



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: May 2, 2022 to May 8, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Los Angeles County Transition to BenefitsCal	<ul style="list-style-type: none"> Supported post go live questions from LA County, CBOs, and Customers.
CMS Certification Demo	<ul style="list-style-type: none"> Met with CalSAWS and Consortium to prepare for CMS Certification demo of BenefitsCal on 05/05/22
Release: ARPA	<ul style="list-style-type: none"> Design is on-schedule for CBO Referral Code, Student-Based Applications Student-Based Application and Community Based Organization (CBO) Referral Code. Attended meeting to discuss the Release of Information form on 05/06/22.
Language Validation Activities	<ul style="list-style-type: none"> Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor. Development is complete (except chatbot and pdf). All three (3) languages are on-schedule for the May maintenance release.
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> Release 4.0 development is on-schedule for planned the completion date (05/13/22). Resolved all comments on the 05.05 General System Design (GSD) Update Release 4.0 - Part II (Voice Design) FDEL.
January 2023 (Release 5.0) – Timeline	<ul style="list-style-type: none"> Scope and delivery milestones for Release 5.0 are pending confirmation by the Consortium and SCR prioritization by CalSAWS (January 2023).

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**

- FWP 31.07: Monthly Security Monitoring Report (GCF) – April 2022 on 05/05/22.
- FWP 29.01: BenefitsCal Monthly Status Report – April 2022 on 05/05/22.
- FWP 28.01: BenefitsCal Work Plan Monthly Updates – April 2022 on 05/05/22.

► **Deliverables and Work Products comments worked:**

- None for the reporting period.

► **Deliverable and Work Product submissions for next week:**

- DWP 24.07: CX Monthly Report – April 2022 on 05/09/22.
- DWP 25.03: Monthly M&O Report – April 2022 on 05/09/22.

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1.3 BenefitsCal Collaboration Model

- ▶ **Materials for Vendors** – sent the following materials to Collaboration Model participants:
 - A survey, to select the date/time for the quarterly meetings.
 - A draft charter, incorporating the feedback from the kickoff on 04/18/22.
 - A list of enhancements, ready for review and prioritization.
 - Survey results will be analyzed and will be reviewed with Consortium

1.3.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ **Quarterly Meeting** – Prepare for the first quarterly meeting.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ **Designs**
 - Continued the designs CBO Referral Code, Student-Based Applications.
 - Resolved all comments on the 05.05 General System Design (GSD) Update Release 4.0 - Part II (Voice Design) FDEL.
 - Worked on Release of Information (ROI) User Stories and Draft Requirements.
- ▶ **Joint Design Assumptions** – Conduct a Release 5.0 Joint Session with CalSAWS, ForgeRock, Consortium, and Hyland to discuss scope and timeline on 05/05/22.
- ▶ **Release of Information (ROI) BenefitsCal, CalSAWS, State Session** – Attended meeting to discuss the Release of Information form on 05/06/22.
- ▶ **Demo** – Met with CalSAWS and Consortium to prepare for CMS Certification demo of BenefitsCal on 05/05/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs**
 - Continue work on Release of Information (ROI) User Stories and Draft Requirements.
 - Continue the designs CBO Referral Code, Student-Based Applications in preparation of DDEL Submission.
- ▶ **Demo** – Conduct a demo of the Medi-Cal Apply for Benefits flow of BenefitsCal for CMS Certification on 05/10/22.

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ **CX Measurements Data** – Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 05/02/22.
- ▶ **Recruitment** – Conducted recruitment for Release 4.0 Usability Testing planned for the week of 05/02/22.
- ▶ **Release 3.0 and 4.0 Usability Testing** –
 - Continue recruitment for Release 3.0 and 4.0 usability testing. Scheduled three (3) sessions with schedule for the weeks of 05/02/22 and 05/09/22.
 - Conducted one (1) usability test with a customer on 05/05/22.
- ▶ **Work Product 24.07** – Drafted the DWP 24.07: CX Monthly Report – April 2022 for submission approval by 05/09/22.

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- ▶ **BenefitsCal Release of Information** – Collaborate with the Design/Functional team to draft user stories and requirements for Release 4.1.5 Release of Information functionality.
- ▶ **BenefitsCal Student-Based Application** – Collaborated with the Design/Functional team to write screen copy for the student tailored
- ▶ **CBO Journey Map** – Updated the CBO Journey Map based on feedback from stakeholders and include additional detailed from UCD Discover Research.

