

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: June 21, 2021 to June 27, 2021**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 27, 2021

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## **1.0 Project Management**

### **1.1 Highlights of the Reporting Period**

- ▶ Launched the BenefitsCal Marketing website on 06/24/21.
- ▶ Provided all-day support at the CalSAWS JPA Annual Conference on 06/24/21.

### **1.2 Activities for the Next Reporting Period**

- ▶ Submit the Maintenance & Operations (M&O) Plan DDEL on 07/01/21.

## **2.0 Application Development and Test**

### **2.1 Requirements and Design**

#### **2.1.1 Highlights of the Reporting Period – Requirements and Design**

- ▶ Submitted all remaining Quick Guides (QGs) Training materials.
- ▶ Supported and triaged the User Acceptance Test (UAT) defects.
- ▶ Revised the Periodic Reports General System Design (GSD) deliverables based on client feedback to align with the Recertification for CalFresh Benefits (CF37) design.
- ▶ Presented a demonstration of the Pre-screener Chatbot feature to the Consortium on 06/24/21.
- ▶ Continue drafting the Maintenance & Operations (M&O) DDEL.
- ▶ Determined the level of effort (LOE) for completing the post-FDEL outstanding items with the Development and Testing teams.
- ▶ Reviewed the Voter Registration enhancement request design options.

#### **2.1.2 Activities for the Next Reporting Period – Requirements and Design**

- ▶ Review upcoming Training materials.
- ▶ Continue to monitor and support UAT.
- ▶ Continue drafting the M&O DDEL.
- ▶ Present the Interview Nudge design to LA County on 06/28/21 in advance of the design submission.
- ▶ Conduct an impact analysis for the Medi-Cal Redetermination flow.
- ▶ Complete the GSD deliverable updates for the CF37 and Report a Change designs.
- ▶ Work on the Report a Change (RAC) Summary template.
- ▶ Plan the timeline for Release 3.0 and Release 4.0 designs.
- ▶ Submit the translations to the translation vendor (Hummble) for Increment 3.

### **2.2 User Centered Design (UCD)**

#### **2.2.1 Highlights of the Reporting Period – UCD**

- ▶ Met with the California Higher Education Basic Needs Alliance on 06/21/21 and provided updates on the UCD research engagement activities.
- ▶ Presented the Customer Experience (CX) Measurement Survey Plans to Section Directors on 06/23/21.
- ▶ Developed and sent the UCD Monthly Meeting materials with the California Department of Social Services (CDSS) and the Department of Health Care Services (DHCS) for review

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and integrated the feedback into the finalized meeting materials for the UCD Monthly Meeting scheduled for 06/28/21.

- ▶ Updated the Customer/Assister recruitment materials (email template and survey) based on feedback from the Advocate co-leads and provided the finalized material to the Advocate co-leads, who confirmed distribution of the materials for 06/24/21.
- ▶ Prepared draft CX Measurement surveys for review: Always-On (updates) and Account Creation Intercepts, for internal review the week of 06/28/21.

### 2.2.2 Activities for the Next Reporting Period – UCD

- ▶ Gain internal approval of three (3) CX Measurement surveys in order to send surveys to the Consortium and Advocates for review.
- ▶ Prepare materials for the CDSS Community Based Organization (CBO) Engagement Meeting (with CDSS' six (6) primary contractors) and send to the CDSS Outreach Team for feedback.

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 09/30/21 – for 07/01/21 through 09/30/21	Open
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	08/13/21 – for information 01/01/19 through 12/31/19 11/19/21 – for data from 08/16/21 to 11/19/21	Open
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	8/13/2021 – for info 01/01/19 through 12/31/19  Note: MyBCW data is purged after one (1) year, but old reports are still accessible. The Team is looking into what data is available from CalWIN.	Open

