

ID	Name of Project	Summary Description	Owning Area	Work Initiation Status	Approved Project Phase	Anticipated Strategy Map Outcome	Project Desired Start Date	Estimated Completion Date	PMO Assessment	Monthly Status	Actual Start Date	Actual Completion Date	Created	Project Status
1312	Hall Reconciliation Unit (HRU) - Stewardship Redesign	The Hall Reconciliation Unit (HRU) is current a team managed environment. To address operational challenges with inventory management, file ownership of HRU claims will be tested, along with a reserve unit. The reserve unit addresses some of the common stewardship challenges of overflow calls and absence coverages. The hypothesis: Redesigning HRU will enable greater operational efficiencies, improve claim quality, increase employee engagement, and improve the customer experience.	POST	Approved	In Progress - Testing	Reduce Operating Expense per Claim	8/28/2023	3/31/2024	Support Initiative: Work Segmentation Workstream: Other Horizontal Claims Consideration: Weather & Catastrophe Claim Services (WCCS) Deployed, Fire-In-Office, Fire Proximity Other Organizational Impacts: Enterprise Technology, Forecasting & Scheduling, Org/AA, Telephony Job Role Impacts: N Recommended Owning Area: POST/CPE VPO Sponsor(s): Tyrone Smith Comments: Owning area dependent on timeline and capacity restraints. Could be owned by CPE or POST. Might be a good fit with other Fire Redesign work, but resources and sequencing will be a factor if picked up by CPE. Following up with Mike K. to determine how this compares in	12/23/23. Data gathering and analysis in progress to complete recommendation. Sponsor meeting scheduled for 1/12/24 to review final recommendation. Staying connected with Fire Design work for timing and next steps as pertains to Reconciliation Unit design. 12/7/2023 CM: Test remains in progress, planned to end 12/23/2023. Data analysis in progress to inform recommendation and next steps. 11/2/2023 CM: Test is in progress, expected to last 90 days, ending approximately 12/24/2023. Results are being monitored and communicated to stakeholders weekly, improvements to claim closing, task completion, and DID answered trends are being seen initially. A two-week pause on incoming new claims to the test participants was implemented to address the initial influx of reassigned claims, which was ~4,200 vs. the projected ~3,700. 10/2/2023 CM: Test launched on 9/23 with 6	7/31/2023		6/27/2023 11:42	On Track

EXHIBIT

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