thu 6/30/22		
Auto Scheduled	Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for DEV	139.02 days	Mon 10/4/21	Wed 4/20/22		Ram Iyer
Auto Scheduled	Modify Connect .Net DEV Provider Class for workflows and content.	139.02 days	Mon 10/4/21	Wed 4/20/22		Sean Markland
Auto Scheduled	Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for TEST	138.93 days	Mon 10/4/21	Wed 4/20/22		Ram Iyer
Auto Scheduled	Modify Connect .Net TEST Provider Class for workflows and content.	145.8 days	Mon 10/4/21	Fri 4/29/22		Sean Markland
Auto Scheduled	Clone CPE 5.2.1.7 and PE 5.1 in legacy mode for Production	145.8 days	Mon 10/4/21	Fri 4/29/22		Ram Iyer
Auto Scheduled	Modify Connect .Net Provider Class for workflows and content.	140.89 days	Mon 10/4/21	Fri 4/22/22		Sean Markland
Auto Scheduled	Implementation of CYA application on the Production FileNet System in the cloud	145.8 days	Mon 10/4/21	Fri 4/29/22		Ram Iyer
Auto Scheduled	Cut over items for GO LIVE	145.8 days	Mon 10/4/21	Fri 4/29/22		Sean Markland
Auto Scheduled	Content Migration	187.95 days	Mon 10/4/21	Thu 6/30/22		Sean Markland
Auto Scheduled	FileNet Phase 1 Complete	187.95 days	Mon 10/4/21	Thu 6/30/22		Sean Markland
Auto Scheduled	Data Intensity Database Migration	193.75 days	Mon 10/4/21	Thu 6/30/22		David Sinclair
Auto Scheduled	Standby and Non Prod System Migrated	166.43 days	Mon 10/4/21	Tue 5/31/22		Anand Kothandan

Auto Scheduled	TSTELNET	166.43 days	Mon 10/4/21	Tue 5/31/22		Anand Kothandan
Auto Scheduled	Firreprod Standby	167.41 days	Mon 10/4/21	Wed 6/1/22		Anand Kothandan
Auto Scheduled	Firrest	167.32 days	Mon 10/4/21	Wed 6/1/22		Anand Kothandan
Auto Scheduled	Standby and Non Prod System Complete	1.52 days	Tue 6/14/22	Wed 6/15/22		Anand Kothandan
Auto Scheduled	UCF 4 Out for bid	145.8 days	Mon 10/4/21	Fri 4/29/22		Eddy Richards
Auto Scheduled	Production Migration Complete	187.05 days	Mon 10/4/21	Wed 6/29/22		Anand Kothandan
Auto Scheduled	Disaster Recovery	193.75 days	Mon 10/4/21	Thu 6/30/22		David Sinclair
Auto Scheduled	PRODRPRT Migrated	188.04 days	Mon 10/4/21	Thu 6/30/22		Anand Kothandan
Auto Scheduled	DRFLNET Migrated	188.04 days	Mon 10/4/21	Thu 6/30/22		Anand Kothandan
Auto Scheduled	DRFIRRE Migrated	188.04 days	Mon 10/4/21	Thu 6/30/22		Anand Kothandan
Auto Scheduled	DR Production Migration Complete	187.05 days	Mon 10/4/21	Wed 6/29/22		Anand Kothandan
Auto Scheduled	IVR to Cloud (GENESYS)	196 days	Fri 12/10/21	Fri 9/9/22		David Sinclair
Auto Scheduled	Design and Requirements	77.07 days	Thu 12/16/21	Mon 4/4/22		
Auto Scheduled	Plan Workshops	8.84 days	Thu 12/16/21	Tue 12/28/21		
Auto Scheduled	Design Workshops	24.55 days	Thu 12/16/21	Wed 1/19/22		
Auto Scheduled	Design Deliverables	51.07 days	Fri 1/21/22	Mon 4/4/22		
Auto Scheduled	Build Genesys Solutions	175.98 days	Fri 12/10/21	Fri 8/12/22		
Auto Scheduled	Build Genesys Cloud Infrastructure and Carrier (Voice) Integration - Deliverable 20	175.98 days	Fri 12/10/21	Fri 8/12/22		David Sinclair
Auto Scheduled	Build Genesys Cloud Infrastructure and Carrier (Voice) Integration - Deliverable 20	60.89 days	Fri 12/10/21	Tue 3/8/22		Ram Iyer
Auto Scheduled	Validate and approve	0.98 days	Fri 5/6/22	Fri 5/6/22		Omar Cortes
Auto Scheduled	Deliverable 20 - Genesys Cloud Build and	0.98 days	Fri 8/12/22	Fri 8/12/22		

	GTS voice Integration (Payment milestone)					
Auto Scheduled	GTS will submit the invoice	0.98 days	Fri 8/12/22	Fri 8/12/22		
Auto Scheduled	Invoice payment milestone	0 days	Fri 8/12/22	Fri 8/12/22		David Sinclair
Auto Scheduled	Build Call Routing, Call back, and Reporting	118 days	Mon 1/3/22	Wed 6/15/22		David Sinclair
Auto Scheduled	Build Call Routing, Call Back and Reporting	88.39 days	Mon 1/3/22	Mon 5/9/22		David Sinclair
Auto Scheduled	Submit test cases to DEO (GTS)	0 days	Tue 4/12/22	Tue 4/12/22		Omar Cortes
Auto Scheduled	UAT Call Deliverables	7.86 days	Mon 6/6/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	DEO Validation and Break-fix	44.2 days	Wed 4/13/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Approve deliverable	25.54 days	Tue 5/10/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Deliverable 21 - Call Routing, Call back, and Reporting setup	23 days	Mon 5/16/22	Wed 6/15/22		David Sinclair
Auto Scheduled	GTS will submit invoice	21.61 days	Mon 5/16/22	Wed 6/15/22		David Sinclair
Auto Scheduled	Invoice payment milestone	20.63 days	Mon 5/16/22	Tue 6/14/22		David Sinclair
Auto Scheduled	Build Digital Solutions (Email)	70 days	Fri 2/11/22	Fri 5/20/22		
Auto Scheduled	Build Digital Solutions (Email)	64.82 days	Fri 2/11/22	Fri 5/13/22		David Sinclair
Auto Scheduled	Submit test cases to DEO (GTS)	0.98 days	Tue 5/3/22	Tue 5/3/22		Omar Cortes
Auto Scheduled	DEO Validation and Break-fix	4.91 days	Tue 5/3/22	Mon 5/9/22		Omar Cortes
Auto Scheduled	UAT Test Email deliverable	0.98 days	Mon 5/9/22	Mon 5/9/22		Omar Cortes
Auto Scheduled	Approve Deliverable	0 days	Tue 5/10/22	Tue 5/10/22		Omar Cortes
Auto Scheduled	Deliverable 22 - Digital Solutions - Email and Web Chat (Payment Milestone)	5 days	Fri 5/13/22	Fri 5/20/22		
Auto Scheduled	GTS will submit invoice	0.98 days	Fri 5/13/22	Fri 5/13/22		David Sinclair
Auto Scheduled	Invoice payment milestone	0 days	Fri 5/20/22	Fri 5/20/22		David Sinclair

Auto Scheduled	Build Self Service IVR Application	122 days	Mon 1/3/22	Tue 6/21/22		Omar Cortes
Auto Scheduled	Build Self Service IVR Application (Employer Support IVR and Mini IVRs)	88.39 days	Mon 1/3/22	Mon 5/9/22		Omar Cortes
Auto Scheduled	Build Self Service IVR Application (Claimant IVR)	88.39 days	Mon 1/3/22	Mon 5/9/22		Omar Cortes
Auto Scheduled	Build Self Service IVR Application (Extension Dialing)	87.41 days	Mon 1/3/22	Fri 5/6/22		David Sinclair
Auto Scheduled	Provision DIDs	1.96 days	Mon 4/25/22	Tue 4/26/22		Omar Cortes
Auto Scheduled	Translation - virtual hold automated call back	35.89 days	Mon 4/25/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO (Employer Support IVR)	0 days	Tue 4/26/22	Tue 4/26/22		David Sinclair
Auto Scheduled	Submit test cases to DEO (Mini IVRs)	0.98 days	Wed 4/20/22	Wed 4/20/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO (Claimant IVR)	4.91 days	Mon 5/2/22	Fri 5/6/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO (Extension Dialing IVR)	0.98 days	Wed 4/20/22	Wed 4/20/22		Omar Cortes
Auto Scheduled	UAT Test Deliverables	22.59 days	Fri 5/13/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	DEO validation and break-fix	39.29 days	Wed 4/20/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Approve deliverable	22.59 days	Fri 5/13/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Integration, testing, breakfix work related to Connect Webservice	25.54 days	Tue 5/10/22	Wed 6/15/22		Robin Hess
Auto Scheduled	Deliverable 23 - Self-service IVR	22 days	Mon 5/23/22	Tue 6/21/22		David Sinclair
Auto Scheduled	GTS will submit the invoice	16.7 days	Mon 5/23/22	Wed 6/15/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	15.71 days	Tue 5/31/22	Tue 6/21/22		David Sinclair
Auto Scheduled	Build Proactive Notifications	111 days	Fri 2/11/22	Fri 7/15/22		David Sinclair
Auto Scheduled	Build Proactive Notifications (Voice and SMS Campaigns)	63.13 days	Fri 2/11/22	Thu 5/12/22		Omar Cortes

Auto Scheduled	Build Proactive Notifications (Email Campaigns)	108.04 days	Fri 2/11/22	Fri 7/15/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO (Voice Campaigns)	0 days	Wed 4/20/22	Wed 4/20/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO (SMS Campaigns)	0.98 days	Mon 5/2/22	Mon 5/2/22		Omar Cortes
Auto Scheduled	DEO validation and break-fix	14.73 days	Wed 4/20/22	Tue 5/10/22		Omar Cortes
Auto Scheduled	Approve deliverable	0 days	Tue 5/10/22	Tue 5/10/22		Omar Cortes
Auto Scheduled	Deliverable 24 - Proactive Notifications	5 days	Fri 5/20/22	Fri 5/27/22		
Auto Scheduled	GTS will submit the invoice	0.98 days	Fri 5/20/22	Fri 5/20/22		
Auto Scheduled	Invoice payment milestone	0 days	Fri 5/27/22	Fri 5/27/22		David Sinclair
Auto Scheduled	Build Quality Assurance	93 days	Tue 3/1/22	Thu 7/7/22		David Sinclair
Auto Scheduled	Build Quality Assurance	53.04 days	Tue 3/1/22	Fri 5/13/22		Omar Cortes
Auto Scheduled	Submit test cases to DEO	0 days	Mon 5/2/22	Mon 5/2/22		Omar Cortes
Auto Scheduled	Configuration by business	35.36 days	Tue 5/3/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	UAT Test Deliverable	27.5 days	Fri 5/13/22	Wed 6/22/22		Robin Hess
Auto Scheduled	DEO validation and Break-fix	35.36 days	Tue 5/3/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	Approve deliverable	38.3 days	Fri 5/13/22	Thu 7/7/22		Omar Cortes
Auto Scheduled	Deliverable 25 - Quality Assurance	8 days	Thu 6/16/22	Mon 6/27/22		David Sinclair
Auto Scheduled	GTS will submit the invoice	5.89 days	Thu 6/16/22	Thu 6/23/22		David Sinclair
Auto Scheduled	Invoice payment milestone	2.95 days	Thu 6/23/22	Mon 6/27/22		David Sinclair
Auto Scheduled	Build Workforce Management	104 days	Fri 2/11/22	Wed 7/6/22		David Sinclair
Auto Scheduled	Build Workforce Management	69.29 days	Fri 2/11/22	Thu 5/19/22		
Auto Scheduled	Submit test cases to DEO	0 days	Mon 5/2/22	Mon 5/2/22		Omar Cortes
Auto Scheduled	DEO validation and break-fix	30.45 days	Tue 5/10/22	Wed 6/22/22		Omar Cortes

Auto Scheduled	UAT Test Workflow Mgmt Deliverable	4.91 days	Thu 6/16/22	Wed 6/22/22		Robin Hess
Auto Scheduled	Approve deliverable	9.82 days	Thu 6/23/22	Wed 7/6/22		Omar Cortes
Auto Scheduled	Deliverable 26 - Workforce Management	1 day	Fri 6/24/22	Mon 6/27/22		David Sinclair
Auto Scheduled	GTS will submit invoice	0.98 days	Fri 6/24/22	Fri 6/24/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Mon 6/27/22	Mon 6/27/22		David Sinclair
Auto Scheduled	Training (Train the trainer)	48 days	Mon 4/25/22	Thu 6/30/22		
Auto Scheduled	Document Train the Trainer material (GTS)	39.29 days	Mon 4/25/22	Mon 6/20/22		Omar Cortes
Auto Scheduled	Approve Train the trainer document	21.61 days	Wed 5/25/22	Fri 6/24/22		Omar Cortes
Auto Scheduled	Identify Training Participants	1.96 days	Mon 5/23/22	Tue 5/24/22		Omar Cortes
Auto Scheduled	Schedule Training	4.2 days	Thu 6/9/22	Wed 6/15/22		David Sinclair
Auto Scheduled	Train the trainer	0 days	Wed 6/15/22	Wed 6/15/22		Omar Cortes
Auto Scheduled	Deliverable 27 - Train-the-trainer	3 days	Mon 6/27/22	Thu 6/30/22		
Auto Scheduled	GTS will submit Invoice	0.98 days	Mon 6/27/22	Mon 6/27/22		Omar Cortes
Auto Scheduled	Invoice payment milestone	0 days	Thu 6/30/22	Thu 6/30/22		David Sinclair
Auto Scheduled	Testing (UAT)	57 days	Mon 4/11/22	Tue 6/28/22		
Auto Scheduled	Plan UAT	53 days	Mon 4/11/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	Prepare test environment	19.64 days	Mon 4/11/22	Fri 5/6/22		Omar Cortes
Auto Scheduled	Identify test scenarios	31.43 days	Mon 5/9/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	Execute UAT	20 days	Wed 6/1/22	Tue 6/28/22		
Auto Scheduled	Execute test scenarios	18.66 days	Wed 6/1/22	Mon 6/27/22		Robin Hess
Auto Scheduled	Break-fix defects	9.82 days	Wed 6/15/22	Tue 6/28/22		Omar Cortes
Auto Scheduled	Deployment	60 days	Mon 5/9/22	Mon 8/1/22		David Sinclair
Auto Scheduled	Plan Deployment	37 days	Mon 5/9/22	Tue 6/28/22		Omar Cortes

Auto Scheduled	GTS will create deployment checklist	31.43 days	Mon 5/9/22	Wed 6/22/22		
Auto Scheduled	Review checklist with DEO	14.73 days	Wed 6/8/22	Tue 6/28/22		Omar Cortes
Auto Scheduled	Finalize Solution Design Specification Document (final version)	0 days	Tue 6/7/22	Tue 6/7/22		David Sinclair
Auto Scheduled	Verify production environment setup	1.96 days	Fri 6/17/22	Mon 6/20/22		Omar Cortes
Auto Scheduled	Verify production environment user access	1.96 days	Tue 6/21/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	Execute Deployment	3 days	Wed 6/29/22	Fri 7/1/22		David Sinclair
Auto Scheduled	Genesys cloud launch plan	0 days	Thu 6/30/22	Thu 6/30/22		
Auto Scheduled	10% traffic routed to Genesys Cloud	0 days	Thu 6/30/22	Thu 6/30/22		
Auto Scheduled	25% traffic routed to Genesys Cloud	0 days	Thu 6/30/22	Thu 6/30/22	299	
Auto Scheduled	50% traffic routed to Genesys Cloud	0 days	Thu 6/30/22	Thu 6/30/22	300	
Auto Scheduled	100% traffic routed to Genesys Cloud	0 days	Thu 6/30/22	Thu 6/30/22	301	
Auto Scheduled	Go/No go meeting scheduled	0.98 days	Wed 6/29/22	Wed 6/29/22		
Auto Scheduled	Go/No go meeting held	0.98 days	Thu 6/30/22	Thu 6/30/22		
Auto Scheduled	DEO Approves deployment	0.98 days	Thu 6/30/22	Thu 6/30/22		
Auto Scheduled	Genesys Cloud Solution (Go Live)	0.98 days	Thu 6/30/22	Thu 6/30/22		
Auto Scheduled	Post Go Live follow up meeting	0.98 days	Fri 7/1/22	Fri 7/1/22		
Auto Scheduled	Support Deployment	21 days	Fri 7/1/22	Mon 8/1/22		David Sinclair
Auto Scheduled	Resolve post-deployment issues	15.71 days	Fri 7/1/22	Fri 7/22/22		David Sinclair
Auto Scheduled	Deliverable 28 - Deployment Support	5 days	Mon 7/25/22	Mon 8/1/22		Omar Cortes
Auto Scheduled	GTS will submit Invoice	0.98 days	Mon 7/25/22	Mon 7/25/22		David Sinclair
Auto Scheduled	Invoice payment milestone	0 days	Mon 8/1/22	Mon 8/1/22		David Sinclair
Auto Scheduled	E911 Amendment	19 days	Mon 6/6/22	Thu 6/30/22		David Sinclair

Auto Scheduled	Analytics with Reporting	5 days	Mon 6/6/22	Mon 6/13/22		David Sinclair
Auto Scheduled	Discovery meetings to go over Requirements	0.98 days	Mon 6/6/22	Mon 6/6/22		Omar Cortes
Auto Scheduled	Configure Reporting Module	0.98 days	Tue 6/7/22	Tue 6/7/22		Omar Cortes
Auto Scheduled	Create Reports	1.96 days	Wed 6/8/22	Thu 6/9/22		Omar Cortes
Auto Scheduled	DEO to test reports	0.98 days	Fri 6/10/22	Fri 6/10/22		Omar Cortes
Auto Scheduled	Reports Approved and Complete	0 days	Mon 6/13/22	Mon 6/13/22		Omar Cortes
Auto Scheduled	Create User list DID with numbers	0.98 days	Mon 6/20/22	Mon 6/20/22		Omar Cortes
Auto Scheduled	GTS and DEO to Document Reports in Final Design Document	0.98 days	Mon 6/20/22	Mon 6/20/22		Omar Cortes
Auto Scheduled	Provide list to GTS for import	0.98 days	Tue 6/21/22	Tue 6/21/22		Omar Cortes
Auto Scheduled	GTS import the list of users and numbers	0.98 days	Wed 6/22/22	Wed 6/22/22		Omar Cortes
Auto Scheduled	DEO to verify information	0.98 days	Thu 6/23/22	Thu 6/23/22		Omar Cortes
Auto Scheduled	Documentation for E911 records	0.98 days	Fri 6/24/22	Fri 6/24/22		Omar Cortes
Auto Scheduled	Configure Importer	1.96 days	Mon 6/27/22	Tue 6/28/22		Omar Cortes
Auto Scheduled	Create Outbound Notifications	0.98 days	Wed 6/29/22	Wed 6/29/22		Omar Cortes
Auto Scheduled	Import Outbound Notifications into GTS Cloud	0.98 days	Thu 6/30/22	Thu 6/30/22		Omar Cortes
Auto Scheduled	Importer Approved and Complete	0 days	Thu 6/30/22	Thu 6/30/22		Omar Cortes
Auto Scheduled	Transfer Knowledge	70 days	Mon 5/9/22	Fri 8/12/22		David Sinclair
Auto Scheduled	Document Admin Guide	31.43 days	Mon 5/9/22	Wed 6/22/22		David Sinclair
Auto Scheduled	Identify Knowledge Transfer Participants	0.98 days	Thu 6/23/22	Thu 6/23/22		Omar Cortes
Auto Scheduled	Schedule Knowledge Transfer Session	0.98 days	Thu 6/23/22	Thu 6/23/22		David Sinclair
Auto Scheduled	Conduct Knowledge Transfer meetings	2.95 days	Fri 6/24/22	Tue 6/28/22		Omar Cortes

Auto Scheduled	Deliverable 29 - Knowledge Transfer (Payment milestone)	1 day	Fri 8/12/22	Fri 8/12/22		
Auto Scheduled	GTS will submit invoice	0.98 days	Fri 8/12/22	Fri 8/12/22		Omar Cortes
Auto Scheduled	Invoice payment milestone	0 days	Fri 8/12/22	Fri 8/12/22		David Sinclair
Auto Scheduled	Close	58 days	Wed 6/22/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Confirm all deliverables signed-off	55.98 days	Wed 6/22/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Schedule Lessons Learned Session	1.96 days	Mon 7/25/22	Tue 7/26/22		David Sinclair
Auto Scheduled	Open DMS Tickets to shut down old hardware	0.98 days	Fri 9/2/22	Fri 9/2/22		David Sinclair
Auto Scheduled	Execute Lessons Learned Session	0 days	Mon 9/5/22	Mon 9/5/22		David Sinclair
Auto Scheduled	Report on Lessons Learned Session	1.96 days	Tue 9/6/22	Wed 9/7/22		David Sinclair
Auto Scheduled	DEO Final Acceptance of IVR to cloud closure	0 days	Fri 9/9/22	Fri 9/9/22		David Sinclair
Auto Scheduled	DARS (GENESYS)	335 days	Mon 10/4/21	Fri 1/13/23		
Auto Scheduled	Initiation	250 days	Mon 10/4/21	Fri 9/16/22		David Sinclair
Auto Scheduled	SOW Written	140.98 days	Mon 10/4/21	Fri 4/22/22		Al Rehwinkel
Auto Scheduled	SOW Compliance	160.54 days	Mon 10/4/21	Fri 5/20/22		Al Rehwinkel
Auto Scheduled	SOW Complete	187.68 days	Mon 10/4/21	Thu 6/30/22		Al Rehwinkel
Auto Scheduled	Project Kick Off	0.98 days	Mon 8/15/22	Mon 8/15/22		David Sinclair
Auto Scheduled	Project Assign Team to	0.98 days	Mon 8/15/22	Mon 8/15/22		David Sinclair
Auto Scheduled	Confirm Requirements	22.59 days	Tue 8/16/22	Fri 9/16/22		David Sinclair
Auto Scheduled	Planning	35 days	Thu 8/25/22	Thu 10/13/22		
Auto Scheduled	Project sub plans	12 days	Thu 8/25/22	Fri 9/9/22		
Auto Scheduled	Submit project sub plans	0.98 days	Thu 8/25/22	Thu 8/25/22		
Auto Scheduled	Review of project sub plans	9.82 days	Fri 8/26/22	Fri 9/9/22		David Sinclair

Auto Scheduled	Project sub plan updates	6.88 days	Wed 8/31/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Submit updated project sub plans	4.91 days	Fri 9/2/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Project sub plans acceptance	0.98 days	Fri 9/9/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Project Schedule	35 days	Thu 8/25/22	Thu 10/13/22		
Auto Scheduled	GTS submits Project Schedule	0.98 days	Thu 8/25/22	Thu 8/25/22		
Auto Scheduled	Review Project Schedule	9.82 days	Fri 8/26/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Project Schedule Updates	7.86 days	Tue 8/30/22	Fri 9/9/22		
Auto Scheduled	GTS submits Project Schedule updates	0.98 days	Fri 9/9/22	Fri 9/9/22		
Auto Scheduled	Project Schedule Acceptance	0 days	Mon 9/12/22	Mon 9/12/22		David Sinclair
Auto Scheduled	GTS submits Invoice	0 days	Tue 9/13/22	Tue 9/13/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Thu 10/13/22	Thu 10/13/22		David Sinclair
Auto Scheduled	Execution	119 days	Mon 8/1/22	Fri 1/13/23		David Sinclair
Auto Scheduled	Design	40 days	Mon 9/5/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Build Technical Design Document	7.88 days	Mon 9/5/22	Fri 9/16/22		Omar Cortes
Auto Scheduled	GTS will Submit to DEO	2.95 days	Fri 9/16/22	Tue 9/20/22		David Sinclair
Auto Scheduled	Review TDS with GTS	0.98 days	Wed 9/21/22	Wed 9/21/22		Omar Cortes
Auto Scheduled	GTS will submit updated design to DEO	2.95 days	Thu 9/22/22	Mon 9/26/22		David Sinclair
Auto Scheduled	Final Acceptance of Technical Design Document	0 days	Tue 9/27/22	Tue 9/27/22		Omar Cortes
Auto Scheduled	GTS submits invoice	0 days	Thu 9/29/22	Thu 9/29/22		David Sinclair
Auto Scheduled	Invoice payment milestone	0 days	Mon 10/31/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Configure and Build - Lab	69 days	Mon 8/1/22	Thu 11/3/22		David Sinclair
Auto Scheduled	Configure Lab	30 days	Mon 8/1/22	Fri 9/9/22		David Sinclair

Auto Scheduled	serverless	AWS DARs	28.48 days	Mon 8/1/22	Fri 9/9/22		David Sinclair
Auto Scheduled		AWS Chime	28.48 days	Mon 8/1/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Phone Number	AWS Chime	28.48 days	Mon 8/1/22	Fri 9/9/22		David Sinclair
Auto Scheduled		Build Lab	66 days	Mon 8/1/22	Mon 10/31/22		David Sinclair
Auto Scheduled		Web Application	66 days	Mon 8/1/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Backend	Serverless	66 days	Mon 8/1/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Microservice	Media Server	66 days	Mon 8/1/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Microservice	Appeal	18 days	Thu 9/22/22	Mon 10/17/22		David Sinclair
Auto Scheduled	Microservice	Recording	18 days	Thu 9/22/22	Mon 10/17/22		David Sinclair
Auto Scheduled		Servers	1.96 days	Wed 9/28/22	Thu 9/29/22		Satish Pavuluri
Auto Scheduled		Media Server	3 days	Mon 10/3/22	Wed 10/5/22		David Sinclair
Auto Scheduled		SSO Integration	1 day	Wed 10/5/22	Wed 10/5/22		David Sinclair
Auto Scheduled		Testing	69 days	Mon 8/1/22	Thu 11/3/22		Omar Cortes
Auto Scheduled		Unit Testing	66 days	Mon 8/1/22	Mon 10/31/22		Omar Cortes
Auto Scheduled	Testing	Integration	3 days	Wed 10/19/22	Fri 10/21/22		Omar Cortes
Auto Scheduled	Instance	Approve Lab	1 day	Thu 11/3/22	Thu 11/3/22		Omar Cortes
Auto Scheduled		Configure and Build - Production	72 days	Thu 9/15/22	Fri 12/23/22		David Sinclair
Auto Scheduled		Configure	1 day	Thu 9/15/22	Thu 9/15/22		David Sinclair
Auto Scheduled	Serverless	AWS DARs	0.98 days	Thu 9/15/22	Thu 9/15/22		David Sinclair
Auto Scheduled		AWS Chime	0.98 days	Thu 9/15/22	Thu 9/15/22		David Sinclair
Auto Scheduled	Phone Number	AWS Chime	0.98 days	Thu 9/15/22	Thu 9/15/22		David Sinclair
Auto Scheduled		Build	13 days	Tue 11/1/22	Thu 11/17/22		
Auto Scheduled		Servers	2 days	Tue 11/1/22	Wed 11/2/22		David Sinclair

Auto Scheduled	Media Server	3.4 days	Thu 11/3/22	Tue 11/8/22		David Sinclair
Auto Scheduled	Media Server Cold Standby	3 days	Tue 11/8/22	Thu 11/10/22		David Sinclair
Auto Scheduled	SSO Integration	1 day	Thu 11/17/22	Thu 11/17/22		David Sinclair
Auto Scheduled	Migrate	3.88 days	Thu 11/10/22	Tue 11/15/22		
Auto Scheduled	Web Application	2.88 days	Thu 11/10/22	Mon 11/14/22		
Auto Scheduled	Backend Serverless	2.88 days	Thu 11/10/22	Mon 11/14/22		
Auto Scheduled	Media Server Microservice	3.88 days	Thu 11/10/22	Tue 11/15/22		
Auto Scheduled	Appeal Microservice	3.88 days	Thu 11/10/22	Tue 11/15/22		
Auto Scheduled	Recording Microservice	3.88 days	Thu 11/10/22	Tue 11/15/22		
Auto Scheduled	Testing	5 days	Thu 11/17/22	Thu 11/24/22		
Auto Scheduled	Unit Testing	4 days	Thu 11/17/22	Tue 11/22/22		Omar Cortes
Auto Scheduled	Testing Integration	4 days	Thu 11/17/22	Tue 11/22/22		Omar Cortes
Auto Scheduled	Production Instance Approve	0 days	Thu 11/24/22	Thu 11/24/22		Omar Cortes
Auto Scheduled	Invoice GTS will submit	1 day	Wed 11/23/22	Wed 11/23/22		David Sinclair
Auto Scheduled	Milestone Invoice Payment	1 day	Fri 12/23/22	Fri 12/23/22		David Sinclair
Auto Scheduled	User Acceptance Testing	18 days	Tue 11/1/22	Fri 11/25/22		
Auto Scheduled	Prepare Test Environment	1 day	Tue 11/1/22	Tue 11/1/22		David Sinclair
Auto Scheduled	Identify Test Scenarios	2 days	Wed 11/2/22	Thu 11/3/22		Jamie Dattoli
Auto Scheduled	Execute Test Scenarios	5 days	Mon 11/7/22	Fri 11/11/22		Omar Cortes
Auto Scheduled	Perform a 2 person hearing	1 day	Mon 11/7/22	Mon 11/7/22		Dexter Parker
Auto Scheduled	Manually adding a participant	1 day	Mon 11/7/22	Mon 11/7/22		Dexter Parker
Auto Scheduled	Manual docket add via real-time web-service call to CONNECT	1 day	Mon 11/7/22	Mon 11/7/22		Dexter Parker

Auto Scheduled	Fix Defects	6.8 days	Mon 11/7/22	Tue 11/15/22		Omar Cortes
Auto Scheduled	Perform a 6 person hearing	1 day	Mon 11/7/22	Mon 11/7/22		Amy Horlick
Auto Scheduled	Recording Search	1 day	Mon 11/7/22	Mon 11/7/22		Amy Horlick
Auto Scheduled	Recording Playback	1 day	Mon 11/7/22	Mon 11/7/22		Amy Horlick
Auto Scheduled	Recording Download	1 day	Mon 11/7/22	Tue 11/8/22		Amy Horlick
Auto Scheduled	Review Reports	1 day	Mon 11/7/22	Mon 11/7/22		Amy Horlick
Auto Scheduled	Add, modify, delete Employee	1 day	Mon 11/7/22	Mon 11/7/22		Amy Horlick
Auto Scheduled	Apply Role(s) to an Employee (Admin, Supervisor, Referee, Clerk)	1 day	Mon 11/7/22	Mon 11/7/22		John Thursby
Auto Scheduled	Run nightly conversion service	1 day	Mon 11/7/22	Mon 11/7/22		John Thursby
Auto Scheduled	Run manual conversion service	1 day	Mon 11/7/22	Mon 11/7/22		John Thursby
Auto Scheduled	Review hearings for the day	1 day	Mon 11/7/22	Mon 11/7/22		Dexter Parker
Auto Scheduled	Perform system startup and smoke testing after server reboots	1 day	Mon 11/7/22	Mon 11/7/22		John Thursby
Auto Scheduled	UAT Completed and Approved	1 day	Tue 11/15/22	Tue 11/15/22		David Sinclair
Auto Scheduled	GTS will Submit invoice	1 day	Wed 11/16/22	Wed 11/16/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Fri 11/25/22	Fri 11/25/22		David Sinclair
Auto Scheduled	Test cases	6 days	Tue 11/15/22	Tue 11/22/22		
Auto Scheduled	Test AD Authentication	6 days	Tue 11/15/22	Tue 11/22/22		Omar Cortes
Auto Scheduled	Verify data file transfer capability	6 days	Tue 11/15/22	Tue 11/22/22		Omar Cortes
Auto Scheduled	Verify All Recordings will be uploaded to CONNECT via batch process. The playback functionality will reside on CONNECT.	6 days	Tue 11/15/22	Tue 11/22/22		Omar Cortes
Auto Scheduled	Test Basic Reports out of the Box	6 days	Tue 11/15/22	Tue 11/22/22		Omar Cortes

Auto Scheduled	Train the Trainer	15 days	Mon 11/21/22	Mon 12/12/22		
Auto Scheduled	GTS creates Train the trainer materials	3 days	Mon 11/21/22	Wed 11/23/22		David Sinclair
Auto Scheduled	GTS review of Trainer materials	1 day	Mon 11/28/22	Mon 11/28/22		Omar Cortes
Auto Scheduled	GTS delivers training	0 days	Tue 11/29/22	Tue 11/29/22		David Sinclair
Auto Scheduled	GTS will submit Invoice	1 day	Wed 11/30/22	Wed 11/30/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Mon 12/12/22	Mon 12/12/22		David Sinclair
Auto Scheduled	Knowledge Transfer	14 days	Tue 11/22/22	Mon 12/12/22		
Auto Scheduled	Document Admin Guide	2 days	Tue 11/22/22	Wed 11/23/22		Omar Cortes
Auto Scheduled	Conduct Knowledge Transfer	0 days	Mon 11/28/22	Mon 11/28/22		David Sinclair
Auto Scheduled	GTS will submit Invoice	1 day	Thu 12/1/22	Thu 12/1/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Mon 12/12/22	Mon 12/12/22		David Sinclair
Auto Scheduled	Deployment	17 days	Wed 12/21/22	Fri 1/13/23		
Auto Scheduled	Create Deployment Checklist	1 day	Wed 12/21/22	Wed 12/21/22		David Sinclair
Auto Scheduled	Review/Update Checklist	1 day	Thu 12/22/22	Thu 12/22/22		Omar Cortes
Auto Scheduled	Verify production setup	3 days	Fri 12/23/22	Tue 12/27/22		Omar Cortes
Auto Scheduled	Verify user access	1 day	Wed 12/28/22	Wed 12/28/22		Omar Cortes
Auto Scheduled	Go/No-Go Meeting	0 days	Tue 12/27/22	Tue 12/27/22		David Sinclair
Auto Scheduled	Deploy/Go Live	0 days	Thu 12/29/22	Thu 12/29/22		David Sinclair
Auto Scheduled	Resolve Post-deployment issues	5 days	Thu 12/29/22	Wed 1/4/23		David Sinclair
Auto Scheduled	GTS will submit the invoice	1 day	Wed 1/4/23	Wed 1/4/23		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0 days	Fri 1/13/23	Fri 1/13/23		David Sinclair
Auto Scheduled	Closing	8 days	Wed 1/4/23	Fri 1/13/23		
Auto Scheduled	Confirm all deliverables signed off	1 day	Wed 1/4/23	Wed 1/4/23		David Sinclair

Auto Scheduled	Schedule Lessons learned session	1 day	Thu 1/5/23	Thu 1/5/23		David Sinclair
Auto Scheduled	Execute Lessons Learned Session	0 days	Fri 1/6/23	Fri 1/6/23		David Sinclair
Auto Scheduled	Report on lessons learned from GTS	1 day	Wed 1/11/23	Wed 1/11/23		David Sinclair
Auto Scheduled	DEO Final Acceptance	1 day	Fri 1/13/23	Fri 1/13/23		David Sinclair
Auto Scheduled	INET 4.8 Upgrade	126 days	Mon 5/2/22	Tue 10/25/22		David Sinclair
Auto Scheduled	Infrastructure Build	0.98 days	Mon 5/2/22	Mon 5/2/22		David Sinclair
Auto Scheduled	Upgrade .Net from 4.0 to 4.8	0.98 days	Thu 5/5/22	Thu 5/5/22		Sushma Kavarthapu
Auto Scheduled	Create Roll Back Plan	0.98 days	Fri 5/6/22	Fri 5/6/22		Sushma Kavarthapu
Auto Scheduled	Internal Testing	1.96 days	Mon 5/9/22	Tue 5/10/22		Sushma Kavarthapu
Auto Scheduled	UAT Testing	19.64 days	Thu 5/19/22	Thu 6/16/22		David Sinclair
Auto Scheduled	Test System Complete	0 days	Fri 5/27/22	Fri 5/27/22		Sushma Kavarthapu
Auto Scheduled	Create 4.8 Prod Server	0.98 days	Wed 6/8/22	Wed 6/8/22		Sushma Kavarthapu
Auto Scheduled	Push 4.8 Release to Server	4.91 days	Sat 6/11/22	Fri 6/17/22		Sushma Kavarthapu
Auto Scheduled	Retire 4.0 Servers	0 days	Sat 6/25/22	Sat 6/25/22	479	
Auto Scheduled	Test Prod	2.95 days	Mon 6/20/22	Wed 6/22/22		David Sinclair
Auto Scheduled	04 - .NET ORM Upgrade: Execution Phase complete	0 days	Tue 10/25/22	Tue 10/25/22		
Auto Scheduled	4.8 Complete in Prod	87 days	Fri 6/24/22	Mon 10/24/22		James Sparks
Auto Scheduled	Success KPI	82 days	Fri 8/26/22	Mon 12/19/22		David Sinclair
Auto Scheduled	Create schedule for remainder of testing	13.75 days	Fri 8/26/22	Thu 9/15/22		David Sinclair
Auto Scheduled	DEO will provide GTS with list of defects	20.63 days	Fri 9/9/22	Fri 10/7/22		David Sinclair
Auto Scheduled	GTS bug fix	21 days	Fri 10/7/22	Fri 11/4/22		David Sinclair
Auto Scheduled	DEO final acceptance	16 days	Mon 11/14/22	Mon 12/5/22		David Sinclair

Auto Scheduled	Knowledge Transfer	1 day	Tue 12/6/22	Tue 12/6/22		David Sinclair
Auto Scheduled	Deliverable 31: Success KPI reporting	11 days	Mon 12/5/22	Mon 12/19/22		David Sinclair
Auto Scheduled	GTS will submit invoice	0.98 days	Mon 12/5/22	Mon 12/5/22		David Sinclair
Auto Scheduled	Invoice Payment Milestone	0.98 days	Mon 12/19/22	Mon 12/19/22		David Sinclair
Auto Scheduled	Genesys Chatbot	43 days	Mon 10/3/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	Gather Requirements/workshops	7 days	Mon 10/3/22	Tue 10/11/22		Nicholas Kaoudis
Auto Scheduled	UAT testing	12.4 days	Tue 11/1/22	Thu 11/17/22		Omar Cortes
Auto Scheduled	Knowledge Transfer session	1 day	Fri 11/18/22	Fri 11/18/22		Omar Cortes
Auto Scheduled	Deliverable 30: Genesys DX Chatbot	1 day	Wed 11/30/22	Wed 11/30/22		
Auto Scheduled	GTS will submit invoice	1 day	Wed 11/30/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	Payment Milestone	1 day	Wed 11/30/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	Visual IVR	43 days	Mon 10/3/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	Gather Requirements/workshops	7 days	Mon 10/3/22	Tue 10/11/22		Nicholas Kaoudis
Auto Scheduled	UAT Testing	1 day	Tue 11/1/22	Tue 11/1/22		Omar Cortes
Auto Scheduled	Knowledge Transfer Session	1 day	Fri 11/18/22	Fri 11/18/22		Omar Cortes
Auto Scheduled	Deliverable 32: Zappix Visual IVR	1 day	Wed 11/30/22	Wed 11/30/22		
Auto Scheduled	GTS will submit invoice	1 day	Wed 11/30/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	Payment Milestone	1 day	Wed 11/30/22	Wed 11/30/22		Nicholas Kaoudis
Auto Scheduled	TFS Migration	46 days	Fri 10/14/22	Fri 12/16/22		David Sinclair
Auto Scheduled	NEW TFS Server Ready for install on Prem	0.98 days	Fri 10/14/22	Fri 10/14/22		Satish Pavuluri
Auto Scheduled	Upgrade On Site TFS from 2015 to 2020 version	0.98 days	Mon 10/17/22	Mon 10/17/22		Satish Pavuluri
Auto Scheduled	Test Upgraded system to confirm proper functionality	3 days	Mon 10/24/22	Wed 10/26/22		Satish Pavuluri

Auto Scheduled	Install TFS on Cloud Servers	1 day	Tue 11/1/22	Tue 11/1/22		Satish Pavuluri
Auto Scheduled	Migrate on Prem to Cloud Servers	1 day	Fri 12/16/22	Fri 12/16/22		Satish Pavuluri
Auto Scheduled	ALM Migration	61 days	Mon 9/19/22	Mon 12/12/22		David Sinclair
Auto Scheduled	Decision on ALM SAS or On Site	4 days	Tue 10/4/22	Fri 10/7/22		Quinton Lightfoot
Auto Scheduled	Create new ALM server in the cloud	0.98 days	Mon 9/19/22	Mon 9/19/22		Rakesh Kavuri
Auto Scheduled	Configure new ALM Server	16 days	Mon 11/21/22	Mon 12/12/22		Robina Brown
Auto Scheduled	Test ALM In the cloud	1 day	Thu 12/1/22	Thu 12/1/22		Robina Brown
Auto Scheduled	RMT UC4 Upgrade	18 days	Thu 10/6/22	Mon 10/31/22		David Sinclair
Auto Scheduled	Kick off Meeting with RMT	0.98 days	Thu 10/6/22	Thu 10/6/22		David Sinclair
Auto Scheduled	Update to SOW Language Changes	0.98 days	Thu 10/6/22	Thu 10/6/22		Claudia Gunnels
Auto Scheduled	Create Project Plan	4.91 days	Thu 10/6/22	Wed 10/12/22		David Sinclair
Auto Scheduled	Start Upgrade	10 days	Tue 10/18/22	Mon 10/31/22		Satish Pavuluri
Auto Scheduled	UAT Testing - Dev environment	45 days	Mon 7/18/22	Fri 9/16/22		David Sinclair
Auto Scheduled	Smoke Test CONNECT	38.3 days	Mon 7/18/22	Fri 9/9/22		David Sinclair
Auto Scheduled	Test Blazon Functionality	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Test Crystal Reports Functionality	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Test FileNet Functionality	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Test UC4 Batch scheduler Functionality	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Test OpenText Exstream Functionality	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Batch testing performed by Internal testers	14.73 days	Mon 7/25/22	Fri 8/12/22		Robin Hodge-Carey
Auto Scheduled	Batch testing performed by SMEs	38.3 days	Mon 7/25/22	Fri 9/16/22		Robin Hodge-Carey
Auto Scheduled	Dev environment UAT complete	43.21 days	Mon 7/18/22	Fri 9/16/22		David Sinclair
Auto Scheduled	UAT Testing - UATTEST environment	16.98 days	Mon 9/12/22	Tue 10/4/22		David Sinclair

Auto Scheduled	Smoke test CONNECT	9.82 days	Fri 9/16/22	Thu 9/29/22		Robina Brown
Auto Scheduled	Test Blazon functionality	9.82 days	Fri 9/16/22	Thu 9/29/22		Robin Hodge-Carey
Auto Scheduled	Test Crystal Reports functionality	9.82 days	Mon 9/12/22	Fri 9/23/22		Robin Hodge-Carey
Auto Scheduled	Test FileNet functionality	15.71 days	Mon 9/12/22	Mon 10/3/22		Robin Hodge-Carey
Auto Scheduled	Test UC4 Batch Scheduler functionality	9.82 days	Mon 9/12/22	Fri 9/23/22		David Sinclair
Auto Scheduled	Test OpenText Exstream functionality	9.82 days	Mon 9/12/22	Fri 9/23/22		David Sinclair
Auto Scheduled	Batch testing performed by Internal testers	15.71 days	Mon 9/12/22	Mon 10/3/22		Ram Iyer
Auto Scheduled	Batch testing performed by SMEs	9.82 days	Mon 9/12/22	Fri 9/23/22		Robin Hodge-Carey
Auto Scheduled	Testing Completed in UAT TEST	0.98 days	Tue 10/4/22	Tue 10/4/22		
Auto Scheduled	UAT Testing PreProd Environment	28.28 days	Tue 10/4/22	Fri 11/11/22		
Auto Scheduled	Smoke Test Connect	6 days	Fri 10/7/22	Fri 10/14/22		Ken Mason
Auto Scheduled	Test Blazon	5.89 days	Fri 10/7/22	Fri 10/14/22		Antonio Rosier
Auto Scheduled	Test UC4	5.89 days	Fri 10/7/22	Fri 10/14/22		Antonio Rosier
Auto Scheduled	Test Crystal Reports	5.89 days	Fri 10/7/22	Fri 10/14/22		Nadia Miller
Auto Scheduled	Test Filenet	5.89 days	Fri 10/7/22	Fri 10/14/22		Sean Markland
Auto Scheduled	Test Exxtreme	5.89 days	Fri 10/7/22	Mon 10/17/22		Nadia Miller
Auto Scheduled	Load Testing	4.28 days	Mon 11/7/22	Fri 11/11/22		Harsha Vuppala
Auto Scheduled	Pre-prod environment UAT completed	27.88 days	Tue 10/4/22	Thu 11/10/22		David Sinclair
Auto Scheduled	UAT Testing SYSTEST	1 day	Mon 10/24/22	Tue 10/25/22		David Sinclair
Auto Scheduled	Smoke Test	1 day	Mon 10/24/22	Tue 10/25/22		Ken Mason
Auto Scheduled	Test Blazon	0.98 days	Mon 10/24/22	Tue 10/25/22		Nadia Miller
Auto Scheduled	Test UC4	0.98 days	Mon 10/24/22	Tue 10/25/22		Andre Dixon
Auto Scheduled	Test Crystal Reports	1 day	Mon 10/24/22	Tue 10/25/22		Antonio Rosier

Auto Scheduled	Test FileNet	0.98 days	Mon 10/24/22	Tue 10/25/22		Sean Markland
Auto Scheduled	Test Exxtreme	0.98 days	Mon 10/24/22	Tue 10/25/22		Nadia Miller
Auto Scheduled	SME Testing Complete	1 day	Mon 10/24/22	Tue 10/25/22		
Auto Scheduled	UAT testing Hotfix	3.25 days	Mon 10/31/22	Thu 11/3/22		
Auto Scheduled	Smoke Test	3.25 days	Mon 10/31/22	Thu 11/3/22		Ken Mason
Auto Scheduled	Test Blazon	0.98 days	Mon 10/31/22	Tue 11/1/22		Nadia Miller
Auto Scheduled	test FileNet	0.98 days	Mon 10/31/22	Tue 11/1/22		Sean Markland
Auto Scheduled	Test Crystal Reports	3.25 days	Mon 10/31/22	Thu 11/3/22		Antonio Rosier
Auto Scheduled	Test Exxtreme	0.98 days	Mon 10/31/22	Tue 11/1/22		Andre Dixon
Auto Scheduled	Test UC4	0.98 days	Mon 10/31/22	Tue 11/1/22		Antonio Rosier
Auto Scheduled	Testing Complete	3.25 days	Mon 10/31/22	Thu 11/3/22		Robin Hodge-Carey
Auto Scheduled	Production environment pre-launch tasks	43.5 days	Mon 10/17/22	Thu 12/15/22		David Sinclair
Auto Scheduled	Request Infrastructure Set up	0.98 days	Mon 10/17/22	Tue 10/18/22		Satish Pavuluri
Auto Scheduled	Clone Blazon	9 days	Mon 10/31/22	Thu 11/10/22		Ram Iyer
Auto Scheduled	Clone Crystal Reports	9 days	Mon 10/31/22	Thu 11/10/22		Ram Iyer
Auto Scheduled	Clone FileNet	3.4 days	Wed 11/2/22	Mon 11/7/22		Ram Iyer
Auto Scheduled	Clone UC4 Batch Scheduler	3.4 days	Wed 11/2/22	Mon 11/7/22		Ram Iyer
Auto Scheduled	Clone OpenText Extreme	1 day	Mon 11/14/22	Mon 11/14/22		Ram Iyer
Auto Scheduled	Transition to Go Live	24 days	Mon 11/14/22	Thu 12/15/22		
Auto Scheduled	Meet with C2C Support team to give orientation to new system	2 days	Mon 11/14/22	Tue 11/15/22		David Sinclair
Auto Scheduled	Go through Alert Procedures with supporting team	1 day	Thu 12/15/22	Thu 12/15/22		David Sinclair

Auto Scheduled	Ensure all product documentation is shared with team	1 day	Mon 11/14/22	Mon 11/14/22		David Sinclair
Auto Scheduled	FileNet gap data copied	3 days	Thu 12/8/22	Mon 12/12/22		Sean Markland
Auto Scheduled	Database refresh for go-live	2 days	Fri 12/9/22	Mon 12/12/22		Anand Kothandan
Auto Scheduled	Training	3 days	Mon 12/12/22	Wed 12/14/22		
Auto Scheduled	Admin Setup and Intro to new system	1 day	Mon 12/12/22	Mon 12/12/22		
Auto Scheduled	Knowledge transfer session	1 day	Mon 12/12/22	Mon 12/12/22		Satish Pavuluri
Auto Scheduled	Documentation of system Design	1 day	Tue 12/13/22	Tue 12/13/22		Ram Iyer
Auto Scheduled	Documented System Maintenance Schedule	1 day	Tue 12/13/22	Tue 12/13/22		Roland Solvik
Auto Scheduled	Alert Management using CAPM Tool	1 day	Wed 12/14/22	Wed 12/14/22		
Auto Scheduled	UAT Testing - Production environment	15 days	Mon 11/14/22	Fri 12/2/22		David Sinclair
Auto Scheduled	SMOKE Testing	1 day	Mon 11/14/22	Tue 11/15/22		Ken Mason
Auto Scheduled	Test Blazon functionality	2 days	Mon 11/14/22	Tue 11/15/22		Andre Dixon
Auto Scheduled	Test Crystal Reports functionality	2 days	Mon 11/14/22	Tue 11/15/22		Antonio Rosier
Auto Scheduled	Test FileNet functionality	2 days	Mon 11/14/22	Tue 11/15/22		Sean Markland
Auto Scheduled	Test UC4 Batch Scheduler	3 days	Mon 11/14/22	Wed 11/16/22		Antonio Rosier
Auto Scheduled	Test OpenText Exstream	2 days	Mon 11/14/22	Tue 11/15/22		Nadia Miller
Auto Scheduled	Load Testing	5 days	Mon 11/28/22	Fri 12/2/22		Harsha Vuppala
Auto Scheduled	Ransomware testing with blockers flag on	2 days	Mon 11/28/22	Wed 11/30/22		Danny Johnson
Auto Scheduled	Production UAT completed	0 days	Fri 12/2/22	Fri 12/2/22		David Sinclair
Auto Scheduled	UAT Testing - End User (Business Unit)	14 days	Mon 11/14/22	Thu 12/1/22		David Sinclair
Auto Scheduled	Initial Claims workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Antonio Rosier

Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Continued Claims workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Andre Dixon
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled		0.98 days	Mon 11/14/22	Mon 11/14/22		
Auto Scheduled	Adjudication workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Antonio Rosier
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Appeals workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Andre Dixon
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Benefits changing workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Andrea Shand
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Monetary workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey

Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	WAGE workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial Testing	12 days	Mon 11/14/22	Tue 11/29/22		Andre Dixon
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Benefit Payment Control (BCP) workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial testing	12 days	Mon 11/14/22	Tue 11/29/22		Andrea Shand
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Employer/TPA Workflows tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial testing	12 days	Mon 11/14/22	Tue 11/29/22		Andre Dixon
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		Robin Hodge-Carey
Auto Scheduled	Special Programs workflow tested and approved	12 days	Mon 11/14/22	Tue 11/29/22		Robin Hodge-Carey
Auto Scheduled	Initial testing	12 days	Mon 11/14/22	Tue 11/29/22		Andrea Shand
Auto Scheduled	Fix open issues	12 days	Mon 11/14/22	Tue 11/29/22		Rakesh Kavuri
Auto Scheduled	Final testing and approval	0 days	Mon 11/14/22	Mon 11/14/22		David Sinclair
Auto Scheduled	End-user UAT completed	14 days	Mon 11/14/22	Thu 12/1/22		David Sinclair
Auto Scheduled	Conduct Lessons Learned Meeting	2 days	Thu 1/19/23	Fri 1/20/23		David Sinclair
Auto Scheduled	Schedule Lessons Learned meeting	1 day	Thu 1/19/23	Thu 1/19/23		David Sinclair

Auto Scheduled	Conduct Lessons Learned meeting	1 day	Fri 1/20/23	Fri 1/20/23		David Sinclair
Auto Scheduled	Record Lessons Learned	1 day	Fri 1/20/23	Fri 1/20/23		David Sinclair
Auto Scheduled	Execution Phase complete	0 days	Mon 1/23/23	Mon 1/23/23		David Sinclair
Auto Scheduled	Production Go Live	1.5 days	Thu 12/15/22	Fri 12/16/22		
Auto Scheduled	Gap Data Copy to Prod for go live	1 day	Thu 12/15/22	Fri 12/16/22		Anand Kothandan
Auto Scheduled	Copy FileNet Gap Data	1 day	Thu 12/15/22	Fri 12/16/22		Sean Markland
Auto Scheduled	Cut over Go Live in Production	0 days	Thu 12/15/22	Thu 12/15/22		David Sinclair
Auto Scheduled	02 - Cloud Application Performance Management: Go-live	0 days	Thu 12/15/22	Thu 12/15/22		
Auto Scheduled	Monitoring and Controlling	220 days	Fri 2/25/22	Fri 12/30/22		
Auto Scheduled	Manage Project Schedule	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Project Costs	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Project Scope	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Project Risks	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Project Issues	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Decisions	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Action Items	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Manage Cybersecurity	219 days	Fri 2/25/22	Wed 12/28/22		David Sinclair
Auto Scheduled	Record Lessons Learned	219 days	Fri 2/25/22	Wed 12/28/22		David Sinclair
Auto Scheduled	Prepare Regularly scheduled Status Reports	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Conduct Regularly scheduled Status Meetings	219 days	Fri 2/25/22	Wed 12/28/22		
Auto Scheduled	Monitoring and Controlling Phase Complete	0 days	Fri 12/30/22	Fri 12/30/22		
Auto Scheduled	Project Closeout	468.98 days	Tue 9/7/21	Fri 6/23/23		

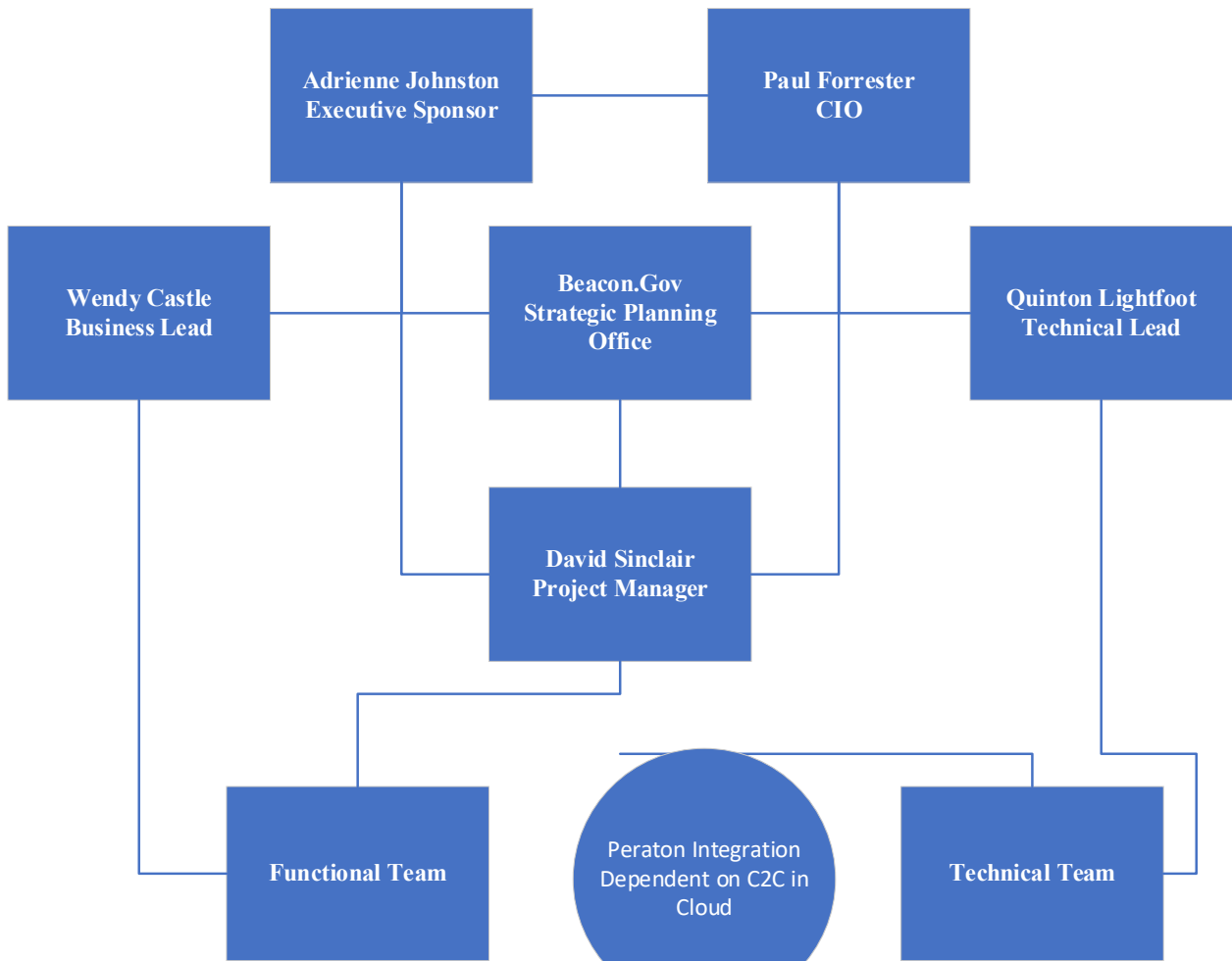
Auto Scheduled	Deliverable: Project Closeout Report	0.98 days	Fri 6/23/23	Fri 6/23/23		
Auto Scheduled	Develop Project Closeout Report	0.98 days	Fri 6/23/23	Fri 6/23/23	669	
Auto Scheduled	Review/Update Project Closeout Report	0.98 days	Fri 6/23/23	Fri 6/23/23	665	
Auto Scheduled	Approve Project Closeout Report	0.98 days	Fri 6/23/23	Fri 6/23/23	666	
Auto Scheduled	Project Closeout Report complete	0 days	Tue 1/3/23	Tue 1/3/23		
Auto Scheduled	Schedule Project Closeout Meeting	0.98 days	Wed 1/4/23	Wed 1/4/23		
Auto Scheduled	Conduct Knowledge Transfer	4.91 days	Fri 1/13/23	Thu 1/19/23		
Auto Scheduled	Remove Commercial Cloud Web Servers	0.98 days	Tue 9/7/21	Tue 9/7/21		
Auto Scheduled	Remove DB Servers and Databases	0.98 days	Tue 9/7/21	Tue 9/7/21		
Auto Scheduled	Deconstruct hardware as needed	0.98 days	Tue 9/7/21	Tue 9/7/21		
Auto Scheduled	Conduct Project Closeout meeting	0.98 days	Tue 1/31/23	Tue 1/31/23		
Auto Scheduled	Closeout Phase complete	0 days	Tue 1/31/23	Tue 1/31/23		
Auto Scheduled	Conduct Lessons Learned Meeting	1.98 days	Tue 1/31/23	Wed 2/1/23		
Auto Scheduled	Conduct Lessons Learned meeting	0.98 days	Wed 2/1/23	Wed 2/1/23	679	
Auto Scheduled	Record Lessons Learned	0.98 days	Wed 2/1/23	Wed 2/1/23	677	
Auto Scheduled	Schedule Lessons Learned meeting	0.98 days	Tue 1/31/23	Tue 1/31/23	674	

IV. Project Spending Plan

Total Planned Cost	Budget Cost	Actual Cost
\$2.8 M	\$12.34 M	\$2,804,045.44

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Adrienne Johnston	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
CTO	Domenic DiLullo	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Strategic Planning Office	Beacon.Gov	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members
Project Manager	David Sinclair	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Business Lead	Wendy Castle	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Technical Lead	Quinton Lightfoot	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs

Project Role	Resource Name	Responsibilities
Functional Team	Eddy Richards Ram Iyer Anand Kothandan Mannix Hawkins John Ramos Al Rehwinkel	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Technical Team	Sushma Kavarthapu Vamsi Pasala Becky Leckinger Lewis Good David Zhang Robina Brown Jonathan Scott Brandon Grant Roland Solvik Mike George Sean Markland Joshua Lovestrland Ram Iyer Anand Kothandan	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Peraton	Joe Lombardi	<ul style="list-style-type: none"> • Integration testing is dependent on Connect to Cloud being live in the cloud.

C. Project Management Methodology

DEO will use the PMBOK project management methodology in compliance with the project management standard rule 60GG-2 F.A.C. Predictability, accountability, and flexibility are key elements that will be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of DEO's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk management will be an ongoing process conducted throughout the project. The process begins with identifying and assessing significant risks, then developing an appropriate mitigation strategy to address the risk(s). It continues with regular risk monitoring, ongoing identification of new risks, and timely implementation of risk response plans.

The project's Risk Management Process, which is defined and maintained within the PMP, will address identified risks that may negatively impact the project and may require visibility by leadership.

The Risk Management Process involves:

- Identifying and categorizing project risks (Identify),
- Validating and logging the risk (Validate / Log) assessing and prioritizing the risks so they are manageable (Analyze),
- Developing a response strategy and assigning responsibility (Plan),
- Tracking the risks by reviewing them at key project milestones (Monitor/Track), and most importantly,
- Communicating the risks and strategies on an ongoing basis throughout the life of the project (Communicate).

The Risk Management Processes address internal risks - those under the control or influence of the project team, such as quality of deliverables, cost, schedule, or technical risks; as well as external risks - those outside the control of the project team such as governmental legislation.

The PM, along with the project team will validate any identified risk to make sure the information is complete, and the risk is not a duplicate. Once verified the risk information will be logged into the Risk Log and given a unique identifier.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Necessary tools, hardware, or materials need to be procured for the successful completion of the project.	Medium	Medium	Identify needs early on and involve management and budget staff throughout engagement	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM

VIII. Capacity Plan

This project does not involve the purchase/lease, configuration, and installation of significant computer hardware. For purposes of capacity planning, computer hardware includes servers, storage, and network infrastructure. Accordingly, a Capacity Plan is not required. Once the claim volume starts to go down as the claims volume decreases, capacity can be reduced. Also moving to an auto-scaling configuration will additionally reduce needed capacity.



**OPERATIONAL WORK PLAN
FOR
CLOUD APPLICATION
PERFORMANCE MANAGEMENT
(CAPM)**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 11/22/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 4

C. CRITICAL SUCCESS FACTORS 4

D. KEY DATES 4

E. MAJOR DELIVERABLES..... 4

F. MAJOR MILESTONES..... 5

G. PROCUREMENT 5

H. KEY STAKEHOLDERS 5

I. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS..... 5

II. WORK BREAKDOWN STRUCTURE 6

III. RESOURCE LOADED PROJECT SCHEDULE 6

IV. PROJECT SPENDING PLAN 11

V. PROJECT ORGANIZATION AND METHODOLOGY 12

A. PROJECT ORGANIZATIONAL CHART 12

B. PROJECT ROLES AND RESPONSIBILITIES..... 13

C. PROJECT MANAGEMENT METHODOLOGY 14

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 15

VII. PROJECT RISK MANAGEMENT PLAN 15

VIII. CAPACITY PLAN 17

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Reemployment Assistance Claims and Benefits Information System (System) and supporting middleware software is currently deployed on physical, on-premises servers managed exclusively in-house. Most of the physical infrastructure is from the original go-live in 2013, is at the end of its life cycle, and was due for replacement in 2020. As the Department of Economic Opportunity (DEO) continues to assess and develop an understanding for choosing, managing, governing, and securing cloud services and tools; the realization is that cloud computing is the foundation that enables Workforces Services to transform, differentiate, and continuously improve.

A cloud-first strategy plays a central role in next-generation business initiatives. These initiatives include digital business transformation, automation, and Artificial Intelligence (AI). Cloud computing offers enhanced disaster recovery and high availability, optimized operations and maintenance costs, and built-in scalability.

As part of the modernization initiatives, DEO is undertaking a project to complete the planning for remaining migration, readiness activities, and migration of Reemployment Assistance infrastructure from the State Data Center and Winter Haven Disaster Recovery sites, as well as moving the System to a Cloud Service Provider using an IaaS hosting model. Included within the migration project is an improved document storage solution and the transition to a cloud-based IVR solution. Once the migration of the System to a cloud-hosted environment is completed, a focus on performance baselines and metrics will be available for evaluation and consideration for enhanced System monitoring and management.

A. Scope Statement

Change System monitoring from reactive to proactive by establishing metrics that are indicative of upcoming problems rather than those that have already occurred. Design visualizations that make metrics and thresholds easily visible, including trend analysis to support proactive action. Ensure that metrics capture inputs which would drive automatic scaling. Identify and procure a solution, if needed, and then implement the solution.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
System of alerts to identify any noteworthy activity and approaching thresholds	Proactively working to prevent performance issues prior to the end users' experience being affected.
Dashboards to assist in proactive monitoring of key performance indicators	Another way to be proactive in monitoring and finding system trends
Optimized performance	Better end user experience
Rendering of topology maps and system application networks	Visual overview of the System will assist in faster response time when network or hardware issues occur

C. Critical Success Factors

- Ensure all currently monitored System actions or events can be monitored in the cloud environment.
- Ensure processes and procedures are in place for actions that need to be taken based on event type.
- Establish performance baselines and tools to manage to those levels.
- Develop a visual monitoring intuitive interface.

D. Key Dates

Key Date	Importance and Relevance to the Project
July 1, 2022	CAPM Project Kick-Off
July 15, 2022	Project Initiation Phase Completed
August 2, 2022	Requirements Traceability Matrix completed
September 6, 2022	Planning Phase Completed
September 30, 2022	Solution Determined
November 11, 2022	Testing Solution Complete
December 16, 2022	Solution in place in the Cloud
January 27, 2023	Full Baselines in Production Determined
February 24, 2023	Tweaks to system Monitoring Completed
March 17, 2023	Final System Monitoring Review
March 31, 2023	Project Complete

E. Major Deliverables

Major Deliverable	Deliverable Description
Requirements Traceability Matrix Approved	All requirements for monitoring established and approved
Software selection Completed	Decision on what tool or tools will be used for monitoring. (Using AppDynamics)
Software Testing Underway	Start of software testing

Major Deliverable	Deliverable Description
Monitoring Baselines Reports	Established Monitoring Baselines Reports and Dashboard
Load Testing	Test Connect load using CAPM Tool to build baselines
Software live in Production	System is live and being monitored in the cloud
Final Baseline Numbers	Tweaks to monitoring complete and new baselines established
Project Complete	Live with full monitoring in place

F. Major Milestones

	Major Milestone	Milestone Description
1.	Software selection Completed	Decision on what tool or tools will be used for monitoring
2.	Software Testing Underway	Start of software testing
3.	Load Testing Complete	Baselines tested and approved
4.	Software live in Production	System is live and being monitored in the cloud

G. Procurement

Procurement	Description	Justification	Needed By
N/A	None at this time		

H. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Workforce Services, DEO
Domenic DiLullo	Chief Technology Officer, DEO
Allyce Moriak	Chief Financial Officer, DEO
Wendy Castle	RA Modernization Program Owner - Business
Paul Forrester	RA Modernization Program Owner – Information Technology
David Sinclair	Project Manager
Peraton	System and Software Integration

I. Significant Project Assumptions and Constraints

Project Assumptions

- All identified funding is available.
- The identified business and technical requirements are correct and complete.
- The assigned information technology resources possess relevant knowledge and skills to complete the identified tasks.
- Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.

- All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
- The Chief Technology Officer will be responsive and prepared to make decisions regarding the project cost, scope, and schedule.
- Key contracts are sequenced in relation to the project schedule.