**Table 2.2-1 – Data Requests for CX Measurement**

## 2.3 Development

### 2.3.1 Highlights of the Reporting Period – Development

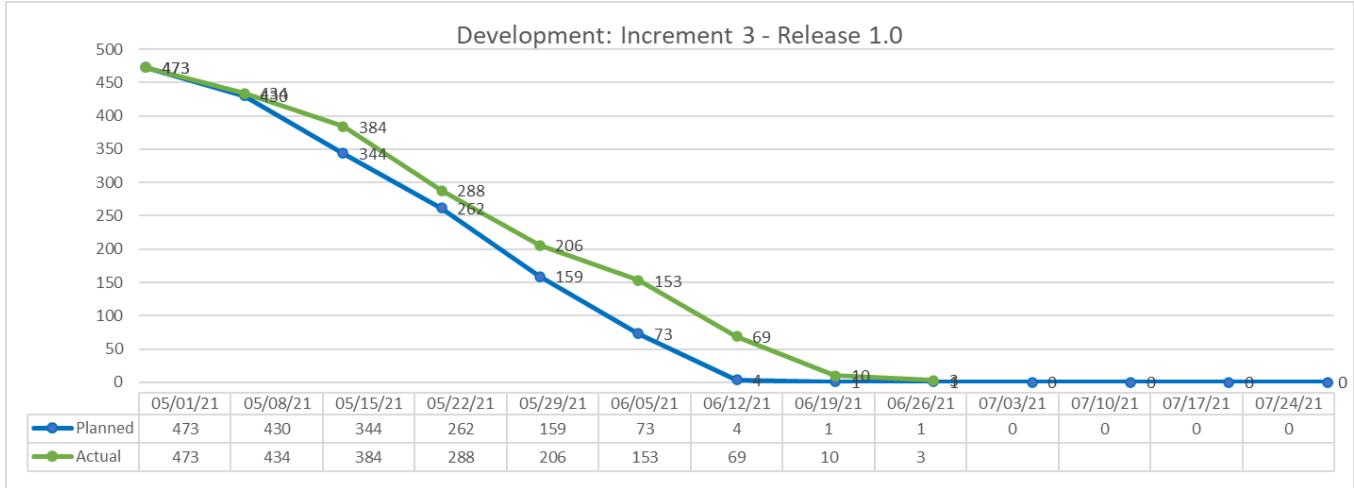
- ▶ **For Release 1.0, Increment 3:** Completed seven (7) of the nine (9) development tasks.
- ▶ **For Release 1.1:** Completed 20 development tasks of the 17 planned – on track.
- ▶ **For Release 1.2:** No planned activity.
- ▶ Overall, the development schedule is off by 11 development tasks.
  - **Cause:**
    - Dependency on partner API to complete development/test for appointments, notices API, and Call Me features.
    - One (1) development team member was out of office impacted by COVID last week.

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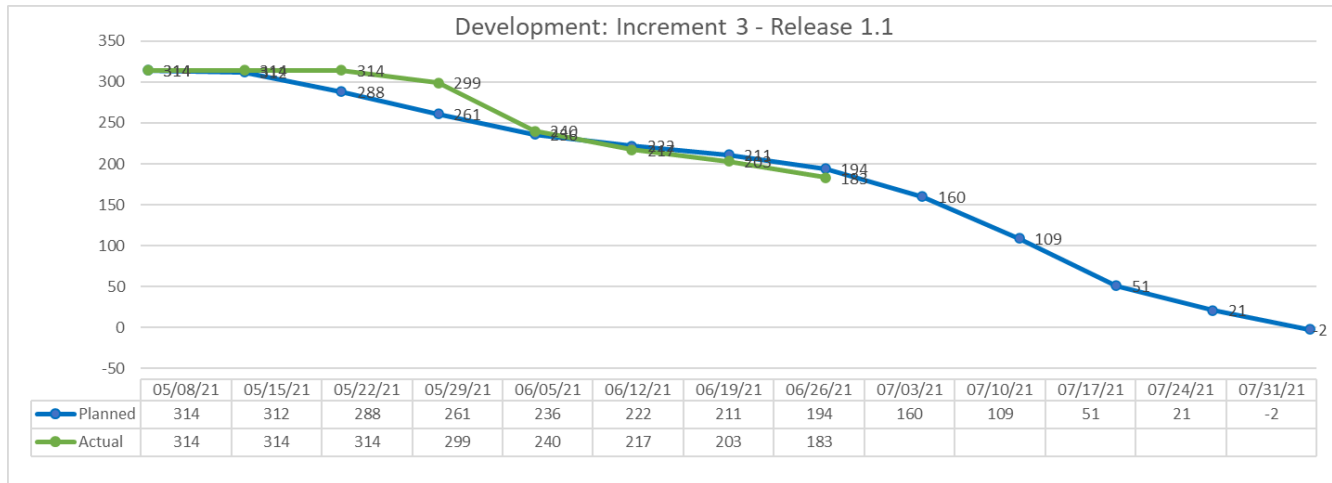
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- **Impact:** There is no expected impact to the start of the subsequent UAT activities for UAT Code Drop 2.
- **Recovery Plan:** Integration tasks are targeted to be recovered by 07/01/21 depending on Partner defect closure.



