Legend: Projects Anticipated to be Closed in 30 Days Projects Completed

#	Area	Project	Status
1.	Infrastructure	Cloud Migration	Project closed out in June 2023. See Cloud Migration (C2C)
			Operational Work Plan.
2.		Cloud Application Performance	Project closed out in February 2023.
		Management	
3.	Software -	SDLC DevOps	Project closed out in March 2023.
4.	Architecture	.NET & ORM Upgrade	Project closed out in November 2022.
5.	Modernization	Rules Engine	Project closed out in June 2023.
6.		SOA and API Layer	Project closed out in April 2023.
7.		RA Help Center	Project closed out in December 2021.
8.	Software -	Strategic Planning Office (SPO)	Project closed out in June 2023.
9.	Procurement	Oversight (IV&V)	Project closed out in June 2023.
10.		System and Software	In progress and on schedule. Integration testing of the
		Integration (SSI)	CX/UX solution dependent on CX/UX contractor. See
			System and Software Integration Operational Work Plan.
11.	Software –	BPO	BPO project closed out in October 2022.
12.	Incremental	CX/UX	CX/UX in progress and behind schedule. Increased
	CX/UX Mobile		communication, transparency, and accountability remain
	Responsive		the focus with the technology contractor, especially for a
	Software		detailed project schedule and meeting deliverables timely.
	Transformation,		Communications contractors are on schedule; remaining
	including Business Process		deliverables dependent on CX/UX contractor. See CX/UX
	Optimization		Operational Work Plan.
13.	Data and	Data Warehouse	Project closed out in January 2022.
14.	Analytics	Reporting	Project closed out in March 2023.
15.	, , , , , ,	Archival and Purge	Project closed out in June 2023. Archive & Purge
13.		7 Tellivar and Farge	Operational Work Plan.
16.		Master Data Management and	Project closed out in March 2023.
47	6	Interoperability	Desired desired and a constant and a
17.	Security	Security Architecture Review	Project closed out in October 2022.
18.		Identity Management and User	Project closed out in June 2023. See Identity and Access
4.6		Authentication	Management Operational Work Plan.
19.		Security Architecture Audit	Postponed to post-modernization.

Are there any scope changes?

There were no scope changes this reporting period.

Is the project currently within budget?

The project is currently under budget.

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.

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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 closed a staffing resources risk previously identified by the Reemployment Assistance Modernization Program's IV&V vendor as a high-level risk. This is a result of:
 - Proactive outreach with staff augmentation vendors to gain insights to 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 developed a manual workaround for Appeals cases that contain Federal Tax Information (FTI).
 - The Department developed a process where contractors can build a database for FTI that DEO staff can manage.
- 4. The Department sharpened the scope of the Modernization Program to help 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 postmodernization.
 - 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.

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• On February 10, 2023, DEO executed an agreement with its prime technology vendor, Strategic Communications, which is providing technology solutions and services for a mobile-responsive user interface, integration platform, and a business rules engine. The full Statement of Work was executed on March 8, 2023, with the prime and its sub-technology vendor, Tata Consulting Services. The Department is actively managing this contractor closely and has proactively initiated daily accountability meetings to ensure the contractor's employees are fully onboarded, deliverables are submitted, and milestones are being met to support a July 1, 2023, launch; however, the quality of some of the contractor's work and the pace at which work is being performed is a concern.

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

- [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 launched its Virtual Hold technology in the last reporting period and has already seen a noticeable drop in the average wait time in the Reemployment Assistance Contact Center. Virtual Hold technology allows claimants to "hold" their place in line if there is a wait to speak with a live agent in the Reemployment Assistance Contact Center and receive a call-back. This technology helps reduce the average amount of time a claimant would wait while "on hold" and will also reduce the Department's Contact Center costs, which are tied to usage minutes.
 - The Visual Interactive Voice Response technology vendor continues to work with DEO and has completed testing functionality 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 application of new branding and plain language is undergoing review and approval. An early August deployment is anticipated.
 - The Department continued development of ChatBot technology this reporting period, including the development of plain language for System users. ChatBot development work is complete; however, the Department was informed during testing that a software upgrade would be required before the end of the calendar year to continue utilizing this feature. The Department identified an option for this type of self-service and anticipates implementation will commence in the next reporting period.
- [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 would gain staff efficiency and help support System performance. A rules engine is more user-friendly and does not require System code changes, which means information technology staff could be repurposed for larger, more complex System enhancements and business rule changes requiring code changes could be deployed faster. Additionally, because the rules engine operates in a separate infrastructure environment, it would allow for increased System performance.
 - The Department successfully developed an initial catalog of business rules that will be used to develop a
 continuous modernization plan for the business rules engine. The catalog identifies all business rules that govern
 the administration of the Reemployment Assistance program, the number of times each rule has changed, and
 the date(s) each rule has changed.
 - o In continuous modernization, the Department will further enhance the catalog so that it includes the relative complexity of each rule.
- [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

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

- This project was successfully closed out in June 2023; however, the Strategic Planning Office (SPO) will continue providing overall Program and project management support throughout continuous modernization.
- [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.
 - This project was successfully closed out in June 2023; however, IV&V services will continue to be provided throughout continuous modernization.
 - o In the previous reporting period, the Department advertised a Request for Quote for IV&V services for ongoing modernization. The Department selected and executed a contract with Gartner, Inc.
- [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 contractor completed testing the existing System's initial claims functionality to validate the existing System
 did not have underlying functional issues that could interfere with the future deployment of the mobileresponsive user interface.
 - The contractor has initiated daily testing progress reports to measure the CX/UX contractor's progress and monitor their test results.
 - The contractor is monitoring the CX/UX contractor's progress with entering requirements identification numbers into the testing tool to monitor traceability between the requirements and the mobile-responsive user interface solution being developed.
 - The SSI identified test cases for integration testing; however, additional test cases are expected to be identified
 once the CX/UX contractor finalizes its development work. Integration testing of the mobile-responsive user
 interface is currently blocked, and will commence once the CX/UX contractor completes their development and
 System testing activities.
 - o Two deliverables, 21 and 22, have been submitted for Department review.
- [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.
 - O The Department successfully launched the new Reconnect brand and color scheme across the entire existing System and applied plain language to the existing System's initial claims application last reporting period. This is a significant accomplishment; prior to the modernization effort, a lack of plain language was one of the primary concerns expressed by claimants. The Department continues to work with its communications contractor to develop additional plain language that will be applied incrementally to the System's existing screens.
 - o Timely deliverable submission and deliverable quality remain a concern with the mobile-responsive user interface contractor, and the interface did not go-live on July 1, 2023, as originally planned. The Department continues to meet daily with both the prime and subcontractor to increase accountability and provide specific feedback about aligning the deliverables with the contract. The Department has also required greater communication from the contractor about its progress on completing product development, and the progress they are making in both identifying and resolving defects. The prime and subcontractor are focusing their design and development on the initial Reemployment Assistance claims application only, as the application for Disaster

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Unemployment Assistance will require additional development that was not originally accounted for by the prime and subcontractor.

- [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.
 - A Request for Information was advertised to help inform the Department if a suitable technology tool for archiving and purging data exists in the marketplace.
 - This project was successfully closed out in June 2023; however continuous modernization efforts will support the archival and purging of data from the existing System database.
- [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.
 - o This project was successfully closed out in June 2023.
- [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

Rules Engine, Integration Platform, and Mobile-Responsive User Interface Request for Quote

Identity and Access Management Request for Quote

Archive and Purge Request for Information

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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 4

PREPARED ON 5/26/2023

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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.

In Scope:

- Migration of the System from the existing data center into the Azure Cloud.
- Transitioning to a Cloud Based IVR Solution.
- Building of a Disaster Recovery System.
- The ability to Scale Out the infrastructure to create a more robust and reliable System.

Out Of Scope:

• Changes to existing the System's workflows and processes

• Fixing pre-existing bugs in the System.

B. Project Objectives and Business Benefits

The 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 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. Moving the System to the cloud will allow for flexibility, stability, and future growth as well as the ability to handle larger load in case of emergency spikes in claimant requests.

Project Objective	Business Benefit
Complete migration plan and all application and database layer remediation and readiness modifications	Mitigate technical risks and unknowns associated with migration
Migrate all System infrastructure to the Cloud using an IaaS hosting model	 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 payas-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 (FileNET, content management which includes in BRAVA functionality and document management system)	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	Cloud deployment and delivery models provide cost and operational efficiencies

C. Critical Success Factors

The critical success of moving the System to the cloud will be measured using the CAPM tool metrics in the cloud as compared to the On Prem system to ensure performance matches or exceeds performance of the current CONNECT system. In addition, Disaster Recovery (DR) will become a more automated and streamlined option that will allow the DEO to recover from a disaster in less time than the on prem system, which currently uses a 72-hour outage window as its baseline.

- 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

The main key dates for the project are based on milestones along the project lifecycle that help to ensure the project stays on time and budget.

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 (package pulled)
December 17, 2021	FileNet Proposals Due (package pulled)
December 26, 2021	Data Intensity Contract Executed
December 27, 2021	Fairfax Proposal Received (package pulled)
January 2, 2022	Oracle Upgrade from 12 to 19C Complete
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
December 1,2022	Full Production Testing
February 11, 2023	Go Live
February 18, 2023	DARS
Juno 26, 2022	Visual IVR in a production-ready state and VHT Call Back Go
June 26, 2023	Live

E. Major Deliverables

These Deliverables are tracked during the lifecycle of the project to ensure project performance.

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

Major Deliverable	Deliverable Description
Remediate IBM FileNet	Move workflow and document management
Remediate IDIVI PHENET	functionality to native cloud-based application
Object Relational Model	Upgrade to latest version and migrate to Azure
Object Relational Wodel	environment
Database Migration	Migrate Oracle and SQL Databases to Azure
Database Wilgration	environment
	Complete necessary refactoring and upgrade .NET
Application	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
Defect Tracking and Load Runner	implement Load Runner Cloud SaaS solution
	Upgrade OpenText Blazon version and migrate to
Correspondence	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
Daten Management	to Azure environment
Testing Data Management	Select and implement COTS product

F. Major Milestones

These Milestones are tracked during the lifecycle of the project to ensure project performance.

	Major Milestone	Milestone Description
1.	Execution of Vendor Contracts	Execution of multiple vendor contracts vital
1.	Execution of Vendor Contracts	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 VMs
7.	UAT Testing	Completion of User Acceptance Testing

G. Procurement

The Procurements for this project were extensions to the IVR solution and the assistance for the upgrade and migration of the Automic UC4 product.

Procurement	Description	Justification	Needed By
C2191-A10	This amendment adds E911	To be compliant, all users	Complete
GTS	functionality to the existing Genesys	must have the ability to call	
Amendment	system	911	

RFQ for	Automic Automation Upgrade and	UC4 is a critical component Complete
Automic	Migration to Azure Professional	of the System, which handles
Migration	Services	batch job scheduling and
		automation. Migration
		support services are required
		to upgrade UC4 and migrate
		to the Azure platform.

H. Key Stakeholders

The Key Stakeholders for the project are key members of the team that assist in making decisions in project requirements, deliverables, and project goals.

Key Stakeholder	Project Interest
Lindsay Volpe	Deputy Secretary, Workforce Services, DEO
Domenic DiLullo	Chief Technology Officer, DEO
Tisha Womack	Chief Financial Officer, DEO
Wendy Castle	RA Modernization Program Owner - Business
Benjamin Beha	RA Modernization Project Owner
Paul Forrester	CIO, RA Modernization Program Owner – Information Technology
David Sinclair	Project Manager
Peraton	System and Software Integrator

I. Significant Project Assumptions and Constraints

Purpose: To identify important conditions affecting this specific project.

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

The WBS was created based on the Project High Level deliverables along with the planned schedule for the project. The Project is managed using Initiation, Planning, Execution, Monitoring and Close out sections.

WBS	Task Name	
1	Connect to Cloud	
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 1 Infrastructure Build	
1.5.2.1	Lower Environment Build	
1.5.2.2	Production Environment Build	
1.5.2.3	Phase 1 Complete	
1.5.3	Phase 2 Testing	

1.5.3.1	Lower Environment Unit Testing	
1.5.3.2	Lower Environment UAT / Smoke Testing	
1.5.3.3	Production Environment Unit Testing	
1.5.3.4	Production Environment UAT / Smoke testing	
1.5.3.5	Production and Lower Interface Testing	
1.5.3.6	Phase 2 Complete	
1.5.4	Go Live	
1.5.4.1	Mock Run Plan	
1.5.4.2	Go No Go Meetings	
1.5.4.3	Lessons Learned	
1.5.4.4	Go Live	
1.6.0.0	Project Closure	

II. Resource Loaded Project Schedule

The below Project Schedule is the final version of the project scheduled used and followed through go live on 2/13/23. DEO used Service Now as the project schedule tool for the project.

Task Name	Duration	Start	Finish	Predecessors	Resource Names
C2C	469 days	Tue 9/7/21	Fri 6/23/23		David Sinclair
Initiation	101.25 days	Fri 10/1/21	Mon 2/21/22		David Sinclair
Procurement	213 days	Tue 9/7/21	Thu 6/30/22		David Sinclair
Planning	176 days	Tue 9/7/21	Tue 5/10/22		David Sinclair
Execution	390 days	Mon 10/4/21	Fri 3/31/23		
Requirements Creation	36 days	Mon 10/4/21	Mon 11/22/21		David Sinclair
C2C Tasks	390 days	Mon 10/4/21	Fri 3/31/23		David Sinclair
Azure Training	141.75 days	Mon 10/4/21	Tue 4/19/22		
Oracle 19c Upgrade	38 days	Wed 12/1/21	Mon 1/24/22		Anand Kothandan
GOV Cloud Services	251 days	Thu 10/7/21	Fri 9/23/22		David Sinclair
DEVOPS Environment	134 days	Mon 2/28/22	Fri 9/2/22		Eddy Richards
PreProd Environment	74 days	Mon 4/4/22	Fri 7/15/22		Eddy Richards
IBM FileNet Phase 1	193.63 days	Mon 10/4/21	Thu 6/30/22		
Data Intensity Database Migration	193.75 days	Mon 10/4/21	Thu 6/30/22		David Sinclair
IVR to Cloud (GENESYS)	196 days	Fri 12/10/21	Fri 9/9/22		David Sinclair
DARS (GENESYS)	367 days	Mon 10/4/21	Tue 2/28/23		
Initiation	250 days	Mon 10/4/21	Fri 9/16/22		David Sinclair
Planning	35 days	Thu 8/25/22	Thu 10/13/22		
Project sub plans	12 days	Thu 8/25/22	Fri 9/9/22		
Project Schedule	35 days	Thu 8/25/22	Thu 10/13/22		
Execution	146 days	Mon 8/1/22	Tue 2/21/23		David Sinclair
Design	40 days	Mon 9/5/22	Mon 10/31/22		David Sinclair
Configure and Build - Lab	120 days	Mon 8/1/22	Fri 1/13/23		David Sinclair
Configure and Build - Production	92.4 days	Thu 9/15/22	Mon 1/23/23		David Sinclair
User Acceptance Testing	74 days	Tue 11/1/22	Fri 2/10/23		

Train the Trainer	7 days	Mon 1/16/23	Wed 1/25/23	
Knowledge Transfer	4 days	Mon 2/6/23	Thu 2/9/23	
Deployment	14 days	Wed 2/1/23	Tue 2/21/23	
Closing	3 days	Fri 2/24/23	Tue 2/28/23	
Confirm all deliverables signed off	1 day	Fri 2/24/23	Fri 2/24/23	David Sinclair
Schedule Lessons learned session	1 day	Fri 2/24/23	Fri 2/24/23	David Sinclair
Execute Lessons Learned Session	0 days	Fri 2/24/23	Fri 2/24/23	David Sinclair
Report on lessons learned from GTS	1 day	Mon 2/27/23	Mon 2/27/23	David Sinclair
DEO Final Acceptance	1 day	Tue 2/28/23	Tue 2/28/23	David Sinclair
INET 4.8 Upgrade	40 days	Mon 5/2/22	Sat 6/25/22	David Sinclair
Visual IVR	64 days	Tue 1/3/23	Fri 5/15/23	David Sinclair
Gather Requirements/workshops	7 days	Tue 1/3/23	Wed 1/11/23	David Sinclair
UAT Testing	10 days	Fri 5/26/23	Mon 6/12/23	Omar Cortes
Knowledge Transfer Session	1 day	Fri 6/16/23	Fri 6/16/23	Omar Cortes
Deliverable 32: Zappix Visual IVR	1 day	Fri 6/23/23	Fri 6/23/23	
GTS will submit invoice	1 day	Fri 6/30/23	Fri 6/30//23	David Sinclair
Payment Milestone	1 day	Fri 6/30/23	Fri 6/30//23	David Sinclair
VHT Call Back Functionality UAT Testing	10 day	Fri 5/26/23	Mon 6/12/23	Omar Cortes
VHT Call Back Go Live		Mon 6/19/23	Mon 6/26/23	Omar Cortes
TFS Migration	69 days	Fri 10/14/22	Wed 1/18/23	David Sinclair
NEW TFS Server Ready for install on Prem	1 day	Fri 10/14/22	Fri 10/14/22	Satish Pavuluri
Upgrade On Site TFS from 2015 to 2020 version	1 day	Mon 10/17/22	Mon 10/17/22	Satish Pavuluri
Test Upgraded system to confirm proper functionality	3 days	Mon 10/24/22	Wed 10/26/22	Satish Pavuluri
Install TFS on Cloud Servers	1 day	Tue 11/1/22	Tue 11/1/22	Satish Pavuluri
Migrate on Prem to Cloud Servers	1 day	Wed 1/18/23	Wed 1/18/23	Satish Pavuluri
ALM Migration	94 days	Mon 9/19/22	Thu 1/26/23	David Sinclair
Decision on ALM SAS or On Site	4 days	Tue 10/4/22	Fri 10/7/22	Quinton Lightfoot
Create new ALM server in the cloud	1 day	Mon 9/19/22	Mon 9/19/22	Ram Iyer
Configure new ALM Server	10 days	Tue 5/3/23	Tue 5/17/23	Ram Iyer
Test ALM In the cloud	5 days	Tue 5/17/23	Tue 5/23/23	Robina Brown

RMT UC4 Upgrade	47 days	Thu 10/6/22	Fri 12/9/22	David Sinclair
UAT Testing - Dev environment	45 days	Mon 7/18/22	Fri 9/16/22	David Sinclair
UAT Testing - UATTEST environment	17 days	Mon 9/12/22	Tue 10/4/22	David Sinclair
UAT Testing PreProd Environment	71.9 days	Tue 10/4/22	Wed 1/11/23	
UAT Testing SYSTEST	30.8 days	Mon 10/24/22	Tue 12/6/22	David Sinclair
UAT testing Hotfix	26.45 days	Mon 10/31/22	Tue 12/6/22	
Production environment pre-launch tasks	40.5 days	Mon 10/17/22	Mon 12/12/22	David Sinclair
Request Infrastructure Setup	1 day	Mon 10/17/22	Tue 10/18/22	Satish Pavuluri
Clone Blazon	10 days	Mon 10/31/22	Tue 11/15/22	Ram Iyer
Clone Crystal Reports	10 days	Mon 10/31/22	Tue 11/15/22	Ravi Mallapragada
Clone FileNet	3.4 days	Wed 11/2/22	Tue 11/8/22	Ram Iyer
Clone UC4 Batch Scheduler	3.4 days	Wed 11/2/22	Tue 11/8/22	Ravi Mallapragada
Clone OpenText Extreme	1 day	Mon 11/14/22	Mon 11/14/22	Ram Iyer
FileNet gap data copied	3 days	Thu 12/8/22	Mon 12/12/22	Sean Markland
UAT Testing - Production environment	29 days	Mon 12/12/22	Fri 1/20/23	David Sinclair
Interface Testing	21 days	Mon 12/12/22	Tue 1/10/23	Becky Leckinger
SMOKE Testing	15 days	Mon 12/12/22	Mon 1/2/23	Ken Mason
Test Blazon functionality	15 days	Mon 12/12/22	Fri 12/30/22	Andre Dixon
Test Crystal Reports functionality	10 days	Mon 12/19/22	Fri 12/30/22	Antonio Rosier
Test FileNet functionality	15 days	Mon 12/12/22	Fri 12/30/22	Sean Markland
Test UC4 Batch Scheduler	15 days	Mon 12/12/22	Fri 12/30/22	Antonio Rosier
Test OpenText Exstream	15 days	Mon 12/12/22	Fri 12/30/22	Nadia Miller
Load Testing	10 days	Tue 1/3/23	Tue 1/17/23	Harsha Vuppala
Production UAT completed	0 days	Fri 1/20/23	Fri 1/20/23	David Sinclair
UAT Testing - End User (Business Unit)	12 days	Mon 12/19/22	Tue 1/3/23	David Sinclair
Initial Claims workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Antonio Rosier
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Continued Claims workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Andre Dixon

Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Adjudication workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Antonio Rosier
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Appeals workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Andre Dixon
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Benefits changing workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Andrea Shand
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Monetary workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
WAGE workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial Testing	10 days	Mon 12/19/22	Fri 12/30/22	Andre Dixon
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Benefit Payment Control (BPC) workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial testing	10 days	Mon 12/19/22	Fri 12/30/22	Andrea Shand
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey
Employer/TPA Workflows tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Carey
Initial testing	10 days	Mon 12/19/22	Fri 12/30/22	Andre Dixon
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Fri 12/30/22	Fri 12/30/22	Robin Hodge-Carey

Special Programs workflow tested and approved	10 days	Mon 12/19/22	Fri 12/30/22	Robin Hodge-Care
Initial testing	10 days	Mon 12/19/22	Fri 12/30/22	Andrea Shand
Fix open issues	10 days	Mon 12/19/22	Fri 12/30/22	Rakesh Kavuri
Final testing and approval	0 days	Mon 12/19/22	Mon 12/19/22	David Sinclair
End-user UAT completed	12 days	Mon 12/19/22	Tue 1/3/23	David Sinclair
DR Testing	13 days	Tue 1/3/23	Thu 1/19/23	Viraj Jejurkar
Transition to Go Live	4 days	Mon 1/16/23	Thu 1/19/23	
Meet with C2C Support team to give orientation to new system	3 days	Mon 1/16/23	Wed 1/18/23	David Sinclair
Go through Alert Procedures with supporting team	2 days	Mon 1/16/23	Tue 1/17/23	David Sinclair
Ensure all product documentation is shared with team	1 day	Thu 1/19/23	Thu 1/19/23	David Sinclair
Training	1 day	Tue 1/17/23	Tue 1/17/23	
Admin Setup and Intro to new system	1 day	Tue 1/17/23	Tue 1/17/23	
Knowledge transfer session	1 day	Tue 1/17/23	Tue 1/17/23	Satish Pavuluri
Documentation of system Design	1 day	Tue 1/17/23	Tue 1/17/23	Ram Iyer
Documented System Maintenance Schedule	1 day	Tue 1/17/23	Tue 1/17/23	Roland Solvik
Alert Management using CAPM Tool	1 day	Tue 1/17/23	Tue 1/17/23	
Conduct Lessons Learned Meeting	2 days	Thu 1/19/23	Fri 1/20/23	David Sinclair
Schedule Lessons Learned meeting	1 day	Thu 1/19/23	Thu 1/19/23	David Sinclair
Conduct Lessons Learned meeting	1 day	Fri 1/20/23	Fri 1/20/23	David Sinclair
Record Lessons Learned	1 day	Fri 1/20/23	Fri 1/20/23	David Sinclair
Execution Phase complete	5 days	Mon 1/23/23	Fri 1/27/23	David Sinclair
Production Go Live	32 days	Thu 12/15/22	Sat 2/11/23	
Gap Data Copy to Prod for go live	1 day	Mon 1/23/23	Sat 2/11/23	Anand Kothandan
Copy FileNet Gap Data	28 days	Thu 12/15/22	Sat 2/11/23	Sean Markland
Cut over Go Live in Production	31.5 days	Thu 12/15/22	Sat 2/11/23	David Sinclair
02 - Cloud Application Performance Management: Golive	0 days	Thu 12/15/22	Sat 2/11/23	
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	219 days	Fri 2/25/22	Wed 12/28/22		David Sinclair
Record Lessons Learned	219 days	Fri 2/25/22	Wed 12/28/22		David Sinclair
Prepare Regularly scheduled Status Reports	219 days	Fri 2/25/22	Sat 2/11/23		
Conduct Regularly scheduled Status Meetings	219 days	Fri 2/25/22	Sat 2/11/23		
Monitoring and Controlling Phase Complete	0 days	Fri 12/30/22	Sat 2/11/23		
Project Closeout	469 days	Tue 9/7/21	Fri 6/23/23		
Deliverable: Project Closeout Report	1 day	Fri 6/30/23	Fri 6/30/23		
Develop Project Closeout Report	1 day	Fri 2/24/23	Fri 2/24/23	666	
Review/Update Project Closeout Report	1 day	Fri 2/24/23	Fri 2/24/23	662	
Approve Project Closeout Report	1 day	Fri 2/24/23	Fri 2/24/23	663	
Project Closeout Report complete	0 days	Fri 2/24/23	Fri 2/24/23		
Schedule Project Closeout Meeting	1 day	Wed 1/4/23	Wed 1/4/23		
Conduct Knowledge Transfer	5 days	Fri 1/13/23	Thu 1/19/23		
Remove Commercial Cloud Web Servers	1 day	Fri 2/24/23	Fri 2/24/23		
Remove DB Servers and Databases	1 day	Fri 2/24/23	Fri 2/24/23		
Deconstruct hardware as needed	1 day	Fri 2/24/23	Fri 2/24/23		
Conduct Project Closeout meeting	1 day	Fri 2/24/23	Fri 2/24/23		
Closeout Phase complete	0 days	Fri 2/24/23	Fri 2/24/23		
Conduct Lessons Learned Meeting	2 days	Mon 2/13/23	Wed 2/15/23		
Conduct Lessons Learned meeting	1 day	Wed 2/15/23	Wed 2/15/23	676	
Record Lessons Learned	1 day	Wed 2/15/23	Wed 2/15/23	674	

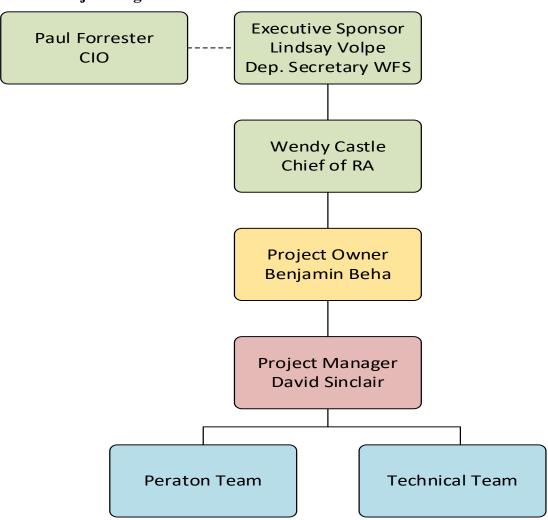
III. Project Spending Plan

The Spend plan shows the reflection of Software that was used and professional services purchased for assistance in the project life cycle.

