

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: July 10, 2023 to July 16, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 19, 2023

Period: July 10, 2023 to July 16, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
July Enhancements	<ul style="list-style-type: none"> ➤ The following M&E items are planned and on-schedule for the month of July 2023 23.07.27: <ul style="list-style-type: none"> ○ Enhancements with Deployment Dependency: Eight (8) enhancements will be delivered with 23.07.27 release. ○ Four (4) Research Items are in-progress will be concluded with a due date of 07/31/23.
CalWIN ISS Support	<p>Wave 4</p> <ul style="list-style-type: none"> ➤ M&O service management is in progress. ➤ Health Metrics generation is in progress. <p>Wave 5</p> <ul style="list-style-type: none"> ➤ Process Simulation Support is in progress. ➤ Email (1) campaign readiness is in progress. ➤ BenefitsCal Tier-1 helpdesk staff training sessions scheduled, and CIT sent out for county staff participation. <ul style="list-style-type: none"> ○ Training dates: <ul style="list-style-type: none"> ▪ Alameda + Supported Counties: 07/18/23, 9 am – 11 am PST ▪ Fresno + Supported Counties: 07/20/23, 9 am – 11 am PST ▪ Sonoma + Supported Counties: 07/25/23, 9 am – 11 am PST <p>Wave 6</p> <ul style="list-style-type: none"> ➤ County review of CBO user information extract from MyBCW for Wave 6 Counties to perform Mock Run 1 is in progress.
UCD Research Activities	<p>User Engagement</p> <ul style="list-style-type: none"> ➤ Conducted one (1) usability testing sessions for the Homepage and Announcement design changes on 07/12/23. <p>Enhancements</p> <ul style="list-style-type: none"> ➤ Integrate feedback from customer usability testing and feedback from CWDA, State Partners and Advocates into the design for the homepage and Announcement Enhancements by 07/14/23. ➤ Sent non-aided primary applicant enhancement to CWDA, State Partners, and Advocates to review and provide feedback by 07/20/23.

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> ➤ BenefitsCal design team has begun work for trifold brochure, promo card and toolkit awareness poster 07/12/23. ➤ Draft content creation completed for the 12 activities (DWP 33.01: BenefitsCal Communications and Marketing Materials) on 07/11/23. ➤ The Benefits call team met the translation vendor on 07/11/23 to discuss upcoming translations and informed them about the timelines. ➤ The BenefitsCal creative team presented the draft storyboard for the BenefitsCal animated video to the Consortium and revised script based upon feedback on 07/14/23. ➤ DWP 33.01 submitted to all the stakeholders on 07/13/23 for their feedback and comments through 07/21/23. ➤ An Email Segmentation meeting will be scheduled with respective team members for 07/17/23 ➤ Scheduled DWP walkthrough meetings with Advocate Co-Leads for 07/31/23. ➤ Scheduled DWP walkthrough meeting with Stakeholders for 07/31/23.
Collaboration Model	<ul style="list-style-type: none"> ➤ The post-Quarterly (Collaboration model) meeting survey for June has been sent out to stakeholders for prioritization. New enhancement requests are being collected for the upcoming meeting as well.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 PMO

1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
 - FWP 28.15: BenefitsCal Work Plan Monthly Updates – June 2023 on 07/10/23.
 - FWP 29.15: BenefitsCal Monthly Status Report – June 2023 on 07/10/23.
 - DWP 25.17: Monthly M&O Report – June 2023 on 07/11/23.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 25.17: Monthly M&O Report – June 2023 on 07/21/23.

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1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- Continued to prepare a roadmap for the CM model prioritized items.
- Identified Collaboration Model priorities as enhancements versus action items to perform additional research.

The table below contains all enhancements prioritized by Collaboration Model and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-64320 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Analysis In Progress	Analysis & Development in progress
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	In Progress	Research in progress
CSPM-35858 (Enhancement)	Collaboration Model: Add help text for ineligible primary applicants	Design Update Needed	Received policy clarification from the State to understand the experience of a non-aided primary applicants (non-eligible primary applicant) during from the State (CDSS and DHCS) on 07/10/23.
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Design Update Needed	Received feedback on the draft designs from CDSS, DHCS, CWDA, and Advocates/CBOs on 07/12/23. Incorporating feedback into the design to finalize documentation.
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Analysis in Progress	Received feedback on the draft designs from CDSS, DHCS, CWDA, and Advocates/CBOs on 07/12/23. Incorporating feedback into the design to finalize documentation.