Project Constraints

- Subject Matter Experts (SME) time is spread out and not dedicated

II. Work Breakdown Structure

Task Name	Duration	Start	Finish
Initiation Risk & Complexity Assessment - FINAL - Cat 2	0.25 days	7/1/22	7/1/22
Planning Risk & Complexity Assessment - FINAL - Cat 2	0.25 days	7/11/22	7/11/22
Deliverable: Project Charter	5 days	7/1/22	7/5/22
Develop Project Charter	4 days	7/1/22	7/4/22
Review/Update Project Charter	0.5 days	7/5/22	7/5/22
Approve Project Charter	1 day	7/5/22	7/5/22
Project Kickoff Meetings	1 day	7/6/22	7/6/22
CAPM Kick-Off	1 days	7/6/22	7/6/22
Prepare presentation	1 days	7/5/22	7/6/22
Schedule Kickoff meeting	0.13 days	7/6/22	7/6/22
Conduct Kickoff meeting	0.25 days	7/6/22	7/6/22
Solution Determined (AppDynamics)	15	8/30/22	9/15/22
Solution Testing Complete	20 days	10/30/22	11/11/22
CAPM Live in Production	14 days	12/15/22	12/30/22
Project Closeout	14 days	3/17/23	3/28/23
Schedule Project Closeout Meeting	1 day	3/17/23	3/17/23
Deliverable: Project Closeout Report	14 days	3/17/23	3/28/23
Develop Project Closeout Report	7 days	3/17/23	3/24/23
Review/Update Project Closeout Report	4 days	3/24/23	3/28/23
Approve Project Closeout Report	1 day	3/28/23	3/28/23
Project Closeout Report complete	0 days	3/28/23	3/28/23
Conduct Knowledge Transfer	3 days	3/29/23	3/31/23
Conduct Project Closeout meeting	1 day	3/29/23	3/29/23
Closeout Phase complete	1 day	3/31/23	3/31/23
Record Lessons Learned	1 day	3/31/23	3/31/23

III. Resource Loaded Project Schedule

Task Name	Duration	Start	Finish	Predecessors	Resource Names
Initiation	7 days	Fri 7/1/22	Mon 7/11/22		David Sinclair
Risk & Complexity Assessment	5.27 days	Fri 7/1/22	Fri 7/8/22		David Sinclair

Pre-charter Risk & Complexity Assessment	5 days	Fri 7/1/22	Thu 7/7/22		David Sinclair
Initiation Risk & Complexity Assessment	5.27 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Project Charter	6 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Create Project Charter	6 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Review and update Charter	6 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Approve Project Charter	2 days	Fri 7/1/22	Mon 7/4/22		David Sinclair
Project Kickoff Meeting	3 days	Fri 7/1/22	Wed 7/6/22		David Sinclair
Create Project Kickoff Presentation	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Schedule Kickoff Meeting	1 day	Tue 7/5/22	Tue 7/5/22		David Sinclair
Hold Project Kickoff meeting	0 days	Wed 7/6/22	Wed 7/6/22		David Sinclair
Initiation Phase Complete	1 day	Mon 7/11/22	Mon 7/11/22		David Sinclair
Procurement	67 days	Fri 7/1/22	Mon 10/3/22		David Sinclair
No Current Plan for Procurement for this Project	66 days	Fri 7/1/22	Mon 10/3/22		David Sinclair
Planning	87 days	Fri 7/1/22	Mon 10/31/22		David Sinclair
Deliverable 1: Risk Assessment	6 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Planning Risk & Complexity Assessment	6 days	Fri 7/1/22	Fri 7/8/22		David Sinclair
Deliverable 2: Resource Plan	11 days	Fri 7/1/22	Fri 7/15/22		
Develop Resource Plan	11 days	Fri 7/1/22	Fri 7/15/22		David Sinclair
Review/update Resource Plan	11 days	Fri 7/1/22	Fri 7/15/22		David Sinclair
Resource Plan completed	11 days	Fri 7/1/22	Fri 7/15/22		David Sinclair
Resource Plan approved	11 days	Fri 7/1/22	Fri 7/15/22		David Sinclair
Deliverable 3: Project Schedule	66 days	Fri 7/1/22	Fri 9/30/22		David Sinclair
Develop Project Schedule	63 days	Fri 7/1/22	Wed 9/28/22		David Sinclair
Review/update Project Schedule	63 days	Fri 7/1/22	Wed 9/28/22		David Sinclair
Project schedule completed	65 days	Fri 7/1/22	Fri 9/30/22		David Sinclair

Project schedule approved	65 days	Fri 7/1/22	Fri 9/30/22		David Sinclair
Deliverable 4: Requirements Traceability Matrix	21 days	Fri 7/1/22	Fri 7/29/22		David Sinclair
Identify requirements	18 days	Fri 7/1/22	Tue 7/26/22		David Sinclair
Hold requirement gathering sessions	10 days	Fri 7/1/22	Thu 7/14/22		David Sinclair
Create Requirements Traceability Matrix	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Review/update Requirements Traceability Matrix	18 days	Fri 7/1/22	Tue 7/26/22		David Sinclair
Requirements Traceability Matrix completed	1 day	Thu 7/28/22	Thu 7/28/22		David Sinclair
Requirements Traceability Matrix approved	1 day	Fri 7/29/22	Fri 7/29/22		David Sinclair
Deliverable 5: Project Management Plan	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Project Management Plan	3 days	Fri 7/1/22	Tue 7/5/22		
Organizational and Governance Structure	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Resource Plan	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Schedule Management Plan	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Quality Assurance	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Procurement Management	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Develop Project Management Plan	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Review/update Project Management Plan	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Project Management Plan completed	3 days	Fri 7/1/22	Tue 7/5/22		David Sinclair
Project Management Plan approved	2 days	Fri 7/1/22	Mon 7/4/22		David Sinclair
Deliverable 6: Project Budget	56 days	Fri 7/1/22	Fri 9/16/22		David Sinclair
Prepare project budget	55 days	Fri 7/1/22	Fri 9/16/22		David Sinclair
Review/update Project Budget	55 days	Fri 7/1/22	Fri 9/16/22		David Sinclair
Project Budget completed	55 days	Fri 7/1/22	Fri 9/16/22		David Sinclair

Project Budget approved	55 days	Fri 7/1/22	Fri 9/16/22		David Sinclair
Deliverable 7: Project Spending Plan	86 days	Fri 7/1/22	Fri 10/28/22		David Sinclair
Prepare Project Spending Plan	85 days	Fri 7/1/22	Fri 10/28/22		David Sinclair
Review/update Project Spending Plan	85 days	Fri 7/1/22	Fri 10/28/22		David Sinclair
Project Spending Plan completed	85 days	Fri 7/1/22	Fri 10/28/22		David Sinclair
Project Spending Plan approved	85 days	Fri 7/1/22	Fri 10/28/22		David Sinclair
Vendor Selection	31 days	Fri 8/5/22	Fri 9/16/22		David Sinclair
APPD DEMO'S	11 days	Fri 8/5/22	Fri 8/19/22		David Sinclair
Splunk Demo's	16 days	Fri 8/5/22	Fri 8/26/22		David Sinclair
Orion Demo's	6 days	Tue 8/9/22	Tue 8/16/22		David Sinclair
Data Dog Demo	1 day	Mon 8/22/22	Mon 8/22/22		David Sinclair
Dynatrace Demo	1 day	Wed 8/24/22	Wed 8/24/22		David Sinclair
New Relic Demo	1 day	Fri 8/26/22	Fri 8/26/22		David Sinclair
Vendor Internal Feedback Survey Sent	10 days	Fri 8/26/22	Fri 9/9/22		David Sinclair
Internal Meeting Vendor Cut Downs	8 days	Tue 8/30/22	Fri 9/9/22		David Sinclair
Vendor Pricing	18 days	Wed 8/24/22	Fri 9/16/22		David Sinclair
Review Pricing from Vendors	12 days	Wed 8/24/22	Fri 9/9/22		David Sinclair
Choose Vendor or do POC	10 days	Fri 9/2/22	Fri 9/16/22		David Sinclair
Planning Phase Completed	33 days	Thu 9/15/22	Mon 10/31/22		David Sinclair
Executing	66 days	Thu 9/15/22	Thu 12/15/22		David Sinclair
PreProd Connect Server Configuration for Monitoring	44 days	Thu 9/15/22	Tue 11/15/22		David Sinclair
Create Server Mapping for Agents	5 days	Mon 10/10/22	Fri 10/14/22		Satish Pavuluri
Create Monitoring for Connect Application Server CPU Usage	34 days	Thu 9/15/22	Tue 11/1/22		Satish Pavuluri
Create Monitoring for Connect Application Server Memory Usage	34 days	Thu 9/15/22	Tue 11/1/22		Satish Pavuluri
Create Monitoring for Connect DB Server Connectivity	34 days	Thu 9/15/22	Tue 11/1/22		Satish Pavuluri

Create Monitoring for Connect for Active DB Connections	34 days	Thu 9/15/22	Tue 11/1/22		Satish Pavuluri
Record Lessons Learned from PreProd	1 day	Tue 11/15/22	Tue 11/15/22		David Sinclair
Preprod testing complete	0 days	Tue 11/1/22	Tue 11/1/22		David Sinclair
Training and Documentation	1 day	Thu 12/15/22	Thu 12/15/22		
Document Process for System Alerts	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Document Process for Application Alerts	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Document Process for Reviewing Spunk Logs	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Document Process for Customer Impact	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Document Process for checking front door TPS	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Document Process for running Azure Diagnostics	1 day	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Production Connect Server Configuration for Monitoring	12 days	Tue 11/15/22	Wed 11/30/22		
Create Monitoring for Connect Application Server CPU Usage	1 day	Tue 11/15/22	Tue 11/15/22		Satish Pavuluri
Create Monitoring for Connect Application Server Memory Usage	1 day	Tue 11/15/22	Tue 11/15/22		Satish Pavuluri
Create Monitoring for Connect DB Server Connectivity	1 day	Tue 11/15/22	Tue 11/15/22		Satish Pavuluri
Create Monitoring for Connect for Active DB Connections	1 day	Tue 11/15/22	Tue 11/15/22		Satish Pavuluri
Production setup complete	0 days	Wed 11/30/22	Wed 11/30/22		Satish Pavuluri
Record lessons learned for Production	1 day	Wed 11/30/22	Wed 11/30/22		Satish Pavuluri
01 - Cloud Migration (C2C): Cut over Go Live in Production	0 days	Thu 12/15/22	Thu 12/15/22		David Sinclair
Go-live	0 days	Thu 12/15/22	Thu 12/15/22		Satish Pavuluri
Executing Phase Completed	0 days	Thu 12/15/22	Thu 12/15/22		David Sinclair

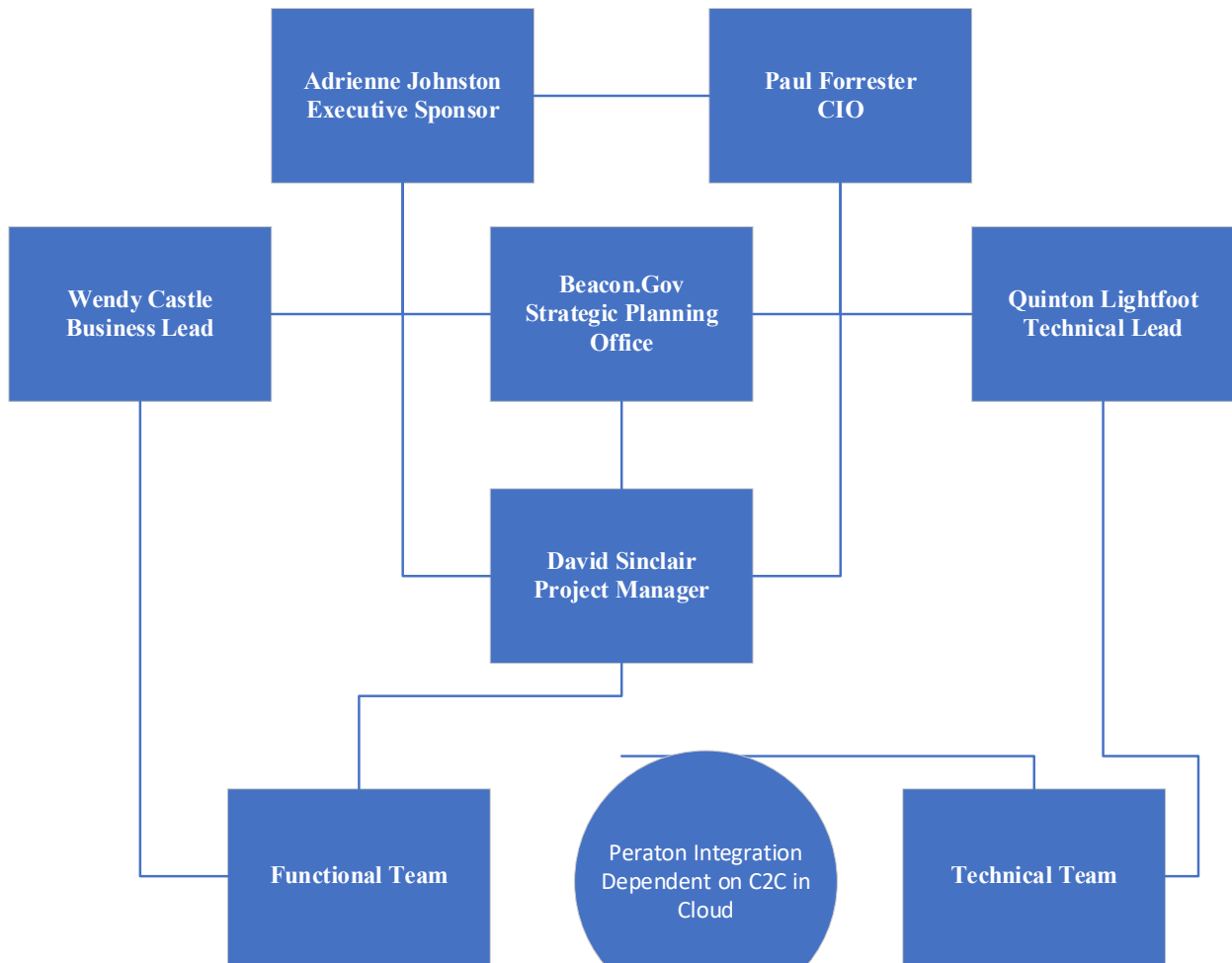
Monitoring & Controlling	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Schedule	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Costs	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Scope	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Risks	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Projects Actions	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Issues	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Manage Project Decisions	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Prepare regularly scheduled Status Reports	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Conduct regularly scheduled Status Meetings	130.75 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Record Lessons learned	130.63 days	Fri 7/1/22	Fri 12/30/22		David Sinclair
Monitoring and Controlling Phase complete	0 days	Fri 12/30/22	Fri 12/30/22		
Closing	122 days	Wed 12/28/22	Thu 6/15/23		David Sinclair
Deliverable 9: Project Close Out Report	2 days	Wed 12/28/22	Thu 12/29/22		
Project Close Out Report complete	1 day	Wed 12/28/22	Wed 12/28/22		David Sinclair
Schedule Project Close Out Meeting	1 day	Wed 12/28/22	Wed 12/28/22		David Sinclair
Conduct Knowledge Transfer	1 day	Thu 12/29/22	Thu 12/29/22		David Sinclair
Conduct Project Close Out Meeting	1 day	Thu 12/29/22	Thu 12/29/22		David Sinclair
Lessons Learned	11 days	Thu 6/1/23	Thu 6/15/23		
Schedule Lessons Learned Meeting	1 day	Thu 6/1/23	Thu 6/1/23		David Sinclair
Conduct Lessons Learned Meeting	1 day	Thu 6/15/23	Thu 6/15/23		David Sinclair
Record Lessons Learned	1 day	Thu 6/15/23	Thu 6/15/23		David Sinclair
Close Out Phase completed	0 days	Fri 12/30/22	Fri 12/30/22		David Sinclair

IV. Project Spending Plan

Total Planned Cost	Budget Cost	Actual Cost
\$99,000	\$987,052	\$0

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Adrienne Johnston	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
CTO	Domenic DiLullo	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Strategic Planning Office	Beacon.Gov	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members
Project Manager	David Sinclair	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Business Lead	Wendy Castle	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Technical Lead	Quinton Lightfoot	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs

Project Role	Resource Name	Responsibilities
Functional Team	Eddy Richards Ian Erwin Tony Wood Mannix Hawkins	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Technical Team	Sushma Kavarthapu Vamsi Pasala Roland Solvik Mike George Ian Erwin Tony Wood	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Peraton	Joe Lombardi	<ul style="list-style-type: none"> • Integration testing is dependent on the System being live in the cloud.

C. Project Management Methodology

DEO will use the PMBOK project management methodology in compliance with the project management standard rule 60GG-2 F.A.C. Predictability, accountability, and flexibility are key elements that will be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.

- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements.
- Ongoing assessment of quality against established standards.
- Constant measurement of success against established deliverables and milestones.
- Personal presence and commitment of key project leadership.
- Proactive identification and communication of risks and issues.

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of DEO's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans.
- Process identification and improvement plans.
- Educational assessment and training plans.
- Change risk assessment.
- Change Advocate networks.
- Change Management.
- Business Relationship Management.
- IT Service Management.

VII. Project Risk Management Plan

Risk management will be an ongoing process conducted throughout the project. The process begins with identifying and assessing significant risks, then developing an appropriate mitigation strategy to address the risk(s). It continues with regular risk monitoring, ongoing identification of new risks, and timely implementation of risk response plans.

The project's Risk Management Process, which is defined and maintained within the PMP, will address identified risks that may negatively impact the project and may require visibility by leadership.

The Risk Management Process involves:

- Identifying and categorizing project risks (Identify).
- Validating and logging the risk (Validate / Log) assessing and prioritizing the risks so they are manageable (Analyze).
- Developing a response strategy and assigning responsibility (Plan).
- Tracking the risks by reviewing them at key project milestones (Monitor/Track), and most importantly.
- Communicating the risks and strategies on an ongoing basis throughout the life of the project (Communicate).

The Risk Management Processes address internal risks - those under the control or influence of the project team, such as quality of deliverables, cost, schedule, or technical risks; as well as external risks - those outside the control of the project team such as governmental legislation.

The PM, along with the project team will validate any identified risk to make sure the information is complete, and the risk is not a duplicate. Once verified the risk information will be logged into the Risk Log and given a unique identifier.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Necessary tools, hardware, or materials need to be procured for the successful completion of the project.	Medium	Medium	Identify needs early on and involve management and budget staff throughout engagement	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM

VIII. Capacity Plan

This project does not involve the purchase/lease, configuration, or installation of significant computer hardware. For purposes of capacity planning, computer hardware includes servers, storage, and network infrastructure. Accordingly, a Capacity Plan is not required. Once the claim volume starts to go down as the claims volume decreases, capacity can be reduced. Also moving to an auto-scaling configuration will additionally reduce needed capacity.



OPERATIONAL WORK PLAN FOR SDLC DEVOPS

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/01/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 3

C. CRITICAL SUCCESS FACTORS 4

D. KEY DATES..... 4

E. MAJOR DELIVERABLES 4

F. MAJOR MILESTONES 5

G. KEY STAKEHOLDERS 5

H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 5

II. WORK BREAKDOWN STRUCTURE..... 5

III. RESOURCE LOADED PROJECT SCHEDULE 7

IV. PROJECT SPENDING PLAN 18

V. PROJECT ORGANIZATION AND METHODOLOGYERROR! BOOKMARK NOT DEFINED.

A. PROJECT ORGANIZATIONAL CHART 18

B. PROJECT ROLES AND RESPONSIBILITIES..... 19

C. PROJECT MANAGEMENT METHODOLOGY 20

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 24

VII. PROJECT RISK MANAGEMENT PLAN 24

VIII. CAPACITY PLAN 30

SECTION 1 — OVERALL PROJECT PLAN

I. *Project Charter*

The Department lacks current Reemployment Assistance Claims and Benefits Information System (System) application design documentation to facilitate the efficient and effective modification of the System and to ensure that changes to the original application design continue to align with Department business requirements.

The Final Report for Improved Delivery of Reemployment Assistance Benefits recommended that the Department document all System functional, technical, and non-technical requirements. System requirements would provide the level of details necessary for prospective partners to plan and estimate efforts the Department needs.

This project seeks to rectify the lack of System design documentation and the ongoing maintenance of said design documentation by improving the completeness and correctness of the application design documentation, related artifacts, and dataflow diagrams for the System, and ensuring that a SDLC process is in place that aligns System functionality with management’s business requirements.

A. **Scope Statement**

In Scope

- Implement Agile/Scrum processes for managing and tracking all System development work and documentation in DevOps.
- Update current Reemployment Assistance program business process and System documentation to establish the baseline for future state enhancements.
- Enter, track, and prioritize all in-progress and planned work items in DevOps.
- Build an initial release plan focusing on the implementation of immediate enhancements to be completed by current Scrum teams.
- Support the requirements gathering and planning for the incremental mobile-friendly modernization.

Out of Scope

- Software development work

B. **Project Objectives and Business Benefits**

Project Objective	Business Benefit
Updated system documentation is necessary prior to beginning analysis of new requirements needs.	Provides the level of detail necessary for prospective partners to plan and estimate the efforts the Department needs
Standardization of process leads to work and resource efficiencies	Allows for a more agile development process

Utilization of a single tool provides a single source of truth for work tracking and documentation	Allows for better resource and capacity planning of development work
Opportunity exists to utilize DevOps for improved operational efficiencies.	An agile DevOps process will improve the time to production by allowing better planning of development work
Support the requirements gathering and planning for the incremental mobile-friendly modernization	Allows for an improved customer service experience using mobile devices

C. Critical Success Factors

- Artifacts from this project are living documents to be utilized during software development.
- Utilization of this SDLC produces a more measurable and efficient way of software development.

D. Key Dates

Key Date	Importance and Relevance to the Project
02/22/2022	Procurement of Software & Services
05/6/2022	Configuration Azure DevOps Services
10/28/2022	Complete Business Process/Technology Specifications
10/28/2022	Migrate from TFS to DevOps
10/28/2022	Azure DevOps ServiceNow integration
12/1/2022	Implementation

E. Major Deliverables

Major Deliverable	Deliverable Description
Procurement of Software & Services	Procure Azure DevOps services and Visual Studio 2019 software licenses. Procure two technical writers and a DevOps Engineer.
Configuration Azure DevOps Services	A software development environment that is both agile and secure
Migrate from TFS to DevOps	Import work backlog to new environment.
Create System/Process Documentation/Templates	Update the current software development workflow process. Create templates for system documentation. Update System documentation.
Developer Training	Provide training on new SDLC process and environment.
Implementation	System development environment is live

F. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	All initiation activities completed
Planning Phase Complete	All planning activities completed
Execution Phase Complete	In progress
Monitor and Controlling Phase Complete	In progress
Closing Phase Complete	

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Allyce Moriak	Chief Financial Officer
Paul Forrester	Chief Information Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager - Business
Thomas Richardson	RA Modernization Program Manager - Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Alvin Sellers	Reemployment Assistance Operations Project Owner
Jim Sparks	Project Manager
Quinton Lightfoot	Application Development Lead
Sushma Kavarthapu	Application Developer

H. Significant Project Assumptions and Constraints

Project Assumptions

- The project will have access to the appropriate state management, staff, and related Program stakeholders (internal and external) and other resources as required and as needed without delay.
- DevOps infrastructure will be available as needed (hardware and software).
- There will be integration between the ITBM tool and the SDLC DevOps environment.
- System documentation is completed prior to start of requirements analysis for modernization.
- The project experiences no delays in schedule.

Project Constraints

- Software developers and subject matter experts (SMEs) have competing operational tasks and have limited time to devote to the project.

II. *Work Breakdown Structure*

Task Name	% Complete	Start	Finish
SDLC Dev Ops	100%	Thu 12/9/21	Mon 12/12/22
Initiation	100%	Thu 12/9/21	Tue 1/18/22
Planning	100%	Mon 12/20/21	Tue 2/22/22
Execution	100%	Thu 12/9/21	Mon 12/12/22
Procurement	100%	Thu 1/6/22	Fri 4/29/22
Documentation	100%	Tue 6/7/22	Fri 10/7/22
ServiceNow Development	100%	Thu 12/9/21	Mon 11/28/22
Process Flow	100%	Tue 8/30/22	Tue 8/30/22
Field List	100%	Wed 8/31/22	Fri 9/23/22
Statuses	100%	Wed 9/7/22	Fri 10/28/22
User Story Review	100%	Tue 9/6/22	Mon 9/19/22
Define SN User Groups	100%	Fri 9/2/22	Tue 9/27/22
Front End Design	100%	Mon 9/12/22	Fri 10/28/22
ServiceNow to Azure DevOps Integration	100%	Tue 8/30/22	Tue 9/13/22
Glidefast ServiceNow to Azure DevOps Integration (Integration Hub)	100%	Thu 12/9/21	Fri 10/28/22
Data Conversion	100%	Wed 9/21/22	Wed 11/23/22
ADO Detailed Tasks	100%	Thu 9/22/22	Fri 10/14/22
Pipelines	100%	Mon 9/19/22	Fri 10/14/22
TFS to ADO Migration	100%	Mon 10/17/22	Tue 11/1/22
Implementing tool to interact TFS data into ADO	100%	Fri 9/30/22	Fri 10/7/22
Import test data of PBI (technical debt) from TFS to ADO	100%	Fri 9/30/22	Wed 10/26/22
UAT Testing	100%	Tue 9/13/22	Mon 11/28/22
Training	100%	Mon 10/24/22	Tue 11/15/22
Implementation	100%	Mon 11/21/22	Mon 12/12/22
Monitoring and Controlling	100%	Mon 1/3/22	Thu 12/1/22
Project Closeout	100%	Thu 12/1/22	Thu 12/1/22

III. Resource Loaded Project Schedule

Task Name	Start	Finish	Resource Names
SDLC Dev Ops	Thu 12/9/21	Mon 12/12/22	
Initiation	Thu 12/9/21	Tue 1/18/22	
Risk and Complexity Assessment	Fri 12/10/21	Mon 12/13/21	
Complete Pre-Charter Risk & Complexity Assessment and determine Project Level	Fri 12/10/21	Fri 12/10/21	Monique Emmanuel
Complete Initiation Gate Risk & Complexity Assessment	Sat 12/11/21	Mon 12/13/21	Monique Emmanuel
Deliverable: Project Charter	Sat 12/11/21	Wed 12/15/21	
Develop Project Charter	Sat 12/11/21	Mon 12/13/21	Monique Emmanuel
Review/Update Project Charter	Sun 12/12/21	Mon 12/13/21	Monique Emmanuel
Approve Project Charter	Wed 12/15/21	Wed 12/15/21	Monique Emmanuel, Garrick Wright, Thomas Richardson, Nicole Sanislow
Project Charter complete	Mon 12/13/21	Mon 12/13/21	Monique Emmanuel, Garrick Wright, Thomas Richardson, Nicole Sanislow
Project Kickoff Meeting	Thu 12/9/21	Fri 1/14/22	
Prepare presentation	Thu 1/6/22	Thu 1/6/22	Monique Emmanuel
Schedule Kickoff meeting	Thu 12/9/21	Thu 12/9/21	Monique Emmanuel
Conduct Kickoff meeting	Fri 1/14/22	Fri 1/14/22	Monique Emmanuel
Conduct Lessons Learned Meeting	Fri 1/14/22	Mon 1/17/22	
Schedule Lessons Learned meeting	Fri 1/14/22	Fri 1/14/22	Monique Emmanuel
Conduct Lessons Learned meeting	Mon 1/17/22	Mon 1/17/22	Monique Emmanuel
Record Lessons Learned	Mon 1/17/22	Mon 1/17/22	Monique Emmanuel
Initiation Phase complete	Tue 1/18/22	Tue 1/18/22	Monique Emmanuel
Planning	Mon 12/20/21	Tue 2/22/22	
Deliverable: Resource Plan	Mon 12/20/21	Wed 2/2/22	
Resource Plan Complete	Wed 2/2/22	Wed 2/2/22	Monique Emmanuel
Deliverable: Project Schedule	Tue 12/21/21	Fri 1/28/22	

Prepare Work Breakdown Structure	Tue 12/21/21	Wed 1/26/22	Monique Emmanuel
Develop Project Schedule	Fri 12/24/21	Wed 1/26/22	Monique Emmanuel
Review/Update Project Schedule	Wed 1/26/22	Wed 1/26/22	Thomas Richardson, Garrick Wright, Nicole Sanislow
Approve Project Schedule	Wed 1/26/22	Fri 1/28/22	Thomas Richardson, Garrick Wright, Nicole Sanislow
Project Schedule complete	Sun 12/26/21	Sun 12/26/21	Monique Emmanuel
Deliverable: Project Management Plan	Mon 12/27/21	Wed 2/2/22	
Develop Project Management Plan	Mon 12/27/21	Wed 1/26/22	Monique Emmanuel
Review/Update Project Management Plan	Mon 1/31/22	Wed 2/2/22	Thomas Richardson, Garrick Wright, Nicole Sanislow, Quinton Lightfoot, Robin Hodge-Carey
Approve Project Management Plan	Wed 2/2/22	Wed 2/2/22	Monique Emmanuel
Project Management Plan complete	Wed 2/2/22	Wed 2/2/22	Monique Emmanuel
Deliverable: Project Budget	Fri 12/31/21	Thu 1/27/22	
Prepare Project Budget	Fri 12/31/21	Wed 1/26/22	Monique Emmanuel
Review/Update Project Budget	Sat 1/1/22	Wed 1/26/22	Monique Emmanuel
Approve Project Budget	Thu 1/27/22	Thu 1/27/22	Monique Emmanuel
Project Budget complete	Fri 1/28/22	Fri 1/28/22	Monique Emmanuel
Deliverable: Project Spending Plan	Mon 1/3/22	Fri 1/28/22	
Prepare a Project Spending Plan	Mon 1/3/22	Wed 1/26/22	Monique Emmanuel
Review/Update Project Spending Plan	Thu 1/27/22	Thu 1/27/22	Monique Emmanuel
Approve Project Spending Plan	Fri 1/28/22	Fri 1/28/22	Monique Emmanuel
Project Spending Plan complete	Fri 1/7/22	Fri 1/28/22	Monique Emmanuel
Requirements:	Tue 2/1/22	Mon 2/21/22	
Gather requirements	Tue 2/1/22	Mon 2/21/22	
Schedule JAD Sessions	Tue 2/1/22	Tue 2/1/22	Monique Emmanuel
Conduct JAD sessions	Thu 2/3/22	Mon 2/21/22	Benjamin Beha
Finalize requirements	Mon 2/21/22	Mon 2/21/22	Benjamin Beha
Deliverable: Requirements Traceability Matrix	Mon 2/14/22	Wed 2/16/22	
Develop RTM	Mon 2/14/22	Mon 2/14/22	Benjamin Beha
Review RTM	Tue 2/15/22	Tue 2/15/22	Monique Emmanuel

Approve RTM	Wed 2/16/22	Wed 2/16/22	Monique Emmanuel
Requirements Traceability Matrix complete	Wed 2/16/22	Wed 2/16/22	Monique Emmanuel
Complete the Planning Gate R&C Assessment	Thu 2/17/22	Thu 2/17/22	Monique Emmanuel
Conduct Lessons Learned Meeting	Thu 2/3/22	Mon 2/21/22	
Schedule Lessons Learned meeting	Thu 2/3/22	Thu 2/3/22	Monique Emmanuel
Conduct Lessons Learned meeting	Fri 2/18/22	Fri 2/18/22	Monique Emmanuel
Record Lessons Learned	Mon 2/21/22	Mon 2/21/22	Monique Emmanuel
Planning Phase complete	Tue 2/22/22	Tue 2/22/22	Monique Emmanuel
Execution	Thu 12/9/21	Mon 12/12/22	
Procurement	Thu 1/6/22	Fri 4/29/22	
Procure Azure DevOps services	Thu 1/6/22	Fri 2/18/22	Quinton Lightfoot
Procure Visual Studio licenses upgrade to 2019	Thu 1/6/22	Fri 2/18/22	Quinton Lightfoot
Procure technical writer	Thu 1/6/22	Fri 2/11/22	Quinton Lightfoot
Procure DevOps Engineer	Thu 1/6/22	Fri 4/29/22	Quinton Lightfoot
Provision Virtual Desktops	Mon 4/4/22	Fri 4/8/22	Roland Solvik
Documentation	Tue 6/7/22	Fri 10/7/22	
Pandemic Functional Documentation	Tue 6/7/22	Fri 10/7/22	
Update Pandemic Functional Documentation	Tue 6/7/22	Fri 10/7/22	
Review Pandemic Functional Documentation	Tue 6/7/22	Fri 10/7/22	
Pandemic Functional Documentation Completed	Fri 10/7/22	Fri 10/7/22	
Pandemic Technical Documentation	Tue 6/7/22	Fri 10/7/22	
Update Pandemic Technical Documentation	Tue 6/7/22	Fri 10/7/22	
Review Pandemic Functional Documentation	Tue 6/7/22	Fri 10/7/22	
Pandemic Technical Documentation Completed	Fri 10/7/22	Fri 10/7/22	
ServiceNow Development	Thu 12/9/21	Mon 11/28/22	
Process Flow	Tue 8/30/22	Tue 8/30/22	
Determine Final Process Flow	Tue 8/30/22	Tue 8/30/22	AJ Sellers, Ben Beha, Ivona Foster, Sushma Kavarthapu
Field List	Wed 8/31/22	Fri 9/23/22	
Determine Final Field List	Wed 8/31/22	Wed 9/21/22	

Develop Field List	Wed 8/31/22	Tue 9/13/22	AJ Sellers, Ben Beha
Provide Feedback	Wed 8/31/22	Tue 9/13/22	Ivona Foster, Janie Correa, Prathamesh Hankare, Sushma Kavarthapu
Approved Field List	Wed 9/21/22	Wed 9/21/22	
STRY0011448 RA IT Custom Table	Fri 9/2/22	Fri 9/23/22	
Refine Solution	Fri 9/2/22	Mon 9/12/22	Brandon Robinson
Develop	Wed 9/7/22	Thu 9/22/22	Brandon Robinson
Peer Review	Fri 9/23/22	Fri 9/23/22	Max Kruse
Decision: Do we incorporate full kit into the form?	Tue 9/13/22	Tue 9/13/22	AJ Sellers, Sushma Kavarthapu, Vince Ackerman
Walkthrough Full Kit (if necessary?)	Tue 9/13/22	Tue 9/13/22	AJ Sellers, Ben Beha, Dave Sinclair, Andrew McDonald, Brandon Robinson, Ivona Foster, Janie Correa, Max Kruse, Sushma Kavarthapu
STRY0011686 Full Kit Placeholder	Mon 9/19/22	Fri 9/23/22	Brandon Robinson
Statuses	Wed 9/7/22	Fri 10/28/22	
Determine Final Statuses	Wed 9/7/22	Tue 9/20/22	
Meeting to discuss Final Statuses	Wed 9/7/22	Tue 9/20/22	Ivona Foster, Sushma Kavarthapu, AJ Sellers, Ben Beha, Janie Correa, Prathamesh Hankare, Dave Sinclair, Vince Ackerman
Final Statuses Completed	Tue 9/20/22	Tue 9/20/22	
STRY0011476 RA IT Custom Workflow/State Model	Mon 10/3/22	Fri 10/28/22	Max Kruse
Refine Solution	Mon 10/3/22	Fri 10/14/22	Andrew McDonald, Max Kruse
Develop	Mon 10/17/22	Fri 10/28/22	Max Kruse
Peer Review	Fri 10/28/22	Fri 10/28/22	Brandon Robinson
STRY0011476 RA IT Custom Workflow/State Model Completed	Fri 10/28/22	Fri 10/28/22	
User Story Review	Tue 9/6/22	Mon 9/19/22	
Conduct User Story Review	Tue 9/6/22	Mon 9/19/22	Ivona Foster, Sushma Kavarthapu, AJ Sellers, Ben Beha, Janie Correa, Prathamesh Hankare, Dave Sinclair, Vince Ackerman, Glidefast
User Story Review Completed	Mon 9/19/22	Mon 9/19/22	

Define SN User Groups	Fri 9/2/22	Tue 9/27/22	
Provide definitions of SN User Groups	Fri 9/2/22	Wed 9/14/22	AJ Sellers, Ben Beha, Dave Sinclair
Provide Users for Groups	Mon 9/19/22	Tue 9/27/22	AJ Sellers, Ben Beha, Dave Sinclair
Finalize SN User Groups	Tue 9/27/22	Tue 9/27/22	
STRY0011679 RA IT SME Group	Tue 9/27/22	Tue 9/27/22	Brandon Robinson, Andrew McDonald
Front End Design	Mon 9/12/22	Fri 10/28/22	
STRY0011450 RA IT Request Form Sections and Tabs	Mon 9/26/22	Fri 10/14/22	
Refine Solution	Mon 9/26/22	Tue 10/4/22	Brandon Robinson
Develop	Wed 10/5/22	Thu 10/13/22	Brandon Robinson
Peer Review	Fri 10/14/22	Fri 10/14/22	Andrew McDonald
Finalize STRY0011450 R A IT Request Form Sections and Tabs	Fri 10/14/22	Fri 10/14/22	
STRY0011461 Agent Workspace SME View Configuration	Mon 9/19/22	Fri 9/30/22	Brandon Robinson, Andrew McDonald
STRY0011481 Related Lists on the RA IT Request Form	Mon 10/17/22	Fri 10/28/22	Andrew McDonald, Brandon Robinson
STRY0011498 RA IT Request Notifications Placeholder	Mon 10/3/22	Fri 10/14/22	Brandon Robinson
STRY0011445 RA IT Catalog Item	Mon 9/12/22	Fri 9/30/22	
Refine Solution	Mon 9/12/22	Tue 9/20/22	Max Kruse
Develop	Wed 9/21/22	Thu 9/29/22	Max Kruse
Peer Review	Fri 9/30/22	Fri 9/30/22	Andrew McDonald
Finalize STRY0011445 RA IT Catalog Item	Fri 9/30/22	Fri 9/30/22	
STRY0011684 Ability to view submitted RA IT Requests on Portal	Mon 9/19/22	Fri 9/30/22	Max Kruse, Andrew McDonald
STRY0011496 RA IT Request Reporting Placeholder	Mon 10/3/22	Fri 10/14/22	Brandon Robinson
ServiceNow to Azure DevOps Integration	Tue 8/30/22	Tue 9/13/22	
One to Many Decision Points	Tue 8/30/22	Tue 9/13/22	AJ Sellers, Andrew McDonald, Ben Beha, Brandon Robinson, Ivona Foster, Max Kruse, Sushma Kavarthapu

Glidefast ServiceNow to Azure DevOps Integration (Integration Hub)	Thu 12/9/21	Fri 10/28/22	
STRY0011483 ADO Integration with RA IT Custom Table	Thu 9/15/22	Fri 10/7/22	Andrew McDonald, Max Kruse
Refine Solution	Thu 9/15/22	Fri 9/23/22	Max Kruse
Develop	Mon 9/26/22	Fri 10/7/22	Max Kruse
Peer Review	Fri 10/7/22	Fri 10/7/22	Brandon Robinson
Finalize STRY0011483 ADO Integration with RA IT Custom Table	Fri 10/7/22	Fri 10/7/22	
Meet to discuss Testing	Mon 9/12/22	Mon 9/12/22	AJ Sellers, Andrew McDonald, Ben Beha, Brandon Robinson, Ivona Foster, Janie Correa, Max Kruse, Prathamesh Hankare, Sushma Kavarthapu
Determine whether to use Test Management or Custom Fields	Mon 9/19/22	Mon 9/19/22	AJ Sellers, Andrew McDonald, Ben Beha, Brandon Robinson, Max Kruse
STRY0011487 ADO Integration with (Test Management Application)	Mon 10/3/22	Fri 10/21/22	Andrew McDonald, Max Kruse
Refine Solution	Mon 10/3/22	Tue 10/11/22	Max Kruse
Develop	Wed 10/12/22	Thu 10/20/22	Max Kruse
Peer Review	Fri 10/21/22	Fri 10/21/22	Brandon Robinson
Finalize STRY0011487 ADO Integration with (Test Management Application)	Fri 10/21/22	Fri 10/21/22	
STRY0011485 ADO Integration with Release/Change Management Application	Mon 10/10/22	Fri 10/28/22	
Refine solution	Mon 10/10/22	Tue 10/18/22	Andrew McDonald, Brandon, Ivona Foster, Janie Correa, Max Kruse, Prathamesh Hankare, Sushma Kavarthapu, Barry
Develop/Configure	Wed 10/19/22	Thu 10/27/22	Max Kruse
Peer Review	Fri 10/28/22	Fri 10/28/22	Brandon Robinson
Finalize STRY0011485 ADO Integration with Release Management Application	Fri 10/28/22	Fri 10/28/22	

STRY0011682 ADO Integration with Change Management Application	Thu 12/9/21	Thu 12/9/21	Andrew McDonald, Max Kruse
Data Conversion	Wed 9/21/22	Wed 11/23/22	
Provide ALM Extract	Wed 9/21/22	Wed 9/21/22	AJ Sellers, Ben Beha, Nicole Sanislow
Data Mapping ALM to ServiceNow	Thu 9/22/22	Tue 9/27/22	AJ Sellers, Andrew McDonald, Ben Beha, Brandon Robinson, Max Kruse
Determine ALM tickets to ServiceNow	Mon 11/7/22	Fri 11/18/22	AJ Sellers, Ben Beha
STRY0011504 Legacy Data Import from HP ALM	Mon 11/7/22	Wed 11/23/22	Brandon Robinson, Max Kruse
Finalize STRY0011504 Legacy Data Import from HP ALM	Tue 11/22/22	Tue 11/22/22	
ADO Detailed Tasks	Thu 9/22/22	Fri 10/14/22	
Mimic (Create) the workflows and columns in TFS to ADO ; Epic/PBI/Feature/Impediment/Task/Bug	Thu 9/22/22	Tue 9/27/22	Sathishkumar Kittusamy
Structure the "States" of Epic/PBI/Feature/Impediment/Task/Bug of TFS to ADO	Thu 9/22/22	Tue 9/27/22	Sathishkumar Kittusamy
Add users to AD as needed; List of SME's and team's (developer/BA/Tester/Manager/SM)	Thu 9/22/22	Fri 10/7/22	Prathamesh Hankare
Identify fields that needs to be moved from SNOW to ADO	Thu 9/22/22	Tue 9/27/22	Prathamesh Hankare
Replicate fields of SNOW in ADO; Epic/PBI/Feature/Impediment/Task/Bug	Thu 9/22/22	Tue 9/27/22	Sathishkumar Kittusamy
E2E testing - Migrate Fields from SNOW to ADO	Fri 9/30/22	Thu 10/6/22	Prathamesh Hankare
E2E testing - Migrate workflows, Fields, States from TFS to ADO	Fri 9/30/22	Thu 10/6/22	Shreya
Bugs from testing	Mon 10/10/22	Fri 10/14/22	Sathishkumar Kittusamy
Decision on if we need to On prem or Cloud	Thu 9/22/22	Tue 9/27/22	Sushma
Pipelines	Mon 9/19/22	Fri 10/14/22	
Create Build pipelines	Mon 10/3/22	Wed 10/12/22	Arun Gandla
Create release pipelines	Mon 10/3/22	Wed 10/12/22	Arun Gandla
Set up of Trigger for release pipelines	Mon 10/10/22	Mon 10/10/22	Arun Gandla

Set up of trigger for build pipelines	Mon 10/10/22	Mon 10/10/22	Arun Gandla
Verify Pipelines	Mon 10/10/22	Wed 10/12/22	Arun Gandla
Integrate the PR from Developers Fork to Team Branch to a non-prod environment for team 1	Tue 10/11/22	Fri 10/14/22	Prafull Konde
Integrate the PR from Team branch to Development branch to a non-prod environment for 1 team.	Tue 10/11/22	Fri 10/14/22	Prafull Konde
Integrate the PR from development branch to code branch to a non prod environment to team1	Tue 10/11/22	Fri 10/14/22	Prafull Konde
Roadmap to migrate RA developers code from TFS to ADO	Mon 9/19/22	Wed 9/28/22	Arun Gandla
TFS to ADO Migration	Mon 10/17/22	Tue 11/1/22	
Import test cases linked to the PBI	Mon 10/17/22	Fri 10/21/22	
Ensure VDI works	Mon 10/17/22	Fri 10/21/22	
Shift Lift Development source code from TFS and push to ADO	Mon 10/17/22	Fri 10/21/22	Arun Gandla
Create 2 Build Pipelines	Mon 10/17/22	Fri 10/21/22	Arun Gandla
Create 2 Release Pipelines	Mon 10/17/22	Fri 10/21/22	Arun Gandla
Verify the code merge to Development from each team	Mon 10/24/22	Wed 10/26/22	Arun Gandla
Verify the code in team branch after the Merge from other teams	Mon 10/24/22	Wed 10/26/22	Arun Gandla
Set up of Trigger for build & release pipelines for teams	Mon 10/24/22	Wed 10/26/22	Arun Gandla
Verify PR process from Developers Fork to Team Branch to a non-prod environment for all teams	Thu 10/27/22	Tue 11/1/22	Prafull Konde
Verify PR from Team branch to Development branch to a non-prod environment for all teams.	Thu 10/27/22	Tue 11/1/22	Prafull Konde
Verify PR from development branch to code branch to a non prod environment to all teams	Thu 10/27/22	Tue 11/1/22	Prafull Konde
Implementing tool to interact TFS data into ADO	Fri 9/30/22	Fri 10/7/22	

TFS domain users and email mapping list	Fri 9/30/22	Fri 10/7/22	Prathamesh Hankare
Import test data of PBI (technical debt) from TFS to ADO	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate Epic	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate Feature	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate PBI	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate Task	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate Impediment	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Migrate Bug	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Create custom ADO field that reference ALM number	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Configure User list and Role	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
Identify which scrum team to be migrated and what data to be migrated	Tue 10/4/22	Mon 10/24/22	Janie Correa
Migrate Area and Migrate work items	Fri 9/30/22	Wed 10/26/22	Sathishkumar Kittusamy
UAT Testing	Tue 9/13/22	Mon 11/28/22	
Develop Test Plan	Tue 9/13/22	Fri 9/30/22	Jim Sparks
Develop Test Cases	Mon 10/10/22	Fri 10/28/22	Scott McCord
Testing Front End Changes	Wed 11/2/22	Fri 11/4/22	AJ Sellers, Ben Beha, Dave Sinclair
Testing Reports	Mon 11/7/22	Mon 11/14/22	AJ Sellers, Ben Beha, Dave Sinclair
Testing Integration	Mon 11/7/22	Fri 11/18/22	Ivona Foster, Sushma Kavarthapu, AJ Sellers, Ben Beha, Janie Correa, Prathamesh Hankare, Dave Sinclair, Vince Ackerman
Testing Data Conversion	Thu 11/24/22	Mon 11/28/22	Ivona Foster, Sushma Kavarthapu, AJ Sellers, Ben Beha, Janie Correa, Prathamesh Hankare, Dave Sinclair, Vince Ackerman
Testing Release Management	Fri 11/18/22	Fri 11/18/22	
Training	Mon 10/24/22	Tue 11/15/22	
Develop Training	Mon 10/24/22	Fri 11/4/22	Glidefast
Training Functional End Users	Tue 11/15/22	Tue 11/15/22	Glidefast

Implementation	Mon 11/21/22	Mon 12/12/22	
Revisit Data Migration Discussion	Mon 11/21/22	Mon 11/21/22	
Deploy	Tue 11/29/22	Mon 12/12/22	
Go/No Go Meeting	Tue 11/29/22	Tue 11/29/22	
Move to Production	Thu 12/1/22	Thu 12/1/22	
Post Production Support	Thu 12/1/22	Fri 12/9/22	Glidefast
Develop Transition Plan	Mon 12/12/22	Mon 12/12/22	
Monitoring and Controlling	Mon 1/3/22	Thu 12/1/22	
Manage Project Schedule	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel, Jim Sparks
Manage Project Costs	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Project Scope	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Project Risks	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Project Issues	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Decisions	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Action Items	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Manage Cybersecurity	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Update RTM	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Record Lessons Learned	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Prepare Regularly scheduled Status Reports	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Conduct Regularly scheduled Status Meetings	Mon 1/3/22	Mon 11/21/22	Monique Emmanuel
Conduct Lessons Learned Meeting	Tue 11/29/22	Thu 12/1/22	
Schedule Lessons Learned meeting	Tue 11/29/22	Tue 11/29/22	Monique Emmanuel
Conduct Lessons Learned meeting	Thu 12/1/22	Thu 12/1/22	Monique Emmanuel
Record Lessons Learned	Thu 12/1/22	Thu 12/1/22	Monique Emmanuel
Monitoring and Controlling Phase Complete	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Project Closeout	Mon 11/28/22	Thu 12/1/22	
Schedule Project Closeout Meeting	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Deliverable: Project Closeout Report	Mon 11/28/22	Thu 12/1/22	
Develop Project Closeout Report	Mon 11/28/22	Thu 12/1/22	Jim Sparks

Review/Update Project Closeout Report	Wed 11/30/22	Wed 11/30/22	Nicole Sanislow, Garrick Wright, Thomas Richardson, Robin Hodge-Carey
Approve Project Closeout Report	Thu 12/1/22	Thu 12/1/22	Thomas Richardson
Project Closeout Report complete	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Conduct Project Closeout meeting	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Conduct Lessons Learned Meeting	Mon 11/28/22	Thu 12/1/22	
Schedule Lessons Learned meeting	Mon 11/28/22	Mon 11/28/22	Jim Sparks
Conduct Lessons Learned meeting	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Record Lessons Learned	Thu 12/1/22	Thu 12/1/22	Jim Sparks
Closeout Phase complete	Thu 12/1/22	Thu 12/1/22	

IV. Project Spending Plan

Planned cost is \$117,914; Actual cost to date is \$57,112; and Budgeted cost is \$368,111.

V. Project Organization and Methodology

Project Organizational Chart



Figure 1: Project Organization Chart

Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Program Owners	Wendy Castle Paul Forrester	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project
Program Managers	Garrick Wright Thomas Richardson Nicole Sanislow	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Project Manager	Jim Sparks	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Project Owner	Alvin Sellers	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs

Project Role	Resource Name	Responsibilities
Technical Lead	Quinton Lightfoot	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Project Team	Alvin Sellers Janie Correa Benjamin Beha Sushma Kavarthapu Prathamesh Hankare Liz Agudo Byron Jackson	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this OWP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
DevOps Engineer	Arun Gandla	<ul style="list-style-type: none"> • Configure/Build Azure DevOps environment

Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in

addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

Quality Management Plan

The Quality Management Plan ensures work is complete and meets or exceeds an adequate level of quality of the deliverables. All members of the project team will play a role in quality management, and it is critical the team ensures work is completed according to DEO standards for quality acceptance.

Project Quality Management activities will ensure project documents meet agreed upon standards, work is performed efficiently, project practices conform to recommended project standards and deficiencies are identified and corrective action taken.

Quality Management Approach

Managing quality includes four major processes:

- **Quality planning (QP):** Completeness and correctness criteria define what it means for a project document to be complete and correct. The project team will establish completeness and correctness criteria. Specific criteria for the quality of Contract Deliverables will be documented in the contract and managed by the Contract Manager, program team and Project Manager.
- **Quality assurance (QA)** refers to the process used to create project documents, not the deliverables themselves. The Project Team will perform QA activities for the project weekly. The project manager may make changes to processes as necessary; changes will be communicated to the appropriate stakeholders.

- **Quality control (QC):** Performing Quality Control (QC) involves monitoring specific project results to determine whether they comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory results. The Strategic Planning Office (SPO) will perform (QC) activities to verify project management and documents are of high quality. If the SPO determines a project document to be complete, it will be presented to the Project Team at the following Status Meeting.
- **Quality improvement (QI):** The Project Manager is responsible to implement corrective actions based on the results of the quality management processes. These may include changes to project management processes; required training for stakeholders; updating performance metrics, etc.

Communication Management Plan

This project will follow the communications processes outlined in the RA Modernization Program Communications Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository

The communication matrix below identifies the key project stakeholders and the detail of communications for this project.

Item	Purpose	Format	When/ Frequency	Type	Initiator	Recipient	Feedback
Project Meeting	Provide and discuss project tasks, issues, risks, action items	Meeting/Face to face or virtual)	Daily/ Weekly as needed	Mandatory	Project Manager	Project Team	Meeting Minutes
Status Report	Provide detailed information on the progress of the project against the plan	Email	Weekly/ Monthly/ Quarterly	Mandatory	Project Manager	Project Team/SPO Program Manager	Verbal and follow-up email
SPO Status Meeting	Review the status report, resolve issues, and make decisions	Meeting	Weekly	Mandatory	Project Manager	SPO Program Manager	Verbal and follow-up email
Project Deliverables	Provide deliverables to DEO for review	Email	Per project schedule	Mandatory	Project Manager	SPO Program Manager/ Project Team members	Written vetted, consolidated, and actionable comments

Deliverable Review Feedback	Provide vetted, consolidated, and actionable written comments	Email	Per project schedule	Mandatory	SPO Program Manager	Project Manager/ Project Team Members	Written/ email follow-up using Deliverable Review Comment Form
Deliverable Review Walkthrough	Confirm mutual understanding of desired deliverable changes	Meeting	As needed	Informational	Project Manager	Program Managers/ Project Owners	Verbal or written
Work Session	Gather information from subject matter experts	Meeting	Per project schedule	Mandatory	Project Manager	Update subject matter experts (only if the SPO Project Manager has the approved communication)	Verbal and follow-up email
Work Session Follow-up	To answer questions or clarify information gathered	Email	As needed	Informational	Project Manager	Provide subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Online Survey	Gather information from subject matter experts (former providers)	Email	Per project schedule	As needed	Project Manager	Subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Project Issues	Documentation of project issues	Issue Log Entry	As needed	Mandatory	Any Stakeholder	Project Owner/ Project Manager	Written/ email follow-up
Project Issues Escalation	To resolve project issues	Email	As needed	Mandatory	Project Manager	SPO Program Manager	Written/ email follow-up
Change Requests	Document project changes to scope of work	Change Request Form	As needed	Mandatory	Change Initiator	Project Manager/ Change Owner/ Change Analyst/ CCB	Written/ email follow-up
Project Closeout and Lessons Learned	Formal project closeout meeting	Email	Per project schedule	Mandatory	SPO Project Manager	All Stakeholders	Written/ email follow-up

Weekly Status Reporting

Vendors will be required to submit status reports throughout the project at several levels. The primary source of status information is the weekly written status report, which will communicate at minimum, the following information.

- **Project Status.** This section depicts the project status at a summary level using a red/yellow/green method supported by two to three essential questions that are answered to determine summary status. The red/yellow/green method is not meant to

be a grading system but instead it is a way to easily identify the areas of the project that need the most attention to make the project successful.

- **Overview of Project Progress.** This section describes significant accomplishments achieved in the reporting period.
- **Overall Status.** This section provides a high-level overview of whether the project is on schedule, on budget, and on scope. A yellow or red status should be explained here in detail.
- **Project Milestones, Deliverables, and Latest Tasks.** This section contains the major deliverables of the project, their planned and actual completion dates, and their status.
- **Risks, Action Items, Issues, and Decisions.** This section will link to the project risk, action item, issue, and decision tracking tool. The project tracking tool contains all items tracked during the project.

Project Tracking

This section describes the “RAID” methodology for tracking risks, action items, issues, and decisions. DEO will follow a centralized approach that minimizes miscommunication or misinformation among project stakeholders. The Department will diligently maintain a project tracking log for each project, and a master log for the System Modernization project overall, a Microsoft Excel workbook with multiple tabs intended to capture the details and the latest attributes of items tracked by Project Managers.

VI. Business Process Organizational Change Management Plan

This project will follow the organizational change processes outlined in the RA Modernization Program Organizational Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The role of the Organizational Change Management plan (OCM) within an individual project under the RA Modernization Program is to help plan for and manage the people side of the project. OCM focuses on identifying, preparing and managing a wide array of internal and external stakeholders, employees and customers that will be impacted by the new solution. It is good for those stakeholders to feel informed, prepared, trained and ready to participate in a successful implementation. It is beneficial for employees to adopt new skills and develop new capabilities and to value and appreciate the features that the new technology offers.

VII. Project Risk Management Plan

Risk & Complexity Assessment

The Risk & Complexity Assessment will be completed at the end of every Phase in the Project lifecycle. The Project Manager is responsible to complete this assessment with the assistance of project team members.

Risk & Complexity Assessments	Category
-------------------------------	----------

Pre-Charter Risk & Complexity Category	2
Initiation Gate Risk & Complexity Category	1
Planning Gate Risk & Complexity Category	1
Event Driven Risk & Complexity Category	

Project Risk Management

This project will follow the risk management processes outlined in the RA Modernization Program Risk Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The risk management process helps the project team anticipate and respond to emerging risks throughout the duration of the project. The risk management process occurs throughout all phases of the project, from planning through execution and closeout. Project risks are logged and tracked in the Project Log Workbook (RAID Logs).

Figure 2 below illustrates the major activities associated with the key risk management process.

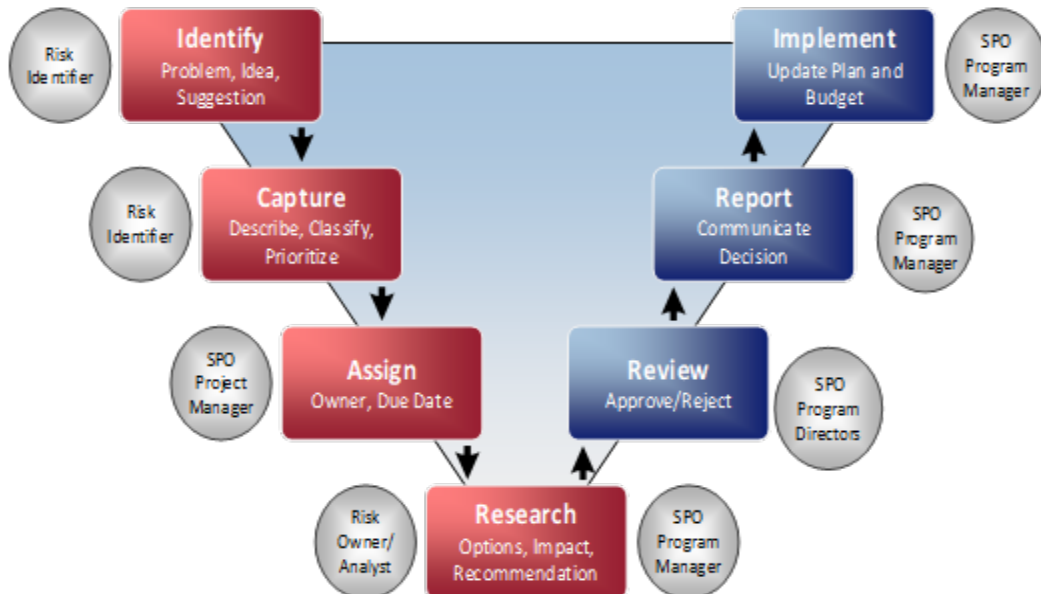


Figure 2: RA Modernization Program Risk Management Process

Action Items

Action items are unplanned tasks that occur during a project that are too small to be added to the schedule. These items must be within the scope of the project and are often tasks that support scheduled tasks, issue resolution, risk management, or some other aspect of the project. The action item log is created and maintained as part of the project tracking log.

Action items will be managed in the following manner:

- During status meetings, any stakeholder can raise an action item for discussion.
- The Project team will discuss the action item and determine if it warrants being monitored in the action item log.
- The project manager will enter the item in the log.
- The team will set the priority for the action item (high/medium/low), assign an action item owner, and set a planned completion date.
- At each subsequent status meeting, the action item(s) will be reviewed until they can be closed.

Issue Management

This project will follow the issue management processes outlined in the RA Modernization Program Issue Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

An issue is an immediate problem that needs resolution. Acknowledging and addressing issues quickly ensures that they do not impact the scope of the project. Project issues are logged and tracked in the Project Log Workbook (RAID Logs).

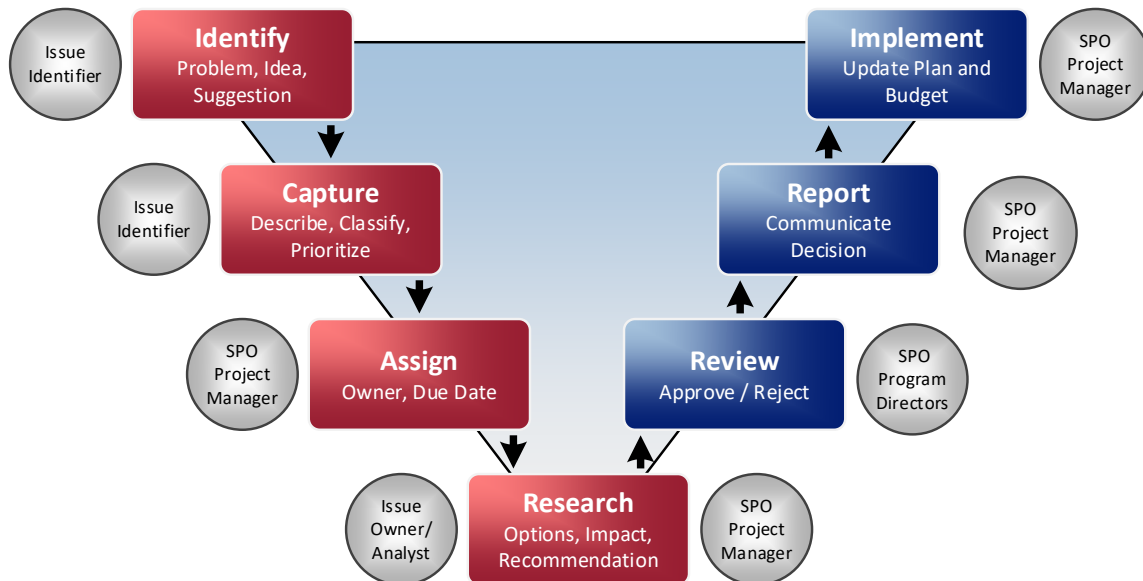


Figure 3: RA Modernization Program Issue Management Process

Decisions

Decisions are leadership answers to questions that arise during the project. The decision log is created and maintained as part of the project tracking log.

Decisions will be managed in the following manner:

- During status meetings, any stakeholder can raise a question that requires a decision.
- If the team determines a decision needs to be made, the project manager will enter it in the decision log.
- The team will discuss the impact to the project, assign a decision maker, and set a date for when the decision is needed.
- At each subsequent status meeting, the decision item(s) will be reviewed until they can be closed.

Change Management

This project will follow the change processes outlined in the RA Modernization Program Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The *RA Modernization Change Management Plan*, defines the approach and provides the processes for initiating, defining, researching, evaluating, reviewing, prioritizing, managing cost, approving or rejecting the change requests (CRs), and communicating the status of the change that may affect the success of the SDLC DevOps project.

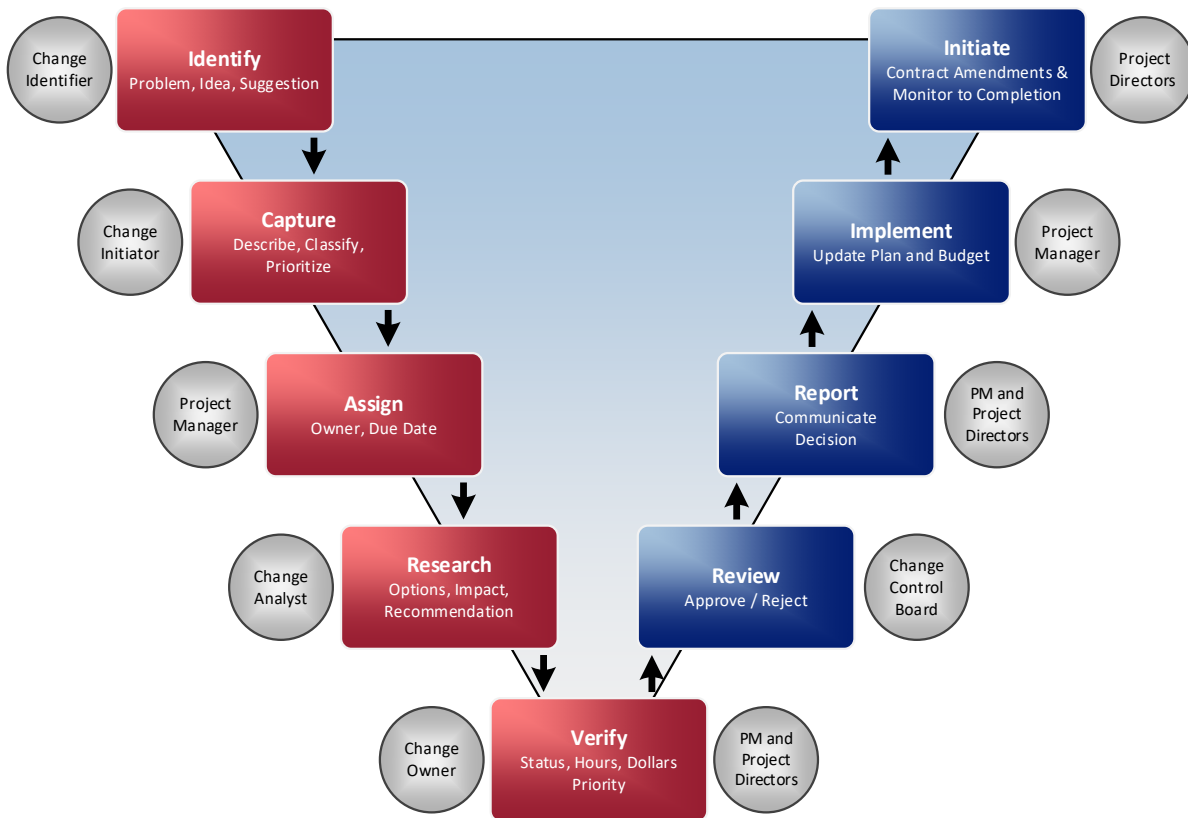


Figure 4: RA Modernization Program Change Management Process

Schedule Management

The project schedule for this project will be stored in the Central Repository 03 SDLC DevOps Project Deliverables folder.

Schedule Maintenance

The project schedule maintenance is an on-going activity that tracks the work performed, the timeframes for when the work has been or will be completed and progress against the baseline work estimates and timelines. To effectively track the program progress, the project schedule is kept current, and reflects all work that needs to be performed, in accordance with the RA Modernization Program Schedule Management Plan.

If a change to the project schedule or scope is needed, the Project Manager may pursue a change request as described in the [RA Modernization Change Management Plan](#).

Procurement Management

The Procurement Management Plan seeks to outline how the project will procure resources necessary to complete the project objectives. It defines the procurement methodology for this project, lays out the process for managing procurement throughout the life of the project, and will be updated if project needs change. This plan identifies and defines the goods and services to be procured, the types of contracts to be used in support of this project, the contract approval process, and the decision criteria. The importance of coordinating the procurement activities, establishing firm contract deliverables, and metrics in measuring procurement activities is included in the following subsections.

Procurement Management Approach

The DEO Purchasing Office and any vendors contracted for procurement assistance will provide oversight and management along with the Project Manager for all procurement activities under this project. The Project Manager will work with the project team to identify all items to be procured for the successful completion of the project. The Department Strategic Planning Office (SPO) will then review any procurement requests prior to approving the development of procurement documentation.

Procurement Definition

The following table will be completed to record any procurement goods and/or services determined to be essential for any RA Modernization project’s completion and success. The Project Manager and/or SPO must approve any procurement before inclusion in this table.

Procurement	Description	Justification	Needed By
Azure DevOps services	An integrated set of services and tools to manage your software projects, from planning and development through testing and deployment	Needed to support RA Modernization Program software development activities	2/28/2022

Virtual Desktops for Developers (VDI farm)	Virtual Desktops for developers	Needed due to network latency between the cloud and on-premise devices	2/28/2022
Visual Studio licenses upgrade to 2019	Microsoft Visual Studio is an integrated development environment (IDE). It is used to develop computer programs, as well as websites, web apps, web services, and mobile apps.	Needed to support RA Modernization Program software development activities	1/31/2022
Staff Augmentation Technical Writer	Two resources needed for the following tasks: 1) Creating and maintaining IT documentation. 2) Translating technical and/or complicated information into clear, concise documents appropriate for various target audiences. 3) Working with Developers, Quality Assurance, and Architects to produce a wide variety of technical specifications, technical manuals, and product documentation. 4) Interviewing subject matter experts and technical staff to collect information, prepare written text, and coordinate layout and material organization. 5) Researching information such as drawings, design reports, equipment, and test specifications to fill any gaps. 6) Reviewing, critiquing, and editing documentation including design documents, programmer notes, and system overviews. 7) Maintaining an internal documentation library, providing and/or coordinating special documentation services as required, and providing oversight of special projects. 9) Documenting requirements and traceability in tools to include ALM, TFS, and ServiceNow. 10) Developing technical specifications templates.	Skill needed for documentation not available in development team	2/28/2022
Staff Augmentation DevOps Engineer	A DevOps Engineer is needed to configure/build Azure/DevOps Environment		

Cost Management

The tables below will be completed and used to define and track project costs during the SDLC DevOps Project.

Cost Management Plan				
Category	Description	Frequency	Deliverable	Cost

Column	Definition
Category	Type of expense
Description	Description of expense
Frequency	Describe whether the expense is annual or recurring or a one-time expense
Deliverable	List the deliverable associated with the expense
Cost	List the total expense in dollars, e.g., \$0.00

Staffing Management

The purpose of this section is to outline how the project is to manage staffing requirements and resource tasks appropriately. This project plans to procure additional staffing through Staff Augmentation contracts. The needs for each individual project have been estimated before the project and will be refined during requirements gathering and procurement of services.

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- Establish Cross-Functional Team: To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- Calculate Resource Capacity: Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- Determine Resource Requirements: For each project, look at the scope and what resources are required to do the task for the project.
- Prioritize Projects: Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- Allocate Resources Based on Project Priority: Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.

- Keep the Lines of Communications Open: Communicate between executives, project management leaders and stakeholders.
- Document Known Risks: Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- Plan for How to Handle Too Much Capacity: Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).



**OPERATIONAL WORK PLAN
FOR
.NET AND ORM UPGRADE**

**DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/01/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER 3

 A. PROJECT OBJECTIVES AND BUSINESS BENEFITS..... 3

 B. CRITICAL SUCCESS FACTORS..... 3

 C. KEY DATES 3

 D. MAJOR DELIVERABLES 4

 E. MAJOR MILESTONES..... 4

 F. KEY STAKEHOLDERS 4

 G. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 4

II. WORK BREAKDOWN STRUCTURE..... 5

III. RESOURCE LOADED PROJECT SCHEDULE 6

IV. PROJECT SPENDING PLAN 8

V. PROJECT ORGANIZATION AND METHODOLOGY..... 9

 A. PROJECT ORGANIZATIONAL CHART 9

 B. PROJECT ROLES AND RESPONSIBILITIES 9

 C. PROJECT MANAGEMENT METHODOLOGY 11

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 20

VII. PROJECT RISK MANAGEMENT PLAN 20

VIII. CAPACITY PLAN..... 21

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The .NET and ORM Upgrade project will establish a solid architectural basis in support of the Reemployment Assistance Claims and Benefits Information System’s (System) continuous modernization by upgrading the Reemployment Assistance application to the latest version of the .NET Framework and defining a new architecture based on .NET Core and Web API framework for the modernized System. This project also upgrades the Object Relational Mapping (ORM) software to the most current version.

A. Scope Statement

Complete planning for the .NET upgrade to Framework 4.8, readiness activities, and migrate Reemployment Assistance infrastructure from the State Data Center and Winter Haven Disaster Recovery sites to a Cloud Service Provider using an IaaS hosting model; implement an improved document and generation management solution; transition to a cloud-based IVR solution.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Upgrade the .NET framework from the current level to .NET 4.8.	<ul style="list-style-type: none"> Mitigate technical risks and issues associated with the older framework
Migrate all older .NET framework to the newer framework.	<ul style="list-style-type: none"> The updated .NET 4.8 framework will allow the continuous moderation of the .NET core and the API framework.
Upgrade the ORM to the most current software	<ul style="list-style-type: none"> The updated ORM will allow improved object mapping in incompatible and compatible systems.

C. Critical Success Factors

- Migration to the updated .NET 4.8 framework
- Implementation of the upgraded ORM

D. Key Dates

Key Date	Importance and Relevance to the Project
6/12/2022	Upgrade .NET framework for the System
6/12/2022	Upgrade .NET framework for FIRRE
6/12/2022	Upgrade Utilities Projects (High Priority)
6/12/2022	Upgrade Utilities Projects (Low Priority)
11/04/2022	Upgrade ORM

E. Major Deliverables

Major Deliverable	Deliverable Description
Upgrade .NET framework for the System	Implement new .NET 4.8 framework
Upgrade .NET framework for FIRRE	Implement new .NET 4.8 framework
Upgrade Utilities Projects (High Priority)	Implement new .NET 4.8 framework
Upgrade Utilities Projects (Low Priority)	Implement new .NET 4.8 framework
Test for compatibility with upgraded .NET framework (LLBLGen)	Implement new .NET 4.8 framework
Upgrade ORM	Implement the new ORM

F. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	All initiation activities completed
Planning Phase Complete	All Planning activities completed
Execution Phase Complete	In Progress
Monitoring and Controlling Phase Complete	In Progress
Closing Phase Complete	Pending

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager - Business
Thomas Richardson	RA Modernization Program Manager - Strategic Planning Office
Garrick Wright	RA Modernization Program Manager - Information Technology
Jim Sparks	Project Manager
Quinton Lightfoot	Application Development Lead
Sushma Kavarthapu	Application Developer
Alvin Sellers	Reemployment Assistance Operations Project Owner
Amitkumar Kanaiyalal	Business Analyst

H. Significant Project Assumptions and Constraints

Project Assumptions

1. All identified funding is available.
2. The identified system requirements are correct and complete.

3. The assigned development resources possess relevant knowledge and skills to complete the identified tasks.
4. All the people involved at the beginning of the project will remain working on the project until the project is completed.
5. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
6. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
7. The project sponsor will be responsive and prepared to make decisions regarding the project cost, scope, and schedule.

Project Constraints

1. None at this time

II. Work Breakdown Structure

WBS	Task Name
1	.NET upgrade to 4.8 framework- ORM upgrade
1.1	Initiation
1.1.1	Determine Azure Environment
1.1.2	ORM
1.1.2.1	Purchase ORM licenses
1.1.2.2	Update, Deploy, and Test
1.1.3	.NET Framework
1.1.3.1	Initiate a review of the current .NET Framework
1.1.3.2	Review and Approve Final Proposal to .NET 4.8 Framework
1.1.3.3	Upgrade Plan
1.1.3.4	License Update and Upgrade
1.1.4	ORM
1.1.4.1	Decide on Development timeline
1.1.4.2	Conversion & Upgrade
1.2	Determine Staff Aug Resources
1.3	Planning
1.3.1	Determine the upgrade of the .NET framework
1.3.3	Application, .NET Framework
1.3.3.1	Determine level of refactoring
1.3.5	ORM
1.3.5.1	Meet with Vendors to Discuss Options for the upgrade
1.3.6	Procure Staff Aug Resources
1.4	Execution
1.4.2	Application

1.4.2.1	Upgrade .NET framework from 4.0 to 4.8 for the System
1.4.2.2	Upgrade .NET framework from 4.0 to 4.8 for FIRRE
1.4.2.3	Upgrade utilities projects (high priority)
1.4.2.4	Upgrade utilities projects (low priority)
1.4.2.5	Test for compatibility with upgraded .NET framework (LLBLGen)
1.4.3	ORM
1.4.3.1	Upgrade the ORM to the latest version
1.4.4	Testing .NET and ORM Upgrades
1.4.4.1	Implement Testing of the new .NET Framework
1.4.4.2	Implement testing of the new ORM software

III. Resource Loaded Project Schedule

Task Name	Start	Finish
.NET - ORM Upgrade	Tue 8/3/21	Mon 11/04/22
Initiation	Tue 8/3/21	Wed 2/2/22
Risk and Complexity Assessment	Tue 8/3/21	Thu 1/20/22
Complete Pre-Charter Risk & Complexity Assessment and determine Project Level	Tue 8/3/21	Thu 1/20/22
Complete Initiation Gate Risk & Complexity Assessment	Wed 8/4/21	Thu 1/20/22
Deliverable: Project Charter	Wed 8/4/21	Fri 12/17/21
Develop Project Charter	Wed 8/4/21	Fri 11/19/21
Review/Update Project Charter	Mon 11/22/21	Mon 11/29/21
Approve Project Charter	Mon 12/6/21	Fri 12/17/21
Project Charter complete	Tue 12/21/21	Wed 12/22/21
Project Kickoff Meeting	Tue 1/18/22	Tue 1/25/22
Prepare presentation	Tue 1/18/22	Tue 1/25/22
Schedule Kickoff meeting	Tue 1/25/22	Tue 1/25/22
Conduct Kickoff meeting	Tue 1/25/22	Tue 1/25/22
Conduct Lessons Learned Meeting	Wed 1/26/22	Mon 1/31/22
Schedule Lessons Learned meeting	Wed 1/26/22	Wed 1/26/22
Conduct Lessons Learned meeting	Mon 1/31/22	Mon 1/31/22
Record Lessons Learned	Mon 1/31/22	Mon 1/31/22
Initiation Phase complete	Wed 2/2/22	Wed 2/2/22
Planning	Tue 8/24/21	Mon 2/14/22
Execution	Sat 9/11/21	Thu 10/20/22
Prepare Operations and Maintenance Plan (only required for Level 2-4 projects)	Sat 9/11/21	Mon 2/28/22
Required Project Development	Tue 9/14/21	Fri 3/4/22
Conduct Lessons Learned Meeting	Wed 9/15/21	Thu 3/31/22
Schedule Lessons Learned meeting	Wed 9/15/21	Fri 3/25/22

Conduct Lessons Learned meeting	Thu 9/16/21	Thu 3/31/22
Record Lessons Learned	Fri 9/17/21	Thu 3/31/22
Upgrade .NET -ORM	Mon 11/1/21	Thu 10/20/22
1.1.2 Analysis for .NET Connect	Mon 11/1/21	Fri 11/5/21
1.1.5 Technical Debt for .NET Connect	Mon 12/27/21	Thu 3/31/22
1.2.1 Code Merge for .NET Framework FIRRE	Mon 1/24/22	Fri 3/18/22
1.2.2 Analysis .NET Framework for FIRRE	Mon 1/10/22	Fri 1/21/22
1.2.3 Development of .NET Framework for FIRRE (Lower Environment)	Mon 1/24/22	Fri 2/18/22
1.2.4 Deployment of .NET Framework FIRRE SysTest	Mon 2/21/22	Fri 3/4/22
1.2.5 Technical Debt .NET Framework for FIRRE	Mon 3/7/22	Fri 3/18/22
1.3.1 DB Tests for .NET Framework for TOP	Mon 2/14/22	Fri 3/11/22
1.3.2 Batch Tests for .NET for TOP	Mon 2/21/22	Fri 3/11/22
1.3.3 Regression and Smoke Tests for .NET for TOP	Mon 2/28/22	Fri 3/11/22
1.4.1 .NET Framework for DARS	Mon 3/14/22	Mon 3/21/22
1.5.1 Upgrade Utilities for .NET \Utilities\PageFlow GUI	Mon 1/31/22	Mon 2/21/22
1.5.2 Upgrade Utilities for .NET (High Priority)	Mon 11/1/21	Tue 11/2/21
1.5.3 Upgrade Utilities for .NET (High Priority) \Utilities\LLBLHelper	Wed 11/3/21	Thu 11/4/21
1.5.4 Upgrade Utilities for .NET (High Priority) \Utilities\LDAPHelper	Thu 11/4/21	Fri 11/5/21
1.5.5 Upgrade Utilities for .NET (High Priority) \Utilities\CorresGUI	Mon 3/7/22	Mon 3/14/22
1.5.6 Upgrade Utilities for .NET (High Priority) \Utilities\LanguageCustomLibrary	Mon 11/8/21	Tue 11/9/21
1.5.7 Upgrade Utilities for .NET (High Priority) \Utilities\IvrTester	Wed 11/10/21	Thu 11/11/21
1.5.8 Upgrade Utilities for .NET (High Priority) \Utilities\RegisterCustomCulture	Fri 11/12/21	Mon 11/15/21
1.6.1 Upgrade Utilities for .NET (Low Priority)	Mon 3/14/22	Mon 3/21/22
1.7.1 Upgrade ORM Strategy and Analysis for .NET (LLBLGen)	Wed 12/22/21	Thu 3/3/22
1.7.2 Deployment of VM and software installation for ORM (LLBLGen)	Mon 3/21/22	Fri 4/1/22
1.7.3 Upgrade ORM for .NET to 5.x (LLBLGen)	Mon 4/4/22	Fri 6/24/22
Sprint 12	Mon 4/4/22	Fri 4/15/22
Sprint 13	Mon 4/18/22	Fri 4/29/22
Sprint 14	Mon 5/2/22	Fri 5/13/22
Sprint 15	Mon 5/16/22	Fri 5/27/22
Sprint 16	Mon 5/30/22	Fri 6/10/22
Sprint 17	Mon 6/13/22	Fri 6/24/22
1.7.4 Testing of ORM generation against Oracle 19C DB (LLBLGen)	Mon 6/27/22	Thu 10/20/22
1.8.4 LLBLGen Upgrade Automation	Mon 6/27/22	Wed 8/3/22

1.8.5 LLBLGen Upgrade Testing	Thu 8/4/22	Mon 10/31/22
1.8.6 LLBLGen UAT	Tue 10/31/22	Thu 11/04/22
Execution Phase complete	Thu 10/31/22	Thu 10/31/22
Monitoring and Controlling	Tue 8/3/21	Tue 10/18/22
Weekly Status Meeting	Tue 8/3/21	Tue 10/18/22
Monitoring and Controlling Phase Complete	Tue 10/18/22	Tue 10/18/22
Project Closeout	Wed 10/19/22	Mon 10/24/22
Lessons Learned	Wed 10/19/22	Fri 10/21/22
Schedule Lessons Learned meeting	Wed 10/19/22	Wed 10/19/22
Conduct Lessons Learned meeting	Thu 10/20/22	Thu 10/20/22
Record Lessons Learned	Fri 10/21/22	Fri 10/21/22
Deliverable: Project Closeout Report	Wed 10/19/22	Fri 10/21/22
Develop Project Closeout Report	Wed 10/19/22	Wed 10/19/22
Review/Update Project Closeout Report	Thu 10/20/22	Thu 10/20/22
Approve Project Closeout Report	Fri 10/21/22	Fri 10/21/22
Project Closeout Report complete	Fri 11/09/22	Fri 11/09/22
Conduct Project Closeout meeting	Mon 11/08/22	Mon 11/08/22
Closeout Phase complete	Mon 11/08/22	Mon 11/08/22

IV. Project Spending Plan

Planned cost is \$560,550 and \$248,002 is the actual cost.

