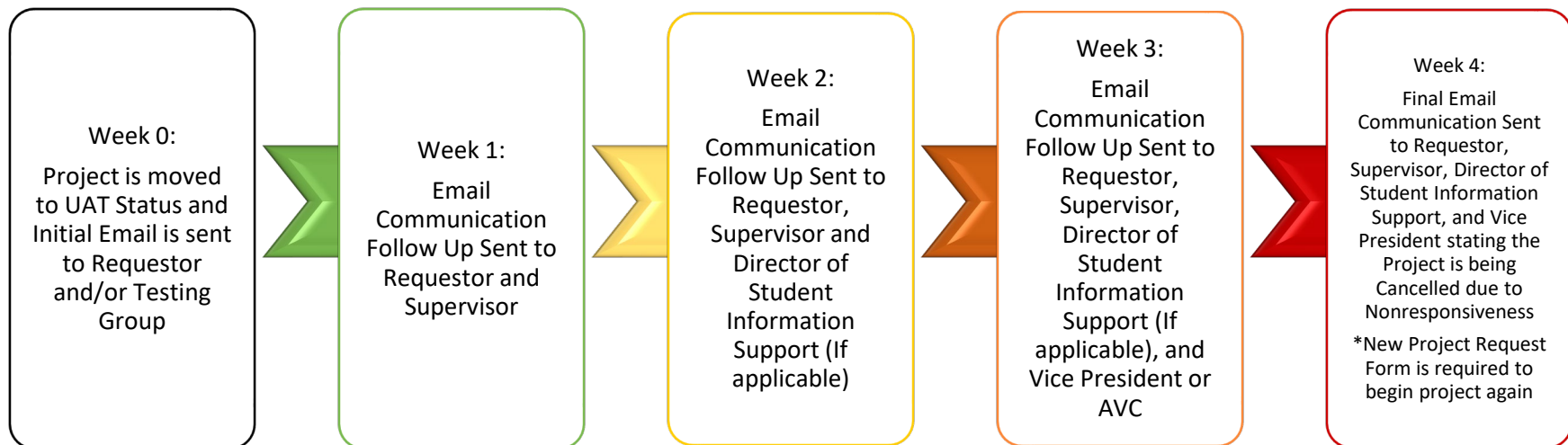


RSCCD Project Communication Plan Escalation

Project in User Acceptance Testing Phase



Note:

Providing no response or stating that the office is unable to test at this time will continue to escalate the communication path until resolution is achieved

Response to reset escalation is validated testing and follow up communication

A week is identified as five (5) business days

Exceptions for testing delays are on a case by case basis and will flag the project as Pending until UAT can be restarted