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ID	Summary	Status	Update this Week
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Prioritization Approved	

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

- Perform design, development, and implementation analysis for enhancements and research action items identified in the Collaboration Model.

The table below contains all enhancements prioritized by CM (not yet delivered to production) and planned activities for the next week.

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-64320 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Continue Development	July 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue Research	TBD
CSPM-35858 (Enhancement)	Collaboration Model: Add help text for ineligible primary applicants	Work on draft designs and send out to Advocates/CBOs, DHCS, CDSS, and CWDA for review.	August 2023
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Development begins.	August 2023
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Development begins.	August 2023
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Further discussions needed with CalSAWS to design the Renewal Tracker, as well as other stakeholders to review the draft design.	TBD
N/A	N/A	Analyze the Q2 Prioritization Results for the 7 enhancements prioritized in the last CM	N/A

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ID	Summary	Activity for Next Week	Target Delivery Date
		survey that closed on 07/05/23.	

Table 1.3-2 – Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

➤ **Designs**

- Worked with development and testing teams on the July 2023 enhancements.
- Continued design activities for the August 2023 enhancements.
- Continued design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Continued work on SSA Application on BenefitsCal enhancement CSPM-65292.
- Met with State Partners to discuss policy regarding the CM enhancement CSPM-35858 on 07/10/23.
- Hosted the BenefitsCal/CalSAWS Design Session Part 2: CalWORKs Time Clocks in BenefitsCal on 07/12/23.
- Met with Code for America regarding SSA Application enhancement CSPM-65292

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue working with development and testing teams for the July 2023 enhancements.
- Continue design activities for the August 2023 enhancements.
- Continue design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Continue work on SSA Application on BenefitsCal enhancement CSPM-292.

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

➤ **Customer Experience (CX) Measurements Data**

- Monitored 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 07/10/23.
- Began working on the Quarterly BenefitsCal Report for submission by 07/28/23.

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➤ **User Engagement**

- Conducted one (1) usability testing sessions for the Homepage and Announcement design changes on 07/12/23.

➤ **Enhancements**

- Integrate feedback from customer usability testing and feedback from CWDA, State Partners and Advocates into the design for the homepage and Announcement Enhancements by 07/14/23.
- Collaborated with the Design Team to write copy for the August enhancements by 07/14/23.
- Sent non-aided primary applicant enhancement to CWDA, State Partners, and Advocates to review and provide feedback by 07/20/23.

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 07/17/23.

➤ **User Engagement**

- Conduct a focus group on 07/19/23 with customers who do not use email.
- Recruitment participants and continue to plan for discovery research to learn more about the Assister experience for SSA applications.

➤ **Enhancements**

- Integrate feedback from CWDA, State Partners and Advocates into the non-aided primary applicant enhancement by 07/21/23.