V. Project Organization and Methodology

A. Project Organizational Chart



I. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Adrienne Johnston	<ul style="list-style-type: none"> Provide guidance on overall strategic direction Advise the Strategic Planning Office and project manager of risks that may impact the project Facilitate resolution of significant issues in the project Review and sign off on key milestones

Project Role	Resource Name	Responsibilities
CTO	Domenic DiLullo	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Strategic Planning Office	Vendor	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members
Project Manager	Jim Sparks	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Business Lead	Wendy Castle	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Technical Lead	Quinton Lightfoot	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Functional Team	Quinton Lightfoot Alvin Sellers Amit Kanaiyalal	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests

Project Role	Resource Name	Responsibilities
Technical Team	Sushma Kavarthapu	<ul style="list-style-type: none"> Contribute subject matter expertise Complete assigned project tasks in accordance with the Project Schedule Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP Assist the Project Managers in responding to risks and issues Assist the Project Manager in evaluating change requests
	Prafull Konde	
	Nahed Kadih	
	William Brito	
	Siddartha Bolisetty	

J. Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements

- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

Quality Management Plan

The Quality Management Plan ensures work is complete and meets or exceeds an adequate level of quality of the deliverables. All members of the project team will play a role in quality management, and it is critical the team ensures work is completed according to DEO standards for quality acceptance.

Project Quality Management activities will ensure project documents meet agreed upon standards, work is performed efficiently, project practices conform to recommended project standards and deficiencies are identified and corrective action taken.

Quality Management Approach

Managing quality includes four major processes:

- **Quality planning (QP):** Completeness and correctness criteria define what it means for a project document to be complete and correct. The project team will establish completeness and correctness criteria. Specific criteria for the quality of Contract Deliverables will be documented in the contract and managed by the Contract Manager, program team and Project Manager.
- **Quality assurance (QA)** refers to the process used to create project documents, not the deliverables themselves. The Project Team will perform QA activities for the project weekly. The project manager may make changes to processes as necessary; changes will be communicated to the appropriate stakeholders.
- **Quality control (QC):** Performing Quality Control (QC) involves monitoring specific project results to determine whether they comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory results. The Strategic Planning Office (SPO) will perform (QC) activities to verify project management and documents are of high quality. If the SPO determines a project document to be complete, it will be presented to the Project Team at the following Status Meeting.
- **Quality improvement (QI):** The Project Manager is responsible to implement corrective actions based on the results of the quality management processes. These may include changes to project management processes; required training for stakeholders; updating performance metrics, etc.

Communication Management Plan

Communication management seeks to provide a comprehensive framework for all communication necessary to keep stakeholders informed about the project's direction and status. The project communication plan is to clearly identify the status of compliance efforts and to communicate the progress made in achieving a successful project outcome. The purpose of this plan is to

communicate pertinent information related to discovery, design, and documentation in a clear and concise manner to the client, stakeholders, and the project team.

Communication Plan

The communication plan is designed to provide the right information, at the right level, to the right audience, at the right time. The plan addresses key audiences, messages, frequency, and methods of communication.

This plan, depicted in Table 1 below, describes the various forms of communication, appropriate channels of communication, and target audiences for this project. The communication matrix identifies the different tools that will be used to guide the planning for communication about the project to various audiences and purposes. It should be considered a general guide for the effective dissemination of information that is received, understood, and utilized by the target audiences for successful completion of the project. This communication matrix will be customized for each project to reflect the various communication forms, frequencies, and audiences that will be used during the course of the project and to ensure communication channels are properly maintained throughout the project and updated if communication needs to change.

Item	Purpose	Format	When/ Frequency	Type	Initiator	Recipient	Feedback
Project Meeting	Provide and discuss project tasks, issues, risks, action items	Meeting/Face to face or virtual)	Daily/ Weekly as needed	Mandatory	Project Manager	Project Team	Meeting Minutes
Status Report	Provide detailed information on the progress of the project against the plan	Email	Weekly/ Monthly/ Quarterly	Mandatory	Project Manager	Project Team/SPO Program Manager	Verbal and follow-up email
SPO Status Meeting	Review the status report, resolve issues, and make decisions	Meeting	Weekly	Mandatory	Project Manager	SPO Program Manager	Verbal and follow-up email
Project Deliverables	Provide deliverables to DEO for review	Email	Per project schedule	Mandatory	Project Manager	SPO Program Manager/ Project Team members	Written vetted, consolidated, and actionable comments
Deliverable Review Feedback	Provide vetted, consolidated, and actionable written comments	Email	Per project schedule	Mandatory	SPO Program Manager	Project Manager/ Project Team Members	Written/ email follow-up using Deliverable Review Comment Form

Deliverable Review Walkthrough	Confirm mutual understanding of desired deliverable changes	Meeting	As needed	Informational	Project Manager	Program Managers/ Project Owners	Verbal or written
Work Session	Gather information from subject matter experts	Meeting	Per project schedule	Mandatory	Project Manager	Update subject matter experts (only if the SPO Project Manager has the approved communication)	Verbal and follow-up email
Work Session Follow-up	To answer questions or clarify information gathered	Email	As needed	Informational	Project Manager	Provide subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Online Survey	Gather information from subject matter experts (former providers)	Email	Per project schedule	As needed	Project Manager	Subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Project Issues	Documentation of project issues	Issue Log Entry	As needed	Mandatory	Any Stakeholder	Project Owner/ Project Manager	Written/ email follow-up
Project Issues Escalation	To resolve project issues	Email	As needed	Mandatory	Project Manager	SPO Program Manager	Written/ email follow-up
Change Requests	Document project changes to scope of work	Change Request Form	As needed	Mandatory	Change Initiator	Project Manager/ Change Owner/ Change Analyst/ CCB	Written/ email follow-up
Project Closeout and Lessons Learned	Formal project closeout meeting	Email	Per project schedule	Mandatory	SPO Project Manager	All Stakeholders	Written/ email follow-up

Weekly Status Reporting

Vendors will be required to submit status reports throughout the project at several levels. The primary source of status information is the weekly written status report, which will communicate at minimum, the following information.

- **Project Status.** This section depicts the project status at a summary level using a red/yellow/green method supported by two to three essential questions that are answered to determine summary status. The red/yellow/green method is not meant to be a grading system but instead it is a way to easily identify the areas of the project that need the most attention to make the project successful.
- **Overview of Project Progress.** This section describes significant accomplishments achieved in the reporting period.
- **Overall Status.** This section provides a high-level overview of whether the project is on schedule, on budget, and on scope. A yellow or red status should be explained here in detail.

- **Project Milestones, Deliverables, and Latest Tasks.** This section contains the major deliverables of the project, their planned and actual completion dates, and their status.
- **Risks, Action Items, Issues, and Decisions.** This section will link to the project risk, action item, issue, and decision tracking tool. The project tracking tool contains all items tracked during the project.

Project Tracking

This section describes the “RAID” methodology for tracking risks, action items, issues, and decisions. DEO will follow a centralized approach that minimizes miscommunication or misinformation among project stakeholders. The Department will diligently maintain a project tracking log for each project, and a master log for the System Modernization project overall, a Microsoft Excel workbook with multiple tabs intended to capture the details and the latest attributes of items tracked by Project Managers.

VI. Business Process Organizational Change Management Plan

This project will follow the organizational change processes outlined in the RA Modernization Program Organizational Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The role of the Organizational Change Management plan (OCM) within an individual project under the RA Modernization Program is to help plan for and manage the people side of the project. OCM focuses on identifying, preparing and managing a wide array of internal and external stakeholders, employees and customers that will be impacted by the new solution. It is good for those stakeholders to feel informed, prepared, trained and ready to participate in a successful implementation. It is beneficial for employees to adopt new skills and develop new capabilities and to value and appreciate the features that the new technology offers.

VII. Project Risk Management Plan

Project Risk Management

This project will follow the risk management processes outlined in the RA Modernization Program Risk Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The risk management process helps the project team anticipate and respond to emerging risks throughout the duration of the project. The risk management process occurs throughout all phases of the project, from planning through execution and closeout. Project risks are logged and tracked in the Project Log Workbook (RAID Logs).

An issue is an immediate problem that needs resolution. Acknowledging and addressing issues quickly ensures that they do not impact the scope of the project. Project issues are logged and tracked in the Project Log Workbook (RAID Logs).

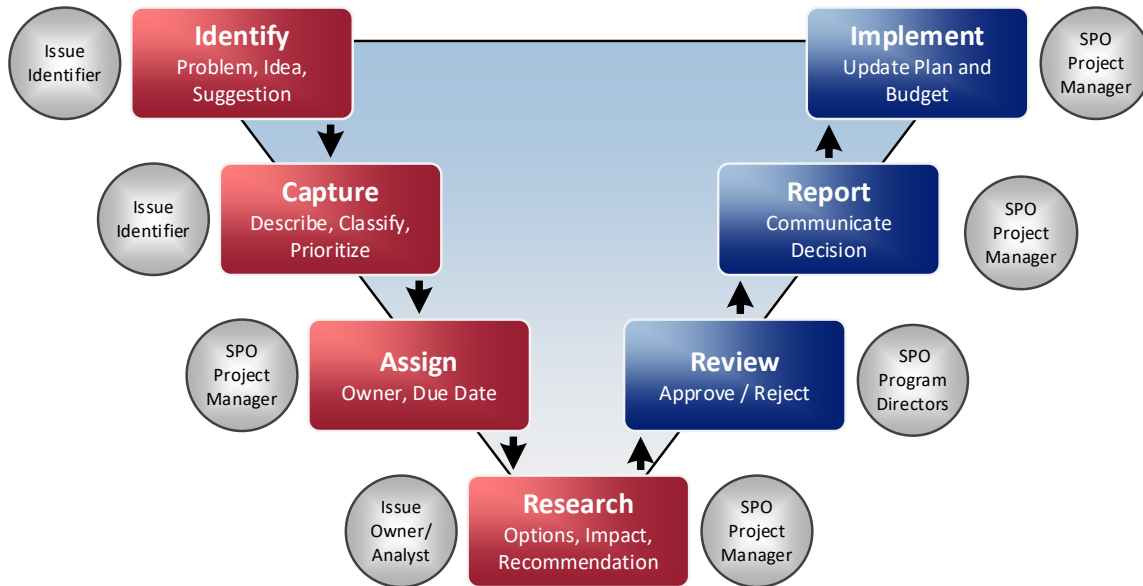


Figure 3: RA Modernization Program Issue Management Process

Decisions

Decisions are leadership answers to questions that arise during the project. The decision log is created and maintained as part of the project tracking log.

Decisions will be managed in the following manner:

- During status meetings, any stakeholder can raise a question that requires a decision.
- If the team determines a decision needs to be made, the project manager will enter it in the decision log.
- The team will discuss the impact to the project, assign a decision maker, and set a date for when the decision is needed.
- At each subsequent status meeting, the decision item(s) will be reviewed until they can be closed.

Change Management

This project will follow the change processes outlined in the RA Modernization Program Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The *RA Modernization Change Management Plan*, defines the approach and provides the processes for initiating, defining, researching, evaluating, reviewing, prioritizing, managing

cost, approving or rejecting the change requests (CRs), and communicating the status of the change that may affect the success of the SDLC DevOps project.

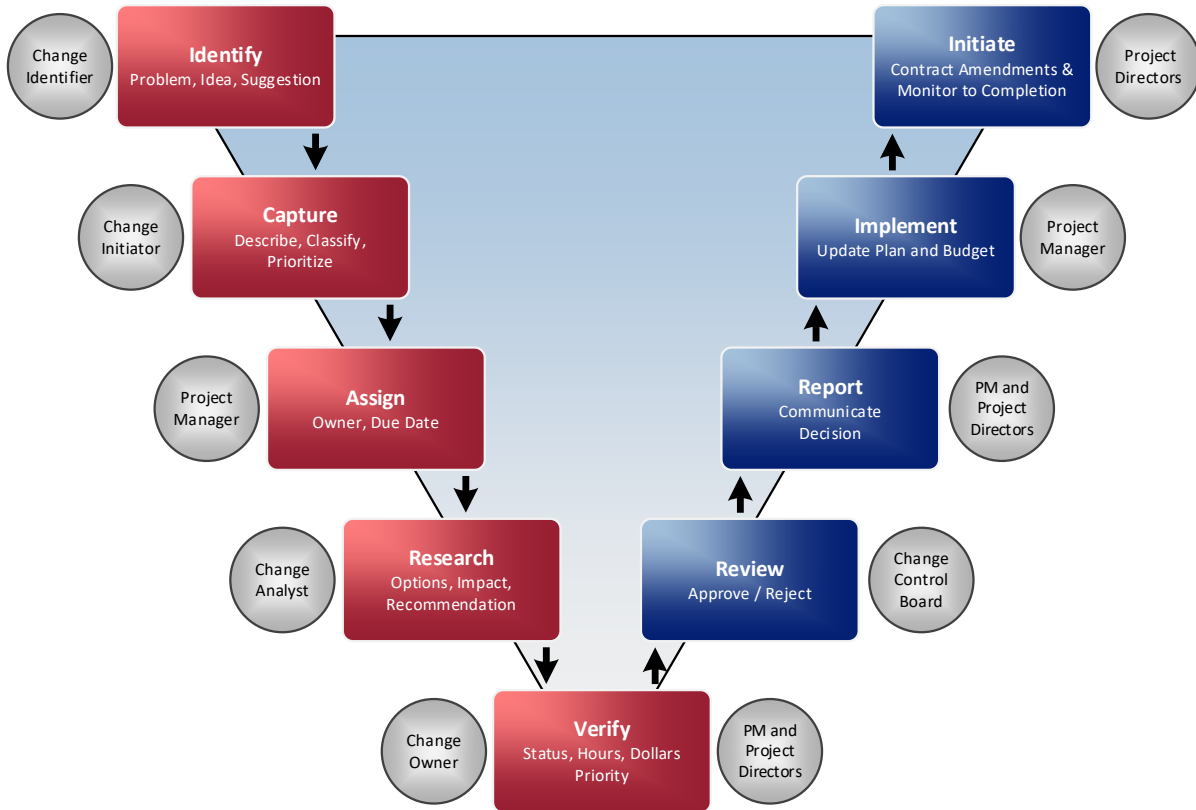


Figure 4:RA Modernization Program Change Management Process

Schedule Maintenance

The project schedule maintenance is an on-going activity that tracks the work performed, the timeframes for when the work has been or will be completed and progress against the baseline work estimates and timelines. To effectively track the program progress, the project schedule is kept current, and reflects all work that needs to be performed, in accordance with the RA Modernization Program Schedule Management Plan.

If a change to the project schedule or scope is needed, the Project Manager may pursue a change request as described in the [RA Modernization Change Management Plan](#).

Procurement Management

The Procurement Management Plan seeks to outline how the project will procure resources necessary to complete the project objectives. It defines the procurement methodology for this project, lays out the process for managing procurement throughout the life of the project, and will be updated if project needs change. This plan identifies and defines the goods and services to be procured, the types of contracts to be used in support of this project, the contract approval process, and the decision criteria. The importance of coordinating the procurement activities,

establishing firm contract deliverables, and metrics in measuring procurement activities is included in the following subsections.

Procurement Management Approach

The DEO Purchasing Office and any vendors contracted for procurement assistance will provide oversight and management along with the Project Manager for all procurement activities under this project. The Project Manager will work with the project team to identify all items to be procured for the successful completion of the project. The Department Strategic Planning Office (SPO) will then review any procurement requests prior to approving the development of procurement documentation.

Procurement Definition

The following table will be completed to record any procurement goods and/or services determined to be essential for any RA Modernization project’s completion and success. The Project Manager and/or SPO must approve any procurement before inclusion in this table.

Procurement	Description	Justification	Needed By

Cost Management

The tables below will be completed and used to define and track project costs during each specific RA Modernization Project.

Cost Management Plan				
Category	Description	Frequency	Deliverable	Cost

Column	Definition
Category	Type of expense
Description	Description of expense
Frequency	Describe whether the expense is annual or recurring or a onetime expense
Deliverable	List the deliverable associated with the expense
Cost	List the total expense in dollars e.g. \$0.00

Staffing Management

The purpose of this section is to outline how the project is to manage staffing requirements and resource tasks appropriately. This project plans to procure additional staffing through “Staff Augmentation” contracts. The needs for each individual project have been estimated before the

project and will be refined during requirements gathering and procurement of services.

Quality Management

Quality Management details the processes to ensure quality services and deliverables. DEO will use disciplined processes and inspections to confirm quality throughout the life of the project. These inspections are performed at key points in the creation and review of documents and confirmation of the value of services the Project Team provides. Quality Management includes two components, Deliverable Quality Control and Services Quality. The purpose of this section is to provide instructions on these processes. DEO commits to the highest quality in project execution and project team members’ performance. To achieve a positive outcome, these processes will be carried out, so expectations are understood, aligned, and met.

VIII. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of DEO’s lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

IX. Project Risk Management Plan

Identified in above Project Management Approach section.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Necessary tools, hardware, or materials need to be procured for	Medium	Medium	Identify needs early on and involve management and	PM

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
the successful completion of the project.			budget staff throughout engagement	
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM

X. Capacity Plan

This project does not involve the purchase/lease, configuration, and installation of significant computer hardware. For purposes of capacity planning, computer hardware includes servers, storage, and network infrastructure. Accordingly, a Capacity Plan is not required. Once the claim volume starts to go down as the claims volume decreases, capacity can be reduced. Also moving to an auto-scaling configuration will additionally reduce needed capacity.



OPERATIONAL WORK PLAN FOR RULES ENGINE

**FLORIDA DEPARTMENT OF ECONOMIC DIVISION OF
INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/02/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER 3

 A. SCOPE STATEMENT 3

 B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 3

 C. CRITICAL SUCCESS FACTORS 3

 D. KEY DATES 3

 E. MAJOR DELIVERABLES 4

 F. MAJOR MILESTONES 4

 G. KEY STAKEHOLDERS 4

 H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 4

II. WORK BREAKDOWN STRUCTURE 5

III. RESOURCE LOADED PROJECT SCHEDULE 6

IV. PROJECT ORGANIZATION AND METHODOLOGY 7

 A. PROJECT ORGANIZATIONAL CHART 7

 B. PROJECT ROLES AND RESPONSIBILITIES 7

 C. PROJECT MANAGEMENT METHODOLOGY 9

V. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 10

VI. PROJECT RISK MANAGEMENT PLAN 10

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

As a part of the Reemployment Assistance (RA) Modernization Program, the Rules Engine project will move business rules from the existing Reemployment Assistance Claims and Benefits Information System (System) into a user-visible and user-maintainable business rules engine. This will allow both maintaining and developing business rules without requiring code changes and subsequent deployments.

A. Scope Statement

In Scope

- Procure a business rules engine product.
- Inventory and identify a subset of business rules to validate suitability.
- Migrate the selected subset of business rules implemented in the System to the business rules engine.
- Perform regression testing to ensure the rules have migrated successfully.
- Complete documentation for technical debt for remaining rules.
- Utilize the business rules engine for all remaining modernization efforts.

Out of Scope

- Complete the integration of the remaining business system rules into the Rules Engine product.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Reduce development effort	Effort required to establish and maintain the System will be reduced.
Consolidate a subset of business rules into the business rules engine	Rules will be more readily accessible to facilitate both auditing and troubleshooting.

C. Critical Success Factors

- Timely and high-quality achievement of major milestones/deliverables.
- Ability for remaining modernization efforts to utilize the business rules engine for continuous modernization efforts.

D. Key Dates

Key Dates	Importance and Relevance to the Project
04/2022	Contract executed with Peraton for System and Software Integration (SSI) services
06/2022	Identification and prioritization of business systems rules.
11/2022	Procurement for Business Rules Engine and services advertised
12/2022	Contract awarded and announced

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Charter	Complete and submit a detailed project charter to DEO.
Project Management Plan	Complete and submit a detailed project management plan to DEO.
Weekly Status Meetings	Host weekly status meeting with DEO project team.
Identification of Business System Rules	Project team identifies business systems rules for implementation into the Business Rules Engine. Remaining rules will be addressed as part of continuous modernization.
Procurement of Rules Engine	Procurement of a Business Rules Engine product.
Communication and Training	Communication of process documentation and workflows to all stakeholders.

F. Major Milestones

Major Milestone	Milestone Description
Procurement of Business Rules Engine	Procure Business Rules Engine product to use for business systems rules
Identification and prioritization of business systems rules	Completed
Execution Phase	In progress
Monitor and Controlling Phase	In progress

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Allyce Moriak	Chief Financial Officer
Paul Forrester	Chief Information Officer
Wendy Castle	Program Owner
Nicole Sanislow	RA Modernization Program Manager - Business
Thomas Richardson	RA Modernization Program Manager - Strategic Planning Office
Garrick Wright	RA Modernization Program Manager - Information Technology
Alvin Sellars	Project Sponsor & Project Owner
Nicole Cain	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions


1. System documentation detailing current business rules are readily available and accessible.
2. Technical support resources will be available as needed, to support the project as needed.

Project Constraints

1. Limited time and capacity of individuals assigned to assist and test the product.

II. Work Breakdown Structure

With the approval of Change Request 009, the Work Breakdown Structure is currently being updated. Once updated, it will be reflected in the OWP.

 WBS			
Task	Duration	Start	End
Internal Rule Identification	303	4/6/2022	2/2/2023
Document Rules	18	4/6/2022	4/23/2022
Requirements Traceability	58	5/3/2022	6/29/2022
Develop RTM	45	5/3/2022	6/16/2022
Approve RTM	1	6/29/2022	6/29/2022
Procurement	1	11/15/2022	11/15/2022
Advertisement Posted	1	11/15/2022	11/15/2022
Announce Award	1	12/30/2022	12/30/2022
Rule Identification with Vendor	19	1/9/2023	1/27/2023
Rule review with vendor	12	1/9/2023	1/20/2023
Finalize rules	1	1/27/2023	1/27/2023
SDLC Process	106	3/16/2023	6/29/2023
Testing	352	6/29/2022	6/15/2023
Develop and approve test plan	108	6/29/2022	10/14/2022
Develop and approve test scripts	9	3/7/2023	3/15/2023
Test Dev Environment	22	5/9/2023	5/30/2023
Test SysTest	9	5/18/2023	5/26/2023
Pre-prod testing	7	6/16/2023	6/22/2023
UAT testing	7	6/23/2023	6/29/2023
Close-Out	10	6/20/2023	6/29/2023
Close-Out Report	8	6/20/2023	6/27/2023
Close-Out Meeting	1	6/29/2023	6/29/2023

III. Resource Loaded Project Schedule



RE Project Schedule
20221130.pdf

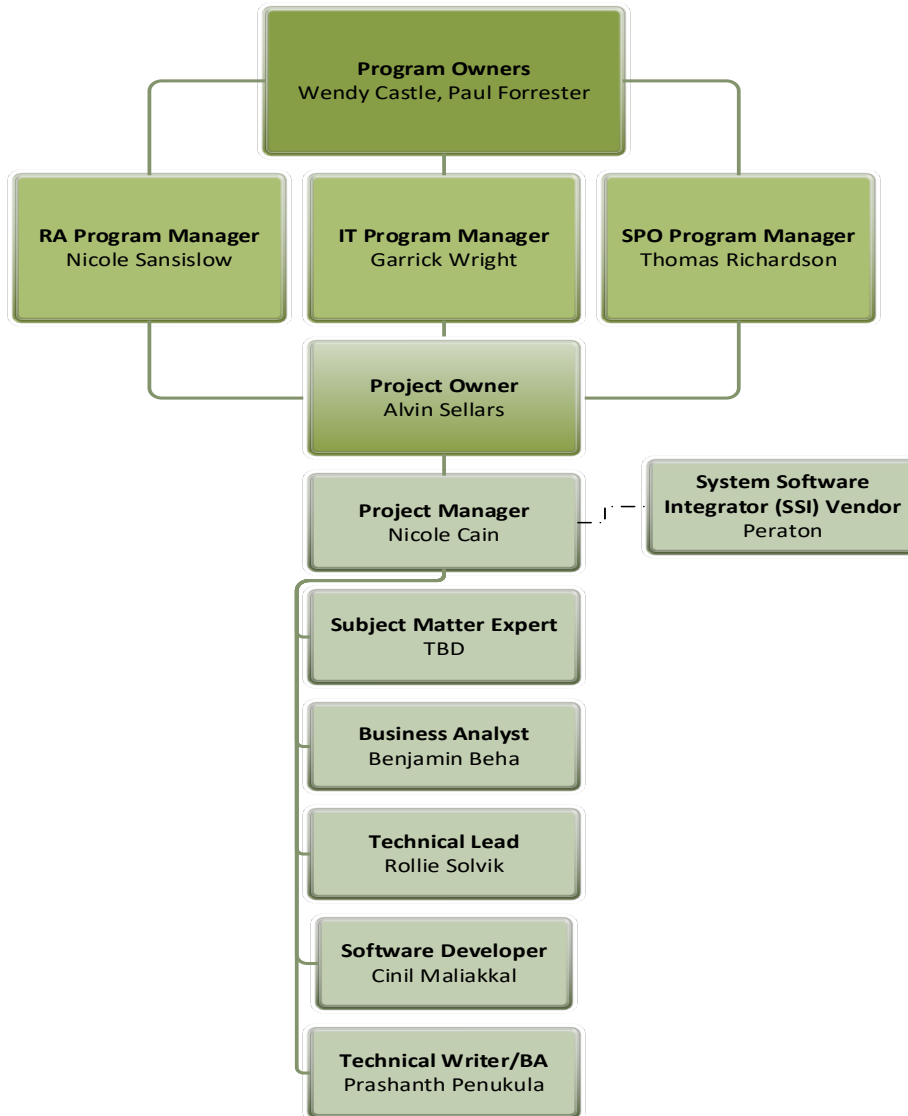
IV. Project Spending Plan

The Project Spending Plan will be updated once the Vendor Contract is awarded and signed, approving the costs of services. The information captured below, is as detailed in the Schedule IV-B Report, detailing cost estimates.

Total	FY 2022/23	FY2023/24
\$794,533.70	693,848.85	\$100,684.85

V. Project Organization and Methodology

Project Organizational Chart



VI. Project Roles and Responsibilities

Project Role	Resource Name	Responsibility
Executive Sponsor	Adrienne Johnston	<ul style="list-style-type: none"> Provide guidance on overall strategic direction

CTO	Domenic DiLullo	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office (SPO) and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Business Lead	Alvin Sellars	<ul style="list-style-type: none"> • Ensure project aligns with department strategy • Responsible for making final decisions for project changes and closure • Primary point of contact • Review and approve deliverables • Review and approve RFCs
Project Manager	Nicole Cain	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Subject Matter Expert	TBD	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the project schedule • Identify risks and issues to the Project Manager • Lead Business Unit testing
Technical Team	Roland Solvik Prashanth Penukula Benjamin Beha Cinil Maliakkal	<ul style="list-style-type: none"> • Creating requirements • Creating system documentation • Guides the technical development of the product and overseeing the design • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Responsible for the design and integration of the system rules into the product

Organizational Change Management Manager	Thomas Hoverman	<ul style="list-style-type: none"> • Advisory role, providing guidance on organizational change
Program Managers	Thomas Richardson Garrick Wright Nicole Sanislow	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members • Provide allocation of resources
SSI Vendor	Peraton	<ul style="list-style-type: none"> • Provide recommendations for technology selections for rules engine product procurement • Assist with drafting the scope of work and deliverables for the rules engine product procurement • Assist in evaluating vendor responses for the procurement of the rules engine product

I. Project Management Methodology

DEO will use a project management methodology in compliance with project standard rule 60GG-2 F.A.C., product requirements, and DEO experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all report sin electronic format for archive purposes.
- DEO’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource

commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication

VI. Business Process Organizational Change Management Plan

This project intends to move System business rules into a business rules engine, that can be maintained by internal staff. The implementation of this business rules engine will reduce the need for subsequent system releases and downtime. In order to initiate this change, this project will follow the organizational change processes outlined in the RA Modernization Program Organizational Change Management Plan, which is in the RA Modernization Program Library Central Repository.

The role of the Organizational Change Management Plan (OCM) within the Rules Engine project is to assist in planning for and managing the people side of the project. OCM focuses on identifying, preparing, and managing a wide array of internal and external stakeholders, employees, and customers that will be impacted by the new solution. It is useful for those stakeholders to be informed, prepared, trained, and ready to participate in a successful implementation. It is beneficial for employees to adopt new skills and develop new capabilities and to value and appreciate the features that the new technology offers.

VII. Project Risk Management Plan

This project will follow the [Risk Management Plan](#), captured within the Reemployment Assistance Program Management Plan. The Reemployment Assistance Modernization Program team follows a standard method for logging and categorizing issues, researching solutions, and communicating options and final recommendations. Project team members should actively contribute, as it is critical to timely decisions and moving past roadblocks. The buy-in of the project team, key team members and technical staff is critical to the success and ensures that the project team delivers a product in line with the project goals.

Key activities of the risk management process include:

- **Risk Identification** – Identifying risks that could potentially impact the project.
- **Risk Analysis** – Prioritize risks and assess the probability and consequence of the risk.
- **Risk Response Planning** – Prepare action plans to enhance opportunities or minimize threats to the program.

- **Risk Monitoring** – Execute action plans and evaluate their effectiveness, tracking, and reviewing residual risks and identifying new risks.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Necessary tools, hardware, or materials need to be procured for the successful completion of the project.	Medium	Medium	Identify needs early on and involve management and budget staff throughout engagement	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM

VIII. Capacity Plan

Project Capacity Planning

- **Establish Cross-Functional Team:** To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- **Calculate Resource Capacity:** Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- **Determine Resource Requirements:** For each project, look at the scope and what resources are required to do the task for the project.
- **Prioritize Projects:** Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- **Allocate Resources Based on Project Priority:** Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- **Keep the Lines of Communications Open:** Communicate between executives, project management leaders and stakeholders.
- **Document Known Risks:** Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- **Plan for How to Handle Too Much Capacity:** Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).



OPERATIONAL WORK PLAN FOR SOA AND API LAYER

**FLORIDA DEPARTMENT OF ECONOMIC DIVISION OF
INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2022-2023
QUARTER 2
AS OF 11/30/22**

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 4

C. CRITICAL SUCCESS FACTORS 4

D. KEY DATES 4

E. MAJOR DELIVERABLES..... 4

F. MAJOR MILESTONES..... 5

G. KEY STAKEHOLDERS..... 5

H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 5

II. WORK BREAKDOWN STRUCTURE 6

A. WBS* 6

B. WORK BREAKDOWN STRUCTURE DATA DICTIONARY 7

III. RESOURCE LOADED PROJECT SCHEDULE 9

IV. PROJECT SPENDING PLAN..... 10

V. PROJECT ORGANIZATION AND METHODOLOGY 10

A. PROJECT ORGANIZATIONAL CHART 11

B. PROJECT ROLES AND RESPONSIBILITIES 12

C. PROJECT MANAGEMENT METHODOLOGY..... 13

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN..... 14

VII. PROJECT RISK MANAGEMENT PLAN 14

VIII. CAPACITY PLAN..... 15

IX. APPENDIX A – STATUS SCHEDULE 16

A. STATUS SCHEDULE AS OF THIS REPORT 16

SECTION 1 – OVERALL PROJECT PLAN

I. *Project Charter*

As a part of the Reemployment Assistance (RA) Modernization Program, the SOA and API Layer project will establish a solid architectural basis in support of the continuous modernization by defining a new architectural basis for a service-oriented architecture (SOA) for the modernized Reemployment Assistance Claims and Benefits Information System (System). The SOA and API layer project will deliver improved scalability due to the service-oriented architecture allowing independent scaling of each service.

A. Scope Statement

In Scope

Phase 1A – Adopting New Technology

- Procure an application programming interface (API) layer product
- Secure technology dependent resources (SOA/API vendor)
- Install and configure API layer
- Test tools defined with API layer tool procurement
- ID and document any Enterprise Service Bus (ESB) requirements
- Document the resulting API architectural standard for lessons learned in support of the Incremental Customer Experience/User Experience Mobile-Responsive Transformation (CX/UX) project.

Phase 1B – Implementation*, **

- Develop user stories and a test plan for selected APIs
- Document lessons learned

*The selection process for APIs to migrate for purposes of the selected APIs involves:

- generating a list of all APIs
- separating APIs into real-time vs. batch
- selecting specific APIs within the real time subset based on:
 - Frequency of use
 - APIs called early in the claims process
 - Conversion of one API from each protocol type (REST/SOAP)
- per DCSN0001102, “Recommended Option #2 was approved by the Program Workgroup. This option includes migrating the two (2) proof of concept interfaces as well as to include the DHSMV interface ...”
- “Proof of concept,” for this project, means identifying a small subset of APIs that represent different protocol types that will be tested, and deployed into a pre-production environment, via the SOA and API layer by June 30, 2023.

Out of Scope

- Defining the final CX/UX configuration
- Non-real-time web-based services

- per DCSN0001102, “...and designate remaining interfaces to be modernized during the continuous modernization process. Any newly designed interfaces required for the operation of the CX/UX application would be addressed by the CX/UX vendor selected for that project.”
- ** Change Request 10 has modified the project’s scope to align API development with the Continuous Modernization Program

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Prepare an inventory of desired services based on the existing API capabilities	Preparatory step towards improved scalability allowing independent scaling of each service
Identify any other architectural requirements, such as API Gateway usage	Preparatory step towards improved scalability allowing independent scaling of each service
Develop an implementation that demonstrates all architectural components	Enterprise Services Bus and API Gateway installation in support of projects within the Program requiring API development, such as CX/UX
Document the resulting architectural standard for enforcement during the CX/UX project	Clear direction for the CX/UX project

C. Critical Success Factors

- Timely and high-quality achievement of major milestones/deliverables.
- Ability for remaining modernization efforts to utilize the API tools for their continued efforts.

D. Key Dates

Key Date	Importance and Relevance to the Project
03/07/2023	2023 Legislative Regular Session convenes
05/05/2023	2023 Legislative Regular Session last day

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Charter	Complete and submit a detailed project charter to DEO.
Project Management Plan	Complete and submit a detailed project management plan to DEO.
Weekly Status Meetings	Host weekly status meeting with DEO project team.
Weekly Status Reports	Provide weekly status reports to DEO project team.
SOA/API Procurement for Tool and Services	Procurement, installation, configuration, of the Enterprise Services Bus (ESB) and the Application Program Interface (API) gateway.

Major Deliverable	Deliverable Description
Requirements Traceability Matrix	Functional and technical requirements are documented, validated, and verified.
User stories and test plans	Preparation for API migration in support of adopting new technology (ESB and API gateway)
Documentation	Documentation of ESB requirements and the API architectural standard. Documentation of lessons learned.

F. Major Milestones

Major Milestone	Milestone Description
Procurement for Tool and Services	In progress: Procure vendor services and software for the installation, configuration and testing of the ESB toolset and API gateway in support of the Services Oriented Architecture (SOA)
Identification and prioritization of APIs and Requirements	Complete
Execution Phase	Vendor onboarding, RTM review, vendor project plan, development and acceptance of deliverables in accordance with SOW.
Monitor and Controlling Phase	In progress

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Project Team	See Project Roles and Responsibilities

H. Significant Project Assumptions and Constraints

Project Assumptions

1. Personnel with sufficient expertise will be on-boarded and allocated to the execution of this project.
2. The API development tool and SOA/API vendor will be acquired within the available timeframe for the project.
3. The ESB will be installed, configured, and tested by the SOA/API vendor within the available timeframe for the project.

4. Documentation of SOA/API architectural standards will be successfully completed within the available timeframe for the project.
5. Project is reliant upon a modular system architecture, based on recommendations from the SSI vendor, representing best of breed tools.
6. Change Request 10 has modified the project’s scope to align the API development with the Continuous Modernization Program

Project Constraints

1. Limited time and capacity of resources (internal and external) assigned to assist in the completion of the major deliverables.
2. Dependencies external to the project which result in delays in execution, i.e., delays in finalizing System architecture and formal API tool decision.

II. Work Breakdown Structure

A. Work Breakdown Structure*

WBS	Task Name
1	SOA API Layer
1.1	Initiation
1.2	Initiation Phase complete
1.3	Planning
1.3.1	Planning Phase Start
1.3.2	Deliverable: Resource Plan
1.3.3	Resource Plan Complete
1.3.4	Deliverable: Project Schedule
1.3.5	Project Schedule complete
1.3.6	Deliverable: Project Management Plan
1.3.7	Project Management Plan complete
1.3.8	Deliverable: Project Budget
1.3.9	Project Budget complete
1.3.10	Deliverable: Project Spending Plan
1.3.11	Project Spending Plan complete
1.3.10	Deliverable: Project Test Plan
1.3.11	Project Spending Plan complete
1.3.12	Requirements:
1.3.13	Conduct Lessons Learned Meeting
1.3.14	Deliverable: Planning Gate RCA Assessment
1.4	Planning Phase Complete
1.5	Execution
1.5.1	Execution Phase Start
1.5.2	Phase 1a - API Technology Adoption
1.5.2.1	Recommendations, Standards, Decisions

1.5.2.2	SOA/API Vendor and API Tool Procurement
1.5.2.3	Vendor under Contract
1.5.2.4	Vendor Project Planning
1.5.2.5	Install and configure API layer
1.5.2.6	SSA & FIRRE Investigation (User Stories)
1.5.2.7	Operations and Maintenance Plan
1.5.3	Phase 1a - Complete
1.5.4	Phase 1b – DHSMV (User Stories)
1.5.5	Phase 1b - Complete
1.5.6	Conduct Lessons Learned Meeting
1.6	Execution Phase complete
1.7	Monitoring and Controlling
1.8	Monitoring and Controlling Phase Complete
1.9	Project Closeout (ex. Optional scope)
1.10	Closeout Phase complete

* Change Request 10 has modified the scope of the project to align API development with the Continuous Modernization Program. Due to the completion of preliminary activities in various execution elements, the overall WBS structure is not expected to change.

B. Work Breakdown Structure Data Dictionary

WBS	Task Name	Definition
1	SOA API Layer	As a part of the Reemployment Assistance (RA) Modernization Program, the SOA and API Layer project will establish a solid architectural basis in support of the continuous modernization by defining a new architectural basis for a service-oriented architecture (SOA) for the modernized System.
1.1	Initiation	Project startup activities, including but not limited to: Kickoff meeting, Project Charter, and Pre/Post Initiation RCAs
1.2	Initiation Phase complete	Milestone
1.3	Planning	Building the structural management tools for the project
1.3.1	Planning Phase Start	Milestone
1.3.2	Deliverable: Resource Plan	Included in the Project Management Plan (PMP), indicates resources required for execution of the project
1.3.3	Resource Plan Complete	Milestone
1.3.4	Deliverable: Project Schedule	Living document set (baseline and status) of scheduled project activities
1.3.5	Project Schedule complete	Milestone

WBS	Task Name	Definition
1.3.6	Deliverable: Project Management Plan	Master project management book containing sub-plans for resources, budget, schedule, and program level plans, such as communications and risk management
1.3.7	Project Management Plan complete	Milestone
1.3.8	Deliverable: Project Budget	Included in the PMP, indicates budgeted funds required for execution of the project
1.3.9	Project Budget complete	Milestone
1.3.10	Deliverable: Project Spending Plan	Included in the PMP, indicates timing of the projected expenditure of budgeted funds required for execution of the project
1.3.11	Project Spending Plan complete	Milestone
1.3.10	Deliverable: Project Test Plan	High level testing plan approach for the project. One plan per interface (SSA, FIRRE-Investigation, DHSMV).
1.3.11	Project Spending Plan complete	Milestone
1.3.12	Requirements:	Traceability matrix for project technical and functional requirements
1.3.13	Conduct Lessons Learned Meeting	Accumulation of knowledge gained regarding "how to" avoid pitfalls during each phase of the project
1.3.14	Deliverable: Planning Gate RCA Assessment	Phase gate to assess risk and complexity status of the project
1.4	Planning Phase Complete	Milestone
1.5	Execution	Accomplishing the statement of work for the project
1.5.1	Execution Phase Start	Milestone
1.5.2	Phase 1a - API Technology Adoption	Adoption of an ESB-based SOA via installation of the ESB and the API layer.
1.5.2.1	Recommendations, Standards, and Decisions	SSI vendor API tool recommendation and delivery of related architectural standards
1.5.2.2	SOA/API Vendor and API Tool Procurement	Documentation of ESB requirements, SOW/RFQ development, advertisement, and contract award
1.5.2.3	Vendor under Contract	Milestone
1.5.2.4	Vendor Project Planning	Vendor on-boarding, Requirements review, and vendor project plan
1.5.2.5	Install and configure API layer	Software installation and test into the development, test, pre-prod, and production environments

WBS	Task Name	Definition
1.5.2.6	SSA & FIRRE Investigation (User Stories)	Drafting, business review, and technical review of user stories associated with SSA and FIRRE Investigation APIs
1.5.2.7	Operations and Maintenance (O&M) Plan	Drafting, review, feedback, changes and approval of the O&M plan for the ESB and API layer
1.5.3	Phase 1a - Complete	Milestone
1.5.4	Phase 1b – DHSMV (User Stories)	Drafting, business review, and technical review of user stories associated with the DHSMV APIs
1.5.5	Phase 1b - Complete	Milestone
1.5.6	Conduct Lessons Learned Meeting	Accumulation of knowledge gained regarding "how to" avoid pitfalls during each phase of the project
1.6	Execution Phase complete	Milestone
1.7	Monitoring and Controlling	Activities intended to observe the health of the project and report on its progress
1.8	Monitoring and Controlling Phase Complete	Milestone
1.9	Project Closeout	Activities intended to conclude the project, focusing on documentation and results
1.10	Closeout Phase complete	Milestone

III. *Resource Loaded Project Schedule*

The SOA and API Layer project is dependent on the procurement of an API toolset/development product and the SOA/API project vendor, which will be facilitated by the System and Software Integration (SSI) project vendor. The project will work closely with the SSI vendor to support the vendor’s recommendations of the best products for use.

Resources are independently loaded in ServiceNow, representing a minimum of a three-month forecast requirement, based on individual feedback from each identified resource.

An analysis of the RFQ SOW and Deliverables has resulted in revised resource estimates to support the review cycle for each deliverable. This information will be loaded into Service Now once it is aligned to the revised schedule, which is under development.

Resources to be provided by the SOA/API vendor have not yet been determined and are expected to be tracked by the vendor.

A substantial amount of work is being added to the schedule, to be performed by the vendor, as a result of the RFQ release. It is important to note that this will result in a significantly lower percent complete as more work is added, based on the algorithm that ServiceNow uses to calculate the figure.

The most recent status schedule as of this report is shown in Appendix A.

IV. Project Spending Plan

The SOA and API Layer project spending plan will be managed in ServiceNow.

Procurement	Description	Justification	Needed By
PO # TBD	API Development Tool	Needed to migrate existing real time web service APIs and develop new APIs for CX/UX*	December 2022
PO # TBD	SOA/API Services Vendor	Needed to install, configure, migrate APIs from the current System, test, deploy into a pre-production environment, and support use of the ESB	December 2022

* Change Request 10 has modified the scope of the project to align existing API development with the Continuous Modernization Program. The API development tool is expected to be operational during the RA Mod Program in support of any project that requires new API development.

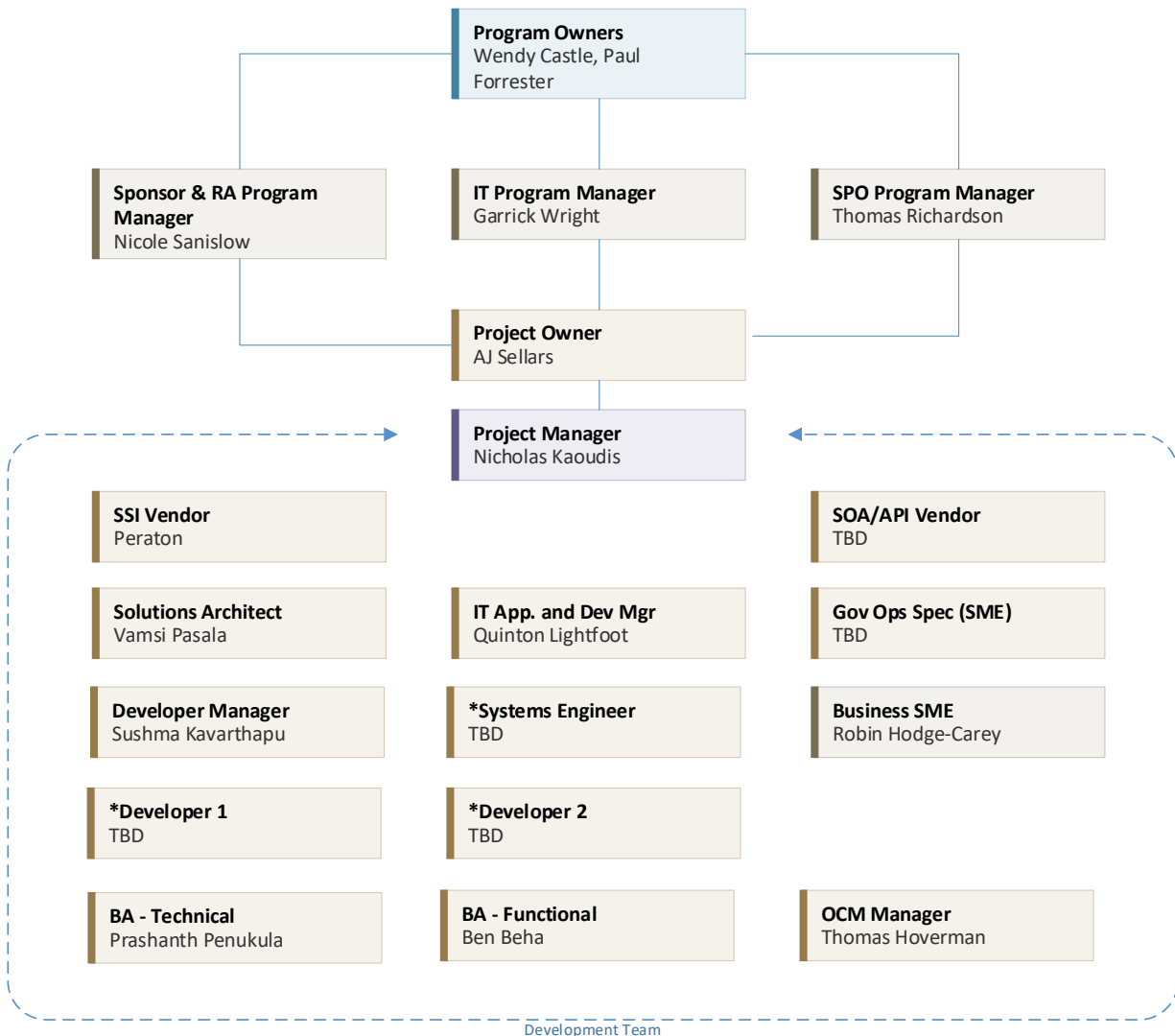
V. Project Organization and Methodology

As indicated in the “Project Roles and Responsibilities” table below, there are various technical team members assigned to this project, along with subject matter experts, an OCM lead, and a project manager. Additionally, the SOA/API vendor being procured will provide resources in accordance with the SOW for that procurement, which is under development by the SSI vendor.

It is important to delineate the scope of work between the SSI vendor and the SOA/API vendor, as they are separate vendors with separate areas of responsibility.

SSI Vendor	SOA/API Vendor
Responsible to develop requirements for the SOA/API vendor procurement.	Responsible to provide expertise to install, configure, and test the API tool.
Responsible to develop requirements for the SOA/API Layer development tool and platform.	Responsible to deploy/assist DEO in the deployment of the API gateway.
	Other duties/responsibilities pending finalization of the SOA/API vendor SOW, in draft form as of this report.

A. Project Organizational Chart



* These organization boxes represent on-site contractor/employee resources that are expected to be hired as of the start of the RA Continuous Modernization Program (API development phase). As they will be integral to API development, they are shown here for purposes of continuity.

B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibility
Program Owners	Paul Forrester Wendy Castle	<ul style="list-style-type: none"> • Chief Information Officer • Director, Reemployment Assistance Program
Project Sponsors	Nicole Sanislow	<ul style="list-style-type: none"> • Responsible for making final decisions for project changes and closure • Review and approve deliverables • Review and approve RFCs
Project Owner	AJ Sellars	<ul style="list-style-type: none"> • Ensure project aligns with department strategy • Primary point of contact • Review and approve deliverables
Project Manager	Nicholas Kaoudis	<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Subject Matter Experts	TBD Robin Hodge-Carey	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the project schedule • Identify risks and issues to the Project Manager • Lead Business Unit testing
Technical Team	Vamsi Pasala Quinton Lightfoot Sushma Kavarthapu Ben Beha Prashanth Penukula *Systems Engineer *Developer 1 *Developer 2	<ul style="list-style-type: none"> • Creating requirements • Creating system documentation • Guides the technical development of the product and overseeing the design • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Responsible for the design and integration of the System rules into the product
Organizational Change Management	Thomas Hoverman	<ul style="list-style-type: none"> • Advisory role, providing guidance on organizational change
Program Managers	Garrick Wright Tom Richardson Nicole Sanislow	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members • Provide allocation of resources
Vendors	SSI Vendor	<ul style="list-style-type: none"> • Establish a solid architectural basis in support of the continuous modernization by defining a new architecture based on .NET Core, Web API

Project Role	Resource Name	Responsibility
		framework, and a service-oriented architecture for the modernized System application.
	SOA/API Vendor	TBD

* Change Request 10 has modified the scope of the project to align the API development with the Continuous Modernization Program. Accordingly, resources identified with an asterisk* are expected to be hired at the onset of that Program. As they will be integral to API development, they are shown here for purposes of continuity.

C. Project Management Methodology

DEO will use a project management methodology in compliance with project standard rule 60GG-2 F.A.C., product requirements, and DEO experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- DEO’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication

VI. *Business Process Organizational Change Management Plan*

This project intends to migrate existing web-based real-time APIs into a pre-production environment, that can be maintained by internal staff. The SOA/API layer project will deliver improved scalability due to the service-oriented architecture allowing independent scaling of each service and clear direction for the CX/UX modernization. To initiate this change, this project will follow the organizational change processes outlined in the RA Modernization Program Organizational Change Management Plan, which is in the RA Modernization Program Library Central Repository.

The role of the Organizational Change Management Plan (OCM) within the SOA API Layer project is to assist in planning for and managing the people side of the project. OCM focuses on identifying, preparing, and managing a wide array of internal and external stakeholders, employees, and customers that will be impacted by the new solution. It is useful for those stakeholders to be informed, prepared, trained, and ready to participate in a successful implementation. It is beneficial for employees to adopt new skills and develop new capabilities and to value and appreciate the features that the new technology offers.

VII. *Project Risk Management Plan*

This project will follow the [Risk Management Plan](#), captured within the Reemployment Assistance Program Management Plan. The Reemployment Assistance Modernization Program team follows a standard method for logging and categorizing issues, researching solutions, and communicating options and final recommendations. Project team members should actively contribute, as it is critical to timely decisions and moving past roadblocks. The buy-in of the project team, key team members and technical staff is critical to the success and ensures that the project team delivers a product in line with the project goals.

Key activities of the risk management process include:

- **Risk Identification** – Identifying risks that could potentially impact the project.
- **Risk Analysis** – Prioritize risks and assess the probability and consequence of the risk.
- **Risk Response Planning** – Prepare action plans to enhance opportunities or minimize threats to the program.
- **Risk Monitoring** – Execute action plans and evaluate their effectiveness, tracking, and reviewing residual risks and identifying new risks.

Risks are entered into Service Now for monitoring and management.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
No open risks				

VIII. Capacity Plan

This project does not involve the purchase/lease, configuration, and installation of significant computer hardware (more than 5% of project costs). For purposes of capacity planning, computer hardware includes servers, storage, and network infrastructure. Accordingly, a Capacity Plan is not required.

IX. Appendix A – Status Schedule

A. Status schedule as of this report

1	SOA API Layer	331.63 days	Tue 2/1/22	Wed 5/31/23
1.1	Initiation	59 days	Tue 2/1/22	Fri 4/22/22
1.2	Initiation Phase complete	0 days	Fri 4/22/22	Fri 4/22/22
1.3	Planning	176.53 days	Tue 2/15/22	Tue 10/25/22
1.4	Planning Phase Complete	0 days	Tue 10/25/22	Tue 10/25/22
1.5	Execution	259 days	Fri 4/22/22	Tue 5/9/23
1.5.1	Execution Phase Start	0 days	Tue 10/25/22	Tue 10/25/22
1.5.2	Phase 1a - API Technology Adoption	258 days	Fri 4/22/22	Mon 5/8/23
1.5.2.1	Recommendations, Standards, Decisions	132 days	Fri 4/22/22	Fri 10/28/22
1.5.2.2	SOA/API Vendor and API Tool Procurement	170 days	Tue 5/3/22	Thu 1/12/23
1.5.2.2.1	1-Requirements	56 days	Tue 5/3/22	Fri 7/22/22
1.5.2.2.2	2-SOW/RFQ Development	87 days	Tue 7/5/22	Fri 11/4/22
1.5.2.2.3	3-Advertisement and Award	40 days	Mon 11/7/22	Thu 1/12/23
1.5.2.3	EXTERNAL - Vendor/s Under Contract	0 days	Thu 1/12/23	Thu 1/12/23
1.5.2.4	Vendor Project Planning	20 days	Fri 1/13/23	Fri 2/10/23
1.5.2.5	Install and configure API layer	32 days	Mon 2/13/23	Tue 3/28/23
1.5.2.6	SSA & FIRRE Investigation (User Stories)	83 days	Fri 7/1/22	Thu 10/27/22
1.5.2.7	Prepare Operations and Maintenance Plan (Req'd for Level 2-4 projects)	16 days	Mon 2/13/23	Mon 3/6/23
1.5.2.8	Documentation	29 days	Wed 3/29/23	Mon 5/8/23
1.5.3	Phase 1a - Complete	0 days	Mon 5/8/23	Mon 5/8/23
1.5.4	Phase 1b - DHSMV (User Stories Only)	33 days	Thu 9/15/22	Mon 10/31/22
1.5.5	Phase 1b - Complete	0 days	Mon 10/31/22	Mon 10/31/22
1.5.6	Conduct Lessons Learned Meeting	1 day	Tue 5/9/23	Tue 5/9/23
1.6	Execution Phase complete	0 days	Tue 5/9/23	Tue 5/9/23
1.7	Monitoring and Controlling	331 days	Tue 2/1/22	Wed 5/31/23
1.8	Monitoring and Controlling Phase Complete	0 days	Wed 5/31/23	Wed 5/31/23
1.9	Project Closeout	15.5 days	Tue 5/9/23	Wed 5/31/23
1.10	Closeout Phase complete	0 days	Wed 5/31/23	Wed 5/31/23



OPERATIONAL WORK PLAN FOR SYSTEM AND SOFTWARE INTEGRATION

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2022-2023
QUARTER 2**

PREPARED ON 12/05/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS..... 3

C. CRITICAL SUCCESS FACTORS..... 3

D. KEY DATES 4

E. MAJOR DELIVERABLES 4

F. MAJOR MILESTONES..... 5

G. KEY STAKEHOLDERS..... 5

H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 5

II. WORK BREAKDOWN STRUCTURE 6

III. RESOURCE LOADED PROJECT SCHEDULE 9

IV. PROJECT SPENDING PLAN 9

V. PROJECT ORGANIZATION AND METHODOLOGY 10

A. PROJECT ORGANIZATIONAL CHART 10

B. PROJECT ROLES AND RESPONSIBILITIES 11

C. PROJECT MANAGEMENT METHODOLOGY 15

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 19

VII. PROJECT RISK MANAGEMENT PLAN 20

VIII. CAPACITY PLAN..... 25

APPENDIX A 26

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The System and Software Integration (SSI) vendor will provide analysis, oversight, monitoring, testing and assumes the responsibilities for the foundational technical platform and systems and software integration services necessary to develop and implement the Reemployment Assistance Claims and Benefits Information System’s (System) current and future infrastructure for modernization. These integration efforts will allow the Department of Economic Opportunity (Department) to secure services which can interoperate and communicate without relying on a common platform or technology. Connecting services, systems, and infrastructures and developing integration standards are the next steps for advancing the System’s maturity and System modularity for modernization.

Integration services include documenting the existing technical requirements and specifications of the System and an analysis of the existing technical requirements and specifications. The analysis will determine what technical requirements and specifications need to be improved to increase the effectiveness and efficiency of the System and assist the Department with acquiring software and hardware solutions that support the Reemployment Assistance Modernization Program. This shall include full evaluation of the Reemployment Assistance Information Technology program that relates to the System.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Improved delivery of RA Benefits	Time to process claims is reduced
Improved functionality	Increased customer satisfaction and self-service alleviates dependencies on staffing
Improved system performance	System availability is improved Less regression testing Faster code delivery to production
A secure and scalable system with a sustainable system architecture	Reduction in capital expenditures

C. Critical Success Factors

- Improved customer experience/user experience (CX/UX).
- Implementation of a model that will serve Florida’s Reemployment Assistance needs for many years.
- Preserved continuity of Departmental operations and minimizing demands on Department staff.
- Implementation of an operations model that will serve the Reemployment Assistance program for the long term.
- Compliance with state and federal standards.

D. Key Dates

Key Delivery Date	Importance and Relevance to the Project
04/14/2022	Project Kick-Off Meeting
04/19/2022	Project Management Plan
04/19/2022	Staffing Plan
06/27/2022	Training and Requirements Management Plan
08/24/2022	To-Be Technical Requirements
08/31/2022	To-Be Technical Requirements Working Sessions
09/12/2022	Transition Plan
10/17/2022	Architectural Standards for Overall System Modernization
10/21/2022	Technology Selection Reports
12/07/2022	Architecture Change Control and Approval Processes Transition Plan
01/31/2023	Procurement Support
02/03/2023	Final To-Be Technical Requirements Report
02/13/2023	Infrastructure Performance Requirements
02/20/2023	Performance Benchmarks
03/07/2023	Design Documentation
05/31/2023	Integration Testing
06/07/2023	Integration Services
06/30/2023	Project Closure

E. Major Deliverables

Major Deliverable	Deliverable Description	Status
Deliverable 1	Project Kick-Off Meeting	Accepted
Deliverable 2	Project Management Plan	Accepted
Deliverable 3	Staffing Plan	Accepted
Deliverable 4	To-Be Technical Requirements	Accepted
Deliverable 5	To-Be Technical Requirements Working Sessions	Accepted
Deliverable 6	Final To-Be Technical Requirements Report	In Progress
Deliverable 7	Design Documentation	In Progress
Deliverable 8	Infrastructure Performance Requirements	In Progress
Deliverable 9	Requirements Management Plan	Accepted
Deliverable 10	Architectural Standards for Overall System Modernization	Accepted
Deliverable 11	Performance Benchmarks	In Progress
Deliverable 12	Architecture Change Control and Approval Processes	Delivered
Deliverable 13	Oversight and Monitoring of Modernization Projects	In Progress
Deliverable 14	Integration Testing	
Deliverable 15	Integration Services	
Deliverable 16	Technology Selection	Delivered
Deliverable 17	Procurement Support	In Progress

Major Deliverable	Deliverable Description	Status
Deliverable 18	Transition Plan	Accepted

F. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	All initiation activities completed
Planning Phase Complete	All planning activities completed
Execution Phase Complete	In Progress
Monitor and Controlling Phase Complete	In Progress
Closing Phase Complete	

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Nicole Sanislow	RA Modernization Program Manager - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Monique Emmanuel	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

Vendor will create/recommend solutions that promote useability, product innovation, and scalability by using innovative concepts and that are suitable for a government environment with funding constraints.

Project Constraints

Design may be materially constrained by:

1. Governing provisions of federal or state laws and regulations
2. Requirement to reduce operating costs
3. A schedule constraint of June 2023

II. Work Breakdown Structure

WBS	Contract Deliverable Numbers	Task Name	% Complete	Duration	Start	Finish
0		Reemployment Assistance Modernization Program	1%	338 days	Wed 4/6/22	Fri 7/28/23
1		Program Startup and Plan	4%	311 days	Wed 4/6/22	Wed 6/21/23
1.1		Program Start	100%	0 days	Wed 4/6/22	Wed 4/6/22
1.2		Program Assets	11%	127 days	Wed 4/6/22	Tue 10/4/22
1.2.1	2.1.1	Deliverable 1 – Project Kick-Off Meeting	100%	11 days	Wed 4/6/22	Wed 4/20/22
1.2.2	2.1.2	Deliverable 2 – Project Management Plan	63%	18 days	Wed 4/6/22	Fri 4/29/22
1.2.3	2.1.3	Deliverable 3 – Staffing Plan	56%	18 days	Wed 4/6/22	Fri 4/29/22
1.2.4	2.2	Deliverable 4 – To-Be Technical Requirements	0%	39 days	Mon 4/25/22	Fri 6/17/22
1.2.5	2.2.2.c	Deliverable 5 – To-Be Technical Requirements Working Sessions	0%	20 days	Mon 4/25/22	Fri 5/20/22
1.2.6	2.2.2.f	Deliverable 6 – Final To-Be Technical Requirements Report	0%	18 days	Tue 5/10/22	Fri 6/3/22
1.2.7	2.3	Deliverable 7 – Design Documentation	0%	44 days	Wed 8/3/22	Tue 10/4/22
1.2.8	2.4	Deliverable 8 – Infrastructure Performance Requirements	0%	24 days	Mon 6/6/22	Fri 7/8/22
1.2.9	2.5.3	Deliverable 9 - Requirements Management Plan	0%	49 days	Wed 4/20/22	Tue 6/28/22
1.2.10	2.6.1, 2.6.2, 2.7.3	Deliverable 10 – Architectural Standards for Overall System Modernization	0%	32 days	Mon 5/23/22	Thu 7/7/22
1.2.11	2.9.3	Deliverable 18 – Transition Plan	0%	29 days	Wed 8/24/22	Tue 10/4/22
1.3	2.7	Integration Services	0%	311 days	Wed 4/6/22	Wed 6/21/23
1.3.1	2.7.5.b	Develop Technical Roadmap	0%	5 days	Wed 4/6/22	Tue 4/12/22
1.3.2	2.7.1	Confirm Inoperability of System & Modernization Projects	0%	198 days	Wed 8/3/22	Wed 5/10/23
1.3.3		Review & Govern Architecture & Technical Standards	0%	198 days	Wed 8/3/22	Wed 5/10/23

1.3.4	2.7.2	Deliverable 11 – Performance Benchmarks	0%	24 days	Mon 5/2/22	Fri 6/3/22
1.3.5	2.7.4	Deliverable 12 – Architecture Change Control and Approval Processes	0%	24 days	Wed 4/20/22	Mon 5/23/22
1.3.6	2.7.5, 2.7.8	Deliverable 13 – Oversight and Monitoring of Modernization Projects	0%	311 days	Wed 4/6/22	Wed 6/21/23
1.3.6.1		Bi-Weekly Status Reports	0%	228 days	Mon 8/1/22	Mon 6/19/23
1.3.6.2	2.7.5.c	Conduct Bi-Weekly Architectural Review Meetings	0%	306 days	Tue 4/12/22	Tue 6/20/23
1.3.6.3	2.7.5.c	Bi-Weekly Architectural Meeting Minutes	0%	228 days	Wed 8/3/22	Wed 6/21/23
1.3.6.4		Vendor Test Results	0%	214 days	Mon 8/8/22	Tue 6/6/23
1.3.6.5		Risks Identified During Oversight	0%	214 days	Mon 8/8/22	Tue 6/6/23
1.3.6.6	2.7.8.a	Create Risk Register	0%	1 day	Tue 8/9/22	Tue 8/9/22
1.3.6.7		Provide 3 Recommendations for SOA/API	0%	13 days	Wed 4/6/22	Fri 4/22/22
1.3.6.8		Provide 3 Recommendations for Rules Engine	0%	13 days	Wed 4/6/22	Fri 4/22/22
1.3.6.9		Provide 3 Recommendations for CX/UX	0%	5 days	Mon 4/25/22	Fri 4/29/22
1.3.6.10		Provide 3 Recommendations for Master Data Management	0%	5 days	Mon 4/25/22	Fri 4/29/22
1.3.7	2.7.6	Deliverable 14 – Integration Testing	0%	311 days	Wed 4/6/22	Wed 6/21/23
1.3.8	2.7.7.c	Deliverable 15 – Integration	0%	306 days	Wed 4/6/22	Wed 6/14/23
1.4		Assist with Technology Selection & Procurement	0%	55 days	Mon 5/16/22	Tue 8/2/22
1.4.1	2.8.2	Deliverable 16 – Deliverable 16 - Technology Selection	0%	40 days	Mon 5/16/22	Tue 7/12/22
1.4.2	2.8.4, 2.8.6	Deliverable 17 – Procurement Support	0%	50 days	Mon 5/23/22	Tue 8/2/22
2		Management of Program	0%	318 days	Wed 4/6/22	Fri 6/30/23
2.1		Provide Insurance Verification	0%	7 days	Wed 4/20/22	Thu 4/28/22

2.2		Architecture Reviews	0%	311 days	Mon 4/11/22	Mon 6/26/23
2.3		Schedule Management	0%	296 days	Fri 5/6/22	Fri 6/30/23
2.4		Contract Procurement Management	0%	294 days	Mon 5/2/22	Thu 6/22/23
2.5		Bi-Weekly Status Report	0%	316 days	Wed 4/6/22	Wed 6/28/23
2.6	I.N.7	Minority & Service-Disabled Veteran Business Enterprise Repot	0%	301 days	Mon 4/11/22	Mon 6/12/23
2.7	2.1.3.f	Update Staffing Plan (Quarterly, Monthly?)	0%	5 days	Mon 5/2/22	Fri 5/6/22
3		Projects	0%	338 days	Wed 4/6/22	Fri 7/28/23
3.1		Integration Project	0%	20 days	Wed 4/6/22	Tue 5/3/22
3.2		Cloud Migration	0%	255 days	Wed 8/3/22	Fri 7/28/23
3.3		Cloud Application Performance Management	0%	273 days	Fri 7/8/22	Fri 7/28/23
3.4		SDLC – DevOps	0%	47 days	Tue 5/24/22	Fri 7/29/22
3.5		.NET and ORM Upgrade	0%	83 days	Wed 8/3/22	Tue 11/29/22
3.6		SOA and API Layer	0%	47 days	Wed 6/22/22	Fri 8/26/22
3.7		Rules Engine	0%	47 days	Wed 6/22/22	Fri 8/26/22
3.8		Incremental CX / UX Mobile-Responsive Software Transformation	0%	213 days	Wed 8/3/22	Wed 5/31/23
3.9		Reemployment Assistance Help Center	0%	243 days	Wed 4/6/22	Fri 3/17/23
3.10		Data Warehouse	0%	281 days	Wed 4/6/22	Wed 5/10/23
3.11		Reporting Project	0%	95 days	Wed 8/31/22	Fri 1/13/23
3.12		Archival and Purge Project	0%	235 days	Wed 8/31/22	Fri 7/28/23
3.13		Master Data Management and Interoperability Project	0%	117 days	Wed 8/31/22	Tue 2/14/23

3.14		Security Architecture Review Services Project	0%	47 days	Wed 6/22/22	Fri 8/26/22
3.15		Identity Management and Access Control Project	0%	125 days	Wed 8/3/22	Fri 1/27/23
3.16		Security Architecture Audit Services Project	0%	235 days	Wed 8/31/22	Fri 7/28/23
3.17		Business Process Optimization Project	0%	49 days	Wed 6/22/22	Tue 8/30/22
3.18		SPO (revisit) Project	0%	255 days	Wed 8/3/22	Fri 7/28/23
3.19		SSI (Procurement) Project	0%	255 days	Wed 8/3/22	Fri 7/28/23
3.20		IV&V (Procurement COMPLETE) Project	0%	255 days	Wed 8/3/22	Fri 7/28/23
4		Project Closure	0%	10 days	Mon 7/17/23	Fri 7/28/23
4.1		Mutually Agree on Transition Date	0%	0 days	Mon 7/17/23	Mon 7/17/23
4.2		Conduct Transition	0%	10 days	Mon 7/17/23	Fri 7/28/23

III. Resource Loaded Project Schedule

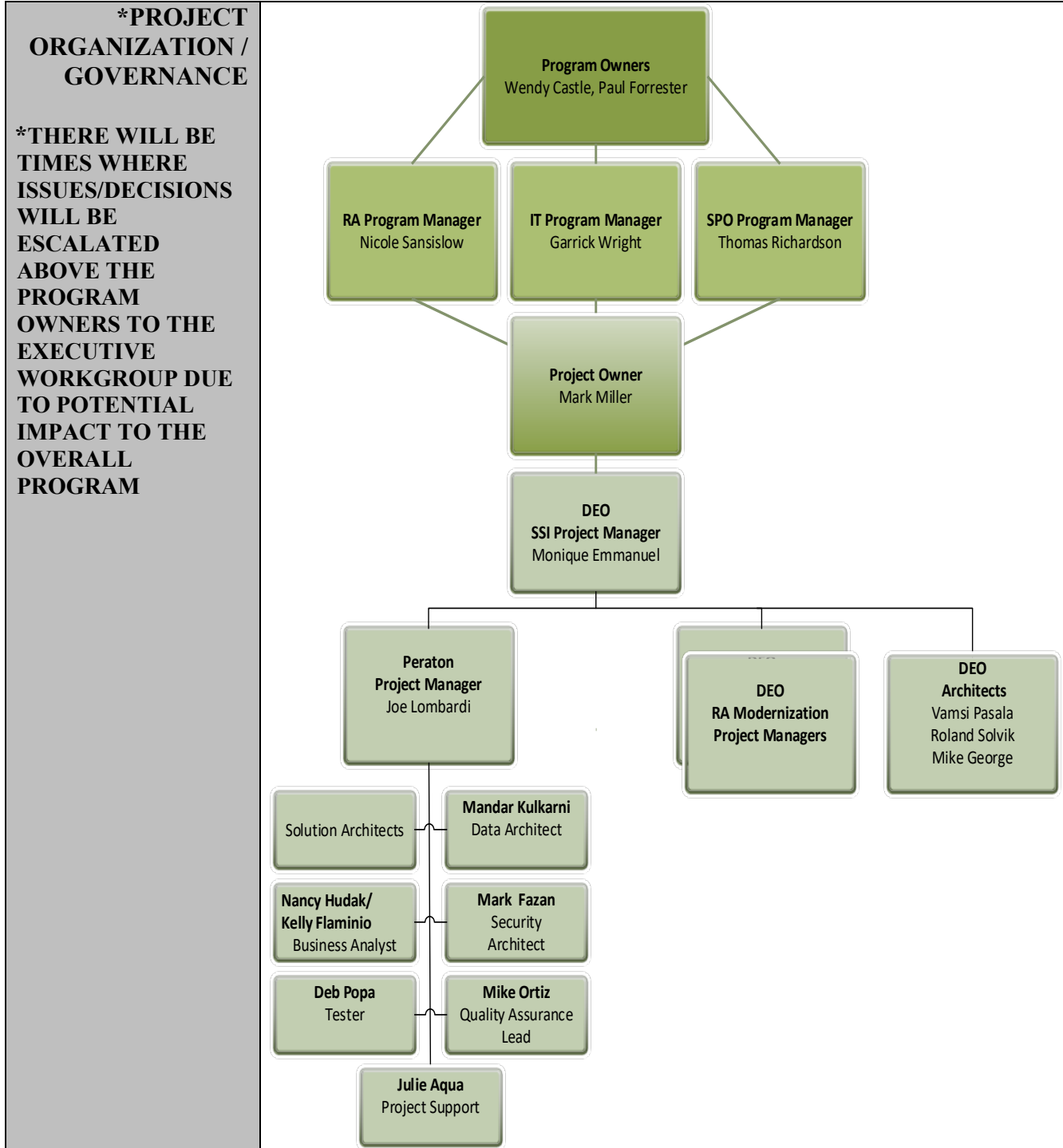
See Appendix A

IV. Project Spending Plan

Total	FY 2021/22	FY2022/23	FY 2023/24
\$4,012,861.04	\$80,724.19	\$913,819.02	\$2,986,214.32

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Program Owners	Wendy Castle	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project
	Paul Forrester	- Facilitate resolution of significant issues in the project
	Domenic DiLullo	
Program Managers	Garrick Wright	- Provide guidance on overall strategic direction - Advise the Strategic Planning Office and project manager of risks that may impact the project
	Thomas Richardson	- Facilitate resolution of significant issues in the project - Review and sign off on key milestones
	Nicole Sanislow	
Project Manager	Monique Emmanuel	- Manage all aspects of the project and ensure compliance with PMP - Monitor project progress and schedule adherence - Complete all documents related to the project - Identify and manage risks according to the PMP
Project Owner	Mark Miller	- Review deliverables and project documents, identifying any deficiencies - Review and approve deliverables - Review and approve RFCs
DEO Enterprise Architects	Vamsi Pasala	- Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule
	Roland Solvik	- Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this PMP
	Mike George	- Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests
SSI Delivery Team Lead	Joe Lombardi	- Responsible for managing System integration and modernization program operations. - Develops the program strategy, supporting business case and various enterprise-wide high-level project plans.

