ID	Tas	sl%	Гask Name	Duration	Start	Finish	Predecessors	Responsible Party	remark
	U _								
0			ICC Schedule Project		Tue 2/11/25	Tue 5/6/25			
1		11%	Release April: RTW+Rec_Dates Self Service		Tue 2/11/25	Tue 5/6/25			
2			Requirement Finalization + API Design Document finalization	6 days?	Tue 2/11/25	Tue 2/18/25			
3		10	Business requirement finalization	5 days	Tue 2/11/25	Mon 2/17/25			
4		10	SDIO API Design finalization	5 days	Tue 2/11/25	Mon 2/17/25			
5		47%	RTW+Rec_Dates Design	18 days	Wed 2/19/25	Fri 3/14/25			
6		60%	Connect Callflow Design and Approval	10 days	Wed 2/19/25	Tue 3/4/25			
7		10	Develop Technical Design for RTW+Rec_Dates	5 days	Wed 2/19/25		2	Hesam	
8	_	10	Discuss Connect Technical Design with DIB CCS	1 day	Wed 2/26/25		7	Hesam	
9	å =3		Feedback from DIB on Connect Callflow Design	1 day	Thu 2/27/25	Thu 2/27/25	8	Jamie	
10	_	0%	Update Call Flow Design Based on Technical Design and submit to DIB	C 2 days	Fri 2/28/25	Mon 3/3/25	9	Hesam	
11	å =3	0%	Approval on Connect Callflow design from DIB CCS	1 day	Tue 3/4/25	Tue 3/4/25	10	Jamie	
12	-3	38%	Salesforce Mockup Design and Approval	8 days	Fri 2/21/25	Tue 3/4/25			
13	*	10	Design Salesforce Mockup Screen for Agents	3 days	Fri 2/21/25	Tue 2/25/25	2FS+2 days	Praveen	
14	2 =3	0%	Discuss Salesforce Mockup Design with DIB CCS	1 day	Wed 2/26/25	Wed 2/26/25	13	Praveen	
15	å =	0%	Feedback from DIB on Salesforce Mockup Design	1 day	Thu 2/27/25	Thu 2/27/25	14	Jamie	
16	🏜 🔫	0%	Update Salesforce Mockup design based on DIB CCS feedback	2 days	Fri 2/28/25	Mon 3/3/25	15	Praveen	
17	🏜 🔫	0%	Approval on Salesforce Mockup design from DIB CCS	1 day	Tue 3/4/25	Tue 3/4/25	16	Jamie	
18	<u></u>	0%	Prompts Finalization and Approval	7 days	Thu 3/6/25	Fri 3/14/25			
19	*	0%	Update IVR Prompts Based On Approved Design and submit to DIB	2 days	Thu 3/6/25	Fri 3/7/25	11	Scott F.	
20	-9	0%	EDD to Update/Approve IVR Prompts (DI + PAB)	2 days	Mon 3/10/25	Tue 3/11/25	19	Scott F.	
21	-9	0%	Spanish Translations on IVR Prompts	3 days	Wed 3/12/25	Fri 3/14/25	20	Scott F.	
22	√ =	10	SDIO & DB2 Technical Design Documentation	5 days	Wed 2/19/25	Tue 2/25/25		SDIO, DB2	
23	V *	10	SDIO & DB2 Technical Design Documentation	5 days	Wed 2/19/25	Tue 2/25/25	2		
24	-	0%	RTW+Rec_Dates Development	35 days	Wed 2/19/25	Wed 4/9/25			
25	-	0%	Connect and SF Development	21 days	Wed 3/5/25	Thu 4/3/25			
26	-	0%	AWS Connect Development	20 days	Wed 3/5/25	Thu 4/3/25	11	John, Jason, Aziz, Divya, XX, YY	
27	-	0%	Salesforce Development - API + Console	12 days	Wed 3/5/25	Thu 3/20/25	17	Ranjith	
28	-	0%	API Dev from SDIO and DB2	15 days	Wed 2/19/25	Tue 3/11/25			
29	-	0%	DB2 Development of API	6 days	Wed 2/19/25	Thu 2/27/25	2	Daniel	
30	-	0%	SDIO Development of API	12 days		Fri 3/7/25	2	Divakar	
					J				
			Task Inactive Task		Manual Summary Rollu	р	External Milestone	♦	
		.	Split Inactive Milestone		Manual Summary		Deadline	+	
Project: ICC Schedu Date: Mon 3/3/25			le Project		Start-only	Е	Progress		
			Summary Manual Task		Finish-only	3	Manual Progress		
			Project Summary Duration-only		External Tasks		.		
