CONNECT for HEALTH COLORADO
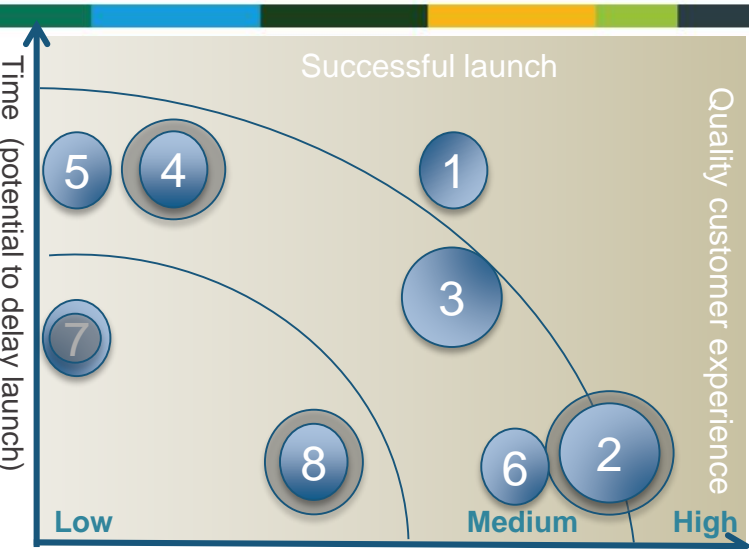
Technology Preparedness Overview

September 8, 2014 C4HCO Board Meeting

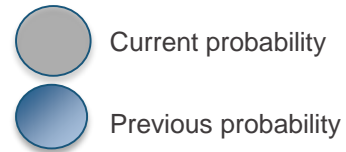# Technology Preparedness for 2015 Open Enrollment Period

Time (potential to delay launch)

Successful launch

Quality customer experience

5 4 1

7

3

8 6 2

Low   **Medium**   **High**

Scope / Quality (potential to impact functionality)

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

Current probability

Previous probability

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