

| ID | <div><div></div><div></div><div>i</div></div> | Task                              | %<br>Completed | Task Name   | Duration | Start       | Finish      | Predecessors | Responsible Party |
|----|---|-----------------------------------|----------------|---|----------|-------------|-------------|--------------|-------------------|
| 0  |   | <div><div></div><div></div></div> | 57%            | ICC Schedule Project  | 212 days | Mon 6/10/24 | Tue 4/8/25  |              |                   |
| 1  |   | <div><div></div><div></div></div> | 57%            | Release 16: NDI + SECO 217 Onboarding + Re-Arch Auth Ph2 JIRA 5715+5717 | 212 days | Mon 6/10/24 | Tue 4/8/25  |              |                   |
| 2  |   | <div><div></div><div></div></div> | 86%            | NDI IVR + Auth Analysis & Design  | 11 days  | Fri 1/3/25  | Fri 1/17/25 |              |                   |
| 3  | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | NDI - Review NDI IVR Call Flow Design - revisit                         | 4 days   | Fri 1/3/25  | Wed 1/8/25  |              | Sutapa / Kiran    |
| 4  |   | <div><div></div><div></div></div> | 70%            | NDI - Approve NDI IVR Call Flow   | 2 days   | Thu 1/9/25  | Fri 1/10/25 | 3            | Jamie / CCS       |
| 5  | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | Re-Arch Ph 2 - Review JIRA 5715 & 5717                                  | 3 days   | Thu 1/9/25  | Mon 1/13/25 |              | Hesam             |
| 6  |   | <div><div></div><div></div></div> | 70%            | Re-Arch Ph 2 - Approve  | 4 days   | Tue 1/14/25 | Fri 1/17/25 | 5            | Jamie / CCS       |
| 7  |   | <div><div></div><div></div></div> | 45%            | Development for NDI IVR   | 11 days  | Thu 1/9/25  | Fri 1/24/25 |              |                   |
| 8  |   | <div><div></div><div></div></div> | 25%            | NDI, DI SE & PFL Development (No PFL)                                   | 3 days   | Thu 1/16/25 | Tue 1/21/25 | 4FS+3 days   | Kiran / Adam      |
| 9  | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 50%            | NDI Disposition Codes   | 2 days   | Mon 1/13/25 | Tue 1/14/25 | 4            | Kiran / Adam      |
| 10 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 50%            | NDI Queues  | 2 days   | Mon 1/13/25 | Tue 1/14/25 | 4            | Kiran / Adam      |
| 11 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | NDI - Finalize IVR Prompts with DI UX & PAB                             | 1 day    | Thu 1/9/25  | Thu 1/9/25  | 3            | Scott             |
| 12 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | NDI - Salesforce Development  | 3 days   | Fri 1/10/25 | Tue 1/14/25 | 4            | Ranjith           |
| 13 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 25%            | NDI - Finalize NDI IVR Prompts with DI UX & PAB - Approval              | 3 days   | Mon 1/13/25 | Wed 1/15/25 | 4            | PAB DIB           |
| 14 |   | <div><div></div><div></div></div> | 50%            | Re-Arch Ph 2 - Implement JIRA 5715 & 5717                               | 2 days   | Tue 1/21/25 | Wed 1/22/25 | 6            | Jason             |
| 15 |   | <div><div></div><div></div></div> | 50%            | Re-Arch Ph 2 - Finalize IVR Prompts with DI UX & PAB                    | 1 day    | Tue 1/21/25 | Tue 1/21/25 | 6            | Scott             |
| 16 |   | <div><div></div><div></div></div> | 50%            | Re-Arch Ph 2 - Salesforce Development                                   | 1 day    | Tue 1/21/25 | Tue 1/21/25 | 6            | Ranjith           |
| 17 |   | <div><div></div><div></div></div> | 0%             | Re-Arch Ph 2 - Finalize IVR Prompts with DI UX & PAB - Approval         | 1 day    | Tue 1/21/25 | Tue 1/21/25 | 6            | PAB DIB           |
| 18 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - Dev Integration Testing (AWS, Salesforce)          | 2 days   | Thu 1/23/25 | Fri 1/24/25 | 8,12,14,16   | Dev Team          |
| 19 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - Code Push to QA                                    | 0 days   | Fri 1/24/25 | Fri 1/24/25 | 18           | Devops            |
| 20 |   | <div><div></div><div></div></div> | 0%             | Rel 16 Demo to DIB  | 0 days   | Fri 1/24/25 | Fri 1/24/25 | 18           | Dev / QA          |
| 21 |   | <div><div></div><div></div></div> | 45%            | QA & UAT Test Prep  | 8 days   | Mon 1/13/25 | Thu 1/23/25 |              |                   |