Cost Type	FY 2021 to 2022	FY 2022to 2023	Total Cost
Software	4,624,247.27	1,363,360.03	5,987,607.30
Other Opex	504,271.88	1,914902.36	2,419,174.24

IV. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

The Project Roles and Responsibilities reflects the higher-level Project Sponsors as well as members of the team doing the implementation and migration work of the solution.

Project Role	Resource Name	Responsibilities
Executive Sponsor	Lindsay Volpe	 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
СТО	Domenic DiLullo	 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	 Monitor project progress Provide guidance and support to project manager and project team members
Project Manager	David Sinclair	 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	 Review deliverables and project documents, identifying any deficiencies Review and approve deliverables Review and approve RFCs
Project Owner	Benjamin Beha	Provide guidance on overall strategic direction

Project Role	Resource Name	Responsibilities
Functional Team	Eddy Richards Ram Iyer Anand Kothandan Mannix Hawkins John Ramos Al Rehwinkel	 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 Lovestrand Ram Iyer Anand Kothandan	 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	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

V. 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

VI. 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

VII. 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 autoscaling configuration will additionally reduce needed capacity.



OPERATIONAL WORK PLAN FOR RULES ENGINE

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

FISCAL YEAR 2022-2023 QUARTER 4

PREPARED ON JULY 5, 2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

As a part of the Florida Department of Economic Opportunity's (DEO) Reemployment Assistance (RA) Modernization Program, a Rules Engine product will be procured and a Business Rules Catalog will document the RA Claims and Benefits Information System (System) rules in one location, for ease of tracking, reviewing, and capturing information. The Rules Engine project will allow DEO to move System business rules 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

The Rules Engine Project will prepare DEO to move System business rules into a uservisible and user-maintainable Business Rules Engine. This project will identify and document System rules to develop a Business Rules Catalog and procure a Rules Engine product.

In Scope

- Procure a business rules engine product.
- Create a Business Rules Catalog to incorporate all business rules that govern the Reemployment Assistance program within the System, excluding CX/UX business rules.
 - o Include complexity of each business rule, as low, medium, or high.
 - o Include the type of rule and number of System users impacted by rule, if applicable.
 - Order rules by frequency of change, from highest to lowest.
 - o Maintain the catalog within the Central Repository.

Out of Scope

- Migrate rules into a business rules engine.
- Perform regression testing.
- Utilize the rules engine for modernization efforts.
- Identify CX/UX business rules.
- Complete documentation for technical debt for remaining rules.

B. Project Objectives and Business Benefits

The Rules Engine project was developed to successfully procure a Business Rules Engine. Along with the procurement of the tool, the project will create a Business Rules Catalog, which captures business rules within the System.

Project Objective		Business Benefit
DEO will have a modular foundation	•	A business rules engine will be installed,
that enables continuous		configured, and tested.
modernization.		

Project Objective	Business Benefit		
Inventory business rules.	• DEO will be able to validate suitability of business rules for a business rules engine.		

C. Critical Success Factors

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

D. Key Dates

Key Date	Importance and Relevance to the Project
April 2022	Contract executed with Peraton for System and
	Software Integration (SSI) services
June 2022	Identification and prioritization of business
	systems rules
November 2022	Procurement for business rules engine advertised
February 10, 2023	Contract Awarded and announced
February 10 – March 2023	Vendor Onboarded
June 30, 2023	Closeout Phase complete; project complete

E. Major Deliverables

Major Deliverable	Deliverable Description
Project Kickoff Meeting	RE project kickoff meeting defining project scope and
	identifying internal project team.
Project Charter	Complete and submit a detailed project charter to DEO.
Project Management Plan	The vendor provides the final version of the PMP after
	review and approval by DEO.
Weekly Status Meetings	Host weekly status meetings with project team.
Identification of Business	Project team identifies business system rules for
Rules	implementation into the business rules engine.
	Remaining rules will be addressed as a part of continuous
	modernization.
Procurement of Business	Procurement of a business rules engine product.
Rules Engine	
Business Rules Catalog	The project team shall create a Business Rules Catalog to
	incorporate all business rules maintained within the
	System.
Transition Plan	As part of the transition into continuous improvement,
	the project team shall deliver the Transition Plan after
	review and approval by DEO.
Project Closeout Report	The vendor provides the Project Closeout Report after
	review and approval by DEO.

F. Major Milestones

Major Milestone	Milestone Description
Procurement of Business Rules	Procure Business Rules Engine product to use for
Engine	business systems rules
Identification and prioritization of	Identify and prioritize business systems rules to
business systems rules	documented within the Business Rules Catalog.
Creation of Business Rules	System rules will be reviewed and documented to
Catalog	develop a Business Rules Catalog.
Project Closeout Report	The vendor provides the Project Closeout Report
	after review and approval by DEO.

G. Key Stakeholders

Key Stakeholder	Stakeholder Project Interest		
J. Alex Kelly	Secretary, Department of Economic Opportunity		
Lindsay Volpe	Deputy Secretary, Workforce Services		
Domenic DiLullo	Chief Technology Officer		
Paul Forrester	Chief Information Officer, Program Owner- Information		
	Technology		
Tisha Womack	Chief Financial Officer		
Wendy Castle	RA Modernization Program Owner – Business		
Nicole Sanislow	RA Modernization Program Manager – Business		
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning		
	Office		
Thomas Holliday	RA Modernization Program Manager – Strategic Planning		
	Office		
Sushma Kavarthapu	RA Modernization Program Manager – Information		
	Technology		
TBD	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 and Subject Matter Expert resources will be available as needed, to support the project as needed.

Project Constraints

1. Limited time and capacity of individuals assigned to assist.

II. Work Breakdown Structure

WBS	Task Name			
1	Rules Engine			
1.1	Initiation			
1.1.1	Risk and Complexity Assessment			
1.1.2	Deliverable: Project Charter			
1.1.3	Project Charter complete			
1.1.4	Project Kickoff Meeting			
1.1.5	Initiation Phase complete			
1.2	Planning			
1.2.1	Deliverable: Resource Plan			
1.2.2	Resource Plan Complete			
1.2.3	Deliverable: Project Schedule			
1.2.4	Project Schedule complete			
1.2.5	Deliverable: Project Management Plan			
1.2.6	Project Management Plan complete			
1.2.7	Deliverable: Project Budget			
1.2.8	Project Budget complete			
1.2.9	Deliverable: Project Spending Plan			
1.2.10	Project Spending Plan complete			
1.2.11	Determine Subsets of Rules			
1.2.12	Planning Phase Complete			
1.2.13	Requirements:			
1.3	Execution			
1.3.1	Document Rules			
1.3.2	Test Plan			
1.3.3	Procurement of Rules Engine			
1.3.4	Initiate Change in Scope			
1.3.5	Develop Rule Catalog			
1.3.6	Conduct Lessons Learned Meeting			
1.3.7	Execution Phase complete			
1.4	Monitoring and Controlling			
1.5	Project Closeout			
1.5.1	Schedule Project Closeout Meeting			
1.5.2	Deliverable: Project Closeout Report			
1.5.3	Project Closeout Report complete			
1.5.4	Conduct Knowledge Transfer			
1.5.5	Conduct Project Closeout meeting			
1.5.6	Conduct Lessons Learned Meeting			
1.5.7	Closeout Phase complete			

III. Resource Loaded Project Schedule

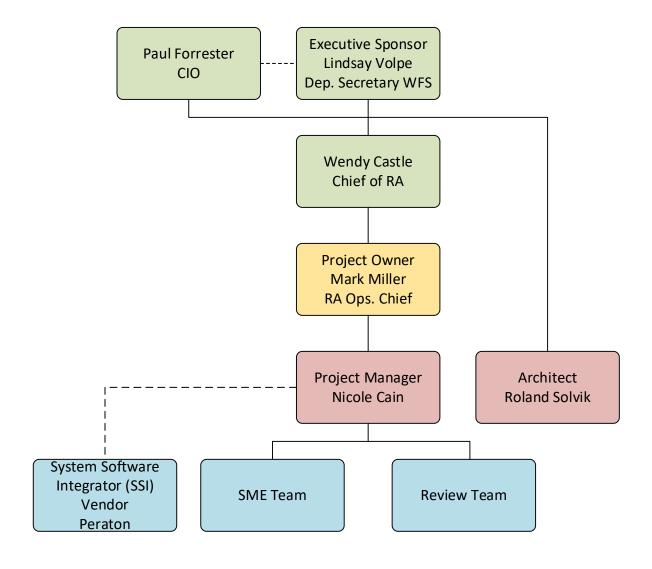
0	WBS •	Task Name	→ Com; →					▼ Successors	→ Resource Names
	1	△ Rules Engine	63%	402 days?	Mon 12/6/21	Fri 6/30/23	NA		
_	1.1	△ Initiation	100%	22 days?	Wed 1/5/22	Fri 2/4/22	Fri 2/4/22		
_	1.1.1	▶ Risk and Complexity Assessment	100%	2 days?	Wed 1/5/22	Thu 1/6/22	Thu 1/6/22		
_	1.1.2	Deliverable: Project Charter	100%	3 days?	Thu 1/27/22	Tue 2/1/22	Tue 2/1/22		
′	1.1.3	Project Charter complete	100%	0 days	Tue 2/1/22	Tue 2/1/22	Tue 2/1/22 9		
	1.1.4	Project Kickoff Meeting	100%	5 days?	Fri 1/28/22	Thu 2/3/22	Thu 2/3/22		
•	1.1.5	Initiation Phase complete	100%	1 day	Fri 2/4/22	Fri 2/4/22	Fri 2/4/22	18,16,17	
/	1.2	△ Planning	100%	145 days?	Mon 12/6/21	Wed 6/29/22	Wed 6/29/22 15		
/	1.2.1	Deliverable: Resource Plan	100%	6 days	Mon 2/7/22	Mon 2/14/22	Mon 2/14/22 15		
/	1.2.2	Resource Plan Complete	100%	0 days	Mon 2/14/22	Mon 2/14/22	Mon 2/14/22 20		
,	1.2.3	Deliverable: Project Schedule	100%	18 days?	Fri 2/11/22	Tue 3/8/22	Tue 3/8/22		
,	1.2.4	Project Schedule complete	100%	0 days	Tue 3/8/22	Tue 3/8/22	Tue 3/8/22 26		
,	1.2.5	Deliverable: Project Management Plan	100%	4 days?	Wed 3/9/22	Mon 3/14/22	Mon 3/14/22		
,	1.2.6	Project Management Plan complete	100%	0 days	Mon 3/14/22	Mon 3/14/22	Mon 3/14/22 31		
,	1.2.7	Deliverable: Project Budget			Tue 3/15/22	Thu 3/17/22	Thu 3/17/22 V		
,			100%	3 days?					
,	1.2.8	Project Budget complete	100%	0 days	Thu 3/17/22	Thu 3/17/22	Thu 3/17/22 36		
_	1.2.9	Deliverable: Project Spending Plan	100%	5 days?	Tue 3/15/22	Mon 3/21/22	Mon 3/21/22		
	1.2.10	Project Spending Plan complete	100%	0 days	Mon 3/21/22	Mon 3/21/22	Mon 3/21/22 41		
	1.2.11	Determine Subsets of Kules	100%	4 days	Tue 4/26/22	Fri 4/29/22	Fri 4/29/22		
_	1.2.12	Planning Phase Complete	100%	1 day	Fri 4/29/22	Fri 4/29/22	Fri 4/29/22 46FF		
	1.2.13	▶ Requirements:	100%	145 days?	Mon 12/6/21	Wed 6/29/22	Wed 6/29/22		
	1.3	⊿ Execution	87%	316 days?	Mon 4/4/22	Tue 6/27/23	NA 69		
,	1.3.1	Document Rules	100%	6 days?	Wed 4/6/22	Wed 4/13/22	Wed 4/13/22		
,	1.3.2	▶ Test Plan	100%	76 days?	Wed 6/29/22	Fri 10/14/22	Fri 10/14/22		
,	1.3.3	▶ Procurement of Rules Engine	100%	216 days?	Mon 4/4/22	Fri 2/10/23	Fri 2/10/23		
,	1.3.4	▶ Initiate Change in Scope	100%	37 days	Mon 2/13/23	Thu 3/30/23	Thu 3/30/23		
	1.3.5	Develop Rule Catalog	54%	61 days	Tue 4/4/23	Tue 6/27/23	NA		
	1.3.6	Conduct Lessons Learned Meeting	0%	8 days	Thu 6/15/23	Mon 6/26/23	NA		
	1.3.7	Execution Phase complete	87%	1 day	Tue 6/27/23	Tue 6/27/23	NA 170FF		
	1.4	·	59%				NA 170FF		
		Monitoring and Controlling		388 days?	Wed 12/22/21	Wed 6/28/23			
ħ	1.5	4 Project Closeout	0%	402 days?	Mon 12/6/21	Fri 6/30/23	NA NA	102 20100	
i	1.5.1	Schedule Project Closeout Meeting	0%	1 day	Mon 6/19/23	Mon 6/19/23	NA	193,20155	
	1.5.2	Deliverable: Project Closeout Report	0%	399 days?	Mon 12/6/21	Tue 6/27/23	NA		
	1.5.3	Project Closeout Report complete	0%	0 days	Tue 6/27/23	Tue 6/27/23	NA 196		
	1.5.4	Conduct Knowledge Transfer	0%	1 day	Wed 6/28/23	Wed 6/28/23	NA 196	199	Nicole Cain
	1.5.5	Conduct Project Closeout meeting	0%	1 day	Thu 6/29/23	Thu 6/29/23	NA 198	202SS	Nicole Cain
	1.5.6	Conduct Lessons Learned Meeting	0%	10 days	Mon 6/19/23	Fri 6/30/23	NA		
	1.5.7	Closeout Phase complete	0%	0 davs	Fri 6/30/23	Fri 6/30/23	NA 203		
	1.5.7	Closeout Phase complete	0%	0 davs					
0	1.5.7 WBS	Closeout Phase complete Task Name	%	0 davs				▼ Successors	▼ Resource Nar
0			%		Fri 6/30/23	Fri 6/30/23 ▼ Finish	NA 203	▼ Successors	▼ Resource Nar
•	WBS	▼ Task Name	% ▼ Com	Duration 402 days?	Fri 6/30/23 Start	Fri 6/30/23 ▼ Finish	NA 203 ▼ Actual Finish ▼ Predecessors	▼ Successors	▼ Resource Nar
•	WBS 1 1.1	▼ Task Name 4 Rules Engine 4 Initiation	% Com 99%	Duration 402 days?	Fri 6/30/23 Start Mon 12/6/21 Wed 1/5/22	Fri 6/30/23 Fri 6/30/23 Fri 2/4/22	NA 203 Actual Finish Predecessors NA Fri 2/4/22	▼ Successors	▼ Resource Nar
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IV. Project Spending Plan

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: \$0.00	Software: \$0.00
Other OpEx (Vendor Deliverables): \$0.00	Other OpEx (Vendor Deliverables): \$0.00
Other CapEx: \$0.00	Other CapEx: 0.00

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe Domenic DiLullo	Executive Sponsor CTO	 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 Provide guidance on overall strategic direction Advising the Strategic Planning Office and project manager of risks that may impact the project
W. L.G. I		 Facilitate resolution of significant issues in the project Reviewing and signing off on key milestones
Wendy Castle	Chief of RA Program Owner	 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
Paul Forrester	CIO Program Owner	 Responsible for the Strategy of DEO IT Responsible for Staffing and Support plans Responsible for day-to-day operations Responsible for working closely with programs on technology needs
TBD	Project Owner/Director of Reemployment Assistance Operations	 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
Nicole Cain	Project Manager	Manages all aspects of the project and ensure compliance with project plan

Name	Project Role	Responsibility
Roland Solvik	Architect and Technical Lead	 Monitors project progress and schedule adherence Completes all documents related to the project Identifies and manages risks according to the project plan 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
SME Team	Subject Matter Expert(s)	the team. Process development tasks Contributes subject matter expertise Complete assigned project tasks in accordance with the Project Schedule Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP Assists the Project Manager in responding to risks and issues Assists the Project Manager in evaluating
Technical Team	Technical Support	 change requests Process development tasks Contributes technical expertise Complete assigned project tasks in accordance with the Project Schedule Identifies risks and issues to the Project Manager in accordance with the Risk and Issue Management section of the PMP Assists the Project Manager in responding to risks and issues Assists the Project Manager is evaluating change requests
Review Team	Documentation Reviewers	 Reviews documentation when submitted by Vendor Contributes subject matter expertise Completes assigned project tasks in accordance with the Project Schedule

Name	Project Role	Responsibility	
		 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)	 Monitors project progress Facilitates DEO Leadership Team Governance meetings Provides guidance and support to project manager and project team members 	
Vendor	SSI	 Provide recommendations for technology selections for Rules Engine project procurement Assist with drafting the scope of work and deliverables for the Rules Engine product procurement and vendor services Assist in evaluating vendor response for the procurement of the rules Engine product 	
Vendor	TCS	Provide services in accordance to the Scope of Work to deliver and support a Rules Engine product	

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:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

This project will follow the <u>Risk Management Plan</u>, 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 he 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
If the Rules Engine project continues to be delayed because of no firm identification and finalization of business rules to be migrated, this could take considerable effort that could potentially push the project schedule out further.	Medium	Medium	Work with business unit, architects, and project team to quickly implement within the scope of the project.	Nicole Cain
The Technical Change Control Committee (TCCC) are currently working on other priorities. If they are not readily available to assist with the determination of complexity of business rules, it could potentially delay the completion of the Rules Catalog.	High	Medium	The Rules Engine project team will decrease the risk by providing rules to the TCCC as quickly as possible. Rules Catalog will be maintained from one central location, allowing all to work at the same time.	Nicole Cain

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.
- Project Prioritization: Via a weighted scoring model used for RA Mod, projects within the program have been prioritized for the purpose of optimizing resources and time.

- 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 Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.



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 4

PREPARED ON -06/30/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

A. Scope Statement

The Reemployment Assistance Claims and Benefits Information System's (System) current architecture is not modular. Lack of modularity requires extensive regression testing for all system enhancements and updates. The current System has a high level of technical debt. This technical debt increases the cost of maintenance as well as the risk of unintended effects elsewhere in the System. To assist in software transformation, DEO has procured the services of a System software integrator to provide analysis, oversight, monitoring, and testing, and to assume the responsibilities for the foundational technical platform and systems and software integration services necessary to develop and implement the System's current and future infrastructure for modernization. These integration efforts will allow DEO 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. This will ensure that an optimized cloud service and delivery model is utilized to deliver business process improvements, functional enhancements, a mobile-responsive application, and modernized architectural efficiencies.

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 DEO 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.

In Scope

• A modern System that integrates the infrastructure, software, data, analytics, and security components of the RA Modernization program.