		<ul style="list-style-type: none"> - Ensures integration of projects and adjusts project scope, timing, and budgets as needed, based on the needs of the Department. - Communicates with Peraton and Department leadership, business leadership and IT Business Consultants to communicate program strategy, direction, and changes. - Responsible for delivering all projects contained in the System modernization portfolio of projects on time, within budget and meeting the strategic and business requirements of the Department. - Responsible for tracking key program milestones and implementing adjustments to achieve Department objectives. - Partners with Departmental senior leadership to identify and prioritize opportunities for using IT to achieve the goals of the enterprise. - Develops and maintains the program management plans and schedule. - Serves as the single point of accountability for contract delivery and execution and Peraton staff.
<p>Solutions Architect</p>	<p>Rudolph Mallamas Ramesh Valluri James Rogers</p>	<ul style="list-style-type: none"> - Responsible for providing senior level expertise on decision recommendations and priorities regarding the Department’s overall modernization initiative’s architecture. - Facilitates the establishment and implementation of standards and guidelines that guide the design of technology solutions including architecting and implementing solutions requiring integration of multiple platforms, operating systems, and applications across the program. - Reviews, advises, and designs standard software and hardware builds, system options, risks, costs vs. benefits and impact on the Department’s business process and goals. - Develops and documents the framework for integration and implementation for changes to technical standards. - Assists in the development of and manages an architecture governance process. Provides technical guidance to project team areas as appropriate. - Contributes to the development of requirements for the Department’s statements of work, reviews and evaluates vendor technical proposals, participates in source selection.

		<ul style="list-style-type: none"> - Tracks industry trends and maintains knowledge of new technologies to better serve the Department’s architecture needs.
Data Architect	Mandar Kulkarni	<ul style="list-style-type: none"> - Responsible for program-wide data design, balancing optimization of data access with batch loading and resource utilization factors. - Designs and oversees the construction of data architectures, operational data stores, and data marts. - Focuses on program-wide data modeling and database design. - Provides significant input in the design of program data architecture standards, policies and procedures for the modernization program, structure, attributes, and nomenclature of data elements, and applies accepted data content standards to technology projects. - Contributes to business analysis, data acquisition and access analysis and design, Database Management Systems optimization, recovery strategy, and load strategy design and implementation.
Business Analyst & Tester	Nancy Hudak Kelly Flaminio	<ul style="list-style-type: none"> - Performs as the subject matter expert in unemployment compensation/insurance for the team. - Works closely with the Department, business analysts, and team members to understand business requirements that drive the analysis and design of quality technical solutions. - Involved in the full program life cycle and is responsible for designing, testing, implementing, maintaining, and supporting applications software that is delivered on time and within budget. - Participates in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations. - Contributes to program procurement activities to include statement of work requirements, proposal evaluation, and source selection. - Performs systems analysis and design. - Applies understanding of development, quality assurance and integration methodologies in overseeing the technical implementation of program requirements.
Transition & Quality Manager	Mike Ortiz	<ul style="list-style-type: none"> - Leads the program transition activities for Peraton, planning and coordinating the transition on to and off of the Department.

		<ul style="list-style-type: none"> - Responsible for establishing and implementing Peraton’s quality assurance and compliance processes for the Department. - Works closely with Department and vendor project IT leaders to develop and implement an overall quality maturity roadmap and plan for each project. - Reviews progress toward the plan regularly with program IT and vendor leaders, technical teams to make modifications as necessary. - Establishes program IT service quality control standards, policies, and procedures. Monitors, evaluates, manages, and executes audit processes to ensure compliance. - Provides guidance and subject matter expertise to IT teams on QA methodologies and processes, educates them on their responsibilities/accountabilities for the purpose of achieving on-time and quality deliverables. - Makes recommendations and directs improvements to the software development lifecycle process. - Documents non-compliance to policies, process and standards and assists in their resolution.
<p>Security Architect</p>	<p>Mark Fazen</p>	<ul style="list-style-type: none"> - Manages the development and delivery of security standards, best practices, architecture, and systems to ensure information system security across the program. - Implements processes and methods for auditing and addressing non-compliance to information security standards; facilitates migration of non-compliant environments to compliant environments. - Ensures compliance with standards and currency with State and Federal security requirements. - Manages and participates in the planning and implementation of security administration for all program projects. - Contributes to the evaluation and selection of security applications and systems. - Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.
<p>Program Integration Tester</p>	<p>Deb Popa</p>	<ul style="list-style-type: none"> - Prepares and plans for program integration testing. - Coordinates with project teams and communicates integration testing standards and requirements to them. - Documents program level integration test plans and scripts.

		<ul style="list-style-type: none"> - Conducts program level integration tests, identifies, and communicates test results to project teams, and conducts program level regression testing.
Project Support	Julia Aqua	<ul style="list-style-type: none"> - Assist SSI Delivery Team Lead with meeting agendas and minutes. - Provide project schedule updates
RA Modernization Project Managers	Nicole Cain Nicholas Kaoudis James Sparks Hameed Ahmed David Sinclair Linda Lawler Steve Garrison Christian Stephens Sandeep Aggarwal Viraj Jejurkar	<ul style="list-style-type: none"> - Contribute subject matter expertise - Complete assigned project tasks in accordance with the Project Schedule - Identify risks and issues to the Project Manager in accordance with the Risk and Issue Management section of this OWP - Assist the Project Manager in responding to risks and issues - Assist the Project Manager in evaluating change requests

C. Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure the Department’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all

stakeholders. The Department believes strong project management is critical throughout the life of any successful project.

For this project, the Department's project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from the Department within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the Department Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

The Department's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

The Department believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

Quality Management Plan

The Quality Management Plan ensures work is complete and meets or exceeds an adequate level of quality of the deliverables. All members of the project team will play a role in quality management, and it is critical the team ensures work is completed according to the Department's standards for quality acceptance.

Project Quality Management activities will ensure project documents meet agreed upon standards, work is performed efficiently, project practices conform to recommended project standards and deficiencies are identified and corrective action taken.

Quality Management Approach

Managing quality includes four major processes:

- **Quality planning (QP):** Completeness and correctness criteria define what it means for a project document to be complete and correct. The project team will establish completeness and correctness criteria. Specific criteria for the quality of Contract Deliverables will be documented in the contract and managed by the Contract Manager, program team and Project Manager.

- **Quality assurance (QA)** refers to the process used to create project documents, not the deliverables themselves. The Project Team will perform QA activities for the project weekly. The project manager may make changes to processes as necessary; changes will be communicated to the appropriate stakeholders.
- **Quality control (QC):** Performing Quality Control (QC) involves monitoring specific project results to determine whether they comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory results. The Strategic Planning Office (SPO) will perform (QC) activities to verify project management and documents are of high quality. If the SPO determines a project document to be complete, it will be presented to the Project Team at the following Status Meeting.
- **Quality improvement (QI):** The Project Manager is responsible to implement corrective actions based on the results of the quality management processes. These may include changes to project management processes; required training for stakeholders; updating performance metrics, etc.

Communication Management Plan

This project will follow the communications processes outlined in the RA Modernization Program Communications Management Plan.

Item	Purpose	Format	When/ Frequency	Type	Initiator	Recipient	Feedback
Project Meeting	Provide and discuss project tasks, issues, risks, action items	Meeting/Face to face or virtual)	Daily/ Weekly as needed	Mandatory	Project Manager	Project Team	Meeting Minutes
Status Report	Provide detailed information on the progress of the project against the plan	Email	Weekly/ Monthly/ Quarterly	Mandatory	Project Manager	Project Team/SPO Program Manager	Verbal and follow-up email
SPO Status Meeting	Review the status report, resolve issues, and make decisions	Meeting	Weekly	Mandatory	Project Manager	SPO Program Manager	Verbal and follow-up email
Project Deliverables	Provide deliverables to DEO for review	Email	Per project schedule	Mandatory	Project Manager	SPO Program Manager/ Project Team members	Written vetted, consolidated, and actionable comments

Deliverable Review Feedback	Provide vetted, consolidated, and actionable written comments	Email	Per project schedule	Mandatory	SPO Program Manager	Project Manager/ Project Team Members	Written/ email follow-up using Deliverable Review Comment Form
Deliverable Review Walkthrough	Confirm mutual understanding of desired deliverable changes	Meeting	As needed	Informational	Project Manager	Program Managers/ Project Owners	Verbal or written
Work Session	Gather information from subject matter experts	Meeting	Per project schedule	Mandatory	Project Manager	Update subject matter experts (only if the SPO Project Manager has the approved communication)	Verbal and follow-up email
Work Session Follow-up	To answer questions or clarify information gathered	Email	As needed	Informational	Project Manager	Provide subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Online Survey	Gather information from subject matter experts (former providers)	Email	Per project schedule	As needed	Project Manager	Subject matter experts (only if SPO Project Manager has approved the communication)	Verbal or email follow-up
Project Issues	Documentation of project issues	Issue Log Entry	As needed	Mandatory	Any Stakeholder	Project Owner/ Project Manager	Written/ email follow-up
Project Issues Escalation	To resolve project issues	Email	As needed	Mandatory	Project Manager	SPO Program Manager	Written/ email follow-up
Change Requests	Document project changes to scope of work	Change Request Form	As needed	Mandatory	Change Initiator	Project Manager/ Change Owner/ Change Analyst/ CCB	Written/ email follow-up
Project Closeout and Lessons Learned	Formal project closeout meeting	Email	Per project schedule	Mandatory	SPO Project Manager	All Stakeholders	Written/ email follow-up

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository

The communication matrix below identifies the key project stakeholders and the detail of communications for this project.

Bi-Weekly Status Reporting

Vendors will be required to submit status reports throughout the project at several levels. The primary source of status information is the weekly written status report, which will communicate at minimum, the following information.

- **Project Status.** This section depicts the project status at a summary level using a red/yellow/green method supported by two to three essential questions that are answered to determine summary status. The red/yellow/green method is not meant to be a grading system but instead it is a way to easily identify the areas of the project that need the most attention to make the project successful.
- **Overview of Project Progress.** This section describes significant accomplishments achieved in the reporting period.
- **Overall Status.** This section provides a high-level overview of whether the project is on schedule, on budget, and on scope. A yellow or red status should be explained here in detail.
- **Project Milestones, Deliverables, and Latest Tasks.** This section contains the major deliverables of the project, their planned and actual completion dates, and their status.
- **Risks, Action Items, Issues, and Decisions.** This section will link to the project risk, action item, issue, and decision tracking tool. The project tracking tool contains all items tracked during the project.

Project Tracking

This section describes the “RAID” methodology for tracking risks, action items, issues, and decisions. The Department will follow a centralized approach that minimizes miscommunication or misinformation among project stakeholders. The Department will diligently maintain a project tracking log for each project, and a master log for the System Modernization project overall, a Microsoft Excel workbook with multiple tabs intended to capture the details and the latest attributes of items tracked by Project Managers.

VI. *Business Process Organizational Change Management Plan*

This project will follow the organizational change processes outlined in the RA Modernization Program Organizational Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The role of the Organizational Change Management plan (OCM) within an individual project under the RA Modernization Program is to help plan for and manage the people side of the project. OCM focuses on identifying, preparing, and managing a wide array of internal and external stakeholders, employees and customers that will be impacted by the new solution. It is good for those stakeholders to feel informed, prepared, trained and ready to participate in a successful implementation. It is beneficial for employees to adopt new skills and develop new capabilities and to value and appreciate the features that the new technology offers.

VII. Project Risk Management Plan
Risk & Complexity Assessment

The Risk & Complexity Assessment will be completed at the end of every Phase in the Project lifecycle. The Project Manager is responsible to complete this assessment with the assistance of project team members.

Risk & Complexity Assessments	Category
Pre-Charter Risk & Complexity Category	3
Initiation Gate Risk & Complexity Category	2
Planning Gate Risk & Complexity Category	
Event Driven Risk & Complexity Category	

Project Risk Management

This project will follow the risk management processes outlined in the RA Modernization Program Risk Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The risk management process helps the project team anticipate and respond to emerging risks throughout the duration of the project. The risk management process occurs throughout all phases of the project, from planning through execution and closeout. Project risks are logged and tracked in the Project Log Workbook (RAID Logs).

Figure 2 below illustrates the major activities associated with the key risk management process.

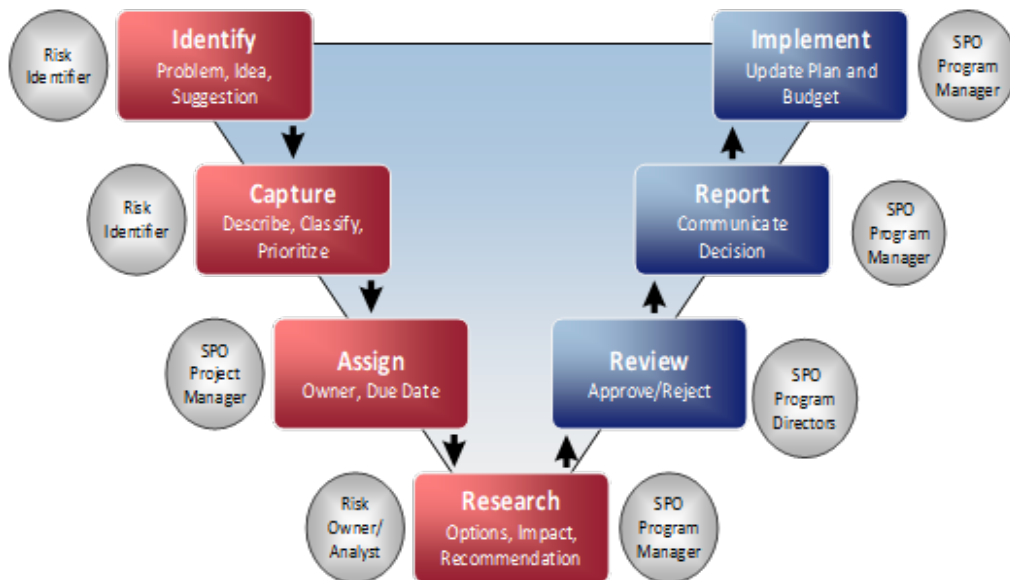


Figure 2: RA Modernization Program Risk Management Process

Action Items

Action items are unplanned tasks that occur during a project that are too small to be added to the schedule. These items must be within the scope of the project and are often tasks that support scheduled tasks, issue resolution, risk management, or some other aspect of the project. The action item log is created and maintained as part of the project tracking log.

Action items will be managed in the following manner:

- During status meetings, any stakeholder can raise an action item for discussion.
- The Project team will discuss the action item and determine if it warrants being monitored in the action item log.
- The project manager will enter the item in the log.
- The team will set the priority for the action item (high/medium/low), assign an action item owner, and set a planned completion date.
- At each subsequent status meeting, the action item(s) will be reviewed until they can be closed.

Issue Management

This project will follow the issue management processes outlined in the RA Modernization Program Issue Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

An issue is an immediate problem that needs resolution. Acknowledging and addressing issues quickly ensures that they do not impact the scope of the project. Project issues are logged and tracked in the Project Log Workbook (RAID Logs).

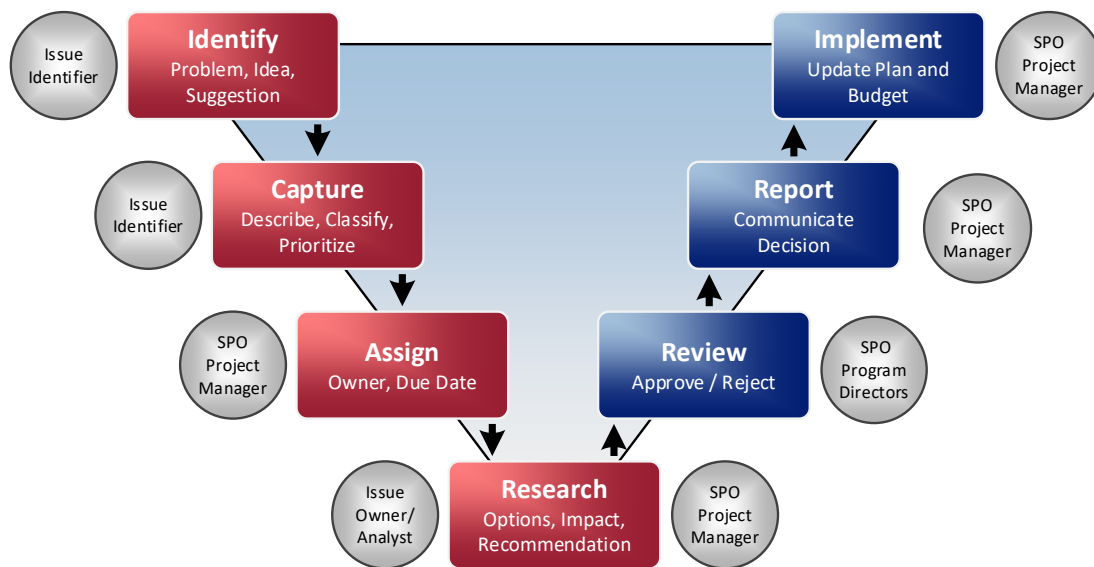


Figure 3: RA Modernization Program Issue Management Process

Decisions

Decisions are leadership answers to questions that arise during the project. The decision log is created and maintained as part of the project tracking log.

Decisions will be managed in the following manner:

- During status meetings, any stakeholder can raise a question that requires a decision.
- If the team determines a decision needs to be made, the project manager will enter it in the decision log.
- The team will discuss the impact to the project, assign a decision maker, and set a date for when the decision is needed.
- At each subsequent status meeting, the decision item(s) will be reviewed until they can be closed.

Change Management

This project will follow the change processes outlined in the RA Modernization Program Change Management Plan.

The master copy of this document is available in the [RA Modernization Program Library](#) in the Central Repository.

The *RA Modernization Change Management Plan*, defines the approach and provides the processes for initiating, defining, researching, evaluating, reviewing, prioritizing, managing cost, approving, or rejecting the change requests (CR), and communicating the status of the change that may affect the success of the SSI project.

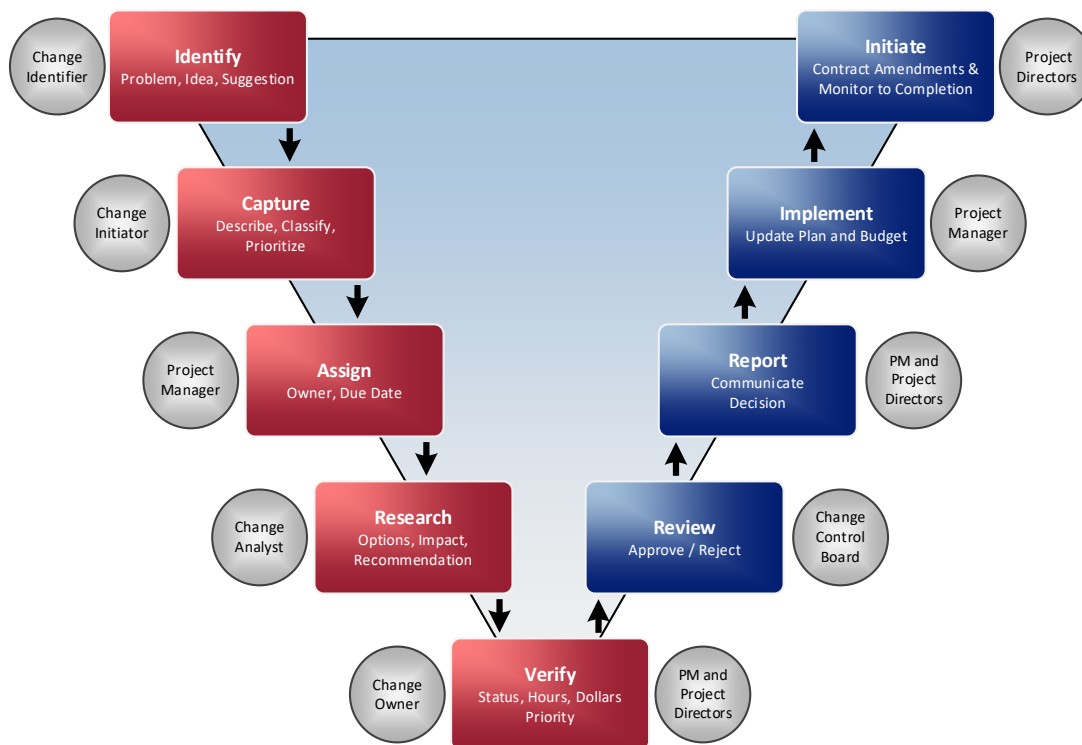


Figure 4:RA Modernization Program Change Management Process

Schedule Management

The project schedule for this project will be stored in the Central Repository 03 SSI Project Deliverables folder.

Schedule Maintenance

The project schedule maintenance is an on-going activity that tracks the work performed, the timeframes for when the work has been or will be completed and progress against the baseline work estimates and timelines. To effectively track the program progress, the project schedule is kept current, and reflects all work that needs to be performed, in accordance with the RA Modernization Program Schedule Management Plan.

If a change to the project schedule or scope is needed, the Project Manager may pursue a change request as described in the [RA Modernization Change Management Plan](#).

Procurement Management

The Procurement Management Plan seeks to outline how the project will procure resources necessary to complete the project objectives. It defines the procurement methodology for this project, lays out the process for managing procurement throughout the life of the project, and will be updated if project needs change. This plan identifies and defines the goods and services to be procured, the types of contracts to be used in support of this project, the contract approval process, and the decision criteria. The importance of coordinating the procurement activities,

establishing firm contract deliverables, and metrics in measuring procurement activities is included in the following subsections.

Procurement Management Approach

The Department’s Purchasing Office and any vendors contracted for procurement assistance will provide oversight and management along with the Project Manager for all procurement activities under this project. The Project Manager will work with the project team to identify all items to be procured for the successful completion of the project. The Department Strategic Planning Office (SPO) will then review any procurement requests prior to approving the development of procurement documentation.

Procurement Definition

The following table will be completed to record any procurement goods and/or services determined to be essential for any RA Modernization project’s completion and success. The Project Manager and/or SPO must approve any procurement before inclusion in this table.

Procurement	Description	Justification	Needed By
SSI Services	Analysis, oversight, monitoring, and testing along with technical expertise to establish and lay the foundation and infrastructure for the technical platform and integrate the software necessary to deliver a fully integrated system.	Needed to support RA Modernization Program integration activities	4/4/2022

Cost Management

The tables below will be completed and used to define and track project costs during the SSI Project.

Cost Management Plan				
Category	Description	Frequency	Deliverable	Cost

Column	Definition
Category	Type of expense
Description	Description of expense
Frequency	Describe whether the expense is annual or recurring or a one-time expense
Deliverable	List the deliverable associated with the expense
Cost	List the total expense in dollars, e.g. \$0.00

Staffing Management

The purpose of this section is to outline how the project is to manage staffing requirements and resource tasks appropriately. This project plans to procure additional staffing through the contract with Peraton for integration services. This is a fixed price contract and Peraton will provide needed resources as is necessary to complete the contract.

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- **Establish Cross-Functional Team:** To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- **Calculate Resource Capacity:** Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- **Determine Resource Requirements:** For each project, look at the scope and what resources are required to do the task for the project.
- **Prioritize Projects:** Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- **Allocate Resources Based on Project Priority:** Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- **Keep the Lines of Communications Open:** Communicate between executives, project management leaders and stakeholders.
- **Document Known Risks:** Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- **Plan for How to Handle Too Much Capacity:** Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).

APPENDIX A

Task Name	Duration	Start	Finish	Resource Names
09 - System Software Integrator	406 days	Fri 12/10/21	Fri 6/30/23	
Procurement Phase	82 days	Fri 12/10/21	Mon 4/4/22	
Initiation	19 days	Tue 4/5/22	Fri 4/29/22	
Risk and Complexity Assessment	2 days	Tue 4/5/22	Wed 4/6/22	
Complete Pre-Charter Risk&Complexity Assessment and determine Project Level	1 day	Tue 4/5/22	Tue 4/5/22	Monique Emmanuel
Complete Initiation Gate Risk&Complexity Assessment	1 day	Wed 4/6/22	Wed 4/6/22	Monique Emmanuel
Deliverable: Project Charter	18 days	Wed 4/6/22	Fri 4/29/22	
Develop Project Charter	1 day	Wed 4/6/22	Wed 4/6/22	Monique Emmanuel
Review/Update Project Charter	16 days	Thu 4/7/22	Thu 4/28/22	Monique Emmanuel
Approve Project Charter	1 day	Fri 4/29/22	Fri 4/29/22	
Project Charter complete	0 days	Fri 4/29/22	Fri 4/29/22	
Project Kickoff Meeting	7 days	Wed 4/6/22	Thu 4/14/22	
Prepare presentation	3.35 days	Wed 4/6/22	Mon 4/11/22	Monique Emmanuel
Schedule Kickoff meeting	1 day	Tue 4/12/22	Tue 4/12/22	Joe Lombardi
Conduct Kickoff meeting	1 day	Thu 4/14/22	Thu 4/14/22	Joe Lombardi
Conduct Lessons Learned Meeting	11 days	Fri 4/15/22	Fri 4/29/22	
Schedule Lessons Learned meeting	1 day	Fri 4/15/22	Fri 4/15/22	Monique Emmanuel
Conduct Lessons Learned meeting	1 day	Thu 4/28/22	Thu 4/28/22	Monique Emmanuel
Record Lessons Learned	1 day	Fri 4/29/22	Fri 4/29/22	Monique Emmanuel
Initiation Phase complete	0 days	Fri 4/29/22	Fri 4/29/22	
Planning	27 days	Mon 5/2/22	Wed 6/8/22	
Deliverable: Resource Plan	4 days	Mon 5/2/22	Thu 5/5/22	
Review Resource Plan	1 day	Mon 5/2/22	Mon 5/2/22	Monique Emmanuel

Update Resource Plan	1 day	Wed 5/4/22	Wed 5/4/22	Joe Lombardi
Approve Resource Plan	1 day	Thu 5/5/22	Thu 5/5/22	Monique Emmanuel, Thomas Richardson, Garrick Wright, Nicole Sanislow, Mark Miller
Resource Plan Complete	0 days	Fri 5/6/22	Fri 5/6/22	Monique Emmanuel
Deliverable: Project Schedule	4 days	Wed 5/4/22	Mon 5/9/22	
Review Work Breakdown Structure	1 day	Wed 5/4/22	Wed 5/4/22	Monique Emmanuel
Review Project Schedule	1 day	Thu 5/5/22	Thu 5/5/22	Monique Emmanuel, Mark Miller, Garrick Wright, Nicole Sanislow, Thomas Richardson
Update Project Schedule	1 day	Fri 5/6/22	Fri 5/6/22	Joe Lombardi
Approve Project Schedule	1 day	Mon 5/9/22	Mon 5/9/22	Monique Emmanuel, Garrick Wright, Nicole Sanislow, Thomas Richardson, Mark Miller, Vamsi Pasala
Project Schedule complete	0 days	Tue 5/10/22	Tue 5/10/22	Monique Emmanuel
Deliverable: Project Management Plan	3 days	Tue 5/10/22	Thu 5/12/22	
Review Project Management Plan	1 day	Tue 5/10/22	Tue 5/10/22	
Update Project Management Plan	1 day	Wed 5/11/22	Wed 5/11/22	Joe Lombardi
Approve Project Management Plan	1 day	Thu 5/12/22	Thu 5/12/22	Monique Emmanuel, Thomas Richardson, Garrick Wright, Nicole Sanislow, Mark Miller, Vamsi Pasala
Project Management Plan complete	0 days	Fri 5/13/22	Fri 5/13/22	Monique Emmanuel
Deliverable: Project Budget	3 days	Thu 5/12/22	Mon 5/16/22	Monique Emmanuel
Prepare Project Budget	1 day	Thu 5/12/22	Thu 5/12/22	Monique Emmanuel
Review/Update Project Budget	1 day	Fri 5/13/22	Fri 5/13/22	Monique Emmanuel
Approve Project Budget	1 day	Mon 5/16/22	Mon 5/16/22	Monique Emmanuel

Project Budget complete	0 days	Mon 5/16/22	Mon 5/16/22	Monique Emmanuel
Deliverable: Project Spending Plan	2 days	Thu 5/5/22	Fri 5/6/22	Monique Emmanuel
Prepare a Project Spending Plan	1 day	Thu 5/5/22	Thu 5/5/22	Monique Emmanuel
Review/Update Project Spending Plan	0.97 days	Thu 5/5/22	Thu 5/5/22	Monique Emmanuel
Approve Project Spending Plan	1 day	Fri 5/6/22	Fri 5/6/22	Monique Emmanuel
Project Spending Plan complete	0 days	Thu 5/19/22	Thu 5/19/22	Monique Emmanuel
Complete the Planning Gate R&C Assessment	1 day	Thu 6/2/22	Thu 6/2/22	
Conduct Lessons Learned Meeting	3 days	Fri 6/3/22	Tue 6/7/22	
Schedule Lessons Learned meeting	1 day	Fri 6/3/22	Fri 6/3/22	
Conduct Lessons Learned meeting	1 day	Mon 6/6/22	Mon 6/6/22	
Record Lessons Learned	1 day	Tue 6/7/22	Tue 6/7/22	
Planning Phase complete	0 days	Wed 6/8/22	Wed 6/8/22	
Execution	323 days	Wed 4/6/22	Fri 6/30/23	
Program Startup and Plan	323 days	Wed 4/6/22	Fri 6/30/23	
Program Start	0 days	Wed 4/6/22	Wed 4/6/22	Joe Lombardi
Program Assets	236.05 days	Wed 4/6/22	Thu 3/2/23	
Deliverable 1 – Project Kick-Off Meeting	11 days	Wed 4/6/22	Wed 4/20/22	
Create Agenda & Presentation Materials	3 days	Wed 4/6/22	Fri 4/8/22	Joe Lombardi
DEO Review & Approval of Agenda	3 days	Mon 4/11/22	Wed 4/13/22	Joe Lombardi
Conduct Kick-off Meeting	1 day	Thu 4/14/22	Thu 4/14/22	Joe Lombardi
Create Meeting Minutes	1 day	Fri 4/15/22	Fri 4/15/22	Joe Lombardi
DEO Review & Approval of Minutes	2 days	Mon 4/18/22	Tue 4/19/22	Joe Lombardi
Distribute Minutes	1 day	Wed 4/20/22	Wed 4/20/22	Joe Lombardi
MS - Deliverable 1 Project Kick-Off Meeting Complete	0 days	Wed 4/20/22	Wed 4/20/22	
Deliverable 2 – Project Management Plan	42 days	Wed 4/6/22	Thu 6/2/22	

Develop Project Plan	9 days	Wed 4/6/22	Mon 4/18/22	Joe Lombardi
Develop Schedule	9 days	Wed 4/6/22	Mon 4/18/22	Joe Lombardi
Submit Project Plan and Schedule to DEO for Review	1 day	Tue 4/19/22	Tue 4/19/22	Joe Lombardi
DEO Review-Project Plan and Schedule	5 days	Wed 4/20/22	Tue 4/26/22	Joe Lombardi
Modifications to PMP and Schedule after DEO Review	4 days	Wed 4/27/22	Mon 5/2/22	Joe Lombardi
Project Plan and Schedule Walk-thru w DEO	2 hrs	Wed 5/4/22	Wed 5/4/22	Joe Lombardi
Finalize Project Plan	6 days	Wed 5/4/22	Thu 5/12/22	Joe Lombardi
Finalize Schedule	6 days	Wed 5/4/22	Thu 5/12/22	Joe Lombardi
Submit Project Plan and Schedule to DEO for Approval	1 day	Thu 5/12/22	Fri 5/13/22	Joe Lombardi
Receive Approval of the Project Plan and Schedule by DEO	1 day	Tue 5/31/22	Tue 5/31/22	Joe Lombardi
Publish Project Plan	1 day	Thu 6/2/22	Thu 6/2/22	Joe Lombardi
Baseline Schedule	1 day	Thu 6/2/22	Thu 6/2/22	Joe Lombardi
MS - Deliverable 2 Project Management Plan Complete	0 days	Thu 6/2/22	Thu 6/2/22	
Deliverable 3 – Staffing Plan	29 days	Wed 4/6/22	Mon 5/16/22	
Develop Staffing Plan	9 days	Wed 4/6/22	Mon 4/18/22	
Submit Staffing Plan to DEO for Review	1 day	Tue 4/19/22	Tue 4/19/22	Joe Lombardi
Review the Staffing Plan by DEO	3 days	Wed 4/20/22	Fri 4/22/22	Joe Lombardi
Modifications to Staffing Plan after DEO Review	5 days	Mon 4/25/22	Fri 4/29/22	Joe Lombardi
Staffing Plan Walk-thru w DEO	2 hrs	Wed 5/4/22	Wed 5/4/22	Joe Lombardi
Finalize Staffing Plan	1 day	Mon 5/9/22	Mon 5/9/22	Joe Lombardi
Submit Staffing Plan to DEO for Approval	1 day	Tue 5/10/22	Tue 5/10/22	Joe Lombardi
Receive Approval of the Staffing Plan by DEO	1 day	Mon 5/16/22	Mon 5/16/22	Joe Lombardi

Publish Staffing Plan	1 day	Mon 5/16/22	Mon 5/16/22	Joe Lombardi
MS - Deliverable 3 - Staffing Plan Complete	0 days	Mon 5/16/22	Mon 5/16/22	
Deliverable 16 – Technology Selection, Provide DEO with Recommendations for Technology Selections	97 days	Wed 4/20/22	Thu 9/1/22	
SOA/API	53 days	Wed 4/20/22	Fri 7/1/22	
Draft 3 Recommendations for SOA/API	4 days	Wed 4/20/22	Mon 4/25/22	Joe Lombardi
Submit to DEO for Review	1 day	Tue 4/26/22	Tue 4/26/22	Joe Lombardi
DEO Review and Comment	5 days	Tue 4/26/22	Mon 5/2/22	Joe Lombardi
Schedule Meetings w Vendors to Validate DEO request for more info	10 days	Tue 5/3/22	Mon 5/16/22	Joe Lombardi
Finalize Document w Addendum	0 days	Mon 5/16/22	Mon 5/16/22	Joe Lombardi
DEO SOA/API Final Approval	33 days	Wed 5/18/22	Fri 7/1/22	
BRE	53 days	Wed 4/20/22	Fri 7/1/22	
Draft 3 Recommendations for Rules Engine (BRE)	4 days	Wed 4/20/22	Mon 4/25/22	Joe Lombardi
Submit to DEO for Review	1 day	Tue 4/26/22	Tue 4/26/22	Joe Lombardi
DEO Review and Comment	5 days	Tue 4/26/22	Mon 5/2/22	Joe Lombardi
Schedule Meetings w Vendors to Validate DEO request for more info	10 days	Tue 5/3/22	Mon 5/16/22	Joe Lombardi
Finalize Document w Addendum	1 day	Tue 5/17/22	Tue 5/17/22	Joe Lombardi
DEO BRE Final Approval	33 days	Wed 5/18/22	Fri 7/1/22	
CX/UX	85 days	Tue 4/26/22	Mon 8/22/22	
3 Recommendations for CX/UX	9 days	Tue 4/26/22	Fri 5/6/22	Joe Lombardi
Submit to DEO for Review	1 day	Mon 5/9/22	Mon 5/9/22	Joe Lombardi

DEO Review and Comment	5 days	Mon 5/9/22	Fri 5/13/22	Joe Lombardi
Schedule Meetings w Vendors to Validate DEO request for more info	1 day	Mon 5/16/22	Mon 5/16/22	Joe Lombardi
Finalize Document w Addendum	1 day	Tue 5/17/22	Tue 5/17/22	Joe Lombardi
Report Update #2	17 days	Thu 7/21/22	Mon 8/15/22	Joe Lombardi
DEO CX/UX Final Approval	5 days	Tue 8/16/22	Mon 8/22/22	
MDM	93 days	Tue 4/26/22	Thu 9/1/22	
3 Recommendations for Master Data Management (MDM)	9 days	Tue 4/26/22	Fri 5/6/22	Joe Lombardi
Submit to DEO for Review	1 day	Mon 5/9/22	Mon 5/9/22	Joe Lombardi
DEO Review and Comment	5 days	Mon 5/9/22	Fri 5/13/22	Joe Lombardi
Schedule Meetings w Vendors to Validate DEO request for more info	1 day	Mon 5/16/22	Mon 5/16/22	Joe Lombardi
Finalize Document w Addendum	1 day	Tue 5/17/22	Tue 5/17/22	Joe Lombardi
Report Update #2	17 days	Thu 7/21/22	Mon 8/15/22	Joe Lombardi
DEO MDM Final Approval	13 days	Tue 8/16/22	Thu 9/1/22	Joe Lombardi
MS - Deliverable 16 Technology Selection Complete	0 days	Thu 9/1/22	Thu 9/1/22	
Deliverable 4 – To-Be Technical Requirements	95.55 days	Tue 5/10/22	Tue 9/20/22	
Understand the Business Context	13.5 days	Tue 5/10/22	Fri 5/27/22	
Review Business Goals, Objectives and Critical Success Factors (KPMG "To Be" BPO Outputs)	1 day	Tue 5/10/22	Tue 5/10/22	
Perspectives gathered from key stakeholders (KPMG "To Be" BPO Outputs)	1 day	Tue 5/10/22	Tue 5/10/22	Joe Lombardi
Review objectives & critical success factors identified in BPO Worksessions (KPMG "To Be" BPO Outputs)	1 day	Tue 5/10/22	Tue 5/10/22	Joe Lombardi
Review identified enterprise value chain (KPMG "To Be" BPO Outputs)	4 days	Tue 5/10/22	Fri 5/13/22	

Identify client value chain	1 day	Tue 5/10/22	Tue 5/10/22	Joe Lombardi
Document the Business Enterprise Model	3 days	Wed 5/11/22	Fri 5/13/22	Joe Lombardi
Review and Validate SWOT Analysis	3 days	Mon 5/16/22	Wed 5/18/22	
Review strengths, weaknesses, opportunities and threats	1 day	Mon 5/16/22	Mon 5/16/22	Joe Lombardi
Market & Analysis Report	1 day	Tue 5/17/22	Tue 5/17/22	Joe Lombardi
Initial transformation opportunities	1 day	Wed 5/18/22	Wed 5/18/22	Joe Lombardi
Review IT Objectives and Strategies	5 days	Thu 5/19/22	Wed 5/25/22	
Review IT Stakeholders Perspectives	2 days	Thu 5/19/22	Fri 5/20/22	
Enterprise Current Initiative Analysis	2 days	Thu 5/19/22	Fri 5/20/22	Joe Lombardi
Existing Enterprise IT Strategy	2 days	Thu 5/19/22	Fri 5/20/22	Joe Lombardi
Existing Technology Policy	2 days	Thu 5/19/22	Fri 5/20/22	Joe Lombardi
Update SWOT Analysis	1 day	Mon 5/23/22	Mon 5/23/22	Joe Lombardi
Update Transformation Opportunities	1 day	Mon 5/23/22	Mon 5/23/22	Joe Lombardi
Map the IT Vision to the Business strategy	2 days	Tue 5/24/22	Wed 5/25/22	Joe Lombardi
Analyze Industry Benchmarks and Best Practices	2.5 days	Wed 5/25/22	Fri 5/27/22	
Identify relevant industry benchmarks and best practices	1 day	Wed 5/25/22	Wed 5/25/22	
Best Practice Report	1 day	Wed 5/25/22	Wed 5/25/22	Joe Lombardi
Identify relevant emerging technologies	1.5 days	Wed 5/25/22	Thu 5/26/22	
Best Practice Report	1.5 days	Wed 5/25/22	Thu 5/26/22	Joe Lombardi
Analyze competitors	1 day	Thu 5/26/22	Fri 5/27/22	Joe Lombardi
Develop a research summary	1 day	Thu 5/26/22	Fri 5/27/22	Joe Lombardi

Assess Current Environment	48 days	Tue 5/17/22	Thu 7/21/22	
Understand Client Satisfaction with IT	8 days	Tue 5/17/22	Thu 5/26/22	
Determine technique to gather client satisfaction information	4 days	Tue 5/17/22	Fri 5/20/22	Joe Lombardi
Analyze data collection results	4 days	Mon 5/23/22	Thu 5/26/22	
Enterprise Technology Analysis	4 days	Mon 5/23/22	Thu 5/26/22	Joe Lombardi
Develop Functional Quality Assessment of Apps and Infrastructure	4 days	Mon 5/23/22	Thu 5/26/22	
Analyze Business Process Needs	35 days	Fri 6/3/22	Thu 7/21/22	
Conduct business management interviews	30 days	Fri 6/3/22	Thu 7/14/22	
As-Is Process Model	29 days	Fri 6/3/22	Wed 7/13/22	Joe Lombardi
As-Is Organization Model	2 days	Mon 6/20/22	Thu 7/14/22	Joe Lombardi
As-Is Facilities Model	2 days	Mon 6/20/22	Thu 7/14/22	Joe Lombardi
Develop Business Models	2 days	Mon 7/18/22	Tue 7/19/22	Joe Lombardi
Analyze key operating metrics	1 day	Wed 7/20/22	Wed 7/20/22	Joe Lombardi
Update Transformation Opportunities List	1 day	Thu 7/21/22	Thu 7/21/22	Joe Lombardi
Understand Current IT Environment	33.1 days	Fri 5/27/22	Wed 7/13/22	
Consolidate IT Information	1 day	Fri 5/27/22	Fri 5/27/22	Joe Lombardi
Analyze key information needs & sources	7 days	Mon 6/6/22	Tue 6/14/22	
As-Is Information/Data Architecture	7 days	Mon 6/6/22	Tue 6/14/22	
Modeling Tools	2 days	Mon 6/6/22	Tue 6/7/22	Joe Lombardi
Business Intelligence	1 day	Wed 6/8/22	Wed 6/8/22	Joe Lombardi
Data Movement	2 days	Thu 6/9/22	Fri 6/10/22	Joe Lombardi
DB Management Systems	1 day	Mon 6/13/22	Mon 6/13/22	Joe Lombardi

Business Rules	1 day	Tue 6/14/22	Tue 6/14/22	Joe Lombardi
Assess application portfolio	23 days	Tue 5/31/22	Thu 6/30/22	
As Is Application Architecture	23 days	Tue 5/31/22	Thu 6/30/22	
Inventory Applications	18 days	Tue 5/31/22	Thu 6/23/22	Joe Lombardi
Prioritize and Ranking Value	3 days	Fri 6/24/22	Tue 6/28/22	Joe Lombardi
Assess apps potential for update or retirement	2 days	Wed 6/29/22	Thu 6/30/22	Joe Lombardi
Assess technology portfolio	7 days	Mon 6/6/22	Tue 6/14/22	
As Is Infrastructure Architecture	7 days	Mon 6/6/22	Tue 6/14/22	
Hardware	2 days	Mon 6/6/22	Tue 6/7/22	Joe Lombardi
Software	2 days	Wed 6/8/22	Thu 6/9/22	Joe Lombardi
IoT and Networks	2 days	Fri 6/10/22	Mon 6/13/22	Joe Lombardi
Human Resources	1 day	Tue 6/14/22	Tue 6/14/22	Joe Lombardi
Understand security policies and environment	1 day	Wed 6/15/22	Wed 6/15/22	
As Is Security Architecture	1 day	Wed 6/15/22	Wed 6/15/22	Joe Lombardi
Update the SWOT Analysis	14 days	Tue 6/7/22	Tue 7/5/22	Joe Lombardi
Update Transformation Opportunity List	6 days	Wed 6/8/22	Wed 7/13/22	Joe Lombardi
Develop Current Assessment Report	21.55 days	Thu 6/9/22	Fri 7/8/22	
Create the Current Assessment Report	18.55 days	Thu 6/9/22	Tue 7/5/22	
Current Assessment Report	4 days	Thu 6/9/22	Tue 7/5/22	Joe Lombardi
Review Current Assessment Report	1 day	Wed 7/6/22	Thu 7/7/22	Joe Lombardi
Document Client Validation Summary	1 day	Thu 7/7/22	Fri 7/8/22	Joe Lombardi
Formulate Future Enterprise Architecture	52 days	Fri 7/8/22	Tue 9/20/22	

Define Enterprise Principles	4 days	Fri 7/8/22	Thu 7/14/22	
Principles	1 day	Fri 7/8/22	Mon 7/11/22	Joe Lombardi
Gain client concurrence on the Enterprise Governance Principles	1 day	Mon 7/11/22	Tue 7/12/22	Joe Lombardi
Develop Architecture Guiding Principles	1 day	Tue 7/12/22	Wed 7/13/22	Joe Lombardi
Gain client concurrence on the architecture principles	1 day	Wed 7/13/22	Thu 7/14/22	Joe Lombardi
Define Future Information Architecture	7 days	Thu 7/14/22	Mon 7/25/22	
Define Enterprise Information & Data Management Framework	7 days	Thu 7/14/22	Mon 7/25/22	
Architecture	7 days	Thu 7/14/22	Mon 7/25/22	Joe Lombardi
Define Business Intelligence Scenarios	2 days	Thu 7/14/22	Mon 7/18/22	Joe Lombardi
Define Information Application Portfolio and System Integration matrix	2 days	Thu 7/14/22	Mon 7/18/22	Joe Lombardi
Define Component View	2 days	Thu 7/14/22	Mon 7/18/22	Joe Lombardi
Define Future Application Architecture	9 days	Thu 7/14/22	Wed 7/27/22	
Define Enterprise Application Software Portfolio and System Integration Matrix	7 days	Thu 7/14/22	Mon 7/25/22	
To-Be Application Architecture	7 days	Thu 7/14/22	Mon 7/25/22	
Applications	2 days	Thu 7/14/22	Mon 7/18/22	Joe Lombardi
New Value Based applications	3 days	Mon 7/18/22	Thu 7/21/22	Joe Lombardi
Retired applications	2 days	Thu 7/21/22	Mon 7/25/22	Joe Lombardi
Define Application Architecture Component View	2 days	Mon 7/25/22	Wed 7/27/22	Joe Lombardi
Submit To-Be Technical Requirements to DEO for Review	1 day	Tue 8/23/22	Wed 8/24/22	Joe Lombardi
Review the To-Be Technical Requirements by DEO	5 days	Wed 8/24/22	Wed 8/31/22	Joe Lombardi
Finalize To-Be Technical Requirements	2 days	Wed 8/31/22	Fri 9/2/22	Joe Lombardi

Submit To-Be Technical Requirements to DEO for Approval	1 day	Fri 9/2/22	Mon 9/5/22	Joe Lombardi
Receive Approval of the To-Be Technical Requirements by DEO	9 days	Tue 9/6/22	Mon 9/19/22	Joe Lombardi
Publish To-Be Technical Requirements	1 day	Mon 9/19/22	Tue 9/20/22	Joe Lombardi
MS - Deliverable 4 To-Be Technical Requirements Complete	0 days	Tue 9/20/22	Tue 9/20/22	
Deliverable 5 – To-Be Technical Requirements Working Sessions	81 days	Tue 5/10/22	Tue 8/30/22	
Obtain Agreement of Future Enterprise Architecture	81 days	Tue 5/10/22	Tue 8/30/22	
Release Information Survey to DEO SMEs and	5 days	Tue 5/10/22	Mon 5/16/22	Joe Lombardi
Compile Results Survey Results	4 days	Tue 5/17/22	Fri 5/20/22	Joe Lombardi
Core Claims Workshops; Validate Core Business Rules, Work Flows, Dependencies, Data Sources, Interfaces, Security, Audit Trails	1.38 days	Tue 5/24/22	Wed 5/25/22	
Session 1 - 90 minutes	1.5 hrs	Tue 5/24/22	Tue 5/24/22	Joe Lombardi
Session 2 - 90 minutes	1.5 hrs	Tue 5/24/22	Tue 5/24/22	Joe Lombardi
Session 3 - 90 minutes	1.5 hrs	Wed 5/25/22	Wed 5/25/22	Joe Lombardi
Develop workshop summary	3 days	Wed 5/25/22	Mon 5/30/22	Joe Lombardi
Update Transformation Opportunity List	3 days	Wed 5/25/22	Mon 5/30/22	Joe Lombardi
Core Claims: Architectural Assessment	1.56 days	Wed 5/25/22	Thu 5/26/22	
Session 1 - 90 minutes	1.5 hrs	Wed 5/25/22	Wed 5/25/22	Joe Lombardi
Session 2 - 90 minutes	1.5 hrs	Thu 5/26/22	Thu 5/26/22	Joe Lombardi
Session 3 - 90 minutes	1.5 hrs	Thu 5/26/22	Thu 5/26/22	Joe Lombardi
Develop workshop summary	3 days	Wed 6/1/22	Mon 6/6/22	Joe Lombardi
Update Transformation Opportunity List	3 days	Wed 6/1/22	Mon 6/6/22	Joe Lombardi

Week 3 Work shop Sessions-Core & Continued RTM v3. (1)	2 days	Tue 6/14/22	Thu 6/16/22	
Claims Processing	1.5 hrs	Tue 6/14/22	Tue 6/14/22	Joe Lombardi
Claim Processing (Continued) & Adjudication	1.5 hrs	Tue 6/14/22	Tue 6/14/22	Joe Lombardi
Security	1.5 hrs	Wed 6/15/22	Wed 6/15/22	Joe Lombardi
Case Management	1.5 hrs	Wed 6/15/22	Wed 6/15/22	Joe Lombardi
Data Integrity	1.5 hrs	Thu 6/16/22	Thu 6/16/22	Joe Lombardi
Fraud	1.5 hrs	Thu 6/16/22	Thu 6/16/22	Joe Lombardi
Case Mgt and Adjudication (continued)	1.5 hrs	Thu 6/16/22	Thu 6/16/22	Joe Lombardi
Notice of Verification	1.5 hrs	Thu 6/16/22	Thu 6/16/22	Joe Lombardi
Develop workshop summary	3 days	Fri 6/17/22	Wed 6/22/22	Joe Lombardi
Update Transformation Opportunity List	3 days	Fri 6/17/22	Wed 6/22/22	Joe Lombardi
Week 4 Work shop Sessions-Core & Continued RTM v3. (1)	2.13 days	Tue 6/21/22	Thu 6/23/22	
CX/UX	1.5 hrs	Tue 6/21/22	Tue 6/21/22	Joe Lombardi
CX/UX (continued)	1.5 hrs	Tue 6/21/22	Tue 6/21/22	Joe Lombardi
Eligibility/Claims Management/File Claims	1.5 hrs	Wed 6/22/22	Wed 6/22/22	Joe Lombardi
Sys Enhancement & Other User processes	1.5 hrs	Wed 6/22/22	Wed 6/22/22	Joe Lombardi
Call Center processes	1.5 hrs	Thu 6/23/22	Thu 6/23/22	Joe Lombardi
Architecture Review	1.5 hrs	Thu 6/23/22	Thu 6/23/22	Joe Lombardi
Develop workshop summary	3 days	Thu 6/23/22	Tue 6/28/22	Joe Lombardi
Update Transformation Opportunity List	3 days	Thu 6/23/22	Tue 6/28/22	Joe Lombardi
Initial Claim, TPA, Employer Requirements Review	10 days	Mon 7/18/22	Mon 8/1/22	

Review and reconcile changes to KPMG To Be Technical Report	1 day	Mon 7/18/22	Tue 7/19/22	Joe Lombardi
Review and reconcile change to KPMG RTM and Change Log	1 day	Mon 7/18/22	Tue 7/19/22	Joe Lombardi
Review prior work session log, inventory unclear requirements	1 day	Tue 7/19/22	Wed 7/20/22	Joe Lombardi
Resolve unclear requirements w DEO	1 day	Tue 7/19/22	Wed 7/20/22	Joe Lombardi
Validate work flows, Develop TRs	3 days	Wed 7/20/22	Mon 7/25/22	Joe Lombardi
Submit to DEO for review and prioritization	5 days	Mon 7/25/22	Mon 8/1/22	Joe Lombardi
Prepare TRs for CX/UX SOW and To Be Technical Report	0 days	Mon 8/1/22	Mon 8/1/22	Joe Lombardi
Assemble Workshop Documentation (Meeting Agendas and Recordings)	3 days	Wed 8/17/22	Mon 8/22/22	Joe Lombardi
Review final inventory	2 days	Mon 8/22/22	Wed 8/24/22	Joe Lombardi
Submit to DEO for final review and approval	4 days	Thu 8/25/22	Tue 8/30/22	Joe Lombardi
MS - Deliverable 5 To-Be Technical Requirements Working Sessions Complete	0 days	Tue 8/30/22	Tue 8/30/22	Joe Lombardi
Deliverable 9 - Training and Requirements Management Plan	41 days	Wed 5/11/22	Wed 7/6/22	
Develop Knowledge Transfer Plan	5 days	Wed 5/11/22	Tue 5/17/22	Joe Lombardi
For Requirements Management Create and update:	7 days	Wed 5/18/22	Thu 5/26/22	
Training Manual	3 days	Wed 5/18/22	Fri 5/20/22	Joe Lombardi
Guides	2 days	Mon 5/23/22	Tue 5/24/22	Joe Lombardi
Desktop Aids	2 days	Wed 5/25/22	Thu 5/26/22	Joe Lombardi
Develop Requirement Management Plan	13 days	Fri 5/27/22	Tue 6/14/22	
Develop user stories for configuration of Traceability Tool	3 days	Fri 5/27/22	Tue 5/31/22	Joe Lombardi
Document User Rules for Forward/Backward traceability	2 days	Thu 6/2/22	Fri 6/3/22	Joe Lombardi
Create workflows and activities	2 days	Mon 6/6/22	Tue 6/7/22	Joe Lombardi

Identify Baseline Metrics	2 days	Wed 6/8/22	Thu 6/9/22	Joe Lombardi
Identify and document Quality Measures	2 days	Fri 6/10/22	Mon 6/13/22	Joe Lombardi
Final internal review and edit	1 day	Tue 6/14/22	Tue 6/14/22	Joe Lombardi
Submit Requirements Management Plan to DEO for Review	1 day	Wed 6/15/22	Wed 6/15/22	Joe Lombardi
Review the Requirements Management Plan by DEO	2 days	Thu 6/16/22	Fri 6/17/22	Joe Lombardi
Finalize Requirements Management Plan	2 days	Mon 6/20/22	Tue 6/21/22	Joe Lombardi
Submit Requirements Management Plan to DEO for Approval	1 day	Wed 6/22/22	Wed 6/22/22	Joe Lombardi
Receive Approval of the Requirements Management Plan by DEO	8 days	Thu 6/23/22	Mon 7/4/22	Joe Lombardi
Publish Requirements Management Plan	1 day	Wed 7/6/22	Wed 7/6/22	Joe Lombardi
MS - Deliverable 9 Requirements Management Plan Complete	0 days	Wed 7/6/22	Wed 7/6/22	Joe Lombardi
Deliverable 10 – Architectural Standards for Overall System Modernization	55 days	Thu 7/14/22	Thu 9/29/22	
Define Future Infrastructure Architecture	17 days	Thu 7/14/22	Mon 8/8/22	
Develop Logical Location Connectivity Model	10 days	Thu 7/14/22	Thu 7/28/22	Joe Lombardi
Develop Logical Location Software Deployment Schema	10 days	Thu 7/14/22	Thu 7/28/22	Joe Lombardi
Develop Infrastructure Architecture Component View	7 days	Thu 7/14/22	Mon 7/25/22	
To-Be Infrastructure Architecture	7 days	Thu 7/14/22	Mon 7/25/22	
Hardware	2 days	Thu 7/14/22	Mon 7/18/22	Joe Lombardi
Software	2 days	Mon 7/18/22	Wed 7/20/22	Joe Lombardi
IoT and Networks	2 days	Wed 7/20/22	Fri 7/22/22	Joe Lombardi
Human Resources	1 day	Fri 7/22/22	Mon 7/25/22	Joe Lombardi
Develop Technology Policy	7 days	Thu 7/28/22	Mon 8/8/22	

Program Specific Policy	5 days	Thu 7/28/22	Thu 8/4/22	Joe Lombardi
Special Consideration Policy	2 days	Thu 8/4/22	Mon 8/8/22	Joe Lombardi
Define Future Enterprise IT Management Architecture	8.55 days	Sat 8/6/22	Thu 8/18/22	
Determine service level needs	1 day	Sat 8/6/22	Mon 8/8/22	Joe Lombardi
Develop the IT Management Business Model	1 day	Mon 8/8/22	Tue 8/9/22	Joe Lombardi
Develop the IT Management Process Models	1 day	Tue 8/9/22	Wed 8/10/22	Joe Lombardi
Develop integrated application/information/IT mgmt process architectures	3 days	Wed 8/10/22	Mon 8/15/22	
Business Management	1 day	Wed 8/10/22	Thu 8/11/22	Joe Lombardi
IT management	1 day	Thu 8/11/22	Fri 8/12/22	Joe Lombardi
Project Management	1 day	Fri 8/12/22	Mon 8/15/22	Joe Lombardi
Develop IT Management Architecture Component View	1 day	Mon 8/15/22	Tue 8/16/22	Joe Lombardi
Develop IT Management Software Portfolio Integration Matrix	1 day	Tue 8/16/22	Wed 8/17/22	Joe Lombardi
Develop IT Management Organization Component View	1 day	Wed 8/17/22	Thu 8/18/22	Joe Lombardi
Assess Current Projects and Analyze Gaps	5 days	Thu 8/18/22	Thu 8/25/22	
Assess current and planned projects	1 day	Thu 8/18/22	Fri 8/19/22	Joe Lombardi
Perform gap analysis	4 days	Fri 8/19/22	Thu 8/25/22	
Gap Analysis	4 days	Fri 8/19/22	Thu 8/25/22	Joe Lombardi
Identify Principles and Standards for:	5 days	Thu 8/18/22	Thu 8/25/22	
Application Architecture layer-EA Integration	1 day	Thu 8/18/22	Fri 8/19/22	Joe Lombardi
Data Information Application Layer	1 day	Fri 8/19/22	Mon 8/22/22	Joe Lombardi
Technology Infrastructure Architecture-Components and Domains	1 day	Mon 8/22/22	Tue 8/23/22	Joe Lombardi

Security Architecture	1 day	Tue 8/23/22	Wed 8/24/22	Joe Lombardi
Emerging Busines Architecture	1 day	Wed 8/24/22	Thu 8/25/22	Joe Lombardi
Identify and Analyze Architectural & Technology Requirements	5 days	Thu 8/25/22	Thu 9/1/22	
Catalog, Architectural & Technology Requirements	2 days	Thu 8/25/22	Mon 8/29/22	Joe Lombardi
Final internal review and edit	1 day	Mon 8/29/22	Tue 8/30/22	Joe Lombardi
Submit Architectural Standards for Overall System Modernization to DEO for Review	2 days	Tue 8/30/22	Thu 9/1/22	Joe Lombardi
Identify geographical, operational, and functional boundaries	2 days	Tue 9/27/22	Thu 9/29/22	
Create new Sharepoint "As-Is" IT Inventory Asset Folder -Document current physical location of all existing resources	0 days	Tue 9/27/22	Tue 9/27/22	Joe Lombardi
Create new "To-Be" IT Inventory Assests Folder-Document expected (if known) physical location of all future resources	0.5 days	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Document the current operational (leadership/stakeholder responsibility) boundaries	0.5 days	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Document the functional (business, organization or portfolio) boundaries of the EA program	1.5 days	Wed 9/28/22	Thu 9/29/22	
Document each line of business	0.5 days	Wed 9/28/22	Wed 9/28/22	Joe Lombardi
Document the number of business process flows "As-Is" & "To Be" and how many Departments are supported?	0.5 days	Wed 9/28/22	Thu 9/29/22	Joe Lombardi
Document Number of Business Rules by flow	0.5 days	Thu 9/29/22	Thu 9/29/22	Joe Lombardi
Milestone: Geographical, operational and functional boundaries identified	0 days	Thu 9/29/22	Thu 9/29/22	Joe Lombardi
Identify Technological boundaries	1 day	Tue 9/27/22	Wed 9/28/22	
Document the current technical boundary of the program. This is usually the extent of responsibility within the network	1 day	Tue 9/27/22	Wed 9/28/22	

Business, technology, or policy changes mandating a boundary change? Ex: move on-premis systems to shared cloud infrastructure by higher leadership or policy mandate	1 day	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Range of IP addresses, specific FQN, the naming of servers, software systems or software services. (ie. The "HR system")	1 day	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Document any anticipated change in technology boundary	1 day	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Milestone - Technical Boundaries Established	0 days	Wed 9/28/22	Wed 9/28/22	Joe Lombardi
Critical Time frames and Influencers	1 day	Tue 9/27/22	Wed 9/28/22	
Identify and document any critical milestones or timelines that could effect the development of the architecture data repository or associated projects	1 day	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Budget or fiscal year start and stop dates. These dates may impact the sequence of architecture development activities based on budgeting (i.e.. use or lose monies)	1 day	Tue 9/27/22	Wed 9/28/22	Joe Lombardi
Milestone - Critical Time Frames and Influencers Identified	0 days	Wed 9/28/22	Wed 9/28/22	Joe Lombardi
Architecture resource, security/compliance, and schedule constraints	1 day	Wed 9/28/22	Thu 9/29/22	
Document organizational mandated security policies by reference	0 days	Wed 9/28/22	Wed 9/28/22	Joe Lombardi
Document organizational mandated business (functional or informational) compliance regulations or policies by reference	1 day	Wed 9/28/22	Thu 9/29/22	Joe Lombardi
Milestone - Security and compliance schedule constraints identified	0 days	Thu 9/29/22	Thu 9/29/22	Joe Lombardi
Deliverable 10 – Architectural Standards for Overall System Modernization (Redefined)	107.5 days	Mon 10/3/22	Thu 3/2/23	
Communication: Communicate how EA products will align with organization strategies, active plans, current operations and future endeavors across organizational boundaries	2 days	Mon 10/3/22	Wed 10/5/22	Joe Lombardi

Strategic Planning: Identify how innovation forecasting and value contribute to business transformation	1 day	Wed 10/5/22	Thu 10/6/22	Joe Lombardi
Portfolio Management: capture, manage and inter-relate all operational and strategic technology centric assets, investments, and projects	1 day	Thu 10/6/22	Fri 10/7/22	Joe Lombardi
Investment Management: future allocation, procurement, and retirement of resources in service	1 day	Fri 10/7/22	Mon 10/10/22	Joe Lombardi
Innovation Management: enable senior level decision making and organizational planning	1 day	Mon 10/10/22	Tue 10/11/22	Joe Lombardi
Transition/Integration Management: processes that inform consistent, and productive goal development and transformation planning	1 day	Tue 10/11/22	Wed 10/12/22	Joe Lombardi
Continuous Engagement	2 days	Wed 10/12/22	Fri 10/14/22	Joe Lombardi
Continous Integration	2 days	Fri 10/14/22	Tue 10/18/22	Joe Lombardi
Create initial draft and submit	2 days	Tue 10/18/22	Thu 10/20/22	Joe Lombardi
DEO review and comment	5 days	Thu 10/20/22	Thu 10/27/22	Joe Lombardi
Address DEO comments	1 day	Thu 10/27/22	Fri 10/28/22	Joe Lombardi
Submit for final approval	6 days	Fri 10/28/22	Mon 11/7/22	Joe Lombardi
MS - Deliverable 10 Architectural Standards for Overall System Modernization Complete	105.5 days	Wed 10/5/22	Thu 3/2/23	
Sprints by Project	105.5 days	Wed 10/5/22	Thu 3/2/23	
Sprint 1, Project 1-Cloud Migration	34 days	Wed 10/5/22	Tue 11/22/22	
Interation 1: Technical Functional and Non-Functional Req.	5.5 days	Wed 10/5/22	Thu 10/13/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Wed 10/5/22	Mon 10/10/22	Joe Lombardi
Identify and document any new requirment updates and add to strawman list	1 day	Mon 10/10/22	Tue 10/11/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	1 day	Tue 10/11/22	Wed 10/12/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 10/12/22	Thu 10/13/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Thu 10/13/22	Thu 10/13/22	Joe Lombardi
Iteration 1 - Infrastructure Performance Requirements	21.5 days	Thu 10/13/22	Fri 11/11/22	
Prioritize High Level Baseline Requirements by Domain	5 days	Thu 10/13/22	Thu 10/20/22	
Availability	0.5 days	Thu 10/13/22	Thu 10/13/22	Joe Lombardi
Reliability	0.5 days	Thu 10/13/22	Fri 10/14/22	Joe Lombardi
Performance	0.5 days	Fri 10/14/22	Fri 10/14/22	Joe Lombardi
Response Times	0 days	Fri 10/14/22	Fri 10/14/22	Joe Lombardi
Security	0.5 days	Fri 10/14/22	Mon 10/17/22	Joe Lombardi
Scaleability	0.5 days	Mon 10/17/22	Mon 10/17/22	Joe Lombardi
Useability	0.5 days	Mon 10/17/22	Tue 10/18/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 10/18/22	Tue 10/18/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 10/18/22	Wed 10/19/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Wed 10/19/22	Thu 10/20/22	Joe Lombardi
Define readiness criteria	1 day	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Tools	1 day	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
Define Servicing Strategy	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Determine application readiness	1 day	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	0 days	Fri 11/11/22	Fri 11/11/22	

Iteration 1 - Performance Benchmarks	5 days	Wed 10/26/22	Wed 11/2/22	
Identify Cloud Migration processes critical to success	1 day	Wed 10/26/22	Thu 10/27/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 10/27/22	Fri 10/28/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 10/28/22	Mon 10/31/22	Joe Lombardi
Create individual plans to implement change	1 day	Mon 10/31/22	Tue 11/1/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the Cloud Migration project will be measured and accepted	1 day	Tue 11/1/22	Wed 11/2/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Mon 11/7/22	Mon 11/7/22	
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Wed 10/26/22	Mon 10/31/22	
Iteration 1 - Create System Design Document	11 days	Mon 11/7/22	Tue 11/22/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 11/7/22	Wed 11/9/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 11/9/22	Fri 11/11/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 11/16/22	Thu 11/17/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Include use cases that address the requirements	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Tue 11/22/22	Tue 11/22/22	
Sprint 2, Project 1-Cloud Migration	25 days	Wed 11/2/22	Wed 12/7/22	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Wed 11/2/22	Mon 11/7/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 11/2/22	Thu 11/3/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 11/3/22	Thu 11/3/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Thu 11/3/22	Fri 11/4/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 11/4/22	Mon 11/7/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/7/22	Mon 11/7/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Mon 11/7/22	Mon 11/7/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Mon 11/7/22	Wed 11/16/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 11/7/22	Mon 11/14/22	
Availability	0.5 days	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Reliability	0.5 days	Tue 11/8/22	Tue 11/8/22	Joe Lombardi
Performance	0.5 days	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
Response Times	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Security	0.5 days	Wed 11/9/22	Thu 11/10/22	Joe Lombardi

Scaleability	0.5 days	Thu 11/10/22	Thu 11/10/22	Joe Lombardi
Useability	0.5 days	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 11/11/22	Fri 11/11/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 11/14/22	Mon 11/14/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 11/14/22	Mon 11/14/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Wed 11/16/22	Wed 11/16/22	
Iteration 2 - Performance Benchmarks	5 days	Wed 11/16/22	Wed 11/23/22	
Re-evaluate Cloud Migration processes critical to success	1 day	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Cloud Migration project will be measured and accepted	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Wed 11/23/22	Wed 11/23/22	Joe Lombardi
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology	2 days	Wed 11/16/22	Fri 11/18/22	Joe Lombardi

Modernization Pre-Implementation Planning Checklist				
Iteration 2 - Create System Design Document	11 days	Tue 11/22/22	Wed 12/7/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 11/22/22	Thu 11/24/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 11/24/22	Mon 11/28/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Sprint 3, Project 1-Cloud Migration	26.55 days	Tue 11/22/22	Wed 12/28/22	
Iteration 3: Technical Functional and Non-Functional Req.	4.5 days	Tue 11/22/22	Mon 11/28/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	0.75 days	Tue 11/22/22	Tue 11/22/22	Joe Lombardi

Identify and document any new requirement updates and add o strawman list	0.5 days	Wed 11/23/22	Wed 11/23/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Wed 11/23/22	Wed 11/23/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/28/22	Mon 11/28/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 6 complete	0 days	Mon 11/28/22	Mon 11/28/22	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Tue 11/29/22	Wed 12/7/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 11/29/22	Tue 12/6/22	
Availability	0.5 days	Tue 11/29/22	Tue 11/29/22	Joe Lombardi
Reliability	0.5 days	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Performance	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Response Times	0.5 days	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Security	0.5 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Useability	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets of exceeds expectations	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi

Milestone - Iteration 3 Deliverable 8 complete	0 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Iteration 3 - Performance Benchmarks	5 days	Wed 12/7/22	Wed 12/14/22	
Re-evaluate Cloud Migration processes critical to success	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Cloud Migration project will be measured and accepted	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Tue 12/13/22	Wed 12/28/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 12/13/22	Thu 12/15/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 12/15/22	Mon 12/19/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Include all software and hardware + version, specifications, and	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi

interoperability with other software and hardware products				
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Wed 12/28/22	Wed 12/28/22	
Sprint 4, Project 1-Cloud Migration (Final)	25 days	Wed 12/14/22	Wed 1/18/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Wed 12/14/22	Tue 12/20/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Tue 12/20/22	Tue 12/20/22	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Tue 12/20/22	Wed 12/28/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 12/20/22	Tue 12/27/22	
Availability	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
Reliability	0.5 days	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Performance	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi
Response Times	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi

Security	0.5 days	Thu 12/22/22	Thu 12/22/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Useability	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Re- evaluate Strategy if necessary	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Wed 12/28/22	Wed 12/28/22	
Iteration 4 - Performance Benchmarks	5 days	Wed 12/28/22	Wed 1/4/23	
Re-evaluate Cloud Migration processes critical to success	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Cloud Migration project will be measured and accepted	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
4th and final Iteration - Consider and incorporate, as applicable,	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi

recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist				
Iteration 4 - Create System Design Document	11 days	Tue 1/3/23	Wed 1/18/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/3/23	Thu 1/5/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/5/23	Mon 1/9/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Wed 1/18/23	Wed 1/18/23	
Sprint 1, Project 3-Cloud Contact Center as a Service (CCaaS)	43 days	Mon 10/10/22	Thu 12/8/22	
Iteration 1: Technical Functional and Non-Functional Req.	23 days	Mon 10/10/22	Thu 11/10/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Mon 11/7/22	Thu 11/10/22	Joe Lombardi

Identify and document any new requirement updates and add to strawman list	1 day	Mon 10/10/22	Tue 10/11/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 10/11/22	Wed 10/12/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 10/12/22	Thu 10/13/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Mon 11/7/22	Mon 11/7/22	
Iteration 1 - Infrastructure Performance Requirements	21.5 days	Mon 10/17/22	Tue 11/15/22	
Prioritize High Level Baseline Requirements by Domain	18.5 days	Mon 10/17/22	Thu 11/10/22	
Availability	0.5 days	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Reliability	0.5 days	Tue 11/8/22	Tue 11/8/22	Joe Lombardi
Performance	0.5 days	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
Response Times	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Security	0.5 days	Mon 10/17/22	Mon 10/17/22	Joe Lombardi
Scaleability	0.5 days	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Useability	0.5 days	Tue 11/8/22	Tue 11/8/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Define readiness criteria	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Tools	1 day	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Define Servicing Strategy	1 day	Fri 11/11/22	Mon 11/14/22	Joe Lombardi