| 22 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | Create Test Scripts Functional - NDI, DI SE & PFL IVR                   | 4 days   | Mon 1/13/25 | Thu 1/16/25 | 4            | Brody / Sreya     |
| 23 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 10...          | Create Test Scripts Prompts - NDI, DI SE & PFL                          | 1 day    | Thu 1/16/25 | Thu 1/16/25 | 4,13         | Brody / Sreya     |
| 24 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | Approve Scripts to DIB + CCS for Review - NDI, DI SE & PFL (Functional) | 1 day    | Fri 1/17/25 | Fri 1/17/25 | 22,23        | Jamie, Harry      |
| 25 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | Approve Scripts to DIB + CCS for Review - IVR Prompts - NDI             | 1 day    | Fri 1/17/25 | Fri 1/17/25 | 22,23        | Jamie, Harry      |
| 26 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | Re-Arch Ph 2 - Create Test Scripts Functional                           | 1 day    | Tue 1/21/25 | Tue 1/21/25 | 6            | Brody / Sreya     |
| 27 |   | <div><div></div><div></div></div> | 0%             | Re-Arch Ph 2 - Create Test Scripts Prompts                              | 1 day    | Wed 1/22/25 | Wed 1/22/25 | 6,17         | Brody / Sreya     |
| 28 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | Re-Arch Ph 2 - Approve Scripts to DIB + CCS for Review (Functional)     | 1 day    | Thu 1/23/25 | Thu 1/23/25 | 26,27        | Jamie, Harry      |
| 29 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | Re-Arch Ph 2 - Approve Scripts to DIB + CCS for Review - IVR Prompts    | 1 day    | Thu 1/23/25 | Thu 1/23/25 | 26,27        | Jamie, Harry      |
| 30 |   | <div><div></div><div></div></div> | 0%             | QA Testing  | 10 days  | Mon 1/27/25 | Fri 2/7/25  |              |                   |
| 31 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - Execute Test Scripts                               | 8 days   | Mon 1/27/25 | Wed 2/5/25  | 19           | Brody / Sreya     |
| 32 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - QA Sign-Off  | 0 days   | Wed 2/5/25  | Wed 2/5/25  | 31           | Brody / Sreya     |
| 33 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - Code push to UAT and DIBT                          | 0 days   | Wed 2/5/25  | Wed 2/5/25  | 32           | Devops            |
| 34 |   | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - Smoke Testing in UAT                               | 2 days   | Thu 2/6/25  | Fri 2/7/25  | 33           | Brody / Sreya     |
| 35 |   | <div><div></div><div></div></div> | 0%             | UAT Testing   | 5 days   | Mon 2/10/25 | Fri 2/14/25 |              |                   |
| 36 | <div><div></div><div></div><div></div></div>  | <div><div></div><div></div></div> | 0%             | NDI + Re-Arch Ph 2 - CPR Execute Test Scripts                           | 5 days   | Mon 2/10/25 | Fri 2/14/25 | 34           | ETO               |

| ID |    | Task Icon   | %<br>Moc<br>Compl | Task Name  | Duration   | Start        | Finish       | Predecessors         | Responsible Party |
|----|---|---|-------------------|--|------------|--------------|--------------|----------------------|-------------------|
| 37 |    |    | 0%                | NDI + Re-Arch Ph 2 - DIB Execute Test Scripts  | 5 days     | Mon 2/10/25  | Fri 2/14/25  | 34                   | Jamie             |
| 38 |    |    | 0%                | NDI + Re-Arch Ph 2 - CCS Execute Test Scripts  | 5 days     | Mon 2/10/25  | Fri 2/14/25  | 34                   | Harry             |
| 39 |    |    | 0%                | NDI + Re-Arch Ph 2 - IVR Prompt Review   | 5 days     | Mon 2/10/25  | Fri 2/14/25  | 34                   | Kyle M.           |
| 40 |    |    | 0%                | NDI + Re-Arch Ph 2 - UAT Sign-Off  | 0 days     | Fri 2/14/25  | Fri 2/14/25  | 36,37,38             | Jamie             |
| 41 |    |    | 76%               | NDI - SECO 217 User Provisioning (Prod/ UAT or Training)                             | 176 days   | Mon 6/10/24  | Fri 2/14/25  |                      |                   |
| 42 |    |    | 95%               | User Provisioning (Training and Prod)  | 171 days   | Mon 6/10/24  | Fri 2/7/25   |                      |                   |
| 43 |    |    | 10...             | Identify Agents in 217   | 5 days     | Tue 11/12/24 | Mon 11/18/24 |                      | Jamie             |
| 44 |    |    | 10...             | Identify Managers in 217   | 5 days     | Tue 11/12/24 | Mon 11/18/24 | 43SS                 | Jamie             |
| 45 |    |    | 10...             | Identify Training Staff + Others Needing Access                                      | 5 days     | Tue 11/12/24 | Mon 11/18/24 | 43SS                 | Jamie             |
