Operations and Technology Committee Charter - DRAFT

Committee Purpose:

The committee is responsible for assisting the board in: (1) its oversight of Connect for Health Colorado's operations and technology strategy, including significant investments in support of such strategy and (2) operations and technology risk. The committee is responsible to ensure operations and technology strategies, investments and outcomes support the mission, values, and strategic goals of the organization.

The operations and technology committee's specific accountabilities include:

- Recommending strategies that maintain and improve the operating and technology policies and performance of the organization.
- Reviewing and recommending the long-range operations and technology strategic plan for the organization.
- Reviewing and recommending an annual plan for operations and technology, including the associated budget.
- Monitoring the operating and technology performance against internal trend data and industry benchmarks.
- Reviewing the financial aspects of major proposed operating and technology investments, new programs and services, as well as proposals to discontinue key technology, programs or services, and making action recommendations to the board.
- Reviewing the major operations and technology risk exposures of the organization and the steps management has taken to monitor and control such exposures.
- Review or discuss, as and when appropriate, with management, the Company's risk management and risk assessment guidelines and policies.

Key Roles and Responsibilities:

Board	Committee Chairperson	Committee Members	Staff
Governance and Compliance: Ensure operations and technology sustainability; ensure a viable long-range strategy and plan are in place **Committee Oversight:** Review and approve charter and composition **Operations Strategy:** Review and approve annual operations plan **Technology Strategy:** Review and approve annual technology plan **Performance:** Review KPIs and advise on strategies to improve performance	**Committee Leadership:** Coordinate and communicate with full board to ensure fulfillment of the board's agenda **Report to the Board:** Provide report and/or recommendations to the board for approval **Committee Effectiveness:** Ensure the committee charter, plans, agendas and goals are established and executed	**Governance and Compliance:** Monitor and evaluate operations and technology sustainability **Risk Management:** Ensure key controls, metrics and systems in place to manage and monitor operations and technology risk **Strategy:** Review and recommend annual operations and technology plans to the board for approval **Business Performance Management:** Monitor and evaluate KPIs **Guidance / Advisor:** Use expertise to guide and support management actions	**Planning:** Develop short- and long-term strategic plans for committee review and input **Business Performance Management:** Measures, analyzes and reports on operating and technology performance **Strategy:** Provides strategic options and recommendations for committee review **Material Development:** Develops key material and reports required for executing the committee agenda **Research / Analytics / Insights:** Provides research, analytics and benchmarking needed to support committee goals

Meeting Cadence:

The committee meets every other month, or when necessary at the call of the committee chairperson. Meeting dates and times will be specified a year in advance.

Meeting Agendas:

Annually, the Committee Chairperson, in partnership with the CEO/COO/CTO, will define the agenda topics and timeline for the committee meetings.

Committee Reports:

The committee will receive and review the following reports from management:

- Monthly, quarterly, and annual KPIs for relevant operations and technology metrics

Members:

- Chair: Nathan Wilkes
- Eric Grossman
- Davis Fansler
- Sue Birch