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ **CX Measurements Data** – Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 05/09/22.
- ▶ **Release 3.0 and 4.0 Usability Testing**
 - Continue recruitment for Release 3.0 and 4.0 usability testing. Recruitment is a risk to completion of Usability Testing as customers are not responding to requests to participate.
 - Conduct usability testing for Release 4.0 Two-Way Messaging functionality during the week of 05/09/22.

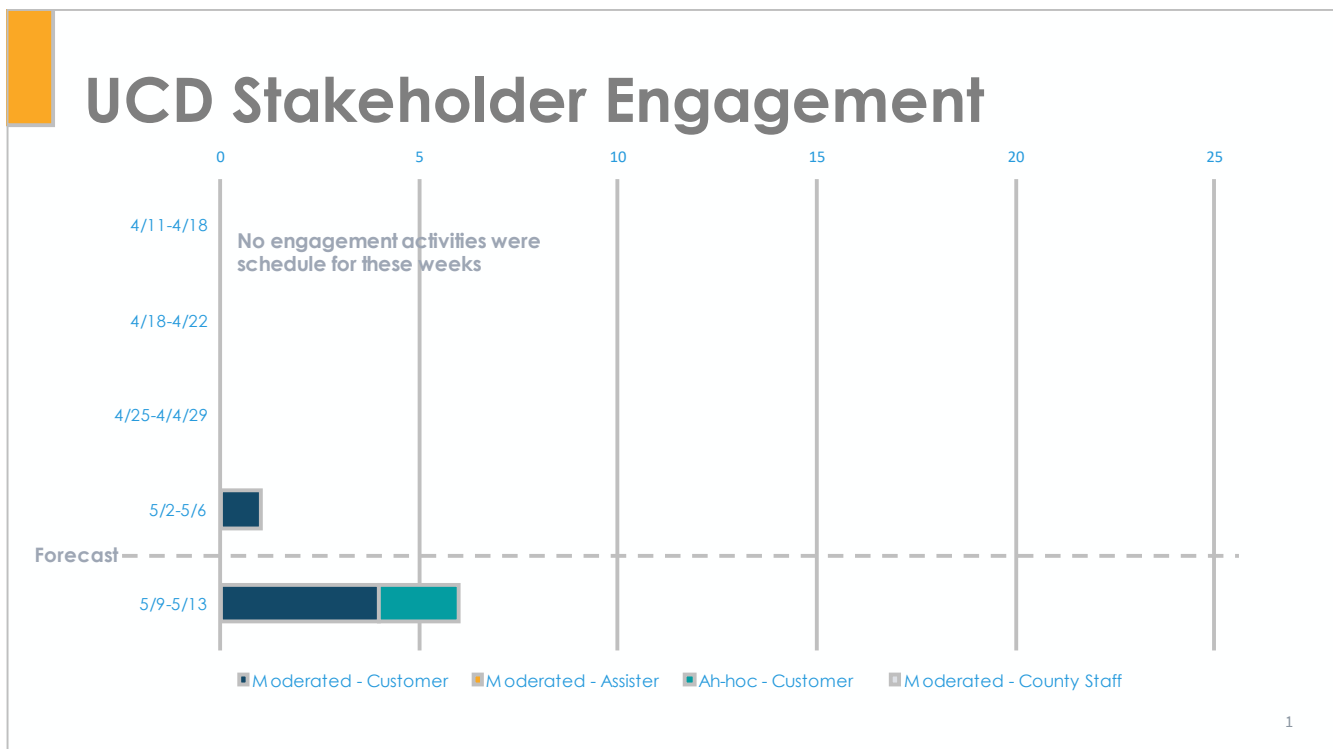


Figure 2.1-1 – UCD Stakeholder Engagement

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CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	04/29/22	Complete – for information 01/01/19 through 12/31/21. 04/29/22 – for data from 01/01/22 to 04/24/22.	Completed
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	09/30/22	09/30/22 – for info 01/01/19 through 08/31/22 for all counties.	In progress

Table 2.1-2 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/06/22	Actual for Week Ending 05/06/22	Total Planned for the Release	Comments
3.1	1	1	1	

Table 2.2-1– Enhancement Actuals for Reporting Period

Release 3.1

- ▶ **Multi-Lingual System Testing**– Delivered three (3) new languages (Mien, Thai, and Ukrainian) for two (2) modules (Help Center and Homepage) to multi-lingual System Testing.
- ▶ Developed and delivered PDFs for 3 new languages (Mien, Thai, Ukrainian) to SIT testing on 05/06/22.