**Figure 2.3-1 – Development: Release 1.0 – Increment 3**

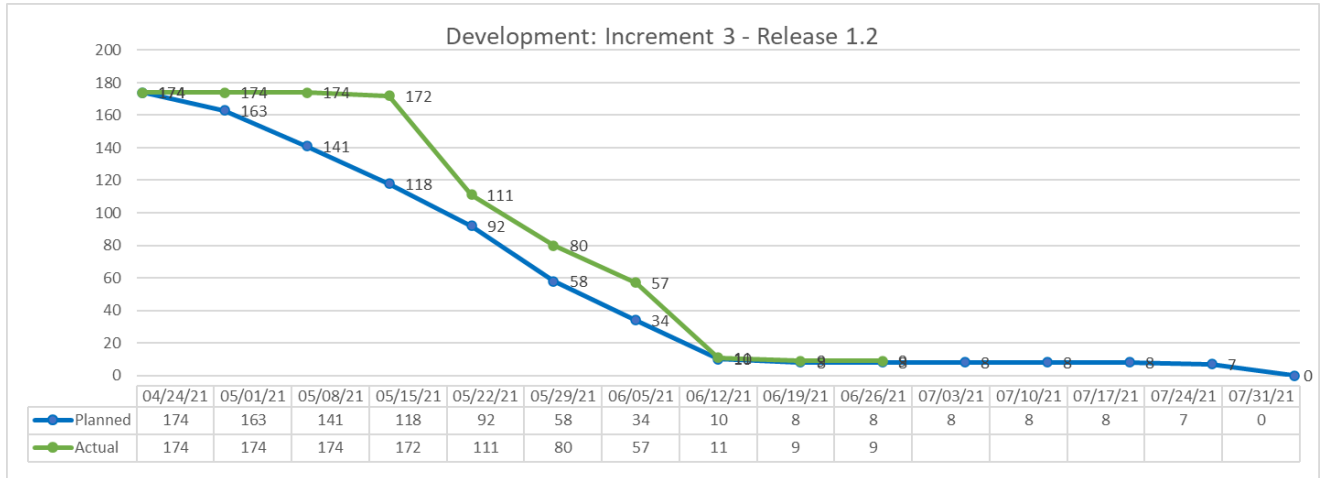


**Figure 2.3-2 – Development: Release 1.1**

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**Figure 2.3-3 – Development: Release 1.2**

## 2.3.2 Activities for the Next Reporting Period – Development

- ▶ Release 1.0: Continue to work on Release 1.0 Performance Optimization, SAST / DAST support, Multi-lingual updates, and Accessibility checks.
- ▶ Release 1.1: Complete the 34 planned tasks for the week.
- ▶ Provide support for Increment 2 UAT and Increment 3 System Test defect resolution.

## 2.4 System Test Execution

### 2.4.1 Highlights of the Reporting Period – System Test Execution

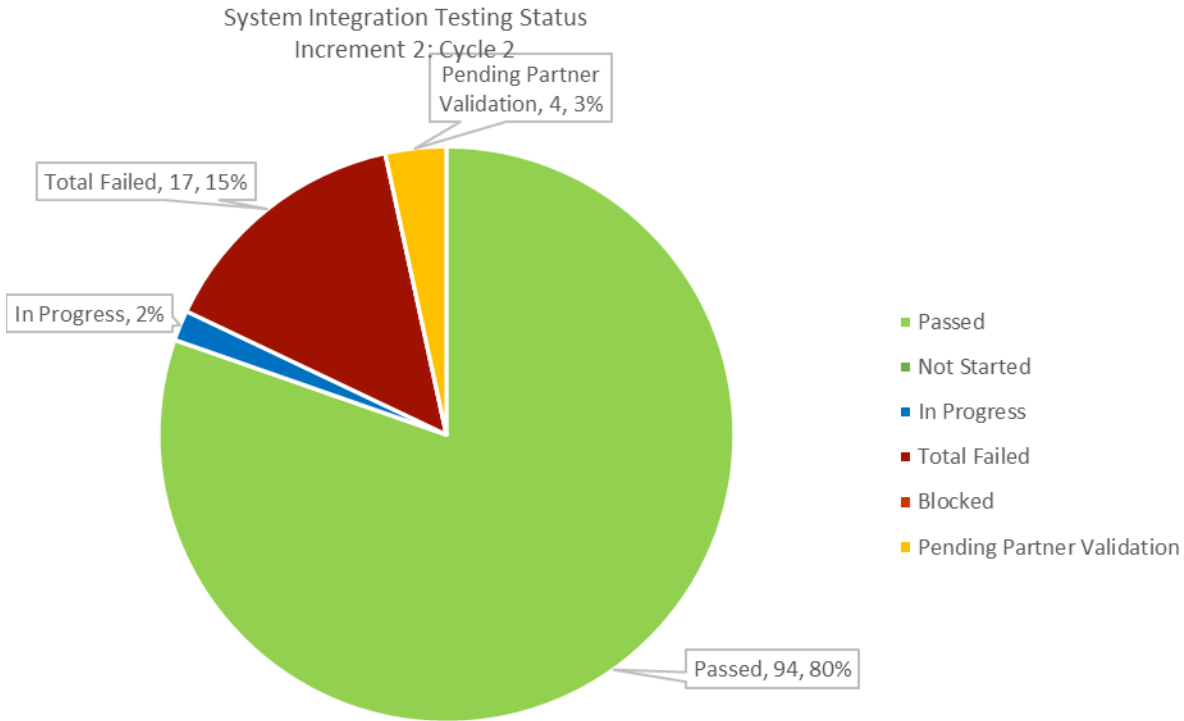
- ▶ Executed 98 of the 90 planned test cases for Increment 3, Cycle 1.
- ▶ Executed 55 of the 20 planned Cross-Device test cases.
- ▶ Started execution of the Spanish language test cases.
- ▶ Conducted daily and weekly Test Planning, System Test, Partner Test status calls to provide updates on test execution and defects.
- ▶ Conducted Partner Interface Test meetings with the CalSAWS and ForgeRock teams on 06/23/21, 06/24/21, and 06/25/21 to walk through the ETA for identified defects and data setup and staging requests.