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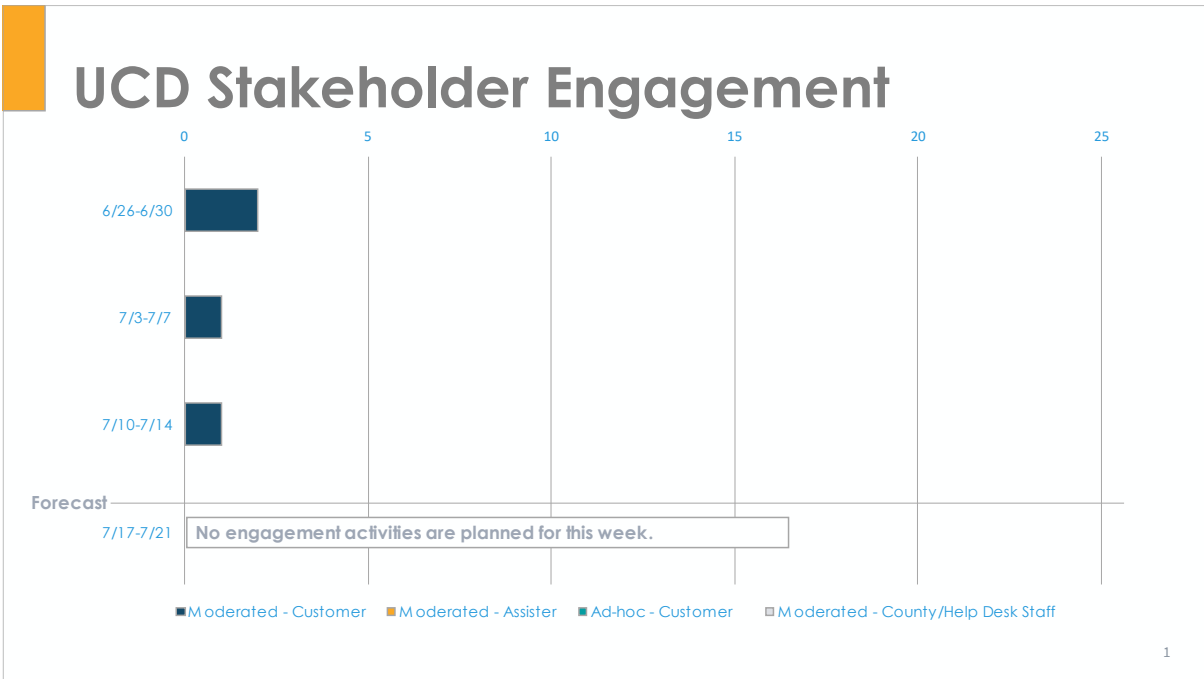


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 07/14/23	Actual for Week Ending 07/14/23	Total Planned for the Release	Comments
23.07.27	2	2	10	

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
 - Completed three (3) widgets.
 - Support for UAT testing is in progress.

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 07/21/23	Total Planned for the Release	Total Completed for the Release	Comments
23.07.27	1	10	8	

Table 2.2-2 – Planned Enhancement Work

Unscheduled Release Updates

➤ **Chatbot**

- For the 25 issues that we have reported earlier related to Currency Slot and Custom Slot for Chinese, Japanese, and Korean languages, the AWS team is updating the Language model at their end and the provided ETA for those fixes is June 2023.
- The AWS team stated they have rolled out the fix for the mute detection issue in the Spanish, Korean, and Japanese languages, but during validation, we found the issue was still reproduceable in the Spanish and Korean languages. The AWS team is yet to provide an ETA for the resolution and fix. This is being tracked by CSPM-56537.

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

➤ **Release 23.07.27 – July Monthly Release**

- Continued validating the July Release Tickets and coordinated with the partners for any end-to-end validation.

2.4 Activities for the Next Reporting Period – System Test Execution

➤ **Release 23.07.27 – July Monthly Release**

- Continue validating the July Release Tickets and coordinate with the partners for any end-to-end validation.

2.5 User Acceptance Test (UAT) Planning

2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

➤ **UAT Test Execution**

- None for the period.

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

- **Test Support**
 - None for the period.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- **Release 23.07.27 – July Monthly Release**
 - The BenefitsCal performance team updated the scripts related to the July enhancements and executed one (1) performance test with the Mock services and shared the results. Build migration for a few other enhancements happened later this week and the team is working toward developing a new Global search and Help desk script and will plan the performance test execution accordingly. The BenefitsCal team has also requested CalSAWS to align their environment with the latest codebase for the SCR CA-244065 and share the environment availability for BenefitsCal isolated end-to-end performance testing.

3.2 Activities for the Next Reporting Period – Performance Test

- **Release 23.07.27 – July Monthly Release**
 - Continue working on developing new scripts and rescripting the existing scenarios for July release and plan and execute the performance testing activities.