Release 4.0

- ▶ **Development and User Testing** – Completed development and user testing for nine (9) widgets.
- ▶ **Development Integration Testing (DIT)** – Closed the DIT widget testing through mock-up payloads for CalSAWS Outbound Messaging and created a new DIT widget (CSPM-54146) for the CalSAWS Outbound Messaging API end-to-end testing with API endpoint.

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/13/22	Total Planned for the Release	Total Completed for the Release	Comments
3.1	0	1	1	
4.0	2	7	2	

Table 2.2-2 – Planned Enhancement Work

Release 3.1

- ▶ **Chatbot Languages** – Develop and deliver Chatbot for three (3) new languages (Mien, Thai, and Ukrainian) to System Test by 05/10/22 (3.1.0_0040 release fix version).
- ▶ **Marketing Site** – Develop and deliver Marketing Site for 3 new languages (Mien, Thai, Ukrainian) to SIT testing by 05/10 (3.1.0_0040 release fix version).
- ▶ **System Test Support** – Provide System Test support for multi-lingual testing for three (3) new languages.

Release 4.0

- ▶ **Widget Development** – Develop remaining the five (5) widgets and deliver to System Test Cycle 1 by 05/16/22.
- ▶ **DIT Widget** – Created a new DIT widget for CalSAWS Outbound Messaging API endpoint end-to-end testing and the CalSAWS API endpoint is expected to be obtained by 05/16/22.