### System Test: Increment 2: Cycle 2

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**Figure 2.4-1 – System Test Execution Status: Increment 2: Cycle 2**

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>117 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>82%</b> (+12)	<b>82%</b> (+12)	<b>115 Test Cases Executed</b>
<i>System Test Complete Date: 07/16/21</i>			

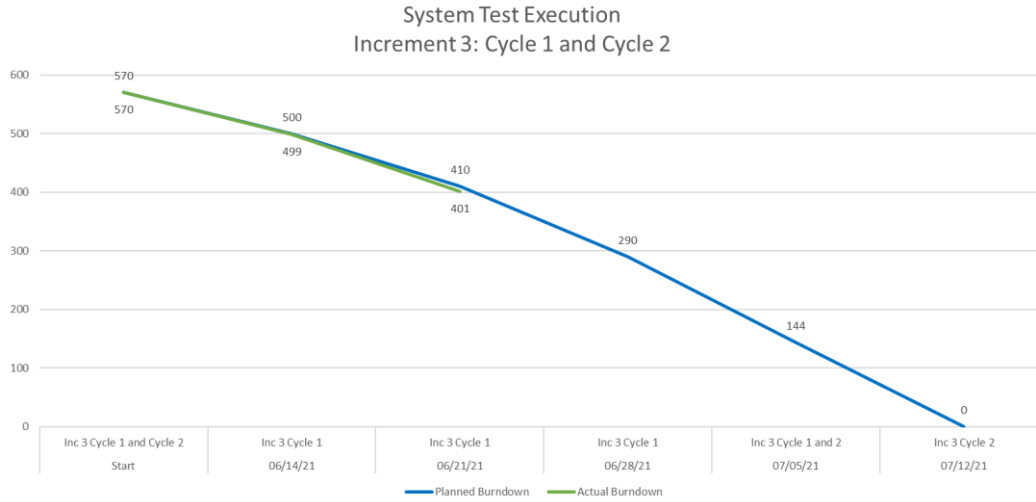
**Figure 2.4-2 – System Test Pass Rate: Increment 2: Cycle 2**

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## System Test: Increment 3



**Figure 2.4-3 – System Test Execution Burndown: Increment 3 – Release 1.0**

- ▶ **Release 1.0, Increment 3:** Cycle 1 contains 386 test cases.
- ▶ **Release 1.0, Increment 3:** Cycle 2 contains 184 test cases.

System Test Pass Rate	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>60%</b>	<b>60%</b>	<b>160 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>61%</b> (-1%)	<b>61%</b> (-1%)	<b>169 Test Cases Executed</b>
<i>System Test Complete Date: 07/16/21</i>			

**Figure 2.4-4 – Pass Rate: Increment 3**

Partner	1-High	2-Med	3-Low	4-Cosmetic	Total
ForgeRock	0	1	2	0	<b>3</b>
CalSAWS	0	5	2	0	<b>7</b>
FIS	0	0	0	0	<b>0</b>
BenefitsCal	0	0	0	0	<b>0</b>

**Figure 2.4-5 – System Test Partner Defects**



### System Test Increment 3: Cycle 1

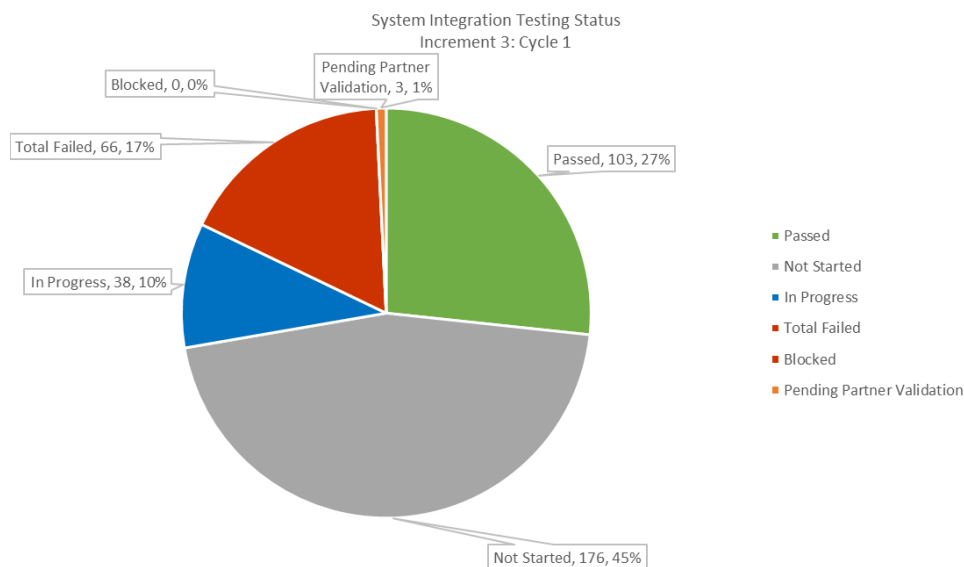


Figure 2.4-6 – System Test Execution Status: Increment 3: Cycle 1

#### 2.4.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Increment 2, Cycle 2 – Re-execute of 10 Failed test cases is planned.
- ▶ Increment 3, Cycle 1 – Execute of 90 new test cases is planned.
- ▶ Continue Automation execute of ADA, Cross-Browser, and Cross-Device test cases – 200 screens are planned.
- ▶ Support Independent test and UAT execution.