Out of Scope

- Business Process Optimization of Services
- Unit testing of individual projects

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	Reduction in capital expenditures
a sustainable system architecture	

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.
- Preservation of continuity of DEO operations and minimization of demands on DEO 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	Importance and Relevance to the Project
Date	
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
04/28/2023	Enterprise Architecture Tool
05/10//2023	Final To-Be Technical Requirements Report
05/12/2023	Infrastructure Performance Requirements
05/12/2023	Performance Benchmarks
06/26/2023	Integration Testing
06/30/2023	Integration Services
06/30/2923	Testing Team
06/30/2023	Information Security and Regulatory Compliance
06/30/2024	Business Strategy Development
06/30/2023	Project Closure

E. Major Deliverables

Major	Deliverable Description	Status
Deliverable		
Deliverable 1	Project Kick-Off Meeting	Accepted

Major	Deliverable Description	Status
Deliverable		
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	Accepted
Deliverable 7	Design Documentation	In Progress
Deliverable 8	Infrastructure Performance Requirements	Delivered
Deliverable 9	Requirements Management Plan	Accepted
Deliverable 10	Architectural Standards for Overall System	Accepted
	Modernization	_
Deliverable 11	Performance Benchmarks	In Progress
Deliverable 12	Architecture Change Control and Approval Processes	Accepted
Deliverable 13	Oversight and Monitoring of Modernization Projects	In Progress
Deliverable 14	Integration Testing	In Progress
Deliverable 15	Integration Services	In Progress
Deliverable 16	Technology Selection	Accepted
Deliverable 17	Procurement Support	Accepted
Deliverable 18	Transition Plan	Accepted
Deliverable 19	Enterprise Architecture Tool	Accepted
Deliverable 20	Testing Team	Delivered
Deliverable 21	Information Security and Regulatory Compliance	Delivered
Deliverable 22	Business Strategy Development	In Progress

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	Complete
Closing Phase Complete	Complete

G. Key Stakeholders

Key Stakeholder	Project Interest
J. Alex Kelly	Secretary, Department of Economic Opportunity
Lindsay Volpe	Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Tisha Womack	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

Sushma	RA Modernization Program Manager – Information Technology
Kavarthapu	
Mark Miller	Bureau of RA Operations, Project Owner
Ernie Sanders	Peraton Account 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	Task Name
1	Amendment 3 executed 04-26-2023
1.1	Procurement Phase
1.1.1	Draft RFQ
1.1.2	Post RFQ
1.1.3	Responses due from Vendors
1.1.4	Establish Evaluation Committee
1.1.5	Review vendor responses
1.1.6	Present Vendor Selection to Steering Committee
1.1.7	Submit questions to vendor
1.1.8	Receive responses from vendor
1.1.9	Re-Review Vendor Response with Evaluation Committee
1.1.10	Re-Review Vendor Selection with Steering Committee
1.1.11	Steering Committee Approves Selection
1.1.12	Negotiations with Selected Vendor
1.1.13	Present Selection to Secretary
1.1.14	Approve Selection and Award Contract
1.1.15	Close Procurement Phase
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
1.2.5	Conduct Lessons Learned Meeting
1.2.6	Initiation Phase complete
1.3	Planning
1.3.1	Deliverable: Resource Plan
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
1.3.8	Project Budget complete
1.3.9	Deliverable: Project Spending Plan
1.3.10	Project Spending Plan complete
1.3.11	Complete the Planning Gate R&C Assessment
1.3.12	Conduct Lessons Learned Meeting
1.3.13	Planning Phase complete
1.4	Execution
2.4.1	Program Startup and Plan

2.4.1.1	Program Start
2.4.1.2	Contract Modification - Start Date
2.4.1.3	Program Assets (Planning, Design and Execution)
2.4.1.3.1	Deliverable 1 – Project Kick-Off Meeting
2.4.1.3.2	Deliverable 2 – Project Management Plan
2.4.1.3.3	Deliverable 3 – Staffing Plan
2.4.1.3.4	Deliverable 20 - Revise Staffing Plan
2.4.1.3.5	MS - Deliverable 20 Staffing Update - Complete
2.4.1.3.6	Deliverable 16 – Technology Selection, Provide DEO with Recommendations for Technology Selections
2.4.1.3.7	Deliverable 4 – To-Be Technical Requirements
2.4.1.3.8	Deliverable 5 – To-Be Technical Requirements Working Sessions
2.4.1.3.9	Deliverable 10 – Architectural Standards for Overall System Modernization
2.4.1.3.10	Deliverable 21 - Business Strategy Development
2.4.1.3.11	Integration Services - phase 1a
2.4.1.3.11.1	Deliverable 12 – Architecture Change Control and Approval Processes
2.4.1.3.11.2	Deliverable 13 – Oversight and Monitoring of Modernization Projects
2.4.1.3.11.2.1	Conduct Bi-Weekly Architectural Review Meetings
2.4.1.3.11.2.2	Bi-Weekly Architectural Meeting Minutes
1.3.6.4	Monitor Vendor Test Results
2.4.1.3.11.2.3.1	Create technical Integration Roadmap for Projects
2.4.1.3.11.2.3.2	Projects
2.4.1.3.11.2.3.2 2.4.1.3.11.2.3.2.1	Projects Project 1-Cloud Migration
2.4.1.3.11.2.3.2.1	Project 1-Cloud Migration
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3 2.4.1.3.11.2.3.2.3.1	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation Plan and Initiate (Setup Project)
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3 2.4.1.3.11.2.3.2.3.1 2.4.1.3.11.2.3.2.3.2	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation Plan and Initiate (Setup Project) Phase 1a - CX UX Mobile Execution
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3 2.4.1.3.11.2.3.2.3.1 2.4.1.3.11.2.3.2.3.2 2.4.1.3.11.2.3.2.3.2	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation Plan and Initiate (Setup Project) Phase 1a - CX UX Mobile Execution Deliverable 14 - CX/UX - Integration Testing
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3 2.4.1.3.11.2.3.2.3.1 2.4.1.3.11.2.3.2.3.2 2.4.1.3.11.2.3.2.3.3	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation Plan and Initiate (Setup Project) Phase 1a - CX UX Mobile Execution Deliverable 14 - CX/UX - Integration Testing Phase 1a - Deliverable-User Acceptance Testing (UAT)
2.4.1.3.11.2.3.2.1 2.4.1.3.11.2.3.2.2 2.4.1.3.11.2.3.2.3 2.4.1.3.11.2.3.2.3.1 2.4.1.3.11.2.3.2.3.2 2.4.1.3.11.2.3.2.3.3 2.4.1.3.11.2.3.2.3.4 2.4.1.3.11.2.3.2.3.5	Project 1-Cloud Migration Project 1-Closedown Project 11- CX / UX Mobile-Responsive Software Transformation Plan and Initiate (Setup Project) Phase 1a - CX UX Mobile Execution Deliverable 14 - CX/UX - Integration Testing Phase 1a - Deliverable-User Acceptance Testing (UAT) Deliverable 15 - CX/UX - Integration

2.4.1.3.14	Assist with Technology Selection & Procurement			
2.4.1.3.15	Deliverable 21 - Business Strategy Development			
1.4.2	Project Closure			
1.5	Monitoring and Controlling			
1.5.1	Manage Project Schedule			
1.5.2	Manage Project Scope			
1.5.3	Manage Project Costs			
1.5.4	Manage Project Risks			
1.5.5	Manage Project Issues			
1.5.6	Manage Decisions			
1.5.7	Manage Action Items			
1.5.8	Manage Cybersecurity			
1.5.9	Update RTM			
1.5.10	Record Lessons Learned			
1.5.11	Prepare Regularly scheduled Status Reports			
1.5.12	Conduct Regularly scheduled Status Meetings			
1.5.13	Conduct Lessons Learned Meeting			
1.5.14	Monitoring and Controlling Phase Complete			
1.6	Project Closeout			
1.6.1	Schedule Project Closeout Meeting			
1.6.2	Deliverable: Project Closeout Report			
1.6.3	Project Closeout Report complete			
1.6.4	Conduct Knowledge Transfer			
1.6.5	Conduct Project Closeout meeting			
1.6.6	Conduct Lessons Learned Meeting			
1.6.7	Closeout Phase complete			

III. Resource Loaded Project Schedule

)	WBS	Task Name		Duration	Start	Finish	Predecessors	Successors	Resource Names
1	1	Amendment	3 executed 04-26-2023	442 days	Fri 12/10/21	Mon 8/21/2			
2	1.1	Procureme	nt Phase	82 days	Fri 12/10/21	Mon 4/4/22			
3	1.1.1	Draft RF	Q	11 days	Fri 12/10/21	Fri 12/24/21		4	Vamsi Pasala
4	1.1.2	Post RFC	ı	5 days	Mon 12/27/2	Fri 12/31/21	3	5	Claudia Gunnels, Kelly Hartsfield
5	1.1.3	Respons	es due from Vendors	26 days	Mon 12/27/2	Mon 1/31/22	4	7	
6	1.1.4	Establish	Evaluation Committee	0 days	Wed 1/5/22	Wed 1/5/22			Lindsay Volpe
7	1.1.5	Review v	Review vendor responses		Tue 2/1/22	Thu 2/3/22	5	8	Mark Miller, Paul Forrester, Vams
8	1.1.6	Present Vendor Selection to Steering Committee		1 day	Fri 2/4/22	Fri 2/4/22	7	9	Claudia Gunnels
9	1.1.7	Submit q	uestions to vendor	2 days	Mon 2/7/22	Tue 2/8/22	8	10	Claudia Gunnels
10	1.1.8	Receive	Receive responses from vendo		Wed 2/9/22	Tue 2/15/22	9	11	Claudia Gunnels
11	1.1.9	Re-Review Vendor Response with Evaluation Committee		3 days	Thu 2/17/22	Mon 2/21/22	10	12	Mark Miller, Vamsi Pasala, Paul Forrester, Sushma Kavarthapu
12	1.1.10		Re-Review Vendor Selection with Steering Committee		Tue 2/22/22	Wed 2/23/22	11	13	Claudia Gunnels
13	1.1.11		Steering Committee Approves Selection		Thu 2/24/22	Thu 2/24/22	12	14,15	Lindsay Volpe
14	1.1.12	Negotiat	ions with Selected Ven	25.5 days	Thu 2/24/22	Thu 3/31/22	13	16	
15	1.1.13	Present :	Selection to Secretary	20 days	Mon 3/7/22	Fri 4/1/22	13		Lindsay Volpe
16	1.1.14	Approve Contract		18 days	Thu 3/10/22	Mon 4/4/22	14	19	
17	1.1.15	Close Pro	ocurement Phase	0 days	Mon 4/4/22	Mon 4/4/22			Monique Emmanuel
18	1.2	Initiation		19 days	Tue 4/5/22	Fri 4/29/22			
19	1.2.1	Risk and	Complexity Assessme	2 days	Tue 4/5/22	Wed 4/6/22	16		
			Task Split Milestone		Inactive Sur Manual Tas	k 📙		External Task External Mile	
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ate:	Mon 7/3/2	3							
			Project Summary		Manual Sun			Manual Prog	Jress
			Inactive Task		Start-only				
			Inactive Milestone		Finish-only	3			

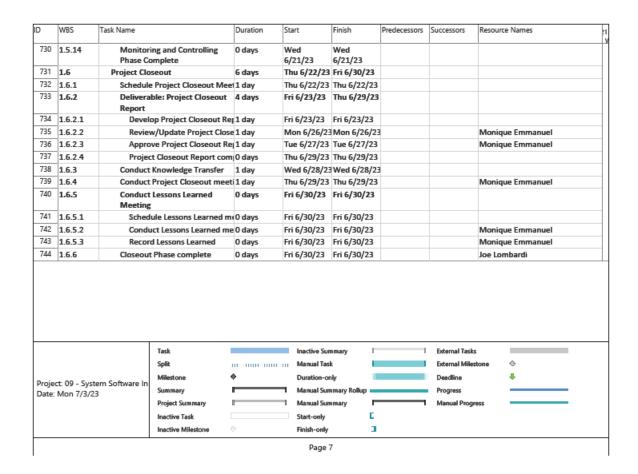
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	Deliverab Develo Review Approv Project Cl Project Ki Prepare Schedu Conduct I Meeting Schedu Conduct I Meeting	ple: Project Charter p Project Charter y/Update Project Charter te Project Charter harter complete tickoff Meeting te presentation the Kickoff meeting te Kickoff meeting te Science Learned the Lessons Learned me tessons Learned these complete	18 days 1 day 16 days 1 day 0 days 7 days 3.35 days 1 day	Wed 4/6/22 Wed 4/6/22 Thu 4/7/22 Fri 4/29/22 Fri 4/29/22 Wed 4/6/22 Wed 4/6/22 Thu 4/12/22 Thu 4/14/22 Fri 4/15/22 Thu 4/28/22 Fri 4/29/22	Fri 4/29/22 Wed 4/6/22 Thu 4/28/22 Fri 4/29/22 Fri 4/29/22 Thu 4/14/22 Mon 4/11/2: Tue 4/12/22 Thu 4/14/22 Fri 4/29/22 Thu 4/28/22	20 23 24 25 225 28 29 30 32	25 26,28 29 30 32 33 34	Monique Emmanuel
	Develo Review Approv Project Cl Project Ki Prepare Schedu Conduct I Meeting Schedu Conduct I Meeting Accord Initiation	p Project Charter (/Update Project Charter the Project Charter tharter complete tickoff Meeting the presentation the Kickoff meeting the Kickoff meeting the Kickoff meeting the Lessons Learned the Lessons Learned the Lessons Learned these complete	1 day 16 days 1 day 0 days 7 days 3.35 days 1 day	Wed 4/6/22 Thu 4/7/22 Fri 4/29/22 Fri 4/29/22 Wed 4/6/22 Wed 4/6/22 Tue 4/12/22 Thu 4/14/22 Fri 4/15/22 Thu 4/28/22 Fri 4/29/22	Wed 4/6/22 Thu 4/28/22 Fri 4/29/22 Fri 4/29/22 Thu 4/14/22 Mon 4/11/2: Tue 4/12/22 Thu 4/14/22 Fri 4/29/22 Thu 4/28/22	23 24 25 225 225 28 29 30 32	25 26,28 29 30 32 33 34	Monique Emmanuel Monique Emmanuel Monique Emmanuel Monique Emmanuel Monique Emmanuel
	Review Approv Project Ci Project Ki Prepare Schedu Conduct I Meeting Schedu Conduct I Meeting Achedu Conduct I Meeting	/Update Project Chart re Project Charter re	16 days 1 day 0 days 7 days 3.35 days 1 day 11 days 1 day 1 day 1 day	Thu 4/7/22 Fri 4/29/22 Fri 4/29/22 Wed 4/6/22 Wed 4/6/22 Tue 4/12/22 Thu 4/14/22 Fri 4/15/22 Thu 4/28/22 Fri 4/29/22	Thu 4/28/22 Fri 4/29/22 Fri 4/29/22 Thu 4/14/22 Mon 4/11/2: Tue 4/12/22 Thu 4/14/22 Fri 4/29/22 Thu 4/28/22	23 24 25 225 225 28 29 30 32	25 26,28 29 30 32 33 34	Monique Emmanuel Monique Emmanuel Monique Emmanuel Monique Emmanuel Monique Emmanuel
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P			0 days	Eri 4/20/22			33	Monique Emmanuei
P	Planning			1114/23/22	Fri 4/29/22	34	38	
			27 days	Mon 5/2/22	Wed 6/8/22			
	Deliverab	le: Resource Plan	4 days	Mon 5/2/22	Thu 5/5/22			
	Resource	Plan Complete	0 days	Fri 5/6/22	Fri 5/6/22	40		Monique Emmanuel
	Deliverab	le: Project Schedule	4 days	Wed 5/4/22	Mon 5/9/22			Monique Emmanuel
	Project Sc	hedule complete	0 days	Tue 5/10/22	Tue 5/10/22	46		Monique Emmanuel
	Deliverab Managen	•	3 days	Tue 5/10/22	Thu 5/12/22			
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D	WBS	Task Name		Duration	Start	Finish	Predecessors	Successors	Resource	Names
49	1.3.5.1	Reviev	v Project Management	1 day	Tue 5/10/22	Tue 5/10/22	46	50		
50	1.3.5.2	Updat	e Project Management	1 day	Wed 5/11/22	Wed 5/11/2	49	51,54	Joe Lom	bardi
51	1.3.5.3	Appro	ve Project Managemen	1 day	Thu 5/12/22	Thu 5/12/22	50	52	Moniqu	e Emmanuel,Thomas Ric
52	1.3.6	Project N complete		0 days	Fri 5/13/22	Fri 5/13/22	51		Moniqu	e Emmanuel
53	1.3.7	Deliveral	ble: Project Budget	3 days	Thu 5/12/22	Mon 5/16/2	2		Moniqu	e Emmanuel
54	1.3.7.1	Prepar	e Project Budget	1 day	Thu 5/12/22	Thu 5/12/22	50	55	Moniqu	e Emmanuel
55	1.3.7.2	Reviev	v/Update Project Budg	1 day	Fri 5/13/22	Fri 5/13/22	54	56	Moniqu	e Emmanuel
56	1.3.7.3	Appro	ve Project Budget	1 day	Mon 5/16/22	Mon 5/16/2	255	57,59	Moniqu	e Emmanuel
57	1.3.8	Project B	udget complete	0 days	Mon 5/16/22	Mon 5/16/2	256		Moniqu	e Emmanuel
58	1.3.9	Deliveral Plan	ble: Project Spending	2 days	Thu 5/5/22	Fri 5/6/22			Moniqu	e Emmanuel
59	1.3.9.1	Prepar	e a Project Spending P	1 day	Thu 5/5/22	Thu 5/5/22	56	60	Moniqu	e Emmanuel
60	1.3.9.2	Reviev	v/Update Project Spen	0.97 days	Thu 5/5/22	Thu 5/5/22	59	61	Moniqu	e Emmanuel
61	1.3.9.3	Approve Project Spending Pla		1 day	Fri 5/6/22	Fri 5/6/22	60	62	Moniqu	e Emmanuel
62	1.3.10	Project Spending Plan complete		0 days	Thu 5/19/22	Thu 5/19/22	61		Moniqu	e Emmanuel
63	1.3.11	Complete the Planning Gate R&C Assessment		1 day	Thu 6/2/22	Thu 6/2/22		65	Moniqu	e Emmanuel
64	1.3.12	Conduct Meeting		3 days	Fri 6/3/22	Tue 6/7/22				
65	1.3.12.1	Schedi	ule Lessons Learned me	1 day	Fri 6/3/22	Fri 6/3/22	63	66	Moniqu	e Emmanuel
66	1.3.12.2	Condu	ct Lessons Learned me	1 day	Mon 6/6/22	Mon 6/6/22	65	67	Moniqu	e Emmanuel
67	1.3.12.3	Record	d Lessons Learned	1 day	Tue 6/7/22	Tue 6/7/22	66	68	Moniqu	e Emmanuel
68	1.3.13	Planning	Phase complete	0 days	Wed 6/8/22	Wed 6/8/22	67			
		Т	Task		Inactive Sun	nmary		External Tasks	;	
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			Inactive Task		Start-only					
			Inactive Milestone	,	Finish-only	3				
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ID	WBS	Task Name		Duration	Start	Finish	Predecessors	Successors	Resource Names
69	1.4	Execution		359 days	Wed 4/6/22	Mon 8/21/23			
70	1.4.1	Program	Startup and Plan	359 days	Wed 4/6/22	Mon 8/21/23			
71	1.4.1.1	Progra	am Start	0 days	Wed 4/6/22	Wed 4/6/22		75,83,97,393	Joe Lombardi
72	1.4.1.2	Contra	act Modification - Start	3 days	Mon 4/24/23	Wed 4/26/23		108,572FS+7	
73	1.4.1.3	Progra	am Assets -(Planning, D	359 days	Wed 4/6/22	Mon 8/21/23			
74	1.4.1.3.1		iverable 1 – Project c-Off Meeting	11 days	Wed 4/6/22	Wed 4/20/22			
82	1.4.1.3.2		iverable 2 – Project nagement Plan	42 days	Wed 4/6/22	Thu 6/2/22			
96	1.4.1.3.3	Del	iverable 3 – Staffing Pla	29 days	Wed 4/6/22	Mon 5/16/22			
107	1.4.1.3.4		iverable 20 - Revise ffing Plan	8 days	Mon 4/24/23	Wed 5/3/23			
112	1.4.1.3.5	Tec Pro	iverable 16 – hnology Selection, vide DEO with ommendations for	96 days	Wed 4/20/22	Wed 8/31/22			
144	1.4.1.3.6	Deliverable 4 – To-Be Technical Requirements		95.55 days	Tue 5/10/22	Tue 9/20/22			
240	1.4.1.3.7	Tec	iverable 5 – To-Be hnical Requirements rking Sessions	81 days	Tue 5/10/22	Tue 8/30/22			
288	1.4.1.3.8		iverable 7 – Design cumentation	52 days	Wed 4/6/22	Thu 6/16/22			
296	1.4.1.3.9	and	iverable 9 - Training I Requirements nagement Plan	41 days	Wed 5/11/22	Wed 7/6/22			
			Task		Inactive Sun	nmary		External Tasks	
			Split		III Manual Task			External Milest	one 💠
			Milestone	•	Duration-on	ly		Deadline	
-	Project: 09 - System Software In		Summary		Manual Sum	mary Rollup ===		Progress	
Date:	WUII 7/5/23	'	Project Summary		Manual Sum	mary -		Manual Progre	55
			Inactive Task		Start-only				
			Inactive Milestone		Finish-only	3			
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ID	WBS	Task Name		Duration	Start	Finish	Predecessors	Successors	Resource Names	:
316	1.4.1.3.10	Arc	iverable 10 – hitectural Standards Overall System	82 days	Thu 7/14/22	Mon 11/7/22				
391	1.4.1.3.11		iverable 18 – nsition Plan	62.25 days	Mon 7/18/22	Thu 10/13/22				
407	1.4.1.3.12	To-	iverable 6 – Final Be Requirements oort (Phase 1a)	45.5 days	Mon 3/6/23	Mon 5/8/23				
419	1.4.1.3.13	Infr	iverable 8 – astructure formance	88 days	Mon 3/13/23	Wed 7/12/23				
435	1.4.1.3.14		iverable 11 – formance Benchmarks	20.75 days	Fri 4/21/23	Fri 5/19/23				
448	1.4.1.3.15	Inte	gration Services - pha	358 days	Wed 4/6/22	Mon 8/21/23				
449	1.4.1.3.15.		Deliverable 12 – Architecture Change Control and Approval Processes	28 days	Wed 11/2/22	Mon 12/12/22				
464	1.4.1.3.15.		Peliverable 13 — Oversight and Monitoring of	358 days	Wed 4/6/22	Mon 8/21/23				
616	1.4.1.3.16		iverable 19 - erprise Architecture	30 days	Mon 4/24/23	Fri 6/2/23				
624	1.4.1.3.17	Info	iverable 21 - ormation Security and sulatory Compliance	80 days	Thu 4/6/23	Wed 7/26/23				
			Task		Inactive Sun	nmary		External Tasks		
			Split		III Manual Tasi	t 🔳		External Milest	one 🕁	
Projec	+ 09 - Sveta	em Software In	Milestone	•	Duration-on	ly		Deadline	+	
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			Project Summary		□ Manual Sum	mary		Manual Progre	ess	-
			Inactive Task		Start-only	E				
			Inactive Milestone		Finish-only	3				
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)	WBS	Task Name		Duration	Start	Finish	Predecessors	Successors	Resource	Names
645	1.4.1.3.18		ist with Technology ection & Procurement	185 days	Tue 5/31/22	Mon 2/13/23				
698	1.4.1.3.19	Del	iverable 22 - Business	50 days	Thu 4/27/23	Wed 7/5/23				
		Stra	itegy Development							
713	1.5	Monitoring	and Controlling	328 days	Tue 4/5/22	Thu 7/6/23				
714	1.5.1	Manage	Project Schedule	322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
715	1.5.2	Manage	Project Scope	322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
716	1.5.3	Manage	Project Costs	322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
717	1.5.4	Manage	Project Risks	322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
718	1.5.5	Manage Project Issues		322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
719	1.5.6	Manage Decisions		322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
720	1.5.7	Manage Action Items		322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
721	1.5.8	Manage Cybersecurity		322 days	Thu 4/7/22	Thu 7/6/23			Moniqu	e Emmanuel
722	1.5.9	Update RTM		11 days	Fri 6/16/23	Fri 6/30/23			Moniqu	e Emmanuel
723	1.5.10	Record Lessons Learned		1 day	Thu 6/15/23	Fri 6/16/23			Moniqu	e Emmanuel
724	1.5.11	Prepare Regularly scheduled Status Reports		324 days	Tue 4/5/22	Thu 7/6/23			Moniqu	e Emmanuel
725	1.5.12			324 days	Tue 4/5/22	Thu 7/6/23			Moniqu	e Emmanuel
726	1.5.13	Conduct Meeting		3 days	Fri 6/16/23	Tue 6/20/23				
727	1.5.13.1	Sched	ule Lessons Learned m	1 day	Fri 6/16/23	Fri 6/16/23				
728	1.5.13.2	Condu	ict Lessons Learned me	1 day	Mon 6/19/23	Mon 6/19/23			Moniqu	e Emmanuel
729	1.5.13.3	Recor	d Lessons Learned	1 day	Tue 6/20/23	Tue 6/20/23			Moniqu	e Emmanuel
_			Task		Inactive Sun	nmary		External Task	ıs	
			Split		III Manual Tasi	t .		External Mile	stone	0
			Milestone	•	Duration-on	de .		Deadline		
Project: 09 - System Software In Date: Mon 7/3/23		Summary			mary Rollup		Progress			
		Project Summary		□ Manual Sum			Manual Prog	ress		
			Inactive Task	•	Start-only	, г				
			Inactive lask		Finish-only					
			mactive milestone		rmish-only	-				

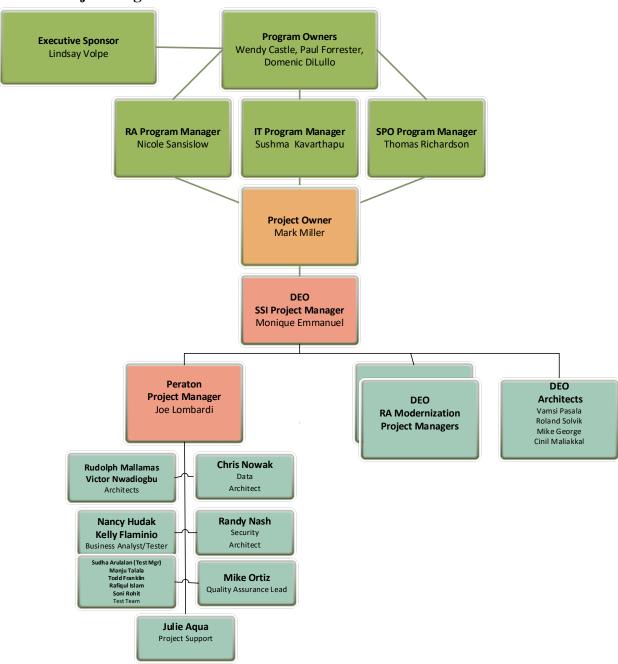


IV. Project Spending Plan

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: \$0	Software: \$0
OpEx: \$33,737.60	OpEx: \$4,519,107.31

V. Project Organization and Methodology

A. Project Organizational Chart



Project Roles and Responsibilities

Project Role	Resource Name	Responsibilities
Executive Sponsor Program Owners	Lindsay Volpe Wendy Castle Paul Forrester Domenic DiLullo	 Provides resources and support for the program to enable its success 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	Sushma Kavarthapu Thomas Richardson Nicole Sanislow	 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	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 Roland Solvik Mike George	 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 PMP Assist the Project Manager in responding to risks and
	Cinil Maliak	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. 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.
Solutions Architect	Rudolph Mallamas	- Responsible for providing senior level expertise on decision recommendations and priorities regarding the Department's overall modernization initiative's architecture.

