



Business Continuity

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- Business Continuity
- Business Continuity Plan
- Example Scenarios

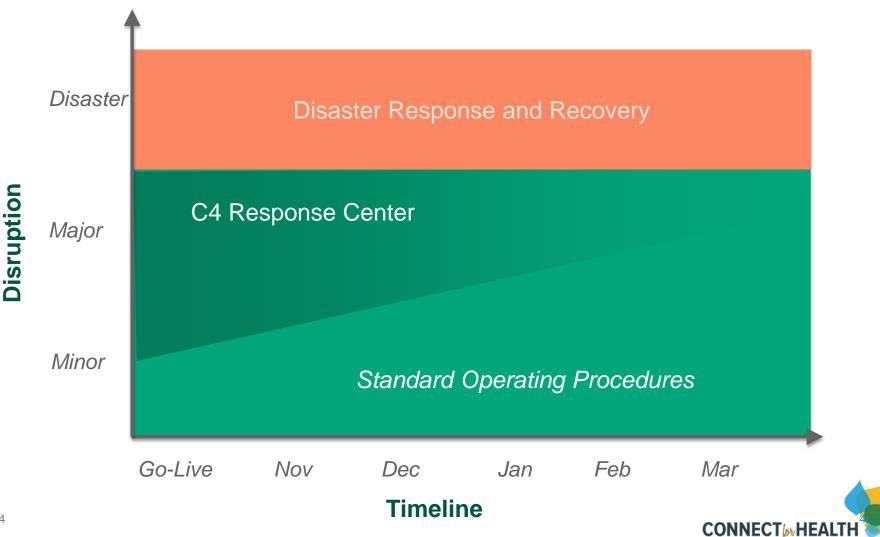


What is Business Continuity?

- 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:
 - o Response Center
 - Standard Operating Procedures(SOP)
 - o Disaster Recovery



Business Continuity Infrastructure



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Disaster Response & Recovery

- Disaster Response and Recovery
 - o 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
 - o Multi-organization, cross-functional Response Team identified
 - Table Top Walkthroughs and other preparedness drills scheduled prior to go-live.



Standard Issue Identification and Resolution

Source of Information	Type of Issue	Method of Reporting
 Customer Agent / Broker / Health Coverage Guide Carrier (business) 	 Eligibility Questions Account Status Questions Help with the website / application Light IT Help / Troubleshooting Password Reset 	Service Center – 1-855-PLANS-4-YOU
 Internal IT CGI Data Center Carrier Technical Interface Team OIT Technical Interface Team FDSH Technical Interface Team Other Technical interfaces 	 System Availability System Functionality Interface Availability and Connectivity 	Exchange IT Help Desk (via CGI)
Service Center Staff	 Computer Issues Network Latency / Outage OCX Application Issues / Availability 	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.



24 Response Cente

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
 - o 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
 - o C4 call center will have work queue to call customers back when system is available
 - o If eligibility interface is not functioning for a long period of time, offer paper application
 - o Just in time, web based training to brokers, agents and health coverage guides to educate about temporary change
- Service Center (disruptions to, ie blizzard)
 - o Secondary site location in Denver to provide back up support
 - o 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.

