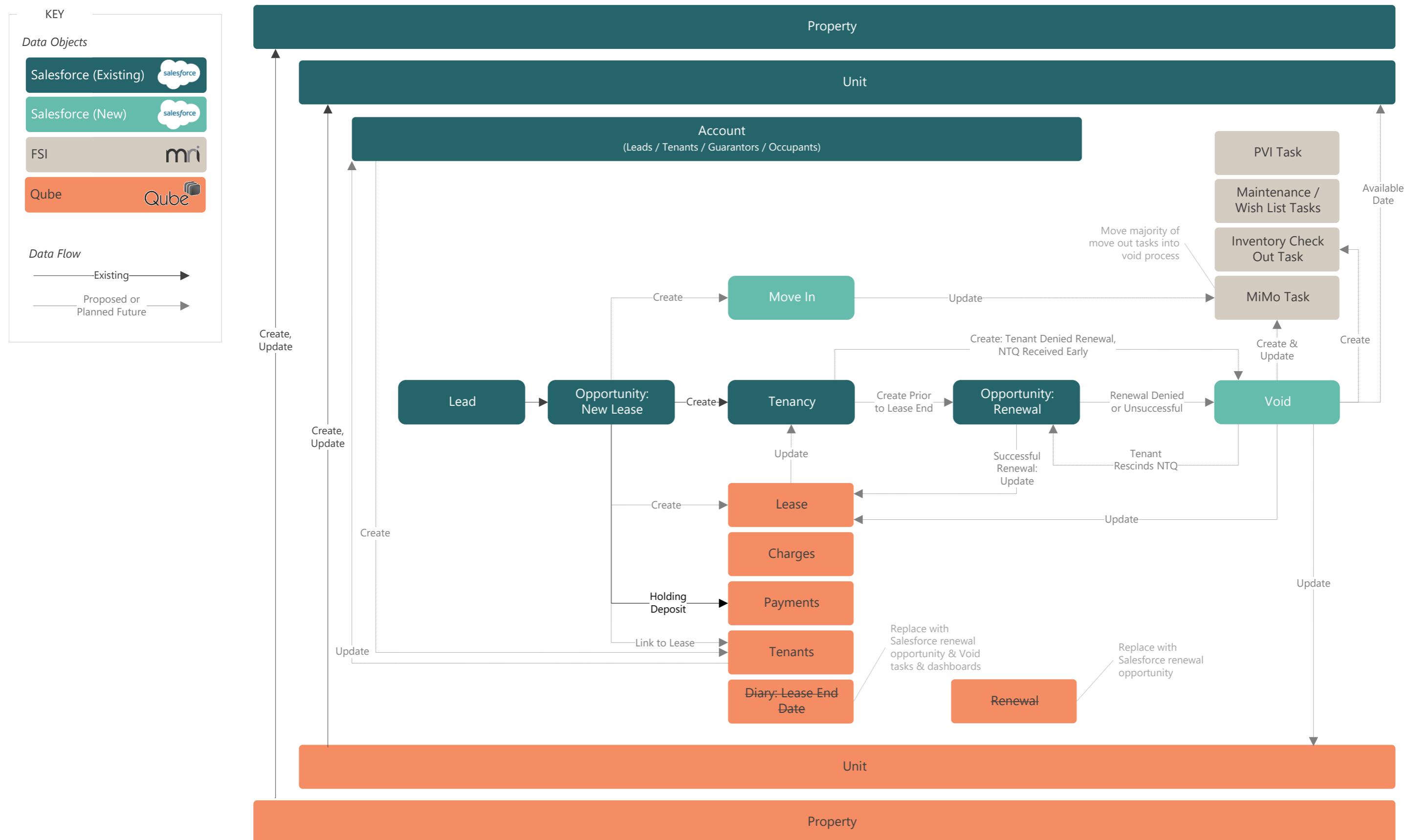