Determine application readiness	1 day	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Iteration 1 - Performance Benchmarks	5 days	Wed 11/16/22	Wed 11/23/22	
Identify CCaaS processes critical to success	1 day	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Create individual plans to implement change	1 day	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the CCaaS project will be measured and accepted	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Wed 11/23/22	Wed 11/23/22	
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Wed 11/16/22	Mon 11/21/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Wed 11/23/22	Thu 12/8/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 11/23/22	Fri 11/25/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 11/25/22	Tue 11/29/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Include all software and hardware + version, specifications, and	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi

interoperability with other software and hardware products				
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Include use cases that address the requirements	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Thu 12/8/22	Thu 12/8/22	
Sprint 2, Project 3-Cloud Contact Center as a Service (CCaaS)	23 days	Thu 11/3/22	Tue 12/6/22	
Iteration 2: Technical Functional and Non-Functional Req.	15 days	Thu 11/3/22	Thu 11/24/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 11/3/22	Fri 11/4/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Fri 11/4/22	Fri 11/4/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 11/4/22	Mon 11/7/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Tue 11/8/22	Tue 11/8/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Tue 11/8/22	Wed 11/16/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 11/8/22	Tue 11/15/22	
Availability	0.5 days	Tue 11/8/22	Tue 11/8/22	Joe Lombardi
Reliability	0.5 days	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
Performance	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Response Times	0.5 days	Wed 11/9/22	Thu 11/10/22	Joe Lombardi

Security	0.5 days	Thu 11/10/22	Thu 11/10/22	Joe Lombardi
Scaleability	0.5 days	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Useability	0.5 days	Fri 11/11/22	Fri 11/11/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 11/14/22	Mon 11/14/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Re- evaluate Strategy if necessary	0.5 days	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 11/16/22	Wed 11/16/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Wed 11/16/22	Wed 11/16/22	Joe Lombardi
Iteration 2 - Performance Benchmarks	5 days	Wed 11/16/22	Wed 11/23/22	
Re-evaluate CCaaS processes critical to success	1 day	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CCaaS project will be measured and accepted	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Wed 11/23/22	Wed 11/23/22	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology	2 days	Wed 11/16/22	Fri 11/18/22	Joe Lombardi

Modernization Pre-Implementation Planning Checklist				
Iteration 2 - Create System Design Document	11 days	Mon 11/21/22	Tue 12/6/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 11/21/22	Wed 11/23/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 11/23/22	Fri 11/25/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Tue 12/6/22	Tue 12/6/22	
Sprint 3, Project 3-Cloud Contact Center as a Service (CCaaS)	25 days	Wed 11/23/22	Wed 12/28/22	
Iteration 3: Technical Functional and Non-Functional Req.	3.5 days	Wed 11/23/22	Tue 11/29/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi

Identify and document any new requirement updates and add to strawman list	0.5 days	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Mon 11/28/22	Mon 11/28/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 6 complete	0 days	Tue 11/29/22	Tue 11/29/22	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Tue 11/29/22	Wed 12/7/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 11/29/22	Tue 12/6/22	
Availability	0.5 days	Tue 11/29/22	Tue 11/29/22	Joe Lombardi
Reliability	0.5 days	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Performance	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Response Times	0.5 days	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Security	0.5 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Useability	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi

Milestone - Iteration 3 Deliverable 8 complete	0 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Iteration 3 - Performance Benchmarks	5 days	Wed 12/7/22	Wed 12/14/22	
Re-evaluate CCaaS processes critical to success	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CCaaS project will be measured and accepted	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Tue 12/13/22	Wed 12/28/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 12/13/22	Thu 12/15/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 12/15/22	Mon 12/19/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Wed 12/28/22	Wed 12/28/22	
Sprint 4, Project 3-Cloud Contact Center as a Service (CCaaS) (Final)	25 days	Wed 12/14/22	Wed 1/18/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Wed 12/14/22	Tue 12/20/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Tue 12/20/22	Tue 12/20/22	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Tue 12/20/22	Wed 12/28/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 12/20/22	Tue 12/27/22	
Availability	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
Reliability	0.5 days	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Performance	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi
Response Times	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Security	0.5 days	Thu 12/22/22	Thu 12/22/22	Joe Lombardi

Scaleability	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Useability	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Iteration 4 - Performance Benchmarks	5 days	Wed 12/28/22	Wed 1/4/23	
Re-evaluate CCaaS processes critical to success	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CCaaS project will be measured and accepted	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Wed 1/4/23	Wed 1/4/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi

Iteration 4 - Create System Design Document	11 days	Tue 1/3/23	Wed 1/18/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/3/23	Thu 1/5/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/5/23	Mon 1/9/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Wed 1/18/23	Wed 1/18/23	Joe Lombardi
Sprint 1, Project 6-SOA and API Layer	34 days	Fri 10/21/22	Thu 12/8/22	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Mon 11/7/22	Tue 11/15/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Mon 11/7/22	Thu 11/10/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Thu 11/10/22	Fri 11/11/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	1 day	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Iteration 1 - Infrastructure Performance Requirements	17.5 days	Mon 10/24/22	Thu 11/17/22	
Prioritize High Level Baseline Requirements by Domain	17.5 days	Mon 10/24/22	Thu 11/17/22	
Availability	0.5 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Reliability	0.5 days	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Performance	0.5 days	Wed 11/16/22	Wed 11/16/22	Joe Lombardi
Response Times	0.5 days	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Security	0.5 days	Mon 10/24/22	Tue 10/25/22	Joe Lombardi
Scaleability	0.5 days	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Useability	0.5 days	Tue 11/8/22	Tue 11/8/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Define readiness criteria	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Tools	1 day	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Define Servicing Strategy	1 day	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Determine application readiness	1 day	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Tue 11/15/22	Wed 11/16/22	Joe Lombardi

Iteration 1 - Performance Benchmarks	5 days	Wed 11/16/22	Wed 11/23/22	
Identify SOA/API processes critical to success	1 day	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Create individual plans to implement change	1 day	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the SOA/API project will be measured and accepted	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Wed 11/23/22	Wed 11/23/22	
Update, Finalize, and Deliver SOA/API Rec. #16	2 days	Fri 10/21/22	Tue 10/25/22	Joe Lombardi
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Wed 11/16/22	Mon 11/21/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Wed 11/23/22	Thu 12/8/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 11/23/22	Fri 11/25/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 11/25/22	Tue 11/29/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Include use cases that address the requirements	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Sprint 2, Project 6-SOA and API Layer	25 days	Tue 11/8/22	Tue 12/13/22	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Tue 11/8/22	Fri 11/11/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Tue 11/8/22	Wed 11/9/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Wed 11/9/22	Wed 11/9/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 11/11/22	Fri 11/11/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Fri 11/11/22	Fri 11/11/22	Joe Lombardi
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Fri 11/11/22	Tue 11/22/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Fri 11/11/22	Fri 11/18/22	
Availability	0.5 days	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Reliability	0.5 days	Mon 11/14/22	Mon 11/14/22	Joe Lombardi
Performance	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Response Times	0.5 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Security	0.5 days	Tue 11/15/22	Wed 11/16/22	Joe Lombardi

Scaleability	0.5 days	Wed 11/16/22	Wed 11/16/22	Joe Lombardi
Useability	0.5 days	Wed 11/16/22	Thu 11/17/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 11/17/22	Thu 11/17/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 11/18/22	Fri 11/18/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 11/18/22	Fri 11/18/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Tue 11/22/22	Tue 11/22/22	Joe Lombardi
Iteration 2 - Performance Benchmarks	5 days	Tue 11/22/22	Tue 11/29/22	
Re-evaluate SOA/API processes critical to success	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Map processes needing improvement	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Collect and Analyse Data	1 day	Thu 11/24/22	Fri 11/25/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the SOA/API project will be measured and accepted	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Tue 11/29/22	Tue 11/29/22	Joe Lombardi
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Tue 11/22/22	Thu 11/24/22	Joe Lombardi

Iteration 2 - Create System Design Document	11 days	Mon 11/28/22	Tue 12/13/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 11/28/22	Wed 11/30/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 11/30/22	Fri 12/2/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Tue 12/13/22	Tue 12/13/22	Joe Lombardi
Sprint 3, Project 6-SOA and API Layer	25 days	Tue 11/29/22	Tue 1/3/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Tue 11/29/22	Thu 12/1/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	0.5 days	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Update Service Now Repository	0.5 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 6 complete	0 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Thu 12/1/22	Mon 12/12/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Thu 12/1/22	Thu 12/8/22	
Availability	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Reliability	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
Performance	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Response Times	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Security	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Scaleability	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Useability	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Mon 12/12/22	Mon 12/12/22	Joe Lombardi

Iteration 3 - Performance Benchmarks	5 days	Mon 12/12/22	Mon 12/19/22	
Re-evaluate SOA/API processes critical to success	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Map processes needing improvement	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Collect and Analyse Data	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the SOA/API project will be measured and accepted	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Mon 12/19/22	Mon 12/19/22	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Mon 12/19/22	Tue 1/3/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 12/19/22	Wed 12/21/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 12/21/22	Fri 12/23/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Tue 1/3/23	Tue 1/3/23	
Sprint 4, Project 6-SOA and API Layer (Final)	26 days	Tue 12/20/22	Wed 1/25/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Tue 12/20/22	Fri 12/23/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Fri 12/23/22	Fri 12/23/22	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Fri 12/23/22	Tue 1/3/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Fri 12/23/22	Fri 12/30/22	
Availability	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Reliability	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Performance	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Response Times	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Security	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi

Scaleability	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Useability	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Iteration 4 - Performance Benchmarks	5 days	Tue 1/3/23	Tue 1/10/23	
Re-evaluate SOA/API processes critical to success	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Map processes needing improvement	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Collect and Analyse Data	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the SOA/API project will be measured and accepted	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Tue 1/10/23	Tue 1/10/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi

Iteration 4 - Create System Design Document	11 days	Tue 1/10/23	Wed 1/25/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/10/23	Thu 1/12/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/12/23	Mon 1/16/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Wed 1/25/23	Wed 1/25/23	
Sprint 1, Project 5-Rules Engine (BRE)	45.5 days	Mon 10/24/22	Tue 12/27/22	
Iteration 1: Technical Functional and Non-Functional Req.	4.5 days	Tue 11/15/22	Mon 11/21/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Tue 11/15/22	Fri 11/18/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Fri 11/18/22	Mon 11/21/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	0 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Iteration 1 - Infrastructure Performance Requirements	8.5 days	Mon 11/21/22	Fri 12/2/22	
Prioritize High Level Baseline Requirements by Domain	5.5 days	Mon 11/21/22	Tue 11/29/22	
Availability	0.5 days	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Reliability	0.5 days	Tue 11/22/22	Tue 11/22/22	Joe Lombardi
Performance	0.5 days	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Response Times	0.5 days	Wed 11/23/22	Wed 11/23/22	Joe Lombardi
Security	0.5 days	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Scaleability	0.5 days	Thu 11/24/22	Thu 11/24/22	Joe Lombardi
Useability	0.5 days	Thu 11/24/22	Fri 11/25/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 11/25/22	Fri 11/25/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Define readiness criteria	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Tools	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Define Servicing Strategy	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Determine application readiness	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Fri 12/2/22	Mon 12/5/22	

Iteration 1 - Performance Benchmarks	5 days	Mon 12/5/22	Mon 12/12/22	
to success Identify BRE processes critical	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
improvement Map processes needing	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Collect and Analyse Data	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Create individual plans to implement change	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the BRE project will be measured and accepted	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Mon 12/12/22	Mon 12/12/22	
Update, Finalize, and Deliver BRE Rec. #16	2 days	Mon 10/24/22	Wed 10/26/22	Joe Lombardi
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Mon 12/5/22	Thu 12/8/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Mon 12/12/22	Tue 12/27/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 12/12/22	Wed 12/14/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 12/14/22	Fri 12/16/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Include use cases that address the requirements	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Tue 12/27/22	Tue 12/27/22	
Sprint 2, Project 5-Rules Engine (BRE)	25 days	Wed 11/9/22	Wed 12/14/22	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Wed 11/9/22	Mon 11/14/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 11/9/22	Thu 11/10/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 11/10/22	Thu 11/10/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Thu 11/10/22	Fri 11/11/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 11/11/22	Mon 11/14/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/14/22	Mon 11/14/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Mon 11/14/22	Mon 11/14/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Mon 11/14/22	Wed 11/23/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 11/14/22	Mon 11/21/22	
Availability	0.5 days	Mon 11/14/22	Tue 11/15/22	Joe Lombardi
Reliability	0.5 days	Tue 11/15/22	Tue 11/15/22	Joe Lombardi
Performance	0.5 days	Tue 11/15/22	Wed 11/16/22	Joe Lombardi
Response Times	0.5 days	Wed 11/16/22	Wed 11/16/22	Joe Lombardi
Security	0.5 days	Wed 11/16/22	Thu 11/17/22	Joe Lombardi

Scaleability	0.5 days	Thu 11/17/22	Thu 11/17/22	Joe Lombardi
Useability	0.5 days	Thu 11/17/22	Fri 11/18/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 11/18/22	Fri 11/18/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 11/18/22	Mon 11/21/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 11/21/22	Mon 11/21/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 11/21/22	Tue 11/22/22	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Tue 11/22/22	Tue 11/22/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Wed 11/23/22	Wed 11/23/22	Joe Lombardi
Iteration 2 - Performance Benchmarks	5 days	Wed 11/23/22	Wed 11/30/22	
Re-evaluate BRE processes critical to success	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 11/24/22	Fri 11/25/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the BRE project will be measured and accepted	1 day	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Wed 11/23/22	Fri 11/25/22	Joe Lombardi

Iteration 2 - Create System Design Document	11 days	Tue 11/29/22	Wed 12/14/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 11/29/22	Thu 12/1/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 12/1/22	Mon 12/5/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Wed 12/14/22	Wed 12/14/22	
Sprint 3, Project 5-Rules Engine (BRE)	25 days	Thu 12/1/22	Thu 1/5/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Thu 12/1/22	Tue 12/6/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi

Identify and document any new requirement updates and add to strawman list	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 6 complete	0 days	Tue 12/6/22	Tue 12/6/22	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Tue 12/6/22	Wed 12/14/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 12/6/22	Tue 12/13/22	
Availability	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Reliability	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Performance	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Response Times	0.5 days	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Security	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Useability	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/12/22	Mon 12/12/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/13/22	Tue 12/13/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi

Iteration 3 - Performance Benchmarks	5 days	Wed 12/14/22	Wed 12/21/22	
Re-evaluate BRE processes critical to success	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the BRE project will be measured and accepted	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Wed 12/21/22	Wed 12/21/22	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Wed 12/21/22	Thu 1/5/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 12/21/22	Fri 12/23/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 12/23/22	Tue 12/27/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
Sprint 4, Project 5-Rules Engine (BRE) (Final)	26 days	Fri 12/23/22	Mon 1/30/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Fri 12/23/22	Thu 12/29/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Thu 12/29/22	Thu 12/29/22	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Thu 12/29/22	Fri 1/6/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Thu 12/29/22	Thu 1/5/23	
Availability	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
Reliability	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Performance	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Response Times	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Security	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi

Scaleability	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Useability	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Iteration 4 - Performance Benchmarks	5 days	Fri 1/6/23	Fri 1/13/23	
Re-evaluate BRE processes critical to success	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Map processes needing improvement	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Collect and Analyse Data	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the BRE project will be measured and accepted	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Fri 1/13/23	Fri 1/13/23	Joe Lombardi
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi

Iteration 4 - Create System Design Document	11 days	Fri 1/13/23	Mon 1/30/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 1/13/23	Tue 1/17/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 1/17/23	Thu 1/19/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Mon 1/30/23	Mon 1/30/23	
Sprint 1, Project 11- CX / UX	39 days	Wed 11/9/22	Tue 1/3/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Mon 11/21/22	Tue 11/29/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Mon 11/21/22	Thu 11/24/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Thu 11/24/22	Fri 11/25/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	1 day	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Tue 11/29/22	Tue 11/29/22	
Iteration 1 - Infrastructure Performance Requirements	8.5 days	Tue 11/29/22	Fri 12/9/22	
Prioritize High Level Baseline Requirements by Domain	5.5 days	Tue 11/29/22	Tue 12/6/22	
Availability	0.5 days	Tue 11/29/22	Tue 11/29/22	Joe Lombardi
Reliability	0.5 days	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Performance	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Response Times	0.5 days	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Security	0.5 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Useability	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Define readiness criteria	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Tools	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Define Servicing Strategy	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Determine application readiness	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi

Iteration 1 - Performance Benchmarks	5 days	Mon 12/12/22	Mon 12/19/22	
Identify CX/UX processes critical to success	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Map processes needing improvement	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Collect and Analyse Data	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Create individual plans to implement change	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the CX/UX project will be measured and accepted	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Mon 12/19/22	Mon 12/19/22	Joe Lombardi
Update, Finalize, and Deliver CX/UX Rec. #16	2 days	Wed 11/9/22	Fri 11/11/22	Joe Lombardi
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Mon 12/12/22	Wed 12/14/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Mon 12/19/22	Tue 1/3/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 12/19/22	Wed 12/21/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 12/21/22	Fri 12/23/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi

Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Include use cases that address the requirements	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Tue 1/3/23	Tue 1/3/23	
Sprint 2, Project 11- CX / UX	25 days	Wed 11/23/22	Wed 12/28/22	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Wed 11/23/22	Mon 11/28/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 11/24/22	Thu 11/24/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Thu 11/24/22	Fri 11/25/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 11/25/22	Mon 11/28/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 11/28/22	Mon 11/28/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Mon 11/28/22	Mon 11/28/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Mon 11/28/22	Wed 12/7/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 11/28/22	Mon 12/5/22	
Availability	0.5 days	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Reliability	0.5 days	Tue 11/29/22	Tue 11/29/22	Joe Lombardi
Performance	0.5 days	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Response Times	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Security	0.5 days	Wed 11/30/22	Thu 12/1/22	Joe Lombardi

Scaleability	0.5 days	Thu 12/1/22	Thu 12/1/22	Joe Lombardi
Useability	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Re- evaluate Strategy if necessary	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Iteration 2 - Performance Benchmarks	5 days	Wed 12/7/22	Wed 12/14/22	
Re-evaluate CX/UX processes critical to success	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CX/UX project will be measured and accepted	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Wed 12/7/22	Fri 12/9/22	Joe Lombardi

Iteration 2 - Create System Design Document	11 days	Tue 12/13/22	Wed 12/28/22	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 12/13/22	Thu 12/15/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 12/15/22	Mon 12/19/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Wed 12/28/22	Wed 12/28/22	
Sprint 3, Project 11- CX / UX	25 days	Wed 12/21/22	Wed 1/25/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Wed 12/21/22	Mon 12/26/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi

Incorporate national best practices that have been successful in other state	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Milestone - Iteration 3 Deliverable 6 complete	0 days	Mon 12/26/22	Mon 12/26/22	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Mon 12/26/22	Tue 1/3/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 12/26/22	Mon 1/2/23	
Availability	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Reliability	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Performance	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Response Times	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Security	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Scaleability	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Useability	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi

Iteration 3 - Performance Benchmarks	5 days	Tue 1/3/23	Tue 1/10/23	
Re-evaluate CX/UX processes critical to success	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Map processes needing improvement	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Collect and Analyse Data	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CX/UX project will be measured and accepted	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Tue 1/10/23	Wed 1/25/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/10/23	Thu 1/12/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/12/23	Mon 1/16/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi

Include any additional use cases that need address new or modified requirements	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Wed 1/25/23	Wed 1/25/23	Joe Lombardi
Sprint 4, Project 11- CX / UX (Final)	26 days	Thu 12/29/22	Fri 2/3/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Thu 12/29/22	Tue 1/3/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Update Service Now Repository	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Tue 1/3/23	Thu 1/12/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 1/3/23	Tue 1/10/23	
Availability	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Reliability	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
Performance	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Response Times	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
Security	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Scaleability	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Useability	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi

Logging and nonrepudiation	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Thu 1/12/23	Thu 1/12/23	
Iteration 4 - Performance Benchmarks	5 days	Thu 1/12/23	Thu 1/19/23	
Re-evaluate CX/UX processes critical to success	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Map processes needing improvement	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Collect and Analyse Data	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the CX/UX project will be measured and accepted	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Thu 1/19/23	Thu 1/19/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Iteration 4 - Create System Design Document	11 days	Thu 1/19/23	Fri 2/3/23	

Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Thu 1/19/23	Mon 1/23/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Mon 1/23/23	Wed 1/25/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Include a mapping of requirements.	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Fri 2/3/23	Fri 2/3/23	Joe Lombardi
Sprint 1, Project 7-RA Help Center	31 days	Tue 11/29/22	Wed 1/11/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Tue 11/29/22	Tue 12/6/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Tue 11/29/22	Fri 12/2/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi

Repository	Update Service Now	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Deliverable 6 complete	Milestone - Iteration 1	0 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
	Iteration 1 - Infrastructure Performance Requirements	8.5 days	Tue 12/6/22	Mon 12/19/22	
	Prioritize High Level Baseline Requirements by Domain	5.5 days	Tue 12/6/22	Wed 12/14/22	
	Availability	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
	Reliability	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
	Performance	0.5 days	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
	Response Times	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
	Security	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
	Scaleability	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
	Useability	0.5 days	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
	Logging and nonrepudiation	0.5 days	Mon 12/12/22	Mon 12/12/22	Joe Lombardi
	The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
	Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
	Define readiness criteria	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Tools	Evalute Infrastructure and	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
	Define Servicing Strategy	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
readiness	Determine application	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Deliverable 8 complete	Milestone - Iteration 1	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
	Iteration 1 - Performance Benchmarks	5 days	Tue 12/20/22	Tue 12/27/22	

Identify Help Center processes critical to success	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Map processes needing improvement	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Collect and Analyse Data	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Create individual plans to implement change	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the Help Center project will be measured and accepted	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Tue 12/20/22	Fri 12/23/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Tue 12/27/22	Wed 1/11/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 12/27/22	Thu 12/29/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 12/29/22	Mon 1/2/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi

Include use cases that address the requirements	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Wed 1/11/23	Wed 1/11/23	
Sprint 2, Project 7-RA Help Center	26 days	Mon 11/28/22	Tue 1/3/23	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Mon 11/28/22	Fri 12/2/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 11/28/22	Tue 11/29/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Tue 11/29/22	Wed 11/30/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Wed 11/30/22	Wed 11/30/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Wed 11/30/22	Thu 12/1/22	Joe Lombardi
Update Service Now Repository	0.5 days	Thu 12/1/22	Fri 12/2/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Fri 12/2/22	Fri 12/2/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Fri 12/2/22	Mon 12/12/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Fri 12/2/22	Fri 12/9/22	
Availability	0.5 days	Fri 12/2/22	Fri 12/2/22	Joe Lombardi
Reliability	0.5 days	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Performance	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Response Times	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Security	0.5 days	Tue 12/6/22	Tue 12/6/22	Joe Lombardi
Scaleability	0.5 days	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Useability	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi

Logging and nonrepudiation	0.5 days	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Mon 12/12/22	Mon 12/12/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Mon 12/12/22	Mon 12/12/22	
Iteration 2 - Performance Benchmarks	5 days	Mon 12/12/22	Mon 12/19/22	
Re-evaluate Help/Center processes critical to success	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Map processes needing improvement	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Collect and Analyse Data	1 day	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Help Center project will be measured and accepted	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Mon 12/19/22	Mon 12/19/22	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Mon 12/12/22	Wed 12/14/22	Joe Lombardi
Iteration 2 - Create System Design Document	11 days	Mon 12/19/22	Tue 1/3/23	

Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 12/19/22	Wed 12/21/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 12/21/22	Fri 12/23/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Tue 1/3/23	Tue 1/3/23	
Sprint 3, Project 7-RA Help Center	25 days	Mon 12/26/22	Mon 1/30/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Mon 12/26/22	Wed 12/28/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi

Repository	Update Service Now	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Deliverable 6 complete	Milestone - Iteration 3	0 days	Wed 12/28/22	Wed 12/28/22	
	Iteration 3 - Infrastructure Performance Requirements	6.5 days	Wed 12/28/22	Fri 1/6/23	
	Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Wed 12/28/22	Wed 1/4/23	
	Availability	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
	Reliability	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
	Performance	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
	Response Times	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
	Security	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
	Scaleability	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi
	Useability	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
	Logging and nonrepudiation	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
	The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
	Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
	Re-evaluate readiness criteria if necessary	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
Tools	Re-Evalute Infrastructure and	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
	Re- valuate Strategy if necessary	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
	Re-evaluate application readiness	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Deliverable 8 complete	Milestone - Iteration 3	0 days	Fri 1/6/23	Fri 1/6/23	
	Iteration 3 - Performance Benchmarks	5 days	Fri 1/6/23	Fri 1/13/23	

Re-evaluate Help Center processes critical to success	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Map processes needing improvement	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Collect and Analyse Data	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Help Center project will be measured and accepted	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Fri 1/13/23	Fri 1/13/23	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Fri 1/13/23	Mon 1/30/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 1/13/23	Tue 1/17/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 1/17/23	Thu 1/19/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi

Include any additional use cases that need address new or modified requirements	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Mon 1/30/23	Mon 1/30/23	
Sprint 4, Project 7-RA Help Center (Final)	26 days	Tue 1/3/23	Wed 2/8/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Tue 1/3/23	Mon 1/9/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Mon 1/9/23	Mon 1/9/23	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Mon 1/9/23	Tue 1/17/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 1/9/23	Mon 1/16/23	
Availability	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
Reliability	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Performance	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Response Times	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Security	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
Scaleability	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi

Useability	0.5 days	Thu 1/12/23	Thu 1/12/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 1/13/23	Fri 1/13/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Tools Re-Evalute Infrastructure and	0.5 days	Mon 1/16/23	Mon 1/16/23	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 1/17/23	Tue 1/17/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Tue 1/17/23	Tue 1/17/23	
Iteration 4 - Performance Benchmarks	5 days	Tue 1/17/23	Tue 1/24/23	
Re-evaluate Help Center processes critical to success	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Map processes needing improvement	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Collect and Analyse Data	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the Help Center project will be measured and accepted	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Tue 1/24/23	Tue 1/24/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Iteration 4 - Create System Design Document	11 days	Tue 1/24/23	Wed 2/8/23	

Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/24/23	Thu 1/26/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/26/23	Mon 1/30/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Wed 2/8/23	Wed 2/8/23	
Sprint 1, Project 12-Data Warehouse (DW)	31 days	Tue 12/6/22	Wed 1/18/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Tue 12/6/22	Wed 12/14/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Tue 12/6/22	Fri 12/9/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Mon 12/12/22	Tue 12/13/22	Joe Lombardi

Repository	Update Service Now	0.5 days	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Deliverable 6 complete	Milestone - Iteration 1	0 days	Wed 12/14/22	Wed 12/14/22	
	Iteration 1 - Infrastructure Performance Requirements	8.5 days	Wed 12/14/22	Mon 12/26/22	
	Prioritize High Level Baseline Requirements by Domain	5.5 days	Wed 12/14/22	Wed 12/21/22	
	Availability	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
	Reliability	0.5 days	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
	Performance	0.5 days	Thu 12/15/22	Thu 12/15/22	Joe Lombardi
	Response Times	0.5 days	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
	Security	0.5 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
	Scaleability	0.5 days	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
	Useability	0.5 days	Mon 12/19/22	Mon 12/19/22	Joe Lombardi
	Logging and nonrepudiation	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
	The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
	Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
	Define readiness criteria	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Tools	Evalute Infrastructure and	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
	Define Servicing Strategy	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
readiness	Determine application	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Deliverable 8 complete	Milestone - Iteration 1	1 day	Mon 12/26/22	Tue 12/27/22	
Benchmarks	Iteration 1 - Performance	5 days	Tue 12/27/22	Tue 1/3/23	

Identify DW processes critical to success	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Map processes needing improvement	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Collect and Analyse Data	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Create individual plans to implement change	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the DW project will be measured and accepted	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Tue 1/3/23	Tue 1/3/23	
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Tue 12/27/22	Fri 12/30/22	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Tue 1/3/23	Wed 1/18/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/3/23	Thu 1/5/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/5/23	Mon 1/9/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi

Include use cases that address the requirements	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Wed 1/18/23	Wed 1/18/23	
Sprint 2, Project 12-Data Warehouse (DW)	26 days	Fri 12/2/22	Mon 1/9/23	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Fri 12/2/22	Wed 12/7/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Fri 12/2/22	Mon 12/5/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Mon 12/5/22	Mon 12/5/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 12/6/22	Wed 12/7/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 12/7/22	Wed 12/7/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Wed 12/7/22	Wed 12/7/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Wed 12/7/22	Fri 12/16/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Wed 12/7/22	Wed 12/14/22	
Availability	0.5 days	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Reliability	0.5 days	Thu 12/8/22	Thu 12/8/22	Joe Lombardi
Performance	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Response Times	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
Security	0.5 days	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Scaleability	0.5 days	Mon 12/12/22	Mon 12/12/22	Joe Lombardi
Useability	0.5 days	Mon 12/12/22	Tue 12/13/22	Joe Lombardi

Logging and nonrepudiation	0.5 days	Tue 12/13/22	Tue 12/13/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Thu 12/15/22	Thu 12/15/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Fri 12/16/22	Fri 12/16/22	
Iteration 2 - Performance Benchmarks	5 days	Fri 12/16/22	Fri 12/23/22	
Re-evaluate DW processes critical to success	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Map processes needing improvement	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Collect and Analyse Data	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the DW project will be measured and accepted	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Fri 12/23/22	Fri 12/23/22	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Fri 12/16/22	Tue 12/20/22	Joe Lombardi
Iteration 2 - Create System Design Document	11 days	Fri 12/23/22	Mon 1/9/23	

Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 12/23/22	Tue 12/27/22	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 12/27/22	Thu 12/29/22	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Mon 1/9/23	Mon 1/9/23	
Sprint 3, Project 12-Data Warehouse (DW)	25 days	Wed 12/28/22	Wed 2/1/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Wed 12/28/22	Mon 1/2/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi

Repository	Update Service Now	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Deliverable 6 complete	Milestone - Iteration 3	0 days	Mon 1/2/23	Mon 1/2/23	
	Iteration 3 - Infrastructure Performance Requirements	6.5 days	Mon 1/2/23	Tue 1/10/23	
	Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 1/2/23	Mon 1/9/23	
	Availability	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi
	Reliability	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
	Performance	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
	Response Times	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
	Security	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
	Scaleability	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
	Useability	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
	Logging and nonrepudiation	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
	The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
	Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
	Re-evaluate readiness criteria if necessary	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Tools	Re-Evalute Infrastructure and	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
	Re- valuate Strategy if necessary	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
	Re-evaluate application readiness	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Deliverable 8 complete	Milestone - Iteration 3	0 days	Tue 1/10/23	Tue 1/10/23	
	Iteration 3 - Performance Benchmarks	5 days	Tue 1/10/23	Tue 1/17/23	
	Re-evaluate DW processes critical to success	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi

Map processes needing improvement	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Collect and Analyse Data	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the DW project will be measured and accepted	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Tue 1/17/23	Tue 1/17/23	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Tue 1/17/23	Wed 2/1/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/17/23	Thu 1/19/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/19/23	Mon 1/23/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi

Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Wed 2/1/23	Wed 2/1/23	
Sprint 4, Project 12-Data Warehouse (DW) (Final)	26 days	Mon 1/9/23	Tue 2/14/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Mon 1/9/23	Thu 1/12/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Update Service Now Repository	0.5 days	Thu 1/12/23	Thu 1/12/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Thu 1/12/23	Thu 1/12/23	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Thu 1/12/23	Mon 1/23/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Thu 1/12/23	Thu 1/19/23	
Availability	0.5 days	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Reliability	0.5 days	Fri 1/13/23	Fri 1/13/23	Joe Lombardi
Performance	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Response Times	0.5 days	Mon 1/16/23	Mon 1/16/23	Joe Lombardi
Security	0.5 days	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Scaleability	0.5 days	Tue 1/17/23	Tue 1/17/23	Joe Lombardi
Useability	0.5 days	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Wed 1/18/23	Wed 1/18/23	Joe Lombardi

The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Thu 1/19/23	Thu 1/19/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Thu 1/19/23	Thu 1/19/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Re- evaluate Strategy if necessary	0.5 days	Fri 1/20/23	Fri 1/20/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Mon 1/23/23	Mon 1/23/23	
Iteration 4 - Performance Benchmarks	5 days	Mon 1/23/23	Mon 1/30/23	
Re-evaluate DW processes critical to success	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Map processes needing improvement	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Collect and Analyse Data	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the DW project will be measured and accepted	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Mon 1/30/23	Mon 1/30/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Iteration 4 - Create System Design Document	11 days	Mon 1/30/23	Tue 2/14/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Mon 1/30/23	Wed 2/1/23	Joe Lombardi

Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Wed 2/1/23	Fri 2/3/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Include a mapping of requirements.	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Thu 2/9/23	Fri 2/10/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Fri 2/10/23	Mon 2/13/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Mon 2/13/23	Tue 2/14/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Tue 2/14/23	Tue 2/14/23	
Sprint 1, Project 15-Archival and Purge (A&P)	31 days	Wed 12/14/22	Thu 1/26/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Wed 12/14/22	Wed 12/21/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Wed 12/14/22	Mon 12/19/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi

Milestone - Iteration 1 Deliverable 6 complete	0 days	Wed 12/21/22	Wed 12/21/22	
Iteration 1 - Infrastructure Performance Requirements	8.5 days	Wed 12/21/22	Tue 1/3/23	
Prioritize High Level Baseline Requirements by Domain	5.5 days	Wed 12/21/22	Thu 12/29/22	
Availability	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Reliability	0.5 days	Thu 12/22/22	Thu 12/22/22	Joe Lombardi
Performance	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Response Times	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Security	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Scaleability	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Useability	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Define readiness criteria	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Tools Evaluate Infrastructure and	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Define Servicing Strategy	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
readiness Determine application	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Tue 1/3/23	Wed 1/4/23	
Iteration 1 - Performance Benchmarks	5 days	Wed 1/4/23	Wed 1/11/23	
Identify A&P processes critical to success	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi

Map processes needing improvement	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Collect and Analyse Data	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Create individual plans to implement change	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the A&P project will be measured and accepted	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Wed 1/11/23	Wed 1/11/23	
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Wed 1/4/23	Mon 1/9/23	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Wed 1/11/23	Thu 1/26/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 1/11/23	Fri 1/13/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 1/13/23	Tue 1/17/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Include use cases that address the requirements	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi

Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 7 complete	0 days	Thu 1/26/23	Thu 1/26/23	
Sprint 2, Project 15-Archival and Purge (A&P)	26 days	Wed 12/7/22	Thu 1/12/23	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Wed 12/7/22	Tue 12/13/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 12/7/22	Thu 12/8/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Fri 12/9/22	Fri 12/9/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 12/12/22	Tue 12/13/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Tue 12/13/22	Tue 12/13/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Tue 12/13/22	Wed 12/21/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 12/13/22	Tue 12/20/22	
Availability	0.5 days	Tue 12/13/22	Tue 12/13/22	Joe Lombardi
Reliability	0.5 days	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Performance	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Response Times	0.5 days	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Security	0.5 days	Thu 12/15/22	Thu 12/15/22	Joe Lombardi
Scaleability	0.5 days	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Useability	0.5 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 12/16/22	Mon 12/19/22	Joe Lombardi

The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 12/19/22	Mon 12/19/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Wed 12/21/22	Wed 12/21/22	
Iteration 2 - Performance Benchmarks	5 days	Wed 12/21/22	Wed 12/28/22	
Re-evaluate A&P processes critical to success	1 day	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Map processes needing improvement	1 day	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Collect and Analyse Data	1 day	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the A&P project will be measured and accepted	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Wed 12/28/22	Wed 12/28/22	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Wed 12/21/22	Fri 12/23/22	Joe Lombardi
Iteration 2 - Create System Design Document	11 days	Wed 12/28/22	Thu 1/12/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 12/28/22	Fri 12/30/22	Joe Lombardi

Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 12/30/22	Tue 1/3/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Thu 1/12/23	Thu 1/12/23	
Sprint 3, Project 15-Archival and Purge (A&P)	25 days	Mon 1/2/23	Mon 2/6/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Mon 1/2/23	Wed 1/4/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi

Milestone - Iteration 3 Deliverable 6 complete	0 days	Wed 1/4/23	Wed 1/4/23	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Wed 1/4/23	Fri 1/13/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Wed 1/4/23	Wed 1/11/23	
Availability	0.5 days	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Reliability	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi
Performance	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Response Times	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Security	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Scaleability	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
Useability	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
Tools Re-Evalute Infrastructure and	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Thu 1/12/23	Thu 1/12/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Fri 1/13/23	Fri 1/13/23	
Iteration 3 - Performance Benchmarks	5 days	Fri 1/13/23	Fri 1/20/23	
Re-evaluate A&P processes critical to success	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Map processes needing improvement	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi

Collect and Analyse Data	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the A&P project will be measured and accepted	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Fri 1/20/23	Fri 1/20/23	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Fri 1/20/23	Mon 2/6/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 1/20/23	Tue 1/24/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 1/24/23	Thu 1/26/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Detail the integration platform to be supplied, including all	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi

configurable items and produce standard views for relevant composite models				
Milestone - Iteration 3 Deliverable 7 complete	0 days	Mon 2/6/23	Mon 2/6/23	
Sprint 4, Project 15-Archival and Purge (A&P) (Final)	26 days	Thu 1/12/23	Fri 2/17/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Thu 1/12/23	Wed 1/18/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Mon 1/16/23	Mon 1/16/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Update Service Now Repository	0.5 days	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Wed 1/18/23	Wed 1/18/23	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Wed 1/18/23	Thu 1/26/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Wed 1/18/23	Wed 1/25/23	
Availability	0.5 days	Wed 1/18/23	Wed 1/18/23	Joe Lombardi
Reliability	0.5 days	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Performance	0.5 days	Thu 1/19/23	Thu 1/19/23	Joe Lombardi
Response Times	0.5 days	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Security	0.5 days	Fri 1/20/23	Fri 1/20/23	Joe Lombardi
Scaleability	0.5 days	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Useability	0.5 days	Mon 1/23/23	Mon 1/23/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
The performance requirements must ensure the To-Be System	0.5 days	Tue 1/24/23	Tue 1/24/23	Joe Lombardi

can handle high-volume traffic from the following users:				
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Tools Re-Evalute Infrastructure and	0.5 days	Wed 1/25/23	Wed 1/25/23	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Thu 1/26/23	Thu 1/26/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Thu 1/26/23	Thu 1/26/23	
Iteration 4 - Performance Benchmarks	5 days	Thu 1/26/23	Thu 2/2/23	
Re-evaluate A&P processes critical to success	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Map processes needing improvement	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Collect and Analyse Data	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the A&P project will be measured and accepted	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Thu 2/2/23	Thu 2/2/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Iteration 4 - Create System Design Document	11 days	Thu 2/2/23	Fri 2/17/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Thu 2/2/23	Mon 2/6/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex	2 days	Mon 2/6/23	Wed 2/8/23	Joe Lombardi

configurable option, or requires custom development				
Identify how any new requirement might impact functionality in the current system	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Include a mapping of requirements.	1 day	Thu 2/9/23	Fri 2/10/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Fri 2/10/23	Mon 2/13/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Mon 2/13/23	Tue 2/14/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Tue 2/14/23	Wed 2/15/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Thu 2/16/23	Fri 2/17/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Fri 2/17/23	Fri 2/17/23	
Sprint 1, Project 14-Master Data Management and Interoperability Project	71 days	Wed 10/26/22	Thu 2/2/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Wed 12/21/22	Thu 12/29/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Wed 12/21/22	Mon 12/26/22	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Milestone - Iteration 1 Deliverable 6 complete	0 days	Thu 12/29/22	Thu 12/29/22	
Iteration 1 - Infrastructure Performance Requirements	8.5 days	Thu 12/29/22	Tue 1/10/23	

Prioritize High Level Baseline Requirements by Domain	5.5 days	Thu 12/29/22	Thu 1/5/23	
Availability	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
Reliability	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Performance	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Response Times	0.5 days	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Security	0.5 days	Mon 1/2/23	Mon 1/2/23	Joe Lombardi
Scaleability	0.5 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Useability	0.5 days	Tue 1/3/23	Tue 1/3/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 1/4/23	Wed 1/4/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Define readiness criteria	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Tools	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Define Servicing Strategy	1 day	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
readiness	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Tue 1/10/23	Wed 1/11/23	
Iteration 1 - Performance Benchmarks	5 days	Wed 1/11/23	Wed 1/18/23	
Identify MDM processes critical to success	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Map processes needing improvement	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Collect and Analyse Data	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi

Create individual plans to implement change	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the A&P projecMDM will be measured and accepted	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Wed 1/18/23	Wed 1/18/23	
Update, Finalize, and Deliver MDM Rec. #16	2 days	Wed 10/26/22	Fri 10/28/22	Joe Lombardi
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Wed 1/11/23	Mon 1/16/23	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Wed 1/18/23	Thu 2/2/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 1/18/23	Fri 1/20/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 1/20/23	Tue 1/24/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Include use cases that address the requirements	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Detail the integration platform to be supplied, including all	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi

configurable items and produce standard views for relevant composite models				
Milestone - Iteration 1 Deliverable 7 complete	0 days	Thu 2/2/23	Thu 2/2/23	
Sprint 2, Project 14-Master Data Management and Interoperability Project	26 days	Tue 12/13/22	Wed 1/18/23	
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Tue 12/13/22	Fri 12/16/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Tue 12/13/22	Wed 12/14/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Wed 12/14/22	Wed 12/14/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Wed 12/14/22	Thu 12/15/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Thu 12/15/22	Fri 12/16/22	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Fri 12/16/22	Fri 12/16/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Fri 12/16/22	Tue 12/27/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Fri 12/16/22	Fri 12/23/22	
Availability	0.5 days	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Reliability	0.5 days	Mon 12/19/22	Mon 12/19/22	Joe Lombardi
Performance	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Response Times	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
Security	0.5 days	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Scaleability	0.5 days	Wed 12/21/22	Wed 12/21/22	Joe Lombardi
Useability	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 12/22/22	Thu 12/22/22	Joe Lombardi

The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Tue 12/27/22	Tue 12/27/22	
Iteration 2 - Performance Benchmarks	5 days	Tue 12/27/22	Tue 1/3/23	
Re-evaluate MDM processes critical to success	1 day	Tue 12/27/22	Wed 12/28/22	Joe Lombardi
Map processes needing improvement	1 day	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Collect and Analyse Data	1 day	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the MDM project will be measured and accepted	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Tue 1/3/23	Tue 1/3/23	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Tue 12/27/22	Thu 12/29/22	Joe Lombardi
Iteration 2 - Create System Design Document	11 days	Tue 1/3/23	Wed 1/18/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/3/23	Thu 1/5/23	Joe Lombardi

Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/5/23	Mon 1/9/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Wed 1/18/23	Wed 1/18/23	
Sprint 3, Project 14-Master Data Management and Interoperability Project	25 days	Wed 1/4/23	Wed 2/8/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Wed 1/4/23	Mon 1/9/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Update Service Now Repository	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi

Milestone - Iteration 3 Deliverable 6 complete	0 days	Mon 1/9/23	Mon 1/9/23	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Mon 1/9/23	Tue 1/17/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 1/9/23	Mon 1/16/23	
Availability	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
Reliability	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Performance	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Response Times	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Security	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
Scaleability	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Useability	0.5 days	Thu 1/12/23	Thu 1/12/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 1/13/23	Fri 1/13/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Tools	0.5 days	Mon 1/16/23	Mon 1/16/23	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 1/17/23	Tue 1/17/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Tue 1/17/23	Tue 1/17/23	
Iteration 3 - Performance Benchmarks	5 days	Tue 1/17/23	Tue 1/24/23	
Re-evaluate MDM processes critical to success	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi

Map processes needing improvement	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Collect and Analyse Data	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the MDM project will be measured and accepted	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Tue 1/24/23	Tue 1/24/23	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Tue 1/24/23	Wed 2/8/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 1/24/23	Thu 1/26/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 1/26/23	Mon 1/30/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi

Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Wed 2/8/23	Wed 2/8/23	
Sprint 4, Project 14-Master Data Management and Interoperability Project (Final)	26 days	Wed 1/18/23	Thu 2/23/23	
Iteration 4: Technical Functional and Non-Functional Req.	3.5 days	Wed 1/18/23	Mon 1/23/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Thu 1/19/23	Thu 1/19/23	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Update Service Now Repository	0.5 days	Mon 1/23/23	Mon 1/23/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Mon 1/23/23	Mon 1/23/23	
Iteration 4 - Infrastructure Performance Requirements	6.5 days	Mon 1/23/23	Wed 2/1/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Mon 1/23/23	Mon 1/30/23	
Availability	0.5 days	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Reliability	0.5 days	Tue 1/24/23	Tue 1/24/23	Joe Lombardi
Performance	0.5 days	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Response Times	0.5 days	Wed 1/25/23	Wed 1/25/23	Joe Lombardi
Security	0.5 days	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Scaleability	0.5 days	Thu 1/26/23	Thu 1/26/23	Joe Lombardi
Useability	0.5 days	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 1/27/23	Fri 1/27/23	Joe Lombardi

The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 1/30/23	Mon 1/30/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 1/30/23	Mon 1/30/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Re- evaluate Strategy if necessary	0.5 days	Tue 1/31/23	Tue 1/31/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Wed 2/1/23	Wed 2/1/23	
Iteration 4 - Performance Benchmarks	5 days	Wed 2/1/23	Wed 2/8/23	
Re-evaluate MDM processes critical to success	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Map processes needing improvement	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Collect and Analyse Data	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the MDM project will be measured and accepted	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Wed 2/8/23	Wed 2/8/23	
4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Iteration 4 - Create System Design Document	11 days	Wed 2/8/23	Thu 2/23/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Wed 2/8/23	Fri 2/10/23	Joe Lombardi

Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Fri 2/10/23	Tue 2/14/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Tue 2/14/23	Wed 2/15/23	Joe Lombardi
Include a mapping of requirements.	1 day	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Thu 2/16/23	Fri 2/17/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Mon 2/20/23	Tue 2/21/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Wed 2/22/23	Thu 2/23/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Thu 2/23/23	Thu 2/23/23	Joe Lombardi
Sprint 1, Project 17-Identity Management and Access (IMA) Control Project	31 days	Thu 12/29/22	Fri 2/10/23	
Iteration 1: Technical Functional and Non-Functional Req.	5.5 days	Thu 12/29/22	Thu 1/5/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	3 days	Thu 12/29/22	Tue 1/3/23	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Update Service Now Repository	0.5 days	Thu 1/5/23	Thu 1/5/23	Joe Lombardi

Milestone - Iteration 1 Deliverable 6 complete	0 days	Thu 1/5/23	Thu 1/5/23	
Iteration 1 - Infrastructure Performance Requirements	8.5 days	Thu 1/5/23	Wed 1/18/23	
Prioritize High Level Baseline Requirements by Domain	5.5 days	Thu 1/5/23	Fri 1/13/23	
Availability	0.5 days	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Reliability	0.5 days	Fri 1/6/23	Fri 1/6/23	Joe Lombardi
Performance	0.5 days	Fri 1/6/23	Mon 1/9/23	Joe Lombardi
Response Times	0.5 days	Mon 1/9/23	Mon 1/9/23	Joe Lombardi
Security	0.5 days	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Scaleability	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Useability	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Define readiness criteria	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Tools Evaluate Infrastructure and	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Define Servicing Strategy	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
readiness Determine application	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 8 complete	1 day	Wed 1/18/23	Thu 1/19/23	
Iteration 1 - Performance Benchmarks	5 days	Thu 1/19/23	Thu 1/26/23	
Identify IMA processes critical to success	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Map processes needing improvement	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi

Collect and Analyse Data	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Create individual plans to implement change	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Identify optimal performance benchmarks by which technology integration for the IMA project will be measured and accepted	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Milestone - Iteration 1 Deliverable 11 complete	0 days	Thu 1/26/23	Thu 1/26/23	
Iteration 1 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	3 days	Thu 1/19/23	Tue 1/24/23	Joe Lombardi
Iteration 1 - Create System Design Document	11 days	Thu 1/26/23	Fri 2/10/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Thu 1/26/23	Mon 1/30/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Mon 1/30/23	Wed 2/1/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Include a mapping of requirements.	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Include use cases that address the requirements	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Detail the integration platform to be supplied, including all	1 day	Thu 2/9/23	Fri 2/10/23	Joe Lombardi

configurable items and produce standard views for relevant composite models				
Milestone - Iteration 1 Deliverable 7 complete	0 days	Fri 2/10/23	Fri 2/10/23	
Sprint 2, Project 17-Identity Management and Access (IMA) Control Project	26 days	Fri 12/16/22	Mon 1/23/23	i
Iteration 2: Technical Functional and Non-Functional Req.	3.5 days	Fri 12/16/22	Thu 12/22/22	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Fri 12/16/22	Mon 12/19/22	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Mon 12/19/22	Tue 12/20/22	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Tue 12/20/22	Tue 12/20/22	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Tue 12/20/22	Wed 12/21/22	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 12/21/22	Thu 12/22/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 6 complete	0 days	Thu 12/22/22	Thu 12/22/22	
Iteration 2 - Infrastructure Performance Requirements	6.5 days	Thu 12/22/22	Fri 12/30/22	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Thu 12/22/22	Thu 12/29/22	
Availability	0.5 days	Thu 12/22/22	Thu 12/22/22	Joe Lombardi
Reliability	0.5 days	Thu 12/22/22	Fri 12/23/22	Joe Lombardi
Performance	0.5 days	Fri 12/23/22	Fri 12/23/22	Joe Lombardi
Response Times	0.5 days	Fri 12/23/22	Mon 12/26/22	Joe Lombardi
Security	0.5 days	Mon 12/26/22	Mon 12/26/22	Joe Lombardi
Scaleability	0.5 days	Mon 12/26/22	Tue 12/27/22	Joe Lombardi
Useability	0.5 days	Tue 12/27/22	Tue 12/27/22	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 12/27/22	Wed 12/28/22	Joe Lombardi

The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Wed 12/28/22	Wed 12/28/22	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Wed 12/28/22	Thu 12/29/22	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Thu 12/29/22	Thu 12/29/22	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Thu 12/29/22	Fri 12/30/22	Joe Lombardi
Re-evaluate application readiness	0.5 days	Fri 12/30/22	Fri 12/30/22	Joe Lombardi
Milestone - Iteration 2 Deliverable 8 complete	0 days	Fri 12/30/22	Fri 12/30/22	
Iteration 2 - Performance Benchmarks	5 days	Fri 12/30/22	Fri 1/6/23	
Re-evaluate IMA processes critical to success	1 day	Fri 12/30/22	Mon 1/2/23	Joe Lombardi
Map processes needing improvement	1 day	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Collect and Analyse Data	1 day	Tue 1/3/23	Wed 1/4/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 1/4/23	Thu 1/5/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the IMA project will be measured and accepted	1 day	Thu 1/5/23	Fri 1/6/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 11 complete	0 days	Fri 1/6/23	Fri 1/6/23	
Iteration 2 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	2 days	Fri 12/30/22	Tue 1/3/23	Joe Lombardi
Iteration 2 - Create System Design Document	11 days	Fri 1/6/23	Mon 1/23/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 1/6/23	Tue 1/10/23	Joe Lombardi

Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 1/10/23	Thu 1/12/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Milestone - Iteration 2 Deliverable 7 complete	0 days	Mon 1/23/23	Mon 1/23/23	
Sprint 3, Project 17-Identity Management and Access (IMA) Control Project	25 days	Mon 1/9/23	Mon 2/13/23	
Iteration 3: Technical Functional and Non-Functional Req.	2.5 days	Mon 1/9/23	Wed 1/11/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 1/9/23	Tue 1/10/23	Joe Lombardi
Identify and document any new requirement updates and add to strawman list	0.5 days	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	0.5 days	Tue 1/10/23	Wed 1/11/23	Joe Lombardi
Update Service Now Repository	0.5 days	Wed 1/11/23	Wed 1/11/23	Joe Lombardi

Milestone - Iteration 3 Deliverable 6 complete	0 days	Wed 1/11/23	Wed 1/11/23	
Iteration 3 - Infrastructure Performance Requirements	6.5 days	Wed 1/11/23	Fri 1/20/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Wed 1/11/23	Wed 1/18/23	
Availability	0.5 days	Wed 1/11/23	Thu 1/12/23	Joe Lombardi
Reliability	0.5 days	Thu 1/12/23	Thu 1/12/23	Joe Lombardi
Performance	0.5 days	Thu 1/12/23	Fri 1/13/23	Joe Lombardi
Response Times	0.5 days	Fri 1/13/23	Fri 1/13/23	Joe Lombardi
Security	0.5 days	Fri 1/13/23	Mon 1/16/23	Joe Lombardi
Scaleability	0.5 days	Mon 1/16/23	Mon 1/16/23	Joe Lombardi
Useability	0.5 days	Mon 1/16/23	Tue 1/17/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Tue 1/17/23	Tue 1/17/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Tue 1/17/23	Wed 1/18/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Wed 1/18/23	Wed 1/18/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Wed 1/18/23	Wed 1/18/23	Joe Lombardi
Tools Re-Evalute Infrastructure and	0.5 days	Wed 1/18/23	Thu 1/19/23	Joe Lombardi
Re- valuate Strategy if necessary	0.5 days	Thu 1/19/23	Thu 1/19/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Thu 1/19/23	Fri 1/20/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 8 complete	0 days	Fri 1/20/23	Fri 1/20/23	
Iteration 3 - Performance Benchmarks	5 days	Fri 1/20/23	Fri 1/27/23	
Re-evaluate IMA processes critical to success	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi

Map processes needing improvement	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Collect and Analyse Data	1 day	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Re-evaluate individual plans to implement change	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the IMA project will be measured and accepted	1 day	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 11 complete	0 days	Fri 1/27/23	Fri 1/27/23	
Iteration 3 - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Fri 1/20/23	Mon 1/23/23	Joe Lombardi
Iteration 3 - Create System Design Document	11 days	Fri 1/27/23	Mon 2/13/23	+
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Fri 1/27/23	Tue 1/31/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Tue 1/31/23	Thu 2/2/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Thu 2/2/23	Fri 2/3/23	Joe Lombardi
Include a mapping of requirements.	1 day	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Thu 2/9/23	Fri 2/10/23	Joe Lombardi

Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Fri 2/10/23	Mon 2/13/23	Joe Lombardi
Milestone - Iteration 3 Deliverable 7 complete	0 days	Mon 2/13/23	Mon 2/13/23	
Sprint 4, Project 17-Identity Management and Access (IMA) Control Project (Final)	27.5 days	Mon 1/23/23	Thu 3/2/23	Joe Lombardi
Iteration 4: Technical Functional and Non-Functional Req.	5.5 days	Mon 1/23/23	Tue 1/31/23	
Identify technical redesign impacts on DEO staff roles, resource levels, organizational	1 day	Mon 1/23/23	Tue 1/24/23	Joe Lombardi
Schedule Work Session to validate requirement updates	0.5 days	Tue 1/24/23	Wed 1/25/23	Joe Lombardi
Work Session to validate requirement updates	0.5 days	Wed 1/25/23	Wed 1/25/23	Joe Lombardi
Incorporate national best practices that have been successful in other state	1 day	Wed 1/25/23	Thu 1/26/23	Joe Lombardi
Update Service Now Repository	0.5 days	Thu 1/26/23	Fri 1/27/23	Joe Lombardi
Internal Review before submission to DEO	1 day	Fri 1/27/23	Mon 1/30/23	Joe Lombardi
Submitt to DEO for Final Review	1 day	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 6 complete	0 days	Tue 1/31/23	Tue 1/31/23	
Iteration 4 - Infrastructure Performance Requirements	6 days	Tue 1/31/23	Wed 2/8/23	
Re-evaluate Prioritized High Level Baseline Requirements by Domain	5 days	Tue 1/31/23	Tue 2/7/23	
Availability	0.5 days	Tue 1/31/23	Tue 1/31/23	Joe Lombardi
Reliability	0.5 days	Tue 1/31/23	Wed 2/1/23	Joe Lombardi
Performance	0.5 days	Wed 2/1/23	Wed 2/1/23	Joe Lombardi
Response Times	0.5 days	Wed 2/1/23	Thu 2/2/23	Joe Lombardi
Security	0.5 days	Thu 2/2/23	Thu 2/2/23	Joe Lombardi
Scaleability	0.5 days	Thu 2/2/23	Fri 2/3/23	Joe Lombardi

Useability	0.5 days	Fri 2/3/23	Fri 2/3/23	Joe Lombardi
Logging and nonrepudiation	0.5 days	Fri 2/3/23	Mon 2/6/23	Joe Lombardi
The performance requirements must ensure the To-Be System can handle high-volume traffic from the following users:	0.5 days	Mon 2/6/23	Mon 2/6/23	Joe Lombardi
Conduct measurement prior to integration and post integration to ensure performance meets or exceeds expectations	0.5 days	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Re-evaluate readiness criteria if necessary	0.5 days	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Re-Evalute Infrastructure and Tools	0.5 days	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Re-valuate Strategy if necessary	0.5 days	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Re-evaluate application readiness	0.5 days	Mon 2/6/23	Tue 2/7/23	Joe Lombardi
Internal Review before submission to DEO	1 day	Tue 2/7/23	Wed 2/8/23	Joe Lombardi
Submitt to DEO for Final Review	0 days	Wed 2/8/23	Wed 2/8/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 8 complete	0 days	Wed 2/8/23	Wed 2/8/23	
Iteration 4 - Performance Benchmarks	5 days	Wed 2/8/23	Wed 2/15/23	
Re-evaluate IMA processes critical to success	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Map processes needing improvement	1 day	Thu 2/9/23	Fri 2/10/23	Joe Lombardi
Collect and Analyse Data	1 day	Fri 2/10/23	Mon 2/13/23	Joe Lombardi
Re-evaluate individual plans to implement change	0.5 days	Mon 2/13/23	Mon 2/13/23	Joe Lombardi
Re-evaluate optimal performance benchmarks by which technology integration for the IMA project will be measured and accepted	0.5 days	Mon 2/13/23	Tue 2/14/23	Joe Lombardi
Internal Review before submission to DEO	1 day	Tue 2/14/23	Wed 2/15/23	Joe Lombardi
Submitt to DEO for Final Review	0 days	Wed 2/15/23	Wed 2/15/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 11 complete	0 days	Wed 2/15/23	Wed 2/15/23	

4th and final Iteration - Consider and incorporate, as applicable, recommendations for the USDOL's Information Technology Modernization Pre-Implementation Planning Checklist	1 day	Wed 2/8/23	Thu 2/9/23	Joe Lombardi
Iteration 4 - Create System Design Document	12 days	Tue 2/14/23	Thu 3/2/23	
Provide the ability to understand System behaviors, workflows, and integration architectures	2 days	Tue 2/14/23	Thu 2/16/23	Joe Lombardi
Identify and define if each requirement is a core System capability, a simple configurable option, a complex configurable option, or requires custom development	2 days	Thu 2/16/23	Mon 2/20/23	Joe Lombardi
Identify how any new requirement might impact functionality in the current system	1 day	Mon 2/20/23	Tue 2/21/23	Joe Lombardi
Include a mapping of requirements.	1 day	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Include logical, technical-level architecture documentation.	1 day	Wed 2/22/23	Thu 2/23/23	Joe Lombardi
Include all software and hardware + version, specifications, and interoperability with other software and hardware products	1 day	Thu 2/23/23	Fri 2/24/23	Joe Lombardi
Include the future cloud-based operating environment required to support the System (if applicable)	1 day	Fri 2/24/23	Mon 2/27/23	Joe Lombardi
Include any additional use cases that need address new or modified requirements	1 day	Mon 2/27/23	Tue 2/28/23	Joe Lombardi
Detail the integration platform to be supplied, including all configurable items and produce standard views for relevant composite models	1 day	Tue 2/28/23	Wed 3/1/23	Joe Lombardi
Internal Review before submission to DEO	1 day	Wed 3/1/23	Thu 3/2/23	Joe Lombardi
Submitt to DEO for Final Review	0 days	Thu 3/2/23	Thu 3/2/23	Joe Lombardi
Milestone - 4th and final Iteration Deliverable 7 complete	0 days	Thu 3/2/23	Thu 3/2/23	
Deliverable 18 – Transition Plan	62.25 days	Mon 7/18/22	Thu 10/13/22	

Develop Transition Plan	37.25 days	Mon 7/18/22	Thu 9/8/22	
Determine Communication and Staffing needs	0 days	Mon 7/18/22	Mon 7/18/22	Joe Lombardi
Create Knowledge Repository	3 days	Tue 7/19/22	Thu 7/21/22	Joe Lombardi
Identify system software	3 days	Mon 8/1/22	Wed 8/10/22	Joe Lombardi
Infrastructure Readiness	3 days	Tue 8/9/22	Wed 8/17/22	Joe Lombardi
Release Strategy	4 days	Wed 8/17/22	Tue 8/23/22	Joe Lombardi
Business Continuity Plan	7 days	Tue 8/23/22	Thu 9/1/22	Joe Lombardi
Internal Quality Review	5 days	Thu 9/1/22	Thu 9/8/22	Joe Lombardi
Submit Transition Plan to DEO for Review	1 day	Fri 9/9/22	Mon 9/12/22	Joe Lombardi
Review the Transition Plan by DEO	15 days	Mon 9/12/22	Mon 10/3/22	Joe Lombardi
Finalize Transition Plan	4 days	Mon 10/3/22	Fri 10/7/22	Joe Lombardi
Submit Transition Plan to DEO for Approval	1 day	Fri 10/7/22	Mon 10/10/22	Joe Lombardi
Receive Approval of the Transition Plan by DEO	2 days	Mon 10/10/22	Wed 10/12/22	Joe Lombardi
Publish Transition Plan	1 day	Wed 10/12/22	Thu 10/13/22	Joe Lombardi
MS - Deliverable 18 Transition Plan Complete	0 days	Thu 10/13/22	Thu 10/13/22	
Integration Services	306 days	Fri 4/29/22	Fri 6/30/23	
Deliverable 12 – Architecture Change Control and Approval Processes	27 days	Wed 11/2/22	Fri 12/9/22	
Develop Architecture Change Control and Approval Processes	15 days	Wed 11/2/22	Wed 11/23/22	
Define scope and purpose	2 days	Wed 11/2/22	Fri 11/4/22	Joe Lombardi
Determine governance structure	3 days	Fri 11/4/22	Wed 11/9/22	Joe Lombardi
Determine assessment and analysis processes	3 days	Wed 11/9/22	Mon 11/14/22	Joe Lombardi
Identify strategies	3 days	Mon 11/14/22	Thu 11/17/22	Joe Lombardi

Identify implementation process	3 days	Thu 11/17/22	Tue 11/22/22	Joe Lombardi
Internal Quality Review	1 day	Tue 11/22/22	Wed 11/23/22	Joe Lombardi
Submit Architecture Change Control and Approval Processes to DEO for Review	1 day	Wed 11/23/22	Thu 11/24/22	Joe Lombardi
Review the Architecture Change Control and Approval Processes by DEO	5 days	Thu 11/24/22	Thu 12/1/22	Joe Lombardi
Finalize Architecture Change Control and Approval Processes	2 days	Thu 12/1/22	Mon 12/5/22	Joe Lombardi
Submit Architecture Change Control and Approval Processes to DEO for Approval	1 day	Mon 12/5/22	Tue 12/6/22	Joe Lombardi
Receive Approval of the Architecture Change Control and Approval Processes by DEO	2 days	Tue 12/6/22	Thu 12/8/22	Joe Lombardi
Publish Architecture Change Control and Approval Processes	1 day	Thu 12/8/22	Fri 12/9/22	Joe Lombardi
MS - Deliverable 12 – Architecture Change Control and Approval Processes Complete	0 days	Fri 12/9/22	Fri 12/9/22	
Deliverable 13 – Oversight and Monitoring of Modernization Projects	306 days	Fri 4/29/22	Fri 6/30/23	
Conduct Bi-Weekly Architectural Review Meetings	306 days	Fri 4/29/22	Fri 6/30/23	Joe Lombardi
Bi-Weekly Architectural Meeting Minutes	301 days	Mon 5/2/22	Mon 6/26/23	Joe Lombardi
Monitor Vendor Test Results	106 days	Mon 1/2/23	Mon 5/29/23	
Create technical Integration Roadmap for Projects	5 days	Mon 2/6/23	Fri 2/10/23	Joe Lombardi
Projects	106 days	Mon 1/2/23	Mon 5/29/23	
Project 1-Cloud Migration	103 days	Mon 1/2/23	Wed 5/24/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Cloud migration execution	26 days	Wed 2/15/23	Wed 3/22/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Review Test plan and Test Schedule	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi

Review Implementation Standards and Security & Compliance	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results Review and Monitor System	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results Review and Monitor	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results Review and Monitor User	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Deliverable 14 – Integration Testing	61 days	Wed 2/22/23	Wed 5/17/23	
Project 1-Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Cases Design and Document Test	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Interfaces Test Inbound and Outbound	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
Deliverable 15 – Integration	61 days	Wed 3/1/23	Wed 5/24/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi

Project 1-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project 3-Cloud Contact Center as a Service	98 days	Mon 1/2/23	Wed 5/17/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Cloud Contact Center as a Service Execution	26 days	Wed 2/15/23	Wed 3/22/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Schedule	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Standards and Security & Compliance	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Deliverable 14 – Integration Testing	56 days	Wed 2/22/23	Wed 5/10/23	
Project 3-Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
Cases	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Test Business Process	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
Interfaces	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Establish and Support UAT	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi

Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
Track and Report Test Defects	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
Deliverable 15 – Integration	56 days	Wed 3/1/23	Wed 5/17/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
Project 3-Closedown	0 days	Wed 5/17/23	Wed 5/17/23	Joe Lombardi
Project 6-SOA and API Layer	103 days	Mon 1/2/23	Wed 5/24/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
SOA and API Layer Execution	26 days	Wed 2/15/23	Wed 3/22/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Schedule Review Test plan and Test	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Standards and Security & Compliance Review Implementation	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results Review and Monitor System	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results Review and Monitor	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results Review and Monitor User	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Testing Deliverable 14 – Integration	61 days	Wed 2/22/23	Wed 5/17/23	
Project 6-Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
Perform Integration testing and Present results (includes System,	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi

integration, regression, performance, user test results)				
Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Design and Document Test Cases	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Test Inbound and Outbound Interfaces	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
Deliverable 15 – Integration	61 days	Wed 3/1/23	Wed 5/24/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi
Project 6-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project 5-Rules Engine	103 days	Mon 1/2/23	Wed 5/24/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Rules Engine Execution	26 days	Wed 2/15/23	Wed 3/22/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Review Test plan and Test Schedule	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Review Implementation Standards and Security & Compliance	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Review and Monitor System Test Results	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Review and Monitor Regression Test Results	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi

Review and Monitor User Acceptance Test Results	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Deliverable 14 – Integration Testing	61 days	Wed 2/22/23	Wed 5/17/23	
Project 5-Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Design and Document Test Cases	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Test Inbound and Outbound Interfaces	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
Deliverable 15 – Integration	61 days	Wed 3/1/23	Wed 5/24/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi
Project 5-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project 11-Incremental CX / UX Mobile-Responsive Software Transformation	103 days	Mon 1/2/23	Wed 5/24/23	

	Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Execution	Incremental CX UX Mobile	26 days	Wed 2/15/23	Wed 3/22/23	
	Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Schedule	Review Test plan and Test	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Standards and Security & Compliance	Review Implementation	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results	Review and Monitor System	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results	Review and Monitor	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results	Review and Monitor User	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
	Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Testing	Deliverable 14 – Integration	61 days	Wed 2/22/23	Wed 5/17/23	
	Project 11, Mod 1-Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
	Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
	Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Cases	Design and Document Test	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
	Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Interfaces	Test Inbound and Outbound	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
	Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
	Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
	Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi

Deliverable 15 – Integration	61 days	Wed 3/1/23	Wed 5/24/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi
Project 11-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project 7-RA Help Center	103 days	Mon 1/2/23	Wed 5/24/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
RA Help Center Execution	26 days	Wed 2/15/23	Wed 3/22/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Review Test plan and Test Schedule	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Review Implementation Standards and Security & Compliance	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Review and Monitor System Test Results	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Review and Monitor Regression Test Results	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Review and Monitor User Acceptance Test Results	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Deliverable 14 – Integration Testing	78 days	Mon 1/30/23	Wed 5/17/23	
Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Mon 1/30/23	Fri 2/3/23	Joe Lombardi
Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi

Cases	Design and Document Test	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
	Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Interfaces	Test Inbound and Outbound	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
	Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
	Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
	Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
	Deliverable 15 – Integration	78 days	Mon 2/6/23	Wed 5/24/23	
Checklist to DEO for Review	Submit Production Readiness	1 day	Mon 2/6/23	Mon 2/6/23	Joe Lombardi
	Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi
	Project 7-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
	Project 12-Data Warehouse	103 days	Mon 1/2/23	Wed 5/24/23	
	Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
	Data Warehouse Execution	26 days	Wed 2/15/23	Wed 3/22/23	
	Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Schedule	Review Test plan and Test	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Standards and Security & Compliance	Review Implementation	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results	Review and Monitor System	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results	Review and Monitor	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results	Review and Monitor User	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
	Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi

identified and corrected along with their severity ranking					
Testing	Deliverable 14 – Integration	78 days	Mon 1/30/23	Wed 5/17/23	
	Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Mon 1/30/23	Fri 2/3/23	Joe Lombardi
	Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
	Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Cases	Design and Document Test Cases	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
	Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Interfaces	Test Inbound and Outbound	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
	Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
	Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
	Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
	Deliverable 15 – Integration	78 days	Mon 2/6/23	Wed 5/24/23	
	Submit Production Readiness Checklist to DEO for Review	1 day	Mon 2/6/23	Mon 2/6/23	Joe Lombardi
	Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi
	Project 12-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project	Project 15-Archival and Purge	83 days	Mon 1/30/23	Wed 5/24/23	
	Plan and Initiate (Setup Project)	2 days	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
	Archival and Purge Execution	26 days	Wed 2/15/23	Wed 3/22/23	
	Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi

Schedule	Review Test plan and Test	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Standards and Security & Compliance	Review Implementation	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Test Results	Review and Monitor System	5 days	Thu 2/23/23	Wed 3/1/23	Joe Lombardi
Regression Test Results	Review and Monitor	5 days	Thu 3/2/23	Wed 3/8/23	Joe Lombardi
Acceptance Test Results	Review and Monitor User	5 days	Thu 3/9/23	Wed 3/15/23	Joe Lombardi
	Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	5 days	Thu 3/16/23	Wed 3/22/23	Joe Lombardi
Testing	Deliverable 14 – Integration	46 days	Wed 3/15/23	Wed 5/17/23	
	Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 3/15/23	Tue 3/21/23	Joe Lombardi
	Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Thu 3/23/23	Wed 3/29/23	Joe Lombardi
	Perform End to End Tests (includes integration and Performance tests)	5 days	Thu 3/30/23	Wed 4/5/23	Joe Lombardi
Cases	Design and Document Test	5 days	Thu 4/6/23	Wed 4/12/23	Joe Lombardi
	Test Business Process	5 days	Thu 4/13/23	Wed 4/19/23	Joe Lombardi
Interfaces	Test Inbound and Outbound	5 days	Thu 4/20/23	Wed 4/26/23	Joe Lombardi
	Establish and Support UAT	5 days	Thu 4/27/23	Wed 5/3/23	Joe Lombardi
	Submit to DEO Test Cases and Results for Review and Approvals	5 days	Thu 5/4/23	Wed 5/10/23	Joe Lombardi
	Track and Report Test Defects	5 days	Thu 5/11/23	Wed 5/17/23	Joe Lombardi
	Deliverable 15 – Integration	46 days	Wed 3/22/23	Wed 5/24/23	
	Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/22/23	Wed 3/22/23	Joe Lombardi
	Submit Integration Production Readiness Test Results to DEO	5 days	Thu 5/18/23	Wed 5/24/23	Joe Lombardi

demonstrating system performance and integration meet performance standards				
Project 15-Closedown	0 days	Wed 5/24/23	Wed 5/24/23	Joe Lombardi
Project 14-Master Data Management and Interoperability Project	91 days	Mon 1/2/23	Mon 5/8/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/2/23	Tue 1/3/23	Joe Lombardi
Master Data Management Execution	14 days	Wed 2/15/23	Mon 3/6/23	
Business rules (to be)	2 days	Wed 2/15/23	Thu 2/16/23	Joe Lombardi
Review Test plan and Test	2 days	Fri 2/17/23	Mon 2/20/23	Joe Lombardi
Review Implementation Standards and Security & Compliance	2 days	Tue 2/21/23	Wed 2/22/23	Joe Lombardi
Review and Monitor System	2 days	Thu 2/23/23	Fri 2/24/23	Joe Lombardi
Regression Test Results	2 days	Mon 2/27/23	Tue 2/28/23	Joe Lombardi
Review and Monitor User Acceptance Test Results	2 days	Wed 3/1/23	Thu 3/2/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	2 days	Fri 3/3/23	Mon 3/6/23	Joe Lombardi
Deliverable 14 – Integration Testing	49 days	Wed 2/22/23	Mon 5/1/23	
Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 2/22/23	Tue 2/28/23	Joe Lombardi
Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Tue 3/7/23	Mon 3/13/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Tue 3/14/23	Mon 3/20/23	Joe Lombardi
Design and Document Test Cases	5 days	Tue 3/21/23	Mon 3/27/23	Joe Lombardi
Test Business Process	5 days	Tue 3/28/23	Mon 4/3/23	Joe Lombardi
Test Inbound and Outbound Interfaces	5 days	Tue 4/4/23	Mon 4/10/23	Joe Lombardi

