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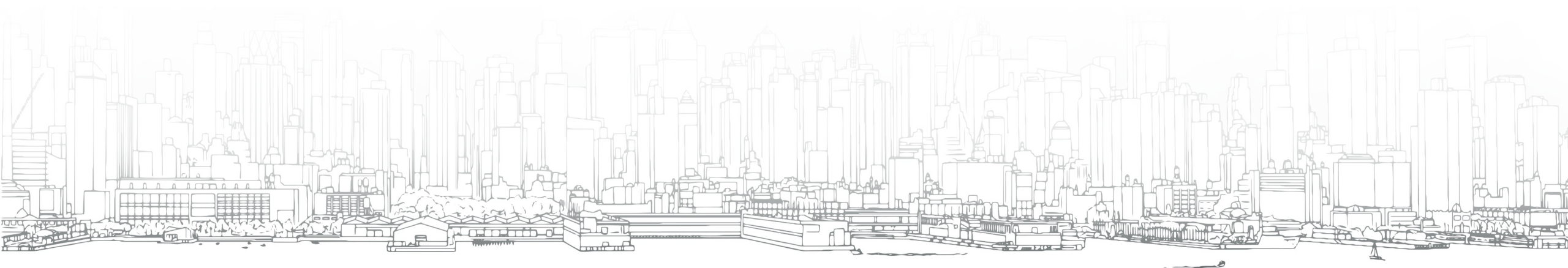
End of Tenancy
Post Go-Live Report

End of Tenancy Post Go-Live Summary

- End of Tenancy Application Status
  - EoT Application was deployed to PROD on Wed 17th Jan 2024.
  - Grainger users have been internally trained and are actively using the application.
  - Knowledge transfer session completed with Grainger internal Salesforce team.

- Hypercare Status
  - Open Box are providing 2 weeks of hyper-care support, ending Fri 2nd Feb 2024.
  - 4 bugs have been reported, all resolved.
  - 1 enhancement request has been added to the backlog.

User Adoption

126 Users assigned to EOT User permission set

11 have not logged in since go live

EoT records created: 97

Distinct users who have created new EoT records: 38
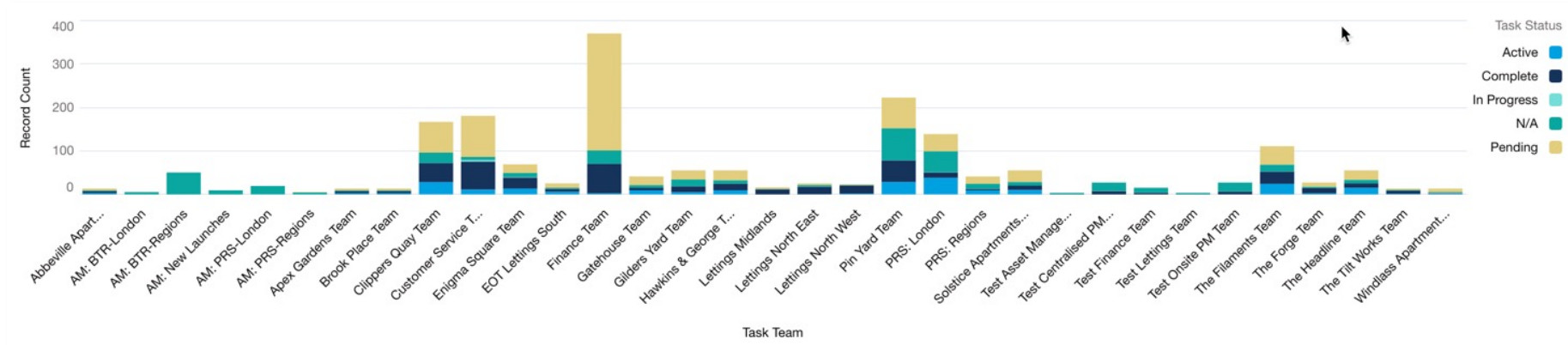
EOT Tasks created: 1500

EOT Tasks completed: 458

Distinct users who have edited/closed EoT Tasks: 63

EoT's created per User

User	# EoT records created
Lacey Malin	10
Rachel Creer	8
Sarah Nolan	7
Jacob Smycz	6
Sophie Farr	6
Nicolette McRae	5
Miranda Rowe	4
Mark Weeden	3
Hayley Fry	3
Jessica Illingworth	3
Grace Fiske	3
Younis Miho	3
Darren Pritchard	2
Lesley Richardson	2
Open box	2
Sharon Goyder-Smith	2
Chiara Manfron	2
Jemma Herring	2
Danielle Stewart	2
Helen Douglas-Teggart	2
Zara Gulistan	2
Corinne Lawrenson	2
Kathrine Castle	1
Hugh Peel	1
Haginson Mtuku	1
Olivia Baker	1
Mark Churchard	1
Charlotte Bell	1
Iva Bikic	1
Margaret Alston	1
Louise Spooner	1
Jordan Greaves	1
Mohammed Khan	1
Sam Robson	1
Isaac Turner	1
Sarah Regan	1
Nicole Freeman	1
Leah Lakomski	1

Active/In Progress EoT Tasks per Team

Post Go-Live Bugs & Issues

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Story Number	Description	Type	Resolution Time	Solution
FVVP-411	EoT components not showing on homepage for certain users	Bug	Same day	User profile / home page assignment fix applied to PROD to match STAGING
FVVP-412	Unit Description not displaying on My EoT, Task and my EoT Teams Task Home Page Component	Bug	Same day	Custom field which was omitted from initial PROD deployment was deployed from STAGING to PROD
FVVP-413	Cancelled EoTs displayed on EoTs at Risk Dashboard	Bug	Same day	Dashboard refreshed
FVVP-415	EOT Report Errors	Bug	Same day	"EoT User" permission set added to affected user
FVVP-414	When an EoT is cancelled, the Unit Status needs to return to the value it was prior to the EOT starting ie. Tenanted	Enhancement	N/A	Added to backlog for future release

Observations & Recommendations

User adoption is positive at this early stage but should continue to be monitored.

Additional training sessions should be provided if adoption figures indicate that users are still processing EoT's outside of Salesforce.

The lengthy lifecycle of an EoT precludes any cost of void reporting at this stage.

Overall, the EoT application appears to be functioning well with minimal issues being experienced by end users.

When hypercare ends on Friday 2nd Feb, Open Box can work on enhancements and/or bugs using the T&M rates as per the existing SOW. FTE options are available from Open Box to deliver fixed monthly hours for reduced rates.