	Victor Nwadiogbu	 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. Tracks industry trends and maintains knowledge of new technologies to better serve the Department's architecture needs.
Data Architect	Chris Nowak	 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 &	Nancy Hudak	- Performs as the subject matter expert in unemployment compensation/insurance for the team.
Tester	Kelly	- Works closely with the Department, business analysts, and team members to understand business requirements that

	Flaminio	 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	 Leads the program transition activities for Peraton, planning and coordinating the transition on to and off of the Department. 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.
Security Architect	Randy Nash	- 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.
Program Integration Testers	Sudha Arulalan, Jonathan T. Franklin, Rafiqul Islam, Manjula Tulala, Soni Rohit	 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. Conducts program level integration tests, identifies, and communicates test results to project teams, and conducts program level regression testing.
Project Support	Julia Aqua	 Assist SSI Delivery Team Lead with meeting agendas and minutes. Provide project schedule updates
RA Modernization Project Managers	Nicole Cain Nicholas Kaoudis James Sparks David Sinclair Linda Lawler Christian Stephens Sandeep Aggarwal	 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

Anthony Perna		
Clara Kendrick		

B. 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:

- Program-wide Organizational Change Management Plan
- Organizational Change Readiness Assessment
- Change Impact Analysis
- Communications Plan
- Change Champion Network
- Training Plan
- Change Management Metrics
- Post-implementation Support Plan

VII. Project Risk Management Plan

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
Data mapping between the TCS screens and the Connect screens	High	High	Research if there are situations where the screen capture is different between the frontend and the backend screens	Quinton Lightfoot
Possibility of Inadequate interfaces/Standards	High	High	Require approvals of APIs by DEO	Anthony Perna

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.
- Project Prioritization: Via a weighted scoring model used for RA Mod, projects within the program have been prioritized for the purpose of optimizing resources and time.

- 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 Not enough Capacity: Understand that obtaining new needed resources takes time and advance planning is imperative.



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 4

PREPARED ON 06/30/2023

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	PROJECT CHARTER

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

Incremental CX/UX Core:

- To implement and design a stand-alone Commercial-Off-The-Shelf (COTS) solution for the external-facing CX/UX screens of the System.
- Phase 1a is focused on developing initial claim (regular claimant) screens only.
- All appropriated, budgeted, and approved tasks necessary to implement the CX/UX solution.
- Build upon information and deliverables gleaned from the Business Process Optimization (BPO) Project.
- Subsequent transition to Application maintenance & Support.
- 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 when the System is available.

Out of Scope

Incremental CX/UX Core:

- Any work associated with modifications to staff screens or back-office workflows.
- Any work associated with appeals and Employers and TPAs will be conducted in subsequent phases outside of RA Modernization.
- Trade Readjustment Assistance, Trade Adjustment Assistance, and Employers and TPAs will be addressed in subsequent phases. As a result, the scope is being changed to only include the claimant screens.
- Standing up and configuring a CX/UX rules engine

• Placing rules in the CX/UX rules engine.

In Scope

COMMS Plain Language, Branding, and Public Relations:

- Information directed at claimants will be simplified into "plain language" on System screens (excluding appeals); external-facing messages; forms; handbooks, guides, and FAQs; Website content; rationales and rationale templates. This information will also be translated into Spanish and Haitian Creole.
- After June 30, 2023, as part of ongoing modernization efforts, further information will be simplified into "plain language" and then translated into Spanish and Haitian Creole. For claimants, that information is system screens for claimant appeals. For employers and third-party administrators (TPAs), that information is handbooks, guides, and FAQs; forms; and Website content. Apply plain language to all rationales.
- A new name and logo for the System and a new brand manual.
- Public relations materials and an outreach campaign.

Out of Scope

COMMS Plain Language, Branding, and Public Relations:

- Any work that is not specifically listed as "in scope."
- Any work that is not appropriated, budgeted, and approved.
- Any work that is already addressed by the Core project.

B. Project Objectives and Business Benefits

Project Objective	Business Benefit
Project Objective 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.	 Ensuring that business process improvements are documented prior to determining functional system change needs. Ensuring that business requirements align with functional and CX/UX requirements before initiating transformation. 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.
- Multiple vendors: CXUX-Incremental, CXUX-Plain Language, and CXUX-Oversight can coordinate and successfully navigate the flow of information amongst themselves and DEO.

D. Key Dates

Key Dates (anticipated)	Importance and Relevance to the Project	
10/2022	RFI Released for Procurement of Vendor and COTS Product	
2/2023	Vendor Award	

E. Major Deliverables

By 6/2023	Implementation of CX/UX solution - Vendor will design, develop, and	
25 0.2020	implement the solution which meets the contract, requirements, and	
	constraints.	
By 6/2023	Vendor Deliverables	
	CX/UX Incremental	
	Deliverable 1 – Project Kick-Off Meeting	
	Deliverable 2 – Project Management Plan and Transition Plan	
	Deliverable 3 – Project Schedule	
	Deliverable 4 – Staffing Plan	
	Deliverable 5 – Business Continuity Plan	
	Deliverable 6 – Infrastructure Report	
	Deliverable 7 – Performance Requirements	
	Deliverable 8 – Joint Application Development Sessions	
	Deliverable 9 –Requirements Report	
	Deliverable 10 – Requirements Management Plan	
	Deliverable 11 – Design Specifications Document	
	Deliverable 12 – Detailed Technology Projects Screen and Design Document	
	Deliverable 13 – System Architecture and Design Document	
	Deliverable 14 – Interface Design Description and Integration Specification	
	Document	
	Deliverable 15 – Interface Control Document	
	Deliverable 16 – Architectural Review Document	
	Deliverable 17 – Data Conversion Strategy Document	
	Deliverable 18 –	
	Deliverable 19 – Reemployment Assistance Interfaces	
	Deliverable 20 – Continuous Modernization Strategic Roadmap	
	Deliverable 21 – Installation and Configuration Plan	
	Deliverable 22 – Migration Strategy	
	Deliverable 23 – Testing Plan	
	Deliverable 24 – Test Results Report	

Deliverable 25 – Operational Readiness Test Plan and Schedule
Deliverable 26 – Lessons Learned Document
Deliverable 31 – (specific to SOA/API project)
Deliverable 32 – Provide a Mobile-Responsive User Interface
CX/UX – Comms - Plain Language & Branding
Deliverable 1 – Project Kick-Off Meeting
Deliverable 2 – Project Management Plan and Transition Plan
Deliverable 3 – Project Schedule
Deliverable 4 – Screen Design Sessions
Deliverable 5 – System Brand Manual
Deliverable 6 – Plain Language Development and Translation

F. Major Milestones

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

G. Key Stakeholders

Key Stakeholder	Project Interest
Meredith Ivey	Acting Secretary, Department of Economic Opportunity
Jason McCandless	Interim Deputy Secretary, Division of Workforce Services
Domenic DiLullo	Chief Technology Officer
Paul Forrester	Chief Information Officer
Allyce Moriak	Chief Financial Officer
Lindsay Volpe	Director of Economic Accountability and Transparency
Wendy Castle	RA Modernization Program Owner – Business
Nicole Sanislow	RA Modernization Program Manager – Business
Tom Richardson	RA Modernization Program Manager – Strategic Planning
	Office
Mark Miller	Project Owner
Nicholas Kaoudis	Project Manager (Core)
Jim Sparks	Project Manager (Core)
Sandeep Aggarwal	Project Manager (Core)
Anthony Perna	Project Manager (Core)
Todd Dzicek	Project Manager Specialist
Daniel Swaisgood	Project Manager Specialist
Thomas Hoverman	Organizational Change Management Lead
Christian Stephens	Project Manager (Comms Plain Language, Branding, and
	Public Relations)
Rose Hebert	Public Relations Manager
Karmyn Hill	Office of Accountability and Transparency
Samantha Caban	Manager, Self Service Team
Jamie Dattoli	Chief of RA Appeals
Johnathan Hill	Chief of RA Adjudication

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

WBS •	Task Name		
1	Customer Experience / User Experience (CX/UX)		
1.1	▶ Initiation		
1.2	Initiation Phase complete		
1.3	▶ Planning		
1.4	Planning Phase complete		
1.5	△ Execution		
1.5.1	₄ cx/ux		
1.5.1.1	▶ Procurement		
1.5.1.2	▶ Vendor Onboarding		
1.5.1.3	Hire additional Staff Aug resources		
1.5.1.4	▶ Vendor Deliverables		
1.5.1.5	Discovery Phase		
1.5.1.6	▶ RTM Program Integration (execution)		
1.5.1.7	Design Phase		
1.5.1.8	▶ Deployment		
1.5.1.9	▶ Development		
1.5.1.10	▶ Testing		
1.5.1.11	▶ Implementation		
1.5.1.12	▶ Training		
1.5.1.13	▶ Conduct Lessons Learned Meeting		
1.5.2	₄ Plain Language (Beacon)		
1.5.2.1	▶ Procurement		
1.5.2.2	▶ Vendor Onboarding		
1.5.2.3	▶ Vendor Deliverables		
1.5.3	■ Oversight (KPMG)		
1.5.3.1	▶ Procurement		
1.5.3.2	▶ Vendor Onboarding		
1.5.3.3	▶ Deliverable 7 – Project Schedule		
1.5.3.4	Deliverable 8 – Screen Design Sessions		
1.6	Execution Phase complete		
1.7	△ Monitoring and Controlling		
1.7.1	▶ Manage Project Constraints, Proj Spec Prog Issues, Change Control		
1.7.2	▶ Vendor Monitoring		
1.7.3	Conduct Lessons Learned Meeting		
1.8	Monitoring and Controlling Phase Complete		
1.9	Project Closeout		
1.10	Closeout Phase complete		

III. Resource Loaded Project Schedule

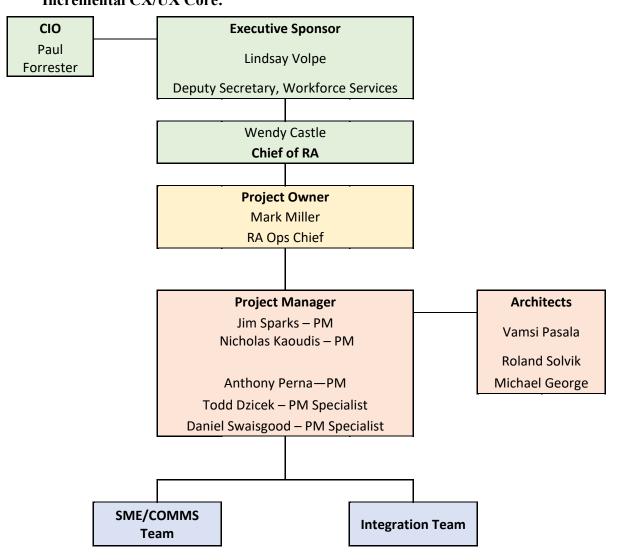
Resource Louieu i rojeci Scheunie			
△ Customer Experience / User Experience (CX/UX)	603 days?	64%	Wed
→ Initiation	56 days	100%	Fri 8
Initiation Phase complete	0 days	100%	Mon
> Planning	177 days	100%	Mor
Planning Phase complete	0 days	100%	Tue
△ Execution	558 days?	67%	Wed
△ CX/UX - Core - (@ 6/16/23)	558 days?	61%	Wed
> Procurement	165 days	100%	Mor
▶ Vendor Onboarding (@6/16/23)	91.44 days	100%	Fri 2
> Strat/TCS Focus Areas (@ 6/16/23)	137 days?	65%	Mor
▷ Strat/TCS Contract Deliverables (@6/16/23)	197.25 days	48%	Mor
DEO (@6/16/23) {test & deployment TBD, includes 1b-partial and 1c-shell}	408 days?	59%	Wed
▷ SSI (@6/23/23)	376 days?	77%	Wed
▷ CX/UX - Core - FINISH	71 days	0%	Tue
▷ CX/UX-Comms (@ 6/23/23)	311 days	86%	Mor
▶ Execution Phase complete	71 days	0%	Tue
▶ Monitoring and Controlling	496 days?	1%	Wed
Monitoring and Controlling Phase Complete	130 days	0%	Fri 6
Project Closeout {PM}	142 days	0%	Fri 6
Closeout Phase complete	0 days	0%	Fri 1
	1 day?	0%	Мо
			_

Project Spending Plan

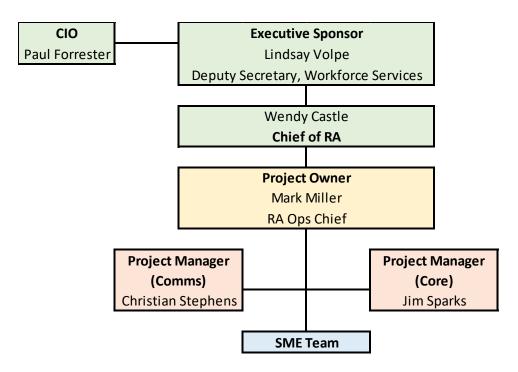
FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: \$0.00	Software: \$563,080.21
Other OpEx (Vendor Deliverables): \$0.00	Other OpEx (Vendor Deliverables): \$7,268,076.13
Other CapEx: \$0.00	Other CapEx: 0.00

IV. Project Organization and Methodology

A. Project Organizational Chart Incremental CX/UX Core:



Incremental CX/UX COMMS:



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive	Provide guidance on overall strategic
	Sponsor	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	СТО	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
Wendy Castle	Chief of RA	Provide guidance on overall strategic
		direction
		Advising the Strategic Planning Office
		and project manager of risks that may
		impact the project

Name	Project Role	Responsibility
Mark Miller	Project	 Facilitate resolution of significant issues in the project Reviewing and signing off on key milestones Contributes subject matter expertise
IVIAIR IVIIIICI	Owner/Director of Reemployment Assistance Operations	 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
Jim Sparks	Lead Project Manager (Core) Project Manager (Core) Project Manager (Core)	 Manages all aspects of the project and ensures 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
Christian Stephens	Project Manager (Comms)	 Manages all aspects of the project and ensures compliance with the project management plan Monitors project progress and schedule adherence Identifies and manages risks according to the project management plan Manages vendor deliverables and schedule adherence
Vamsi Pasala Roland Solvik Michael George	Architect and Technical Lead	 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.
Todd Dzicek Daniel Swaisgood	Project Manager Specialists	Facilitates the documentation and transfer of information between the vendor and business unit.

Name	Project Role	Responsibility
SME Team (Core) Review Team (Core)	Subject Matter Expert(s) Documentation Reviewers	 Organizes documentation and information for review and reporting. Assists the project manager in maintaining schedules and deliverables. Communicates with business units and SMEs to ensure timeliness and completeness of deliverables Process development tasks Contributes subject matter expertise 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 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
Vendor	Strategic Planning Office (SPO)	 change requests Monitors project progress Facilitates DEO Leadership Team Governance meetings Provides guidance and support to project manager and project team members
Vendor	User Interface Experts	Provides expertise with creating/customizing UI screens for CX/UX application.
Lindsay Volpe Karmyn Hill	Accountability and Transparency Experts	 Provide expertise with project management and guidance. Provide expertise with public accountability and transparency.

Name	Project Role	Responsibility
Rose Hebert	Communications Expert	Provides expertise with public communications.
Mark Miller	Project Owner	Provides executive oversight and guidance.
Vendor	Plain Language and Branding	 Provides expertise with simplifying all inscope information via a "plain language" process. Manages the translation of simplified information into Spanish and Haitian Creole. Provides expertise with creating new branding guidelines, including a new name and logo for Connect.
Vendor	Oversight	Provides expertise with the scope of the project as it applies to Florida law.
Vendor	Public Relations	Provides expertise with creating public relations materials and an outreach campaign.

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

V. 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

VI. 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

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
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 CX/UX	High	Medium	Communication with Senior Leadership and Procurement Team(s).	PM/Project Owner/Senior Leadership

VII. 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 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 ARCHIVE & PURGE

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

FISCAL YEAR 2022-2023 QUARTER 4

PREPARED ON 06/30/2023

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SECTION 1 — OVERALL PROJECT PLAN

I. Project Charter

The Department of Economic Opportunity (DEO) is seeking a solution for managing the complexity of data growth within the Reemployment Assistance Claims and Benefits Information System.

Managing the complexity of data growth calls for a data growth management strategy, including determining the optimal profile or size for the database (current transactional database is 20TB); monitoring disk space usage, hardware resources, and database performance; understanding growth management challenges and testing strategies; and understanding space management.

Formal structures and strategies for managing data, archiving data, and purging data enables the Department to better ensure the availability, security, and integrity of the System.

A. Scope Statement

The Archive & Purge project team will use existing state and federal criteria to find a solution that will allow DEO to selectively archive and purge Reemployment Assistance data from the online System.

In Scope

- Request for Information (RFI): A request for information will be published to invite vendors to provide potential strategies for data growth management.
- Requirements gathering, both high level and detailed are in scope for this project.

Out of Scope

- Data Governance: Data Governance is an enterprise level effort, and therefore, is out of scope for this project per Change Request CR 14.
- Records Management: Records Management Policy updating is an enterprise level effort and out of scope per Decision 1185 resolved October 20, 2022.
- Purchasing a solution: The purchase of a solution was deemed out of scope per Change Request CR 14.

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 DEO'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 invites vendors to assist DEO in determining if an archiving and purging tool will work with DEOs existing technology, if a tool and customization is required, or if a custom tool must be developed.

Project Objective	Business Benefit
Detailed business rules* for the data to be archived or purged will be identified	Determining what data is eligible to archived or purged, and on what schedule
Determine if a suitable archive and purge tool exists	DEO will be able to develop an implementation plan for the archival or purging of appropriate data

(Note: Business Rules rather than requirements will be delivered because they are system independent and do not preclude vendors from proposing solutions. Business requirements will be created when a specific tool is selected, since business requirements are directly linked/tracked during solution testing.)

C. Critical Success Factors

The following factors are necessary to determine the correct path to managing data growth at DEO.

- Identify if a solution exists for a data management strategy; if a custom solution is necessary; or if a solution and services are required.
- Provide a list of business rules and technical requirements that DEO must follow in archiving and purging data.
- Identify any risks DEO must consider moving forward with a solution.
- Identify a potential plan and future path as part of continuous improvement.

D. Key Dates

The key dates below represent two critical paths; the path to publishing a Request for Information (RFI) with high level requirements, and a path for collecting detailed business rules that further define DEO's data and current locations. The detailed business rules assist in mapping of the data for transition to an archival environment, and for purging of data according to state and federal law and DEO policy.

Key Date	Importance and Relevance to the Project
February 6 – June 29, 2023	Record Level Detail Requirements Gathering
	Completed
June 1, 2023	Request for Information Issued
June 30, 2023	Vendor Responses Due
June 30, 2023	Request for Information Process Completed
June 19 – June 29, 2023	Plan for Continuous Improvement
June 30, 2023	Requirements Traceability Matrix Completed

E. Major Deliverables

DEO's Reemployment Assistance System is made up of a collection of software. Each software package has the potential to contain claimant information that must be mapped for the Archive & Purge project to be successful. Therefore, by opening the door to multiple vendor solutions, the agency will see the latest technology, and will be able to develop a plan for moving forward.

The deliverables mentioned below follow two paths:

- 1. Publishing of a Request for Information
- 2. Developing more detailed data information for potential vendors to understand the data structure across multiple applications in the System.

Major Deliverable	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting
	and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP
	after review and approval by DEO
Request for Information (RFI)	This Request for Information will allow DEO to
Ready for Publication	see what is available, if anything, in the
	technology world for archiving and purging—that
	will work with the System.
Next Steps after publication of	The results of the Request for Information will
the Request for Information (RFI)	promote discussion between Reemployment
	Assistance and Information Technology to agree
	on direction going forward—and on a plan to do
	SO.
Business Rules Traceability	The BA and PM conduct a series of work
Matrix	sessions to drill down in detail the data mapping
	that can be used to drive the technical Archive &
	Purge processes and requirements.
Project Closeout Report	The PM provides the Project Closeout Report

F. Major Milestones

The project cannot be completed without the milestones listed below. This is a difficult project for DEO's business units. Transparency and inclusion in all major milestones and deliverables will help build and maintain critical trust in the handling of their valuable data.

Major Milestone	Deliverable Description
Project Kickoff Meeting	The PM schedules the project kickoff meeting
	and provides agenda and materials.
Project Management Plan	The PM provides the final version of the PMP
	after review and approval by DEO
Publication of Request for	This Request for Information will allow DEO to
Information	see what is available, if anything, in the

Major Milestone	Deliverable Description
	technology world for archiving and purging—that
	will work with the System.
Business Rules Traceability	The BA and PM conduct a series of work
Matrix	sessions to drill down in detail the data mapping
	that can be used to drive the technical Archive &
	Purge processes and requirements.
Project Closeout Report	The PM provides the Project Closeout Report

A. Key Stakeholders

The stakeholders listed below are critical in providing direction, especially with a project that will have a large amount of discovery. The project sponsors will be valuable when issues that require executive decisions are needed, and when there may be negotiations for keeping and purging older data based on its value.

Key Stakeholder	Project Interest	
J. Alex Kelly	Secretary, Department of Economic Opportunity	
Lindsay Volpe	Deputy Secretary, Workforce Services	
Domenic DiLullo	Chief Technology Officer	
Paul Forrester	Chief Information Officer	
Tisha Womack	Chief Financial Officer	
Wendy Castle	RA Modernization Program Owner – Business	
Nicole Sanislow	RA Modernization Program Manager – Business	
Mark Miller	RA Modernization Acting Project Owner	
Tom Richardson	RA Modernization Lead Program Manager – Strategic Planning	
	Office	
Thomas Holliday	RA Modernization Program Manager – Strategic Planning	
	Office	
Linda Lawler	Project Manager	

B. Significant Project Assumptions and Constraints

Project Assumptions

- 1. This project will lead to a Request for Proposal as part of continuous improvement
- 2. Any modifications to existing records management policies and procedures or record retention rules will be handled outside the scope of the project by Reemployment Assistance and the agency's legal department.
- 3. The assigned IT resources possess relevant knowledge and skills to complete the identified tasks.
- 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 and scope.