| 46 |    |    | 93%               | Create SNOW Ticket   | 170.5 days | Mon 6/10/24  | Fri 2/7/25   |                      |                   |
| 47 |    |    | 10...             | Add Users to Salesforce AD Groups  | 5 days     | Tue 11/19/24 | Mon 11/25/24 | 43,44                | Harry             |
| 48 |    |    | 10...             | Add Users to AWS AD Groups   | 5 days     | Tue 11/19/24 | Mon 11/25/24 | 43,44                | Harry             |
| 49 |    |    | 10...             | Provision Users in Salesforce  | 5 days     | Tue 11/19/24 | Mon 11/25/24 | 43,44                | Morgan            |
| 50 |    |    | 10...             | Provision Users in AWS   | 5 days     | Tue 11/19/24 | Mon 11/25/24 | 43,44                | Morgan            |
| 51 |    |    | 10...             | FO 217 User Provisioning Complete  | 0 days     | Mon 11/25/24 | Mon 11/25/24 | 47,48,49,50          | Morgan            |
| 52 |    |    | 92%               | Test Training Env Provisioning   | 36 days    | Tue 11/26/24 | Tue 1/21/25  | 51                   | Jamie, Morgan     |
| 53 |    |    | 10...             | Prod - Schedule User Verfication Meeting - Agents                                    | 1 day      | Thu 2/6/25   | Fri 2/7/25   |                      | Morgan            |
| 54 |    |    | 0%                | Prod - Schedule User Verfication Meeting - Manager                                   | 1 day      | Mon 6/10/24  | Mon 6/10/24  |                      | Morgan            |
| 55 |    |    | 69%               | WFM Setup  | 143 days   | Fri 7/26/24  | Fri 2/14/25  |                      |                   |
| 56 |  |  | 10...             | Validate SECO 217 Agents in WFM for Scheduling                                       | 3 days     | Fri 1/10/25  | Tue 1/14/25  | 89FS-2 days          | Tacker            |
| 57 |  |  | 80%               | List of staff including classifications (PT, DIPR , DIPM), list to include SPA staff | 122.4 days | Fri 7/26/24  | Thu 1/16/25  | 56                   | Helen P / Adam T  |
| 58 |  |  | 10...             | Schedules (start, end times, breaks, lunch, 9/8/80 schedules)                        | 25 days    | Fri 1/10/25  | Fri 2/14/25  | 87FS-2 days          | WFM               |
| 59 |  |  | 7%                | Staffing hierarchy - if the ORG chart is not correct                                 | 36 days    | Tue 11/26/24 | Tue 1/21/25  | 58SS                 | Helen P / Adam T  |
| 60 |  |  | 0%                | OCM - Communications   | 20 days    | Thu 1/23/25  | Wed 2/19/25  |                      |                   |
| 61 |  |  | 0%                | Site Manager Email   | 1 day      | Thu 1/23/25  | Thu 1/23/25  | 87FS-20 days         | Kimberly/Kowshik  |
| 62 |  |  | 0%                | Training Communication Plan  | 1 day      | Wed 1/29/25  | Wed 1/29/25  | 87FS-16 days         | Kimberly/Kowshik  |
| 63 |  |  | 0%                | All Staff Meeting  | 1 day      | Tue 2/18/25  | Tue 2/18/25  | 61,72,73             | Kimberly/Kowshik  |
| 64 |  |  | 0%                | Purple Alert   | 1 day      | Mon 2/17/25  | Mon 2/17/25  | 87FS-3 days          | Kimberly/Kowshik  |
| 65 |  |  | 0%                | Purple Alert - On The Day  | 1 day      | Wed 2/19/25  | Wed 2/19/25  | 87FS-1 day           | Kimberly/Kowshik  |
| 66 |  |  | 0%                | OCM Communications Completed   | 0 days     | Wed 2/19/25  | Wed 2/19/25  | 61,62,63,64,65,72,73 | Kimberly/Kowshik  |
| 67 |  |  | 55%               | Training Activities  | 40 days    | Thu 12/19/24 | Mon 2/17/25  |                      |                   |
| 68 |  |  | 10...             | Develop Training (SECO IVR)  | 6 days     | Thu 12/19/24 | Fri 12/27/24 | 31SS                 | Kimberly/Kowshik  |
| 69 |  |  | 0%                | Review, Update and Approve   | 1 day      | Thu 1/30/25  | Fri 1/31/25  | 87FS-10 days         | Kimberly/Kowshik  |
| 70 |  |  | 0%                | Finalize Training Materials (QC and Branding)  | 1 day      | Wed 2/5/25   | Thu 2/6/25   | 40FF,69              | Kimberly/Kowshik  |
| 71 |  |  | 0%                | T4T Session  | 0 days     | Fri 1/31/25  | Fri 1/31/25  | 37SS,69              | Kimberly/Kowshik  |
| 72 |  |  | 0%                | Agent Training   | 2 days     | Thu 2/13/25  | Fri 2/14/25  | 86FS-4 days          | Kimberly/Kowshik  |
| 73 |  |  | 0%                | Manager Training   | 1 day      | Mon 2/17/25  | Mon 2/17/25  | 72                   | Kimberly/Kowshik  |