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	06/19/23	07/21/23	Release 23.07.27 – July Monthly Release	<p>Scope: Seven (7) BenefitsCal enhancements and updated features for July release requiring updates to existing AFB, Document upload, new add announcement and new Help Center search scripts</p> <p>Executions:</p> <p>Friday, 07/07/23 – Isolated performance test w/ Mock services testing few enhancements</p> <p>Friday, 07/14/23 – Isolated performance test w/ Mock services including all enhancements</p> <p>Monday, 07/17/23 – Isolated performance test w/ Mock services including all enhancements</p> <p>Wednesday, 07/19/23 – Isolated end-to-end performance test w/ CalSAWS environment availability</p>	40%

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**

- Worked with the Consortium to have a CRFI submitted to validate Wave 6 CBO users for the Wave 6 Mock Conversion

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

➤ **Perform CBO User Data Validation**

- Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.

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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 07/14/23.

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 Amazon Web Services Single Sign-On (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 reporting period.

5.2 Activities for the Next Reporting Period

- No activities planned for the next reporting period.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

		Complete	Coming Soon	WAC Approval Pending		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
	There are currently no Deliverables scheduled.					

Table 6.1-1 – Deliverable Status for Current Reporting Period

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Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
There are currently no Deliverables scheduled.			

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending
ID	Work Product Name	DWP	FWP	Final Approval
24.18	CX Report – April/May 2023	06/09/23	06/21/23	06/28/23
25.16	Monthly M&O Report – May 2023	06/09/23	06/21/23	06/28/23
25.17	Monthly M&O Report – June 2023	07/11/23	07/21/23	07/28/23
26.05	BOM Review and License Renewals	N/A	07/07/23	07/18/23
27.05	Certificate Review	N/A	07/07/23	07/18/23
28.14	BenefitsCal Work Plan Monthly Updates – May 2023	N/A	06/05/23	06/14/23
28.15	BenefitsCal Work Plan Monthly Updates – June 2023	N/A	07/10/23	07/19/23
29.14	BenefitsCal Monthly Status Report – May 2023	N/A	06/05/23	06/14/23
29.15	BenefitsCal Monthly Status Report – June 2023	N/A	07/10/23	07/19/23
32.01	Communications and Marketing Plan	05/31/23	06/13/23	06/21/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
25.17	Monthly M&O Report – June 2023	On Track	DWP submitted 07/11/23 FWP submission 07/21/23 FWP approval 07/28/23
26.05	BOM Review and License Renewals	On Track	FWP submitted 07/07/23 FWP approval 07/18/23
27.05	Certificate Review	On Track	FWP submitted 07/07/23 FWP approval 07/18/23
28.15	BenefitsCal Work Plan Monthly Updates – June 2023	On Track	FWP submitted 07/10/23 FWP approval 07/19/23
29.15	BenefitsCal Monthly Status Report – June 2023	On Track	FWP submitted 07/10/23 FWP approval 07/19/23

Table 6.1-4 – Upcoming Work Product Deadlines

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6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
246	Perceived Gap in Functionality	<p>A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within GetCalFresh are not present within BenefitsCal as they are not part of the project requirements, and change requests were logged to address. Impacts BenefitsCal adoption by Community Partners may be lower as they rely on features (like the referral code) to complete their work. The future migration from GCF to BenefitsCal in 2022 is at risk until features are added to BenefitsCal.</p> <p>Status Updates:</p> <p>November 11, 2022</p> <ul style="list-style-type: none"> ▶ CDSS is currently reviewing the final list to confirm dispositions and next steps for prioritization. Any items that are identified as “must have” will be taken to collaboration model meeting. CDSS is targeting the end of the calendar year to complete the review. <p>January 8, 2023</p> <ul style="list-style-type: none"> ▶ BenefitsCal team has started working on the effort estimations for the gaps list (31 gaps/52 enhancements). CWDA and Consortium will provide direction on the implementation schedule. <p>May 5, 2023</p> <ul style="list-style-type: none"> ▶ Participated in bi-weekly meeting on 05/03/23. ▶ CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. There is a follow up meeting on 5/9/23 for the plan 	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<ul style="list-style-type: none"> ▶ CDSS continued the mapping of the components planned for decommissioning to parity list items 				