### 2.5 User Acceptance Test (UAT) Planning

#### 2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Participated in User Acceptance Test (UAT) daily meetings to provide the Consortium with BenefitsCal functional support in UAT.

#### 2.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ Continue to support UAT activities.

### 3.0 Performance Test

#### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Tested ramp up and cold start for the Lambda functions.
- ▶ Met with the CalSAWS and ForgeRock teams for Performance Test: Cycle 2 planning.

#### 3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Create Performance test scripts for Cycle 2.
- ▶ Develop the Performance Monitoring and Reporting dashboard enhancements.
- ▶ Execute the Performance testing of the Relational Database Service (RDS) proxy changes.

## **4.0 Security**

### **4.1 Technical System Design**

#### **4.1.1 Highlights of the Reporting Period – Technical System Design**

- ▶ Met with the BenefitsCal and CalHEERS Cloud Security teams on 06/22/21 to determine which Web Application Firewall (WAF) policies will be suitable for BenefitsCal. This resulted in the teams identifying which AWS managed WAF policies would be used when implemented.
- ▶ Met with the Consortium Technical Team and ForgeRock team on 06/24/21 to understand the whitelisting process that is occurring which has led to testing errors. This resulted in the teams coordinating whitelisting efforts to work in conjunction with one another.

### **4.2 Security Testing**

#### **4.2.1 Highlights of the Reporting Period – Security Testing**

- ▶ Provided a walkthrough of the BenefitsCal security testing results to the Consortium on 06/24/21.
- ▶ Executed the weekly static application security testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation.

#### **4.2.2 Activities for the Next Reporting Period – Security Testing**

- ▶ After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team. Log defects in JIRA for tracking purposes. (Weekly recurring activity).
- ▶ Continue dynamic application security testing (DAST) activities for the BenefitsCal functionalities that are ready for testing.
- ▶ Draft the security sections of the BenefitsCal M&O Plan DDEL.

## **5.0 Communications**

### **5.1 Highlights of the Reporting Period**

- ▶ Submitted three (3) CalSAWS Information Transmittals (CIT) 0155-21 Awareness Toolkit, Marketing Website, and Customer Emails to the Consortium.
- ▶ Launched the BenefitsCal Marketing website on 06/24/21.
- ▶ Created the first blog post on the Marketing website for the first customer email communication in the threshold languages on 06/24/21.
- ▶ Posted the first social media posts on BenefitsCal Twitter and Facebook.
- ▶ Uploaded two videos, Journey to BenefitsCal and Welcome to BenefitsCal, on the BenefitsCal YouTube page.

### **5.2 Activities for the Next Reporting Period**

- ▶ Create a new email address 06/28/21 to send the BenefitsCal communication emails on 06/30/21 (donotreply@benefitscal.com).
- ▶ Test the email campaign in preparation for first customer communication on 06/29/21.

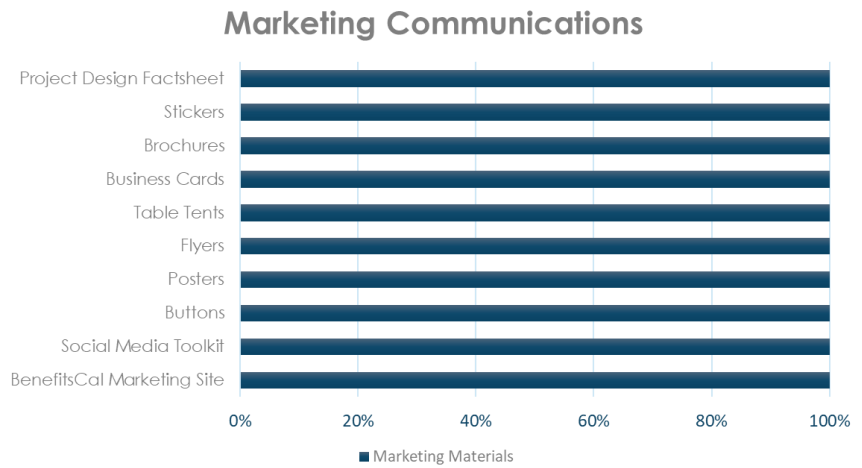
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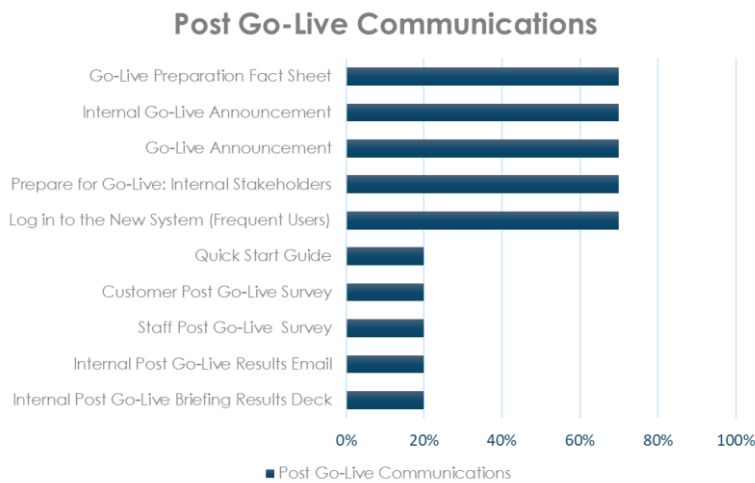
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- ▶ Transfer of the C4Yourself customer email addresses into AWS on 06/28/21.
- ▶ Send the “C4Y New Benefits System (1) email” to customers and CBOs on 06/30/21.