Project Constraints

- 1. Limited knowledge of table and record level traceability of data throughout the reemployment assistance system due to business units not being exposed at the level expected.
- 2. Limited knowledge of what is allowed by law and how that compares to what is stored today in the system.
- 3. Fear of archiving and purging since this is the first time the agency has done so with the Reemployment Assistance System.

II. Work Breakdown Structure

The Work Breakdown Structure (WBS) below represents the high-level deliverables for the project, from inception (Initiation) to completion (Project Closeout). To avoid duplication, the lower-level work packages are represented with their due dates in Section D. Key Dates.

	,
WBS	Task Name
1	15-DEO-Archive and Purge
1.1	Initiation
1.1.1	Risk and Complexity Assessment
1.1.2	PM Deliverable: Project Charter
1.1.3	Project Charter complete
1.1.4	Stakeholders Register
1.1.5	Project Kickoff Meeting
1.1.6	Conduct Lessons Learned Meeting
1.2	Initiation Phase complete
1.3	Planning
1.3.1	PM Deliverable: Resource Plan
1.3.2	Resource Plan Complete
1.3.3	PM Deliverable: Project Schedule
1.3.4	Project Schedule complete
1.3.5	PM Deliverable: Project Management Plan
1.3.6	Project Management Plan complete
1.3.7	PM Deliverable: Project Budget
1.3.8	Project Budget complete
1.3.9	PM Deliverable: Project Spending Plan
1.3.10	MILESTONE: Project Spending Plan complete
1.3.11	Complete Impact Analysis
1.3.12	Requirements:
1.3.13	Complete the Planning Gate R&C Assessment
1.3.14	Conduct Lessons Learned Meeting
1.4	MILESTONE: Planning Phase complete
1.5	Execution

WBS	Task Name
1.5.1	Review RFI
1.5.2	Approve RFI
1.5.3	Purchasing Review and Adjustments
1.5.4	Record Level Detail Requirements Gathering Completed
1.5.5	Phase I: RFI Solution Evaluations
1.5.6	Conduct Lessons Learned Meeting
1.5.7	Transition to Operations
1.6	Execution Phase complete
1.7	Monitoring and Controlling
1.7.1	Manage Project Schedule
1.7.2	Manage Project Costs
1.7.3	Manage Project Scope
1.7.4	Manage Project Risks
1.7.5	Manage Project Issues
1.7.6	Manage Decisions
1.7.7	Manage Action Items
1.7.8	Manage Cybersecurity
1.7.9	Conduct Regularly scheduled Status Meetings
1.7.10	Prepare Regularly scheduled Status Reports
1.8	Monitoring and Controlling Phase Complete
1.9	Project Closeout
1.9.1	PM Deliverable: Project Closeout Report
1.9.2	Project Closeout Report complete
1.9.3	Conduct Lessons Learned Meeting
1.1	Closeout Phase complete

III. Resource Loaded Project Schedule

As stated in Section II, Work Breakdown Structure, since this is a high-level representation of the project, the project team names are not reflected. The names are listed in Section V.B. Project Roles and Responsibilities, Project Team.

The project management deliverables mentioned below are required by Florida Administrative Code, Rule 60GG.

WBS	Task Name	% Complete	Duration	Start	Finish
1	15-DEO-Archive and Purge	100%	325 days	Mon 4/4/22	Fri 6/30/23
1.1	Initiation	100%	72 days	Mon 4/4/22	Tue 7/12/22

WBS	Task Name	% Complete	Duration	Start	Finish
1.1.1	Risk and Complexity Assessment	100%	59 days	Mon 4/4/22	Thu 6/23/22
1.1.2	PM Deliverable: Project Charter	100%	20 days	Mon 5/16/22	Fri 6/10/22
1.1.3	Project Charter complete	100%	0 days	Fri 6/10/22	Fri 6/10/22
1.1.4	Stakeholders Register	100%	22 days	Mon 6/13/22	Tue 7/12/22
1.1.5	Project Kickoff Meeting	100%	19 days	Mon 6/13/22	Thu 7/7/22
1.1.6	Conduct Lessons Learned Meeting	100%	3 days	Mon 6/13/22	Wed 6/15/22
1.2	Initiation Phase complete	100%	0 days	Wed 6/15/22	Wed 6/15/22
1.3	Planning	100%	224 days	Tue 4/5/22	Fri 2/10/23
1.3.1	PM Deliverable: Resource Plan	100%	132 days	Thu 6/16/22	Fri 12/16/22
1.3.2	Resource Plan Complete	100%	0 days	Fri 12/16/22	Fri 12/16/22
1.3.3	PM Deliverable: Project Schedule	100%	101 days	Wed 7/13/22	Thu 12/1/22
1.3.4	Project Schedule complete	100%	0 days	Thu 12/1/22	Thu 12/1/22
1.3.5	PM Deliverable: Project Management Plan	100%	59 days	Fri 11/4/22	Thu 1/26/23
1.3.6	Project Management Plan complete	100%	0 days	Thu 1/26/23	Thu 1/26/23
1.3.7	PM Deliverable: Project Budget	100%	13 days	Thu 12/29/22	Mon 1/16/23
1.3.8	Project Budget complete	100%	0 days	Mon 1/16/23	Mon 1/16/23
1.3.9	PM Deliverable: Project Spending Plan	100%	3 days	Tue 1/17/23	Thu 1/19/23
1.3.10	MILESTONE: Project Spending Plan complete	100%	0 days	Thu 1/19/23	Thu 1/19/23
1.3.11	Complete Impact Analysis	100%	1 day	Fri 1/20/23	Fri 1/20/23
1.3.12	Requirements:	100%	156 days	Fri 7/8/22	Fri 2/10/23
1.3.13	Complete the Planning Gate R&C Assessment	100%	1 day	Tue 4/5/22	Tue 4/5/22
1.3.14	Conduct Lessons Learned Meeting	100%	2 days	Mon 1/23/23	Tue 1/24/23
1.4	MILESTONE: Planning Phase complete	100%	0 days	Tue 1/24/23	Tue 1/24/23
1.5	Execution	100%	105 days	Mon 2/6/23	Fri 6/30/23
1.5.1	Review RFI	100%	50 days	Mon 2/13/23	Fri 4/21/23

WBS	Task Name	% Complete	Duration	Start	Finish
1.5.2	Approve RFI	100%	0 days	Fri 4/21/23	Fri 4/21/23
1.5.3	Purchasing Review and Adjustments	100%	49 days	Mon 4/24/23	Thu 6/29/23
1.5.4	Record Level Detail Requirements Gathering Completed	100%	103.25 days	Mon 2/6/23	Thu 6/29/23
1.5.5	Phase I: RFI Solution Evaluations	100%	0 days	Thu 6/29/23	Thu 6/29/23
1.5.6	Conduct Lessons Learned Meeting	100%	2 days	Thu 6/29/23	Fri 6/30/23
1.5.7	Transition to Operations	100%	2 days	Wed 6/28/23	Thu 6/29/23
1.6	Execution Phase complete	100%	0 days	Fri 6/30/23	Fri 6/30/23
1.7	Monitoring and Controlling	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.1	Manage Project Schedule	100%	159 days	Mon 8/29/22	Fri 6/30/23
1.7.2	Manage Project Costs	100%	119 days	Tue 1/17/23	Fri 6/30/23
1.7.3	Manage Project Scope	100%	159 days	Mon 8/29/22	Fri 6/30/23
1.7.4	Manage Project Risks	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.5	Manage Project Issues	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.6	Manage Decisions	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.7	Manage Action Items	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.8	Manage Cybersecurity	100%	266 days	Fri 6/24/22	Fri 6/30/23
1.7.9	Conduct Regularly scheduled Status Meetings	100%	183 days	Mon 8/1/22	Fri 6/30/23
1.7.10	Prepare Regularly scheduled Status Reports	100%	240 days	Mon 8/1/22	Fri 6/30/23
1.8	Monitoring and Controlling Phase Complete	100%	0 days	Fri 6/30/23	Fri 6/30/23
1.9	Project Closeout	100%	1 day	Thu 6/29/23	Fri 6/30/23
1.9.1	PM Deliverable: Project Closeout Report	100%	1 day	Thu 6/29/23	Fri 6/30/23
1.9.2	Project Closeout Report complete	100%	0 days	Fri 6/30/23	Fri 6/30/23
1.9.3	Conduct Lessons Learned Meeting	100%	1 day	Thu 6/29/23	Fri 6/30/23
1.1	Closeout Phase complete	100%	0 days	Fri 6/30/23	Fri 6/30/23

IV. Project Spending Plan

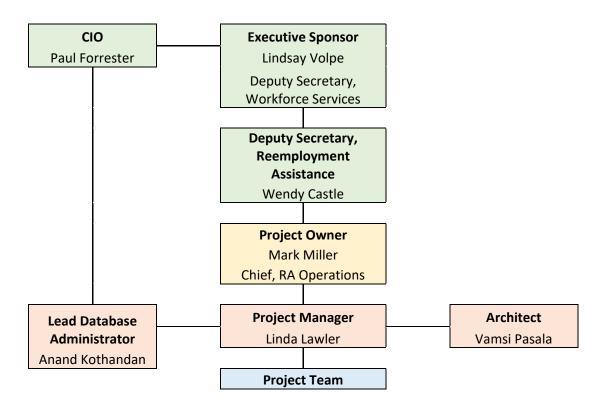
The Archive & Purge project has existing resources assigned, therefore, there is no spend for this project.

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software: \$0.00	Software: \$0.00
Other OpEx (Vendor Deliverables): \$0.00	Other OpEx (Vendor Deliverables): \$0.00
Other CapEx: \$0.00	Other CapEx: \$0.00

V. Project Organization and Methodology

A. Project Organizational Chart

The Project Manager meets with project stakeholders every week on Request for Information, business rules progress, and to answer general status questions. This meeting is also the forum for escalating issues that require all project stakeholders to resolve together.



B. Project Roles and Responsibilities

The staff mentioned below are instrumental in facilitating the needs of the team so that the project outcome meets expectations.

The project sponsors also work with their direct reports if the team has issues that require elevation.

The Legal and Records Management Liaison works directly with Reemployment Assistance to provide guidance when record series requests may differ from what is allowed legally or by DEO Policy.

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	 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
Paul Forrester	Project Sponsor/Chief Information Officer (CIO)	 Responsible for the Strategy of DEO IT Responsible for Staffing and Support plans Responsible for day-to-day operations Responsible for working closely with programs on technology needs
Wendy Castle	Project Sponsor/Deputy Secretary of Reemployment Assistance	 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
Mark Miller	Project Owner/Chief of RA Operations	 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
Linda Lawler	Project Manager	 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

Name	Project Role	Responsibility
		Identifies and manages risks according to the project plan
Vamsi Pasala	Architect and Technical Lead	 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 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 historical knowledge of the Connect system since Go Live
Anand Kothandan	Lead Database Administrator	 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
Manasa Wodeyar, Yella Mopuru, Tina Peacock	Project Team	 Works with the PM in business unit and IT meetings for requirements gathering Assists the PM in the creation of the Business and Technical Traceability Matrix. Assists the PM in the creation of and publication of the Request for Information.

C. Project Management Methodology

The path to archiving and purging data requires transparency, excellent communication, and an overall process that supports both.

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 is one of discovery – finding a path toward a sustainable data management strategy. Discovering this path will not result in any changes to the organization.

VII. Project Risk Management Plan

Currently there are no new risks for this project.

Project risks can be raised by anyone on the project. These risks are then entered into the department's tool where they are discussed during weekly meetings. They are tracked in these meetings until the risk is closed.

Risk meetings, hosted by program management, are attended by sponsors and stakeholders of this project.

Risk Description/Impact	Probability of Occurrence (high, medium, low)	Risk Tolerance (high, medium, low)	Mitigation Strategy	Assigned Owner
1.				
2.				
3.				
4.				
5.				

VIII. Capacity Plan

This project does not include the purchase of hardware and software; therefore, capacity planning is not necessary in this phase.



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 4

PREPARED ON 7/1/2023

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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

The IAM Project Team will use utilize vendor recommended processes, people, and policies to strengthen and standardize existing IAM for the System.

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:
 - o External users of the application (benefits seekers, employers, partners, etc.)
 - Internal users of the application (DEO staff, contractors, privileged partners, etc.)

- o 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.
- o 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.	 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.	 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.	 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.	 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			
February 8, 2023	Issue purchase order			
February 8 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	Major	Deliverable Description			
ID	Deliverable				
1	Project Kickoff	The vendor conducts the IAM project kickoff			
	Meeting	meeting and provides agenda and materials.			
2	Project	The vendor provides the final version of the PMP			
	Management Plan	after review and approval by DEO			
3	Working Sessions,	The vendor conducts a series of work sessions to			
	Audit, and Report	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	The vendor provides an inventory of existing			
	Map	DEO roles, teams, and resources, and documents			
	_	how existing resources are currently producing			
		deliverables.			
5	IAM policies and	The vendor analyzes, updates, and creates DEO			
	processes	security policies and processes.			
6	IAM Process	The vendor provides "as is" and "to be" process			
	Roles and	roles and responsibilities documentation.			
	Responsibilities	•			

Deliverable	Major	Deliverable Description				
ID	Deliverable					
7	Identity	The vendor reviews existing documentation on				
	Governance	applications, roles, access, and responsibilities;				
	Model	updates that documentation; and delivers a final				
		version of that documentation after review and				
		approval by DEO.				
8	IAM Continuous	As part of the transition into continuous				
	Modernization	improvement, which begins after go-live, the				
	Plan and	vendor delivers the Continuous Modernization				
	Roadmap	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	The vendor provides the Project Closeout Report				
	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.			
7	Identity Governance Model	The vendor reviews existing documentation on applications, roles, access, and responsibilities; updates that documentation;			

Milestone ID	Major Milestone	Milestone Description					
	and delivers a final version of that						
		documentation after review and approval by					
		DEO.					
8	IAM Continuous	As part of the transition into continuous					
	Modernization Plan and	improvement, which begins after go-live, the					
	Roadmap	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
J. Alex Kelly	Secretary, Department of Economic Opportunity
Lindsay Volpe	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
Sushma	RA Modernization Program Manager – Information Technology
Kavarthapu	
Mark Miller	Project Owner
Clara Kendrick	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	Task Name
1	IAM
1.1	Initiation
1.2	Planning
1.3	Execution
1.3.1	Begin Execution Phase
1.3.1	Analyze & update existing roles
1.3.3	Procurement
1.3.3.1	Requirements
1.3.3.2	Procurement Template
1.3.3.3	Advertisement and Award
1.3.2.5	Issue of Purchase Order
1.3.5	Vendor Onboarding
1.3.5.1	Receive notification from contracts to start the process
1.3.5.2	Determine logistics for vendor/person (location, laptop, phone, etc)
1.3.5.3	Determine Access to Shares, SharePoint, etc.
1.3.5.4	Fingerprinting/Background
1.3.5.4.1	Provide fingerprint instructions to vendor/person
1.3.5.4.2	Receive notification of completion/submission of fingerprints
1.3.5.4.3	Perform Background Check
1.3.5.4.4	Receive notification from Contracts (yes/no) for person based on
	fingerprint/background check
1.3.5.5	EAR Form
1.3.5.5.1	Complete EAR Form
1.3.5.5.2	Receive notification EAR form is completed
1.3.5.6	HelpDesk
1.3.5.6.1	Receive Notification Network Account is created for person(s)
1.3.5.6.2	Share, SharePoint, etc Access
1.3.5.6.2.1	Submit Helpdesk Ticket for Access of new person
1.3.5.6.2.2	Receive Notification Access has been granted
1.3.5.7	Vendor/Person Start
1.3.5.7.1	Receive Notification PO is issued
1.3.5.7.2	Identify Start Date
1.3.5.8	First Day
1.3.5.8.1	Confirm Network Access
1.3.6	DELIVERABLE 1: Project Kickoff Meeting (Contract = 3/29/2023)

1.3.7	DELIVERABLE 2: Project Management Plan (Contract = 4/7/2023)
1.3.8	DELIVERABLE 3: Project Schedule (Contract = 4/7/2023)
1.3.9	DELIVERABLE 4: Working Sessions, Audit, and Report (Contract = 5/10/2023)
1.3.10	DELIVERABLE 5: System Resource Map (Contract = 5/10/2023)
1.3.11	DELIVERABLE 6: IAM Policies (Contract = 5/24/2023)
1.3.12	DELIVERABLE 7: IAM Process Roles and Responsibilities Documentation (Contract = 5/24/2023)
1.3.13	DELIVERABLE 8: DEO Identity Governance Model and Directory (Contract = 6/9/2023)
1.3.14	DELIVERABLE 9: IAM Continuous Modernization Plan and Roadmap (Contract = 6/22/2023)
1.3.15	DELIVERABLE 10: Transition Plan (Contract = 6/28/2023)
1.3.16	DELIVERABLE 11: Project Closeout Report (Contract = 6/29/2023)
1.3.17	Execution Phase Complete
1.4	Monitoring and Controlling
1.4.8	Deliver Weekly Status Update - includes Schedule, Cost, Scope, & RAID
1.4.9	Conduct Weekly Team Meeting
1.4.3	Deliver Monthly Status Update at RA Mod Monthly Meeting
1.2.1	Deliverable: Resource Plan
1.2.9	Deliverable: Project Spending Plan
1.5	Monitoring and Controlling Phase Complete
1.6	Project Closeout
1.6.1	Schedule Project Closeout Meeting
1.6.5	Conduct Project Closeout meeting
1.6.6	Conduct Lessons Learned Meeting
1.7	Closeout Phase complete
1./	Closeout Phase complete

III. Resource Loaded Project Schedule

Task Name ▼	% Complete •	Duration -	Start	Finish	▼ Predecess ▼	Success •	Resource Names 🔻	Status •
4 IAM	100%	402.5 days?	Mon 12/6/21	Tue 7/4/23				Complete
▶ Initiation	100%	54 days	Mon 12/6/21	Fri 2/18/22				Complete
▶ Planning	100%	150 days	Mon 12/6/21	Fri 7/1/22				Complete
△ Execution	100%	260 days?	Fri 6/17/22	Thu 6/29/23				Complete
Begin Execution Phase	100%	0 days	Thu 6/30/22	Thu 6/30/22	52	416,421,3		Complete
Analyze & update existing roles	100%	16 days	Wed 8/10/22	Wed 8/31/22				Complete
Procurement	100%	194 days	Fri 6/17/22	Mon 3/27/23				Complete
Issue of Purchase Order	100%	0 days	Mon 3/27/23	Mon 3/27/23	130	133,155,1	Contract Manager	Complete
▶ Vendor Onboarding	100%	27 days	Wed 2/22/23	Thu 3/30/23				Complete
DELIVERABLE 1: Project Kickoff Meeting (Contract = 3/29/2023)	100%	1.25 days	Mon 3/27/23	Wed 3/29/23			Vendor	Complete
DELIVERABLE 2: Project Management Plan (Contract = 4/7/2023)	100%	9 days	Tue 3/28/23	Sat 4/8/23			Vendor	Complete
DELIVERABLE 3: Project Schedule (Contract = 4/7/2023)	100%	18 days	Tue 3/28/23	Thu 4/20/23			Vendor	Complete
DELIVERABLE 4:Working Sessions, Audit, and Report (Contract = 5/10/2023)	100%	35 days?	Tue 3/28/23	Mon 5/15/23			Vendor	Complete
DEO delivers existing IAM policies, processes, and procedures to Vendor	100%	12 days	Tue 3/28/23	Wed 4/12/23		187SS	PM	Complete
Vendor Begins Audit of IAM policies, processes, and procedures	100%	12 days	Tue 3/28/23	Wed 4/12/23	186SS	206	Vendor	Complete
Book rooms for working sessions	100%	1 day	Tue 4/4/23	Tue 4/4/23			Nicole Cain	Complete
▶ Vendor Completes Day 1 of Working Sessions	100%	1 day?	Wed 4/12/23	Wed 4/12/23			Vendor,DEO Review Te	Complete
▶ Vendor Completes Day 2 of Working Sessions	100%	1 day?	Thu 4/13/23	Thu 4/13/23			Vendor,DEO Review Te	Complete
▶ Meeting Minutes	100%	10 days	Fri 4/14/23	Thu 4/27/23				Complete
Audit Report	100%	12 days	Fri 4/28/23	Mon 5/15/23				Complete
Deliverable 4 Approved	100%	1 day?	Mon 5/15/23	Mon 5/15/23	211FF			Complete

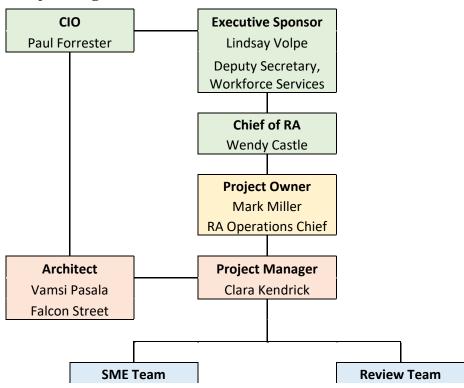
Task Name ▼	% Complete 🔻	Duration •	Start -	Finish	▼ Predecess ▼	Success •	Resource Names -	Status
DELIVERABLE 5: System Resource Map (Contract = 5/10/2023)	100%	33 days	Tue 3/28/23	Thu 5/11/23			Vendor	Complete
DELIVERABLE 6: IAM Policies (Contract = 5/24/2023)	100%	26 days	Fri 4/21/23	Fri 5/26/23			Vendor	Complete
DELIVERABLE 7: IAM Process Roles and Responsibilities Documentation (Contract = 5/24/2023)	100%	24 days	Fri 4/21/23	Wed 5/24/23			Vendor	Complete
DELIVERABLE 8: DEO Identity Governance Model and Directory (Contract = 6/9/2023)	100%	53 days	Tue 4/4/23	Fri 6/16/23			Vendor	Complete
DELIVERABLE 9: IAM Continuous Modernization Plan and Roadmap (Contract = 6/22/2023)	100%	22 days	Wed 5/24/23	Fri 6/23/23			Vendor	Complete
DELIVERABLE 10: Transition Plan (Contract = 6/28/2023)	100%	13 days	Mon 6/12/23	Wed 6/28/23			Vendor	Complete
DELIVERABLE 11: Project Closeout Report (Contract = 6/29/2023)	100%	13 days	Mon 6/12/23	Thu 6/29/23			Vendor	Complete
Execution Phase Complete	100%	0 days	Thu 6/29/23	Thu 6/29/23	298,290,282	425		Complete
△ Monitoring and Controlling	100%	253 days	Fri 7/1/22	Fri 6/30/23				Complete
Deliver Weekly Status Update - includes Schedule, Cost, Scope, & RAID	100%	253 days	Fri 7/1/22	Fri 6/30/23		425		Complete
Conduct Weekly Team Meeting	100%	250 days	Fri 7/1/22	Tue 6/27/23	54	425		Complete
Deliver Monthly Status Update at RA Mod Monthly Meeting	100%	233 days	Fri 7/1/22	Fri 6/2/23				Complete
Deliverable: Resource Plan	100%	4 days	Fri 7/1/22	Wed 7/6/22				Complete
Deliverable: Project Spending Plan	100%	4 days	Fri 7/1/22	Wed 7/6/22				Complete
Monitoring and Controlling Phase Complete	100%	0 days	Fri 6/30/23	Fri 6/30/23	299,301,351	427		Complete
Project Closeout	100%	0.5 days	Fri 6/30/23	Tue 7/4/23				Complete
Closeout Phase complete	100%	0 days	Tue 7/4/23	Tue 7/4/23	431			Complete

IV. Project Spending Plan

FY 2021-22 Expenditures	FY 2022-23 Expenditures
Software OpEx: \$156,880	Software OpEx: \$0.00
Labor OpEx: \$12,500	Labor OpEx: \$161,866.

