

Implementation Checklist - Technology

Technology Activity	Original Due Date	Modified Due Date	Status	Notes
User Acceptance and Blueprint Testing: <ul style="list-style-type: none"> • UAT for go live functions • Blueprint testing 	9/13/13	<ul style="list-style-type: none"> • 9/25/13 • 12/1/13 	<ul style="list-style-type: none"> • In progress and on track • In progress and on track 	<ul style="list-style-type: none"> • Remaining timelines discussed with CMS / CCIO
Security Testing Complete	9/13/13		Completed	Report due 9/26. No critical findings.
Performance Test Complete	9/13/13	<ul style="list-style-type: none"> • 9/30/13 	In Progress and On Track	Cycle 3 of 4 completed. Cycle 4 of 4 in Production and will run through go-live
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 • 9/16/13 • 9/16/13 	<ul style="list-style-type: none"> • 9/30/13 • 10/15/13 	<ul style="list-style-type: none"> • In Progress • Complete • In Progress • In Progress 	<ul style="list-style-type: none"> • Integration testing will continue through go-live • Stand-alone FDSH Testing 100% complete • Test scripts completed • Components needed for 10/1 are in place
Production Environment Ready	8/14/13	8/22/13	Completed	Current version of code has been deployed and tested
<ul style="list-style-type: none"> • Production Plan Data Loaded from SERFF • Plan Data Certified by Carriers 	<ul style="list-style-type: none"> • 8/15/13 • 9/18/13 	<ul style="list-style-type: none"> 9/1/13 9/25/13 	<ul style="list-style-type: none"> • Completed • In Progress 	<ul style="list-style-type: none"> • 100% of plans loaded to the plan management database. • Reviewing corrected defects with carriers before validation
IT Help Desk in Place	9/23/13		Completed	Management, procedures and communication protocols in place
Operations / Maintenance Plans Complete	9/19/13	09/30/13	In Progress and On Track	Modifications and edits are expected though go live
Response Center in Place	9/23/13	09/30/13	In Progress and On Track	Phone numbers, emails, processes developed and in place. Dry Run scheduled for 9/30/13
IRS Site Visit	7/19/13		Completed	
CMS Operational Readiness Review	9/3/13 – 9/4/13		Completed	Review complete. Awaiting review comments from CMS

Implementation Checklist – Customer Service

Activity	Original Due Date	Modified Due Date	Status	Notes
Primary Call Center Facilities Functioning	9/1/13	9/3/13	Completed	
Call Center Network Installed and Tested	8/26/13		Completed	
Call Center Workstations in Place	8/26/13		Completed	
Call Center Physical and Logical Security in Place	8/26/13		Completed	
Back Office / Front Office Staff Hired	8/26/13		Completed	Teams are trained and ready to serve customers on 10/1.
Back Office / Front Office Training Complete	9/27/13		In Progress and On Track	Web based training and classroom training underway. Additional training courses have been offered to accommodate additional audiences
Brokers Trained and Certified	9/27/13		In Progress and On Track	Web based training and classroom training underway. Additional training courses have been offered to accommodate additional audiences
Health Coverage Guides Trained and Certified	9/27/13		In Progress and On Track	Web based training and classroom training underway. Additional training courses have been offered to accommodate additional audiences

Implementation Checklist – Marketing, Outreach and Communications

Activity	Original Due Date	Modified Due Date	Status	Notes
Landing Page Design Complete	9/1/13		Completed	Pages designed and sent for implementation
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

Activity	Original Due Date	Modified Due Date	Status	Notes
Memo of Understanding with State (HCPF)	7/31/13	10/1/13	Overdue and In Progress	Comments received from HCPF on 9/20
Memo of Understanding with DOI	7/31/13		Completed	
Contracts with Carriers Executed	9/16/13	09/26/13	In Progress and On Track	Carrier Validation sessions continued through 9/23/13. Final sign off to occur after all sessions completed and any final defects resolved.
Metrics Defined	9/1/13		Completed	Oracle CX system reports have been identified and in process of being developed. Additional Marketplace report designs are completed and development is in progress through 9/27.
Critical Business Processes Documented	9/15/13	9/25/13	In Progress and On Track	A full list of business processes needing development is being tracked and managed to completion, including processes for call center, back office and other internal activities.
Continuity Plan Developed and Tested	9/20/13		Completed	Table Top DR test executed on 8/29.