

ID	<div><div></div><div></div><div>i</div></div>	Task Mode	% Compl	Task Name	Duration	Start	Finish	Predecessors	Responsible Party	remark	
0		<div><div></div><div></div><div></div></div>	11%	ICC Schedule Project	60 days?	Tue 2/11/25	Tue 5/6/25				
1		<div><div></div><div></div><div></div></div>	11%	Release April: RTW+Rec_Dates Self Service	60 days?	Tue 2/11/25	Tue 5/6/25				
2	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	Requirement Finalization + API Design Document finalization	6 days?	Tue 2/11/25	Tue 2/18/25				
3	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	Business requirement finalization	5 days	Tue 2/11/25	Mon 2/17/25				
4	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	SDIO API Design finalization	5 days	Tue 2/11/25	Mon 2/17/25				
5		<div><div></div><div></div><div></div></div>	47%	RTW+Rec_Dates Design	18 days	Wed 2/19/25	Fri 3/14/25				
6		<div><div></div><div></div><div></div></div>	60%	Connect Callflow Design and Approval	10 days	Wed 2/19/25	Tue 3/4/25				
7	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	Develop Technical Design for RTW+Rec_Dates	5 days	Wed 2/19/25	Tue 2/25/25	2	Hesam		
8	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	Discuss Connect Technical Design with DIB CCS	1 day	Wed 2/26/25	Wed 2/26/25	7	Hesam		
9	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Feedback from DIB on Connect Callflow Design	1 day	Thu 2/27/25	Thu 2/27/25	8	Jamie		
10		<div><div></div><div></div><div></div></div>	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	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Approval on Connect Callflow design from DIB CCS	1 day	Tue 3/4/25	Tue 3/4/25	10	Jamie		
12		<div><div></div><div></div><div></div></div>	38%	Salesforce Mockup Design and Approval	8 days	Fri 2/21/25	Tue 3/4/25				
13	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	Design Salesforce Mockup Screen for Agents	3 days	Fri 2/21/25	Tue 2/25/25	2FS+2 days	Praveen		
14	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Discuss Salesforce Mockup Design with DIB CCS	1 day	Wed 2/26/25	Wed 2/26/25	13	Praveen		
15	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Feedback from DIB on Salesforce Mockup Design	1 day	Thu 2/27/25	Thu 2/27/25	14	Jamie		
16	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Update Salesforce Mockup design based on DIB CCS feedback	2 days	Fri 2/28/25	Mon 3/3/25	15	Praveen		
17	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	0%	Approval on Salesforce Mockup design from DIB CCS	1 day	Tue 3/4/25	Tue 3/4/25	16	Jamie		
18		<div><div></div><div></div><div></div></div>	0%	Prompts Finalization and Approval	7 days	Thu 3/6/25	Fri 3/14/25				
19		<div><div></div><div></div><div></div></div>	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		<div><div></div><div></div><div></div></div>	0%	EDD to Update/Approve IVR Prompts (DI + PAB)	2 days	Mon 3/10/25	Tue 3/11/25	19	Scott F.		
21		<div><div></div><div></div><div></div></div>	0%	Spanish Translations on IVR Prompts	3 days	Wed 3/12/25	Fri 3/14/25	20	Scott F.		
22	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	SDIO & DB2 Technical Design Documentation	5 days	Wed 2/19/25	Tue 2/25/25		SDIO, DB2		
23	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>	10...	SDIO & DB2 Technical Design Documentation	5 days	Wed 2/19/25	Tue 2/25/25	2			
24		<div><div></div><div></div><div></div></div>	0%	RTW+Rec_Dates Development	35 days	Wed 2/19/25	Wed 4/9/25				
25		<div><div></div><div></div><div></div></div>	0%	Connect and SF Development	21 days	Wed 3/5/25	Thu 4/3/25				
26		<div><div></div><div></div><div></div></div>	0%	AWS Connect Development	20 days	Wed 3/5/25	Thu 4/3/25	11	John,Jason,Aziz,Divya,XX,YY		
27		<div><div></div><div></div><div></div></div>	0%	Salesforce Development - API + Console	12 days	Wed 3/5/25	Thu 3/20/25	17	Ranjith		
28		<div><div></div><div></div><div></div></div>	0%	API Dev from SDIO and DB2	15 days	Wed 2/19/25	Tue 3/11/25				
29		<div><div></div><div></div><div></div></div>	0%	DB2 Development of API	6 days	Wed 2/19/25	Thu 2/27/25	2	Daniel		
30		<div><div></div><div></div><div></div></div>	0%	SDIO Development of API	12 days	Wed 2/19/25	Fri 3/7/25	2	Divakar		