Establish and Support UAT	5 days	Tue 4/11/23	Mon 4/17/23	Joe Lombardi
Submit to DEO Test Cases and Results for Review and Approvals	5 days	Tue 4/18/23	Mon 4/24/23	Joe Lombardi
Track and Report Test Defects	5 days	Tue 4/25/23	Mon 5/1/23	Joe Lombardi
Deliverable 15 – Integration	49 days	Wed 3/1/23	Mon 5/8/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/1/23	Wed 3/1/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Tue 5/2/23	Mon 5/8/23	Joe Lombardi
Project 14-Closedown	0 days	Mon 5/8/23	Mon 5/8/23	Joe Lombardi
Project 17-Identity Management and Access Control Project	86 days	Mon 1/30/23	Mon 5/29/23	
Plan and Initiate (Setup Project)	2 days	Mon 1/30/23	Tue 1/31/23	Joe Lombardi
Identity Management and Access Control Execution	14 days	Wed 3/15/23	Mon 4/3/23	
Business rules (to be)	2 days	Wed 3/15/23	Thu 3/16/23	Joe Lombardi
Review Test plan and Test Schedule	2 days	Fri 3/17/23	Mon 3/20/23	Joe Lombardi
Review Implementation Standards and Security & Compliance	2 days	Tue 3/21/23	Wed 3/22/23	Joe Lombardi
Review and Monitor System Test Results	2 days	Thu 3/23/23	Fri 3/24/23	Joe Lombardi
Review and Monitor Regression Test Results	2 days	Mon 3/27/23	Tue 3/28/23	Joe Lombardi
Review and Monitor User Acceptance Test Results	2 days	Wed 3/29/23	Thu 3/30/23	Joe Lombardi
Submit Test Results From Each Project to DEO - # test scenarios, cases, scripts executed; pass/fail number of defects identified and corrected along with their severity ranking	2 days	Fri 3/31/23	Mon 4/3/23	Joe Lombardi
Deliverable 14 – Integration Testing	49 days	Wed 3/22/23	Mon 5/29/23	
Develop Integration Test Plan (includes test cases, sequences, dynamic analysis, verification)	5 days	Wed 3/22/23	Tue 3/28/23	Joe Lombardi

Perform Integration testing and Present results (includes System, integration, regression, performance, user test results)	5 days	Tue 4/4/23	Mon 4/10/23	Joe Lombardi
Perform End to End Tests (includes integration and Performance tests)	5 days	Tue 4/11/23	Mon 4/17/23	Joe Lombardi
Cases Design and Document Test	5 days	Tue 4/18/23	Mon 4/24/23	Joe Lombardi
Test Business Process	5 days	Tue 4/25/23	Mon 5/1/23	Joe Lombardi
Interfaces Test Inbound and Outbound	5 days	Tue 5/2/23	Mon 5/8/23	Joe Lombardi
Establish and Support UAT	5 days	Tue 5/9/23	Mon 5/15/23	Joe Lombardi
Submit to DEO Test Cases and Results for Review and Approvals	5 days	Tue 5/16/23	Mon 5/22/23	Joe Lombardi
Track and Report Test Defects	5 days	Tue 5/23/23	Mon 5/29/23	Joe Lombardi
Deliverable 15 – Integration	44 days	Wed 3/29/23	Mon 5/29/23	
Submit Production Readiness Checklist to DEO for Review	1 day	Wed 3/29/23	Wed 3/29/23	Joe Lombardi
Submit Integration Production Readiness Test Results to DEO demonstrating system performance and integration meet performance standards	5 days	Tue 5/23/23	Mon 5/29/23	Joe Lombardi
Project 17-Closedown	0 days	Mon 5/29/23	Mon 5/29/23	Joe Lombardi
Assist with Technology Selection & Procurement	144 days	Tue 5/31/22	Fri 12/16/22	
DEO Workgroup Tools Discussion	1 day	Thu 9/1/22	Thu 9/1/22	Joe Lombardi
Deliverable 17 – Procurement Support	144 days	Tue 5/31/22	Fri 12/16/22	
Create or leverage DEO SOW working template	5 days	Tue 5/31/22	Mon 6/6/22	Joe Lombardi
SOA/API Procurement	12 days	Thu 7/7/22	Fri 7/22/22	
SOA/API Requirements Review	1 day	Thu 7/7/22	Thu 7/7/22	Joe Lombardi
Assist DEO with Drafting of Scope of Work for SOA/API Procurement	8 days	Fri 7/8/22	Tue 7/19/22	
Draft Project Objectives	2 days	Fri 7/8/22	Mon 7/11/22	Joe Lombardi
Identify Tasks	2 days	Tue 7/12/22	Wed 7/13/22	Joe Lombardi

Identify Expected Outcomes	2 days	Mon 7/18/22	Tue 7/19/22	Joe Lombardi
Identify and document deliverables	2 days	Wed 7/20/22	Thu 7/21/22	Joe Lombardi
Submit Scope of Work & Deliverables for SOA/API Procurement to DEO	1 day	Fri 7/22/22	Fri 7/22/22	Joe Lombardi
BRE Procurement	10 days	Thu 7/7/22	Wed 7/20/22	
BRE Requirements Review	1 day	Thu 7/7/22	Thu 7/7/22	Joe Lombardi
Assist DEO with Drafting of Scope of Work for BRE Procurement	6 days	Fri 7/8/22	Fri 7/15/22	
Draft Project Objectives	2 days	Fri 7/8/22	Mon 7/11/22	Joe Lombardi
Identify Tasks	2 days	Tue 7/12/22	Wed 7/13/22	Joe Lombardi
Identify Expected Outcomes	2 days	Thu 7/14/22	Fri 7/15/22	Joe Lombardi
Identify and document Deliverables for BRE Procurement	2 days	Mon 7/18/22	Tue 7/19/22	Joe Lombardi
Submit Scope of Work & Deliverables for BRE Procurement to DEO	1 day	Wed 7/20/22	Wed 7/20/22	Joe Lombardi
CX/UX Procurement	10 days	Wed 9/28/22	Tue 10/11/22	
CX/UX Requirements Review	1 day	Wed 9/28/22	Wed 9/28/22	Joe Lombardi
Assist DEO with Drafting of Scope of Work for CX/UX Procurement	6 days	Thu 9/29/22	Thu 10/6/22	
Draft Project Objectives	2 days	Thu 9/29/22	Fri 9/30/22	Joe Lombardi
Identify Tasks	2 days	Mon 10/3/22	Tue 10/4/22	Joe Lombardi
Identify Expected Outcomes	2 days	Wed 10/5/22	Thu 10/6/22	Joe Lombardi
Identify and document deliverables	2 days	Fri 10/7/22	Mon 10/10/22	Joe Lombardi
Submit Scope of Work & Deliverables for CX/UX Procurement to DEO	1 day	Tue 10/11/22	Tue 10/11/22	Joe Lombardi
MDM Procurement	15 days	Mon 8/29/22	Fri 9/16/22	
MDM Requirements Review	5 days	Mon 8/29/22	Fri 9/2/22	Joe Lombardi

Assist DEO with Drafting of Scope of Work & Deliverables for Master Data Mgmt Procurement	6 days	Tue 9/6/22	Tue 9/13/22	
Draft Project Objectives	2 days	Tue 9/6/22	Wed 9/7/22	Joe Lombardi
Identify Tasks	2 days	Thu 9/8/22	Fri 9/9/22	Joe Lombardi
Identify Expected Outcomes	2 days	Mon 9/12/22	Tue 9/13/22	Joe Lombardi
Identify and document deliverables	2 days	Wed 9/14/22	Thu 9/15/22	Joe Lombardi
Submit Scope of Work & Deliverables for MDM Procurement to DEO	1 day	Fri 9/16/22	Fri 9/16/22	Joe Lombardi
Create or Leverage DEO Proposal Evaluation Plan Template w scoring criteria	7 days	Thu 12/8/22	Fri 12/16/22	
Assist DEO with Evaluating Vendor Responses for SOA/API	7 days	Thu 12/8/22	Fri 12/16/22	
Assist with Proposal Evaluation Plan	3 days	Thu 12/8/22	Mon 12/12/22	Joe Lombardi
Evaluate vendor responses	4 days	Tue 12/13/22	Fri 12/16/22	Joe Lombardi
Award	0 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Assist DEO with Evaluating Vendor Responses for BRE	7 days	Thu 12/8/22	Fri 12/16/22	
Assist with Proposal Evaluation Plan	3 days	Thu 12/8/22	Mon 12/12/22	Joe Lombardi
Evaluate vendor responses	4 days	Tue 12/13/22	Fri 12/16/22	Joe Lombardi
Award	0 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Assist DEO with Evaluating Vendor Responses for CX/UX	7 days	Thu 12/8/22	Fri 12/16/22	
Assist with Proposal Evaluation Plan	3 days	Thu 12/8/22	Mon 12/12/22	Joe Lombardi
Evaluate vendor responses	4 days	Tue 12/13/22	Fri 12/16/22	Joe Lombardi
Award	0 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
Assist DEO with Evaluating Vendor Responses for MDM	7 days	Thu 12/8/22	Fri 12/16/22	
Assist with Proposal Evaluation Plan	3 days	Thu 12/8/22	Mon 12/12/22	Joe Lombardi

Evaluate vendor responses	4 days	Tue 12/13/22	Fri 12/16/22	Joe Lombardi
Award	0 days	Fri 12/16/22	Fri 12/16/22	Joe Lombardi
MS - Deliverable 17 Procurement Support Complete	0 days	Fri 12/16/22	Fri 12/16/22	
Management of Program	310 days	Mon 4/11/22	Fri 6/16/23	
Provide Insurance Verification	7 days	Wed 4/20/22	Thu 4/28/22	Joe Lombardi
Schedule Management	291 days	Fri 5/6/22	Fri 6/16/23	
Schedule Management 1	1 day	Fri 5/6/22	Fri 5/6/22	Monique Emmanuel
Schedule Management 2	1 day	Fri 5/13/22	Fri 5/13/22	Monique Emmanuel
Schedule Management 3	1 day	Fri 5/20/22	Fri 5/20/22	Monique Emmanuel
Schedule Management 4	1 day	Fri 5/27/22	Fri 5/27/22	Monique Emmanuel
Schedule Management 5	1 day	Fri 6/3/22	Fri 6/3/22	Monique Emmanuel
Schedule Management 6	1 day	Fri 6/10/22	Fri 6/10/22	Monique Emmanuel
Schedule Management 7	1 day	Fri 6/17/22	Fri 6/17/22	Monique Emmanuel
Schedule Management 8	1 day	Fri 6/24/22	Fri 6/24/22	Monique Emmanuel
Schedule Management 9	1 day	Fri 7/1/22	Fri 7/1/22	Monique Emmanuel
Schedule Management 10	1 day	Fri 7/8/22	Fri 7/8/22	Monique Emmanuel
Schedule Management 11	1 day	Fri 7/15/22	Fri 7/15/22	Monique Emmanuel
Schedule Management 12	1 day	Fri 7/22/22	Fri 7/22/22	Monique Emmanuel
Schedule Management 13	1 day	Fri 7/29/22	Fri 7/29/22	Monique Emmanuel
Schedule Management 14	1 day	Fri 8/5/22	Fri 8/5/22	Monique Emmanuel
Schedule Management 15	1 day	Fri 8/12/22	Fri 8/12/22	Monique Emmanuel
Schedule Management 16	1 day	Fri 8/19/22	Fri 8/19/22	Monique Emmanuel
Schedule Management 17	1 day	Fri 8/26/22	Fri 8/26/22	Monique Emmanuel
Schedule Management 18	1 day	Fri 9/2/22	Fri 9/2/22	Monique Emmanuel
Schedule Management 19	1 day	Fri 9/9/22	Fri 9/9/22	Monique Emmanuel
Schedule Management 20	1 day	Fri 9/16/22	Fri 9/16/22	Monique Emmanuel
Schedule Management 21	1 day	Fri 9/23/22	Fri 9/23/22	Monique Emmanuel
Schedule Management 22	1 day	Fri 9/30/22	Fri 9/30/22	Monique Emmanuel
Schedule Management 23	1 day	Fri 10/7/22	Fri 10/7/22	Monique Emmanuel
Schedule Management 24	1 day	Fri 10/14/22	Fri 10/14/22	Monique Emmanuel
Schedule Management 25	1 day	Fri 10/21/22	Fri 10/21/22	Monique Emmanuel
Schedule Management 26	1 day	Fri 10/28/22	Fri 10/28/22	Monique Emmanuel
Schedule Management 27	1 day	Fri 11/4/22	Fri 11/4/22	Monique Emmanuel

Schedule Managment 28	1 day	Fri 11/11/22	Fri 11/11/22	Monique Emmanuel
Schedule Managment 29	1 day	Fri 11/18/22	Fri 11/18/22	Monique Emmanuel
Schedule Managment 30	1 day	Fri 11/25/22	Fri 11/25/22	Monique Emmanuel
Schedule Managment 31	1 day	Fri 12/2/22	Fri 12/2/22	Monique Emmanuel
Schedule Managment 32	1 day	Fri 12/9/22	Fri 12/9/22	Monique Emmanuel
Schedule Managment 33	1 day	Fri 12/16/22	Fri 12/16/22	Monique Emmanuel
Schedule Managment 34	1 day	Fri 12/23/22	Fri 12/23/22	Monique Emmanuel
Schedule Managment 35	1 day	Fri 12/30/22	Fri 12/30/22	Monique Emmanuel
Schedule Managment 36	1 day	Fri 1/6/23	Fri 1/6/23	Monique Emmanuel
Schedule Managment 37	1 day	Fri 1/13/23	Fri 1/13/23	Monique Emmanuel
Schedule Managment 38	1 day	Fri 1/20/23	Fri 1/20/23	Monique Emmanuel
Schedule Managment 39	1 day	Fri 1/27/23	Fri 1/27/23	Monique Emmanuel
Schedule Managment 40	1 day	Fri 2/3/23	Fri 2/3/23	Monique Emmanuel
Schedule Managment 41	1 day	Fri 2/10/23	Fri 2/10/23	Monique Emmanuel
Schedule Managment 42	1 day	Fri 2/17/23	Fri 2/17/23	Monique Emmanuel
Schedule Managment 43	1 day	Fri 2/24/23	Fri 2/24/23	Monique Emmanuel
Schedule Managment 44	1 day	Fri 3/3/23	Fri 3/3/23	Monique Emmanuel
Schedule Managment 45	1 day	Fri 3/10/23	Fri 3/10/23	Monique Emmanuel
Schedule Managment 46	1 day	Fri 3/17/23	Fri 3/17/23	Monique Emmanuel
Schedule Managment 47	1 day	Fri 3/24/23	Fri 3/24/23	Monique Emmanuel
Schedule Managment 48	1 day	Fri 3/31/23	Fri 3/31/23	Monique Emmanuel
Schedule Managment 49	1 day	Fri 4/7/23	Fri 4/7/23	Monique Emmanuel
Schedule Managment 50	1 day	Fri 4/14/23	Fri 4/14/23	Monique Emmanuel
Schedule Managment 51	1 day	Fri 4/21/23	Fri 4/21/23	Monique Emmanuel
Schedule Managment 52	1 day	Fri 4/28/23	Fri 4/28/23	Monique Emmanuel
Schedule Managment 53	1 day	Fri 5/5/23	Fri 5/5/23	Monique Emmanuel
Schedule Managment 54	1 day	Fri 5/12/23	Fri 5/12/23	Monique Emmanuel
Schedule Managment 55	1 day	Fri 5/19/23	Fri 5/19/23	Monique Emmanuel
Schedule Managment 56	1 day	Fri 5/26/23	Fri 5/26/23	Monique Emmanuel
Schedule Managment 57	1 day	Fri 6/2/23	Fri 6/2/23	Monique Emmanuel
Schedule Managment 58	1 day	Fri 6/9/23	Fri 6/9/23	Monique Emmanuel
Schedule Managment 59	1 day	Fri 6/16/23	Fri 6/16/23	Monique Emmanuel
Contract Procurement Management	252 days	Fri 6/3/22	Mon 5/22/23	
Submit Invoice for Deliverables 1,2 and 3	1 day	Fri 6/3/22	Fri 6/3/22	Joe Lombardi

Submit Invoice for Deliverables 5,8,9,12 and 16	1 day	Fri 12/9/22	Mon 12/12/22	Joe Lombardi
Submit Invoice for Deliverables 4,6,7,10 and 11	1 day	Mon 11/7/22	Tue 11/8/22	Joe Lombardi
Submit Invoice for Deliverable 17	1 day	Mon 12/19/22	Mon 12/19/22	Joe Lombardi
Submit Invoice for Deliverable 18	1 day	Thu 10/13/22	Fri 10/14/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15	196 days	Mon 8/22/22	Mon 5/22/23	
Submit Invoice for Deliverables 13,14 and 15 1	1 day	Mon 8/22/22	Mon 8/22/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 2	1 day	Thu 9/22/22	Thu 9/22/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 3	1 day	Mon 10/24/22	Mon 10/24/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 4	1 day	Tue 11/22/22	Tue 11/22/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 5	1 day	Thu 12/22/22	Thu 12/22/22	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 6	1 day	Mon 1/23/23	Mon 1/23/23	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 7	1 day	Wed 2/22/23	Wed 2/22/23	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 8	1 day	Wed 3/22/23	Wed 3/22/23	Joe Lombardi
Submit Invoice for Deliverables 13,14 and 15 9	1 day	Mon 4/24/23	Mon 4/24/23	Joe Lombardi
Submit Invoice for Deliverables 13,14 and , 11 10	1 day	Mon 5/22/23	Mon 5/22/23	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot	283 days	Mon 4/11/22	Wed 5/10/23	
Minority & Service-Disabled Veteran Business Enterprise Repot 1	1 day	Mon 4/11/22	Mon 4/11/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 2	1 day	Tue 5/10/22	Tue 5/10/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 3	1 day	Fri 6/10/22	Fri 6/10/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 4	1 day	Mon 7/11/22	Mon 7/11/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 5	1 day	Wed 8/10/22	Wed 8/10/22	Joe Lombardi

Minority & Service-Disabled Veteran Business Enterprise Repot 6	1 day	Mon 9/12/22	Mon 9/12/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 7	1 day	Mon 10/10/22	Mon 10/10/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 8	1 day	Thu 11/10/22	Thu 11/10/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 9	1 day	Mon 12/12/22	Mon 12/12/22	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 10	1 day	Tue 1/10/23	Tue 1/10/23	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 11	1 day	Fri 2/10/23	Fri 2/10/23	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 12	1 day	Fri 3/10/23	Fri 3/10/23	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 13	1 day	Mon 4/10/23	Mon 4/10/23	Joe Lombardi
Minority & Service-Disabled Veteran Business Enterprise Repot 14	1 day	Wed 5/10/23	Wed 5/10/23	Joe Lombardi
Update Staffing Plan (Quarterly, Monthly?)	5 days	Tue 5/17/22	Mon 5/23/22	Joe Lombardi
Monitoring and Controlling	323 days	Tue 4/5/22	Thu 6/29/23	
Manage Project Schedule	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Project Scope	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Project Costs	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Project Risks	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Project Issues	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Decisions	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Action Items	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Manage Cybersecurity	319 days	Thu 4/7/22	Tue 6/27/23	Monique Emmanuel
Update RTM	10 days	Thu 6/15/23	Thu 6/29/23	Monique Emmanuel
Record Lessons Learned	1 day	Thu 6/15/23	Fri 6/16/23	Monique Emmanuel

Prepare Regularly scheduled Status Reports	321 days	Tue 4/5/22	Tue 6/27/23	Joe Lombardi, Monique Emmanuel
Conduct Regularly scheduled Status Meetings	321 days	Tue 4/5/22	Tue 6/27/23	Joe Lombardi
Conduct Lessons Learned Meeting	3 days	Fri 6/16/23	Tue 6/20/23	
Schedule Lessons Learned meeting	1 day	Fri 6/16/23	Fri 6/16/23	Monique Emmanuel
Conduct Lessons Learned meeting	1 day	Mon 6/19/23	Mon 6/19/23	Monique Emmanuel
Record Lessons Learned	1 day	Tue 6/20/23	Tue 6/20/23	Monique Emmanuel
Monitoring and Controlling Phase Complete	0 days	Wed 6/21/23	Wed 6/21/23	Monique Emmanuel
Project Closeout	6 days	Thu 6/22/23	Fri 6/30/23	



**OPERATIONAL WORK PLAN
FOR
CUSTOMER EXPERIENCE / USER
EXPERIENCE (CX/UX)**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2022-2023
QUARTER 2**

PREPARED ON 12/5/2022

TABLE OF CONTENTS

I. PROJECT CHARTER	3
A. SCOPE STATEMENT	3
B. PROJECT OBJECTIVES AND BUSINESS BENEFITS.....	3
C. CRITICAL SUCCESS FACTORS.....	4
D. KEY DATES	4
E. MAJOR DELIVERABLES	4
F. MAJOR MILESTONES.....	4
G. KEY STAKEHOLDERS.....	4
H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS	5
II. WORK BREAKDOWN STRUCTURE	5
III. RESOURCE LOADED PROJECT SCHEDULE.....	5
IV. PROJECT SPENDING PLAN	5
V. PROJECT ORGANIZATION AND METHODOLOGY	6
VI. PROJECT RISK MANAGEMENT PLAN.....	8
VII. PROJECT ACTION ITEMS	8
VIII. PROJECT ISSUE MANAGEMENT.....	8
IX. PROJECT DECISIONS.....	9
X. PROJECT CHANGE MANAGEMENT	9
XI. PROJECT SCHEDULE MANAGEMENT	9
XII. PROJECT COST MANAGEMENT	10
XIII. PROJECT ORGANIZATIONAL CHANGE MANAGEMENT (OCM).....	10

SECTION 1 — OVERALL PROJECT PLAN

I. *Project Charter*

The Incremental Customer Experience/User Experience (CX/UX) Mobile-Responsive Transformation project will provide a mobile-responsive user interface for employers and Reemployment Assistance claimants that includes plain-language translation across all external-facing screens. The CX/UX project will help the Department achieve the following goals:

1. Improve access and equity in the delivery of Reemployment Assistance benefits.
2. Improve information flow with claimants, employers, and TPAs to make quicker decisions.
3. Leverage new technologies to improve claimants, employers, and TPAs’ overall experience with the Reemployment Assistance program, including reducing the amount of time it takes to file a claim for benefits.
4. Enhance System usability including accessibility.
5. Reduce maintenance and support time and costs.

A. **Scope Statement**

In Scope

To implement a stand-alone Commercial-Off-The-Shelf (COTS) solution for the external-facing CX/UX screens of the System. The solution will interface with the System for Unemployment Insurance (UI) data and retrieve/submit data necessary for UI external users to perform actions. The solution will support data intake from customers even if the System is down and will sync up later once the System is available.

Out of Scope

Any work associated with modifications to staff screens or back-office workflows.

B. **Project Objectives and Business Benefits**

Project Objective	Business Benefit
An agile and incremental approach will be utilized to ensure that business process optimization (BPO) is incorporated into the transformation activities for each of the four functional modules within scope of the CX/UX project, which include Initial Claims, Continued Claims, Core Claims and Claim Status, Employers, and Third-Party Administrators.	<ol style="list-style-type: none"> 1. Ensuring that business process improvements are documented prior to determining functional system change needs. 2. Ensuring that business requirements align with functional and CX/UX requirements before initiating transformation. 3. Ensuring that appropriate work and resource estimates are determined prior to submitting an updated IV-B. 4. Improved stability, reliability, and maintainability of the System. 5. Improved Reemployment Assistance service to Florida Citizens.

	6. Predictable maintenance cost for the application.
--	------------------------------------------------------

C. Critical Success Factors

- A suitable COTS solution can be procured which meets the requirements and constraints of the CX/UX Project.
- A contractor can complete the project by 6/30/2023.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project	Status
10/2022	RFI Released	Completed
11/2022	RFQ Released	Completed
11/18/2022	Complete Connect Screen Captures for external screens	Completed
12/2/2022	Complete mapping of external Connect screen elements to functional specifications.	In Progress
12/2/2022	Completion of documenting all external Connect screen hyperlinks, help pages, and popups.	In Progress
12/30/2022	Completion of mapping all external Connect screen data fields to the Connect database.	In Progress
1/2023	Vendor Award	
2/2023	Project Kick-off	

E. Major Deliverables

Major Deliverable	Deliverable Description	Deliverable Status
Implementation of CX/UX solution.	Vendor will design, develop, and implement the solution which meets the contract, requirements, and constraints.	

F. Major Milestones

Major Milestone	Milestone Description
Procurement Phase Complete	In progress
Initiation Phase Complete	In progress
Planning Phase Complete	In progress
Execution Phase Complete	
Monitor and Controlling Phase Complete	
Closing Phase Complete	

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity

Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Mark Miller	Project Owner
Steve Garrison	Project Manager
Todd Dzicek	Business Analyst
Daniel Swaisgood	Business Analyst
Thomas Hoverman	Organizational Change Management Lead

H. Significant Project Assumptions and Constraints

Project Assumptions

- The project will have access to the appropriate state management, staff, and related Program stakeholders (internal and external) and other resources as required and as needed without delay.
- A suitable COTS solution can be procured which meets the requirements of the CX/UX project.
- A contractor can complete the project by 6/30/2023.

Project Constraints

- End date of 6/30/2023 cannot be moved.
- Must be a COTS product.

II. Work Breakdown Structure

The WBS will be provided once a solution is procured, and a schedule is approved.

III. Resource Loaded Project Schedule

The CX/UX project is dependent on the procurement of a solution which meets the requirements and constraints of DEO. The System and Software Integrator is working with DEO to facilitate the procurement. A project schedule will be updated once the procurement is completed, and a contract awarded with the selected contractor.

IV. Project Spending Plan

This project is expected to be fixed priced based on contracted deliverable-based invoice events.

V. Project Organization and Methodology
Project Organizational Chart

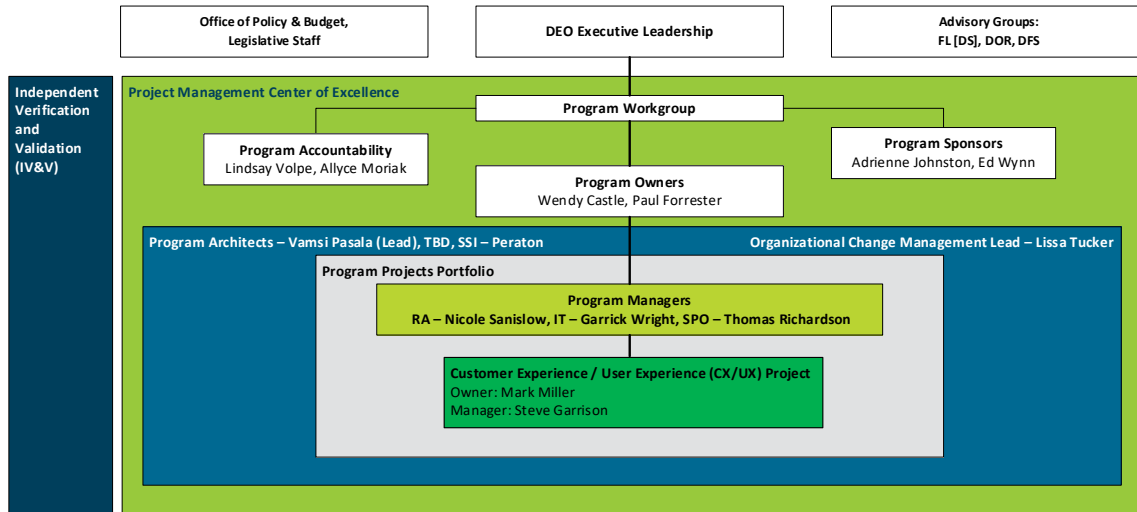


Figure 1: Project Organization Chart

Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all

individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

Weekly Status Reporting

Vendors will be required to submit status reports throughout the project at several levels. The primary source of status information is the weekly written status report, which will communicate at minimum, the following information.

- **Project Status.** This section depicts the project status at a summary level using a red/yellow/green method supported by two to three essential questions that are answered to determine summary status. The red/yellow/green method is not meant to be a grading system but instead it is a way to easily identify the areas of the project that need the most attention to make the project successful.
- **Overview of Project Progress.** This section describes significant accomplishments achieved in the reporting period.
- **Overall Status.** This section provides a high-level overview of whether the project is on schedule, on budget, and on scope. A yellow or red status should be explained here in detail.
- **Project Milestones, Deliverables, and Latest Tasks.** This section contains the major deliverables of the project, their planned and actual completion dates, and their status.
- **Risks, Action Items, Issues, and Decisions.** This section will link to the project risk, action item, issue, and decision tracking tool. The project tracking tool contains all items tracked during the project.

Project Tracking

This section describes the "RAID" methodology for tracking risks, action items, issues, and decisions. DEO will follow a centralized approach that minimizes miscommunication or misinformation among project stakeholders. The Department will diligently maintain a project tracking log for each project, and a master log for the System Modernization project overall, a Microsoft Excel workbook with multiple tabs intended to capture the details and the latest attributes of items tracked by Project Managers.

VI. Project Risk Management Plan
Risk & Complexity Assessment

The Risk & Complexity Assessment will be completed at the end of every Phase in the Project lifecycle. The Project Manager is responsible to complete this assessment with the assistance of project team members.

Risk & Complexity Assessments	Category
Pre-Charter Risk & Complexity Category	3
Initiation Gate Risk & Complexity Category	3
Planning Gate Risk & Complexity Category	2
Event Driven Risk & Complexity Category	

Project Risk Management

This project will follow the risk management processes outlined in the RA Modernization Program Risk Management Plan. The master copy of this document is available in the RA Modernization Program Library in the Central Repository.

The risk management process helps the project team anticipate and respond to emerging risks throughout the duration of the project. The risk management process occurs throughout all phases of the project, from planning through execution and closeout. Project risks are logged and tracked in ServiceNow.

VII. Project Action Items

Action items are unplanned tasks that occur during a project that are too small to be added to the schedule. These items must be within the scope of the project and are often tasks that support scheduled tasks, issue resolution, risk management, or some other aspect of the project. The action item log is created and maintained in ServiceNow.

Action items will be managed in the following manner:

- During status meetings, any stakeholder can raise an action item for discussion.
- The Project team will discuss the action item and determine if it warrants being monitored in the action item log.
- The project manager will enter the item in the log.
- The team will set the priority for the action item (high/medium/low), assign an action item owner, and set a planned completion date.
- At each subsequent status meeting, the action item(s) will be reviewed until they can be closed.

VIII. Project Issue Management

This project will follow the issue management processes outlined in the RA Modernization Program Issue Management Plan. The master copy of this document is available in the RA Modernization Program Library in the Central Repository.

An issue is an immediate problem that needs resolution. Acknowledging and addressing issues quickly ensures that they do not impact the scope of the project. Project issues are logged and tracked in ServiceNow.

IX. Project Decisions

Decisions are leadership answers to questions that arise during the project. The decision log is created and maintained as part of the project tracking log. Decisions are tracked in ServiceNow.

Decisions will be managed in the following manner:

- During status meetings, any stakeholder can raise a question that requires a decision.
- If the team determines a decision needs to be made, the project manager will enter it in the decision log.
- The team will discuss the impact to the project, assign a decision maker, and set a date for when the decision is needed.
- At each subsequent status meeting, the decision item(s) will be reviewed until they can be closed.

X. Project Change Management

This project will follow the change processes outlined in the RA Modernization Program Change Management Plan. The master copy of this document is available in the RA Modernization Program Library in the Central Repository.

The *RA Modernization Change Management Plan*, defines the approach and provides the processes for initiating, defining, researching, evaluating, reviewing, prioritizing, managing cost, approving or rejecting the change requests (CRs), and communicating the status of the change that may affect the success of the BPO project.

XI. Project Schedule Management

The project schedule for this project will be stored in the Central Repository 11 – Incremental CX-UX Project Deliverables folder. The project schedule will also be uploaded into ServiceNow.

Schedule Maintenance

The project schedule maintenance is an on-going activity that tracks the work performed, the timeframes for when the work has been or will be completed and progress against the baseline work estimates and timelines. To effectively track the program progress, the project schedule is kept current, and reflects all work that needs to be performed, in accordance with the RA Modernization Program Schedule Management Plan.

If a change to the project schedule or scope is needed, the Project Manager may pursue a change request as described in the RA Modernization Change Management Plan.

XII. Project Cost Management

A final budget will be completed upon successful procurement of a vendor for software and to perform integration services. The costs will be deliverable based invoice events. The cost plan will be managed in ServiceNow.

XIII. Project Organizational Change Management (OCM)

The program OCM lead will work with the project manager and contracted vendor to implement organizational change management based on the identified product and its impact(s) to the organization. An initial assessment was completed but the team cannot complete a full analysis without knowing the product and its potential impacts. The expectation is to have minimal organizational change due to the project implementing externally facing screens.



OPERATIONAL WORK PLAN FOR REPORTING

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

**FISCAL YEAR 2022-2023
QUARTER 2
PREPARED ON 12/05/2022**

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 3

C. CRITICAL SUCCESS FACTORS 4

D. KEY DATES 4

E. MAJOR DELIVERABLES 7

F. MAJOR MILESTONES 9

G. KEY STAKEHOLDERS 9

H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 9

II. WORK BREAKDOWN STRUCTURE 10

III. RESOURCE LOADED PROJECT SCHEDULE 11

IV. PROJECT SPENDING PLAN 12

V. PROJECT ORGANIZATION AND METHODOLOGY 12

A. PROJECT ORGANIZATIONAL CHART 12

B. PROJECT ROLES AND RESPONSIBILITIES..... 13

C. PROJECT MANAGEMENT METHODOLOGY 14

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 15

VII. PROJECT RISK MANAGEMENT PLAN 16

VIII. CAPACITY PLAN 16

SECTION 1 – OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The Information Technology Data Architecture Team (RAD), in collaboration with the Reemployment Assistance (RA) program, is transitioning 39 active U.S. Department of Labor (USDOL) Education and Training (ETA) Reports from the Reemployment Assistance Claims and Benefits Information System (System) Application Database to the Department of Economic Opportunity (Department) Data Warehouse.

Project scope also includes the running of back/missing reports that have not yet been submitted but are required by USDOL, and the Sample Population files used by USDOL to validate some reports.

Project includes business validation of all reports to be complete by 12/31/2022.

Completing this project benefits the Division of Information Technology and the Reemployment Assistance (RA) program. It:

1. Facilitates DEO’s Cloud Initiative Program which moves the System Application to the cloud
2. Removes report processing from a transactional system designed to support claimants (System), to an analytical system designed for efficient staff Unemployment Compensation analysis and reporting (Data Warehouse).
3. Puts DEO in compliance with USDOL; and
4. Develops all the required reports that correlate to federal programs launched in during the pandemic, some of which affect the RA program’s funding.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Facilitates the Department’s Cloud Initiative Program which moves the System Application to the cloud	Achieves State of Florida requirement for state agencies to move applications to the cloud.
Frees up resources in System to better serve claimants by removing report processing to a more appropriately designed source	Reports can be run timely and/or as needed without interrupting the availability or performance of the System.
Puts the Department in compliance with USDOL by submitting missing pandemic reports that may affect funding.	Enables the Department to provide USDOL supporting information for administrative costs incurred while providing services to Florida claimants and employers.

C. Critical Success Factors

- 39 ETA reports published to RA via the Data Warehouse by 12/31/2022 including running reports according to the regularly scheduled weekly, monthly, quarterly, or annual schedule.
- All missing pandemic reports provided to RA for validation and issues are corrected as requested by 12/31/2022.
- 39 reports submitted to USDOL from data reported to RA in the Data Warehouse.
- Related USDOL report batches are stopped and retired from the System.
- Reports no longer required by USDOL are retired from the System.
- 15 data populations generated from the Data Warehouse are retired from the System.

D. Key Dates

Key Date	Importance and Relevance to the Project
04/30/2021	Project Start – Approval received after Proof of Concept
06/10/2021	RA Reports Enhancement Kick-Off Meeting – Identified: <ol style="list-style-type: none"> 1. IT & RA PM Assignment 2. Roles and Responsibilities Assignments – Identification of Project Sponsors, Project Owners, Subject Matter Experts 3. Confirmation of Scope and Report Priority 4. Project Sponsor Meeting Schedule 5. Sprint/Scrum Methodology and Cadence for Status Reporting 6. Confirmation of Project Timeline 7. Elevation Process for Risks, Issues, Change Requests requiring Sponsor Approval, Requirements requests to USDOL
06/10/2021	First pandemic report released (ETA 5159 PEUC)
08/26/2021	First pandemic back reports accepted by USDOL ETA 5159 PEUC – May 2020 through July 2021
10/22/2021	ETA 5130 pandemic report released, and back reports sent to USDOL ETA 902 PUA pandemic report released, and back reports sent to USDOL Weekly DARIS DUA report released Reports removed from scope: <ul style="list-style-type: none"> • ETA 9161 Regular • ETA 9161 Extended Benefits (EB) • ETA 2112 Regular • ETA 8401 Regular • ETA 8403 Regular • ETA 8405 Regular • ETA 8413 Regular • ETA 8414 Regular
Fri 10/15/21	ETA 5159 Regular (ar5159) Monthly

Key Date	Importance and Relevance to the Project
Thu 9/2/21	ETA 5159 PEUC (ap5159) Monthly
Fri 11/19/21	ETA 5159 Workshare (aw5159) Monthly
Tue 11/2/21	ETA 218 PEUC (ap218) Quarterly
Fri 10/22/21	ETA 5130 PEUC (ap5130) Monthly
Thu 11/18/21	ETA 902 Regular (ar902) Monthly
Mon 10/4/21	Weekly DARIS Report Weekly
Wed 11/17/21	ETA 5130 Regular (ar5130) Monthly
Wed 11/17/21	ETA 5130 Extended Benefits (EB) (ae5130) Monthly
Thu 11/4/21	ETA 207 PEUC (ap207) Quarterly
Wed 11/17/21	ETA 207 Regular (ar207) Quarterly
Wed 11/17/21	ETA 207 Extended Benefits (EB) (ae207) Quarterly
Fri 12/3/21	ETA 218 Regular (ar218) Quarterly
Wed 11/17/21	ETA 218 Extended Benefits (EB) (ae218) Quarterly
Fri 11/19/21	ETA 5159 Extended Benefits (EB) (ae5159) Monthly
Fri 10/22/21	ETA 902 PUA (ap902) UPDATED Monthly
Fri 02/25/22	<p>Reports removed from scope:</p> <ul style="list-style-type: none"> • ETA 581 Quarterly (data comes from an email from DOR, not from the System) • ETA 9048 Quarterly (data comes from One Stop, not from the System) • ETA 9056 Quarterly (Audit report that requires the person auditing to pick through the queues to find samples to submit for audit in a form completed manually) • ETA 9057 Quarterly (Output of the System is not the end result of the report, it provides the user a list of claim IDs, etc. to look up in the System so they can review them and enter results back into the System – out of scope for a Data Warehouse)
Mon 02/28/22	ETA 227 PEUC (ap227) Quarterly
Tue 09/06/22	ETA 227 PEUC Blanket Waiver Changes
Fri 10/28/22*	ETA 227 Regular (ar227) Quarterly (Transition to DW)
Fri 10/28/22	ETA 227 MEUC (am227) Quarterly (Blanket Waiver)
Fri 10/28/22	ETA 902 MEUC (am902) Monthly (Blanket Waiver)
Fri 10/28/22	ETA 227 FPUC (af227) Quarterly (Blanket Waiver)
Fri 07/29/22	ETA 191 Regular (ar191) Quarterly
Fri 04/08/22	ETA 538 Regular (ar538) Weekly
Fri 04/22/22	ETA 9050 Regular (ar9050) Monthly
Fri 04/22/22	ETA 9050 Partial (Except Workshare) (ar9050p) Monthly
Fri 04/22/22	ETA 9050 Workshare (ar9050) Monthly
Fri 04/22/22	ETA 9052 Regular (ar9052) Monthly
Fri 04/22/22	ETA 9051 Regular (ar9051) Monthly
Fri 04/29/22	ETA 9051 Partial (Except Workshare) (ar9051p) Monthly

Key Date	Importance and Relevance to the Project
Fri 04/29/22	ETA 9051 Workshare (aw9051) Monthly
Fri 04/22/22	ETA 203 Regular (ar203) Monthly
Tue 05/06/22	ETA 9054 Regular (Lower Authority) (ar9054L) Monthly
Fri 05/20/22	ETA 9055 Regular (Lower Authority) (ar9055L) Monthly
Fri 04/22/22	ETA 9016 Regular (Quarterly)
Mon 05/06/22	ETA 586 Regular (ar586) Quarterly
Tue 06/17/22	ETA 9128 Regular (ar9128) Monthly
Fri 06/24/22	Populations 12, 13, 15
Fri 07/08/22	Population 14
Fri 07/22/22	Populations 1
Thu 07/29/22	ETA 9129 Regular (ar9129) Quarterly
Thu 10/14/22	ETA 9049 Regular (ar9049) (Quarterly)
Fri 11/11/22	ETA 539 Regular (ar539) Weekly
Fri 07/30/22	#1 Retired from the System: ETA 902 DUA (Transition to Operations Task)
Fri 08/05/22	Population 2, 8, 10
Fri 08/19/22	Populations 3a, 5
Fri 09/02/22	Populations 3, 6
Fri 09/16/22	Population 4
Fri 10/14/22	Completion of Report Shutdown Prioritization Plan and Timeline
Fri 09/30/22	Transition of Populations files to Folders for USDOL Upload
Fri 10/14/22	Transition of submitting populations from data warehouse
Fri 10/31/22	Completion of Technical Debt
Fri 10/31/22	Completion of testing and training for viewing Report QA Dashboards (Final Reporting Team Activity)
Fri 10/28/22	Benefits measures and reporting
Fri 10/28/22	Completion of UAT Process documentation
Fri 10/28/22	Completion of Incident Management Process for Scheduled Report Runs
Fri 12/15/22	Final Notice of Reports being removed from the System
Fri 12/15/22	Closure of remaining open issues and decisions
Fri 12/30/22	Project Management Closure Docs and activities
Fri 12/30/22	Remove Reports from the System (*Process continues until all 39 reports' warranties have ended and are removed—may complete after project is closed)
Fri 12/30/22	Transition to Operations Complete

*In progress – Report is in production but has not been submitted to USDOL. RA is working with the USDOL to answer questions for the transition.

E. Major Deliverables

Major Deliverables/ Reports	Deliverable Description
ETA 5159 PEUC (Pandemic Emergency Unemployment Compensation)	Claims and Payment Activities (PEUC)
ETA 218 PEUC	Monetary Determinations and Benefit Years/Duration (PEUC)
ETA 5159 Regular	Claims and Payment Activities Regular
ETA 5159 Workshare (Part-Time Workers)	Claims and Payment Activities Workshare
ETA 5130 PEUC	Benefit Appeals (PEUC)
ETA 902 DUA Regular	Disaster Unemployment Assistance Report for FEMA Announced Storms
Weekly DARIS	Like DUA Regular except includes cost information, sent to FEMA via USDOL
ETA 5130 Regular	Benefit Appeals Regular
ETA 5130 Extended Benefits (EB)	Benefit Appeals Extended Benefits
ETA 207 PEUC	Nonmonetary Determinations (PEUC)
ETA 207 Regular	Nonmonetary Determinations-Regular
ETA 207 Extended Benefits (EB)	Nonmonetary Determinations-Extended Benefits
ETA 218 Regular	Monetary Determinations and Benefit Years/Duration Regular
ETA 218 Extended Benefits (EB)	Monetary Determinations and Benefit Years/Duration Regular
ETA 5159 Extended Benefits (EB)	Claims and Payment Activities Extended Benefits
ETA 902 PUA (Pandemic Unemployment Assistance program)	Disaster Unemployment Assistance for the PUA program
ETA 227 PEUC	Overpayments Causes, Methods of Detection, Recovery/Reconciliation, Criminal/Civil Actions and Benefit Aging (PEUC)
ETA 227 Regular	Overpayments Causes, Methods of Detection, Recovery/Reconciliation, Criminal/Civil Actions and Benefit Aging Regular
ETA 227 MEUC (Multi-wage Earner Unemployment Assistance)	Overpayments Causes, Methods of Detection, Recovery/Reconciliation, Criminal/Civil Actions and Benefit Aging
ETA 902 MEUC	DUA MEUC
ETA 227 (FPUC) (Federal Pandemic Unemployment Assistance)	Overpayments Causes, Methods of Detection, Recovery/Reconciliation,

Major Deliverables/ Reports	Deliverable Description
	Criminal/Civil Actions and Benefit Aging (FPUC)
ETA 191 Regular (Page 1)	STATEMENT OF EXPENDITURES & FINANCIAL ADJUSTMENTS OF FEDERAL FUNDS FOR UCFE-UCX Page 1
ETA 191 Regular (Page 2)	STATEMENT OF EXPENDITURES & FINANCIAL ADJUSTMENTS OF FEDERAL FUNDS FOR UCFE-UCX Page 2
ETA 538 Regular	Advance Initial and Continued Claims
ETA 9050 Regular	Time Lapse for All First Payments Except Workshare
ETA 9050 Partial (Except Workshare)	TIME LAPSE OF PARTIAL/PART TOTAL FIRST PAYMENTS
ETA 9050 Workshare	FIRST PAYMENT TIME LAPSE (WORKSHARE)
ETA 9052 Regular	Nonmonetary Determination Time Lapse, Detection Date
ETA 9051 Regular	Continued Weeks Compensated Time Lapse
ETA 9051 Partial (Except Workshare)	Continued Weeks Compensated Time Lapse, Partial Excluding Workshare
ETA 9051 Workshare	Continued Weeks Compensated Time Lapse, Workshare
ETA 203 Regular	Characteristics of the Insured Unemployed
ETA 9054 (Lower Authority)	Lower Authority Appeals Time Lapse
ETA 9055 Lower Authority	Lower Authority Appeals Case Aging
ETA 9016 Regular	Alien Claims Activities
ETA 586 Regular	Interstate Arrangement for Combining Employment and Wages
ETA 9128 Regular	Reemployment Services and Eligibility Assessment Outcome
ETA 9129 Regular	Reemployment Services and Eligibility Assessment Outcome
ETA 9049 Regular	Worker Profiling and Reemployment Services Outcomes
ETA 539 Regular	Claims and Payment Activities
Populations 1, 2, 3/3a, 4, 5, 6 ,8, 10, 12, 13, 14, 15	USDOL Validation Samples

Major Deliverables/ Reports	Deliverable Description
Transition to Operations - Operations Training	Transition of Product Owner Responsibility/Ownership for USDOL Reporting & Validations/Issue Resolution
Transition to Operations - Creation & Execution of Report Shutdown Plan (Reports will continue to be shut down in the System after project is closed)	Communications, User Transitions to data warehouse/Tableau, reports batch shutdown, pre/post benefit measurements.

F. Major Milestones

Please See D. Key Dates

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Nicole Sanislow	RA Modernization Program Manager - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Matt Mask	Project Owner
Linda Lawler	Project Manager
USDOL	Represents the Federal Unemployment Program

H. Significant Project Assumptions and Constraints

Project Assumptions

1. The RAD team will continue to be the production support team for ETA Reports after the project is closed.
2. The Project Team will not be needed as reports are being shut down in the System.

Project Constraints

1. RA and the PM continue to answer questions for the USDOL to gain approval for USDOL State System changes to allow the Q4 2021 ETA 227 Regular Quarterly Report to be submitted from the data warehouse.

II. Work Breakdown Structure

WBS	Task Name
1	Reporting
1.2	Initiation
1.2.1	Risk and Complexity Assessment
1.2.2	Deliverable: Project Charter
1.2.3	Project Charter complete
1.2.4	Project Kickoff Meeting
1.2.6	Initiation Phase complete
1.3	Planning
1.3.1	Deliverable: Resource Planning with RA & IT AppDev Completed
1.3.2	Resource Plan Complete
1.3.3	Deliverable: Project Schedule
1.3.4	Project Schedule complete
1.3.5	Deliverable: Project Management Plan
1.3.6	Project Management Plan complete
1.3.7	Deliverable: Project Budget
1.3.9	Deliverable: Project Spending Plan
1.3.11	Requirements:
1.3.12	Complete the Planning Gate R&C Assessment
1.3.14	Planning Phase complete
1.4	Execution
1.3.1	Product Deliverables - Reporting
1.5	Execution Phase complete
1.6	Monitoring and Controlling
1.6.1	Manage Project Schedule
1.6.2	Manage Project Costs
1.6.3	Manage Project Scope
1.6.4	Manage Project Risks
1.6.5	Manage Project Issues
1.6.6	Manage Decisions
1.6.7	Manage Action Items
1.6.10	Record Lessons Learned
1.6.11	Prepare Regularly scheduled Status Reports
1.6.12	Conduct Regularly scheduled Status Meetings
1.7	Monitoring and Controlling Phase Complete
1.8	Project Closeout
1.7.1	Transition to Operations (RA-IT AppDev Onboarding, Checklists, and Training)
1.8.1	Schedule Project Closeout Meeting
1.8.2	Deliverable: Project Closeout Report

WBS	Task Name
1.8.3	Project Closeout Report complete
1.8.5	Conduct Project Closeout meeting
1.9	Closeout Phase complete

III. Resource Loaded Project Schedule

The Reporting project was already in progress before the RA Modernization program was established. The project team used DEO’s Agile development methodology approach for deliverables instead of the waterfall methodology required by the RA Modernization program. Therefore, a resource loaded project schedule is not available for this project.

The Project Team consists of 4 full time Data Architect contractors, 1 Business Analyst, a part time QA Tester, a part time Architect Lead contractor, a part time DBA contractor and a part time Project Manager/QA Tester.

Since the Reporting project was driven using Agile Methodology, here is how the schedule and resource assignments were created:

1. The BA wrote a requirements manual for each report in scope prior to turning it over for development. This was done outside of the sprint per the DEO prescribed application development process. Unlike the waterfall methodology, once a requirements manual was approved the developers could schedule the report for development and delivery as soon as possible. The customer receives value from the work much sooner than with the waterfall method which doesn’t deliver value until the end of the project. (39 reports)
2. The team reviewed the report requirements manual and during product backlog grooming broke the report work down into 2-week sprints—as many as were needed to complete the report/deliverable.
3. Before every sprint, the team held a sprint planning session (up to 2-hours per week of sprint) to “task out” the work and estimate the time needed for development within the 2-week sprint.
4. The PM would check the teams “scrum board” to track progress and would work with the scrum master to keep tabs on team progress and for regular status reporting. The Agile methodology prevents the PM from meeting with the team because it draws focus away from the work at hand. The PM holds the team accountable through the scrum master.
5. The cycle of BA requirements gathering, to completion of report deliverables, continues until all reports are complete and any remaining post implementation clean-up/documentation deliverables are delivered.
6. Since requirements, planning, development, testing, and implementation were tasks and not project phases, for this reason, it was not possible to create a resource loaded project schedule, especially after many of the deliverables were already turned over to the customer.

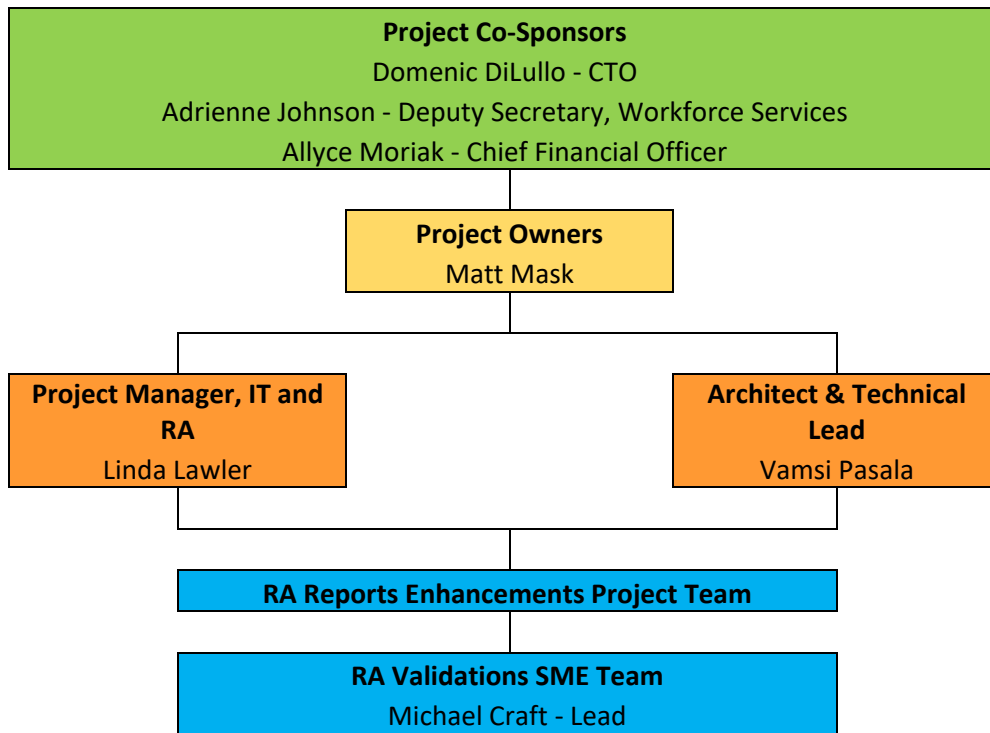
- 7. One final note, the Agile methodology does not emphasize hours as a measure of value since hours can be expended without any value being provided to the customer. Instead, the focus is on what the customer determines adds value, and by delivering that value quickly so the return on investment can be captured as soon as possible—not at the end of the project.
- 8. The project duration *for the team* consists of approximately 40 sprints ending October 31, 2022. The duration of the entire project is scheduled to end in December 2022 with the remaining 2 months of duration used to shut down report batches in the Connect application (operational work, not project team) and complete project closure activities.

IV. Project Spending Plan

Since the 13-Reporting project started before RA Modernization, project spend was tracked by IT management, not by the PM. Project spend was part of the RA-IT budget.

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Role	Responsibilities
<p>Project Sponsors: Adrienne Johnston</p> <p>Domenic DiLullo</p> <p>Allyce Moriak</p>	<ul style="list-style-type: none"> • Secures spending authority • Ensures sustained buy-in from senior management and executive leadership • Monitors project progress and assumes all project/program risk • Removes barriers and assists in resolving escalated conflicts • Ensures project benefits are realized and risks are appropriately addressed
<p>Project Owner: Matthew Mask</p>	<ul style="list-style-type: none"> • Represents the interests of the stakeholders to the DW Team • Monitors project progress • Approves project definition • Approves plans and schedules • Validates project deliverables meet expectations • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
<p>Lead Project Manager: Linda Lawler</p>	<ul style="list-style-type: none"> • Ensures project team completes project on time and within budget • Develops project artifacts as required by the State of Florida • Monitors performance of project tasks • Secures and documents acceptance of project deliverables • Communicates project status • Resolves issues and/or escalates issues as necessary with Project Owner(s) • Controls project scope and acquires necessary approvals for changes • Integrates partner business unit's work efforts within the project
<p>Architect and Technical Lead: Vamsi Pasala</p>	<ul style="list-style-type: none"> • Responsible for assisting the team in finding solutions to issues elevated to him • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.

<p>RA Validations Lead: Michael Craft</p>	<ul style="list-style-type: none"> • Works with the PM to provide appropriate skilled resources for validating ETA reports • Reviews and approves report requirements with the BA and RA staff before report development begins • Provides access to staff members who enter ETA reports into the USDOL system for requirements • Attends report demonstrations when scheduled • Provides staff for RA User Acceptance Testing of reports.
-----------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

C. Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and DEO experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project manager and technical lead will advise leadership on areas of concern and will propose solutions to mitigate risk.
- In the case where additional time is needed for a task that exceeds an additional sprint (2-weeks), the project manager will inform the technical lead and review possible alternatives before elevating to the Deputy CIO and project sponsors.
- The project manager will report progress in Weekly RA-IT PMO Project status meetings (Tuesdays at 3PM). This keeps other RA-IT project managers aware of possible resource sharing (SMEs) contention and project/operational work dependencies (batch processing, environments, etc.)
- DEO’s project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone’s role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership

- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

While an Organizational Change Manager has not been assigned to this project, the project manager routinely discusses business process changes with project sponsors since changes introduced by this project are limited to their business units. Changes to business process are usually developed by or with these resources.

Communications are sent as each report is transitioned from the System to the Data Warehouse, and project owners and sponsors are responsible for authorizing the addition or removal of staff regarding report access based on the staff member's assigned role and business unit.

Also, for external stakeholders, such as USDOL, the project team is not authorized to speak directly to them. Communications are handled by RA managers and RA executive management.

For changes that cause the removal of operational tasks, such as the retirement of report batches in the System, meetings are planned toward the end of the project to determine the best way to achieve this goal. Technology changes have an established change management process that also serves to communicate proposed changes to all areas that could be impacted. Batch changes will be submitted using this established process.

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1. Introduction of report changes by USDOL	Medium	High	Review USDOL UIPL with RA to determine if more than 1 sprint of additional work is required. If so, submit a change request to project sponsor for approval	PM, RA Lead
2. RA resources pulled due to a FEMA DUA	Low	Medium	The Reports Project Team will continue to develop reports if approved SRRs are available. RA validation process will be put on hold until resources are available	PM, RA Lead

VIII. Capacity Plan

The 13-Reporting project was grandfathered into the RA Modernization program when it was approximately 50% complete. Therefore, capacity planning was already complete before the program started. Also, the resources on the team were 100% committed to the reporting project before being grandfathered into the RA Modernization program.



**OPERATIONAL WORK PLAN
FOR
MASTER DATA MANAGEMENT AND
INTEROPERABILITY**

**DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/01/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER..... 3

A. SCOPE STATEMENT..... 3

B. PROJECT OBJECTIVES AND BUSINESS BENEFITS 3

C. CRITICAL SUCCESS FACTORS 3

D. KEY DATES..... 3

E. MAJOR DELIVERABLES 4

F. MAJOR MILESTONES 4

G. KEY STAKEHOLDERS..... 4

H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 5

II. WORK BREAKDOWN STRUCTURE..... 5

III. RESOURCE LOADED PROJECT SCHEDULE 6

IV. PROJECT SPENDING PLAN 6

V. PROJECT ORGANIZATION AND METHODOLOGY 7

A. PROJECT ORGANIZATIONAL CHART 7

B. PROJECT ROLES AND RESPONSIBILITIES..... 8

C. PROJECT MANAGEMENT METHODOLOGY 9

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN..... 18

VII. PROJECT RISK MANAGEMENT PLAN..... 19

VIII. CAPACITY PLAN 19

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Master Data Management project establishes a solid architectural basis in support the continuous modernization by creating a Department data catalog and data dictionary to identify data elements and interoperability across business units and other departments. The development and deployment of APIs to an enterprise API management platform will be addressed as part of the continuous modernization of the Reemployment Assistance Claims and Benefits Information System (System).

Scope Statement

- Create a department data catalog, data dictionary of data elements, and business glossary.

MDM Scope Changes as per CR#0010

- The Design Develop and Deployment of APIs task, which was included as optional scope in the iSF Final Report, will be part of the continuous modernization of the System.

MDM Scope Changes as per CR#0012

- The Department will not procure an enterprise-wide master data management tool, as it is beyond the scope of the project, as stated in the iSF Report.

A. Project Objectives and Business Benefits

Project Objective	Business Benefit
Catalog data sources that are shared	Enable standardization of data elements
Define database tables and fields that support common interoperable data formats	Enable interoperability across business units and other Departments

B. Critical Success Factors

- Completed data catalog and data dictionary of databases that will be linked later by APIs

C. Key Dates

Key Date	Importance and Relevance to the Project
May 7, 2022	Initiation phase completed
June 30, 2022	Requirements
June 30, 2022	PMP & Resource Plan
July 24, 2022	Project Schedule
July 29, 2022	Change request submitted to CCB for approval
August 2, 2022	Change request Approved
September 21, 2022	Test Plans
September 22, 2022	Planning phase Completed
September 26, 2022	Execution phase Started

D. Major Deliverables

Major Deliverable	Deliverable Description
Build catalog of databases	Validated catalog of databases to be linked
Build dictionary of databases	Validated dictionary of databases to be linked
As-Is Working Sessions	Conduct on-site working sessions with subject matter experts, as identified by DEO, to go over Business requirements.
Requirements Traceability Matrix	Document, validate, and verify functional and technical requirements.
Project Management Plan	Complete and submit a detailed project management plan to DEO.
Potential Benefit Analysis	Develop and provide DEO with a quantitative analysis of potential benefits from re-engineered business processes and technical functional and non-functional requirements.
Procurement of MDM Tool	Procure, install, configure, and test toolset. Effort in coordination with the SSI project and Contract Manager.
Requirements Management Plan	Update the previously developed As-Is business process requirements with greater details.

E. Major Milestones

Major Milestone	Milestone Description
Initiation Phase Complete	Complete
Planning Phase Complete	Complete
Execution Phase Complete	In-progress
Closing Phase Complete	Pending

F. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Allyce Moriak	Chief Financial Officer
Wendy Castle	Program Owner
Thomas Richardson	Program Manager – Strategic Planning Office
Garrick Wright	Program Manager – Information Technology
Nicole Sanislow	Program Manager - Business
Alvin Sellars	Project Sponsor
Quinton Lightfoot	Technical Lead
Vamsi Pasala	Technical Architect
Prathamesh Hankare	IT Technical SME
Benjamin Beha	Business SME

William Brito	Developer
---------------	-----------

G. Significant Project Assumptions and Constraints

Project Assumptions

1. All identified funding is available.
2. The identified System requirements are correct and complete.
3. All the people involved at the beginning of the project will remain working on the project until the project is completed.
4. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
5. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.
6. The project sponsor will be responsive and prepared to make decisions regarding the project cost, scope, and schedule.
7. Personnel with sufficient expertise will be on-boarded and allocated to the execution of this project.

Project Constraints

1. None

II. Work Breakdown Structure

WBS	Task Name
1	Master Data Management
1.1	Initiation
1.1.1	Initiate a review of the current Master Data Management
1.1.2	Review and Approve Final Proposal for Master Data Management
1.1.3	Determine Staff Aug Resources
1.2	Planning
1.2.1	Determine the mapping strategy of MDM
1.2.2	Procure Staff Aug Resources
1.3	Execution
1.3.1	Catalog all Databases
1.3.2	Include all Databases in the Data Dictionary
1.3.3	Validate Data Structure
1.4	Closing
1.4.1	Complete Project Closeout Report

III. Resource Loaded Project Schedule – Adjusted for CR#0012

ID	% Complete	Task Mode	Task Name	Duration	Start	Finish	Predecessors
1	54%		MDM	344 days	Tue 1/18/22	Mon 5/22/23	
2	100%		Initiation	74 days	Tue 1/18/22	Fri 4/29/22	
21	100%		Planning	105 days	Mon 5/2/22	Mon 9/26/22	
65	55%		Execution	328 days	Tue 1/18/22	Fri 4/28/23	
66	68%		Vendor to provide Tool Recommendation for MDM	104 days	Mon 6/27/22	Mon 11/21/22	
67	100%		Identify need to procure all the Tools	1 day	Mon 6/27/22	Mon 6/27/22	56
68	100%		SSI Vendor Requirements Review & assesment	1 day	Mon 6/27/22	Mon 6/27/22	57
69	100%		Do market research on the tools & how it best fits the need	1 day	Tue 6/28/22	Tue 6/28/22	68
70	100%		SSI Vendor MDM tool recommendation	24 days	Wed 6/29/22	Mon 8/1/22	69
71	75%		Tool Decision	1 day	Tue 8/2/22	Tue 8/2/22	70
72	57%		Procurement Template	77 days	Wed 8/3/22	Mon 11/21/22	71
73	100%		Request a new procurement template (See Kelly H.)	0.5 days	Wed 8/3/22	Wed 8/3/22	
74	100%		Confirm locked down procurement template	0.5 days	Wed 8/3/22	Wed 8/3/22	73
75	100%		Confirm details in SOW	0.5 days	Thu 8/4/22	Thu 8/4/22	74
76	100%		Confirm SOW information shared	0.5 days	Thu 8/4/22	Thu 8/4/22	75
77	56%		DEO Review process (SOW)	77 days	Wed 8/3/22	Mon 11/21/22	
78	0%		Advertisement and Award	0 days	Mon 11/21/22	Mon 11/21/22	77
79	0%		DEO Post advertisement	0 days	Mon 11/21/22	Mon 11/21/22	
80	0%		Receive Vendor Questions	0 days	Mon 11/21/22	Mon 11/21/22	79
81	0%		Answer Vendor Questions	0 days	Mon 11/21/22	Mon 11/21/22	80

Project: 14 - Master Data Mana Date: Fri 12/16/22	Task		Inactive Summary		External Tasks
	Split		Manual Task		External Milestone
	Milestone		Duration-only		Deadline
	Summary		Manual Summary Rollup		Progress
	Project Summary		Manual Summary		Manual Progress
	Inactive Task		Start-only		
Inactive Milestone		Finish-only			

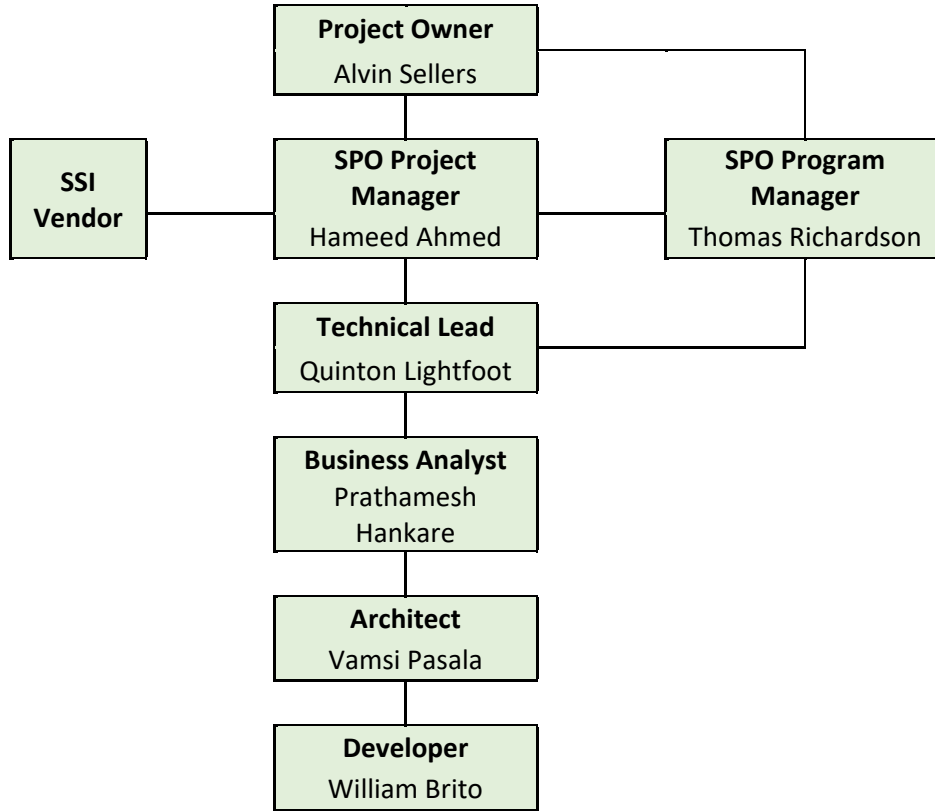
Page 1

IV. Project Spending Plan

ESTIMATED PROJECT BUDGET	Total	FY 1	FY 2	FY 3	FY 4
	\$2,112,970.62	\$1,212,970.62	\$300,000.00	\$300,000.00	\$300,000.00

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor	Adrienne Johnston	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
CTO	Domenic DiLullo	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advise the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Review and sign off on key milestones
Strategic Planning Office	Vendor	<ul style="list-style-type: none"> • Monitor project progress • Provide guidance and support to project manager and project team members
Project Manager	Hameed Ahmed	

Project Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> • Manage all aspects of the project and ensure compliance with PMP • Monitor project progress and schedule adherence • Complete all documents related to the project • Identify and manage risks according to the PMP
Business Lead	Benjamin Beha	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Data Steward	Mathew Mask	<ul style="list-style-type: none"> • Will function as Data Steward for MDM project
Technical Lead	Quinton Lightfoot	<ul style="list-style-type: none"> • Review deliverables and project documents, identifying any deficiencies • Review and approve deliverables • Review and approve RFCs
Functional Team	Quinton Lightfoot Benjamin Beha Prath Hankare	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests
Technical Team/Architect	Vamsi Pasala, William Brito	<ul style="list-style-type: none"> • Contribute subject matter expertise • Complete assigned project tasks in accordance with the Project Schedule • Identify risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assist the Project Managers in responding to risks and issues • Assist the Project Manager in evaluating change requests

C. Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-2 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements,

in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.

DEO's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

Quality Assurance

DEO will follow a rigid quality assurance process. The project will follow these processes and procedures to ensure the highest level of execution.

Quality Management. The Strategic Planning Office's primary responsibility is to provide oversight and ensure DEO objectives are met by meeting regularly with project managers and department leadership.

The Project Manager is responsible for understanding project requirements and DEO expectations. A preliminary internal project meeting is held near the start of each project with all stakeholders. This meeting will include a discussion(s) of task assignments to clarify the scope of work and how it will be accomplished. The following quality management activities will be completed for each project:

- **Internal Kickoff Meeting** – Prior to project commencement, the Project Manager will ensure all team members understand the project's requirements, scope, and quality control processes. This meeting includes a discussion of task assignments to clarify the scope of work and how it will be accomplished. This awareness is maintained throughout the duration of the project with ongoing and as necessary project team meetings.
- **Sponsor Checkpoints** – Each Project Manager will schedule regular contact with the Project Sponsor. This allows the Project Manager to voice their perspective on assignment progress and communicate any relevant risks, action items, issues or decisions made or

encountered during the project.

- **Deliverable Reviews** – Prior to submission to DEO, all vendors’ deliverables are required to first undergo a thorough review. This review includes technical editing, validation, clarity, and ensuring conformance to DEO standards and expectations.

Communication Management Plan

Communication management seeks to provide a comprehensive framework for all communication necessary to keep stakeholders informed about the project’s direction and status. The project communication plan is to clearly identify the status of compliance efforts and to communicate the progress made in achieving a successful project outcome. The purpose of this plan is to communicate pertinent information related to discovery, design, and documentation in a clear and concise manner to the client, stakeholders, and the project team.

Communication Plan

The communication plan is designed to provide the right information, at the right level, to the right audience, at the right time. The plan addresses key audiences, messages, frequency, and methods of communication.

This plan, depicted in Table 1 below, describes the various forms of communication, appropriate channels of communication, and target audiences for this project. The communication matrix identifies the different tools that will be used to guide the planning for communication about the project to various audiences and purposes. It should be considered a general guide for the effective dissemination of information that is received, understood, and utilized by the target audiences for successful completion of the project. This communication matrix will be customized for each project to reflect the various communication forms, frequencies, and audiences that will actually be used during the course of the project and to ensure communication channels are properly maintained throughout the project and updated if communication needs to change.

Table 1: Project Communication Matrix

Item	Purpose	Format	Frequency	Type	Initiator	Recipient(s)	Feedback
Status Reports	Provide detailed information on the progress of the project against the plan	Email	Bi-Weekly	Mandatory	Project Manager	Executive Sponsor, CIO, SPO, Functional Lead, Technical Lead, Project Team	Verbal and follow-up email
Status Meetings	Review the status report, resolve issues, and make decisions	Meeting	Bi-Weekly	Mandatory	Project Manager	Project Team	Verbal and follow-up email

Item	Purpose	Format	Frequency	Type	Initiator	Recipient(s)	Feedback
Project Deliverables	Provide deliverables to stakeholders for review	Email	Per project schedule	Mandatory	Project Manager	Technical Lead, Functional Lead, Project Team	Written vetted, consolidated, and actionable comments
Deliverable Review Feedback	Provide vetted, consolidated, and actionable written comments	Email	Per project schedule	Mandatory	Project Manager	Technical Lead, Functional Lead, Project Team	Written /email follow-up using Deliverable Review Comment Form
Deliverable Review Meetings	Confirm mutual understanding of desired deliverable changes	Meeting	As needed	Informational	Project Manager	Technical Lead, Functional Lead, Project Team	Verbal or written
Work Sessions	Gather information from subject matter experts	Meeting	Per project schedule	Mandatory	Project Manager	Project Team, Subject Matter Experts	Verbal and follow-up email
Work Session Follow-Up	To answer questions or clarify information gathered	Email	As needed	Informational	Project Manager	Project Team, Subject Matter Experts	Verbal or email follow-up
Project issues	Documentation of project issues	Email	As needed	Mandatory	Any Stakeholder	Project Manager	Written/email follow-up
Project issues escalation	To resolve project issues	Email	As needed	Mandatory	Project Manager	Executive Sponsor, CIO, Functional Lead, Technical Lead	Written/email follow-up
Change requests	Document project changes to scope of work	Email	As needed	Mandatory	Project Manager	Executive Sponsor, CIO, Functional Lead, Technical Lead	Written/email follow-up
Project closeout and lessons learned	Formal project closeout meeting	Email	Per project schedule	Mandatory	Project Manager	Functional Lead, Technical Lead, Project Team	Written/email follow-up

Bi-Weekly Status Reporting

Vendors will be required to submit status reports throughout the project at several levels. The primary source of status information is the bi-weekly written status report, which will communicate at minimum, the following information.