2.2.3 Burndown

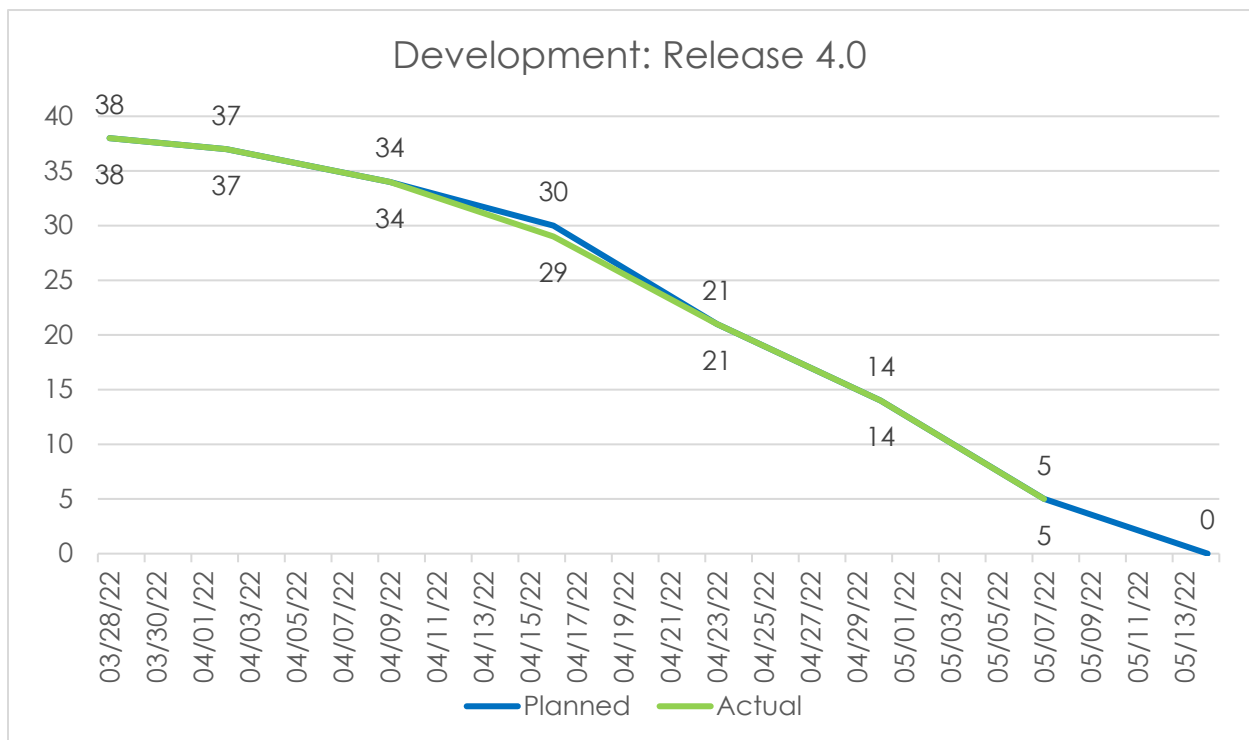


Figure 2.2-1 – Development: Release 4.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Testing Support** – Provided testing support for the upcoming Maintenance and Operations (M&O) priority Releases 3.0.1, 3.0.2 and 3.1 defects, enhancements, and smoke and regression testing.
- ▶ **Triage Support** – Provided testing support on Post Go live incidents and troubleshooting.
- ▶ **Partner Testing Status Call** – Conducted a Partner Testing status call on 05/03/22 to provide updates on the pending partner enhancements and defects.
- ▶ **Partner Integration Calls** – Conducted daily Partner Integration calls and triaged cross-partner defects.
- ▶ **Functional Test Cases** – Test scenario and test case creation is completed for Release 4.0 functionalities which will be shared with QA team for review.
- ▶ **Non-Functional Test Cases Release 3.1** – Release 3.1 languages (Thai, Ukrainian, and Mein) 1468 tests executed (1319 passed).
- ▶ **Non-Functional Test Cases for Release 4.0** – Test case creation for Release 4.0 is in progress for Cross Browser, Cross Device, ADA, and Multi-Language.