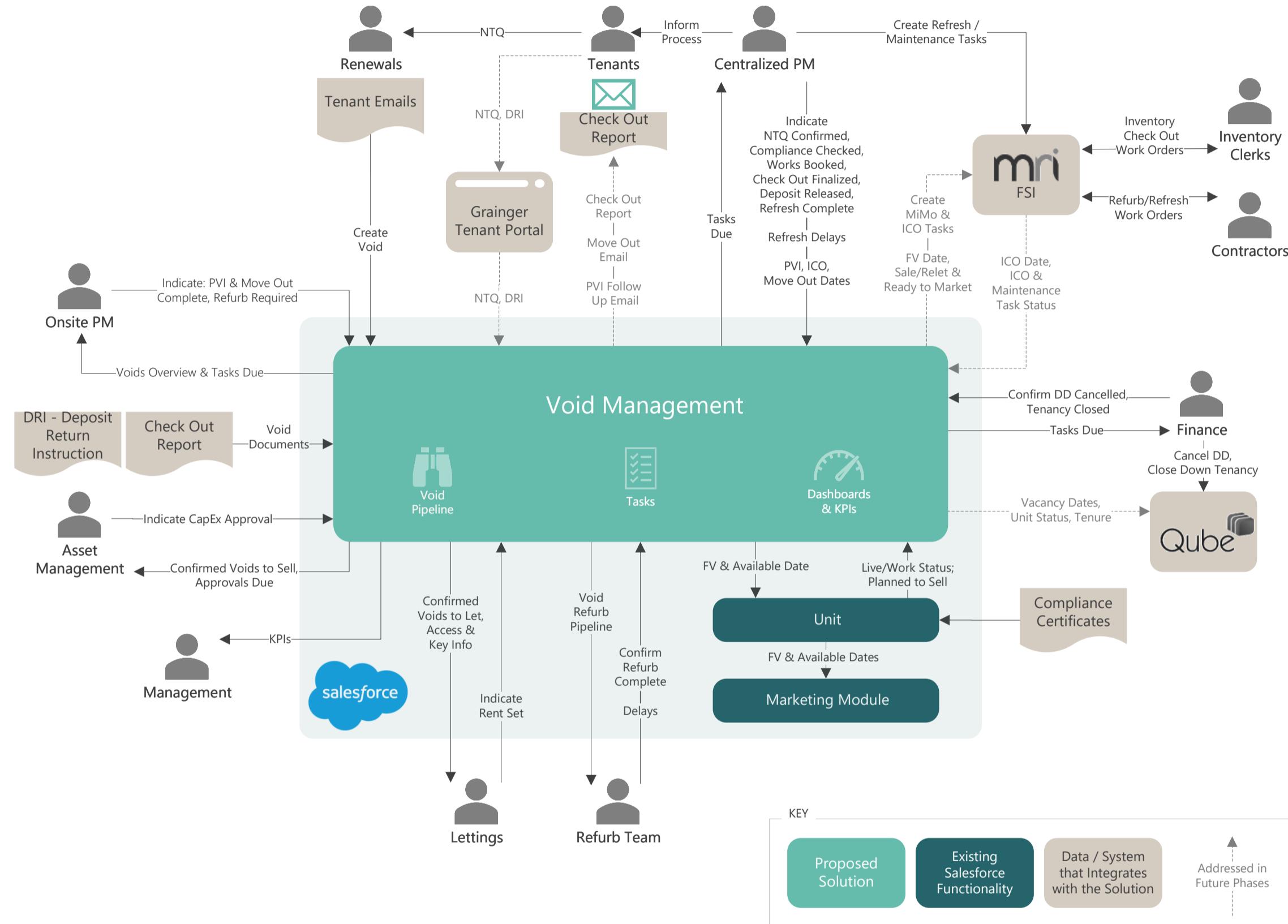