Communications Legend
0% – Not Started
20% – Draft Complete
40% – Internal Review Complete
60% – Consortium Review Complete
80% – Consortium Feedback Incorporated
100% – Ready for Distribution



**Figure 5.2-1 – Communications: Marketing**



**Figure 5.2-2 – Communications: Post Go-Live**

YouTube				
Post	Views	Likes		Date Posted
<a href="#">Welcome to BenefitsCal</a>		81		6/24/2021
<a href="#">Journey to BenefitsCal</a>		58		6/24/2021
Facebook				
Post	Views	Likes	Link Clicks	Date Poster
Welcome to BenefitsCal		8	1	6/24/2021
"It's Coming California!"		5	1	6/25/2021
Twitter				
Post	Views	Likes	Link Clicks	Date Posted
<a href="#">Tweet #1</a>		106	0	6/24/2021
<a href="#">Tweet #2</a>		19	0	6/25/2021

Figure 5.2-3– Social Media Tracker

## 6.0 Training

### 6.1 Highlights of the Reporting Period

- ▶ Facilitated a meeting with the UAT leads on 06/21/21 to discuss the use of the Training QGs.
- ▶ Uploaded all remaining Quick Guides for review on 06/17/21 and 06/22/21. 5 quick guides uploaded for UAT tester support and review, relevant to the current feature testing in UAT.
- ▶ Finalized the Training Quick Guides and sent out for external review.

### 6.2 Activities for the Next Reporting Period

- ▶ Develop Training videos for Create an Account and Reset Password.
- ▶ Develop the Admin User Guide.

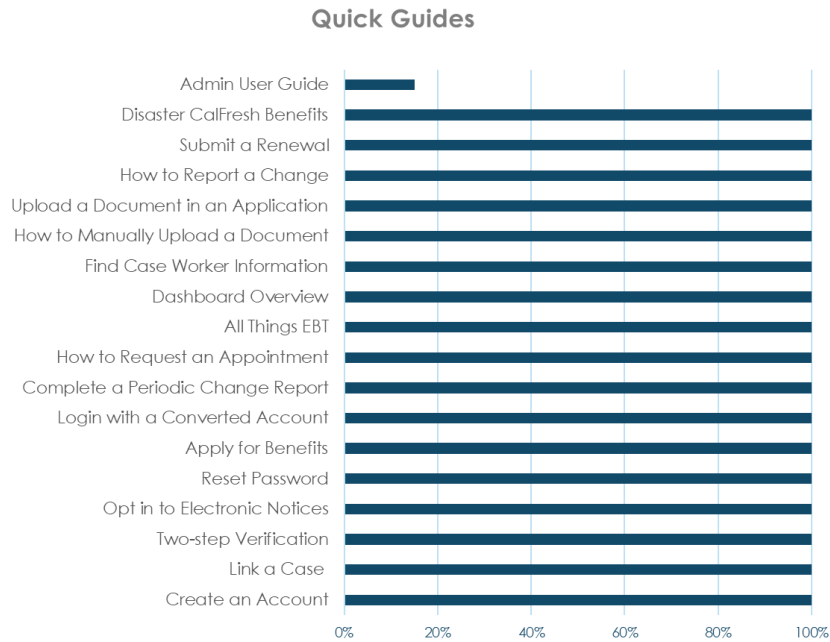


Figure 6.2-1 – Training Quick Start Guides

Training Videos Legend
0% – Not Started
25% – Storyboard Completed
50% – Video Clickthrough Recorded
75% – Recorded Audio Added
100% – Internal Review & Final Edits Completed