V. Project Organization and Methodology

A. Project Organizational Chart



B. Project Roles and Responsibilities

Name	Project Role	Responsibility
Lindsay Volpe	Executive Sponsor	 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.

Name	Project Role	Responsibility
Domenic DiLullo	СТО	 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.
Wendy Castle	Chief of RA	 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 Ryan Tolia	Co-Project Owner	 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.
Clara Kendrick	Project Manager	 Manages all aspects of the project and ensures 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/Falcon Street	Architect and Technical Lead	 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.

Name	Project Role	Responsibility
		Assists the PM in coordinating additional technical resources/SMEs, if necessary, for the team.
SME Team	Subject Matter Expert(s)	 Process development tasks. Contributes subject matter expertise. 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	 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)	 Monitors project progress. Facilitates DEO Leadership Team Governance meetings. Provides guidance and support to project manager and project team members.
Vendor	IAM Experts	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).

REEMPLOYMENT ASSISTANCE SYSTEM MODERNIZATION 2202A SPECIAL CATEGORIES (100270) and Back of Bill (105174)

Projected Spend Plan Summary as of 6/31/2023

SFY 2022-2023

Appropriation		SFY 21-22	July	August	September	October	November	December	January	February	March	April	May	June	SFY 22-23	TOTAL	Revert
				·									,				
IV&V	Projected		-	-	-	-	-	-	-	-	-	-	-	-	77,458.64	\$ 1,102,207	
\$ 1,170,000	Actual	\$ 1,024,748.69	-	77,458.64	-	-	•	-	-	-	-	-	-	-	77,458.64	\$ 1,102,207.33	67,792.67
	Rev/Reapp	\$ 145,251.31	\$ 145,251.31														
Maint & Ops	Projected		895,524.82	436,473.56	698,816.62	469,928.12	469,928.12	1,755,298.37	3,570,096.08	2,544,255.68	1,224,431.06	1,934,531.55	1,452,955.37	3,206,326.32	11,189,535.93	\$ 19,324,258	
\$ 19,320,000	Actual	\$ 8,134,722.34	625,434.07	17,100.99	2,473,903.76	(1,837,715.30)	•	650,859.00		3,625,925.36	1,903,478.50	112,622.60	411,600.63	153,594.29	8,136,803.90	\$ 16,271,526	3,048,473.76
	Rev/Reapp	\$ 11,185,277.66															
Modernization (GR)	Projected		548,327.37	1,124,142.50	629,168.23	367,171.95	393,051.95	1,643,983.06	1,064,682.06	1,305,046.03	1,203,472.07	720,034.63	1,178,818.11	2,206,796.47	8,309,924.39	\$ 16,029,852	
\$ 15,510,000	Actual	\$ 7,719,927.14	442,530.13	748,978.60	488,565.70	56,987.00	•	556,604.61		1,339,347.49	1,527,585.47	324,274.44	618,254.48	1,298,808.54	7,401,936.46	\$ 15,121,864	388,135.57
	Rev/Reapp	\$ 7,790,072.03															
Modernization (ARPA)	Projected		189,240.00	465,729.25	1,206,802.56	409,460.00	384,460.00	613,951.25	462,850.90	2,322,716.91	6,762,699.47	5,055,358.78	4,130,192.55	11,451,386.87	24,406,424.14	\$ 24,406,424	
\$ 56,400,000	Actual	\$ -	61,240.00	160,269.25	748,000.00	281,342.56	•	1,009,582.15	•	2,000,255.78	6,963,161.01	441,767.64	1,289,418.88	1,433,991.14	14,389,028.41	\$ 14,389,028	42,010,971.59
	Rev/Reapp	\$ 56,400,000															
Total Modernization	Projected Total	\$ -	\$ 1,633,092	\$ 2,026,345	\$ 2,534,787	\$ 1,246,560	\$ 1,247,440	\$ 4,013,233	\$ 5,097,629	\$ 6,172,019	\$ 9,190,603	\$ 7,709,925	\$ 6,761,966	\$ 16,864,510	\$ 43,983,343	\$ 60,862,741	
\$ 92,400,000	Actual Total	\$ 16,879,398.17	\$ 1,129,204.20	\$ 1,003,807.48	\$ 3,710,469.46	\$ (1,499,385.74)	\$ -	\$ 2,217,045.76	\$ -	\$ 6,965,528.63	\$ 10,394,224.98	\$ 878,664.68	\$ 2,319,273.99	\$ 2,886,393.97	\$ 30,005,227.41	\$ 46,884,625.58	

Q1 Actual \$5,843,481 Q2 Actual \$717,660 Q3
Actual \$17,359,754

Q4 Actual \$6,084,333

EXPENDITURE RECAP

		SFY 21-22	July	A	August	Se	eptember	0	ctober	Noven	ber	De	ecember	J	anuary	Fe	ebruary	N	larch	April		May		June	(SFY 22-23	Т	OTAL
100270	Appropriation		\$ 19,120,601																						\$	19,120,601		
	Release	\$ 16,879,398	\$ 2,192,179			\$	2,192,157					\$	2,192,190			\$	8,904,418	\$	2,192,190		\$	1,447,467			\$	19,120,601	\$	35,999,999
	Expenditures	\$ 16,865,118																										
	UCIVV (Actual)		\$ -	\$	77,459	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$	-	\$ -	\$	-	\$	-	\$	77,458.64		
	UCMNT (Actual)		\$ 625,434	\$	17,101	\$	2,473,904	\$	(1,837,715)	\$	-	\$	650,859	\$	-	\$	3,625,925	\$	1,903,479	\$ 112,62	23 \$	411,601	\$	153,594.29	\$	8,136,803.90		,
	UCMOD (Actual)		\$ 442,530	\$	748,979	\$	488,566	\$	56,987	\$	-	\$	556,605	\$	-	\$	1,339,347	\$	1,527,585	\$ 324,27	74 \$	618,254	\$ 1	,298,808.54	\$	7,401,936.46		
	UCMNT (Proj)																			\$ -	\$	-			\$	-		
	UCMOD (Proj)																				\$	-			\$	-		
	UCIVV (Proj)																			\$ -					\$	-		
	UCMNT Transfer In																											
	UCMOD Transfer Out																								\$	-		
	UCMOD Transfer In																			\$ -								
	UCMNT Transfer																								\$	-		
	FRR21 (Transfer)																								\$	-		
	Appropriation Balance		\$ 18,052,637	\$	17,286,557	\$	14,324,088	\$	16,104,816	\$ 16,10	4,816	\$	14,897,352	\$	14,897,352	\$	9,932,080	\$	6,501,016	\$ 6,064,1	19 \$	5,034,263	\$	3,581,861	\$	3,504,402		
	Release Balance		\$ 1,124,215	\$	280,677	\$	(489,636)	\$	1,291,092	\$ 1,29	1,092	\$	2,275,819	\$	2,275,819	\$	6,214,964	\$	4,976,090	\$ 4,539,19	3 \$	4,956,805	\$	3,504,402	\$	3,504,402		
				\$	237,728	\$	748,000	\$	281,343	\$	-																	
105174	Appropriation		\$ 56,400,000																						\$	56,400,000		
	Release		\$ -													\$	22,320,608				\$	9,951,908			\$	32,272,516	\$	32,272,516
	UCMOD In																								\$	-		
	FRR21 (Trans)																				\$	-						
	FRR21 (Proj)	\$ -																		\$ -	\$	-			\$	-		
	FRR21 (Actual)		\$ 61,240	\$	160,269	\$	748,000	\$	281,343	\$	-	\$	1,009,582	\$	-	\$	2,000,256	\$	6,963,161	\$ 441,76	\$8 \$	1,289,419	\$	1,433,991	\$	14,389,028		
	Appropriation Balance		\$ 56,338,760	\$	56,400,000	\$	56,400,000	\$	56,400,000	\$ 56,40	0,000	\$	56,400,000	\$	56,400,000	\$	54,399,744	\$	47,436,583	\$ 47,436,58	33 \$	46,147,164	\$	44,713,173	\$	42,010,972		
	Release Balance	\$ -	\$ -	\$	-	\$	-	\$	-	\$	-	\$	•	\$	•	\$ 2	20,320,352	\$ 1	13,357,191	\$ 12,915,42	24 \$	21,577,913	\$ 2	20,143,922	\$	17,883,488		

UCIVV S	PEND PLA	ΑN						July	August	September	October	November	December	January	February	March	April	May	Jun	е		
РО	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
PO2488307	7/30/21	6/30/22	Gartner Group	C3108	IV&V Services for RA Modernization																-	-
					Deliverable 1a&b- IV&V Management Plan	300,300.00	300,300.00														-	300,300.00
					Deliverable 22&b- IV&V Schedule	300,300.00	300,300.00														-	300,300.00
					Deliverable 3 - Ongoing IV&V Monitoring	562,200.00	424,148.69		77,458.64												77,458.64	501,607.33
					Monthly Grand Totals	1,162,800.00	1,024,748.69		77,458.64										-	-	77,458.64	1,102,207.33

UCMNT SPEND PL	LAN						July		August	September	October	November	December	January	February	Mar	ch	April	May	June		
					Contract	SFY 21/22			3						,						SFY 22/23 Oblig	2-Year Cost
PO Rec	Start Date	End Date Vendor COR FID CAT	Contract	Description Adjustment	Amount	Oblig 3,288,206.40	Projected	Actual 4,257.28	Actual 0.99	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Actual	Actual	Projected	Actual 4,258.27	3,292,464.67
B963FA Y	7/1/2021	6/30/2022 Insight Public Sector		Alteryx	41,444.88	41,444.88		4,207.20	0.00												-	41,444.88
C01C84 Y	7/1/2022	6/30/2023 Insight Public Sector		Alteryx	39,791.60	-	39,791.60								39,761.60						39,761.60	
B8CFB3 Y	2/26/2021	6/30/2022 Insight Public Sector		ALTERYX 3 additional Designer Licenses (renewal) Striim Subscription Licensing for Data Warehouse 2-Years	5,693.16	•														5,693.16	5,693.16	5,693.16
C10A4B	 	Insight Public Sector		Alteryx Server sandbox T year August 28, 2022 - August 21,													43,429.32					
C0F825 Y	8/28/2022	8/27/2023 Insight Public Sector		2023	12,301.00	-												12,301.00				
BA5503 Y	1/1/2022	12/31/2022 Neustar		Annual Renewal of GeoPoint Software (FIRRE) INICROSOπ Azure Cloud Services (Commercial)(just the RA	114,000.00	•	9,500.00			19,000.00	(19,000.00)				47,500.00	28,500.00				19,000.00	114,000.00	114,000.00
B94500 Y	7/1/2021	6/30/2022 SHI	C3081	portion)	400,000.00	324,169.83				56,091.38					452,498.81						508,590.19	832,760.02
C01823 Y	7/1/2022	6/30/2023 SHI	C3477	Microsoπ Azure Cloud Services (Commercial)(just the RA portion)	850,000.00		70,833.33				69,178.16				173,597.97	43,615.96	69,957.21		210,709.97	179,088.88	718,939.77 48,028.65	718,939.77
B94534 Y	10/1/2021	6/30/2022 SHI	C3082	Azure Cloud Services - Government Cloud	600,000.00	6,336.73	13,565.99	13,565.99		 	09,176.10				90,031.11	45,015.90	05,537.21		210,709.97	179,000.00	103,597.10	109,933.83
C0B09F Y	10/1/2022	6/30/2023 SHI	C3476	Azure Cloud Services - Government Cloud	2,000,000.00		166,666.66	10,000.00							1,266,231.91	183,442.02	298,857.19		11,058.17	144,970.30	1,721,117.57	1,721,117.57
C0B09F Y	10/1/2022	6/30/2023 SHI	C3476	Azure Cloud Services - Government Cloud (Change Order)	1,293,909.56	•	166,666.66								-					1,580,621.39	1,580,621.39	2,000,000.00
B901AD U	7/12/2021	3/30/2022 DLT Solutions	C3055	Extended Support for Oracle Database (CONNECT) Extended Support for Oracle Database (CONNECT)	21,716.33 17,444.71	21,716.36																21,716.36
BB3767 U B8D581 Y	4/1/2022 3/29/2021	6/30/2023 DLT Solutions 3/30/2022 Fairfax Data Systems	C3055	IBM Cloud Pak in support of CONNECT (subscription)	357,846.72					+											•	•
C10B8E Y	12/14/2022	12/13/2023 IBM		IBM Cloud Pak in support of CONNECT (subscription)	390,520.80					 					390,520.80						390,520.80	390,520.80
				JoeSandbox License and Support (Sandbox for Metadefender)	E0 E22 00																•	-
BA3092 Y	12/3/2021	12/2/2022 Inquest LLC	C3211	Joesandbox License and Support (Sandbox for Metaderender)	50,532.00	•				\longrightarrow											62,425.03	62,425.03
PR161984 Y	12/3/2022	12/3/2023 Inquest LLC	C3211	JoeSandbox License and Support (Sandbox for Metadefender)	62,425.03	-									62,425.03						02,425.03	
BA242B Y	1/1/2022	12/31/2023 Insight Public Sector		License Renewal for Experian QAS (CONNECT) QAS for Pega	220,126.65	220,126.65															-	220,126.65
BA274B Y	12/9/2021	12/8/2022 SHI		Metadefender Licenses and Support	75,659.60	75,659.60															-	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															-	549,623.75
BA6C52 N	4/30/2021	6/30/2022 Immix Technologies	C3050	RA Mobile Applications and Citizens Portal	428,389.30	831,474.22	428,500.58	428,389.30								-					428,389.30	1,259,863.52
C00DB0 N	7/1/2022	6/30/2023 Immix Technologies	C3479	RA Mobile Applications and Citizens Portal Pega Licenses	1,259,974.80 3,288,206.40		-								282,864.60	347,122.80	180,559.85		85,946.05	265,516.79	1,080,404.07	1,080,404.07
BA4DB3 Y BA30BE N	1/1/2022	12/31/2022 Immix Technologies 6/30/2022 Dell		PowerEdge R440 Server (for Sandbox for Metadefender)	4,952.00	4,952.00				\longrightarrow											-	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														-		5,872.50
C15963 Y	12/16/2022	12/15/2023 Carahsoft		Red Hat Enterprise Linux Server Subscriptions	4,070.90											4,070.90		4,074.90			4,074.90	4,074.90
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 Smartnet 5-Year Flex Plan (just the RA-IT portion)	650,859.00 46,300.80	•																-
BA09EC Y	10/25/2021 7/1/2021	10/24/2022 Presidio 6/30/2022 OpenText, Inc.		Open Text - HP ExStream Software Licenses	113,157.84	- 113,157.84				\longrightarrow											•	113,157.84
B96B51 Y C0869C Y	7/1/2021	6/30/2023 OpenText, Inc.		Open Text - HP ExStream Software Licenses	125,944.62	110,101104				125,944.62											125,944.62	125,944.62
B9F16D Y	12/25/2021	6/30/2022 OpenText, Inc.		ExStream Floating License Maintenance & Support	48,927.89	47,502.81				120,011102											•	47,502.81
C086F1 Y	7/1/2022	6/30/2023 OpenText, Inc.		ExStream Floating License Maintenance & Support	102,943.88	-									102,943.88						102,943.88	102,943.88
C14ED6 Y	2/28/2023	2/28/2024 OpenText, Inc.	C3644	Blazon Base Module Maintenance	8,424.87	•															8,424.87	8,424.87
C10955 N	12/19/2022 10/20/2021	6/30/2023 OpenText, Inc. 6/30/2022 Beacon Systems, Inc.	C3186	HP ExStream Licenses-NODE Strategic Planning Office	394,000.16 1,306,920.00	206,176.25		121,217.50								394,000.16	394,000.16				394,000.16 121,217.50	394,000.16 327,393.75
C0219E N	7/1/2022	6/30/2023 Beacon Systems, Inc.	C3186	Strategic Planning Office	669,308.75	-		121,217.50		281,101.25					145,033.75		115,072.50				578,346.90	578,346.90
C0C441	10/22/2022	6/30/2023 Beacon Systems, Inc.	C3186	Strategic Planning Office	2,374,365.00	•									166,230.76		566,831.19			_	1,210,485.95	1,210,485.95
BAED05 Y	6/1/2022	9/15/2022 SHI		TOAD Licenses and Maintenace for CONNECT	2,900.15	•																•
B931D4 U	7/12/2021	6/30/2022 World Wide Technologies		Uipath Licensing (BOTS)	1,435,202.75 7,019.15	1,435,202.75														7.040.45	704045	1,435,202.75
PR251907 C1BB6D PR238441	5/5/2023 6/1/2023	6/30/2023 Insight Public Sector 5/31/2024 SHI	C3745	Portswigger Burp Suite License Microsoft Dynamics Fraud Protection	650,859.00					+										7,019.15 650,859.00	7,019.15 650,859.00	7,019.15 650,859.00
C1832A	4/6/2023	4/5/2024 SHI - MS Visual Studio	N/A		3,246.60					 								3,246.60		030,039.00	3,246.60	3,246.60
C02523 U	7/1/2022	6/30/2023 Carahsoft	C02523	Uipath Licensing (BOTS)	1,881,782.46	•	-			1,881,782.46	(1,881,782.46)		650,859.00			-	•	5,210100			650,859.00	650,859.00
				Operations Monthly Total	ls	7,171,622.57	895,524.82	567,430.07	0.99	2,363,919.71	(1,831,604.30)		650,859.00	-	3,219,640.22	1,000,751.85	1,668,707.42	19,622.50	307,714.19	2,852,768.67	48,028.65 10,615,740.78	17,787,363.35
Staff AUG				<u> </u>			July	1	August	September	October	November	December	January	February	Mar	ch	April	May	June	•	
				Description	Contract	SFY 21/22 Oblig															SFY 22/23 Oblig	2-Year Cost
PO Rec B893AE Y	Start Date 12/1/2020	End Date Vendor 6/30/2022 SCONY	Contract C2927	Description Applications Development Analyst	Amount 289,418.88	59,586.24	Projected	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Actual	Actual	Projected	Actual	59,586.24
B84B25 Y	12/1/2020	6/30/2022 TekBank Consultants	C2930	Applications Development Analyst	306,816.00	48,128.00														-		48,128.00
B8485E Y	12/1/2020	6/30/2022 IPCS	C2931	Business Analyst	244,800.00	38,400.00																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 Applications Architect, Advanced	261,120.00 321,984.00	33,055.00 35,776.00															•	33,055.00
B86685 Y B8668F Y	1/1/2021	6/30/2022 DISYS 6/30/2022 Vitaver & Associates	C2957 C2958	Applications Architect, Advanced Applications Architect, Advanced	294,120.00	-									27,595.03						27,595.03	35,776.00 27,595.03
B90CAC Y	7/1/2021	6/30/2022 Creative Consulting	C3018	Systems Administrator, Advanced	156,000.00	137,550.00		13,200.00		+					21,000.00						13,200.00	150,750.00
B91629 Y	7/1/2021	6/30/2022 Strategic IT Alignment	C3019	Applications Architect, Advanced	187,200.00	127,260.00		10,2000													•	127,260.00
B9128C Y	7/1/2021	6/30/2022 Tal Search Group	C3021	Applications Architect, Advanced	197,600.00	13,718.00															•	13,718.00
B91400 Y	7/1/2021	6/30/2022 Vcarve	C3023	Quality Engineering Consultant / Nirjwol Joshi Quality Engineering Consultant / Joh# 1610)	149,760.00	117,720.00		12,672.00							40.00						12,672.00	130,392.00
B9221A Y	7/1/2021	6/30/2022 Vcarve	C3024	Quality Engineering Consultant (Job# 1610) Systems Architect, Advanced	149,760.00 187,200.00	132,084.00 154,350.00		47 200 00							12,672.00						12,672.00	144,756.00
B91B4D Y B9C0F2 Y	7/1/2021 8/30/2021	6/30/2022 Kyra Solutions 6/30/2022 Gejits Infotech Inc.	C3025 C3128	Quality Assurance Analyst	129,168.00	22,992.53		17,280.00													17,280.00	171,630.00 22,992.53
B9B033 Y	8/16/2021	6/30/2022 SGS Technologies	C3120	Applications Development Analyst	183,040.00	13,904.00															-	13,904.00
B9D290 Y	9/27/2021	6/30/2022 Gejits Infotech Inc.	C3179	Applications Architect, Advanced	169,936.00	-															-	•
BAC3E0 Y	3/29/2022	6/30/2022 RamcoTek Consulting LLC	C3283	Applications Development Analyst	97,760.00	28,576.00		14,852.00													14,852.00	43,428.00
BB0AE2 Y	5/12/2022	6/30/2022 Gejits Infotech Inc.	C3339	Applications Architect	93,600.00	•													11.000		-	
C00BEF Y	7/1/2022	6/30/2023 Creative Consulting	C3387	Systems Administrator / Sean Markland / 2080	166,400.00	•			47.400.00	14,720.00					51,360.00	25,080.00 30,510.00	27,200.00		14,280.00	44,973.33		
		6/30/2022 Stratogic IT Alignment	C2200	Database Administrator / Senthil Sivakumar / 2080	198 000 00	_	_		7 / 71111 1111	17 020 00					KII /////			M M M	<u> </u>	5.1 Million	1/1 2/201 00 1 3/10 /201 10: -	1,714
C01EF8 Y	7/1/2022 7/1/2022	6/30/2023 Strategic IT Alignment 6/30/2023 Tal Search Group	C3388 C3390	Database Administrator / Senthil Sivakumar / 2080 Applications Architect	198,000.00	-			17,100.00	17,820.00					30,240.00	30,310.00	53,730.00	16,650.00		31,200.00	14,220.00 149,760.00	149,760.00

C01EF9	Υ	7/1/2022	6/30/2023	Vcarve	C3392	Quality Engineer Consultant / Nirjwol Joshi / 2080	149,760.00	•				13,248.00					23,040.00	28,368.00	35,136.00		11,520.00	54,336.00	13,248.00	96,192.00	96,192.00
C01564	Y	7/1/2022	6/30/2023	Kyra Solutions	C3394	Systems Architect / Satish Pavuluri / 2080	203,840.00	-				18,424.00					70,854.00	28,640.50	37,436.00	20,580.00	19,208.00	37,338.00	17,248.00	183,750.00	183,750.00
C00BF5	Υ	7/1/2022	6/30/2023	Gejits Infotech Inc.	C3396	Quality Assurance Analyst / Lincy Varghese / 2080	129,168.00					9,485.77					46,357.64	18,331.15	9,563.40	7,514.10		21,253.74	1,987.20	96,161.84	96,161.84
C06C89	Υ	8/8/2022	6/30/2023	SCONY	C3508	Applications Development Analyst / Jaykumar Gajjar / 2000	177,340.00					16,315.28					30,236.47	32,697.06	26,955.68		29,438.44	46,844.32	29,438.44	159,931.12	159,931.12
C06C6C	Υ	8/9/2022	6/30/2023	TekBank Consultants	C3509	Applications Development Analyst / Jaihind Anadeshi	188,000.00										69,560.00	29,610.00	30,080.00	17,296.00	15,040.00	57,653.33	16,544.00	148,520.00	148,520.00
C06F41	Υ	8/8/2022	6/30/2022	SGS Technologies	C3510	Applications Development Analyst / Pradeep Annamalai / 2000	180,000.00					13,860.00					44,370.00	30,442.50	14,670.00	30,960.00	14,400.00	28,440.00		146,700.00	146,700.00
C0F805	Υ	12/2/2022	6/30/2023	Randstad	C3592	Systems Administrator, Advanced / Brian Turek / 2080	189,113.60											-				31,518.93		47,278.40	47,278.40
						Staff Aug Monthly Totals		963,099.77	-	58,004.00	17,100.00	103,873.05	-	-	-	-	406,285.14	223,679.21	234,771.08	93,000.10	103,886.44	353,557.65	105,565.64	1,260,871.06	2,223,970.83
						Monthly Grand Totals		8,134,722.34	895,524.82	625,434.07	17,100.99	2,467,792.76	(1,831,604.30)	-	650,859.00	•	3,625,925.36	1,224,431.06	1,903,478.50	112,622.60	411,600.63	3,206,326.32	153,594.29	11,876,611.84	20,011,334.18

