

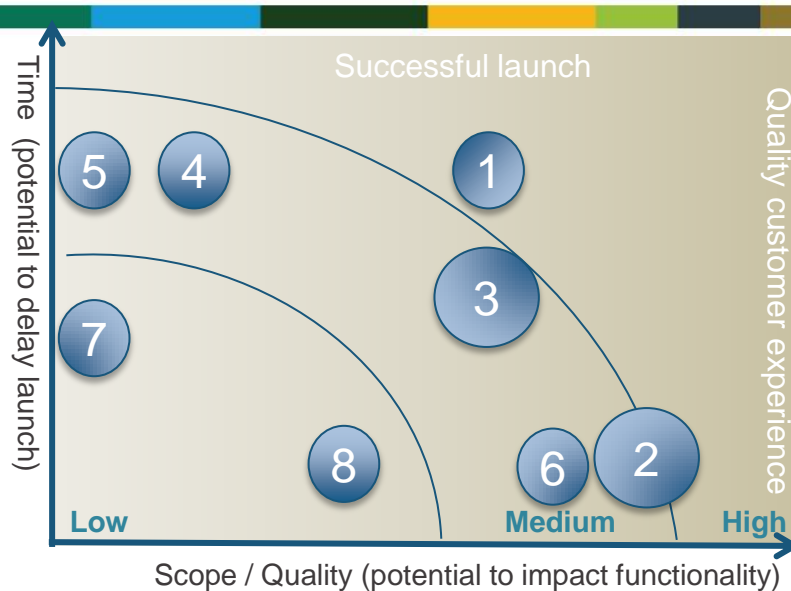


## ***Technology Preparedness Overview***

*August 11, 2014 C4HCO Board Meeting*

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# Technology Preparedness for 2015 Open Enrollment Period



Scope / Quality (potential to impact functionality)

Location of bubble indicates relative impact  
Size of bubble indicates relative probability

#	Challenge	Mitigation Approach
1	The effort to deliver the combined scope of renewals, SES & R2.x has the potential to create delays in software delivery from vendors.	<b>To avoid:</b> Tight management & overlapping test and development activities. <b>If it happens:</b> C4 will defer less critical features to ensure SES, renewals & SHOP improvements are available by OEP.
2	Timeline for renewal activities including RRV verification, outreach & noticing may delay delivery of the auto renew EDI to carriers later than desired.	<b>To avoid:</b> Working with CMS, carriers & DOI on plan and coordination of activities. <b>If it happens:</b> Additional service center staff and outreach. System allows 'opt in' & payment web service to expedite auto renew for customers who choose to use them.
3	System may not be available as early as desired to support training or other operational change management activities.	<b>To avoid:</b> Tight coordination between service center, other sales channels & the tech teams. <b>If it happens:</b> Training will use wireframes until the system is available and stable.
4	Potential delays in SES & C4 testing could move SES go-live date closer to 11/15, reducing pre-shopping time.	<b>To avoid:</b> Tight management & early testing. 4 weeks between SES go-live and OEP. <b>If it happens:</b> We will move SES go live closer to 11/15 OEP start.
5	Unforeseen production changes could pull resources away from development activities	<b>To avoid:</b> Close monitoring & triage of PROD issues. Separate environment for PROD fixes. <b>If it happens:</b> see item 1
6	Potential for C4 outages or performance degradation during OEP because of short OEP window, renewals activity, new code and/or complex code management processes.	<b>To avoid:</b> Capacity planning, perf / stress testing, fault isolative design, monitoring & alerting, diligent code/change management processes with increased automation. <b>If it happens:</b> We can roll back, back out new features, scale out or up.
7	Plan management module issues may delay plan loading and verification.	<b>To avoid:</b> Iterative development with hCentive product team and our PMM team. <b>If it happens:</b> Fallback to manual load and verification processes if needed.
8	Incomplete EDI testing with carriers may result in resource contention prior to OEP	<b>To avoid:</b> EDI test plan developed using carriers' ability to execute tests with C4. <b>If it happens:</b> Ability to go live with R2 if testing not complete.