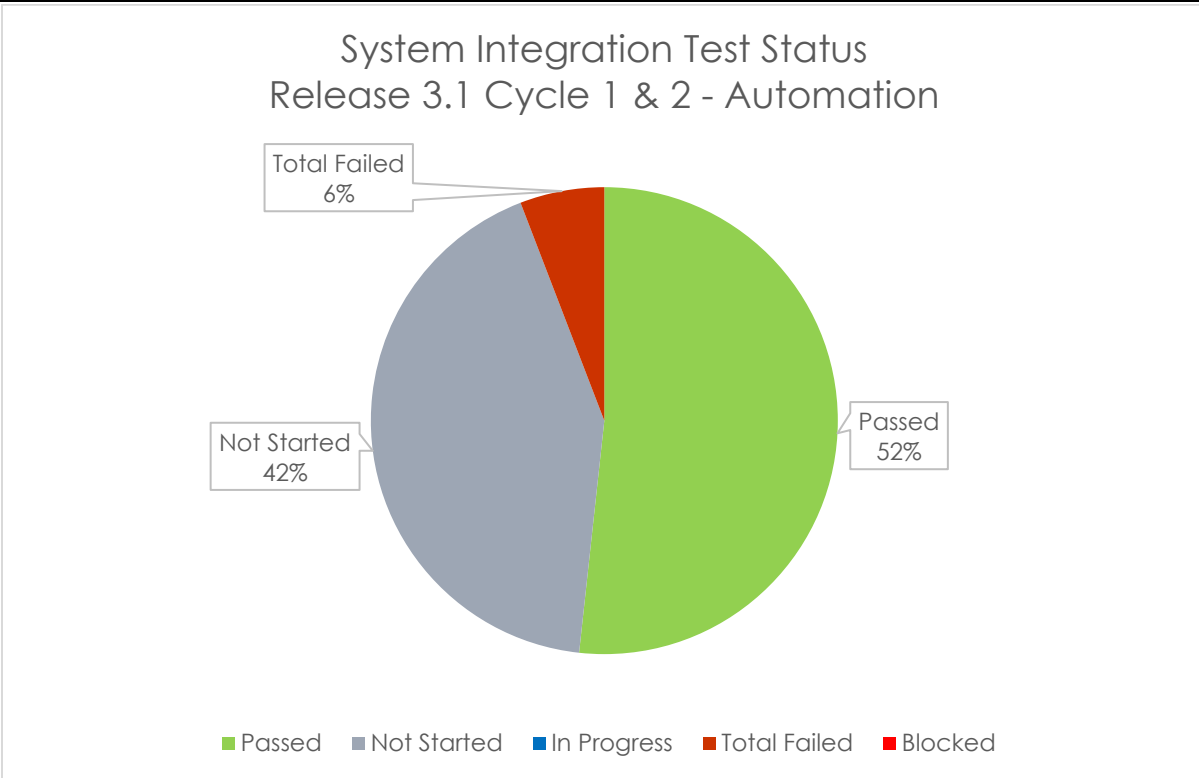


Figure 2.3-1 – System Test Execution Status (Non-Functional): Release 3.1

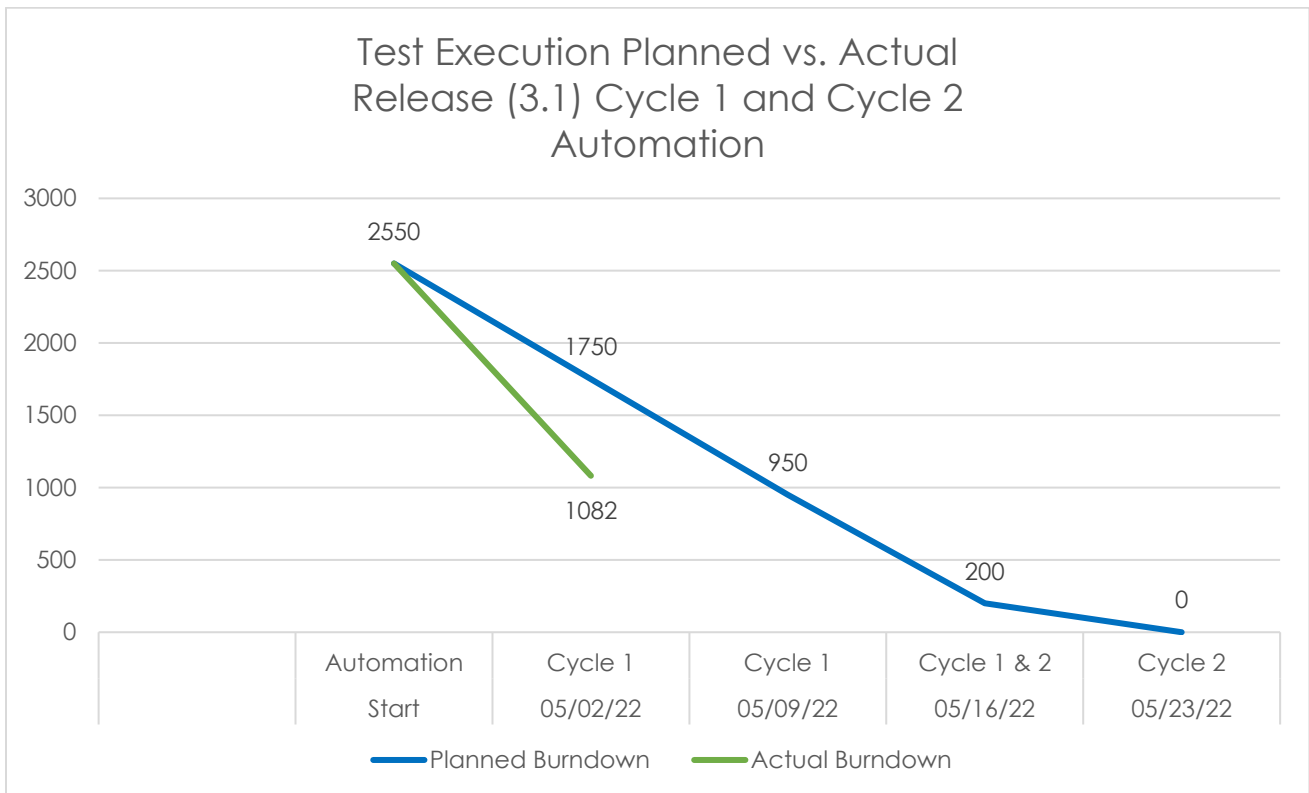


Figure 2.3-2 – Execution Burndown Chart: Release 3.1 Automation

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2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ **M&O Priority Release Support** – Continue to support M&O priority release defects, enhancements, and smoke/regression testing.
- ▶ **Partner Integration Items** – Continue to coordinate partner integration items.
- ▶ **Release 3.1 Languages** – Continue to execute automated scripts for Release 3.1 languages (Thai, Ukrainian, and Mein).
- ▶ **Release 4.0 Non-Functional Test** –
 - Complete authoring of Release 4.0 Non-Functional Test cases and upload in Jira.
 - Continue scripting Release 4.0 for Non-Functional scenarios.