UCN	INT SPEND	PLAN							July	,	August	September	October	November	December	January	February	Marc	ch	April	May	Jun	е		
PO) Rec	Start Date	End Date	Vendor	Contract	Description	Contract Amount	SFY 21/22 Oblig	Projected	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
TBD	Y	6/1/202	5/31/2024 SI	Н	TBD	SHI - Microsoft Dynamics Fraud Protection yr 3	TBD		-													-		•	-
						Monthly Grand Totals	3			-	-					-	-				-				-

3,625,925.36 1,903,478.50

PROJECT: Data Warehouse Management

FUNDING: Modernization GR(UCMOD)

STATUS: Complete

								July	August	September	October	November	December	January	February	March	April	May	June		
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	SFY 22/23 Oblig	2-Year Cost
BA2F67	Υ	12/23/2021	12/22/2022	Insight Public Sector	C3281	Striim Subscription Licensing for Data Warehouse 2-Years	93,096.96														93,096.96
C10A4B	Υ	12/23/2022	12/22/2023	Insight Public Sector		Striim Subscription Licensing for Data Warehouse 2-Years										49,633.52				49,633.52	49,633.52
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	Υ	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	Υ	12/15/2021	12/14/2023	Carahsoft	N/A	Snowflake Subscription Licensing & Training for Data Warehouse														•	-
																					-
						Totals	99,483.29	179,023.17	-	-	-	-	-	•	-	49,633.52	-	-	-	272,086.01	328,139.98

PROJECT: .NET and ORM Upgrade

FUNDING: Modernization GR(UCMOD)

STATUS: Complete

.NET an	d ORM L	J pgrade						July	August	September	October	November	December	January	February	Marc	ch	Apr	il	May	у	Jun	е		
РО	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
B9D823	N	9/14/2021	9/13/2022	SHI	NA	Visual Studio Licenses 2019 Pro	15,307.50									-		-		-		-			15,307.50
																-						-		•	
						Totals	15,307.50									-		-		-		•			15,307.50

PROJECT: Strategic Planning Office

FUNDING: Modernization GR(UCMOD)

STATUS: In Progress

Strategic F	Planning Office	e (SPO)		•					July	Augu	ıst	September	October	November	December	January	February	March	April	May	June		
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	SFY 21/22 Oblig	Actual	Projected	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	SFY 22/23 Oblig	2-Year Cost
BA037C	Y	10/20/2021	6/30/2022	Beacon Systems	C3186	Strategic Project Office	1,306,920.00	414,835.00				1,332.50										1,332.50	416,167.50
C0C441	Y	10/22/2022	6/30/2022	Beacon Systems	C3186	Strategic Project Office	2,374,365.00														325,980.39	1,091,709.00	1,091,709.00
B9E799	N	10/5/2021	10/4/2022	Carahsoft	C3232	Configuration Services for ServiceNow for the SPO	560,392.00	323,654.92	53,079.48	36,986.96		7,946.64					62,656.20					103,180.15	426,835.07
C0A158	N	9/15/2022	12/9/2022	Carahsoft	C3232	Configuration Services for ServiceNow for the SPO	139,544.52											139,544.52				139,544.52	139,544.52
BA267D	N	11/17/2021	11/16/2022	SHI		Microsoft Project and Visio Licenses for SPO	10,515.70	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		-													33,491.82
						Totals		782,497.44	53,079.48	36,986.96		9,279.14					62,656.20	139,544.52	-	-	325,980.39	1,335,766.17	2,118,263.61

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PROJECT: Reporting

FUNDING: Modernization GR(UCMOD)

STATUS: Complete

Reporting							July	August	September	October	November	December	January	February	March	Apr	il Ma	y	June		
PO	Rec	Start Date	End Date	Vendor	Contract # Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected Actual	Projected	Actual Projected	Actual	Projected Actual	SFY 22/23 Oblig	2-Year Cost
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
					Totals	-	4,617.63								-	-	-		-	4,617.63	4,617.63

PROJECT: Staff Augmentation

FUNDING: Modernization GR(UCMOD)

STATUS: In Progress

Shared Re	source - Sta	off Augmentation						July	у	Augus	st	Septen	nber	Octol	per	Novembo	ber	Deceml	ber	Janua	ary	Febr	uary	Mai	rch	Арі	ril	Ма	у	June			
PO	Poo	Start Data	End Date	Vandor	Contract #	Contract Amount	SFY 21/22	Drojected	Actual	Drainated	Actual	Drainatad	Actual	Drojected	Actual	Drojected	Actual	Drojected	Actual	Drainatad	Actual	Projected	Actual	Drojected	Actual	Drainatad	Actual	Drainatad	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
PU	Rec	Start Date		Vendor	Contract #	Contract Amount	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	SFY ZZIZS Oblig	
B90805	Y	12/1/2021		Tal Search Group	C3032	205,920.00	78,903.00		18,117.00																							18,117.00	97,020.00
BA2B4F	Υ	12/1/2021		Kyra Solutions	C3141	206,960.00	86,017.75		22,885.00	/= - /		1-2122-						17.010.07														22,885.00	108,902.75
C00A11		7/1/2022		Kyra Solutions	C3141	105,221.25	447.000.00	17,246.67		17,246.67		17,246.67		17,246.67		17,246.67		17,246.67	19,402.50	55,819.50		55,819.50	55,819.50	7,649.25		7,450.00		7,450.00		7,450.00		97,572.00	97,572.00
B99D49 B99D4E	Y	8/2/2021 3/1/2022	6/30/2022 F 6/30/2022 N		C3147 C3148	197,600.00 208,000.00	117,990.00 44,600.00																					 				•	117,990.00 44,600.00
B9A07B	Y	8/1/2021	6/30/2022		C3146	208,000.00	157,600.00		16,800.00						14,280.00												(14,280.00)					16,800.00	174,400.00
B9AA22	Y	8/13/2021		T Trailblazers	C3166	135,200.00	88,335.00		11,440.00						14,200.00												(14,200.00)					11,440.00	99,775.00
BA237C	Υ	10/1/2021		Tal Search Group	C3194	218,400.00	110,827.50		18,243.75			-		-		-																18,243.75	129,071.25
C0274B	Y	7/1/2022	6/30/2023	Tal Search Group	C3194	91,192.50		18,200.00		18,200.00		18,200.00	19,320.00							36,120.00		36,120.00	36,120.00	8,938.13		8,938.13		8,938.13		8,938.11		82,254.37	82,254.37
B9DD15	Y	9/22/2021	6/30/2022	Гаl Search Group	C3195	191,360.00	100,096.00		19,320.00																							19,320.00	119,416.00
B9C690	Υ	9/1/2021	6/30/2022 \		C3196	144,664.00	74,401.11		12,240.80																			lacksquare				12,240.80	86,641.91
B9D5B1	Υ	9/16/2021		BK Technologies	C3197	145,600.00	94,640.00				12,320.00																					12,320.00	106,960.00
B9DD0D	Y	10/1/2021		Tal Search Group	C3201	152,880.00	135,583.00		17,297.00											44 700 00						44.700.00		11.700.00		44 700 00		17,297.00	152,880.00
B9CCCC B9DE23	Y	9/7/2021	6/30/2022	Creative Consulting	C3202 C3223	176,800.00 187,200.00	15,980.00 112,680.00		7,920.00											14,733.33						14,733.33		14,733.33		14,733.33		44,199.99 7,920.00	60,179.99 120,600.00
BA6B17	Y	1/19/2022	6/30/2022		C3271	88,400.00	57,800.00		7,920.00																14,280.00							14,280.00	72,080.00
BA989F	Y	2/28/2022	6/30/2022 F		C3292	76,960.00	30,414.00		13,024.00																14,200.00							13,024.00	43,438.00
BA4EB6	·	7/1/2021	6/30/2022		C3293	16,200.00	-		10,02 1100									16,200.00	16,200.00													16,200.00	16,200.00
BA8A51	Υ	2/21/2022		BK Technologies	C3299	74,880.00	40,896.00		12,672.00									,	,													12,672.00	53,568.00
BAC88E		3/31/2022	6/30/2022	Tal Search Group	C3308	82,160.00	16,906.00		12,482.00																							12,482.00	29,388.00
C0062A		7/1/2022	6/30/2023	Tal Search Group	C3308	55,616.00	-	1,000.67		4,634.67		4,634.67		4,634.67		4,634.67		4,634.67		26,939.00		26,939.00	26,939.00	7,169.25		7,169.25		7,169.25		14,338.50		55,616.00	55,616.00
BADE51	Υ	5/1/2022		Gejits Infotech Inc.	C3311	32,785.00	17,264.00		14,608.00																							14,608.00	31,872.00
C00A12	Y	7/1/2022		Gejits Infotech Inc.	C3311	172,640.00		14,386.67		14,386.67	13,280.00	14,386.67		14,386.67		14,386.67		58,653.35		14,386.67		28,967.00	38,927.00	30,108.25	25,232.00	25,674.67	11,288.00	28,773.33	28,552.00	68,641.00		185,920.00	185,920.00
DD0===		7/1/2022	6/30/2023 F		C3315	-			* * * * * * * * * * * * * * * * * * * *																								
BB0559		5/10/2022		Gejits Infotech Inc.	C3326	52,200.00	5,400.00		8,906.25											00.400.50		40 040 50	40.040.50	40 500 70		7 000 50		7,000,50		7,000,50		8,906.25	14,306.25
C00670 BAF96A		7/1/2022 5/6/2022	6/30/2023	Gejits Infotech Inc.	C3326 C3347	34,500.00 25,200.00	4,608.00		10,368.00				7,488.00							22,162.50		13,312.50	13,312.50	10,593.76		7,062.50		7,062.50		7,062.50		34,500.00 17,856.00	34,500.00 22,464.00
C003CF		7/1/2022	6/30/2023		C3347	161,424.00	4,000.00		10,366.00			13,417.38	7,400.00	13,417.38		13,417.38		13,417.38		13,417.38		12 096 00	12,096.00	37,332.00	56,448.00	13,452.00		13,452.00	28,888.00	50,540.00	11,232.00	108,664.00	108,664.00
C02917		7/1/2022		GGS Technologies	C3351	259,200.00		21,600.00		21.600.00		21,600.00		21,600.00		21,600.00		83,320.00	35,200.00	32,000.00		32,000.00	46,400.00	44,400.00	15,200.00	21,600.00		21,600.00	20,000.00	43,200.00	11,202.00	183,200.00	183,200.00
552511		7/1/2022	6/30/2023 F		C3353	-		21,000100				21,000.00		,		21,000100		00,020.00	00,2000	52,500.00		52,555.65	10,10000	,	10,2000	_ ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				, , , , , , , , , , , , , , , , , , , ,			-
		7/1/2022	6/30/2023 F	Pending	C3354	-								15,600.00		15,600.00		15,600.00															-
C00A20		7/1/2022	6/30/2023	Гаl Search Group	C3364	205,920.00	-			17,160.00		17,160.00	18,612.00	17,160.00		17,160.00		83,391.00	15,840.00	47,520.00		45,243.00	45,243.00	31,556.25	29,304.00	17,160.00		17,160.00	15,543.00	64,218.00		205,920.00	205,920.00
BAC88D		3/31/2022		Digital Intelligence Systen		81,120.00	23,166.00		12,519.00																							12,519.00	35,685.00
C001AC		7/1/2022		Digital Intelligence System		43,836.00	-	3,653.00		3,653.00		3,653.00	11,349.00	3,653.00		3,653.00		10,569.00	1,248.00	10,452.00		10,452.00	10,452.00	5,196.75		6,929.00		6,929.00		6,929.00		43,836.00	43,836.00
C004C7	Y	7/1/2022	6/30/2023 \		C3393	149,760.00	4 007 50		47.740.00	12,480.00		12,480.00	13,248.00	12,480.00		12,480.00		49,152.00	12,186.00	36,480.00		23,040.00	21,492.00	25,708.50	23,346.00	26,496.00	11,556.00	26,496.00	24,804.00	43,128.00		149,760.00	149,760.00
BB2B49 C00AF7		5/27/2022 7/1/2022	6/30/2022 F		C3408	20,566.65	1,687.52	24.067.62	17,718.96	24.067.62		24.067.62	40 405 54	24 067 62		24.067.62		107 210 25	4E 407 CO	F2 074 07		22,006,64	40.004.22	40 502 54	4E 407 60	24 067 62	20.250.24	24.067.62	16 975 90	40 425 07		17,718.96	19,406.48
C00AF7	V	7/1/2022	6/30/2023 F 6/30/2023 F		C3408 C3432	252,811.59 195,520.00	-	21,067.63 16,293.33		21,067.63 16,293.33		21,067.63 16,293.33	19,195.54	21,067.63 16,293.33		21,067.63 16,293.33		107,210.25 16,293.33	15,187.68 31,819.00	53,974.27 25,897.00		32,906.64	48,094.32 39,433.00	42,583.51 31,067.00	15,187.68 44,368.00	21,067.63 26,633.33	20,250.24	21,067.63 26,633.33	16,875.20 33,257.20	42,135.27 20,009.47		177,743.32 195,520.00	177,743.32 195,520.00
C02123	'	7/1/2022	6/30/2023 F		C3433	153,920.00		12,826.67		12,826.67	11,914.00	12,826.67		12.826.67		12,826.67		65,046.00	12,358.00	26,202.17		25,733.50	36,852.00	23,199.00	20,757.00	24,013.00	12,284.00	30,213.00	13,616.00	29,542.00	11,840.00	136,218.00	136,218.00
C01577		7/1/2022		BK Technologies	C3434	149,760.00		12,480.00		12,480.00	11,514.00	12,480.00	13,248.00	12,480.00		12,480.00		61,632.00	24,192.00	34,368.00		21,888.00	21,888.00	22,608.00	22,464.00	22,656.00	11,520.00	22,656.00	13,248.00	43,200.00	11,040.00	106,560.00	106,560.00
C0742A		10/1/2023		Tal Search Group	C3435	164,320.00		, , , ,		,		,	,	,		,		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	11,376.00	18,257.78		18,257.78		35,392.00	23,621.00	12,482.00	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	12,482.00	,	24,964.00	38,078.00	84,451.00	84,451.00
C0D128		10/24/2022	6/30/2023	Tal Search Group	C3436	162,240.00	-									20,280.00		40,560.00		20,280.00		20,280.00	11,856.00	37,596.00	34,320.00	11,856.00		11,856.00		23,712.00	25,584.00	71,760.00	71,760.00
C0ECA0		2/7/2023	6/30/2023 [Digital Intelligence Systen	ns C3584	12,320.00	-													-											12,320.00	12,320.00	12,320.00
C01EFB		7/1/2022	6/30/2023 \		C3438	208,000.00	-	17,333.33		17,333.33		17,333.33		17,333.33		17,333.33		104,000.00	17,600.00	41,733.33		24,400.00	24,400.00	41,500.00	56,800.00	17,333.33	18,400.00	17,333.33		34,666.67	16,000.00	133,200.00	133,200.00
C01EFE		7/1/2022		T Trailblazers	C3439	135,320.00	•	11,276.67		11,276.67		11,276.67	11,960.00	11,276.67		11,276.67		55,700.00	10,920.00	31,556.67		20,280.00	20,280.00	23,040.00	40,170.00	17,330.00		17,330.00	11,960.00	22,700.00	10,400.00	123,020.00	123,020.00
C004C9		7/1/2022		Tal Search Group	C3440	244,260.00	•	15,946.67		15,946.67		15,946.67	25,392.00	15,946.67		15,946.67		70,288.00	21,114.00	55,276.67		39,330.00	39,330.00	39,606.00	76,452.00	20,355.00		20,355.00	10 707 63	40,710.00	32,982.00	195,270.00	195,270.00
C0211A	Y	7/1/2022	6/30/2023 \		C3441	144,664.00	•	12,055.33		12,055.33		12,055.33	12,797.20	12,055.33		12,055.33		59,534.78	12,310.35	34,311.33		22,256.00	22,256.00	24,325.11	43,190.55	12,055.33		12,055.33	12,797.20	29,257.57	11,128.00	114,479.30	114,479.30
C01EFC C000BF		7/1/2022 7/1/2022		BK Technologies Fal Search Group	C3442 C3443	145,600.00 203,840.00	•	12,133.33 16,986.67		12,133.33 16,986.67		12,133.33 16,986.67	18,130.00	12,133.33 16,986.67		12,133.33 16,986.67		74,533.34 83,790.00	5,600.00 19,502.00	11,200.00 50,943.67		11,200.00 33,957.00	11,200.00 33,957.00	32,200.00 33,062.75	74,725.00	19,175.33		19,175.33		19,175.34	37,044.00	16,800.00 183,358.00	16,800.00 183,358.00
C0697D		7/1/2022	6/30/2023	<u>'</u>	C3444	176,800.00	•	14,733.33		14.733.33		14,733.33	10, 130.00	14,733.33		14,733.33		88,400.00	21,760.00	32,413.33		17.340.00	17,340.00	34,425.00	22,270.00	14,733.33	13.600.00	15,866.67	15,640.00	29,466.67	13,600.00		104,210.00
C01F00	Υ	7/1/2022	6/30/2023 \		C3445	176,800.00		14,733.33		14,733.33		14,733.33	15,640.00	14,733.33		14,733.33		72,760.00	790.08	29,243.25		15,300.00	14,509.92	36,465.00	59,840.00	14,733.33	13,000.00	14,733.33	10,040.00	29,466.67	13,600.00	104,380.00	104,380.00
C027ED		7/1/2022		BK Technologies	C3453	193,500.00		16,125.00		16,125.00		16,125.00	13,800.00	16,125.00		16,125.00		82,950.00		-		21,637.50	21,637.50	36,365.63	46,275.00	16,125.00		16,125.00	13,800.00			140,362.50	140,362.50
BB40EF		6/1/2022		Fal Search Group	C3466	22,000.00			21,812.50																							21,812.50	21,812.50
C0307E		7/1/2022	6/30/2023	Tal Search Group	C3466	265,500.00		22,125.00		22,125.00		22,125.00	25,812.50	22,125.00		22,125.00		106,937.50	37,250.00	65,437.50		32,682.00	32,682.00	42,438.88	90,000.00	26,585.17		26,585.17		26,585.16	40,187.50	225,932.00	225,932.00
C085B0		10/1/2022		「al Search Group	C3506	218,400.00		-		-						18,200.00		35,105.00	16,905.00	36,400.00		18,200.00		45,823.75	40,398.75	18,200.00		18,200.00		36,400.00	20,002.50		77,306.25
C06F46		8/15/2022		BK Technologies	C3507	166,400.00	•			7,563.64		15,127.27		15,127.27		15,127.27		15,127.27	21,760.00	43,694.54		13,440.00	13,440.00	32,800.00	49,280.00	13,866.67		13,866.67	14,720.00	29,440.00		113,066.67	113,066.67
C08C6F		11/1/2022		Cyra Solutions	C3518	206,960.00	•				_	=						17,246.67		34,062.17		16,815.50	16,815.50	47,536.13	52,138.00	17,246.67		17,246.67	18,407.50	34,493.33	16,318.00		120,925.67
C00670	Y	7/1/2022		Gejits Infotech Inc.	C3519	34,500.00	•	11,500.00		11,500.00	8,850.00	11,500.00							04.00= 11	13,312.50		00.005.05		00 700	44.645	00 = 10 ==		20 = 15 = 5	40 700 67	00.740.77	40.040.	8,850.00	8,850.00
C07157		8/15/2022		Gejits Infotech Inc.	C3519	156,000.00	•												24,825.00	26,000.00		26,235.00		32,793.75	44,943.75	28,743.75	10,000,00	28,743.75	13,706.25	28,743.75	10,818.75	123,037.50	123,037.50
C0F7CF C102F1		7/1/2022 12/19/2022	6/30/2023 N		C3616 C3621	32,400.00 183,040.00	•													16,200.00		30,506.67		16,200.00 22,880.00	13,992.00	16,200.00 22,880.00	10,800.00	16,200.00 22,880.00		5,400.00 22,880.00	10,800.00 30,272.00	21,600.00 90,024.00	21,600.00 90,024.00
C102F1		3/13/2023		Optimum Software	C3621	56,880.00														-		50,500.07		13,693.33	13,332.00	13,693.33		13,693.33	3,160.00	27,386.67	12,640.00	40,026.67	40,026.67
C16E73		3/13/2023		Optimum Software	C3667	56,880.00																		10,000.00		70,000.00		.0,000.00	4,424.00	52,456.00	12,008.00	12,008.00	12,008.00
C0C9C2		2/9/2023		Gejits Infotech Inc.	C3563	187,200.00																		31,200.00	24,660.00	15,600.00	14,040.00	17,160.00	16,560.00	31,200.00	14,400.00	70,260.00	70,260.00
©0DC83		11/14/2022		KLC Consulting	C3609	104,328.00																		23,184.00	22,528.50	11,592.00		11,592.00		23,184.00		68,896.50	68,896.50
C16FDA		3/20/2023		KLC Consulting	C16FDA	19,440.00																									19,440.00	19,440.00	19,440.00
C15D2D		3/23/2023		ABTSOLUTIONS	C3639	64,800.00																							7,200.00	45,000.00	14,400.00	21,600.00	21,600.00
N/A				Expense and Transfers	N/A				(119,176.16)																			\Box			(6,029.58)	(6,029.58)	(6,029.58
N/A		7/1/2022	6/30/2023	DEO CTO	N/A	231,398.61											-	1.55	4	-	-	-	112,312.39	30,000.00		53,536.78	-	27,904.00	95,353.68	15,825.14	23,732.54		231,398.61
							1,415,794.88	303,703.31	149,198.10	344,540.94	46,364.00	365,521.95	225,992.24	351,421.95	14,280.00	389,901.95	•	1,509,298.22	417,945.61	1,064,682.06	•	772,531.58	856,460.63	1,040,636.97	1,082,191.23	645,357.87	109,458.24	631,717.09	402,512.03	1,129,428.14	452,797.71	4,648,099.02	6,063,893.90

25,392.00 21,988.00 16,330.00 17,296.00 20,056.00 22,770.00 18,078.00

14,904.00

156,814.00 (156,814.00)

PROJECT: SDLC Cloud OPS

FUNDING: Modernization GR(UCMOD) / Modernization ARPA(FRR21)

STATUS: In Progress

SDLC - De	vOps							July	August	September	October	November	December	January	February	March	April	May	Jun	e		
							SFY 21/22														SFY 22/23	
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Oblig	2-Year Cost
C10EB1		12/15/2022	6/30/2023	Insight Public Sector		SonarQube Enterprise Edition	•											55,851.06	ı	-	55,851.06	55,851.06
C0A929	Υ	10/1/2022	6/30/2023	CRI Advantage		ServiceNow Software License Subscriptions	•								374,598.27						374,598.27	374,598.27
						Totals	-	•	•	•		-	•	•	#########	•	-	55,851.06	-	-	430,449.33	430,449.33
SDLC - De	vOps							July	August	September	October	November	December	January	February	March	April	May	Jun	е		
C10EB1		12/15/2022	6/30/2023	Insight Public Sector		SonarQube Enterprise Edition	-												-	-	•	-
						Totals	•		•	-	-	-	•	•	-	•	•	•	•	-	•	•

PROJECT: CLOUD MIGRATION

FUNDING: Modernization GR(UCMOD) / Modernization ARPA(FRR21)