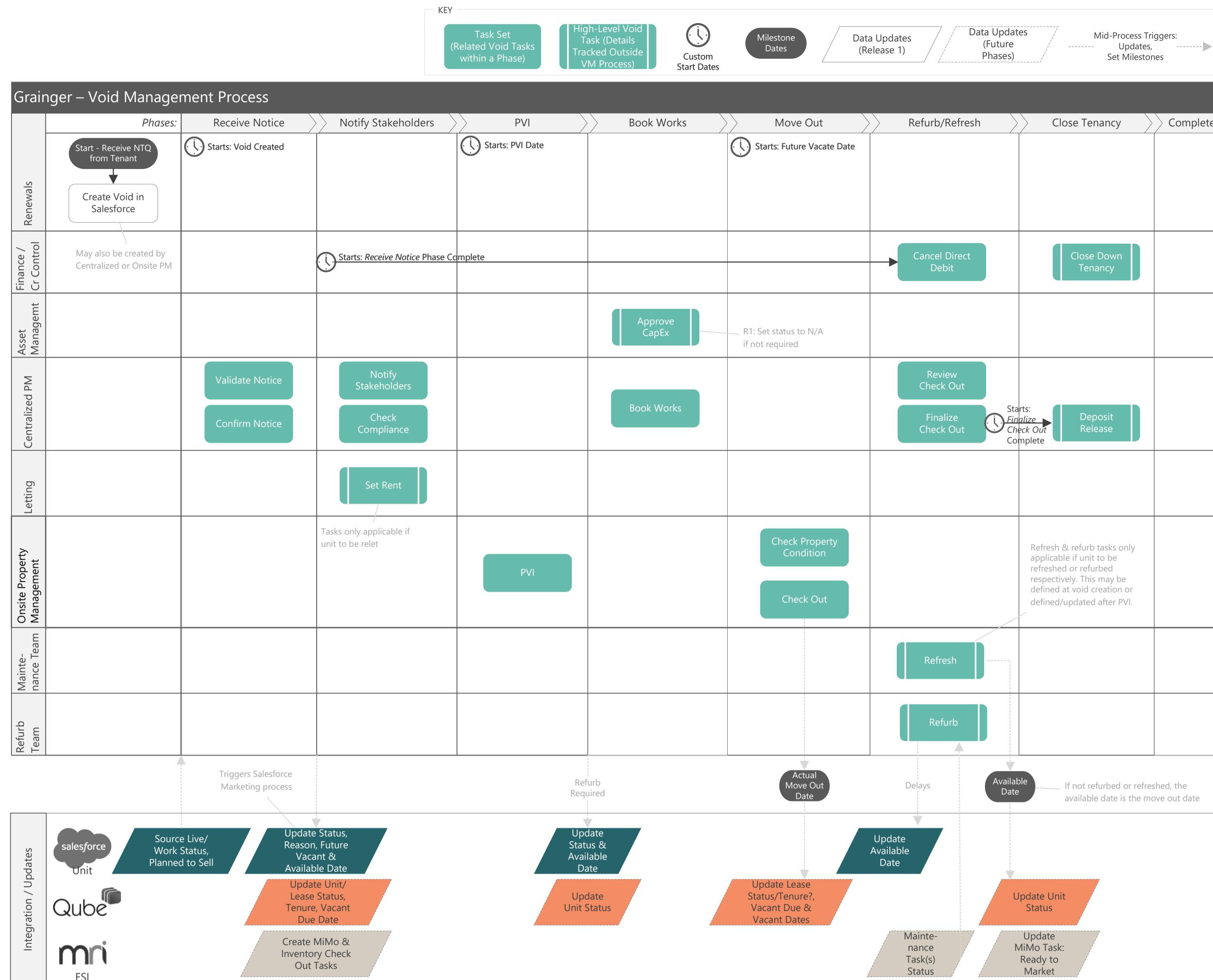


