



# *Business Continuity*

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*Board of Directors*  
*August 26, 2013*

# Agenda

- Business Continuity
- Business Continuity Plan
- Example Scenarios

# What is Business Continuity?

- Business Continuity is ensuring that daily operations continue, as normally as possible, despite problems and disruptions. Business Continuity applies during a disaster, when the focus of activities is in response to a major, emergent condition or situation.
- We have the infrastructure in place to identify, monitor and respond to issues, efficiently and effectively:
  - Response Center
  - Standard Operating Procedures(SOP)
  - Disaster Recovery

# Business Continuity Infrastructure



# Disaster Response & Recovery



- Disaster Response and Recovery
  - Covers unpredictable and/or major disruptions
  - Examples that may require disaster response:
    - Physical facilities not available (e.g., natural disaster)
    - Major loss of electronic systems that affect primary or secondary operating functions (PDC, OCX, ACD, Internet)
- Documented plan
  - Organized around the 5 phases of Disaster Management: *Notification, Activation, Emergent, Recovery/Interim Operations, Return to normal operations*
  - Multi-organization, cross-functional Response Team identified
  - Table Top Walkthroughs and other preparedness drills scheduled prior to go-live.

# SOP & Response Center Integration



## Standard Issue Identification and Resolution

Source of Information	Type of Issue	Method of Reporting
<ul style="list-style-type: none"> <li>• Customer</li> <li>• Agent / Broker / Health Coverage Guide</li> <li>• Carrier (business)</li> </ul>	<ul style="list-style-type: none"> <li>• Eligibility Questions</li> <li>• Account Status Questions</li> <li>• Help with the website / application</li> <li>• Light IT Help / Troubleshooting</li> <li>• Password Reset</li> </ul>	Service Center – 1-855-PLANS-4-YOU
<ul style="list-style-type: none"> <li>• Internal IT</li> <li>• CGI Data Center</li> <li>• Carrier Technical Interface Team</li> <li>• OIT Technical Interface Team</li> <li>• FDSH Technical Interface Team</li> <li>• Other Technical interfaces</li> </ul>	<ul style="list-style-type: none"> <li>• System Availability</li> <li>• System Functionality</li> <li>• Interface Availability and Connectivity</li> </ul>	Exchange IT Help Desk (via CGI)
<ul style="list-style-type: none"> <li>• Service Center Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Computer Issues</li> <li>• Network Latency / Outage</li> <li>• OCX Application Issues / Availability</li> </ul>	Service Center Help Desk (via Symmetrix)

The C4HCO Response Center is an internal team that coordinates heightened levels of monitoring, notification, and communication between stakeholders, processes, and technology partners during a system release. The response center relies on the existing infrastructure and SOPs, requiring little additional overhead.

# Example Interoperability Disruptions

Using our Business Continuity Infrastructure, here is how we plan to respond to a few specific disruptions:

- Federal Data Services Hub (FDSH) is not functional for some period of time
  - Message to consumer on C4 user interface that although they can move forward with an eligibility determination, they may need to upload documents for further verification
  - Web based training to brokers, agents and health coverage guides to educate about temporary change
- Carrier enrollment and payment interfaces are not functional for some period of time
  - Batch management of 834 (enrollment) and 820 (payment) EDI transactions
- Real-time eligibility interface not functional for some period of time
  - Message to consumer on C4 user interface consumer that while eligibility function is down, they may create an account, shop anonymously and provide contact information
  - C4 call center will have work queue to call customers back when system is available
  - If eligibility interface is not functioning for a long period of time, offer paper application
  - Just in time, web based training to brokers, agents and health coverage guides to educate about temporary change
- Service Center (disruptions to, ie blizzard)
  - Secondary site location in Denver to provide back up support
  - C4 call center may need to temporarily staff based on duration of issue
- SERFF Plan Load disruption
  - Pursue automated plan loads from SERFF interface to our Plan Management System, and from our Plan Management System to the web site.
  - Move to contingency plan for loading Plan data from SERFF if interface is not functioning as expected.