Project: ICC Schedule Project
Date: Mon 3/3/25

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

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Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

ID	<div><div></div><div>i</div></div>	Task Mod	% Compl	Task Name	Duration	Start	Finish	Predecessors	Responsible Party	remark	
75		<div><div></div><div></div></div>	0%	Submit Content Updates to Web Team for Deployment	2 days	Tue 4/1/25	Wed 4/2/25	74	Jamie		
76		<div><div></div><div></div></div>	0%	OCM Execution	12 days	Wed 4/16/25	Thu 5/1/25				
77		<div><div></div><div></div></div>	0%	All Staff Meeting - DI IVR: 224, 209, 204, 211, 223	1 day	Wed 4/16/25	Wed 4/16/25	101SS-10 days	DIB		
78	<div><div></div><div></div></div>	<div><div></div><div></div></div>	0%	Purple Alert	1 day	Fri 4/25/25	Fri 4/25/25	101SS-3 days	DIB		
79		<div><div></div><div></div></div>	0%	Purple Alert - On The Day	1 day	Wed 4/30/25	Wed 4/30/25	100	DIB		
80		<div><div></div><div></div></div>	0%	OCM Communications Complete	1 day	Thu 5/1/25	Thu 5/1/25	77,78,79	Kowshik		
81		<div><div></div><div></div></div>	0%	Training Activities	13 days	Thu 4/10/25	Mon 4/28/25				
82		<div><div></div><div></div></div>	0%	Training Development	12 days	Thu 4/10/25	Fri 4/25/25				
83		<div><div></div><div></div></div>	0%	DIPR Connect Training Development	2 days	Thu 4/10/25	Fri 4/11/25	51SS	Kowshik		
84		<div><div></div><div></div></div>	0%	DIPR Connect Training review & Approve	2 days	Mon 4/14/25	Tue 4/15/25	83	Kowshik		
85	<div><div></div><div></div></div>	<div><div></div><div></div></div>	0%	DIPR training QC and Branding	1 day	Fri 4/25/25	Fri 4/25/25	69FF,84	Kowshik		
86		<div><div></div><div></div></div>	0%	Training Execution	11 days	Mon 4/14/25	Mon 4/28/25				
87		<div><div></div><div></div></div>	0%	T4T instructor guide	1 day	Mon 4/14/25	Mon 4/14/25	83	Kowshik		
88		<div><div></div><div></div></div>	0%	T4T Session	1 day	Tue 4/15/25	Tue 4/15/25	87	Kowshik		
89	<div><div></div><div></div></div>	<div><div></div><div></div></div>	0%	DIPR/CSC Staff Training	1 day	Tue 4/22/25	Tue 4/22/25	101FS-7 days	Kowshik		
90	<div><div></div><div></div></div>	<div><div></div><div></div></div>	0%	Agent Training	2 days	Thu 4/24/25	Fri 4/25/25	100FS-4 days	Kowshik		
91		<div><div></div><div></div></div>	0%	Managers Training	1 day	Mon 4/28/25	Mon 4/28/25	90	Kowshik		
92		<div><div></div><div></div></div>	0%	Training Complete	0 days	Mon 4/28/25	Mon 4/28/25	91	Kowshik		
93		<div><div></div><div></div></div>	0%	Update Technical Documentation	10 days	Wed 4/9/25	Tue 4/22/25				
94		<div><div></div><div></div></div>	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		<div><div></div><div></div></div>	0%	Update SAD	5 days	Wed 4/16/25	Tue 4/22/25	94	Bill F, Bill R		
96		<div><div></div><div></div></div>	0%	Implementation Planning	14 days	Thu 4/3/25	Tue 4/22/25				
97	<div><div></div><div></div></div>	<div><div></div><div></div></div>	0%	Submit RFC for Claim Status	7 days	Thu 4/3/25	Fri 4/11/25	101FS-20 days	Nitin, Erick, Toya, CCS		
98	<div><div></div><div></div></div>	<div><div></div><div></div></div>	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		<div><div></div><div></div></div>	0%	Implementation	6 days	Tue 4/29/25	Tue 5/6/25				
100		<div><div></div><div></div></div>	0%	Deployment Activities	1 day	Tue 4/29/25	Tue 4/29/25	69FS+1 day	AWS, SF		
101		<div><div></div><div></div></div>	0%	Go-Live with RTW+Rec_Dates	1 day	Wed 4/30/25	Wed 4/30/25	100	AWS, SF		
102		<div><div></div><div></div></div>	0%	Post Deployment Support	5 days	Wed 4/30/25	Tue 5/6/25	101SS	AWS, SF		

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