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ID	D Tasl % Task Name Duration Start Finish Predecessors Responsible Party remark									
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31	U	SDIO 8. DR2 Tosting	2 days	Mon 3/10/25	Tuo 2/11/25	20.20	Divakar,Daniel			
32	4 → 0%	SDIO & DB2 Testing API Services Configuration	2 days 3 days	Wed 3/5/25	Tue 3/11/25 Fri 3/7/25	29,30	Divakai, Dailiel			
33	□ 0%	API Services Configuration to Gateway - SDIO Team	3 days	Wed 3/5/25	Fri 3/7/25	30FS-3 days	Eric,Divkar,Srikant			
34	- 3 0%	API Services Configuration to Gateway - 3DIO Team API Services Configuration to Gateway - AWS Team	3 days	Wed 3/5/25 Wed 3/5/25	Fri 3/7/25	30FS-3 days	DEV Teams			
35	→ 0%	Test Data availablity in SDIO for Dev testing		Mon 3/10/25	Fri 3/14/25	30FS-3 days	Divakar, Daniel	???		
36	0% 0%	Demo to DIB	5 days			37FS-12 days	Nitin, John	???		
			1 day	Fri 3/21/25	Fri 3/21/25			itt		
37	□ 0%	Dev Integration Testing (SDIO, DB2, AWS, Salesforce)	3 days	Fri 4/4/25	Tue 4/8/25	26,27,29,30,31,33,34 DEV Teams/Devops 11 Sean F, Cecile, Nitin, Scott				
38	- 0%	Reporting Check	7 days	Wed 3/5/25	Thu 3/13/25					
39	- 0%	Development Complete	0 days	Tue 4/8/25	Tue 4/8/25	37	DEV Teams			
40	- 0%	Merge Code for SDIO	1 day	Wed 4/9/25	Wed 4/9/25	37	SDIO			
41	- 0%	Push code to QA	1 day	Wed 4/9/25	Wed 4/9/25	39	Devops			
42	33%	Testing Setup/Planning	17 days	Mon 2/24/25	Tue 3/18/25					
50	-3 0%	QA Testing	7 days	Thu 4/10/25	Fri 4/18/25					
51	- 0%	Execute Test Scripts	5 days	Thu 4/10/25	Wed 4/16/25	41	Brody			
52	- 0%	Validation of Reporting	4 days	Thu 4/10/25	Tue 4/15/25	41	Sean F			
53	- 0%	QA Sign-Off	0 days	Wed 4/16/25	Wed 4/16/25	51	Brody			
54	➡ 0%	Push to UAT	1 day	Thu 4/17/25	Thu 4/17/25	53	Devops			
55	■ 0%	Smoke Test in UAT	1 day	Fri 4/18/25	Fri 4/18/25	54	Brody			
56	- → 0%	Performance Testing	12 days	Thu 4/10/25	Fri 4/25/25					
63	□ 0%	UAT Testing	5 days	Mon 4/21/25	Fri 4/25/25					
64	≟ ➡ 0%	CPR Execute Test Scripts	5 days	Mon 4/21/25	Fri 4/25/25	55	Padmaja			
65	≗ ■ 0%	DIB Execute Test Scripts	5 days	Mon 4/21/25	Fri 4/25/25	55	Jamie			
66	- 3 0%	CCS Execute Test Scripts	5 days	Mon 4/21/25	Fri 4/25/25	55	Harry			
67	■ 0%	IVR Prompt Review	5 days	Mon 4/21/25	Fri 4/25/25	55	Kyle M.			
