

Monthly Project Cornerstone Update

Commission Meeting
June 19, 2019

Accomplishments

- Operational Readiness Testing (ORT) 2 activities completed May 16
- All employee town hall meeting on May 21
- Regression testing completed May 24
- Dress Rehearsal 3 completed successfully June 4



Key Project Updates

▶ Release One (R1)

- Current project rating = yellow due to risk
- On track to hit all milestones
- Dress Rehearsal #3 successfully completed the weekend of June 2
 - 200+ individuals from multiple departments participated
 - Expected issues identified and addressed
 - Executive sponsors unanimously voted “go” to proceed
- User training continues for both C2M and MWM
- Defect review/workaround sessions in progress for all high and medium defects
- **On schedule to meet July 2 go-live**

Key Project Updates

▶ Release Two (R2)

- Project rating = red for risk, budget and schedule
- Executive Team reevaluating the project's budget and schedule due to:
 - Need to focus on Release 1 through go-live and stabilization
 - Increased costs due to project delays
 - Resources allocation
 - Limited availability of critical skill sets in the marketplace

What to Expect After Go-Live

- ▶ Increase in customer calls/wait times
- ▶ Extended time to work out billing and other customer-related issues
- ▶ Increased resources for go-live and assessing the level of “bubble staffing” needed to support increased workload for post production
- ▶ Industry research = post go-live is challenging
- ▶ Proactive & transparent comms plan

Important Milestones for Release 1

May 31–June 3
Dress
Rehearsal #3

June 13
ESC Go/No Go
Decision for
Release 1

June 28– July 2
Cut-Over
Weekend for
Release 1

July 2
Go Live for
Release 1!

July –Sept.
Hypercare and
Stabilization

Successfully Completed