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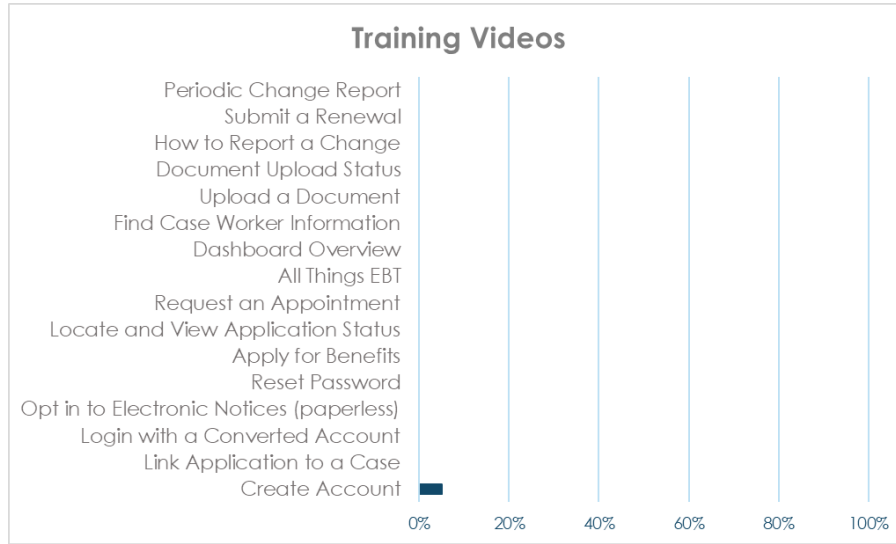


Figure 6.2-2 – Training Videos

## 7.0 Appendices

### ► Appendix A – Deliverable Summary

Complete Coming Soon

DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
1	Work Plan Initial	08/17/20	08/25/20	08/28/20	09/10/20	09/17/20
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
3	User Centered Design (UCD) Plan	08/19/20	08/31/20	09/04/20	09/28/20	10/05/20
4	Requirements Traceability Matrix (RTM)	09/02/20	09/15/20	09/25/20	10/16/20	10/23/20
4.1	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
4.2	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
4.3	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
4.4	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/22/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
5.1	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
6.1	Technical Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
7	Master Test Plan	10/19/20	11/02/20	11/13/20	12/08/20	12/17/20
8	Implement. Complete Report & Final Acceptance	09/30/20	10/12/20	01/04/22	01/19/22	01/26/22
9	Maintenance & Operations (M&O) Plan	05/03/21	05/17/21	07/01/21	07/23/21	08/03/21
10	Mobile App General and Technical Systems Design	10/16/20	10/28/20	12/18/20	01/20/21	01/29/21
11	Mobile App Implementation Complete Report	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22

Table 7.0-1 – Deliverable Status for Current Reporting Period

### Upcoming Deliverable Deadlines

DEL #	DELIVERABLE NAME	STATUS	Next Deadline
09	Maintenance & Operations (M&O) Plan	On-track	07/01/21 DDEL Submission
01.10	Monthly Workplan: June 2021	On-track	07/08/21 FDEL Submission

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02.10	Monthly Status Report: June 2021	On-track	07/08/21 FDEL Submission
04.03	Requirements Traceability Matrix – Update 3	On-track	07/30/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission

**Table 7.0-2 – Upcoming Deliverable Deadlines**

### Work Product Status by Submission

Complete   Coming Soon  

ID	Work Product Name	DWP	FWP	Final Approval
12	<b>SIT Test Case Format and Sample</b>	01/12/21	01/25/21	02/01/21
13	<b>Environment Management Plan</b>	01/15/21	02/01/21	02/08/21
14	<b>Performance Testing Strategy</b>	01/15/21	02/01/21	02/08/21
15	<b>System Test Cases</b>			
15.1	Component Batch 1	01/25/21	02/08/21	05/11/21
15.2	Component Batch 2	02/01/21	02/16/21	
15.3	Component Batch 3	02/08/21	02/23/21	
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21	
15.5	End to End Scenarios	03/22/21	04/06/21	
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21	
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21	
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21	
16	<b>Operational Readiness Report</b>	02/05/21	02/22/21	03/02/21
17	<b>System Security Plan (SSP)</b>	05/03/21	05/17/21	06/01/21
18	<b>Desktop to Wireframe Mapping</b>	02/05/21	03/01/21	03/10/21
19	<b>High-Fidelity Visual Comps</b>	02/05/21	03/01/21	03/10/21
20	<b>Web Style Guide</b>	02/05/21	03/01/21	03/10/21
21	<b>Communications Strategy</b>	03/26/21	04/12/21	04/21/21
22	<b>Customer Experience Measurement Plan</b>	05/03/21	05/17/21	06/01/21

**Table 7.0-3 – Upcoming Work Product Deadlines**

► Appendix B – Risks and Issues Summary

### Project Risks and Issues

ID	Title	Details	Status	Impact	Severity	Date Logged
235	Portal and CalSAWS Schedule Alignment	Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project). 02/16/21 – The risk severity was reduced to medium in alignment	Open	High	Medium	10/09/20

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		with the QA, Consortium, and project team assessments. 03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on 05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.				
243	COVID Impacts to Staffing	As of April 2021, the COVID pandemic has increased rapidly within India, thereby impacting India's team members' ability to deliver due to unplanned and sudden unavailability due to illness or the need for family support.	Open	Medium	Medium	04/28/21
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246)	Open	Medium	Medium	05/10/21
247	BenefitsCal changes identified after 06/14/21 may not be addressed	Changes to BenefitsCal requested after 06/14/21 may not be addressed, given the schedule and timeline remaining. These changes can be considered for prioritization for a future release. (Risk 247)	Open	Medium	Medium	06/11/21

### CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
		No CITs submitted during the reporting period.				

**Table 7.0-4 – CITs**

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date
		No CRFIs submitted during the reporting period.			