Table 6.2-1 – Project Risks and Issues

6.3 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 6.3-1 – 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	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None							

Table 6.3-2 – CRFIs

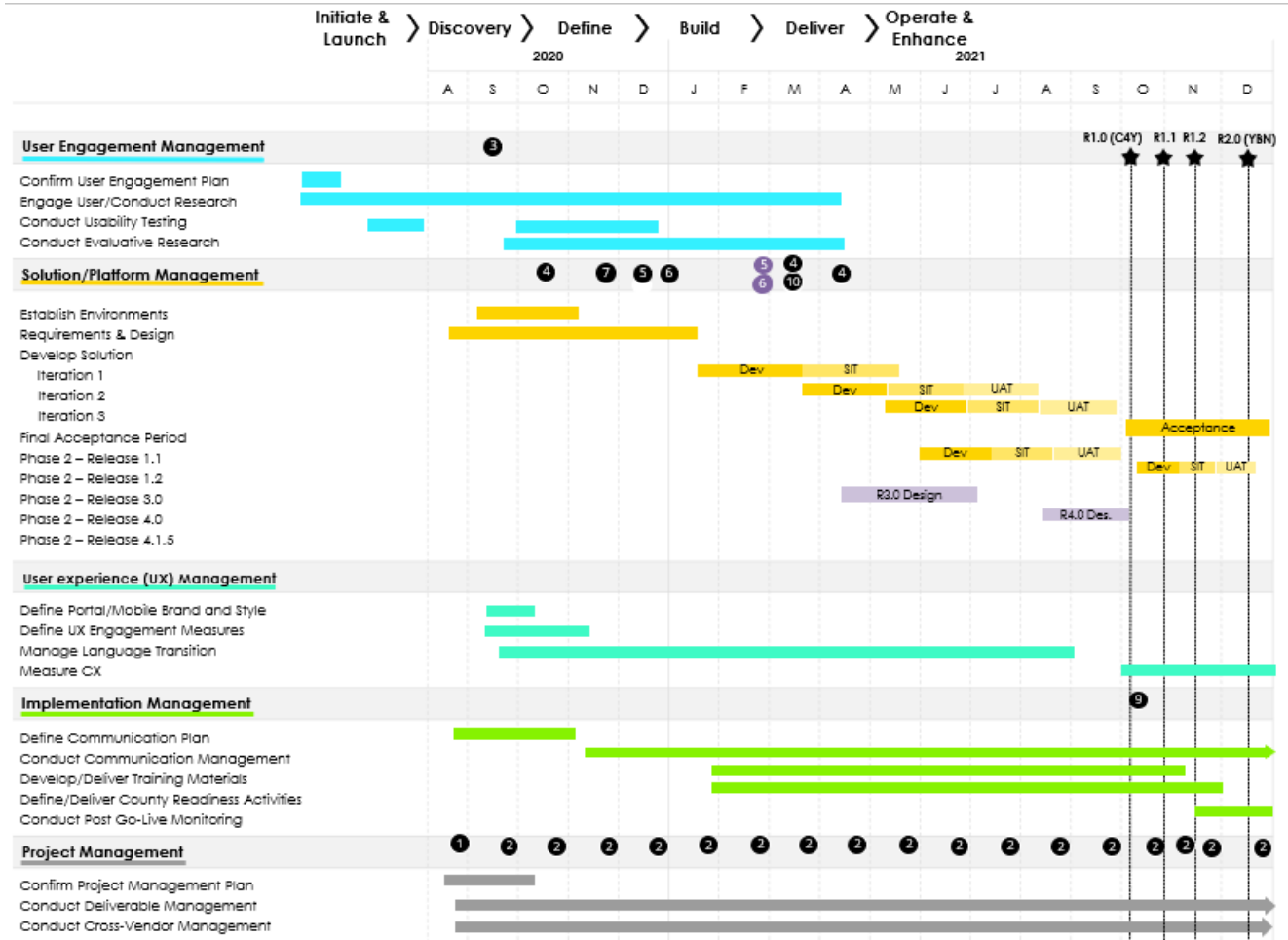
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6.4 Appendix C – Project Work Plan Reports