- **Project Status.** This section depicts the project status at a summary level using a red/yellow/green method supported by two to three essential questions that are answered to determine summary status. The red/yellow/green method is not meant to be a grading system but instead it is a way to easily identify the areas of the project that need the most attention in order to make the project successful.
- **Overview of Project Progress.** This section describes significant accomplishments achieved in the reporting period.
- **Overall Status.** This section provides a high-level overview of whether the project is on schedule, on budget, and on scope. A yellow or red status should be explained here in detail.
- **Project Milestones, Deliverables, and Latest Tasks.** This section contains the major deliverables of the project, their planned and actual completion dates, and their status.
- **Risks, Action Items, Issues, and Decisions.** This section will link to the project risk, action item, issue, and decision tracking tool. The project tracking tool contains all items tracked during the project.

Project Tracking

This section describes the “RAID” methodology for tracking risks, action items, issues, and decisions. DEO will follow a centralized approach that minimizes miscommunication or misinformation among project stakeholders. The Department will diligently maintain a project tracking log for each project, and a master log for RA Benefits System Modernization project overall, a Microsoft Excel workbook with multiple tabs intended to capture the details and the latest attributes of items tracked by Project Managers.

Risk Management

Risks are characteristics, circumstances, or features of the environment that may have an adverse effect on the project or the quality of the work products. The risk management plan outlines the process to identify and analyze the effects of uncertainties on the project. This plan establishes a framework of working practices, which enables project team members to identify, analyze, respond to, monitor, and communicate risks before they become issues and jeopardize the success of the project. If a risk becomes an issue, DEO will work with the involved stakeholders to assess its impact on the project and assign responsibility for issue resolution, including a target date for closure.

Risks will be managed in the following manner:

- During status meetings, any stakeholder can raise a risk for discussion.
- The Project team will discuss the risk and determine if it warrants being monitored in the risk log.
- The project manager will enter the item in the risk log.

- The team will discuss mitigation strategies and assign who will own the risk item.
- At each subsequent status meeting, the risk(s) will be reviewed until the risk(s) can be closed.

Action Items

Action items are unplanned tasks that occur during a project that are too small to be added to the schedule. These items must be within the scope of the project and are often tasks that support scheduled tasks, issue resolution, risk management, or some other aspect of the project. The action item log is created and maintained as part of the project tracking log.

Action items will be managed in the following manner:

- During status meetings, any stakeholder can raise an action item for discussion.
- The Project team will discuss the action item and determine if it warrants being monitored in the action item log.
- The project manager will enter the item in the log.
- The team will set the priority for the action item (high/medium/low), assign an action item owner, and set a planned completion date.
- At each subsequent status meeting, the action item(s) will be reviewed until they can be closed.

Issue Management

An issue is defined as a current situation or event that must be resolved to avoid adverse impact to the project. Issues can originate from a risk that has materialized. DEO will document all issues that are brought up in meetings.

When issues arise, they need to be resolved in a disciplined manner in order to maintain the quality of the work products and control the schedule and costs. The issue resolution process verifies differences, questions, and unplanned requests are defined properly, escalated for management attention, and resolved quickly and efficiently.

The issue resolution process is intended to handle technical problems, requirements, or issues/conflicts, as well as to address process, organizational, and operational issues of the engagement.

Issues will be managed in the following manner:

- During status meetings, any stakeholder can raise a potential issue for discussion.
- The Project team will discuss the potential issue and determine if the item is indeed an issue.
- If the team determines the item is an issue, the project manager will enter it in the issue log.
- The team will discuss resolution steps, assign who will own the issue item, and set a target date for resolution.
- At each subsequent status meeting, the issue(s) will be reviewed until they can be closed.

Decisions

Decisions are leadership answers to questions that arise during the project. The decision log is created and maintained as part of the project tracking log.

Decisions will be managed in the following manner:

- During status meetings, any stakeholder can raise a question that requires a decision.
- If the team determines a decision needs to be made, the project manager will enter it in the decision log.
- The team will discuss the impact to the project, assign a decision maker, and set a date for when the decision is needed.
- At each subsequent status meeting, the decision item(s) will be reviewed until they can be closed.

Change Control

It is possible that the project will encounter some degree of scope or schedule change. Change control ensures that all requests for change are considered in light of the project goals and objectives and are prioritized accordingly.

The project team will employ strict control over project scope changes throughout the life of the project. The change control process will empower the project sponsor to review, decline, postpone, or authorize and prioritize requests for change. Requested changes are evaluated and a determination made on how it impacts scope, time, and cost. If there are impacts to overall project cost or final project delivery date, a formal change order will be initiated. All other changes will be handled using the project change control process.

The change control log is used to track all change requests during the project. As a change request is submitted, the change control log will be updated with a description and ongoing progress updates until a final resolution is determined.

Changes will be managed in the following manner:

- During status meetings, any stakeholder can raise a potential change to the project's scope, cost, and/or schedule.
- If the team determines a change needs to be made, the project manager will enter it in the change control log and create a formal change request.
- The team will prioritize the change, assign an owner and due date, and describe the impact to the project.
- At each subsequent status meeting, the change orders will be reviewed until they can be closed. No change order will be closed without agreement and sign-off from project sponsors.

Schedule Management

Schedule management consists of the following three areas: schedule development, schedule administration, and schedule change control.

Schedule Development

Schedule development is the process of taking the work breakdown structure (WBS) and breaking it down into activities and tasks that can be assigned and managed. Tasks that are dependent on others are linked. Work efforts and resources are assigned to each task. Once the draft is complete and correct, the schedule will be baselined so that any future changes can be tracked.

The project schedule is the definitive source of project activity, dates, and assignment information. A high-level schedule is provided below. Prior to project initiation, a resource-loaded Microsoft Project Schedule will be generated with milestones and task durations.

Schedule Administration

The schedule will be kept up to date weekly. Task progress and percent completion will be input into the schedule. Variances between planned and actual progress will be managed with particular attention to the critical path. Each week the Project Manager will evaluate the baselined schedule against current progress, identifying the following at a minimum:

- Overdue tasks and computation of the percentage of late tasks related to total tasks to date (number of overdue tasks divided by number of total tasks).
- Overall task completion trending towards an overall project variance equal to or greater than 10%.

The Project Manager will communicate the variance explanation to the project's key stakeholders. This information will be used as input into the weekly status reporting. Any variance where the critical path is significantly behind will automatically result in a red status on the weekly status report.

Corrective actions will be developed as needed to resolve schedule variances. Schedule management techniques of crashing, fast-tracking, and compression will be considered as will other solutions like resource shifting or work rescheduling. Schedule forecasting will be used to look beyond the current status so that, to every extent possible, corrective actions can be applied before there are schedule variances.

Schedule Changes

Once the schedule has been developed, approved, and baselined any significant changes will have to be approved through the change control process. All other schedule changes can be made at the discretion of project leadership and will be reported and discussed with the weekly status report.

Procurement Management

The Procurement Management Plan seeks to outline how the project will procure resources necessary to complete the project objectives. It defines the procurement methodology for this project, lays out the process for managing procurement throughout the life of the project, and will be updated if project needs change. This plan identifies and defines the goods and services to be procured, the types of contracts to be used in support of this project, the contract approval process, and the decision criteria. The importance of coordinating the procurement activities, establishing

firm contract deliverables, and metrics in measuring procurement activities is included in the following subsections.

Procurement Management Approach

The DEO Purchasing Office and any vendors contracted for procurement assistance will provide oversight and management along with the Project Manager for all procurement activities under this project. The Project Manager will work with the project team to identify all items to be procured for the successful completion of the project. The Department Strategic Planning Office (SPO) will then review any procurement requests prior to approving the development of procurement documentation.

Procurement Definition

The following table will be completed to record any procurement goods and/or services determined to be essential for any RA Modernization project’s completion and success. The Project Manager and/or SPO must approve any procurement before inclusion in this table.

Procurement	Description	Justification	Needed By

Cost Management

The tables below will be completed and used to define and track project costs during each specific RA Modernization Project.

Cost Management Plan				
Category	Description	Frequency	Deliverable	Cost

Column	Definition
Category	Type of expense
Description	Description of expense
Frequency	Describe whether the expense is annual or recurring or a onetime expense
Deliverable	List the deliverable associated with the expense
Cost	List the total expense in dollars e.g. \$0.00

Staffing Management

The purpose of this section is to outline how the project is to manage staffing requirements and resource tasks appropriately. This project plans to procure additional staffing through “Staff Augmentation” contracts. The needs for each individual project have been estimated before the

project and will be refined during requirements gathering and procurement of services.

Quality Management

Quality Management details the processes to ensure quality services and deliverables. DEO will use disciplined processes and inspections to confirm quality throughout the life of the project. These inspections are performed at key points in the creation and review of documents and confirmation of the value of services the Project Team provides. Quality Management includes two components, Deliverable Quality Control and Services Quality. The purpose of this section is to provide instructions on these processes. DEO commits to the highest quality in project execution and project team members' performance. To achieve a positive outcome, these processes will be carried out, so expectations are understood, aligned, and met.

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of DEO's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Identified in above Project Management Approach section.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Low	High	Adjust schedule accordingly	PM
Necessary tools, hardware, or materials need to be procured for the successful completion of the project.	Medium	Medium	Identify needs early on and involve management and budget staff throughout engagement	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
RSK0001154	High	High	Work with contracts team to develop the SOW.	Vendor/PM

VIII. Capacity Plan

This project does not involve the purchase/lease, configuration, and installation of significant computer hardware. For purposes of capacity planning, computer hardware includes servers, storage, and network infrastructure. Accordingly, a Capacity Plan is not required. Once the claim volume starts to go down as the claims volume decreases, capacity can be reduced. Also moving to an auto-scaling configuration will additionally reduce needed capacity.



**OPERATIONAL WORK PLAN
FOR
ARCHIVE AND PURGE**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/05/2022

TABLE OF CONTENTS

SECTION 1 – OVERALL PROJECT PLAN 3

I. PROJECT CHARTER 3

 A. SCOPE STATEMENT 3

 B. PROJECT OBJECTIVES AND BUSINESS BENEFITS..... 3

 C. CRITICAL SUCCESS FACTORS..... 3

 D. KEY DATES 4

 E. MAJOR DELIVERABLES 4

 A. MAJOR MILESTONES 4

 B. KEY STAKEHOLDERS 4

 C. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 5

II. WORK BREAKDOWN STRUCTURE 5

III. RESOURCE LOADED PROJECT SCHEDULE 8

IV. PROJECT SPENDING PLAN 10

V. PROJECT ORGANIZATION AND METHODOLOGY 10

 A. PROJECT ORGANIZATIONAL CHART 10

 B. PROJECT ROLES AND RESPONSIBILITIES 11

 C. PROJECT MANAGEMENT METHODOLOGY 13

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 13

VII. PROJECT RISK MANAGEMENT PLAN 14

VIII. CAPACITY PLAN..... 14

SECTION 1 – OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The Archive & Purge Project Team will determine the state and federal criteria for purging Reemployment Assistance data that can be purged in the Reemployment Assistance Claims and Benefits Information System (System); establish archival storage; archive and purge database storage; and archive and purge file storage. Phase 2: Tool Selection and Installation for the project must be completed by June 30, 2023.

B. Project Objectives and Business Benefits

Since the System went live in 2013, its relational database has been growing exponentially. It is estimated that upwards of 80% of the monthly generated data stored is replicated and is not being used, and that copies of these large volumes of data continue to consume more and more space. The consumption of space and an absence of an archival and purge process has degraded System performance and increased batch processing windows and operational and maintenance costs.

The success of the Department’s archival and purge process is dependent on improvements to the System’s data management and operational schema. The data contained in that schema is data vital to the operation of the System; however, some of this data can be archived. This initiative identifies which data should no longer reside in the operational schema of the production database and moves it into an archival schema. The archival schema contains data that has been classified as ‘archivable’ and is typically hosted on a slower drive (lower-tier, and thus cheaper). Eventually, the data in the archival schema is reviewed by data owners to determine what data is ready to be purged from the System.

Project Objective	Business Benefit
Stabilize the growth of stored data on the online transactional processing environment, i.e., reduce the size.	<ul style="list-style-type: none"> • Improved System performance (data access) and stability • Shorter batch windows • Less RTO = Recovery-Time-Objective, RPO = Recovery Point Objective, i.e., less to recover
Less tier 1 storage required	<ul style="list-style-type: none"> • Reduced storage costs due to cheaper archival storage
Fewer maintenance costs (no need to maintain multiple copies for reporting purposes)	<ul style="list-style-type: none"> • Less data to maintain

C. Critical Success Factors

- No less than a 30% reduction in Tier 1 storage (6 Terabyte reduction)
- Creation and population of archival storage
- Elimination of duplicate file shares
- Reduction in batch windows
- Compliance with state and federal laws for storing information

D. Key Dates

Key Date	Importance and Relevance to the Project
06/10/22	Project Charter Completed
06/23/22	Initiation Risk Assessment Completed
07/07/22	Project Kick-Off
11/18/22	Stakeholder Registry Completed
11/18/22	Resource Plan Completed
11/25/22	Project Schedule Completed
11/25/22	Project Management Plan Completed
12/30/22	Project Budget Completed
12/30/22	Project Spending Plan Completed
12/30/22	Tool Request for Information Completed
01/27/23	Tool/Vendor Selection Completed
03/31/23	Procurement of Tool Completed
06/30/23	Tool Installation Completed

E. Major Deliverables

Major Deliverable	Deliverable Description
Reduced Operational Transactional Database	Transactional Benefit System Footprint reduced to 8 Terabytes
Archival File and Data Stores Completed	Tier 2 or below storage archive implemented
Elimination of duplicate databases	Single data source for reporting

A. Major Milestones

Key Date	Importance and Relevance to the Project
06/10/22	Project Charter Completed
06/23/22	Initiation Risk Assessment Completed
07/07/22	Project Kick-Off
11/18/22	Stakeholder Registry Completed
11/18/22	Resource Plan Completed
11/25/22	Project Schedule Completed
11/25/22	Project Management Plan Completed
12/30/22	Project Budget Completed
12/30/22	Project Spending Plan Completed
12/30/22	Tool Request for Information Completed
01/27/23	Tool/Vendor Selection Completed
03/31/23	Procurement of Tool Completed
06/30/23	Tool Installation Completed

B. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer

Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Timothy Giesecke	Project Sponsor/Owner
Linda Lawler	Project Manager
USDOL	Represents the Federal Unemployment Program

C. Significant Project Assumptions and Constraints

Project Assumptions

- Maintenance of Archive & Purge Processing will be transitioned to the Department’s Office of Information Technology once the project is complete.

Project Constraints

- Phase 1: Tool Selection and Installation must be completed by June 30, 2023.

II. Work Breakdown Structure

WBS	Task Name	% Complete	Duration	Start	Finish	Resource Names
1	15-DEO-Archive and Purge-OWP-11.04.2022	21%	325 days	Mon 4/4/22	Fri 6/30/23	
2	Initiation	57%	165 days	Mon 4/4/22	Fri 11/18/22	
2.1	Risk and Complexity Assessment	100%	59 days	Mon 4/4/22	Thu 6/23/22	Linda Lawler
2.2	PM Deliverable: Project Charter	100%	20 days	Mon 5/16/22	Fri 6/10/22	Linda Lawler
2.3	MILESTONE: Project Charter complete	100%	1 day	Fri 6/10/22	Fri 6/10/22	Linda Lawler
2.4	Stakeholders Register	18%	115 days	Mon 6/13/22	Fri 11/18/22	Linda Lawler
2.5	Project Kickoff Meeting	100%	19 days	Mon 6/13/22	Thu 7/7/22	Linda Lawler
2.6	Conduct Lessons Learned Meeting	100%	3 days	Mon 6/13/22	Wed 6/15/22	Linda Lawler
3	Initiation Phase complete	100%	1 day	Wed 6/15/22	Wed 6/15/22	
4	Planning	0%	51 days	Fri 10/21/22	Fri 12/30/22	
4.1	PM Deliverable: Resource Plan	100%	21 days	Fri 10/21/22	Fri 11/18/22	Linda Lawler
4.2	MILESTONE: Resource Plan Complete	100%	0 days	Fri 11/18/22	Fri 11/18/22	
4.3	PM Deliverable: Project Schedule	100%	19 days	Tue 11/1/22	Fri 12/02/22	Linda Lawler
4.4	MILESTONE: Project Schedule complete	100%	0 days	Fri 11/25/22	Fri 12/02/22	

WBS	Task Name	% Complete	Duration	Start	Finish	Resource Names
4.5	PM Deliverable: Project Management Plan	100%	7 days	Thu 11/17/22	Fri 12/05/22	Linda Lawler
4.6	MILESTONE: Project Management Plan complete	100%	0 days	Fri 11/25/22	Fri 12/05/22	
4.7	PM Deliverable: Project Budget	0%	3 days	Wed 12/28/22	Fri 12/30/22	Linda Lawler
4.8	MILESTONE: Project Budget complete	0%	0 days	Fri 12/30/22	Fri 12/30/22	
4.9	PM Deliverable: Project Spending Plan	0%	3 days	Wed 12/28/22	Fri 12/30/22	Linda Lawler
4.10	MILESTONE: Project Spending Plan complete	0%	0 days	Fri 12/30/22	Fri 12/30/22	
4.11	Complete Impact Analysis	0%	1 day	Fri 12/30/22	Fri 12/30/22	Linda Lawler
4.12	MILESTONE: Planning Phase Complete	0%	0 days	Fri 12/30/22	Fri 12/30/22	
5	Requirements:	21%	256 days	Fri 7/8/22	Fri 6/30/23	
5.1	Gather Business Requirements	31%	255 days	Fri 7/8/22	Thu 6/29/23	
5.1.1	Existing Requirements Collected	100%	16 days	Fri 7/8/22	Fri 7/29/22	Yella Mopuru
5.1.2	Updated Requirements - Gathering Plan Created	100%	10 days	Mon 8/1/22	Fri 8/12/22	Yella Mopuru, Linda Lawler
5.1.3	Create Data Dictionary for Business Requirements	34%	230 days	Fri 8/12/22	Thu 6/29/23	
5.1.3.1	Meet with RA business units for critical tables, fields, etc.	100%	36 days	Fri 8/12/22	Fri 9/30/22	Linda Lawler, Yella Mopuru
5.1.3.2	Obtain Existing System(s) documentation (Entity Relationship Diagrams, Listing of Tables, Fields, Mappings to RA Benefits Applications, etc.)	100%	22 days	Fri 9/30/22	Mon 10/31/22	Dependency on Data Governance Project
5.1.3.3	List missing documentation items that must be created	0%	22 days	Tue 11/1/22	Wed 11/30/22	
5.1.3.4	Create missing items	0%	23 days	Wed 11/30/22	Sat 12/31/22	TBD
5.1.3.5	Meet with power users (RA business units and IT) to document definitions	0%	85 days	Mon 1/2/23	Sun 4/30/23	Yella Mopuru, Linda Lawler, Business Units

WBS	Task Name	% Complete	Duration	Start	Finish	Resource Names
	of all tables, fields in RA Benefits systems in scope					
5.1.3.6	Identify Tables, fields, no longer used for Purging	0%	24 days	Mon 5/1/23	Thu 6/1/23	Power Users
5.1.3.7	Create mappings for missing items	0%	20 days	Fri 6/2/23	Thu 6/29/23	TBD
5.2	Tool Selection	0%	165 days	Mon 11/14/22	Fri 6/30/23	
5.2.1	Gather Purge Requirements	0%	1 day	Mon 11/14/22	Mon 11/14/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
5.2.2	Create RFI	0%	5 days	Mon 12/12/22	Fri 12/16/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
5.2.3	Publish RFI	0%	7 days	Mon 12/19/22	Tue 12/27/22	Yella Mopuru, Linda Lawler
5.2.4	Review Vendor Responses	0%	3 days	Wed 12/28/22	Fri 12/30/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
5.2.5	Complete RFQ Process	0%	10 days	Mon 1/9/23	Fri 1/20/23	Linda Lawler
5.2.6	Select Vendor	0%	5 days	Mon 1/23/23	Fri 1/27/23	Linda Lawler
5.2.7	Lessons Learned Meeting	0%	1 day	Mon 1/30/23	Mon 1/30/23	Linda Lawler
5.2.8	Tool Installation Planning	0%	25 days	Mon 2/27/23	Fri 3/31/23	Linda Lawler, TBD
5.2.9	Tool Installation	0%	65 days	Mon 4/3/23	Fri 6/30/23	TBD
6	Phase 1: Tool Selection and Installation Complete	0%	0 days	Fri 6/30/23	Fri 6/30/23	

III. Resource Loaded Project Schedule

Task Name	Start	Finish	Resource Names
15-DEO-Archive and Purge	Mon 4/4/22	Fri 6/30/23	
Initiation	Mon 4/4/22	Fri 11/18/22	
Risk and Complexity Assessment	Mon 4/4/22	Thu 6/23/22	Linda Lawler
PM Deliverable: Project Charter	Mon 5/16/22	Fri 6/10/22	Linda Lawler
MILESTONE: Project Charter complete	Fri 6/10/22	Fri 6/10/22	Linda Lawler
Stakeholders Register	Mon 6/13/22	Fri 11/18/22	Linda Lawler
Project Kickoff Meeting	Mon 6/13/22	Thu 7/7/22	Linda Lawler
Conduct Lessons Learned Meeting	Mon 6/13/22	Wed 6/15/22	Linda Lawler
Initiation Phase complete	Wed 6/15/22	Wed 6/15/22	
Planning	Fri 10/21/22	Fri 12/30/22	
PM Deliverable: Resource Plan	Fri 10/21/22	Fri 11/18/22	Linda Lawler
MILESTONE: Resource Plan Complete	Fri 11/18/22	Fri 11/18/22	
PM Deliverable: Project Schedule	Tue 11/1/22	Fri 11/25/22	Linda Lawler
MILESTONE: Project Schedule complete	Fri 11/25/22	Fri 11/25/22	
PM Deliverable: Project Management Plan	Thu 11/17/22	Fri 11/25/22	Linda Lawler
MILESTONE: Project Management Plan complete	Fri 11/25/22	Fri 11/25/22	
PM Deliverable: Project Budget	Wed 12/28/22	Fri 12/30/22	Linda Lawler
MILESTONE: Project Budget complete	Fri 12/30/22	Fri 12/30/22	
PM Deliverable: Project Spending Plan	Wed 12/28/22	Fri 12/30/22	Linda Lawler
MILESTONE: Project Spending Plan complete	Fri 12/30/22	Fri 12/30/22	
Complete Impact Analysis	Fri 12/30/22	Fri 12/30/22	Linda Lawler
MILESTONE: Planning Phase Complete	Fri 12/30/22	Fri 12/30/22	
Requirements:	Fri 7/8/22	Fri 6/30/23	
Gather Business Requirements	Fri 7/8/22	Thu 6/29/23	

Task Name	Start	Finish	Resource Names
Existing Requirements Collected	Fri 7/8/22	Fri 7/29/22	Yella Mopuru
Updated Requirements - Gathering Plan Created	Mon 8/1/22	Fri 8/12/22	Yella Mopuru, Linda Lawler
Create Data Dictionary for Business Requirements	Fri 8/12/22	Thu 6/29/23	
Meet with RA business units for critical tables, fields, etc.	Fri 8/12/22	Fri 9/30/22	Linda Lawler, Yella Mopuru
Obtain Existing System(s) documentation (Entity Relationship Diagrams, Listing of Tables, Fields, Mappings to RA Benefits Applications, etc.)	Fri 9/30/22	Mon 10/31/22	Linda Lawler, Yella Mopuru, TBD
List missing documentation items that must be created	Tue 11/1/22	Wed 11/30/22	TBD
Create missing items	Wed 11/30/22	Sat 12/31/22	TBD
Meet with power users (RA business units and IT) to document definitions of all tables, fields in RA Benefits systems in scope	Mon 1/2/23	Sun 4/30/23	Yella Mopuru, Linda Lawler, Business Units
Identify Tables, fields, no longer used for Purging	Mon 5/1/23	Thu 6/1/23	Power Users
Create mappings for missing items	Fri 6/2/23	Thu 6/29/23	TBD
Tool Selection	Mon 11/14/22	Fri 6/30/23	
Gather Purge Requirements	Mon 11/14/22	Mon 11/14/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
Create RFI	Mon 12/12/22	Fri 12/16/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
Publish RFI	Mon 12/19/22	Tue 12/27/22	Yella Mopuru, Linda Lawler
Review Vendor Responses	Wed 12/28/22	Fri 12/30/22	Yella Mopuru, Linda Lawler, Vamsi Pasala, Anand Kothandan, IT Units
Complete RFQ Process	Mon 1/9/23	Fri 1/20/23	Linda Lawler
Select Vendor	Mon 1/23/23	Fri 1/27/23	Linda Lawler

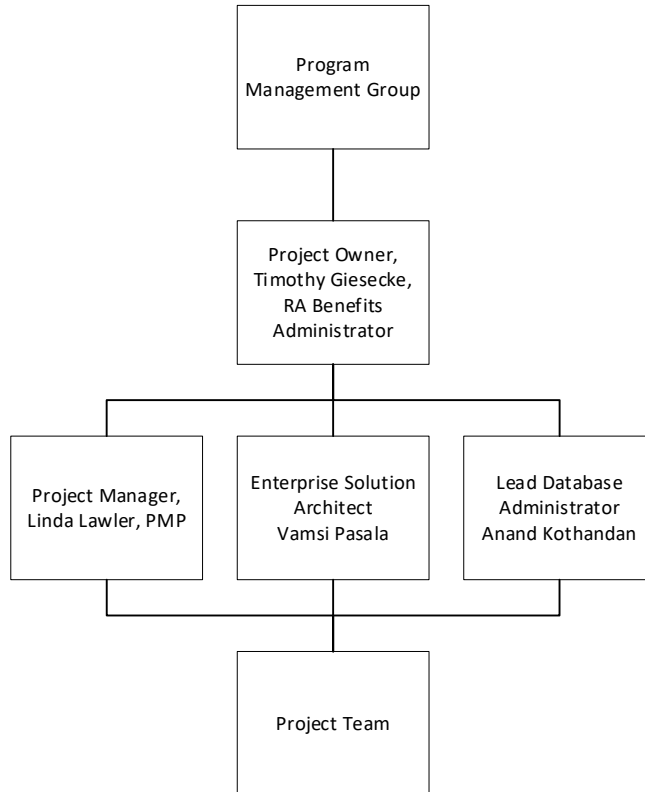
Task Name	Start	Finish	Resource Names
Lessons Learned Meeting	Mon 1/30/23	Mon 1/30/23	Linda Lawler
Tool Installation Planning	Mon 2/27/23	Fri 3/31/23	Linda Lawler, TBD
Tool Installation	Mon 4/3/23	Fri 6/30/23	TBD
Phase 1: Tool Selection and Installation Complete	Fri 6/30/23	Fri 6/30/23	

IV. Project Spending Plan

Archive & Purge Budget	
Total	\$2,835,058
Hardware	\$200,000
Software	\$926,850
Services	\$1,708,208

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Role	Responsibilities
Program Management Group	<ul style="list-style-type: none"> • Secures spending authority • Ensures sustained buy-in from senior management and executive leadership • Monitors project progress • Removes barriers and assists in resolving escalated conflicts • Ensures project benefits are realized and risks and issues are appropriately addressed
Project Owner Timothy Giesecke	<ul style="list-style-type: none"> • Represents the interests of the stakeholders to the DW Team • Monitors project progress • Approves project definition • Approves plans and schedules • Validates project deliverables meet expectations • Tracks project benefit recognition, risk retention and mitigation activities • Acts as liaison between teams and Management for issue escalation and resolution
Project Manager Linda Lawler	<ul style="list-style-type: none"> • Ensures project team completes project on time and within budget • Develops project artifacts as required by the State of Florida • Monitors performance of project tasks • Secures and documents acceptance of project deliverables • Communicates project status • Resolves issues and/or escalates issues as necessary with Project Owner(s) • Controls project scope and acquires necessary approvals for changes • Integrates partner business unit's work efforts within the project
Business Analyst Yella Mopuru	<ul style="list-style-type: none"> • Works with the PM in business unit and IT meetings for requirements gathering • Assists the PM in the creation of the Requirements Traceability Matrix (RTM). • Writes the Requirements Document for the project.
Enterprise Solution Architect Vamsi Pasala	<ul style="list-style-type: none"> • Responsible for assisting the team(s) in coordinating the most appropriate solution for archiving and purging based on requirements collected. • Assists the team with identifying integration points with other projects and evaluating any risks. • Is available to executive management, the program team, and the project team for technical questions regarding

	<p>direction of the project and any dependencies/impacts of other projects</p> <ul style="list-style-type: none"> Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. Has historical knowledge of the Connect system since Go Live
Lead Database Administrator Anand Kothandan	<ul style="list-style-type: none"> Responsible for assisting the Enterprise Solution Architect in coordinating the most appropriate solution for archiving and purging based on requirements collected. Is available to executive management, the program team, and the project team for technical questions regarding direction of the project and any dependencies/impacts of other projects Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team. Has years of historical knowledge of the Connect system
Records Management and General Counsel Liaison Karen Gates, Erik Sayler	<ul style="list-style-type: none"> Assists business units with requests for ruling and decisions on exceptions to records retention policy and appropriate state and federal laws. Provides written resolution results and next steps to business unit, PM and project team.
Business Unit Subject Matter Experts <u>Appeals:</u> Jamie Dattoli MaryGordon Gavalas Alessandra Zupan Monica Jackson-Marcotte <u>Adjudication:</u> Jonathan Hill Benny Collazo Aaron Arnold Nicholas Lent Alice McCartney <u>RA Quality Management:</u> Nicole Sanislow <u>Claims Processing:</u> El' Lise Bethel <u>RA Operations:</u> Mark Miller Samantha Caban Robin Hess Rebecca Whittaker Brett Riley Dian Thompson	<ul style="list-style-type: none"> Provides project team with their business units' data inventory Participates in testing, validating, and approving the Archival and Purge processes per requirements Coordinates with the Records Management and General Counsel Liaison to obtain rulings on exceptions to purge requirements. Updates the project team on new inventory created during project progress
IT Subject Matter Experts Becky Leckinger (Interfaces)	<ul style="list-style-type: none"> Provides insight into types of items being stored that might be useful to investigate for the purpose of archiving or purging.

Lewis Goode (Batch processing) Al Rehwinkel (Correspondence, 1099s) Barry Robinson (Release Management, Connect Environments) TBD – (FileNet)	
Purchasing Department Tina Peacock Greg Turrall	<ul style="list-style-type: none"> Responsible for assisting the project team with tool selection if there is a “buy” decision.

C. Project Management Methodology

The Archive and Purge project follows DEO’s Center of Excellence requirements for projects according to best practices found in the PMBOK v6.0.

VI. Business Process Organizational Change Management Plan

Currently there are no changes to business processes. Organizational Change Management will be revisited after the Build or Buy decision is made.

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1. Incomplete data dictionary will impact project schedule	High	Low	Move forward with project using existing data dictionary	Linda Lawler
2.				
3.				
4.				
5.				

VIII. Capacity Plan

Capacity will be determined once a decision has been made for a tool.



**OPERATIONAL WORK PLAN
FOR
IDENTITY AND ACCESS MANAGEMENT**

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
DIVISION OF INFORMATION TECHNOLOGY
AND
DIVISION OF WORKFORCE SERVICES**

FISCAL YEAR 2022-2023

QUARTER 2

PREPARED ON 12/15/2022

TABLE OF CONTENTS

SECTION 1 — OVERALL PROJECT PLAN 3

I. PROJECT CHARTER 3

 A. SCOPE STATEMENT 3

 B. PROJECT OBJECTIVES AND BUSINESS BENEFITS..... 4

 C. CRITICAL SUCCESS FACTORS..... 5

 D. KEY DATES 5

 E. MAJOR DELIVERABLES 5

 F. MAJOR MILESTONES..... 6

 G. KEY STAKEHOLDERS..... 7

 H. SIGNIFICANT PROJECT ASSUMPTIONS AND CONSTRAINTS 7

II. WORK BREAKDOWN STRUCTURE 9

III. RESOURCE LOADED PROJECT SCHEDULE 10

IV. PROJECT SPENDING PLAN 25

V. PROJECT ORGANIZATION AND METHODOLOGY 25

 A. PROJECT ORGANIZATIONAL CHART 25

 B. PROJECT ROLES AND RESPONSIBILITIES 25

 C. PROJECT MANAGEMENT METHODOLOGY 27

VI. BUSINESS PROCESS ORGANIZATIONAL CHANGE MANAGEMENT PLAN 28

VII. PROJECT RISK MANAGEMENT PLAN 29

VIII. CAPACITY PLAN..... 29

SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Department of Economic Opportunity's (DEO) processes for Identity and Access Management (IAM) are not consistently and uniformly applied to all systems, applications, and users, posing confidentiality, integrity, and availability risk to DEO. As a result, the Reemployment Assistance Claims and Benefits Information System (System) Modernization Program Roadmap calls out a need for a comprehensive review and update of the IAM process for the System, particularly in the context of cloud migration, where logical security boundaries are often represented by user access controls rather than physical system delineation and network segregation.

The purpose of this project is to address the need for IAM process improvements to the System in the context of modernization and cloud migration, while considering that IAM processes are, by necessity and design, standard for the agency enterprise, and not system-specific. Therefore, to avoid additional risk to the agency and the System, this project does have dependency with agency efforts to improve IAM across the enterprise.

Additionally, due to the urgency of DEO's need to address widespread fraud and cyber-attacks threatening the System, elements of this project were performed ahead of plan development that encompassed the majority of IAM controls specific to the Reemployment Assistance claimant-to-application access flow. While the work was significant, those components were implemented in such a way to maximize compatibility and prevent re-work for the remainder of the effort.

A. Scope Statement

In Scope

- Processes - The project will involve significant updates to the IAM governance process, including identity creation, modification, and destruction; auditing and alerting; role definition; access authorization; and access provisioning
- People – All IAM process roles involved in governance and execution will be addressed. Governance will require System and Data Owners from the Reemployment Assistance program, as well as subject matter expertise and IT Service Management functions from IT. Execution of the process will impact all users and administrators of the system (including the application and underlying infrastructure), whether they have an account in pre-project state or not. All who interact with the system will be expected to have a uniquely identifiable account protected by an authentication mechanism that provides access to only the data and components of the system and application to which their role(s) are authorized. This includes, but may not be limited to:
 - External users of the application (benefits seekers, employers, partners, etc.)

- Internal users of the application (DEO staff, contractors, privileged partners, etc.)
- Internal IT operational and development staff responsible for the operation and maintenance of the system(s) and their components on which the application relies.
- Program staff or partners responsible for gathering information and/or reporting from components of the system not available through the application.
- External support partners, contractors, etc. that may assist in the operation, maintenance, analysis, auditing, or security response activities associated with the system or application.
- Internal auditors, security staff, or other program support roles.
- System Administrator and Service Accounts.

Out of Scope

- Development of any components of the IAM process already addressed by enterprise efforts.
- Development and integration of any applications or systems into the IAM process other than those involved in administering the RA program.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Implementation of enterprise compatible IAM process for the System.	<ul style="list-style-type: none"> ● Greatly reduces risk to confidentiality, integrity, and availability of System and data. ● Resolves long-standing audit issues. ● Provides opportunity for easier integration with identity verification (first- and second-party fraud mitigation).
Centrally managed identities for the System.	<ul style="list-style-type: none"> ● Decreases workload across DEO for managing access. ● Reduces risk by improving consistency, automation, audit, and control of users and access.
Modernized authentication for the public and other external entities accessing the System.	<ul style="list-style-type: none"> ● Mitigates third-party fraud and helps address insider threats. ● Resolves long-standing audit issues.
Capability for alerting on and auditing current and historical identity activity/access within the System.	<ul style="list-style-type: none"> ● Reduces information security and fraud risk. ● Improved troubleshooting of access issues. ● More timely/accurate responses to audits. ● Lowers risk of audit findings.

C. Critical Success Factors

- A documented, enterprise compatible IAM process is identified or created.
- System and enterprise IAM processes are aligned.
- Logging/audit information is accessible in central platform (to be determined).
- Redundant system roles have been removed.
- System owner(s) and other relevant process roles are updated, and an ongoing process is in place to track and update them.
- Stale accounts are appropriately expired.
- All accounts meet DEO password/access control requirements.

D. Key Dates

Key Date	Importance and Relevance to the Project
January 11 – March 11, 2022	2022 Legislative Session
January 31, 2023	Issue purchase order
January 31, 2023, to February 27, 2023	Vendor onboarding
May 11, 2023	Vendor completes audit, analysis, and documentation on DEO system
June 2, 2023	Vendor delivers Continuous Modernization Plan and Roadmap
June 9, 2023	Vendor delivers Transition Plan and Project Closeout Report
June 16, 2023	Closeout Phase complete; project complete

E. Major Deliverables

Deliverable ID	Major Deliverable	Deliverable Description
1	Project Kickoff Meeting	The vendor conducts the IAM project kickoff meeting and provides agenda and materials.
2	Project Management Plan	The vendor provides the final version of the PMP after review and approval by DEO
3	Working Sessions, Audit, and Report	The vendor conducts a series of work sessions to discuss, evaluate, and develop IAM processes and requirements. The work sessions are part of the vendor’s overall audit of the same, with the report being the output of the audit and working sessions.
4	System Resource Map	The vendor provides an inventory of existing DEO roles, teams, and resources, and documents how existing resources are currently producing deliverables.
5	IAM policies and processes	The vendor analyzes, updates, and creates DEO security policies and processes.

Deliverable ID	Major Deliverable	Deliverable Description
6	IAM Process Roles and Responsibilities	The vendor provides “as is” and “to be” process roles and responsibilities documentation.
7	Identity Governance Model	The vendor reviews existing documentation on applications, roles, access, and responsibilities; updates that documentation; and delivers a final version of that documentation after review and approval by DEO.
8	IAM Continuous Modernization Plan and Roadmap	As part of the transition into continuous improvement, which begins after go-live, the vendor delivers the Continuous Modernization Plan and corresponding roadmap after review and approval by DEO.
9	Transition Plan	As part of the transition into continuous improvement, which begins after go-live, the vendor delivers the Transition Plan after review and approval by DEO.
10	Project Closeout Report	The vendor provides the Project Closeout Report after review and approval by DEO.

F. Major Milestones

Milestone ID	Major Milestone	Milestone Description
1	Project Kickoff Meeting	The vendor conducts the IAM project kickoff meeting and provides agenda and materials.
2	Project Management Plan	The vendor provides the final version of the PMP after review and approval by DEO
3	Working Sessions, Audit, and Report	The vendor conducts a series of work sessions to discuss, evaluate, and develop IAM processes and requirements. The work sessions are part of the vendor’s overall audit of the same, with the report being the output of the audit and working sessions.
4	System Resource Map	The vendor provides an inventory of existing DEO roles, teams, and resources, and documents how existing resources are currently producing deliverables.
5	IAM policies and processes	The vendor analyzes, updates, and creates DEO security policies and processes.
6	IAM Process Roles and Responsibilities	The vendor provides “as is” and “to be” process roles and responsibilities documentation.

Milestone ID	Major Milestone	Milestone Description
7	Identity Governance Model	The vendor reviews existing documentation on applications, roles, access, and responsibilities; updates that documentation; and delivers a final version of that documentation after review and approval by DEO.
8	IAM Continuous Modernization Plan and Roadmap	As part of the transition into continuous improvement, which begins after go-live, the vendor delivers the Continuous Modernization Plan and corresponding roadmap after review and approval by DEO.
9	Transition Plan	As part of the transition into continuous improvement, which begins after go-live, the vendor delivers the Transition Plan after review and approval by DEO.
10	Project Closeout Report	The vendor provides the Project Closeout Report after review and approval by DEO.

G. Key Stakeholders

Key Stakeholder	Project Interest
Dane Eagle	Secretary, Department of Economic Opportunity
Adrienne Johnston	Deputy Secretary, Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Wendy Castle	RA Modernization Program Owner - Business
Nicole Sanislow	RA Modernization Program Manager - Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning Office
Garrick Wright	RA Modernization Program Manager – Information Technology
Mark Miller	Project Owner
Christian Stephens	Project Manager

H. Significant Project Assumptions and Constraints

Project Assumptions

1. The identified requirements are correct and complete.
2. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
3. Members of the project team will have access to the necessary tools, hardware, and materials necessary to complete the identified tasks.
4. All relevant stakeholders will attend required status meetings. However, there may be instances where some stakeholders are unavailable to attend.

5. The project sponsor will be responsive and prepared to make decisions regarding the project cost and scope.
6. Funding will be available for necessary procurements, if any.
7. Even though the individual access flows have not been identified/assigned resources, the project is achievable within the allotted time with the available resources.
8. The claimant IAM process already developed and implemented will be compatible with any additional solutions implemented as part of this project.

II. Work Breakdown Structure

WBS	Contract Deliverables	Task Name	% Complete	Duration	Start	Finish
1		◀ IAM	63%	391.75 days	Mon 12/6/21	Fri 6/16/23
1.1		▶ Initiation	100%	54 days	Mon 12/6/21	Fri 2/18/22
1.2		▶ Planning	100%	150 days	Mon 12/6/21	Fri 7/1/22
1.3		▶ Execution	48%	246.25 days	Fri 6/17/22	Fri 6/9/23
1.3.1		Begin Execution Phase	100%	0 days	Thu 6/30/22	Thu 6/30/22
1.3.1		▶ Analyze & update existing roles	100%	16 days	Wed 8/10/22	Wed 8/31/22
1.3.3		▶ Procurement	83%	155 days	Fri 6/17/22	Tue 1/31/23
1.3.2.5		Issue of Purchase Order	0%	0 days	Tue 1/31/23	Tue 1/31/23
1.3.5		▶ Vendor Onboarding	0%	18.5 days	Tue 1/31/23	Mon 2/27/23
1.3.6	1	▶ DELIVERABLE 1: Project Kickoff Meeting	0%	16.25 days	Wed 2/1/23	Thu 2/23/23
1.3.7	2	▶ DELIVERABLE 2: Project Management Plan	0%	21 days	Wed 2/1/23	Wed 3/1/23
1.3.8	3	▶ DELIVERABLE 3: Working Sessions, Audit, and Report	0%	20 days	Mon 2/27/23	Mon 3/27/23
1.3.9	4	▶ DELIVERABLE 4: System Resource Map	0%	12 days	Tue 3/21/23	Thu 4/6/23
1.3.10	5	▶ DELIVERABLE 5: IAM Policies	0%	19 days	Tue 3/21/23	Mon 4/17/23
1.3.11	6	▶ DELIVERABLE 6: IAM Process Roles and Responsibilities Documentation	0%	27 days	Tue 3/21/23	Thu 4/27/23
1.3.12	7	▶ DELIVERABLE 7: DEO Identity Governance Model and Directory	0%	53 days	Mon 2/27/23	Thu 5/11/23
1.3.13	8	▶ DELIVERABLE 8: IAM Continuous Modernization Plan and Roadmap	0%	27 days	Tue 4/25/23	Fri 6/2/23
1.3.14	9	▶ DELIVERABLE 9: Transition Plan	0%	16 days	Tue 5/16/23	Thu 6/8/23
1.3.15	10	▶ DELIVERABLE 10: Project Closeout Report	0%	17 days	Tue 5/16/23	Fri 6/9/23
1.3.16		Execution Phase Complete	0%	0 days	Fri 6/9/23	Fri 6/9/23
1.4		▶ Monitoring and Controlling	52%	235 days	Fri 7/1/22	Tue 6/6/23
1.5		Monitoring and Controlling Phase Complete	0%	0 days	Fri 6/9/23	Fri 6/9/23
1.6		▶ Project Closeout	0%	5.5 days	Fri 6/9/23	Fri 6/16/23
1.7		Closeout Phase complete	0%	0 days	Fri 6/16/23	Fri 6/16/23

III. Resource Loaded Project Schedule

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
1	1		IAM	63%	391.75 days	Mon 12/6/21	Fri 6/16/23			
2	1.1		Initiation	100%	54 days	Mon 12/6/21	Fri 2/18/22			
3	1.1.1		Risk and Complexity Assessment	100%	2 days	Mon 12/6/21	Tue 12/7/21			
4	1.1.1.1		Complete Pre-Charter Risk&Complexity Assessment and determine Project	100%	1 day	Mon 12/6/21	Mon 12/6/21		5,7	PM
5	1.1.1.2		Complete Initiation Gate Risk&Complexity Assessment	100%	1 day	Tue 12/7/21	Tue 12/7/21	4		PM
6	1.1.2		Deliverable: Project Charter	100%	31 days	Tue 12/7/21	Tue 1/18/22			
7	1.1.2.1		Develop Project Charter	100%	9 days	Tue 12/7/21	Fri 12/17/21	4	8	PM
8	1.1.2.2		Review/Update Project Charter	100%	11 days	Wed 12/8/21	Wed 12/22/21	7	9	PM,DEO
9	1.1.2.3		Approve Project Charter	100%	29 days	Thu 12/9/21	Tue 1/18/22	8	10,12	DEO
10	1.1.3		Project Charter Complete	100%	0 days	Thu 12/9/21	Thu 12/9/21	9	16	
11	1.1.4		Project Kickoff Meeting	100%	3 days	Tue 2/15/22	Thu 2/17/22			
12	1.1.4.1		Prepare presentation	100%	1 day	Tue 2/15/22	Tue 2/15/22	9	13	PM
13	1.1.4.2		Schedule Kickoff meeting	100%	1 day	Wed 2/16/22	Wed 2/16/22	12	14	PM
14	1.1.4.3		Conduct Kickoff meeting	100%	1 day	Thu 2/17/22	Thu 2/17/22	13		PM
15	1.1.5		Conduct Lessons Learned Meeting	100%	3 days	Tue 2/15/22	Thu 2/17/22			
16	1.1.5.1		Schedule Lessons Learned meeting	100%	1 day	Tue 2/15/22	Tue 2/15/22	10	17	PM
17	1.1.5.2		Conduct Lessons Learned meeting	100%	1 day	Wed 2/16/22	Wed 2/16/22	16	18	PM
18	1.1.5.3		Record Lessons Learned	100%	1 day	Thu 2/17/22	Thu 2/17/22	17	19	PM
19	1.1.6		Initiation Phase complete	100%	0 days	Fri 2/18/22	Fri 2/18/22	18		
20	1.2		Planning	100%	150 days	Mon 12/6/21	Fri 7/1/22			
21	1.2.3		Deliverable: Project Schedule	100%	53 days	Wed 4/20/22	Fri 7/1/22			
22	1.2.3.1		Develop Project Schedule	100%	52 days	Wed 4/20/22	Thu 6/30/22		23	PM
23	1.2.3.2		Review/Update Project Schedule	100%	1 day	Fri 7/1/22	Fri 7/1/22	22		PM,DEO
24	1.2.3.3		Approve Project Schedule	100%	1 day	Mon 6/13/22	Mon 6/13/22		25,27	DEO
25	1.2.4		Project Schedule complete	100%	0 days	Mon 6/13/22	Mon 6/13/22	24		
26	1.2.5		Deliverable: Project Management Plan	100%	31 days	Mon 3/14/22	Mon 4/25/22			
27	1.2.5.1		Develop Project Management Plan	100%	1 day	Mon 4/25/22	Mon 4/25/22	24	28	PM
28	1.2.5.2		Review/Update Project Management Plan	100%	8 days	Mon 3/14/22	Wed 3/23/22	27	29	PM,DEO

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
29	1.2.5.3		Approve Project Management Plan	100%	1 day	Thu 3/24/22	Thu 3/24/22	28	30	DEO
30	1.2.6		Project Management Plan complete	100%	0 days	Fri 3/25/22	Fri 3/25/22	29		
31	1.2.7		▸ Deliverable: Project Budget	100%	9.71 days	Tue 5/31/22	Tue 6/14/22			
32	1.2.7.1		Prepare Project Budget	100%	0 days	Tue 5/31/22	Tue 5/31/22		33	PM
33	1.2.7.2		Review/Update Project Budget	100%	0 days	Wed 6/1/22	Wed 6/1/22	32	34	PM,DEO
34	1.2.7.3		Approve Project Budget	100%	4.71 days	Wed 6/8/22	Tue 6/14/22	33	35	DEO
35	1.2.8		Project Budget complete	100%	0 days	Wed 6/15/22	Wed 6/15/22	34		
36	1.2.11		▸ Requirements:	100%	149 days	Mon 12/6/21	Thu 6/30/22			
37	1.2.11.1		▸ Gather requirements	100%	149 days	Mon 12/6/21	Thu 6/30/22			
38	1.2.11.1.1		Definition of Technical Requirements	100%	140 days	Mon 12/6/21	Fri 6/17/22		52	
39	1.2.11.1.2		▸ Definition of Business Requirements	100%	1 day	Mon 12/6/21	Mon 12/6/21			
40	1.2.11.1.2.1		Definition of Existing Connect Roles	100%	1 day	Mon 12/6/21	Mon 12/6/21			
41	1.2.11.1.2.2		Definition of IAM related Audit Findings	100%	1 day	Mon 12/6/21	Mon 12/6/21			
42	1.2.11.1.3		Finalize requirements	100%	140 days	Mon 12/6/21	Fri 6/17/22		44,68	
43	1.2.11.1.4		▸ Deliverable: Requirements Traceability Matrix	100%	9 days	Mon 6/20/22	Thu 6/30/22			
44	1.2.11.1.4.1		Develop RTM	100%	3 days	Mon 6/20/22	Wed 6/22/22	42	45	
45	1.2.11.1.4.2		Review RTM Session #1	100%	1 day	Thu 6/23/22	Thu 6/23/22	44	46	
46	1.2.11.1.4.3		Review RTM Session #2	100%	1 day	Fri 6/24/22	Fri 6/24/22	45	47	
47	1.2.11.1.4.4		Review RTM Session #3	100%	1 day	Mon 6/27/22	Mon 6/27/22	46	48	
48	1.2.11.1.4.5		Review RTM Session #4	100%	1 day	Tue 6/28/22	Tue 6/28/22	47	49	
49	1.2.11.1.4.6		Review RTM Session #5	100%	1 day	Wed 6/29/22	Wed 6/29/22	48	50	
50	1.2.11.1.4.7		Approve RTM	100%	1 day	Thu 6/30/22	Thu 6/30/22	49	51,69	
51	1.2.11.1.5		Requirements Traceability Matrix complete	100%	0 days	Thu 6/30/22	Thu 6/30/22	50	52	
52	1.2.12		Planning Phase complete	100%	0 days	Thu 6/30/22	Thu 6/30/22	38,51	54	
53	1.3		▸ Execution	48%	246.25 days	Fri 6/17/22	Fri 6/9/23			
54	1.3.1		Begin Execution Phase	100%	0 days	Thu 6/30/22	Thu 6/30/22	52	386,391,3	
55	1.3.1		▸ Analyze & update existing roles	100%	16 days	Wed 8/10/22	Wed 8/31/22			
56	1.3.1.1		Batch 652 User Security Report	100%	1 day	Wed 8/10/22	Wed 8/10/22		57	RA Ops

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
57	1.3.1.2		Define Role Review Process	100%	5 days	Thu 8/11/22	Wed 8/17/22	56	58,59,60,61	RA Ops
58	1.3.1.3		Adjudication Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
59	1.3.1.4		Appeals Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
60	1.3.1.5		Benefit Operations Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
61	1.3.1.6		Benefit Payment Control Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
62	1.3.1.7		Contact Center Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
63	1.3.1.8		Information Technology Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
64	1.3.1.9		Performance, Training, and Support Services Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
65	1.3.1.10		Security / ISU Role Review	100%	10 days	Thu 8/18/22	Wed 8/31/22	57		RA Ops
66	1.3.3		Procurement	83%	155 days	Fri 6/17/22	Tue 1/31/23			
67	1.3.3.1		Requirements	100%	85 days	Fri 6/17/22	Mon 10/17/22			
68	1.3.3.1.1		Complete and track development of the business requirements	100%	0 days	Fri 6/17/22	Fri 6/17/22	42		Vendor or Project C
69	1.3.3.1.2		Complete and track development of the technical requirements	100%	0 days	Thu 6/30/22	Thu 6/30/22	50		Peraton,EA,InfoSec
70	1.3.3.1.3		Facilitate and track development of the vendor requirements	100%	64.75 days	Fri 7/1/22	Fri 9/30/22			
71	1.3.3.1.3.1		Meetings to discuss scope of IAM and expanding vendor services	100%	10.5 days	Fri 7/1/22	Fri 7/15/22	54	72	PM,Working Group,
72	1.3.3.1.3.2		Conduct Vendor Requirements Review Meeting #1 (EXPAND SERVICES)	100%	0.25 days	Fri 7/15/22	Fri 7/15/22	71	73	PM,Working Group,EA,InfoSec
73	1.3.3.1.3.3		Update List of Vendor Requirements based on review meeting #1 (technical review)	100%	2 days	Fri 7/15/22	Tue 7/19/22	72	74	PM
74	1.3.3.1.3.4		Meetings and updates to focus on the updated requirements	100%	6.5 days	Tue 7/19/22	Thu 7/28/22	73	75	PM,Working Group,
75	1.3.3.1.3.5		Conduct Vendor Requirements Review Meeting #2 (team meeting on new services requirements)	100%	0.25 days	Thu 7/28/22	Thu 7/28/22	74	76	PM,Working Group,EA,InfoSec
76	1.3.3.1.3.6		Update List of Vendor Requirements based on review meeting #2	100%	4 days	Thu 7/28/22	Wed 8/3/22	75	77	PM
77	1.3.3.1.3.7		Meetings to discuss in-scope applications and create/review/update associated briefing sheet	100%	3 days	Wed 8/3/22	Mon 8/8/22	76	78	PM,Working Group,EA,InfoSec
78	1.3.3.1.3.8		Conduct Vendor Requirements Review Meeting #3 (IN-SCOPE APPLICATIONS)	100%	0.25 days	Mon 8/8/22	Mon 8/8/22	77	79	PM,Working Group,EA,InfoSec
79	1.3.3.1.3.9		Update List of Vendor Requirements based on review meeting #3	100%	1.75 days	Mon 8/8/22	Wed 8/10/22	78	80	PM
80	1.3.3.1.3.10		Conduct Vendor Requirements Review Meeting #4 (IN-SCOPE APPS and SOW)	100%	0.25 days	Wed 8/10/22	Wed 8/10/22	79	81	PM,Working Group,EA,InfoSec

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
81	1.3.3.1.3.11		Update Vendor Requirements and In-Scope Briefing Sheet based on review meeting #4	100%	0.5 days	Wed 8/10/22	Thu 8/11/22	80	82	PM
82	1.3.3.1.3.12		Conduct Vendor Requirements Review #5 (SOW)	100%	0.25 days	Thu 8/11/22	Thu 8/11/22	81	83	PM,Working Group,
83	1.3.3.1.3.13		Conduct Vendor Requirements Review #6 (In-Scope Briefing Sheet)	100%	0.25 days	Thu 8/11/22	Thu 8/11/22	82	84	PM,Working Group,
84	1.3.3.1.3.14		Update Vendor Requirements and In-Scope Briefing Sheet based on review meetings #5 and #6	100%	1.75 days	Thu 8/11/22	Mon 8/15/22	83	85	PM
85	1.3.3.1.3.15		Conduct Vendor Requirements Review #7 (In-Scope Briefing Sheet)	100%	0.25 days	Mon 8/15/22	Mon 8/15/22	84	86	PM,Working Group,
86	1.3.3.1.3.16		Working Group approves In-Scope Briefing Sheet	100%	0 days	Mon 8/15/22	Mon 8/15/22	85	87	Working Group
87	1.3.3.1.3.17		In-Scope Briefing Sheet is Logged in RAID	100%	0 days	Mon 8/15/22	Mon 8/15/22	86	88	Thomas Richardson
88	1.3.3.1.3.18		Meetings, updates, review period for SOW	100%	4.75 days	Mon 8/15/22	Mon 8/22/22	87	89	PM,Working Group,
89	1.3.3.1.3.19		Conduct Vendor Requirements Review #8 (SOW)	100%	0.25 days	Mon 8/22/22	Mon 8/22/22	88	90	PM,Working Group,
90	1.3.3.1.3.20		Update List of Vendor Requirements based on review meeting #8	100%	3 days	Mon 8/22/22	Thu 8/25/22	89	91	PM
91	1.3.3.1.3.21		Expand and reorganize SOW to match similar SOWs	100%	3 days	Thu 8/25/22	Tue 8/30/22	90	92	Lindsay Volpe
92	1.3.3.1.3.22		Review and update expanded/reorganized SOW	100%	11 days	Tue 8/30/22	Wed 9/14/22	91	93	PM,Working Group,
93	1.3.3.1.3.23		Conduct Vendor Requirements Review #9 (SOW)	100%	0.25 days	Wed 9/14/22	Wed 9/14/22	92	94	PM,Working Group,
94	1.3.3.1.3.24		Update SOW based on review meeting #9	100%	1.75 days	Thu 9/15/22	Fri 9/16/22	93	95	PM
95	1.3.3.1.3.25		Review updated SOW for final approval (and update as necessary)	100%	4 days	Fri 9/16/22	Thu 9/22/22	94	96	PM,Working Group,
96	1.3.3.1.3.26		Working Group approves SOW	100%	6 days	Thu 9/22/22	Fri 9/30/22	95	97,106,10	Working Group
97	1.3.3.1.4		Update the RTM with the Vendor Requirements	100%	10 days	Mon 10/3/22	Fri 10/14/22	96	98	PM
98	1.3.3.1.5		Obtain Approval of the RTM with the Vendor Requirements	100%	1 day	Mon 10/17/22	Mon 10/17/22	97		PM,PgM
99	1.3.3.2		Procurement Template	100%	15 days	Mon 10/3/22	Fri 10/21/22			
100	1.3.3.2.1		Request a new procurement template (See Kelly H.)	100%	1 day	Mon 10/3/22	Mon 10/3/22	96		PM
101	1.3.3.2.2		Confirm locked down procurement template	100%	0.5 days	Mon 10/3/22	Mon 10/3/22	96		Contract Manager
102	1.3.3.2.3		Confirm details in SOW	100%	0.5 days	Mon 10/3/22	Mon 10/3/22	96		Vendor or Workforce
103	1.3.3.2.4		Confirm SOW information shared with Contract Manager	100%	0.5 days	Mon 10/3/22	Mon 10/3/22	96		Contract Manager, Ve
104	1.3.3.2.5		Conduct DEO review process	100%	15 days	Mon 10/3/22	Fri 10/21/22	96		Project Owner (Requ
105	1.3.3.3		Advertisement and Award	64%	81 days	Fri 9/30/22	Tue 1/31/23			
106	1.3.3.3.1		Post Advertisement #1	100%	0 days	Fri 9/30/22	Fri 9/30/22	96	107	Contract Manager
107	1.3.3.3.2		Receive vendor Questions	100%	5 days	Mon 10/3/22	Fri 10/7/22	106	108	Vendor,Contract M

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
108	1.3.3.3.3		Answer vendor Questions and Update Advertisement	100%	5 days	Mon 10/10/22	Fri 10/14/22	107	109	Business Unit and IT
109	1.3.3.3.4		Post Advertisement #2	100%	0.5 days	Mon 10/17/22	Mon 10/17/22	108	110	Contract Manager
110	1.3.3.3.5		Receive Submittals	100%	8 days	Mon 10/17/22	Thu 10/27/22	109	111	Contract Manager
111	1.3.3.3.6		Review submittals	100%	10 days	Thu 10/27/22	Thu 11/10/22	110	112	Legal,Business Unit,
112	1.3.3.3.7		Meet to discuss new direction	100%	5 days	Thu 11/10/22	Fri 11/18/22	111	113	
113	1.3.3.3.8		Create new SOW with new scope	100%	5 days	Fri 11/18/22	Tue 11/29/22	112	114	
114	1.3.3.3.9		Review new SOW #1	100%	5 days	Tue 11/29/22	Tue 12/6/22	113	115	
115	1.3.3.3.10		Update new SOW #1	100%	5 days	Tue 12/6/22	Tue 12/13/22	114	116	
116	1.3.3.3.11		Review new SOW #2	100%	1 day	Tue 12/13/22	Wed 12/14/22	115	117	
117	1.3.3.3.12		Update new SOW #2	100%	0.5 days	Wed 12/14/22	Wed 12/14/22	116	118	
118	1.3.3.3.13		Review new SOW #3	100%	0.25 days	Thu 12/15/22	Thu 12/15/22	117	119	
119	1.3.3.3.14		Update new SOW #3	100%	0.25 days	Thu 12/15/22	Thu 12/15/22	118	120	
120	1.3.3.3.15		Working Group approval of new SOW	100%	0.5 days	Thu 12/15/22	Thu 12/15/22	119	121	
121	1.3.3.3.16		Review #4: Workforce Services and Office of the Secretary	20%	5 days	Fri 12/16/22	Thu 12/22/22	120	122	
122	1.3.3.3.17		New SOW is approved as new RFQ	0%	0 days	Thu 12/22/22	Thu 12/22/22	121	123	
123	1.3.3.3.18		Post Advertisement for new RFQ #1	0%	0 days	Thu 12/22/22	Thu 12/22/22	122	124	
124	1.3.3.3.19		Receive vendor Questions	0%	5 days	Fri 12/23/22	Fri 12/30/22	123	125	
125	1.3.3.3.20		Answer vendor Questions and Update Advertisement	0%	5 days	Tue 1/3/23	Mon 1/9/23	124	126	
126	1.3.3.3.21		Post Advertisement #2	0%	0 days	Mon 1/9/23	Mon 1/9/23	125	127	
127	1.3.3.3.22		Receive Submittals	0%	10 days	Tue 1/10/23	Tue 1/24/23	126	128	
128	1.3.3.3.23		Review Submittals	0%	5 days	Wed 1/25/23	Tue 1/31/23	127	129	
129	1.3.3.3.24		Determine and announce Award	0%	0 days	Tue 1/31/23	Tue 1/31/23	128	130	Business Unit,IT,Wc
130	1.3.2.5		Issue of Purchase Order	0%	0 days	Tue 1/31/23	Tue 1/31/23	129	132,175,1	Contract Manager
131	1.3.5		➤ Vendor Onboarding	0%	18.5 days	Tue 1/31/23	Mon 2/27/23			
132	1.3.5.1		Receive notification from ?? To start the process	0%	0 days	Tue 1/31/23	Tue 1/31/23	130	133,136,1	Garrick Wright,PM
133	1.3.5.2		Determine logistics for vendor/person (location, laptop, phone, etc)	0%	1 day	Wed 2/1/23	Wed 2/1/23	132	141,134	Garrick Wright,PM
134	1.3.5.3		Determine Access to Shares, SharePoint, etc.	0%	0.5 days	Thu 2/2/23	Thu 2/2/23	133		PM
135	1.3.5.4		➤ Fingerprinting/Background	0%	10 days	Tue 1/31/23	Tue 2/14/23			

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
136	1.3.5.4.1		Provide fingerprint instructions to vendor/person	0%	0 days	Tue 1/31/23	Tue 1/31/23	132	137	Claudia Gunnels, Ga
137	1.3.5.4.2		Receive notification of completion/submission of fingerprints	0%	5 days	Wed 2/1/23	Tue 2/7/23	136	138	Claudia Gunnels, Garrick
138	1.3.5.4.3		Perform Background Check	0%	5 days	Wed 2/8/23	Tue 2/14/23	137	139	Claudia Gunnels
139	1.3.5.4.4		Receive notification from Contracts (yes/no) for person based on fingerprint/background check	0%	0 days	Tue 2/14/23	Tue 2/14/23	138	158	Garrick Wright, PM
140	1.3.5.5		EAR Form	0%	1 day	Thu 2/2/23	Thu 2/2/23			
141	1.3.5.5.1		Complete EAR Form	0%	1 day	Thu 2/2/23	Thu 2/2/23	133	142,144,1	Tracey Sickler
142	1.3.5.5.2		Receive notification EAR form is completed	0%	0 days	Thu 2/2/23	Thu 2/2/23	141		PM
143	1.3.5.6		HelpDesk	0%	1 day	Thu 2/2/23	Fri 2/3/23			
144	1.3.5.6.1		Receive Notification Network Account is created for person(s)	0%	0 days	Thu 2/2/23	Thu 2/2/23	141		Garrick Wright
145	1.3.5.6.2		Laptop	0%	0.5 days	Thu 2/2/23	Fri 2/3/23			
146	1.3.5.6.2.1		Receive notification from HelpDesk the laptop is ready	0%	0 days	Thu 2/2/23	Thu 2/2/23	141	158,147	Garrick Wright, Trac
147	1.3.5.6.2.2		Notify vendor/person their laptop is ready	0%	0.5 days	Fri 2/3/23	Fri 2/3/23	146		Garrick Wright, PM
148	1.3.5.6.3		Share, SharePoint, etc Access	0%	1 day	Thu 2/2/23	Fri 2/3/23			
149	1.3.5.6.3.1		Submit Helpdesk Ticket for Access of new person	0%	1 day	Fri 2/3/23	Fri 2/3/23	141		PM
150	1.3.5.6.3.2		Receive Notification Access has been granted	0%	0 days	Thu 2/2/23	Thu 2/2/23	141	158	PM
151	1.3.5.7		ID/Badge Access (if required)	0%	3 days	Wed 2/1/23	Fri 2/3/23			
152	1.3.5.7.1		Fill out Badge Access Form	0%	1 day	Wed 2/1/23	Wed 2/1/23	132	153	Garrick Wright, PM
153	1.3.5.7.2		Get New Employee to Sign and Return Completed Badge Access Form	0%	1 day	Thu 2/2/23	Thu 2/2/23	152	154	New Employee, PM
154	1.3.5.7.3		Submit Badge Access Form	0%	1 day	Fri 2/3/23	Fri 2/3/23	153	155	Tracey Sickler
155	1.3.5.7.4		Receive Notification of All Approvals for new ID/Badge	0%	0 days	Fri 2/3/23	Fri 2/3/23	154	158	PM
156	1.3.5.8		Vendor/Person Start	0%	18 days	Wed 2/1/23	Fri 2/24/23			
157	1.3.5.8.1		Receive Notification PO is issued	0%	1 day	Wed 2/1/23	Wed 2/1/23	132	158	PM
158	1.3.5.8.2		Identify Start Date	0%	1 day	Wed 2/15/23	Wed 2/15/23	139,146,150,155,157	159	PM
159	1.3.5.8.3		Organize/ship the laptop to the vendor/person	0%	1 day	Thu 2/16/23	Thu 2/16/23	158	160	Garrick Wright
160	1.3.5.8.4		Send Completed Hardware Form to PM	0%	5 days	Fri 2/17/23	Thu 2/23/23	159	161	New Employee
161	1.3.5.8.5		Receive Completed Hardware Form	0%	0 days	Thu 2/23/23	Thu 2/23/23	160	162	PM
162	1.3.5.8.6		Provide completed/signed hardware form to HelpDesk	0%	1 day	Fri 2/24/23	Fri 2/24/23	161	164,165,1	Garrick Wright, PM

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
163	1.3.5.9		First Day	0%	0.5 days	Mon 2/27/23	Mon 2/27/23			
164	1.3.5.9.1		Confirm Network Access	0%	1 hr	Mon 2/27/23	Mon 2/27/23	162		New Employee
165	1.3.5.9.2		Perform Security Training	0%	0.5 days	Mon 2/27/23	Mon 2/27/23	162		New Employee
166	1.3.5.9.3		Receive Notification Security Training is Complete	0%	1 hr	Mon 2/27/23	Mon 2/27/23	162		Garrick Wright,PM
167	1.3.5.9.4		Confirm Access to Shares/SharePoint	0%	1 hr	Mon 2/27/23	Mon 2/27/23	162	170,169,1	New Employee
168	1.3.5.9.5		Review/Sign Policies	0%	0.13 days	Mon 2/27/23	Mon 2/27/23			
169	1.3.5.9.5.1		Sexual Harrassment	0%	1 hr	Mon 2/27/23	Mon 2/27/23	167		New Employee
170	1.3.5.9.5.2		Code of Ethics	0%	1 hr	Mon 2/27/23	Mon 2/27/23	167		New Employee
171	1.3.5.9.5.3		Code of Personal Responsibility	0%	1 hr	Mon 2/27/23	Mon 2/27/23	167		New Employee
172	1.3.5.9.5.4		Provide Signed Copies to PM	0%	1 hr	Mon 2/27/23	Mon 2/27/23	167		New Employee
173	1.3.5.9.5.5		PM forward signed copies to Tracey	0%	1 hr	Mon 2/27/23	Mon 2/27/23	167	197,195,2	PM
174	1.3.6	1	DELIVERABLE 1: Project Kickoff Meeting	0%	16.25 days	Wed 2/1/23	Thu 2/23/23			
175	1.3.6.1		Vendor Creates Kickoff Agenda and Materials	0%	10 days	Wed 2/1/23	Tue 2/14/23	130	176	Vendor
176	1.3.6.2		Vendor Submits Kickoff Agenda and Materials to DEO (Submittal #1)	0%	0 days	Tue 2/14/23	Tue 2/14/23	175	177	Vendor
177	1.3.6.3		DEO Reviews Kickoff Agenda and Materials (Review #1)	0%	3 days	Wed 2/15/23	Fri 2/17/23	176	178	DEO Review Team
178	1.3.6.4		Vendor Updates Kickoff Agenda and Materials	0%	2 days	Mon 2/20/23	Tue 2/21/23	177	179	Vendor
179	1.3.6.5		Vendor Submits Updated Kickoff Agenda and Materials to DEO (Submittal #2)	0%	0 days	Tue 2/21/23	Tue 2/21/23	178	180	Vendor
180	1.3.6.6		DEO Reviews Kickoff Agenda and Materials (Review #2)	0%	1 day	Wed 2/22/23	Wed 2/22/23	179	181	DEO Review Team
181	1.3.6.7		DEO Approves Kickoff Agenda and Materials	0%	0 days	Wed 2/22/23	Wed 2/22/23	180	182	DEO Review Team
182	1.3.6.8		Vendor Delivers Project Kickoff Meeting	0%	0.25 days	Thu 2/23/23	Thu 2/23/23	181	276	Vendor
183	1.3.7	2	DELIVERABLE 2: Project Management Plan	0%	21 days	Wed 2/1/23	Wed 3/1/23			
184	1.3.7.1		Vendor Creates PMP	0%	10 days	Wed 2/1/23	Tue 2/14/23	130	185	Vendor
185	1.3.7.2		Vendor Submits PMP to DEO (Submittal #1)	0%	0 days	Tue 2/14/23	Tue 2/14/23	184	186	Vendor
186	1.3.7.3		DEO Reviews PMP (Review #1)	0%	5 days	Wed 2/15/23	Tue 2/21/23	185	187	DEO Review Team
187	1.3.7.4		Vendor Updates PMP	0%	2 days	Wed 2/22/23	Thu 2/23/23	186	188	Vendor
188	1.3.7.5		Vendor Submits PMP to DEO (Submittal #2)	0%	0 days	Thu 2/23/23	Thu 2/23/23	187	189	Vendor
189	1.3.7.6		DEO Reviews PMP (Review #2)	0%	2 days	Fri 2/24/23	Mon 2/27/23	188	190	DEO Review Team

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
190	1.3.7.7		Vendor Updates PMP	0%	1 day	Tue 2/28/23	Tue 2/28/23	189	191	Vendor
191	1.3.7.8		Vendor Submits PMP to DEO (Submittal #3)	0%	0 days	Tue 2/28/23	Tue 2/28/23	190	192	Vendor
192	1.3.7.9		DEO Reviews PMP (Review #3)	0%	1 day	Wed 3/1/23	Wed 3/1/23	191	193	DEO Review Team
193	1.3.7.10		DEO Approves PMP	0%	0 days	Wed 3/1/23	Wed 3/1/23	192	276	DEO Review Team
194	1.3.8	3	DELIVERABLE 3: Working Sessions, Audit, and Report	0%	20 days	Mon 2/27/23	Mon 3/27/23			
195	1.3.8.1		DEO delivers existing IAM policies, processes, and procedures to Vendor	0%	0 days	Mon 2/27/23	Mon 2/27/23	173	196	PM
196	1.3.8.2		Vendor Begins Audit of IAM policies, processes, and procedures	0%	0 days	Mon 2/27/23	Mon 2/27/23	195	201	Vendor
197	1.3.8.3		Vendor Completes Session #1	0%	5 days	Mon 2/27/23	Mon 3/6/23	173	198	Vendor,DEO Review
198	1.3.8.4		Vendor Completes Session #2	0%	3 days	Mon 3/6/23	Thu 3/9/23	197	199	Vendor,DEO Review
199	1.3.8.5		Vendor Completes Session #3	0%	3 days	Thu 3/9/23	Tue 3/14/23	198	200	Vendor,DEO Review
200	1.3.8.6		Vendor Creates Audit Report	0%	5 days	Tue 3/14/23	Tue 3/21/23	199	201,208,2	Vendor
201	1.3.8.7		Vendor Submits Audit Report to DEO (Submittal #1)	0%	0 days	Tue 3/21/23	Tue 3/21/23	200,196	202	Vendor
202	1.3.8.8		DEO Reviews Audit Report (Review #1)	0%	2 days	Tue 3/21/23	Thu 3/23/23	201	203	DEO Review Team
203	1.3.8.9		Vendor Updates Audit Report	0%	1 day	Thu 3/23/23	Fri 3/24/23	202	204	Vendor
204	1.3.8.10		Vendor Submits Audit Report to DEO (Submittal #2)	0%	0 days	Fri 3/24/23	Fri 3/24/23	203	205	Vendor
205	1.3.8.11		DEO Reviews Audit Report (Review #2)	0%	1 day	Fri 3/24/23	Mon 3/27/23	204	206	DEO Review Team
206	1.3.8.12		DEO Approves Audit Report	0%	0 days	Mon 3/27/23	Mon 3/27/23	205	276	DEO Review Team
207	1.3.9	4	DELIVERABLE 4: System Resource Map	0%	12 days	Tue 3/21/23	Thu 4/6/23			
208	1.3.9.1		Vendor Creates System Resource Map	0%	5 days	Tue 3/21/23	Tue 3/28/23	200	209	Vendor
209	1.3.9.2		Vendor Submits System Resource Map to DEO (Submittal #1)	0%	0 days	Tue 3/28/23	Tue 3/28/23	208	210	Vendor
210	1.3.9.3		DEO Reviews System Resource Map (Review #1)	0%	3 days	Tue 3/28/23	Fri 3/31/23	209	211	DEO Review Team
211	1.3.9.4		Vendor Updates System Resource Map	0%	2 days	Fri 3/31/23	Tue 4/4/23	210	212	Vendor
212	1.3.9.5		Vendor Submits System Resource Map (Submittal #2)	0%	0 days	Tue 4/4/23	Tue 4/4/23	211	213	Vendor
213	1.3.9.6		DEO Reviews System Resource Map (Review #2)	0%	2 days	Tue 4/4/23	Thu 4/6/23	212	214	DEO Review Team
214	1.3.9.7		DEO Approves System Resource Map	0%	0 days	Thu 4/6/23	Thu 4/6/23	213	276	DEO Review Team
215	1.3.10	5	DELIVERABLE 5: IAM Policies	0%	19 days	Tue 3/21/23	Mon 4/17/23			
216	1.3.10.1		Vendor Analyzes, Updates, and Creates Policies and Processes	0%	10 days	Tue 3/21/23	Tue 4/4/23	200	217	Vendor
217	1.3.10.2		Vendor Submits Policies and Processes to DEO (Submittal #1)	0%	0 days	Tue 4/4/23	Tue 4/4/23	216	218	Vendor