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ None

2.3.5 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ Independent test team to verify and share feedback for release 4.0 test scenarios.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **SAR7 Mobius Implementation** – Team is developing a script to upload the SAR7 document through CBO User profile and will performance test this script in UAT2 environment for 1000 iterations in an hour.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Mobius Implementation Release** – Execute 1 script for Mobius implementation in the UAT2 environment.
- ▶ **Release 3.1 BenefitsCal** – Plan and prepare for the Release 3.1 BenefitsCal performance testing activities.
- ▶ **Release 4.0 BenefitsCal** – Plan and prepare for the Release 4.0 BenefitsCal performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
9	04/25/22	05/20/22	Release 3.1	Scope and scenarios: New Scenario related to the Mobius implementation is currently analyzed and will be scripted and included in the next round of performance tests	0% Executed
10	05/20/22	07/15/22	Release 4.0	Scope and scenarios: TBD	0% Executed

Table 3.2-1– Performance Test Cycles and Test Case Status

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ **CalWIN Conversion Support** – Provide support to the ISS team for the upcoming CalWIN conversion.
- ▶ **YBN CBO User Load** – Continued support with the Counties, the Consortium, and ForgeRock teams to assist with various CBO Conversion resolution activities following the Los Angeles County Go-Live.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ **Perform CBO User Data Validation** – Identify POCs for the rest of the CalWIN counties to perform CBO user data validation.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ **SAST** – 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 on 05/06/22.
- ▶ **Change Request** – Received approval by the Change Approval Board for Change Request CHG0034890 to update the Code for America (CfA) GetCalFresh whitelisted IP addresses in AWS WAF and S3 as the IPs that are needed to whitelist require an update as per the details shared by the CfA team.

4.2.2 Activities for the Next Reporting Period – Security

- ▶ **Identified Vulnerabilities** – 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).
- ▶ **AWS SSO for BenefitsCal** – Collaborate with the Consortium Security Team to update AWS SSO users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ No activities planned for the next reporting period.

5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

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6.0 Appendices

6.1 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
04.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
04.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
04.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
04.04	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/03/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
05.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
05.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
05.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
05.04	General Systems Design – Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
05.05	General Systems Design – Release 4.0 Part II	N/A	N/A	N/A	04/21/22	05/05/22
05.06	General Systems Design – Release 4.1.5	N/A	N/A	05/20/22	06/17/22	06/27/22
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
06.01	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	01/26/22	02/04/22
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22
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
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None For the period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
24.04	CX Monthly Report – January 2022	02/09/22	02/22/22	03/01/22	
24.05	CX Monthly Report – February 2022	03/07/22	03/17/22	03/24/22	
24.06	CX Monthly Report – March 2022	04/07/22	04/19/22	04/26/22	
24.07	CX Monthly Report – April 2022	05/09/22	05/19/22	05/26/22	
25.00	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22	
25.01	Monthly M&O Report – February 2022	03/07/22	03/17/22	03/24/22	
25.02	Monthly M&O Report – March 2022	04/07/22	04/19/22	04/26/22	
25.03	Monthly M&O Report – April 2022	05/09/22	05/19/22	05/26/22	
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22	
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22	
27.00	Certificate Review	04/08/22	04/22/22	05/02/22	
27.01	Certificate Review	07/15/22	07/29/22	08/08/22	
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22	
28.01	BenefitsCal Work Plan Monthly Updates – April 2022	N/A	05/05/22	05/13/22	
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22	
29.01	BenefitsCal Monthly Status Report – April 2022	N/A	05/05/22	05/13/22	
31.04	Monthly Security Monitoring Report – January 2022	N/A	02/09/22	02/17/22	
31.05	Monthly Security Monitoring Report – February 2022	N/A	03/04/22	03/14/22	
31.06	Monthly Security Monitoring Report – March 2022	N/A	04/05/22	04/13/22	
31.07	Monthly Security Monitoring Report – April 2022	N/A	05/05/22	05/13/22	

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
26.00	BOM Review and License Renewals	On-Track	FWP approval 05/02/22
27.00	Certificate Review	On-Track	FWP approval 05/02/22

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
243	COVID impacting development and test team staffing	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the initial surge in cases. The risk will remain open to continue to monitor the situation.	Open	Low	Low	05/04/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
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
251	Language Translation Testing and Updates may not be completed timely	<p>The CDSS is testing and validating the translated text to display within the BenefitsCal application – Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to Release 3.0 delivery.</p> <ul style="list-style-type: none"> The CDSS translation vendor found issues with two (2) languages. Humble vendor asked to re-translate and remediate two (2) languages. 	Open	Medium	Medium	08/10/21