Salesforce Tenant Lifecycle - Proposed High-Level Data Flow



Void Management - Solution Context Diagram





# Void Management – Proposed Functionality to Estimate & Measure Timelines

## 1) Create an estimated timeline of work on creation of a void

On creation of a void, phases and tasks are generated. An estimated start & end date is calculated for each task. Each task is assigned to a team.

Phases automatically close once all underlying tasks are complete.

The next phase & underlying tasks (that do not have a custom start date) automatically start once the prior phases closes.

Tasks specified as N/A for a particular void will not be included in timeline.

Expected delays can be captured & incorporated into estimated timeline.

## 2) Update estimated timelines as additional information becomes available

Estimated dates (& unit available date) are recalculated as preceding tasks are completed & as key information (such as PVI & FV dates) are captured or updated.

## 3) Enable users to see when a task is ready to be worked on

Tasks are automatically updated from 'Pending' to 'To Do' status once they are ready to be worked on. The actual task start date is set, from which KPIs can be measured. And the estimated end date/due date is updated so that the user knows the timeframe in which they are expected to complete the task.

Tasks appear in user's task list based on the actual start date; not based on current phase.

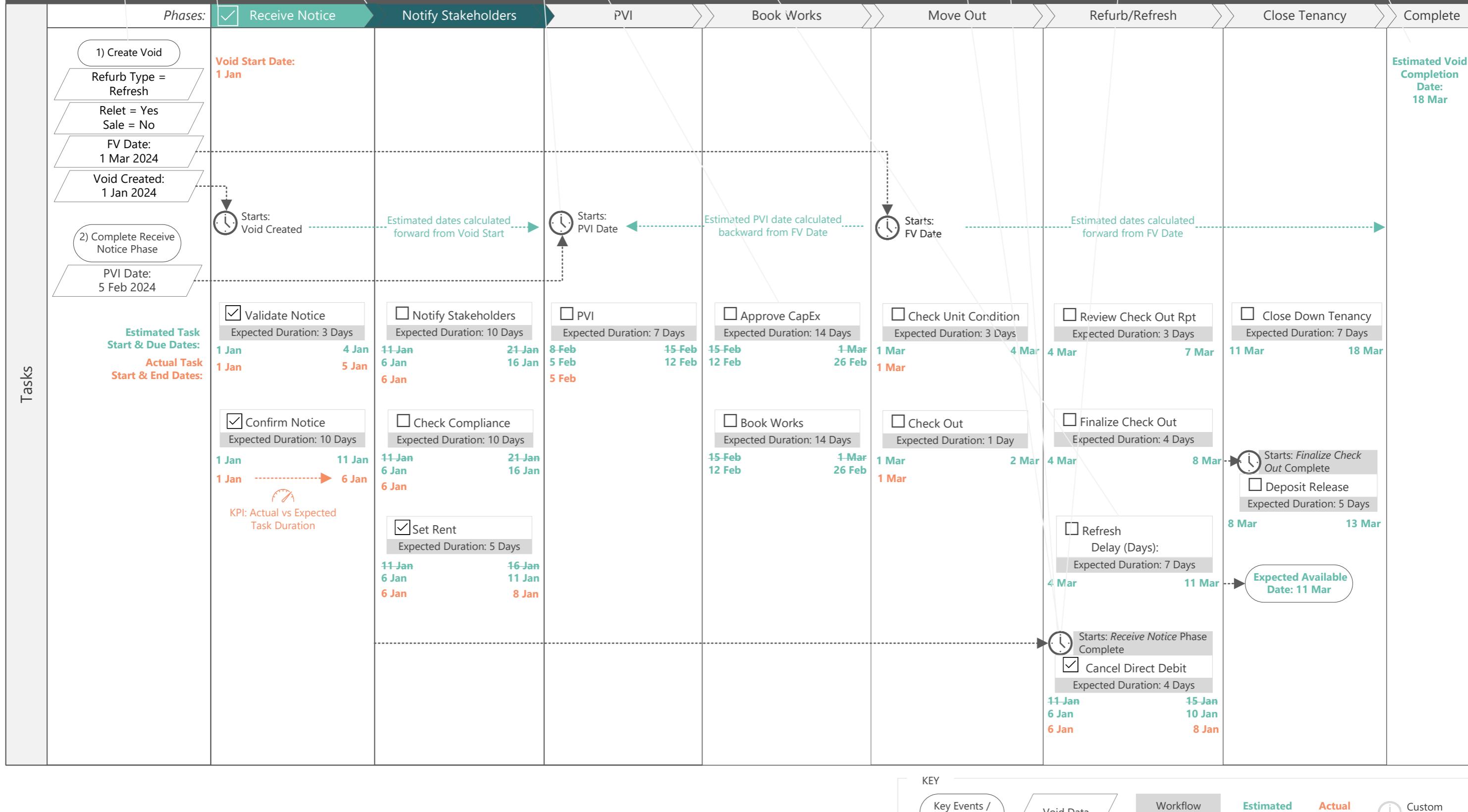
Work can start on tasks in future phases.

## 4) Measure time actually taken & provide KPIs

Actual start & end dates for each task are saved and can be compared to the expected duration for key tasks, a set of related tasks or a phase.

The actual unit available date and void completion date can be compared to the original estimates.

## Grainger – Void Management Process – Sample dates for a partially completed void



### KEY

- Key Events / Milestones
- Void Data
- Workflow Template Setup
- Estimated Dates
- Actual Dates
- Custom Start Date

