

Task Name	Start	Finish	Time of Day/Notes, if relevant	Owner	Comment	Complete?
CQA						
Select final coverage improvement cases	Tue, 13-Oct	Tue, 13-Oct	Needs to be 2 days before end of operations (one day ingest before dialing)	DSSD	Needs to stop today. Workload from yesterday will not be ingested and dialed (approximately 1,400 cases)	Tue, 13-Oct at 12:26pm
Proactive Coverage Improvement Outbound Dialing and Scheduled Callbacks	Wed, 14-Oct	Wed, 14-Oct	Midnight Eastern -- if 7 days do not remain; at least 1 day before end of operations	CQA	10/14 is the last day for scheduled callbacks; no more are getting scheduled. For those that are in the scheduler (230 cases) -- will be dialed today at the time requested based on a manual database change.	Wed, 14-Oct at 11:53pm
Coverage Improvement Respondent Callbacks	Thu, 15-Oct	Thu, 15-Oct	Finish at Midnight Eastern	CQA		
Turn off CQA Phones - Regular Nightly Closing (normal closing time)	Fri, 16-Oct	Fri, 16-Oct	0200 Eastern	CQA		
End of Operation IVR/ACD	Fri, 16-Oct	Fri, 16-Oct	0000 Eastern	CQA		
End of Operation IVR/ACD Messaging goes live and is validated	Fri, 16-Oct	Fri, 16-Oct	0200 Eastern	CQA		
Turn off IVR callback option (the "high volume" option)	Thu, 15-Oct	Thu, 15-Oct	0200 Eastern	CQA	Will look into removing references on 2020census.gov -- Done	Thu, 15-Oct at 2 am ET

Disable CQA instruments from F5	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time -- after apology page is confirmed across all akamai nodes	TCO		
Block call center IPs from accessing CQA-ISR and NRFU QC (apology page will apply)	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	TI		
Primus/ISR						
Turn on "Apologies Page" via Akamai for PRIMUS-ISR	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	TI	Apology page is currently staged	
Block public and internal IPs from accessing PRIMUS-ISR	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	TI		
Disable Primus from F5	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time -- after apology page is confirmed across all akamai nodes	TCO		
Remove NOC alerts for Primus server outage	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time -- after apology page is confirmed across all akamai nodes	TI		
Take backup of dynamo DB	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time -- after apology page is confirmed across all akamai nodes and failed messages have been sent	TI		
Translation Portal Access removed for TCC	Sat, 17-Oct	Sat, 17-Oct	after TCC cob	SRCC	Kristen will discuss with TCC how long they need in translation and weekend OT	
NRFU						
Turn off 3202, 3205, 3206, 3210, 3220 workloads	Thu, 15-Oct	Thu, 15-Oct	during the day	SOCS		

Turn off MOJO Optimizer	Thu, 15-Oct	Thu, 15-Oct	1700 local to ACO	MOJO		
Disable SMaRCS hard fail messages to FOCS	Thu, 15-Oct	Thu, 15-Oct	0800 Eastern Time	SMaRCS	Smarcs will submit scripts/SR 10/14	Thu, 15-Oct 7:53AM
SMaRCS to turn off Operation Override from sending RI cases to SOCS	Thu, 15-Oct	Thu, 15-Oct	0800 Eastern Time	SMaRCS	Smarcs will submit scripts/SR 10/14	Thu, 15-Oct 7:53AM
FOCS sets all attempt types to 0 max attempts to closeout cases that night	Thu, 15-Oct	Thu, 15-Oct	during the day	FOCS Admin		Thu, 15-Oct 8:15AM
Turn off, or restrict access to, MaCS (ACO users only)	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	DITD/GEO	Scripts are ready	
Turn off NRFU-specific report generation in Hermes	Fri, 16-Oct	Fri, 16-Oct	after last enumerator T&E are captured	MOJO		
Enable "Pause" functionality within FOCS to stop assignments from getting created	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	FLD HQ		
Paper Processing						
Receive final paper forms postmarked by the last day of operations	Thu, 22-Oct	Thu, 22-Oct		PDCC	These forms will be captured for apportionment	
Deliver data to CDL (Paper will continued to be processed but not in the apportionment counts. PDCC east continues until Friday after Thanksgiving (11/27))	Tue, 27-Oct	Tue, 27-Oct	Note -- there's an extra two days if receipt is after 10/17 (PDCC West closure). Complete data delivery by 10pm	PDCC	Note -- extra day added for weekend shipping issues	
GQE/Late GQE						
Complete calling	Thu, 15-Oct	Thu, 15-Oct	5pm Eastern Time. Will finish on 10/23, unless data collection ends earlier	DCMD GQ		

FOCS Admins generate completion events	Fri, 16-Oct	Fri, 16-Oct		FOCS		
Place GQE Paper Listing on NPC Share Drive	Fri, 16-Oct	Fri, 16-Oct		DCMD GQ		
FOCS Admins update late GQE closed case reasons	Thu, 15-Oct	Thu, 15-Oct		FOCS		
2020 Website						
Content to drive to ISR removed from 2020 website	Thu, 15-Oct	Thu, 15-Oct	2359 Honolulu Time	ADCOM		