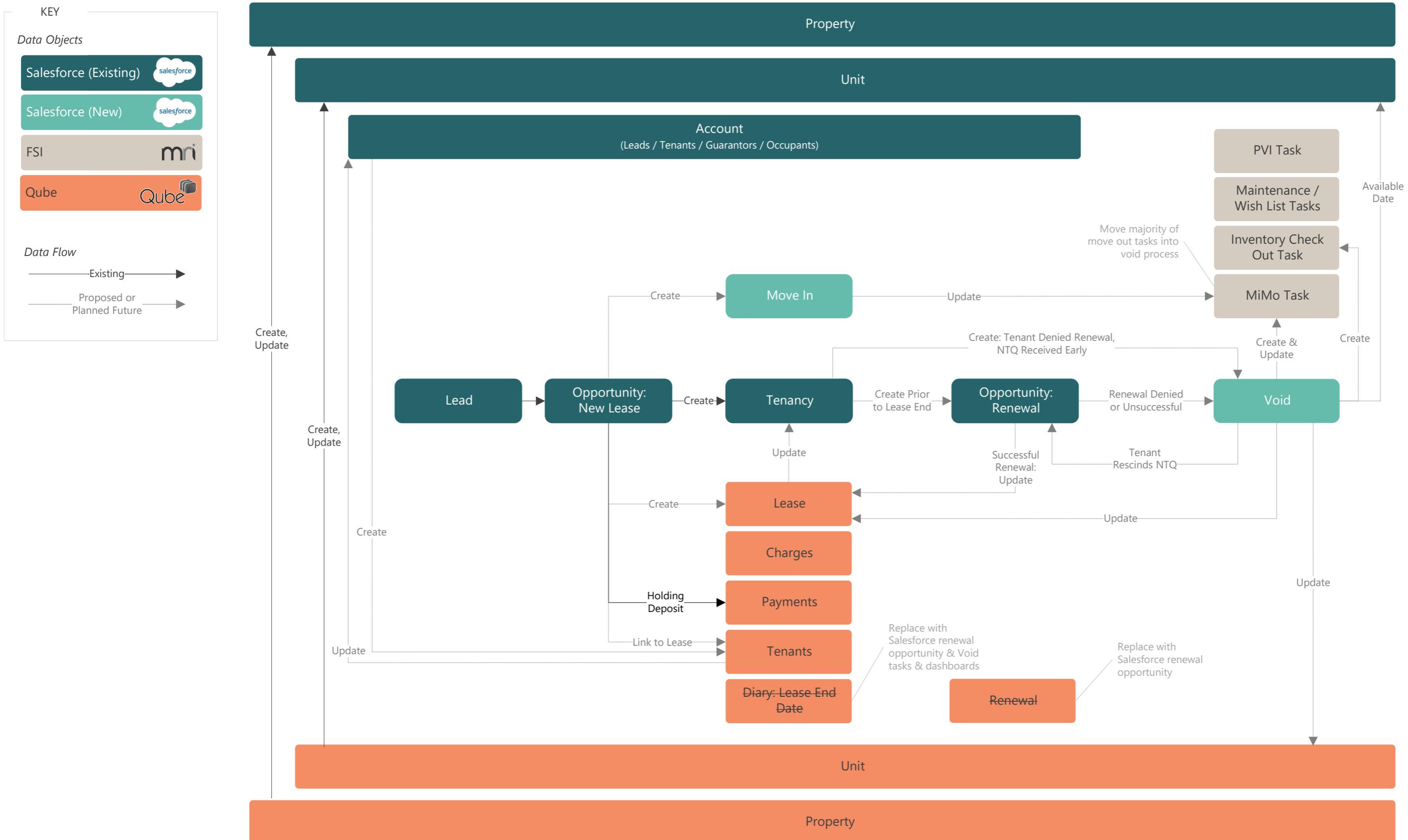
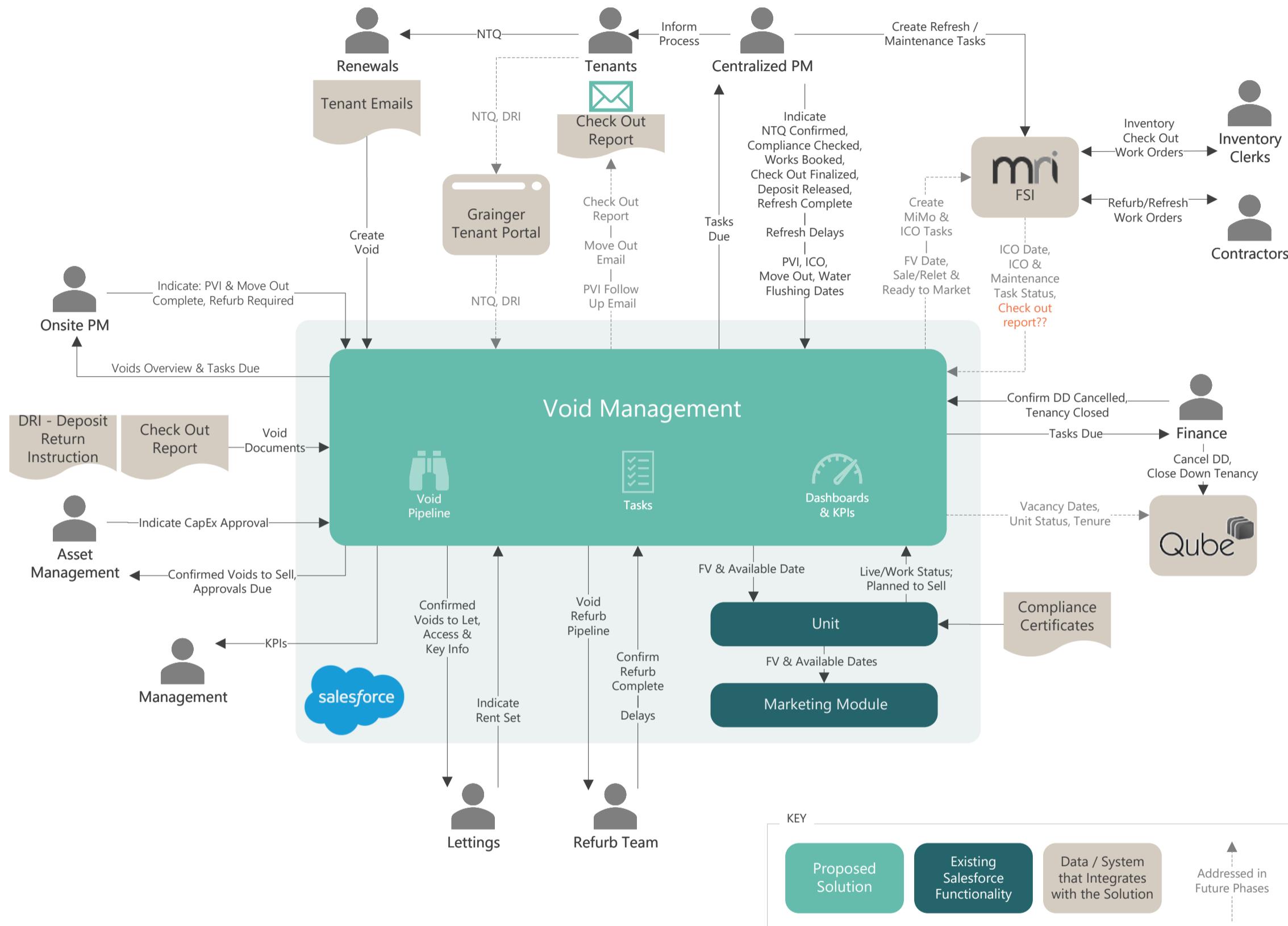
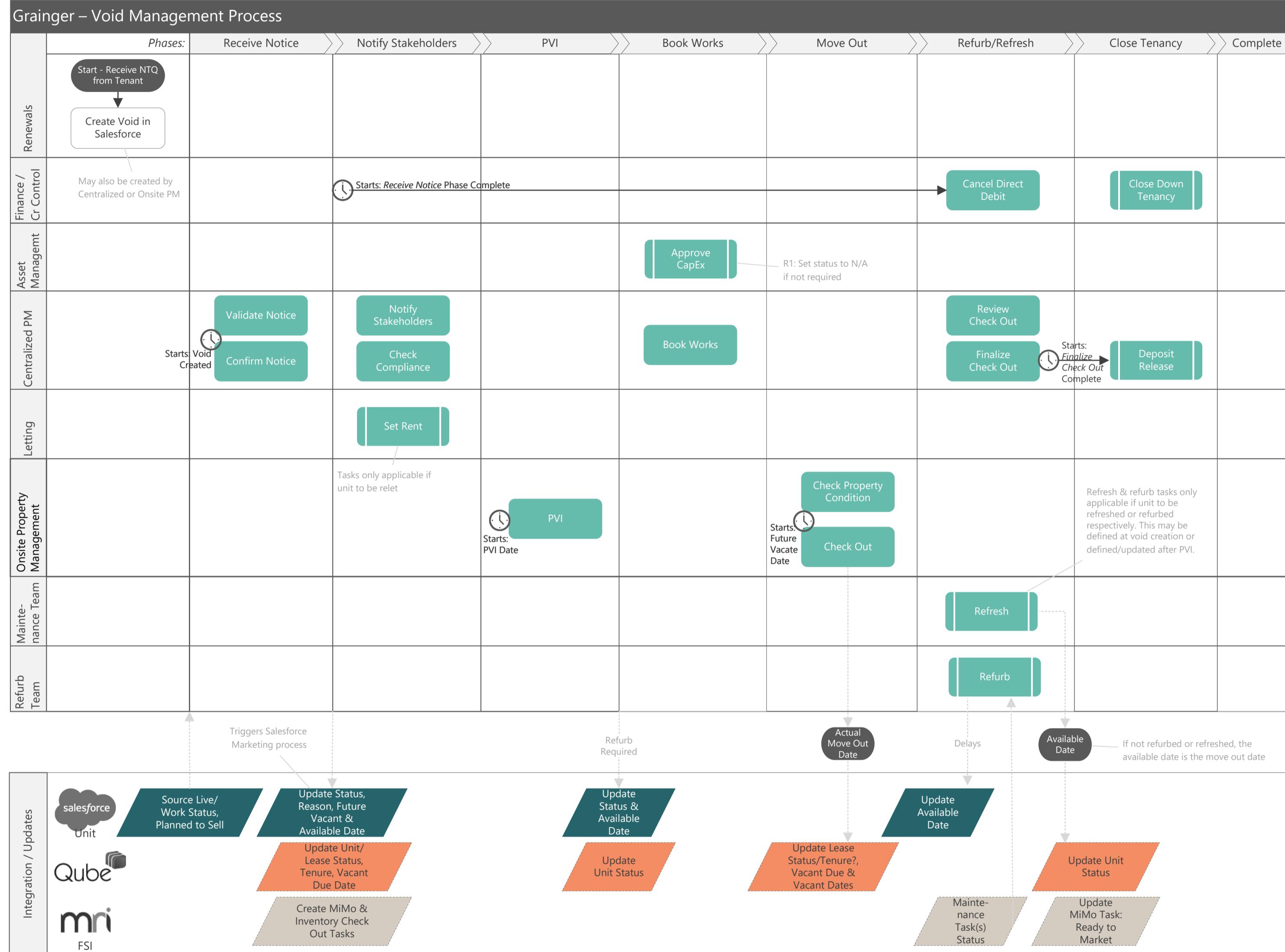


Salesforce Tenant Lifecycle - Proposed High-Level Data Flow



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, each with estimated start & end dates. Tasks are assigned to teams.

Phases automatically close once all underlying tasks are complete.

The next phase & underlying tasks (without a custom start date) start once the prior phases closes.

2) Update estimated timelines as additional information becomes available

Estimated dates are recalculated as tasks & phases are completed, and as key void information (such as PVI & FV dates) are captured or updated.

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

Expected delays can be captured & incorporated into estimated timeline.

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 prior phase or any prerequisite tasks are completed & the actual start date is set.

Tasks appear in user's task list based on task 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 are saved and compared to expected duration for the overall void, phases, individual tasks, or sets of related tasks within a phase.

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

