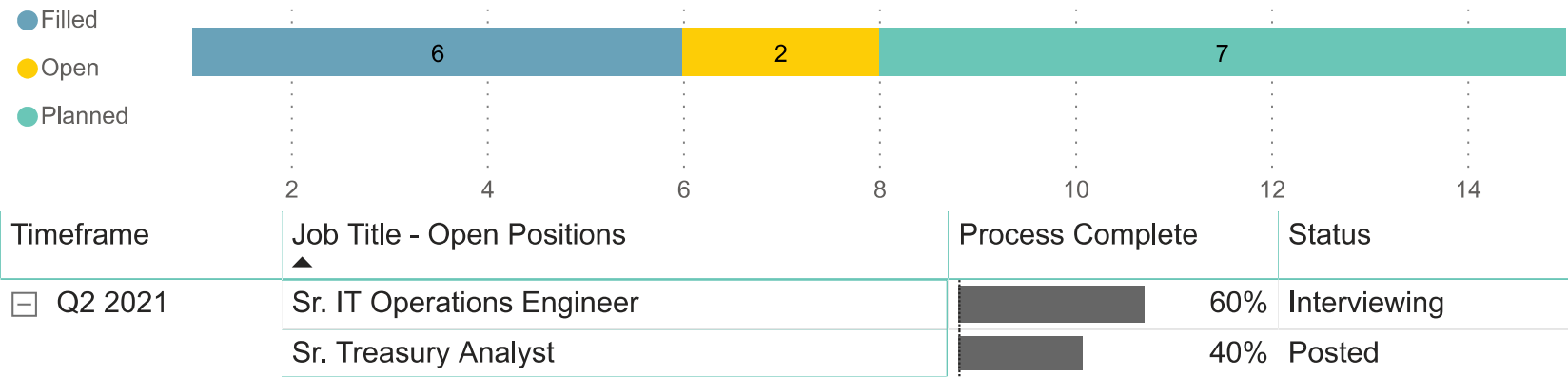


Operations Staffing



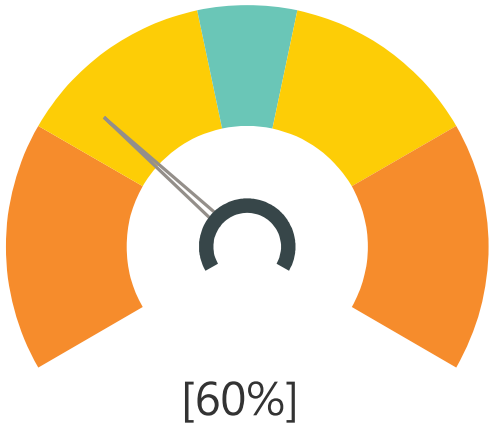
Operational Readiness

Milestone	Percent Complete	Status
Change Control Board	30%	On Track
Failure Review Board	25%	On Track
Financial Processes	10%	On Track
Financial Systems	35%	On Track
Information Security Policy	75%	On Track
INIT KPI Reporting	30%	At Risk
Joint Procedures Manual	15%	On Track
Phase II Project Selection	25%	On Track
Prelaunch Marketing Materials	30%	On Track
Regional Policies and Procedures	20%	On Track
Service Management System	25%	On Track

Legend At Risk Complete Off Track On Hold On Track

Quarterly next gen Operations Budget

2021 through Q1



Percentage of Actual to Forecasted Budget

Master Service Agreement Progress

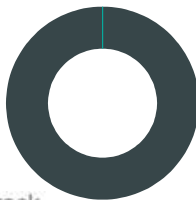
ROOT Operations



VM O&M (ST)



Business Account



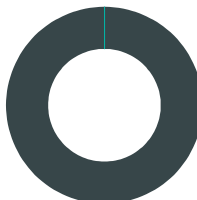
System O&M (INIT)



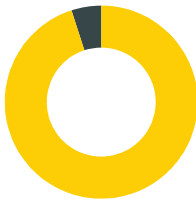
EUMA (INIT)



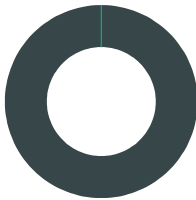
Retail Network (RCC)



Admin. Services (ST)



Card Mgmt. (KCM)



Joint Board
May 2021