**Table 7.0-5 – CRFIs**

The following table outlines CalSAWS Chang Request sent for the reporting period.

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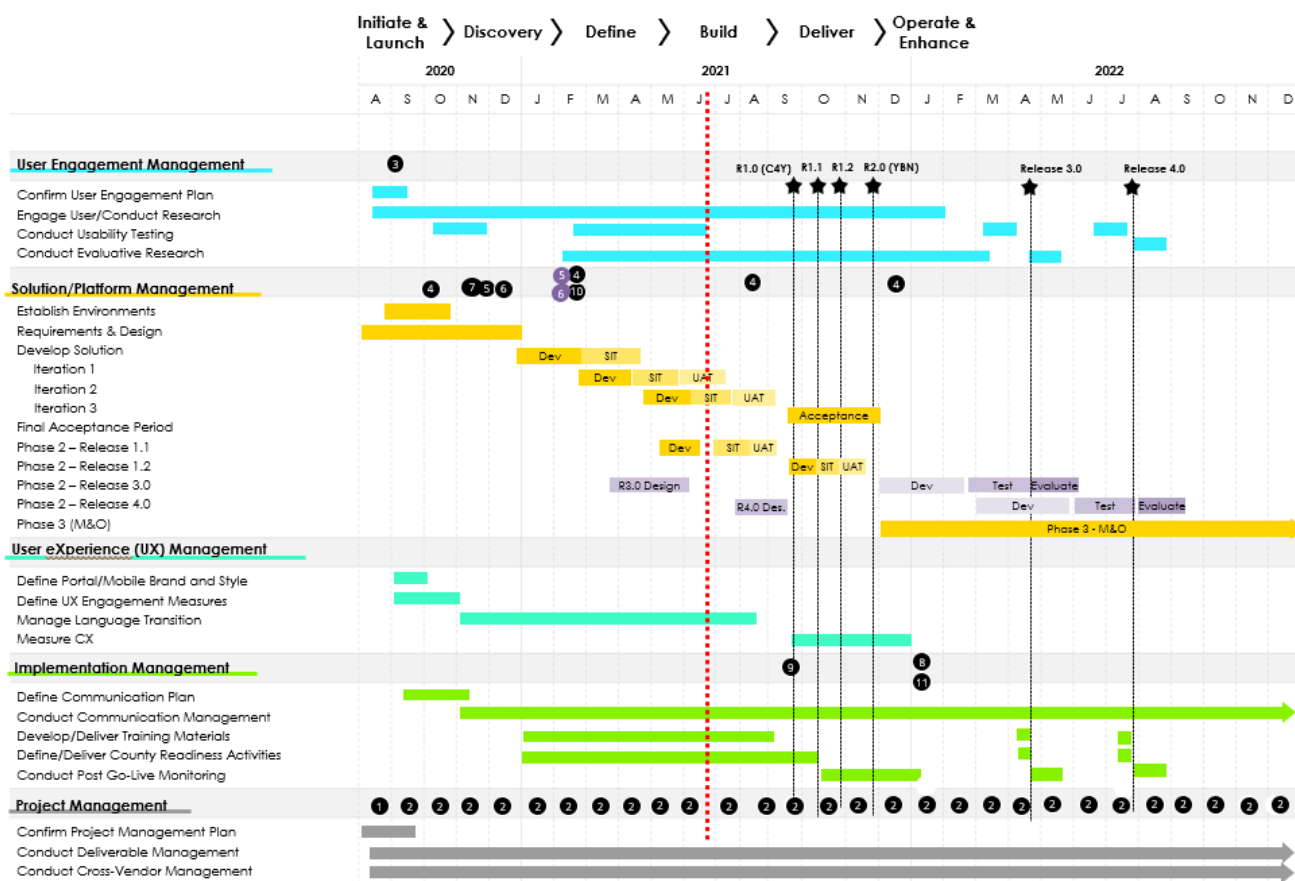
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CR ID	To	Subject	Date Created	Status	Date Needed by
CA-228953 and CIV-109031		Collect data (data pull 1, 2019/2020) from various sources.	05/20/21	Open	08/13/21

**Table 7.0-6 – CalSAWS CR**

► Appendix C – Project Work Plan Reports

## Project Timeline



## Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None			

**Table 7.0-7 – Overdue Action Items**