

Implementation Checklist - Technology

Technology Activity	Due Date	Status	Notes
User Acceptance and Blueprint Testing Complete	9/13/13	In Progress and On Track	Final code version R.6 was released the weekend of 7/26.
Security Testing Complete	9/13/13	In Progress and On Track	Internal security and vulnerability testing is underway and will be recurring multiple times per year 3 rd party assessment is scheduled to begin the week of 8/5
Performance Test Complete	9/13/13	Future Start Date – On Target	Additional performance testing ongoing through go-live
Interface Testing Complete <ul style="list-style-type: none"> • OIT/ HCPF • FDSH • OCX • Carrier 	<ul style="list-style-type: none"> • TBD • 8/31/13 • 9/13/13 • 9/16/13 	<ul style="list-style-type: none"> • Delayed • In Progress • In Progress • In Progress 	
Production Environment Ready	8/14/13	In Progress and On Track	
Production Plan Data Loaded	8/15/13	Future Start Date – On Target	
Production Interfaces Configured	8/23/13	In Progress and On Track	
IT Help Desk in Place	9/23/13	In Progress and On Track	Structure and procedures in development
Operations / Maintenance Plans Complete	9/19/13	In Progress and On Track	
Readiness Center in Place (a.k.a Command Center)	9/23/13	In Progress and On Track	Developing policies and procedures for intake, prioritization and communication of issues at go-live.
IRS Site Visit	7/19/23	Completed	Denver and Phoenix Data Center locations visited by IRS.
CMS Implementation Review	9/3/13 – 9/4/13	In Progress and On Track	Implementation Review scheduled on site for September 3 rd – 4 th . Documentation is being collected to satisfy CMS requirements for this review.

Implementation Checklist – Customer Service

Customer Service Activity	Due Date	Status	Notes
Primary Call Center Facilities Functioning	9/1/13	In Progress and On Track	Construction and build of primary (Co. Springs) and secondary (Denver) call centers are on target.
Call Center Network Running and Tested	8/26/13	In Progress and On Track	
Call Center Workstations in Place	8/26/13	In Progress and On Track	Orders have been placed.
Call Center Physical and Logical Security in Place	8/26/13	In Progress and On Track	
Back Office / Front Office Staff Hired	8/26/13	In Progress and On Track	Service center directors and supervisors are on board. Wave 1 (of 4) to arrive on site 8/5.
Back Office / Front Office Training Complete	9/27/13	In Progress and On Track	Train the Trainer classes underway. Back and Front Office training begins 8/5 and runs through 9/27
Brokers Trained and Certified	9/27/13	In Progress and On Track	Train the Trainer classes completed. Broker web based training taking place through 8/19.
Health Coverage Guides Trained and Certified	9/27/13	In Progress and On Track	Train the Trainer classes completed. Health Coverage Guide web based training taking place through 8/19.

Implementation Checklist – Marketing / Outreach / Communications

Marketing / Outreach Activity	Due Date	Status	Notes
Landing Page Design Complete	9/1/13	In Progress and On Track	
Promotion Through Partnerships - Partner Groups - Carriers - Sports Teams - Arenas - Events	Ongoing	Future Start Date – On Target	
Distribution of Educational Materials	Ongoing	In Progress and On Track	Assessing budget capacity vs. volume of materials to distribute
Open Enrollment Ad Campaign and Promotional Activities	Ongoing	In Progress and On Track	

Implementation Checklist – Operations

Operations Activity	Due Date	Status	Notes
Memo of Understanding with State (HCPF)	7/31/13	Delayed	
Memo of Understanding with DOI	7/31/13	Completed	
Contracts with Carriers Executed	9/16/13	In Progress and On Track	1 st draft completed on 7/19. Carrier feedback will be received starting on 8/9.
Metrics Defined	9/1/13	In Progress and On Track	Oracle CX system reports have been identified. Additional Marketplace reports are being designed and developed for go live and 1/1.
Critical Business Processes Documented	9/15/13	In Progress and On Track	A full list of business processes needing development is being tracked and managed to completion.
Continuity Plan Developed and Tested	9/20/13	In Progress and On Track	Business Continuity Plan is in draft format. Technical Continuity of Operations plan drafted.