Implementation Checklist - Technology

Technology Activity	Original Due Date	Modified Due Date	Status	Notes
User Acceptance and Blueprint Testing Complete	9/13/13	9/16/13	In Progress and On Track for critical go-live functions	Moved end date to accommodate for weekend testing
Security Testing Complete	9/13/13		In Progress and On Track	Internal security and vulnerability testing is complete. 3rd party assessment is underway
Performance Test Complete	9/13/13		In Progress and On Track	Executed multiple test cycles. Continuing to resolve defects as they are identified
Interface Testing Complete • OIT/ HCPF • FDSH (Stand Alone) • FDSH (End to End) • OCX • Carrier	• 9/13/13 • 8/31/13 • 9/16/13 • 9/13/13 • 9/16/13	• 9/16/13 • 10/15/13	• In Progress • Complete • In Progress • In Progress • In Progress	• Integration testing between OIT and C4HCO is underway • FDSH Testing 100% complete • Tests executed, issues being resolved • Test scripts completed • Components needed for 10/1 will be in place on time
Production Environment Ready	8/14/13	8/22/13	Completed	Current version of code has been deployed and tested
• Production Plan Data Loaded from SERFF • Plan Data Certified by Carriers	• 8/15/13 • 9/18/13	9/1/13	• Overdue but On Track • In Progress	• 99% of plans loaded to the plan management database. Defect that is stopping other 1% is being addressed. • Remaining plan data is being tested on schedule.
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	7/19/23		Completed	
CMS Operational Readiness Review	9/3/13 – 9/4/13		Completed	Review complete. Awaiting review comments from CMS

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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		Overdue but On Track	60 individuals are on the ground and scheduled in the Service Center. 1 additional wave of hiring to be completed. No negative effect on our ability 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
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

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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	

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Implementation Checklist - Operations

Activity	Original Due Date	Modified Due Date	Status	Notes
Memo of Understanding with State (HCPF)	7/31/13	9/4/13	Overdue but On Track	Draft delivered to HCPF on 9/3. Expecting comments by 9/9
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		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 9/23.
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.

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