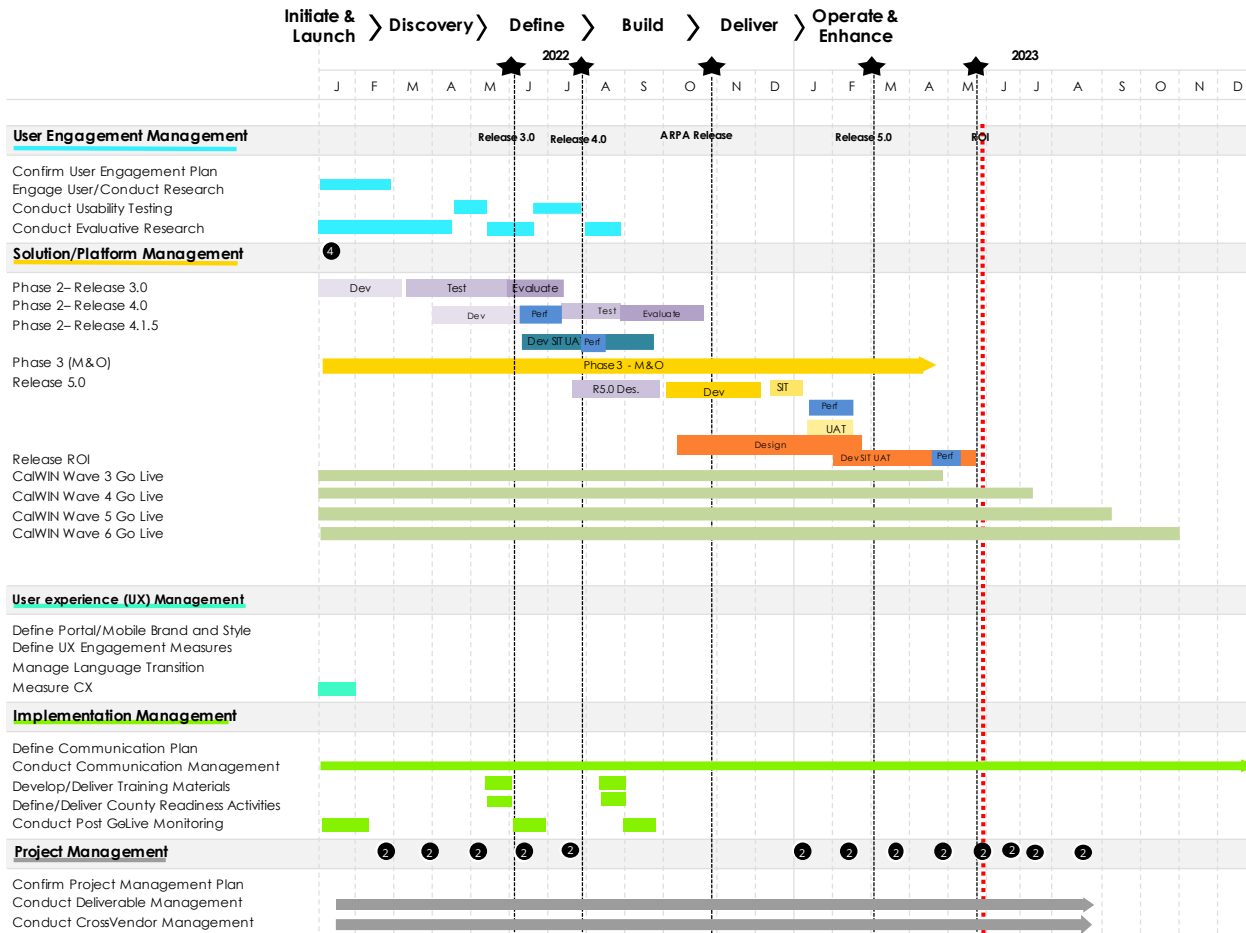
Project Timeline



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Project Action Items – Overdue

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

ID	Description	Owner	Due Date
None			

Table 6.4-1 – Overdue Action Items