

Implementation Checklist - Technology

Technology Activity	Original Due Date	Modified 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 underway
Performance Test Complete	9/13/13		In Progress and On Track	Starting Performance test in UAT environment
Interface Testing Complete <ul style="list-style-type: none"> • OIT/ HCPF • FDSH • OCX • Carrier 	<ul style="list-style-type: none"> • 9/13/13 • 8/31/13 • 9/13/13 • 9/16/13 	<ul style="list-style-type: none"> • 9/16/13 • 9/30/13 	<ul style="list-style-type: none"> • In Progress • Complete • In Progress • In Progress 	<ul style="list-style-type: none"> • Integration testing between OIT and C4HCO is underway • FDSH Testing 100% complete • Test scripts completed • Prioritizing enrollment interface testing
Production Environment Ready	8/14/13	8/22/13	In Progress	
Production Plan Data Loaded	8/15/13	9/1/13	Future Start Date – On Target	<ul style="list-style-type: none"> • Auto data load delayed but working. May supplement with manual load procedures if necessary to meet the date
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	
Response Center in Place	9/23/13		In Progress and On Track	Established common criticality definitions across all ticketing systems
IRS Site Visit	7/19/13		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

Technology Activity	Original Due Date	Modified Due Date	Status	Notes
Primary Call Center Facilities Functioning	9/1/13	9/3/13	In Progress and On Track	Call center build out completed. Desktops and software in place.
Call Center Network Installed and Tested	8/26/13		In Progress and On Track	The server which hosts the antivirus, backup file server, VPN, domains/active directory, laptop encryption, Windows updates is set up. The deployment of group security policies, whitelisting, VPN and antivirus are currently being configured and tested. Security policies to be tested and complete Wednesday.
Call Center Workstations in Place	8/26/13		In Progress and On Track	Logged into all named workstations/laptops and successfully tested the installation, configuration and connectivity to both the Oracle and I3 applications.
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, 2 and 3 were hired on 8/5, 8/12 and 8/19. Training in progress
Back Office / Front Office Training Complete	9/27/13		In Progress and On Track	Web based training and classroom training underway
Brokers Trained and Certified	9/27/13		In Progress and On Track	Web based training and classroom training underway
Health Coverage Guides Trained and Certified	9/27/13		In Progress and On Track	Web based training and classroom training underway

Implementation Checklist – Marketing, Outreach and Communications

Technology Activity	Original Due Date	Modified 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		On Target	Sponsorship plan finalized
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

Technology Activity	Original Due Date	Modified Due Date	Status	Notes
Memo of Understanding with State (HCPF)	7/31/13	9/4/13	On Target	
Memo of Understanding with DOI	7/31/13		Completed	
Contracts with Carriers Executed	9/16/13		In Progress and On Track	Carrier comments have been received and are being integrated into the final draft.
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.