STATUS: In Progress

PO Rec B9E668 N B972A9 N BA2ED4 P BA346A Y C085F4 Y		9/23/2021 7/1/2021 11/30/2021	9/23/2021 6/30/2022 11/29/2022		Contract -	Description Visio Licenses for Business Analysts	SFY 21/22 Oblig	Projected	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
B972A9 N BA2ED4 P BA346A Y		7/1/2021	6/30/2022		-	Visio Licenses for Business Analysts	0.004.55																
BA2ED4 P BA346A Y		11/30/2021		Presidio		Vicio Electricos (c. 2 de masos / manyoto	2,924.55	-												-		-	2,924.55
BA346A Y			11/29/2022		-	Palo Alto Panorama+VM Series	44,677.60	-												-			44,677.60
		1/1/2022		Mythics	C3280	Oracle Universal Licensing & Support for Connect Database	4,513,720.89	-												-			4,513,720.89
C085F4 Y			12/31/2022	OpenText Corp		HP Exstream Software (for Cloud Migration - formerly BA2C09)	60,505.32	-												-			60,505.32
		7/1/2022	6/30/2023	OpenText Corp		Annual renewal of support & maint over the OpenText HP Exstream software for CONNECT								134,684.00								134,684.00	134,684.00
BAB434 Y		4/1/2022	6/30/2022	OpenText Corp	C3306	OpenText - HP ExStream Consultant Services	4,325.50	-	1,336.75											-		1,336.75	5,662.25
C0BB55 Y		6/30/2022	8/31/2022	OpenText Corp	C3306	OpenText - HP ExStream Consultant Services													926.25	6,161.50		7,087.75	7,087.75
BAF047		6/8/2022	6/7/2023	Insight Public Sector		DocuSign Enterprise Pro Edition - Envelope	2,418.91																2,418.91
C049C4 N		7/1/2022	10/15/2022	Robert Mark Technologies	C3469	Automic V21 Update				7,875.00				3,975.00		13,250.00						30,100.00	30,100.00
C0BB56 N		7/1/2022	10/15/2022	Robert Mark Technologies	C3469	Automic V21 Update											1,400.00					1,400.00	1,400.00
BA1497/C0332A N		10/29/2021	6/30/2022	GTS	C2191 - A9	IVR Contact Center as a Service - GTS Deliverable-Based Genesys Migration Proposal														-			-
						Deliverable 18 - Planning and Workshops:	84,494.30				9,388.26											9,388.26	93,882.56
						Deliverable 19 - Functionality Requirements	73,693.67				8,188.19											8,188.19	81,881.86
						Deliverable 20 - Genesys Cloud Build and GTS Voice Integration	86,760.01				9,640.00											9,640.00	96,400.01
						Deliverable 21 - Call Routing, Callback & Reporting Setup					44,260.07					398,340.66						442,600.73	442,600.73
						Deliverable 22 - Digital Solutions - Email and Web Chat	61,909.20				6,878.80											6,878.80	68,788.00
						Deliverable 23 - Self-Service IVR Application				542,470.36	60,274.48											602,744.84	602,744.84
						Deliverable 24 - Proactive Notifications	141,891.48				15,765.72											15,765.72	157,657.20
						Deliverable 25 - Quality Assurance				71,770.09	7,974.45										_	79,744.54	79,744.54
						Deliverable 26 - Workforce Management				74,019.15	8,224.35											82,243.50	82,243.50
						Deliverable 27 - Train-the-Trainer		9,180.00	9,180.00		1,020.00											10,200.00	10,200.00
						Deliverable 28 - Deployment Support					960.00					8,640.00						9,600.00	9,600.00
						Deliverable 29 - Knowledge Transfer				6,480.00	720.00											7,200.00	7,200.00
						Deliverable 32 - Genesys Cloud Project: Success KPI Reporting	5 077 224 42					42,707.00										42,707.00	42,707.00
Totals MOD ARPA						Totals	5,077,321.43	9,180.00	10,516.75	702,614.60 August	173,294.32 September	42,707.00 October	November -	138,659.00 December		420,230.66 February	1,400.00 March	April	926.25	6,161.50 Jun	-	1,458,803.08	6,536,124.51
PO Rec	c S	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Projected	Actual	Actual	Actual	Actual	Actual	Actual	January Actual	Actual	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
C0ED7E P		11/30/2022	11/29/2023	Mythics	C3615	Oracle Universal Licensing & Support for Connect Database		-									283,176.16			283,176.15	283,176.15	1,132,704.63	1,132,704.63
C19C07 N		12/30/2022	6/30/2023	Dasher Technologies		UFT Licenses for Modernization		-												-	387,915.00	483,885.56	483,885.56
<u>C04B37</u> N		7/1/2022	10/15/2022	GTS	C2191-A10	Deliverable 30 - Genesys Cloud Project: Genesys DX Chatbot																70,523.00	70,523.00
						Deliverable 31 - Genesys Cloud Project: Genesys Cloud Visual IVR																32,523.00	32,523.00
						Deliverable 32 - Genesys Cloud Project: Success KPI Reporting								4,745.30								4,745.30	4,745.30
						Deliverable 33 - GTS Importer Tool					45,000.00											45,000.00	45,000.00
						E911 for VoIP					99,000.00											99,000.00	99,000.00
						Genesys DX Chatbot Subscription										278,134.00						278,134.00	278,134.00
						Geofluent Chatbot Subscription										69,348.00						69,348.00	69,348.00
C1183A Y		1/1/2023	12/31/2023	GTS													5,506,895.00					5,506,895.00	5,506,895.00
Totals						Totals	•	-	•	•	144,000.00	•	•	4,745.30	•	347,482.00	5,790,071.16	•	-	283,176.15	671,091.15	7,722,758.49	7,722,758.49

PROJECT: Business Process Optimization(BPO)

FUNDING: Modernization GR(UCMOD) / Modernization ARPA(FRR21)

STATUS: Complete Pending Payments

MOD GR								July	August	September	October	November	December	January	February	March	April	May	June		
PO	Rec	Start Date	End Date Vendor	Contract #	Description	Contract Amount	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	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														10,000.00
					Deliverable 2 - Project Management Plan	35,000.00	35,000.00													-	35,000.00
					Deliverable 3 - Staffing Plan	10,000.00	10,000.00													•	10,000.00
					Deliverable 4 - Lessons Learned Collection Process	10,000.00	10,000.00													-	10,000.00
					Deliverable 6 - As-Is Reports for Core Claims	240,000.00	80,000.00	40,000.00		80,000.00						40,000.00				160,000.00	240,000.00
					Totals	305,000.00	145,000.00	40,000.00	-	80,000.00	-	-	-	-	-	40,000.00		•		160,000.00	305,000.00
MOD ARPA								July	August	September	October	November	December	January	February	March	April	May	June		
PO	Rec	Start Date	End Date Vendor	Contract #	Description		SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	SFY 22/23 Oblig	2-Year Cost
C054D5		7/1/2022	6/30/2023 KPMG	C3256	Deliverable 5 -Conduct Working Sessions	140,000.00	•		84,000.00	56,000.00										140,000.00	140,000.00
					Deliverable 7 - Final As-Is Report	200,000.00	•			200,000.00										200,000.00	200,000.00
					Deliverable 8 - Assessment Report	100,000.00	-			•						100,000.00				100,000.00	100,000.00
					Deliverable 9 - To-Be Business Processes and	160,000.00				120,000.00					40,000.00					160,000.00	160,000.00
					Deliverable 10 - Conduct working sessions for	140,000.00				28,000.00	28,000.00				56,000.00	28,000.00				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	160,000.00		40,000.00							40,000.00	120,000.00				200,000.00	200,000.00
					Deliverable 13 - Final To-Be Reports	200,000.00	-			-						200,000.00				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											28,000.00				28,000.00	28,000.00
					Deliverable 16 - Transition Plan	15,000.00										15,000.00				15,000.00	15,000.00
					Totals	1,343,000.00	-	40,000.00	84,000.00	604,000.00	28,000.00	-	-	-	136,000.00	491,000.00	•	•	•	1,383,000.00	1,383,000.00
					Grand Total	1,648,000.00	145,000.00	80,000.00	84,000.00	684,000.00	28,000.00	•	-	-	136,000.00	531,000.00	-	-		1,543,000.00	1,688,000.00

PROJECT: System Software Integrator

FUNDING: Modernization GR(UCMOD) / Modernization ARPA(FRR21)

STATUS: In Progress

D GR								July	А	ıgust	Septembe	er	October	Novemb	er	December		Januar	ıry	Febr	uary	М	larch	Ар	oril	N	May	June			
PO	Rec	Start Date End Date	Vendor	r Contract #	# Description	Contract Amount	SFY 21/22 Oblig	Projected Actu	al Projected	Actual	Projected	Actual Proje	cted Actual	Projected	Actual Proje	cted	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
955C	N		2022 Peraton	C3272	SSI - System Software Integrator	Contract Amount	01 1 2 1/22 0 bilg	Flojecied Acid	al Projected	Actual	riojecteu	Actual	oteu Actual	Flojecleu	Actual	cied	Actual	Frojected	Actual	Flojecled	Actual	Frojected	Actual	Flojected	Actual	Frojected	Actual	FTOJECIEU	Actual	3F1 22/23 Oblig	2-1eal Cos
7000	IN	4/4/2022 0/30/	2022 F Gratori	03212	The state of the s	13,633.50	13,633.50																								13
					D1: Project Kickoff Meeting	13,278.70	·																								13
					D2: Project Management Plan D3: Staffing Plan	6,825.40	6,825.40																								1.
					Totals	33,737.60																					$\overline{}$				3
ARPA								July	А	ugust	Septembe	er	October	Novemb	er	December		Januar	nry	Febr	uary	M	arch	Ар	oril	N	May	June			
PO	Rec	Start Date End Date	Vendor	r Contract #	# Description	Contract Amount	SFY 21/22 Oblig	Projected Actu	al Projected	Actual	Projected	Actual Proje	cted Actual	Projected	Actual Proje	cted	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Co
\ 5	N	7/1/2022 6/30/	2023 Peraton	C3272	SSI - System Software Integrator				-																						
					D4: Technical Requirements	83,422.56					83,422.56		83,	22.56																83,422.56	8
					D5: Technical Requirements Working Sessions	94,644.25			-							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					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			76,269.2	76,269.25																				76,269.25	
					D10: Architectural Standards	46,986.59			-											46,898.59	46,986.59									46,986.59	4
					D11: Performance Benchmarks	277,855.28			-															277,855.28						277,855.28	27
					D12: Architecture Change Control and Approval Process	148,221.12			-											148,221.12	148,221.12									148,221.12	14
					D13: Oversight and Monitoring Modernization Projects	952,077.12			-											119,009.64	238,019.28		119,009.64	119,009.64	119,009.64	119,009.64	4 119,009.64	357,028.92	119,009.64	714,057.84	71
					D14: Integration Testing	905,285.49			-																			905,285.49		905,285.49	90
					D15: Integration	702,775.31			-																			702,775.31		702,775.31	70
					D16: Technology Selection	188,468.40			-											188,468.40	188,468.40									188,468.40	1
					D17: Procurement Support	250,629.79			-											250,629.80	250,629.79									250,629.79	25
					D18: Transition Plan	32,103.50			-							32,103.50	32,103.50													32,103.50	3
					D19:	15,941.87																						15,941.87		15,941.87	1
					D20:	294,894.00																						294,894.00		294,894.00	29
					D21:	142,603.00																						142,603.00		142,603.00	
					D22:	89,545.00			-							32,103.50												89,545.00		89,545.00	
					Totals	4,522,107.30		-	76,269.2	76,269.25	83,422.56		- 83,4	2.56 -	- 15	8,851.25	126,747.75	-	-	753,227.55	872,325.18	-	119,009.64	617,249.69	216,951.44	119,009.64	119,009.64	2,508,073.59	119,009.64	4,284,088.02	4,28
					Grand Total	4,555,844.90	33,737.60		76,269.2	76,269.25	83,422.56		- 83,4	2.56 -	- 15	8,851.25	126.747.75			753,227.55	872,325.18		119,009.64	617,249.69	216,951.44	119,009.64	119,009.64	2,508,073.59	119,009.64	4,284,088.02	4,31

FUNDING:	Modernization GR(UCMOD) / Modernization ARPA(FRR21)	
STATUS:	In Progress	

MOD GR UC	MOD							July	August	September	October	November	December	January	February	March	April	May	Ju	ine		
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
B9E6EC	N	9/27/2021	9/27/2022	Insight Public Sector	C3231	WholAm 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 F	RR21							July	August	September	October	November	December	January	February	March	April	May	Ju	ne		
PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
				Insight Public Sector	C3231	WholAm Consulting Services for B2C for C2C (Phase 1)																-
C18E5F		3/27/2023	6/30/2023	Ernst & Young	C3533	D1 - Project Kick-Off Meeting	-											5,240.00			5,240.00	5,240.00
						D2 – Project Management Plan												8,908.00			8,908.00	8,908.00
						D3 – Project Schedule												9,503.00			9,503.00	9,503.00
						D4 – Working Sessions												96,400.00			96,400.00	96,400.00
						D5 – System Resource Map												69,850.00			69,850.00	69,850.00
						D6 – IAM Policies													52,400.00	52,400.00	52,400.00	52,400.00
						D7 – IAM Process Roles and Responsibilities Documentation													139,700.00	139,700.00	139,700.00	139,700.00
						D8 – DEO Identity Governance Model and Directory													146,700.00		146,700.00	146,700.00
						D9 – IAM Continuous Modernization Plan and Roadmap													69,850.00		69,850.00	69,850.00
						D10 – Transition Plan													9,503.00		9,503.00	9,503.00
						D11 – Project Closure Report													8,908.00		8,908.00	8,908.00
						Totals	-	-	-	-	-	-	-	-	-	-	-	189,901.00	427,061.00	192,100.00	616,962.00	616,962.00
						Grand Total	150,785.00	6,095.00	-	-	-	-	-	-	-	-	-	189,901.00	427,061.00	192,100.00	623,057.00	773,842.00

PROJECT: CX/UX

FUNDING: Modernization ARPA(FRR21)

STATUS: In progress

PO Recurring		e Software Transformation End Date Vendor	Contract #	Description	Contract Amount	SFY 21/22 Oblig	July Actual	August Actual	September Actual	October Actual	Actual	December Actual	January Actual	February Actual	March Actual	April Actual	May Actual	Jun Projected	Actual	SFY 22/23 Oblig	2-Year C
			K Tech	-		ű												,		3	
6379	2/10/2023	6/30/2025 Strategic Cloud Communications	C3505	D1 Project Kick Off Meeting	330,607.00	-														330,607.00	330,60
				D2 Project Management Plan	811,879.40	-														345,045.17	345,0
				D3 Project Schedule	324,751.20	-												5,775.25		138,018.25	138,
				D4 Staffing Plan	-	-														•	
				D5 Business Continuity Plan	132,243.00	-										-				324,751.20	324,
				D6 Infrastructure Report	324,751.20	-														324,751.20	324,
				D7 Performance Requirements	-	-														-	
				D8 Joint Application Development Sessions	1,232,886.40	-												23,101.09		485,951.09	_
				D9 Requirements Report	492,903.35	-														492,903.35	
				D10 Requirements Management Plan	66,121.00	-												66,121.00		66,121.00	
				D11 Design Specifications Document	811,879.30	-														811,879.30	
				D12 Detailed Technology Projects Screen and Design Documents	487,128.15	-												198,364.00		198,364.00	
				D13 System Architecture and Design Document	324,751.20	-														324,751.20	
			_	D14 Interface Design Description and Integration Specification Document	324,751.00	-														324,751.00	324
				D15 Interface Control Document	324,751.20	-														324,751.20	
				D16 Architectural Review Document	324,751.00	-														324,751.00	324
				D17 Data Conversion Strategy Document	-	-														•	
				D18 Business Rules Catalog	288,764.10	-												144,382.05		144,382.05	_
				D19 Reemployment Assistance Interfaces	487,128.10	-														487,128.10	487
				D20 Continuous Modernization Strategic Roadmap	-	-														-	
			_	D21 Installation and Configuration Plan	-	-														-	
			_	D22 Migration Strategy	-	-														-	
				D23 Testing Plan	487,128.10	-														207,026.92	
				D24 Test Results Report	324,751.20	-												132,243.00		132,243.00	
				D25 Operational Readiness Test Plan and Schedule	324,751.20	-												132,243.00		132,243.00	132
				D26 Lessons Learned Document	-	-														•	4
				D27 User Manual	324,751.20	-														•	
			_	D28 Operating Procedures	324,751.20	-														•	
				D29 Training Materials	324,751.20	-														•	4
				D30 Business Rules Engine	872,146.30	-														•	
			_	D31 Integration Platform Solution	1,948,511.60	-												1,948,511.60		1,948,511.60	
				D32 Mobile Responsive User Interface	4,221,772.40	-												4,221,772.40		4,221,772.40	4,221
				Maint & Ops	10,360,372.00	-														•	
11FF	2/10/2023	6/30/2025 Strategic Cloud Communications	C3505	Mulesoft	2,252,320.84	-									563,080.21					563,080.21	563
				Expense and allocation adjustment		-											(33,090.40)		-	•	
						-														•	
				Totals	28,856,053.84	•	•	•	-	•	•		-	•	563,080.21	•	(33,090.40)	6,872,513.39		12,653,783.24	12,653
	•	CX/UX																			
7FC	1/10/2023	6/30/2024 KPMG	C3606	D1: Project Kickoff Meeting	15,000.00	-										10,000.00				10,000.00	_
				D2: Project management Plan	52,500.00	-										-	35,000.00			35,000.00	_
				D3: Project Schedule	45,000.00	-											30,000.00			30,000.00	
				D4: Public Relations Material	400,000.00	-												200,000.00		200,000.00	
				D5: Outreach Campaign	400,000.00	-												200,000.00		200,000.00	200
757	1/10/2023	6/30/2024 Beacon Systems, Inc	C3630	D1: Project Kick-off Meeting																	4
101	1/10/2023	6/30/2024 Deacon Systems, Inc	_		 	-					+									-	
				D2: Project Management Plan	-	-														•	-
				D3: Project Schedule	4 000 004 05	-															604
				D4: Content Design Sessions	1,220,084.95	-														621,732.60	
	 			D5: Logo Development and Brand Guidelines	266,162.30													E0 000 04	205.044.04	138,162.80	_
				D6: Plain Language Development and Translation	1,183,465.95											40.000.00	05.000.00	50,869.04		50,869.04	_
				Totals		•	-	-	•	•	-	•	•	•	•	10,000.00	65,000.00	450,869.04		1,285,764.44	
09F Y		6/30/2023 SHI	_	Azure Cloud Services - Government Cloud (Change Order)	706,090.44												705,282.44		451,790.35		
2EE5 Y	7/1/2022	6/30/2023 TAL SEARCH		Staff Aug for CX/UX Project	28,500.00												28,500.00			28,500.00	
				Totals		-	•	•	•	•	-	-	-	•	-	-	733,782.44	-	451,790.35	705,282.44	705

PROJECT: Security Architecture Review

FUNDING: Modernization ARPA(FRR21)

STATUS: Complete

Securit	y Architect	ure Review S	Services					July	August	September	October	November	December	January	February	Marc	h	Apri	il	Ma	у	Jun	ie		
PO	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	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
						D3: Assessment of Security Controls Report					169,920.00													169,920.00	169,920.00
						D4: Skills and Capabilities Assessment							106,200.00											84,960.00	84,960.00
						D5: Security Controls & Implementation Roadmap							84,960.00											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 Service	Services for RA Modernization								July	August	September	October	November	December	January	February	M	arch	Ар	ril	M	ay	Jur	ne		
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	Contract Amount	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
EP2435	N	7/30/2021	6/30/2022	Gartner	C3454	IV&V Services for RA Modernization	2,436,060.00	-						644,449.10		644,448.60	-	214,816.20	214,816.20	214,816.20	214,816.20	214,816.20	502,713.70	214,816.20	2,148,162.50	2,148,162.50
							406,980.00																406,980.00		406,980.00	406,980.00
						Totals		-	•	-	-	-	-	644,449.10	-	644,448.60	-	214,816.20	214,816.20	214,816.20	214,816.20	214,816.20	909,693.70	214,816.20	2,555,142.50	2,555,142.50

PROJECT: SOA and API Layer

FUNDING: Modernization ARPA(FRR21)

STATUS: Continuous Mod

SOA and	API Later							July	August	September	October	November	December	January	February	Marc	h	Apr	il	Ma	/	June				
РО	Recurring	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual F	Projected	Actual	SFY 22/23 Proj	SFY 22/23 Actual	2-Year Cost
	Υ	12/22/2021	7/31/2022			API Layer Software Tool - ISF Estimate	-									-		-				-		-	-	-
	Υ		7/31/2022			Configuration/Professional Services	-											-		-		-				-
																-		-		-		-				-
						Totals	•									-		-		-		•		•	•	-

PROJECT: Rules Engine

FUNDING: Modernization ARPA(FRR21)

STATUS: Continuous Mod

F	ules Engin	е							July	August	September	October	November	December	January	February	Marc	h	Apr	il	May	Jui	ne			
	PO	Rec	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected Act	ual Projected	Actual	SFY 22/23 Proj	SFY 22/23 Actual	2-Year Cost
		Υ	12/22/2021	7/31/2022			Rules Engne Software Tool - ISF Estimate										-		-			-				-
		Υ		7/31/2022			Configuration/Professional Services												-		-	-				-
																	-		-		-	-				-
							Totals	•									-		•		•	•				-

PROJECT: Archive and Purge

FUNDING: Modernization ARPA(FRR21)

STATUS: Continuous Mod

A	rchive and							July	August	September	October	November	December	January	February	Marc	ch	Apri	il	May	y	Jun	е			
	PO	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
							Archive Software/Hardware Tool - ISF Estimate	•																		•
							Configuration/Professional Services	•																	•	•
								•									-		-		-		-		•	
							Totals										•		-		•		-			•

PROJECT: Master Data Management

FUNDING: Modernization ARPA(FRR21)

STATUS:

Master	Data Management and Interoperability Rec Start Date End Date Vendor Contract Description SFY 2						July	August	September	October	November	December	January	February	Marc	ch	Apr	il	Ma	у	Jun	е				
PO	F	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
								-																		
								-									-		-		-		-			
							Totals	•									-		-		-		•			•

PROJECT: RA Help Center

FUNDING: Modernization ARPA(FRR21)

STATUS: Canceled

R	Help Ce	nter							July	August	September	October	November	December	January	February	Marc	ch	Арі	ril	May	1	Jun	е			
	PO	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Proj	SFY 22/23 Actual	2-Year Cost
		Υ					RA Help Center Support	-																			•
							License Renewal (12/2023)	-																			•
							Totals	•									•		-		-		-		•		•

PROJECT: Cloud Application Mgmt

FUNDING: Modernization ARPA(FRR21)

STATUS:

								July	August	September	October	November	December	January	February	Marc	ch	Арі	ril	May	у	Jun	е		
PO	Recurring	Start Date	End Date	Vendor	Contract #	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual	Projected	Actual	SFY 22/23 Oblig	2-Year Cost
	Υ	2/1/2022	6/30/2023			AppDynamics - Included in base costs	•									-		-		-				•	-
							•									-		-		-				•	-
						Totals	•	•	•	•		-	-	-	-	-	-	•	-	•	•	•			•

PROJECT: Security Architecture Audit

FUNDING: Modernization ARPA(FRR21)

STATUS:

Secu	rity Arc	hitecture A	udit Project						July	August	September	October	November	December	January	February	Marc	h	Ар	ril	Ma	у	June			
Р	0	Rec	Start Date	End Date	Vendor	Contract	Description	SFY 21/22 Oblig	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Projected	Actual	Projected	Actual	Projected	Actual Pr	jected Act	al SFY 22/23 Proj Cost	SFY 22/23 Actual	2-Year Cost
							Does not start until FY 22/23 - ISF Estimate																	-	-	•
								•									-		-		1		-	-	-	-
							Totals	•									-		-		-		-		-	•

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
 Total transfer

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

TOTAL Modernization

Modernization **56,400,000**

71,910,000

Back of the Bill

Federal Coronavirus State FiscalRecovery 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.