68	■ 0%	CSD IVR Testing	5 days	Mon 4/21/25	Fri 4/25/25	55	Martin			
69	■ 0%	UAT Sign-Off	0 days	Fri 4/25/25	Fri 4/25/25	64,65,66	EDD			
70	□ 0%	Website Content Updates	21 days	Tue 3/4/25	Wed 4/2/25					
71	♣ ■ 0%	Identify Sites that require updates	4 days	Tue 3/4/25	Fri 3/7/25	16	Jamie			
72	ઢ ➡ 0%	Provide Content Updates	6 days	Mon 3/10/25	Mon 3/17/25	71	Jamie			
73	■ 0%	Submit Content Updates for PAB Review	5 days	Tue 3/18/25	Mon 3/24/25	72	Kyle M./Jessica			
74	■ 0%	STS Translation	4 days	Tue 3/25/25	Fri 3/28/25	73	STS			
		Task Inactive Task		Manual Summary Roll	lup	External Milestone	♦			
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_	t. ICC 3cHeat Mon 3/3/25	Milestone • Inactive Summary		Start-only	Е	Progress				
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		Project Summary Duration-only		External Tasks		-				
		I	Page	2						

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	0						2 days					
75	- 0%		Submit Content Updates to Web Team for Deployment					Tue 4/1/25	Wed 4/2/25	74	Jamie	
76	- 3 0%	OCM Execution					12 days 1 day	Wed 4/16/25	Thu 5/1/25			
77	- 0%	-						Wed 4/16/25	Wed 4/16/25	101SS-10 days	DIB	
	\$ ■ 0%	•	le Alert				1 day	Fri 4/25/25	Fri 4/25/25	101SS-3 days	DIB	
79	- 0%	Purp	le Alert - On The Day				1 day	Wed 4/30/25	Wed 4/30/25	100	DIB	
80	- 3 0%	OCM	Communications Cor	mplete			1 day	Thu 5/1/25	Thu 5/1/25	77,78,79	Kowshik	
81	→ 0%	Trainin	g Activities				13 days	Thu 4/10/25	Mon 4/28/25			
82	- 3 0%	Trair	ning Development				12 days	Thu 4/10/25	Fri 4/25/25			
83	- 0%	DI	PR Connect Training [Development			2 days	Thu 4/10/25	Fri 4/11/25	51SS	Kowshik	
84	- 0%	DI	PR Connect Training r	eview & Approve			2 days	Mon 4/14/25	Tue 4/15/25	83	Kowshik	
85	♣ 50%	DI	PR training QC and Br	anding			1 day	Fri 4/25/25	Fri 4/25/25	69FF,84	Kowshik	
86	□ 0%	Trair	ning Execution				11 days	Mon 4/14/25	Mon 4/28/25			
87	- 0%	T4	T instructor guide				1 day	Mon 4/14/25	Mon 4/14/25	83	Kowshik	
88	- 3 0%	T4T Session					1 day	Tue 4/15/25	Tue 4/15/25	87	Kowshik	
89	<u>=</u> 0%	DIPR/CSC Staff Training					1 day	Tue 4/22/25	Tue 4/22/25	101FS-7 days	Kowshik	
90	♣ 🖈 0%	Agent Training					2 days	Thu 4/24/25	Fri 4/25/25	100FS-4 days	Kowshik	
91	- 0%	Managers Training					1 day	Mon 4/28/25	Mon 4/28/25	90	Kowshik	
92	- 0%	Training Complete					0 days	Mon 4/28/25	Mon 4/28/25	91	Kowshik	
93	0%	Update Technical Documentation					10 days	Wed 4/9/25	Tue 4/22/25			
94	- 3 0%	Update Run Book (AWS and Salesforce)					5 days	Wed 4/9/25	Tue 4/15/25	39	Dev Team, Bill F, Bill R	
95	- 0%	Update SAD					5 days	Wed 4/16/25	Tue 4/22/25	94	Bill F, Bill R	
96	0%	Implem	nentation Planning				14 days	Thu 4/3/25	Tue 4/22/25			
97	2 ■ 0%						7 days	Thu 4/3/25	Fri 4/11/25	101FS-20 days	Nitin, Erick, Toya, CCS	
98	≗ ■ 0%	Plan for updates night of cut-over					9 days	Thu 4/10/25	Tue 4/22/25	101FS-15 days	Scott, Nitin, Erick, Toya, CCS	
99	- 3 0%	Implementation					6 days	Tue 4/29/25	Tue 5/6/25			
100	- 3 0%	Depl	oyment Activities				1 day	Tue 4/29/25	Tue 4/29/25	69FS+1 day	AWS, SF	
101	- 0%	Go-L	ive with RTW+Rec_Da	ates			1 day	Wed 4/30/25	Wed 4/30/25	100	AWS, SF	
102	- 0%	Post Deployment Support					5 days	Wed 4/30/25	Tue 5/6/25	101SS	AWS, SF	
								,	'			1
			Task		Inactive Task			Manual Summary Rol	lup	External Milestone	\Diamond	
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-	: ICC Schedul	ie Project	Milestone	♦	Inactive Summary			Start-only	Е	Progress		
Date: Mon 3/3/25			Summary		Manual Task			Finish-only	3	Manual Progress		
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