Table 6.2-1 – Project Risks and Issues

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
None						

Table 6.2-2 – CITs

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

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-035	Consortium Regional Managers	CRFI BenefitsCal Two-Way Messaging Counties Opt-In	Opt-In/Out	04/21/22	05/06/22

Table 6.2-3 – CRFIs

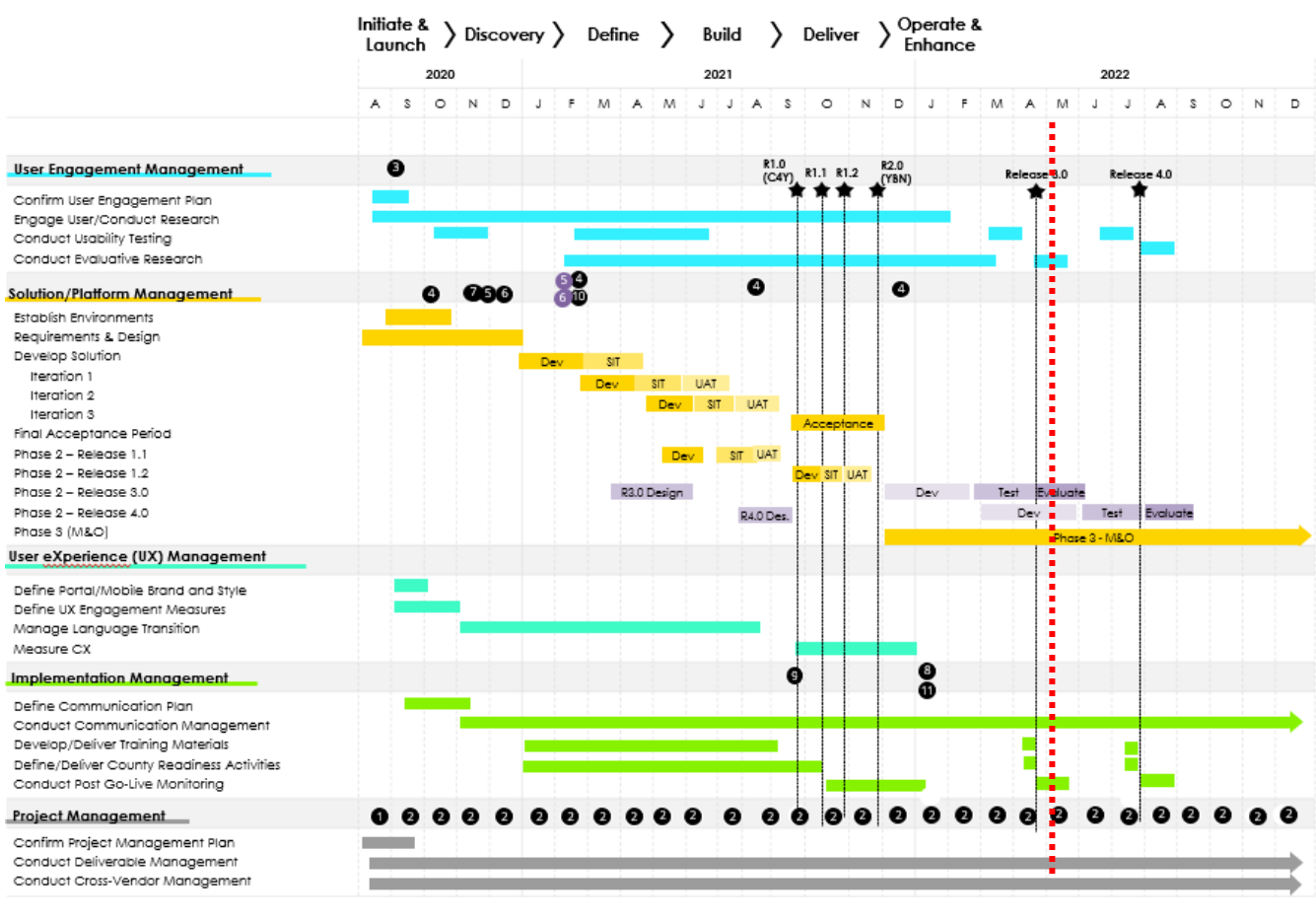
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6.3 Appendix C – Project Work Plan Reports

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 6.3-1 – Overdue Action Items