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
218	1.3.10.3		DEO Reviews Policies and Processes (Review #1)	0%	3 days	Tue 4/4/23	Fri 4/7/23	217	219	DEO Review Team
219	1.3.10.4		Vendor Updates Policies and Processes	0%	2 days	Fri 4/7/23	Tue 4/11/23	218	220	Vendor
220	1.3.10.5		Vendor Submits Policies and Processes to DEO (Submittal #2)	0%	0 days	Tue 4/11/23	Tue 4/11/23	219	221	Vendor
221	1.3.10.6		DEO Reviews Policies and Processes (Review #2)	0%	2 days	Tue 4/11/23	Thu 4/13/23	220	222	DEO Review Team
222	1.3.10.7		Vendor Updates Policies and Processes	0%	1 day	Thu 4/13/23	Fri 4/14/23	221	223	Vendor
223	1.3.10.8		Vendor Submits Policies and Processes to DEO (Submittal #3)	0%	0 days	Fri 4/14/23	Fri 4/14/23	222	224	Vendor
224	1.3.10.9		DEO Reviews Policies and Processes (Review #3)	0%	1 day	Fri 4/14/23	Mon 4/17/23	223	225	DEO Review Team
225	1.3.10.10		DEO Approves Policies and Processes	0%	0 days	Mon 4/17/23	Mon 4/17/23	224	276	DEO Review Team
226	1.3.11	6	DELIVERABLE 6: IAM Process Roles and Responsibilities Documentation	0%	27 days	Tue 3/21/23	Thu 4/27/23			
227	1.3.11.1		Vendor Creates IAM Processes Roles and Responsibilities Documentation	0%	15 days	Tue 3/21/23	Tue 4/11/23	200	228,239	Vendor
228	1.3.11.2		Vendor Submits IAM Process Roles and Responsibilities Documentation to DEO (Submittal #1)	0%	0 days	Tue 4/11/23	Tue 4/11/23	227	229	Vendor
229	1.3.11.3		DEO Reviews IAM Process Roles and Responsibilities Documentation (Review #1)	0%	3 days	Tue 4/11/23	Fri 4/14/23	228	230	DEO Review Team
230	1.3.11.4		Vendor Updates IAM Process Roles and Responsibilities Documentation	0%	2 days	Fri 4/14/23	Tue 4/18/23	229	231	Vendor
231	1.3.11.5		Vendor Submits IAM Process Roles and Responsibilities Documentation to DEO (Submittal #2)	0%	0 days	Tue 4/18/23	Tue 4/18/23	230	232	Vendor
232	1.3.11.6		DEO Reviews IAM Process Roles and Responsibilities Documentation (Review #2)	0%	3 days	Tue 4/18/23	Fri 4/21/23	231	233	DEO Review Team
233	1.3.11.7		Vendor Updates IAM Process Roles and Responsibilities Documentation	0%	2 days	Fri 4/21/23	Tue 4/25/23	232	234	Vendor
234	1.3.11.8		Vendor Submits IAM Process Roles and Responsibilities Documentation to DEO (Submittal #3)	0%	0 days	Tue 4/25/23	Tue 4/25/23	233	235	Vendor
235	1.3.11.9		DEO Reviews IAM Process Roles and Responsibilities Documentation (Review #3)	0%	2 days	Tue 4/25/23	Thu 4/27/23	234	236	DEO Review Team
236	1.3.11.10		DEO Approves IAM Process Roles and Responsibilities Documentation	0%	0 days	Thu 4/27/23	Thu 4/27/23	235	276	DEO Review Team
237	1.3.12	7	DELIVERABLE 7: DEO Identity Governance Model and Directory	0%	53 days	Mon 2/27/23	Thu 5/11/23			
238	1.3.12.1		DEO delivers existing documentation on Applications, Roles, Access, and Responsibilities to Vendor	0%	0 days	Mon 2/27/23	Mon 2/27/23	173		PM
239	1.3.12.2		Vendor Creates Documentation: Criteria and Process for Approving and Creating New Identities and Application Accounts/Roles/Access	0%	10 days	Tue 4/11/23	Tue 4/25/23	227	240,250	Vendor

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
240	1.3.12.3		Vendor Submits Documentation to DEO (Submittal #1)	0%	0 days	Tue 4/25/23	Tue 4/25/23	239	241	Vendor
241	1.3.12.4		DEO Reviews Documentation (Review #1)	0%	5 days	Tue 4/25/23	Tue 5/2/23	240	242	DEO Review Team
242	1.3.12.5		Vendor Updates Documentation	0%	2 days	Tue 5/2/23	Thu 5/4/23	241	243	Vendor
243	1.3.12.6		Vendor Submits Documentation to DEO (Submittal #2)	0%	0 days	Thu 5/4/23	Thu 5/4/23	242	244	Vendor
244	1.3.12.7		DEO Reviews Documentation (Review #2)	0%	2 days	Thu 5/4/23	Mon 5/8/23	243	245	DEO Review Team
245	1.3.12.8		Vendor Updates Documentation	0%	2 days	Mon 5/8/23	Wed 5/10/23	244	246	Vendor
246	1.3.12.9		Vendor Submits Documentation to DEO (Submittal #3)	0%	0 days	Wed 5/10/23	Wed 5/10/23	245	247	Vendor
247	1.3.12.10		DEO Reviews Documentation (Review #3)	0%	1 day	Wed 5/10/23	Thu 5/11/23	246	248	DEO Review Team
248	1.3.12.11		DEO Approves Documentation	0%	0 days	Thu 5/11/23	Thu 5/11/23	247	276	DEO Review Team
249	1.3.13	8	DELIVERABLE 8: IAM Continuous Modernization Plan and Roadmap	0%	27 days	Tue 4/25/23	Fri 6/2/23			
250	1.3.13.1		Vendor Creates Continuous Modernization Plan and Roadmap	0%	15 days	Tue 4/25/23	Tue 5/16/23	239	251,261,2	Vendor
251	1.3.13.2		Vendor Submits Continuous Modernization Plan and Roadmap (Submittal #1)	0%	0 days	Tue 5/16/23	Tue 5/16/23	250	252	Vendor
252	1.3.13.3		DEO Reviews Continuous Modernization Plan and Roadmap (Review #1)	0%	5 days	Tue 5/16/23	Tue 5/23/23	251	253	DEO Review Team
253	1.3.13.4		Vendor Updates Continuous Modernization Plan and Roadmap	0%	2 days	Tue 5/23/23	Thu 5/25/23	252	254	Vendor
254	1.3.13.5		Vendor Submits Continuous Modernization Plan and Roadmap (Submittal #2)	0%	0 days	Thu 5/25/23	Thu 5/25/23	253	255	Vendor
255	1.3.13.6		DEO Reviews Continuous Modernization Plan and Roadmap (Review #2)	0%	2 days	Thu 5/25/23	Tue 5/30/23	254	256	DEO Review Team
256	1.3.13.7		Vendor Updates Continuous Modernization Plan and Roadmap	0%	2 days	Tue 5/30/23	Thu 6/1/23	255	257	Vendor
257	1.3.13.8		Vendor Submits Continuous Modernization Plan and Roadmap (Submittal #3)	0%	0 days	Thu 6/1/23	Thu 6/1/23	256	258	Vendor
258	1.3.13.9		DEO Reviews Continuous Modernization Plan and Roadmap (Review #3)	0%	1 day	Thu 6/1/23	Fri 6/2/23	257	259	DEO Review Team
259	1.3.13.10		DEO Approves Continuous Modernization Plan and Roadmap	0%	0 days	Fri 6/2/23	Fri 6/2/23	258	276	DEO Review Team
260	1.3.14	9	DELIVERABLE 9: Transition Plan	0%	16 days	Tue 5/16/23	Thu 6/8/23			
261	1.3.14.1		Vendor Creates Transition Plan	0%	8 days	Tue 5/16/23	Fri 5/26/23	250	262	Vendor
262	1.3.14.2		Vendor Submits Transition Plan (Submittal #1)	0%	0 days	Fri 5/26/23	Fri 5/26/23	261	263	Vendor
263	1.3.14.3		DEO Reviews Transition Plan (Review #1)	0%	4 days	Fri 5/26/23	Fri 6/2/23	262	264	DEO Review Team
264	1.3.14.4		Vendor Updates Transition Plan	0%	2 days	Fri 6/2/23	Tue 6/6/23	263	265	Vendor
265	1.3.14.5		Vendor Submits Transition Plan (Submittal #2)	0%	0 days	Tue 6/6/23	Tue 6/6/23	264	266	Vendor

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
266	1.3.14.6		DEO Reviews Transition Plan (Review #2)	0%	2 days	Tue 6/6/23	Thu 6/8/23	265	267	DEO Review Team
267	1.3.14.7		DEO Approves Transition Plan	0%	0 days	Thu 6/8/23	Thu 6/8/23	266	276	DEO Review Team
268	1.3.15	10	DELIVERABLE 10: Project Closeout Report	0%	17 days	Tue 5/16/23	Fri 6/9/23			
269	1.3.15.1		Vendor Creates Project Closeout Report	0%	9 days	Tue 5/16/23	Tue 5/30/23	250	270	Vendors
270	1.3.15.2		Vendor Submits Project Closeout Report (Submittal #1)	0%	0 days	Tue 5/30/23	Tue 5/30/23	269	271	Vendor
271	1.3.15.3		DEO Reviews Project Closeout Report (Review #1)	0%	4 days	Tue 5/30/23	Mon 6/5/23	270	272	DEO Review Team
272	1.3.15.4		Vendor Updates Project Closeout Report	0%	2 days	Mon 6/5/23	Wed 6/7/23	271	273	Vendor
273	1.3.15.5		Vendor Submits Project Closeout Report (Submittal #2)	0%	0 days	Wed 6/7/23	Wed 6/7/23	272	274	Vendor
274	1.3.15.6		DEO Reviews Project Closeout Report (Review #2)	0%	2 days	Wed 6/7/23	Fri 6/9/23	273	275	DEO Review Team
275	1.3.15.7		DEO Approves Project Closeout Report	0%	0 days	Fri 6/9/23	Fri 6/9/23	274	276	DEO Review Team
276	1.3.16		Execution Phase Complete	0%	0 days	Fri 6/9/23	Fri 6/9/23	275,267,259,248,236	395	
277	1.4		Monitoring and Controlling	52%	235 days	Fri 7/1/22	Tue 6/6/23			
278	1.4.8		Deliver Weekly Status Update - includes Schedule, Cost, Scope, & RAID	50%	233 days	Fri 7/1/22	Fri 6/2/23		395	
279	1.4.1.1		Deliver Weekly Status Update #1	100%	21 days	Fri 7/1/22	Fri 7/29/22	54	280	PM
280	1.4.1.2		Deliver Weekly Status Update #2	100%	5 days	Mon 8/1/22	Fri 8/5/22	279	281	PM
281	1.4.1.3		Deliver Weekly Status Update #3	100%	5 days	Mon 8/8/22	Fri 8/12/22	280	282	PM
282	1.4.1.4		Deliver Weekly Status Update #4	100%	5 days	Mon 8/15/22	Fri 8/19/22	281	283	PM
283	1.4.1.5		Deliver Weekly Status Update #5	100%	5 days	Mon 8/22/22	Fri 8/26/22	282	284	PM
284	1.4.1.6		Deliver Weekly Status Update #6	100%	5 days	Mon 8/29/22	Fri 9/2/22	283	285	PM
285	1.4.1.7		Deliver Weekly Status Update #7	100%	4 days	Tue 9/6/22	Fri 9/9/22	284	286	PM
286	1.4.1.8		Deliver Weekly Status Update #8	100%	5 days	Mon 9/12/22	Fri 9/16/22	285	287	PM
287	1.4.1.9		Deliver Weekly Status Update #9	100%	5 days	Mon 9/19/22	Fri 9/23/22	286	288	PM
288	1.4.1.10		Deliver Weekly Status Update #10	100%	5 days	Mon 9/26/22	Fri 9/30/22	287	289	PM
289	1.4.1.11		Deliver Weekly Status Update #11	100%	5 days	Mon 10/3/22	Fri 10/7/22	288	290	PM
290	1.4.1.12		Deliver Weekly Status Update #12	100%	5 days	Mon 10/10/22	Fri 10/14/22	289	291	PM
291	1.4.1.13		Deliver Weekly Status Update #13	100%	5 days	Mon 10/17/22	Fri 10/21/22	290	292	PM
292	1.4.1.14		Deliver Weekly Status Update #14	100%	5 days	Mon 10/24/22	Fri 10/28/22	291	293	PM

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
293	1.4.1.15		Deliver Weekly Status Update #15	100%	5 days	Mon 10/31/22	Fri 11/4/22	292	294	PM
294	1.4.1.16		Deliver Weekly Status Update #16	100%	4 days	Mon 11/7/22	Thu 11/10/22	293	295	PM
295	1.4.1.17		Deliver Weekly Status Update #17	100%	5 days	Mon 11/14/22	Fri 11/18/22	294	296	PM
296	1.4.1.18		Deliver Weekly Status Update #18	100%	3 days	Mon 11/21/22	Wed 11/23/22	295	297	PM
297	1.4.1.19		Deliver Weekly Status Update #19	100%	5 days	Mon 11/28/22	Fri 12/2/22	296	298	PM
298	1.4.1.20		Deliver Weekly Status Update #20	100%	5 days	Mon 12/5/22	Fri 12/9/22	297	299	PM
299	1.4.1.21		Deliver Weekly Status Update #21	100%	5 days	Mon 12/12/22	Fri 12/16/22	298	300	PM
300	1.4.1.22		Deliver Weekly Status Update #22	0%	5 days	Mon 12/19/22	Fri 12/23/22	299	301	PM
301	1.4.1.23		Deliver Weekly Status Update #23	0%	4 days	Tue 12/27/22	Fri 12/30/22	300	302	PM
302	1.4.1.24		Deliver Weekly Status Update #24	0%	4 days	Tue 1/3/23	Fri 1/6/23	301	303	PM
303	1.4.1.25		Deliver Weekly Status Update #25	0%	5 days	Mon 1/9/23	Fri 1/13/23	302	304	PM
304	1.4.1.26		Deliver Weekly Status Update #26	0%	4 days	Tue 1/17/23	Fri 1/20/23	303	305	PM
305	1.4.1.27		Deliver Weekly Status Update #27	0%	5 days	Mon 1/23/23	Fri 1/27/23	304	306	PM
306	1.4.1.28		Deliver Weekly Status Update #28	0%	5 days	Mon 1/30/23	Fri 2/3/23	305	307	PM
307	1.4.1.29		Deliver Weekly Status Update #29	0%	5 days	Mon 2/6/23	Fri 2/10/23	306	308	PM
308	1.4.1.30		Deliver Weekly Status Update #30	0%	5 days	Mon 2/13/23	Fri 2/17/23	307	309	PM
309	1.4.1.31		Deliver Weekly Status Update #31	0%	5 days	Mon 2/20/23	Fri 2/24/23	308	310	PM
310	1.4.1.32		Deliver Weekly Status Update #32	0%	5 days	Mon 2/27/23	Fri 3/3/23	309	311	PM
311	1.4.1.33		Deliver Weekly Status Update #33	0%	5 days	Mon 3/6/23	Fri 3/10/23	310	312	PM
312	1.4.1.34		Deliver Weekly Status Update #34	0%	5 days	Mon 3/13/23	Fri 3/17/23	311	313	PM
313	1.4.1.35		Deliver Weekly Status Update #35	0%	5 days	Mon 3/20/23	Fri 3/24/23	312	314	PM
314	1.4.1.36		Deliver Weekly Status Update #36	0%	5 days	Mon 3/27/23	Fri 3/31/23	313	315	PM
315	1.4.1.37		Deliver Weekly Status Update #37	0%	5 days	Mon 4/3/23	Fri 4/7/23	314	316	PM
316	1.4.1.38		Deliver Weekly Status Update #38	0%	5 days	Mon 4/10/23	Fri 4/14/23	315	317	PM
317	1.4.1.39		Deliver Weekly Status Update #39	0%	5 days	Mon 4/17/23	Fri 4/21/23	316	318	PM
318	1.4.1.40		Deliver Weekly Status Update #40	0%	5 days	Mon 4/24/23	Fri 4/28/23	317	319	PM
319	1.4.1.41		Deliver Weekly Status Update #41	0%	5 days	Mon 5/1/23	Fri 5/5/23	318	320	PM
320	1.4.1.42		Deliver Weekly Status Update #42	0%	5 days	Mon 5/8/23	Fri 5/12/23	319	321	PM

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
321	1.4.1.43		Deliver Weekly Status Update #43	0%	5 days	Mon 5/15/23	Fri 5/19/23	320	322	PM
322	1.4.1.44		Deliver Weekly Status Update #44	0%	5 days	Mon 5/22/23	Fri 5/26/23	321	323	PM
323	1.4.1.45		Deliver Weekly Status Update #45	0%	4 days	Tue 5/30/23	Fri 6/2/23	322		PM
324	1.4.9		Conduct Weekly Team Meeting	51%	235 days	Fri 7/1/22	Tue 6/6/23	54	395	
325	1.4.2.1		Conduct Weekly Team Meeting #1	100%	13 days	Fri 7/1/22	Tue 7/19/22	54	326	PM
326	1.4.2.2		Conduct Weekly Team Meeting #2	100%	5 days	Wed 7/20/22	Tue 7/26/22	325	327	PM
327	1.4.2.3		Conduct Weekly Team Meeting #3	100%	5 days	Wed 7/27/22	Tue 8/2/22	326	328	PM
328	1.4.2.4		Conduct Weekly Team Meeting #4	100%	5 days	Wed 8/3/22	Tue 8/9/22	327	329	PM
329	1.4.2.5		Conduct Weekly Team Meeting #5	100%	5 days	Wed 8/10/22	Tue 8/16/22	328	330	PM
330	1.4.2.6		Conduct Weekly Team Meeting #6	100%	5 days	Wed 8/17/22	Tue 8/23/22	329	331	PM
331	1.4.2.7		Conduct Weekly Team Meeting #7	100%	5 days	Wed 8/24/22	Tue 8/30/22	330	332	PM
332	1.4.2.8		Conduct Weekly Team Meeting #8	100%	4 days	Wed 8/31/22	Tue 9/6/22	331	333	PM
333	1.4.2.9		Conduct Weekly Team Meeting #9	100%	5 days	Wed 9/7/22	Tue 9/13/22	332	334	PM
334	1.4.2.10		Conduct Weekly Team Meeting #10	100%	5 days	Wed 9/14/22	Tue 9/20/22	333	335	PM
335	1.4.2.11		Conduct Weekly Team Meeting #11	100%	5 days	Wed 9/21/22	Tue 9/27/22	334	336	PM
336	1.4.2.12		Conduct Weekly Team Meeting #12	100%	5 days	Wed 9/28/22	Tue 10/4/22	335	337	PM
337	1.4.2.13		Conduct Weekly Team Meeting #13	100%	5 days	Wed 10/5/22	Tue 10/11/22	336	338	PM
338	1.4.2.14		Conduct Weekly Team Meeting #14	100%	5 days	Wed 10/12/22	Tue 10/18/22	337	339	PM
339	1.4.2.15		Conduct Weekly Team Meeting #15	100%	5 days	Wed 10/19/22	Tue 10/25/22	338	340	PM
340	1.4.2.16		Conduct Weekly Team Meeting #16	100%	5 days	Wed 10/26/22	Tue 11/1/22	339	341	PM
341	1.4.2.17		Conduct Weekly Team Meeting #17	100%	5 days	Wed 11/2/22	Tue 11/8/22	340	342	PM
342	1.4.2.18		Conduct Weekly Team Meeting #18	100%	4 days	Wed 11/9/22	Tue 11/15/22	341	343	PM
343	1.4.2.19		Conduct Weekly Team Meeting #19	100%	5 days	Wed 11/16/22	Tue 11/22/22	342	344	PM
344	1.4.2.20		Conduct Weekly Team Meeting #20	100%	5 days	Wed 11/23/22	Thu 12/1/22	343	345	PM
345	1.4.2.21		Conduct Weekly Team Meeting #21	100%	3 days	Fri 12/2/22	Tue 12/6/22	344	346	PM
346	1.4.2.22		Conduct Weekly Team Meeting #22	100%	5 days	Wed 12/7/22	Tue 12/13/22	345	347	PM
347	1.4.2.23		Conduct Weekly Team Meeting #23	100%	5 days	Wed 12/14/22	Tue 12/20/22	346	348	PM
348	1.4.2.24		Conduct Weekly Team Meeting #24	0%	4 days	Wed 12/21/22	Tue 12/27/22	347	349	PM

	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
349	1.4.2.25		Conduct Weekly Team Meeting #25	0%	4 days	Wed 12/28/22	Tue 1/3/23	348	350	PM
350	1.4.2.26		Conduct Weekly Team Meeting #26	0%	5 days	Wed 1/4/23	Tue 1/10/23	349	351	PM
351	1.4.2.27		Conduct Weekly Team Meeting #27	0%	4 days	Wed 1/11/23	Tue 1/17/23	350	352	PM
352	1.4.2.28		Conduct Weekly Team Meeting #28	0%	5 days	Wed 1/18/23	Tue 1/24/23	351	353	PM
353	1.4.2.29		Conduct Weekly Team Meeting #29	0%	5 days	Wed 1/25/23	Tue 1/31/23	352	354	PM
354	1.4.2.30		Conduct Weekly Team Meeting #30	0%	5 days	Wed 2/1/23	Tue 2/7/23	353	355	PM
355	1.4.2.31		Conduct Weekly Team Meeting #31	0%	5 days	Wed 2/8/23	Tue 2/14/23	354	356	PM
356	1.4.2.32		Conduct Weekly Team Meeting #32	0%	5 days	Wed 2/15/23	Tue 2/21/23	355	357	PM
357	1.4.2.33		Conduct Weekly Team Meeting #33	0%	5 days	Wed 2/22/23	Tue 2/28/23	356	358	PM
358	1.4.2.34		Conduct Weekly Team Meeting #34	0%	5 days	Wed 3/1/23	Tue 3/7/23	357	359	PM
359	1.4.2.35		Conduct Weekly Team Meeting #35	0%	5 days	Wed 3/8/23	Tue 3/14/23	358	360	PM
360	1.4.2.36		Conduct Weekly Team Meeting #36	0%	5 days	Wed 3/15/23	Tue 3/21/23	359	361	PM
361	1.4.2.37		Conduct Weekly Team Meeting #37	0%	5 days	Wed 3/22/23	Tue 3/28/23	360	362	PM
362	1.4.2.38		Conduct Weekly Team Meeting #38	0%	5 days	Wed 3/29/23	Tue 4/4/23	361	363	PM
363	1.4.2.39		Conduct Weekly Team Meeting #39	0%	5 days	Wed 4/5/23	Tue 4/11/23	362	364	PM
364	1.4.2.40		Conduct Weekly Team Meeting #40	0%	5 days	Wed 4/12/23	Tue 4/18/23	363	365	PM
365	1.4.2.41		Conduct Weekly Team Meeting #41	0%	5 days	Wed 4/19/23	Tue 4/25/23	364	366	PM
366	1.4.2.42		Conduct Weekly Team Meeting #42	0%	5 days	Wed 4/26/23	Tue 5/2/23	365	367	PM
367	1.4.2.43		Conduct Weekly Team Meeting #43	0%	5 days	Wed 5/3/23	Tue 5/9/23	366	368	PM
368	1.4.2.44		Conduct Weekly Team Meeting #44	0%	5 days	Wed 5/10/23	Tue 5/16/23	367	369	PM
369	1.4.2.45		Conduct Weekly Team Meeting #45	0%	5 days	Wed 5/17/23	Tue 5/23/23	368	370	PM
370	1.4.2.46		Conduct Weekly Team Meeting #46	0%	4 days	Wed 5/24/23	Tue 5/30/23	369	371	PM
371	1.4.2.47		Conduct Weekly Team Meeting #47	0%	5 days	Wed 5/31/23	Tue 6/6/23	370		PM
372	1.4.3		Deliver Monthly Status Update at RA Mod Monthly Meeting	53%	233 days	Fri 7/1/22	Fri 6/2/23			
373	1.4.3.1		Deliver Monthly Status Update #1	100%	6 days	Fri 7/1/22	Fri 7/8/22	54	374	PM
374	1.4.3.2		Deliver Monthly Status Update #2	100%	20 days	Mon 7/11/22	Fri 8/5/22	373	375	PM
375	1.4.3.3		Deliver Monthly Status Update #3	100%	20 days	Mon 8/8/22	Fri 9/2/22	374	376	PM

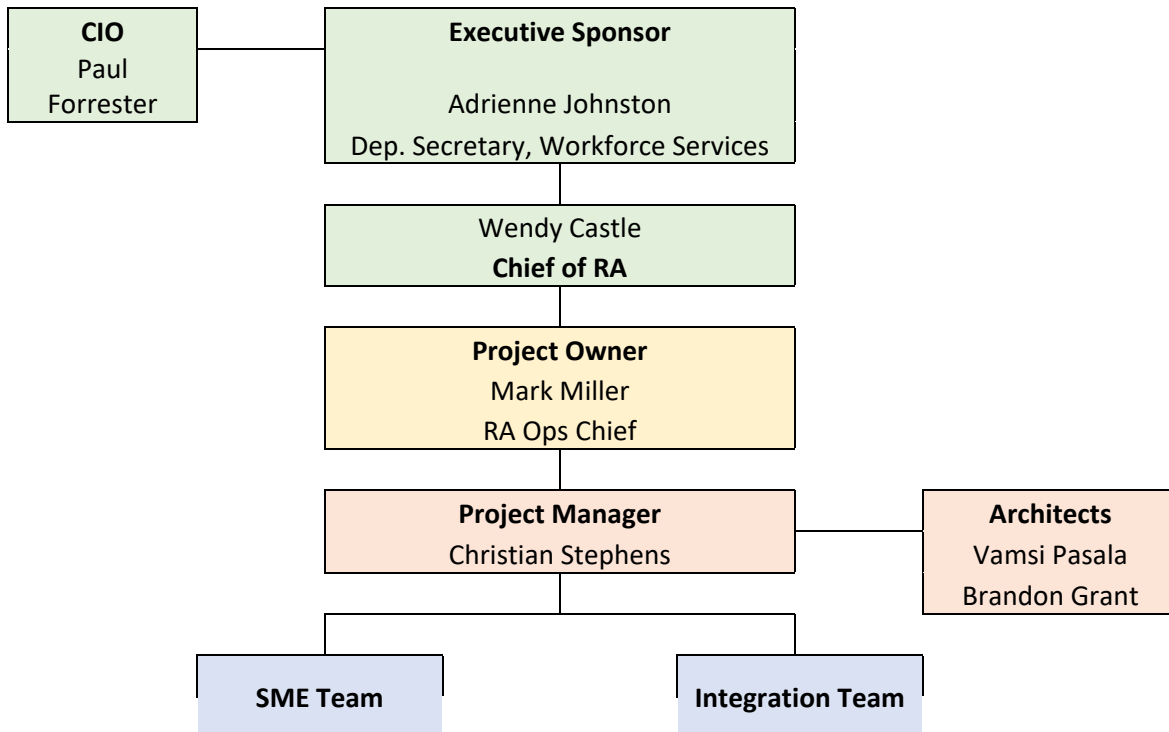
	WBS	Contract Deliverables Numbers	Task Name	% Complete	Duration	Start	Finish	Predecessors	Success	Resource Names
376	1.4.3.4		Deliver Monthly Status Update #4	100%	24 days	Tue 9/6/22	Fri 10/7/22	375	377	PM
377	1.4.3.5		Deliver Monthly Status Update #5	100%	20 days	Mon 10/10/22	Fri 11/4/22	376	378	PM
378	1.4.3.6		Deliver Monthly Status Update #6	100%	17 days	Mon 11/7/22	Fri 12/2/22	377	379	PM
379	1.4.3.7		Deliver Monthly Status Update #7	75%	23 days	Mon 12/5/22	Fri 1/6/23	378	380	PM
380	1.4.3.8		Deliver Monthly Status Update #8	0%	19 days	Mon 1/9/23	Fri 2/3/23	379	381	PM
381	1.4.3.9		Deliver Monthly Status Update #9	0%	20 days	Mon 2/6/23	Fri 3/3/23	380	382	PM
382	1.4.3.10		Deliver Monthly Status Update #10	0%	25 days	Mon 3/6/23	Fri 4/7/23	381	383	PM
383	1.4.3.11		Deliver Monthly Status Update #11	0%	20 days	Mon 4/10/23	Fri 5/5/23	382	384	PM
384	1.4.3.12		Deliver Monthly Status Update #12	0%	19 days	Mon 5/8/23	Fri 6/2/23	383	395	PM
385	1.2.1		Deliverable: Resource Plan	100%	4 days	Fri 7/1/22	Wed 7/6/22			
386	1.2.1.1		Develop Resource Plan	100%	1 day	Fri 7/1/22	Fri 7/1/22	54	387	PM
387	1.2.1.2		Review/Update Resource Plan	100%	1 day	Mon 7/4/22	Mon 7/4/22	386	388	PM
388	1.2.1.3		Approve Resource Plan	100%	1 day	Tue 7/5/22	Tue 7/5/22	387	389	PM
389	1.2.2		Resource Plan Complete	100%	1 day	Wed 7/6/22	Wed 7/6/22	388		PM
390	1.2.9		Deliverable: Project Spending Plan	100%	4 days	Fri 7/1/22	Wed 7/6/22			
391	1.2.9.1		Prepare a Project Spending Plan	100%	1 day	Fri 7/1/22	Fri 7/1/22	54	392	PM
392	1.2.9.2		Review/Update Project Spending Plan	100%	1 day	Mon 7/4/22	Mon 7/4/22	391	393	PM
393	1.2.9.3		Approve Project Spending Plan	100%	1 day	Tue 7/5/22	Tue 7/5/22	392	394	PM
394	1.2.10		Project Spending Plan complete	100%	1 day	Wed 7/6/22	Wed 7/6/22	393		PM
395	1.5		Monitoring and Controlling Phase Complete	0%	0 days	Fri 6/9/23	Fri 6/9/23	276,278,324,384	397	
396	1.6		Project Closeout	0%	5.5 days	Fri 6/9/23	Fri 6/16/23			
397	1.6.1		Schedule Project Closeout Meeting	0%	5 days	Fri 6/9/23	Fri 6/16/23	395	398	PM
398	1.6.5		Conduct Project Closeout meeting	0%	0.25 days	Fri 6/16/23	Fri 6/16/23	397	400	PM
399	1.6.6		Conduct Lessons Learned Meeting	0%	0.25 days	Fri 6/16/23	Fri 6/16/23			
400	1.6.6.2		Conduct Lessons Learned meeting	0%	0.25 days	Fri 6/16/23	Fri 6/16/23	398	401	PM
401	1.6.6.3		Record Lessons Learned	0%	0 days	Fri 6/16/23	Fri 6/16/23	400	402	PM
402	1.7		Closeout Phase complete	0%	0 days	Fri 6/16/23	Fri 6/16/23	401		

IV. Project Spending Plan

Total	FY 2021/2022	FY 2022/2023
\$1,034,699	\$150,785	\$6,095

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Adrienne Johnston	Executive Sponsor	<ul style="list-style-type: none"> Provide guidance on overall strategic direction Advising the Strategic Planning Office and project manager of risks that may impact the project Facilitate resolution of significant issues in the project Reviewing and signing off on key milestones
Domenic DiLullo	CTO	<ul style="list-style-type: none"> Provide guidance on overall strategic direction

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Wendy Castle	Chief of RA	<ul style="list-style-type: none"> • Provide guidance on overall strategic direction • Advising the Strategic Planning Office and project manager of risks that may impact the project • Facilitate resolution of significant issues in the project • Reviewing and signing off on key milestones
Mark Miller	Project Owner/Director of Reemployment Assistance Operations	<ul style="list-style-type: none"> • Contributes subject matter expertise • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests • Reviews deliverables and project documents, identifying any deficiencies • Reviews and approves deliverables • Reviews and approves RFCs
Christian Stephens	Project Manager	<ul style="list-style-type: none"> • Manages all aspects of the project and ensure compliance with project plan • Monitors project progress and schedule adherence • Completes all documents related to the project • Identifies and manages risks according to the project plan
Vamsi Pasala/Brandon Grant	Architect and Technical Lead	<ul style="list-style-type: none"> • Responsible for assisting the team in finding solutions to issues elevated to him • Is available to project sponsors for technical questions regarding direction of the project and any dependencies/impacts of other projects • Assists the PM in coordinating additional technical resources/SMEs if necessary, for the team.
SME Team	Subject Matter Expert(s)	<ul style="list-style-type: none"> • Process development tasks • Contributes subject matter expertise

Name	Project Role	Responsibility
		<ul style="list-style-type: none"> • Complete assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests
Review Team	Documentation Reviewers	<ul style="list-style-type: none"> • Reviews documentation when submitted by Vendor • Contributes subject matter expertise • Completes assigned project tasks in accordance with the Project Schedule • Identifies risks and issues to the Project Managers in accordance with the Risk and Issue Management section of this PMP • Assists the Project Managers in responding to risks and issues • Assists the Project Manager in evaluating change requests
Vendor	Strategic Planning Office (SPO)	<ul style="list-style-type: none"> • Monitors project progress • Facilitates DEO Leadership Team Governance meetings • Provides guidance and support to project manager and project team members
Vendor	IAM Experts	<ul style="list-style-type: none"> • Provides expertise in auditing, analyzing, documenting, and recommending IAM technologies

C. Project Management Methodology

DEO will use a project management methodology in compliance with project management standard rule 60GG-1 F.A.C., project requirements and department experience with similar engagements. Predictability, accountability, and flexibility are key elements that must be embraced by the overall project management approach to ensure DEO’s satisfaction and project success. Successful project management must include active and visible leadership, multiple controls and checkpoints with measurable outcomes, and engagement with all stakeholders. DEO believes strong project management is critical throughout the life of any successful project.

For this project, DEO’s project management will include the following specific elements, in addition to our standard methodology:

- The project management team will advise leadership on areas of concern and will propose solutions to mitigate risk.
- Vendors will respond to inquiries or requests from DEO within one business day from receipt.
- In the case where additional time is needed for a task, vendors will provide an estimate, which must be approved by the DEO Project Manager.
- At the end of the contract, vendors will provide final copies of all reports in electronic format for archive purposes.
- DEO's project management approach will utilize the technical skills, tools, and techniques needed to succeed, as well as the dedication to accountability, resource commitment, and organizational focus. Project success will be the result of active communication among all individuals, understanding everyone's role in the project, and clear delineation of responsibilities.

DEO believes successful project management hinges on the following:

- Clearly established project goals and requirements
- Ongoing assessment of quality against established standards
- Constant measurement of success against established deliverables and milestones
- Personal presence and commitment of key project leadership
- Proactive identification and communication of risks and issues

VI. Business Process Organizational Change Management Plan

This project intends to improve the delivery, execution, security, or convenience of DEO's lines of business through the implementation of modern processes and tools based on industry best practices and frameworks.

The project team aims to maximize communication, engagement, adoption, and performance of these new processes, roles, and responsibilities through a combination of tools, templates, and techniques such as:

- Stakeholder identification and engagement plans
- Process identification and improvement plans
- Educational assessment and training plans
- Change risk assessment
- Change Advocate networks
- Change Management
- Business Relationship Management
- IT Service Management

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Hurricane impacting the state delays the schedule	Medium	High	Adjust schedule accordingly	PM
Divisional and/or Bureau resistance of new process	Medium	Medium	Involve management and impacted staff throughout engagement to increase adoption rate and ensure a successful transition	PM
Insufficient knowledge transfer of new process	Medium	Medium	Involve impacted staff throughout engagement to increase participation and knowledge of new processes	PM
Identified technical solutions do not address requirements	Low	Medium	Procure necessary solution(s)	SME/ Implementation Teams, Owner
Procurement(s) are outside of available budget.	Low	Medium	Identify alternative solutions, seek additional funding	SME Team, Owner
Resource requirements for execution of roadmap are beyond original expectations.	Medium	Medium	Prioritize highest-risk access flows, adjust schedule, plan additional phases.	PM/SME
Procurement Delays for IAM Services	High	Medium	Communication with Senior Leadership and Procurement Team(s).	PM/Project Owner/Senior Leadership

VIII. Capacity Plan

Utilization of a single tool for software development provides a single source of truth for work tracking and resource allocation which can then be utilized for capacity planning for the development environment, tools, and developers.

Project Capacity Planning

- **Establish Cross-Functional Team:** To collaborate and communicate about production capacity and resource management, you want a cross-functional team with different levels and different functions.
- **Calculate Resource Capacity:** Before you can create a production capacity plan, you need to have an idea of your current capacity and your available resources.
- **Determine Resource Requirements:** For each project, look at the scope and what resources are required to do the task for the project.
- **Prioritize Projects:** Which projects are most important, and which can be put aside for the time being? You can't do everything at once.
- **Allocate Resources Based on Project Priority:** Now allocate those prioritized projects and make sure that they are aligned with the goals of the organization.
- **Keep the Lines of Communications Open:** Communicate between executives, project management leaders and stakeholders.
- **Document Known Risks:** Monitor risks such as union strikes, weather, government regulations that stop a project or create new ones unexpectedly.
- **Plan for How to Handle Too Much Capacity:** Understand where it is and how to resolve it (such as reassigning), or not enough capacity (again, where/how).

105174	Appropriation		\$ 56,400,000													
	Release		\$ -						\$ 48,773,320						\$ -	
	UCMNT (Proj)														\$ -	\$ -
	UCMOD (Proj)														\$ -	\$ -
	FRR21 (Nov,Dec)								\$ 2,411,526						\$ 2,411,526	\$ 2,411,526
	FRR21 (Trans)								\$ 1,330,852						\$ 1,330,852	\$ 1,330,852
	FRR21 (Proj)	\$ -							\$ 5,684,678	\$ 6,455,488	\$ 6,335,120	\$ 7,048,663	\$ 6,458,825	\$ 13,048,168	\$ 45,030,943	\$ 45,030,943
															\$ -	\$ -
	Appropriation Balance		\$ 56,400,000						\$ 46,972,945	\$ 40,517,456	\$ 34,182,336	\$ 27,133,673	\$ 20,674,847	\$ 7,626,680		
	Release Balance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 39,346,265	\$ 32,890,776	\$ 26,555,656	\$ 19,506,993	\$ 13,048,167	\$ (0)	\$ (0)	

EXPENDITURES IN OTHER CATEGORIES

BE/Category	Fund	UCMNT	UCMOD
40100300			
030000 - OPS	021063		84,956.99
40200200			
030000 - OPS	000415		40,023.32
040000 - Expenses	000415	28,500.00	
100778 - Cont Svcs	000415	(317,442.59)	901,916.02
040000 - Expenses	195004	102,943.88	9,275.00
100778 - Cont Svcs	195004	1,997,455.72	639,584.82
		<u>1,811,457.01</u>	<u>1,675,756.15</u>
	Total		3,487,213.16

UCMNT SPEND PLAN																																				
							July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost				
PO	Rec	Start Date	End Date	Vendor	Contract	Description	Contract Amount	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost						
				COR FID CAT				3,288,206.40																												
B963FA	Y	7/1/2021	6/30/2022	Insight Public Sector		Allerlyx	41,444.88	41,444.88																												
C01C84	Y	7/1/2022	6/30/2023	Insight Public Sector		Allerlyx	39,791.60		39,791.60																											
B8CFB3	Y	2/26/2021	6/30/2022	Insight Public Sector		ALTERYX 3 additional Designer Licenses (renewal)	5,693.16																													
PR121649	Y	8/28/2022	8/27/2023	Insight Public Sector		Allerlyx Server sandbox 1 year August 28, 2022 - August 27, 2023	12,301.00																													
BA5503	Y	1/1/2022	12/31/2022	Neustar		Annual Renewal of GeoPoint Software (FIRRE)	114,000.00		9,500.00		9,500.00		9,500.00	19,000.00	9,500.00	(19,000.00)	9,500.00		9,500.00																	
B94500	Y	7/1/2021	6/30/2022	SHI	C3081	Microsoft Azure Cloud Services (Commercial)(just the RA portion)	400,000.00	324,169.83																												
C01823	Y	7/1/2022	6/30/2023	SHI	C3477	Microsoft Azure Cloud Services (Commercial)(just the RA portion)	850,000.00		70,833.33		70,833.33		70,833.33		70,833.33	69,178.16	70,833.33		355,821.84																	
B94534	Y	10/1/2021	6/30/2022	SHI	C3082	Azure Cloud Services - Government Cloud	600,000.00	6,336.73		13,565.99																										
C0809F	Y	10/1/2022	6/30/2023	SHI	C3476	Azure Cloud Services - Government Cloud	2,000,000.00		166,666.66		166,666.66		166,666.67		166,666.67																					
B901AD	U	7/12/2021	3/30/2022	DLT Solutions	C3055	Extended Support for Oracle Database (CONNECT)	21,716.36	21,716.36																												
BB3767	U	4/1/2022	6/30/2023	DLT Solutions	C3055	Extended Support for Oracle Database (CONNECT)	17,444.71																													
B8D581	Y	3/29/2021	3/30/2022	Fairfax Data Systems		IBM Cloud Pak in support of CONNECT (subscription)	357,846.72																													
BAF9D7	Y	5/26/2022	5/30/2023	IBM		IBM Cloud Pak in support of CONNECT (subscription)	413,640.00																													
BA3092	Y	12/3/2021	12/2/2022	Inquest LLC	C3211	JoeSandbox License and Support (Sandbox for Metadefender)	50,532.00																													
TBD	Y	12/3/2022	12/3/2023	Inquest LLC	C3211	JoeSandbox License and Support (Sandbox for Metadefender)	50,532.00																													
BA242B	Y	1/1/2022	12/31/2023	Insight Public Sector		License Renewal for Experian QAS (CONNECT) QAS for Pega	220,126.65																													
BA274B	Y	12/9/2021	12/8/2022	SHI		Metadefender Licenses and Support	75,659.60																													
B912A4	N	4/30/2021	6/30/2022	Immix Technologies	C3050	RA Mobile Applications and Citizens Portal	893,760.00	549,623.75																												
BA6C52	N	4/30/2021	6/30/2022	Immix Technologies	C3050	RA Mobile Applications and Citizens Portal	1,259,974.80	831,474.22	428,500.58	167,156.19																										
C00D80	N	7/1/2022	6/30/2023	Immix Technologies	C3479	RA Mobile Applications and Citizens Portal	1,259,974.80				104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		104,997.90		209,995.80	1,259,974.80	1,259,974.80	
BA4DB3	Y	1/1/2022	12/31/2022	Immix Technologies		Pega Licenses	3,288,206.40																													
BA30BE	N	12/2/2021	6/30/2022	Dell		PowerEdge R440 Server (for Sandbox for Metadefender)	4,952.00	4,952.00																												
BA2C4E	Y	12/16/2021	12/15/2022	Presidio		Red Hat Linux Server Software Subscription for DR 1YR	5,872.50	5,872.50																												
B93785	Y	6/1/2021	5/31/2022	SHI	C3076	SHI - Microsoft Dynamics Fraud Protection yr 1	650,859.00																													
BAC297	Y	6/1/2022	5/31/2023	SHI	C3352	SHI - Microsoft Dynamics Fraud Protection yr 2	650,859.00																													
BA09EC	Y	10/25/2021	10/24/2022	Presidio		Smartnet 5-Year Flex Plan (just the RA-IT portion)	46,300.80																													
B96B51	Y	7/1/2021	6/30/2022	OpenText, Inc.		Open Text - HP ExStream Software Licenses	113,157.84	113,157.84																												
C0869C	Y	7/1/2022	6/30/2023	OpenText, Inc.		Open Text - HP ExStream Software Licenses	125,944.62																													
B9F16D	Y	12/25/2021	6/30/2022	OpenText, Inc.		ExStream Floating License Maintenance & Support	48,927.89	47,502.81																												
C086F1	Y	7/1/2022	6/30/2023	OpenText, Inc.		ExStream Floating License Maintenance & Support	102,943.88																													
BA037C	Y	10/20/2021	6/30/2022	Beacon Systems, Inc.	C3186	Strategic Planning Office	1,306,920.00	206,176.25																												
C0219E	N	7/1/2022	6/30/2023	Beacon Systems, Inc.	C3186	Strategic Planning Office	669,308.75																													
BAED05	Y	6/1/2022	9/15/2022	SHI		TOAD Licenses and Maintenance for CONNECT	2,900.15																													
B931D4	U	7/12/2021	6/30/2022	World Wide Technologies		Uipath Licensing (BOTS)	1,435,202.75	1,435,202.75																												
C02523	U	7/1/2022	6/30/2023	Carahsoft		Uipath Licensing (BOTS)	1,881,782.46																													
				Operations Monthly Totals				7,171,622.57	728,858.16	288,373.69	351,997.89	-	2,462,668.86	2,363,919.71	351,997.90	(1,881,604.30)	351,997.90	-	1,303,653.07	-	1,749,145.60	-	402,529.90	-	351,997.90	-	351,997.90	-	351,997.90	-	351,997.90	-	629,355.61	-	5,667,964.75	12,839,587.32

Staff AUG																																				
							July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost				
PO	Rec	Start Date	End Date	Vendor	Contract	Description	Contract Amount	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost						
B893AE	Y	12/1/2020	6/30/2022	SCONY	C2927	Applications Development Analyst	289,418.88	59,386.24																												
B84B25	Y	12/1/2020	6/30/2022	TekBank Consultants	C2930	Applications Development Analyst	306,816.00	48,128.00																												
B8485E	Y	12/1/2020	6/30/2022	PCS	C2931	Business Analyst	244,800.00	38,400.00																												
B857CA	Y	12/14/2020	6/30/2022	Digital Intelligence Systems	C2933	Applications Development Analyst	248,976.00																													
B871DC	Y	1/6/2021	6/30/2022	SGS Technologies	C2934	Applications Development Analyst	261,120.00	33,055.00																												
B86665	Y	1/1/2021	6/30/2022	DISYS	C2957	Applications Architect, Advanced	321,984.00	35,776.00																												
B8666F	Y	1/1/2021	6/30/2022	Vitaver & Associates	C2958	Applications Architect, Advanced	294,120.00																													
B90CAC	Y	7/1/2021	6/30/2022	Creative Consulting	C3018	Systems Administrator, Advanced	156,000.00	137,550.00		13,200.00																										
B91629	Y	7/1/2021	6/30/2022	Strategic IT Alignment	C3019	Applications Architect, Advanced	187,200.00	127,260.00																												

PROJECT: Data Warehouse Management
 FUNDING: Modernization GR(UCMOD)
 STATUS: In Progress

PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual		
BA2F67	Y	12/23/2021	12/22/2022	Insight Public Sector	C3281	Striim Subscription Licensing for Data Warehouse 2-Years	93,096.96	-		-		-		-		-		-		93,096.96	-	-	-	-	-	-	-	-	-	-	-	93,096.96	186,193.92
B89955	Y	5/4/2021	5/5/2022	Insight Public Sector	N/A	Tableau Server Core and Tableau Creator Licenses for RA	6,386.33	-		-		-		-		-		-		-	-	-	-	-	-	-	-	-	-	-	-	6,386.33	
BAF7FD	Y	5/6/2022	5/6/2023	Insight Public Sector	N/A	Tableau Server Core and Tableau Creator Licenses for RA	-	179,023.17	#####																					179,023.17	179,023.17		
B85E62	Y	12/15/2021	12/14/2023	Carahsoft	N/A	Snowflake Subscription Licensing & Training for Data Warehouse	-																								-	-	
							-	-																							-	-	
Totals							99,483.29	179,023.17	#####	-	-	-	-	-	-	-	-	-	-	93,096.96	-	-	-	-	-	-	-	-	-	-	-	272,120.13	371,603.42

PROJECT: Strategic Planning Office
FUNDING: Modernization GR(UCMOD)
STATUS: In Progress

Strategic Planning Office (SPO)																																	
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual		
C0219E	Y	10/20/2021	6/30/2022	Beacon Systems	C3186	Strategic Project Office	414,835.00						1,332.50					141,795.00		140,462.50												283,590.00	698,425.00
B9E799	N	10/5/2021	10/4/2022	Carahsoft	C3232	Configuration Services for ServiceNow for the SPO	323,654.92	51,803.26	53,079.48	36,986.96		36,986.96	7,946.64					-		62,656.20		-		-		-		-		-		123,682.32	447,337.24
C0A158	N	9/15/2022	12/9/2022	Carahsoft	C3232	Configuration Services for ServiceNow for the SPO	-													23,257.42		23,257.42		23,257.42		23,257.42		23,257.42		23,257.42		139,544.52	139,544.52
BA267D	N	11/17/2021	11/16/2022	SHI	NA	Microsoft Project and Visio Licenses for SPO	10,515.70	-		-		-		-		-		-		-		-		-		-		-		-		-	10,515.70
BB3166	Y	6/1/2022	9/29/2022	Carahsoft		ITSM Pro ServiceNow add-on	33,491.82	-		-		-		-		-		-		-		-		-		-		-		-		-	33,491.82
Totals							782,497.44	51,803.26	#####	36,986.96		36,986.96	9,279.14	-		-		141,795.00		#####		23,257.42		23,257.42		#####		23,257.42		#####		546,816.84	1,329,314.28

PROJECT: Reporting
 FUNDING: Modernization GR(UCMOD)
 STATUS: Complete

Reporting							July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23	2-Year Cost	
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Oblig			
BB27EE		5/23/2022	6/30/2022	SHI		FY21-22 SHI-Microsoft Visio Professional 2021 License	-	4,617.63	4,617.63	-		-		-		-		-		-		-		-		-		-		-		4,617.63	4,617.63
Totals							-	4,617.63	4,617.63	-		-		-		-		-		-		-		-		-		-		4,617.63	4,617.63		

PROJECT: Staff Augmentation
 FUNDING: Modernization GR(UCMOD)
 STATUS: In Progress

Shared Resource - Staff Augmentation

PO	Rec	Start Date	End Date	Vendor	Contract #	Description	Name	Contract Amount	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost		
										Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			Projected	Actual
B90805	Y	12/1/2021	6/30/2022	Tal Search Group	C3032	IT Staff Aug - Project Management		205,920.00	78,903.00																									18,117.00	97,020.00		
B99D49	Y	8/2/2021	6/30/2022	Randstad	C3147	App Dev Analyst		197,600.00	117,990.00																										-	117,990.00	
B99D4E	Y	3/1/2022	6/30/2022	Vitaver	C3148	App Architect		208,000.00	44,600.00																										-	44,600.00	
B9A07B	Y	8/1/2021	6/30/2022	Vitaver	C3164	App Dev Analyst		208,000.00	157,600.00							14,280.00																		31,080.00	188,680.00		
B9AA22	Y	8/13/2021	6/30/2022	IT Trailblazers	C3166	Bus Analyst		135,200.00	88,335.00																										11,440.00	99,775.00	
BA237C	Y	10/1/2021	6/30/2022	Tal Search Group	C3194	Program Manager	Steve Garrison	218,400.00	110,827.50																									18,243.75	129,071.25		
B9DD15	Y	9/22/2021	6/30/2022	Tal Search Group	C3195	Project Manager		191,360.00	100,096.00																										19,320.00	119,416.00	
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																										12,240.80	86,641.91	
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																						12,320.00	106,960.00	
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D	Y	10/1/2021	6/30/2022	Tal Search Group	C3201	Enterprise Architect		152,880.00	135,583.00																											17,297.00	152,880.00
B9C690	Y	9/1/2021	6/30/2022	V2Soft	C3196	Qual Assurance Analyst		144,664.00	74,401.11																											12,240.80	86,641.91
B9D5B1	Y	9/16/2021	6/30/2022	3K Technologies	C3197	Business Analyst		145,600.00	94,640.00				12,320.00																							12,320.00	106,960.00
B9DD0D</																																					

End Date	Vendor	Contract	Description
9/23/2021	SHI	-	Visio Licenses for Business Analysts

PROJECT: Business Process Optimization(BPO)
 FUNDING: Modernization GR(UCMOD) / Modernization AR
 STATUS: Complete Pending Payments

MOD GR						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost		
BA778C		2/24/2022	6/30/2022	KPMG	C3256	Deliverable 1 - Kick-off Meeting, Agenda, Presentation, and Minutes	10,000.00	-		-		-		-		-		-		-		-		-		-		-		-	10,000.00
						Deliverable 2 - Project Management Plan	35,000.00																							-	35,000.00
						Deliverable 3 - Staffing Plan	10,000.00																							-	10,000.00
						Deliverable 4 - Lessons Learned Collection Process	10,000.00																							-	10,000.00
						Totals	65,000.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	65,000.00

MOD ARPA						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost		
C054D5		7/1/2022	6/30/2023	KPMG	C3256	Deliverable 5 - Conduct Working Sessions	-	40,000.00		40,000.00	84,000.00	20,000.00	56,000.00	20,000.00		20,000.00														140,000.00	140,000.00
						Deliverable 6 - As-Is Reports for Core Claims	80,000.00	40,000.00	40,000.00	40,000.00	40,000.00	40,000.00	80,000.00																	120,000.00	200,000.00
						Deliverable 7 - Final As-Is Report	-					200,000.00	200,000.00																	200,000.00	200,000.00
						Deliverable 8 - Assessment Report	-	20,000.00		20,000.00		20,000.00	-	20,000.00		20,000.00			100,000.00											100,000.00	100,000.00
						Deliverable 9 - To-Be Business Processes and	-	40,000.00		40,000.00	40,000.00	40,000.00	120,000.00	40,000.00				40,000.00												160,000.00	160,000.00
						Deliverable 10 - Conduct working sessions for	-	28,000.00		28,000.00	28,000.00	28,000.00	28,000.00	28,000.00	28,000.00	28,000.00		84,000.00												140,000.00	140,000.00
						Deliverable 11 - Potential Benefit Analysis	-				100,000.00	100,000.00																		100,000.00	100,000.00
						Deliverable 12 - To-Be Report for Core Claims	-	40,000.00		40,000.00				40,000.00		40,000.00			120,000.00											120,000.00	120,000.00
						Deliverable 13 - Final To-Be Reports	-	-		-	40,000.00	-	40,000.00	40,000.00	40,000.00		40,000.00		160,000.00		-	-	-	-	-	-	-	-		200,000.00	200,000.00
						Deliverable 14 - Update Previously Developed As-Is Business Process Requirements	-			-	100,000.00	100,000.00									-	-	-	-	-	-	-		100,000.00	100,000.00	
						Deliverable 15 - Requirements Management Plan	-				-			-				14,000.00		14,000.00		-	-	-	-	-	-		28,000.00	28,000.00	
						Deliverable 16 - Transition Plan	-							-	15,000.00			15,000.00												15,000.00	15,000.00
						Totals	80,000.00	208,000.00	40,000.00	208,000.00	84,000.00	628,000.00	684,000.00	188,000.00	28,000.00	163,000.00	-	40,000.00	-	533,000.00	-	14,000.00	-	-	-	-	-	-	-	1,423,000.00	1,503,000.00

Grand Total	145,000.00	208,000.00	40,000.00	208,000.00	84,000.00	628,000.00	684,000.00	188,000.00	28,000.00	163,000.00	-	40,000.00	-	533,000.00	-	14,000.00	-	-	-	-	-	-	-	-	-	-	-	-	1,423,000.00	1,568,000.00
-------------	------------	------------	-----------	------------	-----------	------------	------------	------------	-----------	------------	---	-----------	---	------------	---	-----------	---	---	---	---	---	---	---	---	---	---	---	---	--------------	--------------

PROJECT: System Software Integrator
 FUNDING: Modernization GR(UCMOD) / Modernization AR
 STATUS: In Progress

MOD GR						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual		
BAD55C	N	4/4/2022	6/30/2022	Peraton	C3272	SSI - System Software Integrator																								-	-
						D1: Project Kickoff Meeting	13,633.50																							-	13,633.50
						D2: Project Management Plan	13,278.70																							-	13,278.70
						D3: Staffing Plan	6,825.40																							-	6,825.40
						Totals	33,737.60																							-	33,737.60

MOD ARPA						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost		
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual				
C017A5	N	7/1/2022	6/30/2023	Peraton	C3272	SSI - System Software Integrator	-	-	-																					-	-		
						D4: Technical Requirements	-	-	-			83,422.56																		83,422.56	83,422.56		
						D5: Technical Requirements Working Sessions	-	-	-									94,644.25												94,644.25	94,644.25		
						D6: Final To Be Technical Requirements Report	-	-	-									97,941.80												97,941.80	97,941.80		
						D7: Design Documentation	-	-	-											80,333.11										80,333.11	80,333.11		
						D8: Infrastructure Performance Requirements	-	-	-									42,109.86												42,109.86	42,109.86		
						D9: Requirements Management Plan	-	-	-	76,269.25	76,269.25																			76,269.25	76,269.25		
						D10: Architectural Standards	-	-	-									46,898.59													46,898.59	46,898.59	
						D11: Performance Benchmarks	-	-	-									277,855.28													277,855.28	277,855.28	
						D12: Architecture Change Control and Approval Process	-	-	-									148,221.12													148,221.12	148,221.12	
						D13: Oversight and Monitoring Modernization Projects	-	-	-									119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	119,009.64	238,019.28	952,077.12	952,077.12		
						D14: Integration Testing	-	-	-																					905,285.49	905,285.49		
						D15: Integration	-	-	-																				702,775.31	702,775.31			
						D16: Technology Selection	-	-	-									188,468.40												188,468.40	188,468.40		
						D17: Procurement Support	-	-	-										250,629.80											250,629.80	250,629.80		
						D18: Transition Plan	-	-	-									32,103.50												32,103.50	32,103.50		
						Totals		-	-	76,269.25	76,269.25	83,422.56	-	-	83,422.56	-	-	1,047,252.44	-	369,639.44	-	199,342.75	-	119,009.64	-	119,009.64	-	119,009.64	-	1,846,080.08	-	3,979,035.44	3,979,035.44

Grand Total							33,737.60	-	-	76,269.25	76,269.25	83,422.56	-	-	83,422.56	-	-	1,047,252.44	-	369,639.44	-	199,342.75	-	119,009.64	-	119,009.64	-	119,009.64	-	1,846,080.08	-	3,979,035.44	4,012,773.04
--------------------	--	--	--	--	--	--	-----------	---	---	-----------	-----------	-----------	---	---	-----------	---	---	--------------	---	------------	---	------------	---	------------	---	------------	---	------------	---	--------------	---	--------------	--------------

PROJECT: Identity Management and Access
FUNDING: Modernization GR(UCMOD) / Modernization ARP
STATUS: In Progress

MOD GR UCMOD																																	
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual		
B9E6EC	N	9/27/2021	9/27/2022	Insight Public Sector	C3231	WhoIAm Consulting Services for B2C for C2C (Phase 1)	150,785.00		6,095.00	-																						6,095.00	156,880.00
Totals							150,785.00		6,095.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6,095.00	156,880.00

MOD ARPA FRR21																																	
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual		
				Insight Public Sector	C3231	WhoIAm Consulting Services for B2C for C2C (Phase 1)												110,115.00		110,100.00												220,215.00	220,215.00
TBD				TBD		Policy													231,666.67		231,666.67		231,666.67								695,000.00	695,000.00	
Totals							-	-	-	-	-	-	-	-	-	-	-	110,115.00	-	341,766.67	-	231,666.67	-	231,666.67	-	-	-	-	-	-	-	915,215.00	915,215.00

Grand Total							150,785.00	-	6,095.00	-	-	-	-	-	-	-	-	110,115.00	-	341,766.67	-	231,666.67	-	231,666.67	-	-	-	-	-	-	921,310.00	1,072,095.00
--------------------	--	--	--	--	--	--	------------	---	----------	---	---	---	---	---	---	---	---	------------	---	------------	---	------------	---	------------	---	---	---	---	---	---	------------	--------------

PROJECT: Cloud Application Mgmt
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost	
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			Projected
	Y	2/1/2022	6/30/2023			AppDynamics - Included in base costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	987,522.00	987,522.00	#####
							-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
						Totals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	#####	987,522.00	#####		

PROJECT: SDLC Cloud OPS
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

SDLC - DevOps																																			
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost		
								Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			Projected	Actual
TBD		12/15/2022	6/30/2023			SonarQube Enterprise Edition	-	-		-		-		-		-		-		-		-		-		-		-		-		-		-	
PR88502	Y	10/1/2022	6/30/2023	CRI Advantage		ServiceNow Software License Subscriptions	-	-		-		-		-		-		374,598.27		-		-		-		-		-		-		-		374,598.27	374,598.27
Totals							-	-		-		-		-		-		374,598.27		-		-		-		-		-		-		-		374,598.27	374,598.27

PROJECT: SOA and API Layer
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

SOA and API Later																																		
							July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Proj	SFY 22/23 Actual	2-Year Cost	
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			
	Y	12/22/2021	7/31/2022			API Layer Software Tool - ISF Estimate	-	-		-		-		-		-		-		-		-		-		-		439,927.20	-		439,927.20	-	439,927.20	
	Y		7/31/2022			Configuration/Professional Services	-	-		-		-		-		-		-		-		152,315.28		152,315.28		-		-		-		304,630.56	-	304,630.56
							-	-		-		-		-		-		-		-		-		-		-		-		-		-		
Totals							-	-		-		-		-		-		-		-		152,315.28		#####		-		439,927.20	-		744,557.76	-	744,557.76	

PROJECT: Rules Engine
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

Rules Engine																																		
						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Proj	SFY 22/23 Actual	2-Year Cost		
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual			
	Y	12/22/2021	7/31/2022			Rules Engine Software Tool - ISF Estimate	-	-		-		-		-		-		-		-		-		-		-		97,084.85	-	-	97,084.85	-	97,084.85	
	Y		7/31/2022			Configuration/Professional Services	-	-		-		-		-		-		-		148,200.00		148,200.00		-		-		-		-		296,400.00	-	296,400.00
						Totals	-	-		-		-		-		-		-		#####		148,200.00		-		97,084.85	-	-	393,484.85	-	-	393,484.85		

PROJECT: Archive and Purge
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

Archive and Purge - TBD						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost		
PO	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 21/22 Oblig	2-Year Cost				
						Archive Software/Hardware Tool - ISF Estimate	-	-																					1,126,850.00	#####	#####		
						Configuration/Professional Services	-																						569,402.76	569,402.76	569,402.76	#####	#####
						Totals	-	-																					-	-	#####	#####	

PROJECT: Security Architecture Review
 FUNDING: Modernization ARPA(FRR21)
 STATUS: In Progress

Security Architecture Review Services (SAR)						July		August		September		October		November		December		January		February		March		April		May		June		SFY 22/23 Oblig	2-Year Cost
PO	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost		
C097B5		4/15/2022	4/14/2023	EY	C3257	Consultant Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
						D1: Project Plan		21,240.00	21,240.00																				21,240.00	21,240.00	
						D3: Assessment of Security Controls Report				-		169,920.00			169,920.00														169,920.00	169,920.00	
						D4: Skills and Capabilities Assessment											84,960.00												84,960.00	84,960.00	
						D5: Security Controls & Implementation Roadmap											106,200.00												106,200.00	106,200.00	
						D6: Training and Capabilities Improvement Plan											42,480.00												42,480.00	42,480.00	
						Totals	-	21,240.00	#####	-		169,920.00		-	#####	-		233,640.00		-		-		-		-		424,800.00	424,800.00		

PROJECT: IV&V for Modernization
 FUNDING: Modernization ARPA(FRR21)
 STATUS:

IV&V Services for RA Modernization							July		August		September		October		November		December		January		February		March		April		May		June		SFY 21/22 Oblig	SFY 22/23 Oblig	2-Year Cost		
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual					
EP2435	N	7/30/2021	6/30/2022	Gartner	C3454	IV&V Services for RA Modernization	-		221,460.00		221,460.00		221,460.00		221,460.00		221,460.00		885,840.00		221,460.00		221,460.00		221,460.00		221,460.00		221,460.00		442,920.00		#####	#####	
						Totals	-	-	221,460.00	-	#####	-	221,460.00	-	221,460.00	-	221,460.00	-	885,840.00	-	221,460.00	-	221,460.00	-	221,460.00	-	#####	-	221,460.00	-	#####		#####	#####	

Sum of AM_Transaction Row Labels	Column Labels		Grand Total
	UCMNT	UCMOD	
40100300			
21063			
30000		84,956.99	84,956.99
21063 Total		84,956.99	84,956.99
40100300 Total		84,956.99	84,956.99
40200200			
415			
30000		40,023.32	40,023.32
40000	28,500.00		28,500.00
100778	(317,442.59)	901,916.02	584,473.43
415 Total	(288,942.59)	941,939.34	652,996.75
195004			
40000	102,943.88	9,275.00	112,218.88
100778	1,997,455.72	639,584.82	2,637,040.54
195004 Total	2,100,399.60	648,859.82	2,749,259.42
40200200 Total	1,811,457.01	1,590,799.16	3,402,256.17
Grand Total	1,811,457.01	1,675,756.15	3,487,213.16

Date	Project	Source	PO/Contract	Description	Net Change
8/24/2022	Security Architecture Review Services	ARPA		Adjusted deliverable payout projections/ no cost change	-
8/24/2022	System and Software Integrator	UCMOD		Adjusted deliverable payout projections/ no cost change	-
9/1/2022	UCMNT	UCMNT	BAF9D7	Increased cost	55,793.28
9/1/2022	UCMNT	UCMNT	BAAF2A	Removed projection / Charged to RA Operations	(340,108.87)
9/8/2022	SDLC Dev OPS	ARPA	PR88502	Added Service Now License Projection	374,598.27
9/12/2022	UCIVV	UCIVV	C3108	Reduced Projection to match contract amount	(7,200.00)
9/12/2022	UCMNT	UCMNT	C3390	Reduced Projection / Not yet procured	(16,421.83)
9/12/2022	Shared Resouce - Aug	UCMOD	C3315	Removed August and September Projection - Not Filled	(31,200.00)
9/12/2022	Shared Resouce - Aug	UCMOD	C3354	Removed August and September Projection - Not Filled	(31,200.00)
9/12/2022	Cloud Migration	UCMOD	C3501	Added contract & replaced old projection for Open Text Software	74,179.52
9/12/2022	UCMNT	UCMNT	C0869C	Added contract & replaced old projection for Open Text Licenses	12,786.78
9/12/2022	UCMNT	UCMNT	C086F1	Added contract & replaced old projection for Open Text Support	7,938.26
9/23/2022	UCMNT	UCMNT	C3477 / C01823	Added new contract and updated projection for Azure Cloud Services(Commercial)	(50,000.00)
9/23/2022	UCMNT	UCMNT	PR88502	Added actual PR and updated projection	5,598.27
10/5/2022	UCMNT	UCMNT	C3415 / C032E6	Added FY 22/23 PO and adjusted projection to actual contract amount	(68,451.98)
10/5/2022	UCMNT	UCMNT	C3476 / C0B09F	Added FY 22/23 PO and replaced old projection	1,480,000.00
10/5/2022	UCMNT	UCMNT	B93501	Reduced projection based on usage volume	(72,000.00)
10/10/2022	UCMNT	UCMNT	Staff Aug	Removed 1st Q projections on positions not yet filled	(217,790.64)
10/10/2022	UCMNT	UCMNT	C3415/C032E6	Funding with RA Ops	(176,800.00)
10/10/2022	Shared Resouce - Aug	UCMOD	Multiple	Removed 1st Q projections on positions not yet filled	(73,514.76)
10/10/2022	UCMNT	UCMNT	Staff Aug	Funding with RA Ops	(542,961.04)
10/10/2022	RA Help Center	ARPA	N/A	Removed 1st Q projections	(300,000.00)
11/9/2022	RA Help Center	ARPA	N/A	Removed projection	(900,000.00)
12/2/2022	Master Data Management	ARPA		Adjusted deliverable payout projections/ no cost change	-
12/2/2022	CX/UX	ARPA		Adjusted deliverable payout projections/ no cost change	-
12/2/2022	Archive and Purge	ARPA		Adjusted deliverable payout projections/ no cost change	-
12/2/2022	SOA API Layer	ARPA		Adjusted deliverable payout projections/ no cost change	-
12/2/2022	IV&V for MOD	ARPA		Adjusted deliverable payout projections/ no cost change	-
12/2/2022	Shared Resouce - Aug	UCMOD	C3621	Added Contract for System Admin	183,040.00
12/2/2022	Shared Resouce - Aug	UCMOD	C3616	Added Contract for NASWA Consulting Services	32,400.00
12/2/2022	Shared Resouce - Aug	UCMOD	C3315	Removed projection	(140,400.00)
12/9/2022	UCMNT	UCMNT	PR121649	Added Alteryx Server sandbox 1 year Coverage Dates August 28, 2022 - August 27, 2023	12,301.00
12/9/2022	UCMNT	UCMNT	BAAF2A	Removed Box.com license projection(charged to Operations)	(210,646.21)
12/9/2022	UCMNT	UCMNT	BAC3E0	Removed Projection	(187,200.00)
12/9/2022	UCMNT	UCMNT	BA274B	Removed Projection	(75,659.60)
12/16/2022	Security Architecture Audit Pro	ARPA		Removed Projection	(374,544.12)
12/16/2022	Cloud Migration	ARPA		Added Projection IBM CloudPak(Filenet)	396,520.80
12/16/2022	Identity Access and Management	ARPA		Removed Savyint	(7,718,208.01)
12/16/2022	Cloud Migration	ARPA		Added tool projection	695,000.00

Back of Bill

	Category	
RA Modernization	100270	Grant
Maint & Ops	19,320,000	UCMNT
Modernization	15,510,000	UCMOD
IV&V	1,170,000	UCIVV
	36,000,000	

2202A SPECIAL CATEGORIES

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION
FROM GENERAL REVENUE FUND 36,000,000

From the funds in Specific Appropriation 2202A, \$36,000,000 in nonrecurring funds from the General Revenue Fund is provided for the modernization of the reemployment assistance system that complies with section 282.206, Florida Statutes. Of these funds, \$19,320,000 is provided for increased maintenance and operations of the system, \$15,510,000 is provided for system modernization, and \$1,170,000 is provided to competitively procure a private sector provider with experience in conducting independent verification and validation (IV&V) services of public sector information technology projects to provide IV&V services for all department and vendor staff working to modernize and maintain the system. From these funds, \$31,170,000 shall be held in reserve, and \$4,830,000 is released to the department for ongoing maintenance and operations. The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the procurement of the IV&V vendor and the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.

Quarterly IV&V reports shall include technical reviews of project deliverables submitted or accepted within the reporting period and assessments of the department's project management and governance. The IV&V contract shall require that all deliverables be simultaneously submitted to the executive director of the department, the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations Committee, and the Florida Digital Service. The contracted provider shall be made readily available to provide all project related data to the Florida Digital Service in support of their project oversight responsibilities pursuant to section 282.0051, Florida Statutes. The department shall provide monthly project status reports to the Executive Office of the Governor's Office of Policy and Budget, the chair of the Senate Appropriations Committee, the chair of the House Appropriations Committee, and the Florida Digital Service. Each status report must include ongoing system maintenance activities and progress made to date for each project milestone, deliverable, and task order, planned and actual completion dates, planned and actual costs incurred, and any current project issues and risks.

RA Modernization - Back of Bill

Modernization **56,400,000**

TOTAL Modernization
71,910,000

Back of the Bill

Federal Coronavirus State Fiscal Recovery Fund

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION

The nonrecurring sum of \$56,400,000 from the General Revenue Fund is appropriated to the Department of Economic Opportunity for the modernization of the Reemployment Assistance system that complies with section 282.206, Florida Statutes. **These funds shall be held in reserve. Release of these funds is contingent upon the full release of funds provided for system modernization in Specific Appropriation 2202A.** The department is authorized to submit quarterly budget amendments requesting release of these funds pursuant to the provisions of chapter 216, Florida Statutes, and based on the department's planned quarterly expenditures. Release is contingent upon the approval of a detailed operational work plan and monthly spend plan that identifies all work activities and costs budgeted for Fiscal Year 2021-2022.