New York Health Benefit Exchange
Blueprint Summary
Section 9.4.9 Performance Metrics
October 26, 2012

9.4.9
Performance Metrics

NY-HX Project Weekly
PMO
Status Report
Week ended 10/19/12

Action Items (Slide 1 of 2)

ID	Title	Due Date	Assigned To	Priority	Status	Action	Date Opened	Resolution	Comments
18	Meeting with CSC and DOH to firm up the Go Forward plan for EE, Customer Service, Financial Management and develop the write up approach	9/28/2012	John Moran	High	In Process	The go-forward plan for Individual EE, Customer Service and Financial Management need to be firmed up. The approach across the board needs to be documented and shared cross team. John to schedule a meeting with the appropriate players from CSC and DOH to firm up the plan and develop the write up on the implementation approach.	9/26/2012		**10/23/12: A meeting has been scheduled for 10/23/12 with CSC, DOH, and Cognosante leadership to discuss SDLC templates. A follow up meeting has been scheduled on 10/25/12 with DOH Product Owners. All-Hands meeting pending.** **10/17/12: The meeting with Product Owners took place but did not go well. Beth and Judy did not attend. Beth asked if a conversation will be had before the rollout takes place. Brian will want to have the materials for review and approval prior to distribution. John stated that there will be an internal CSC meeting on 10/18/12 to discuss the templates. It is confirmed that a small group of CSC, DOH and Cognosante personnel will meet to ensure that all are in agreement. John would like to have the all-hands meeting next week.** **Beth asked when a lower level of understanding will be available. Brian asked about written process documentation.** **The widgets have been identified, and are currently being estimated, laying out the Scenarios, identifying which User Stories apply in support of the replanning exercise. This will be rolled out as a draft not as a final approach. John stated that the intention of the All-Hands meeting is to focus on the process. Completing the IMS will help to confirm the functional components. At that point, it will be known what the tasks are, and what the current status is on a particular Scenario.** **Brian is concerned that there is no complete list of Scenarios.** **Five Scenarios have been defined for EE. If additional User Stories need to be added, that is ok. The process is to start with the requirements and then go from there. Additional discussion will take place at the 2:00 meeting on 10/18/12.**

Action Items (Slide 2 of 2)

ID	Title	Due Date	Assigned To	Priority	Status	Action	Date Opened	Resolution	Comments
18	Meeting with CSC and DOH to firm up the Go Forward plan for EE, Customer Service, Financial Management and develop the write up approach	9/28/2012	John Moran	High	In Process	The go-forward plan for Individual EE, Customer Service and Financial Management need to be firmed up. The approach across the board needs to be documented and shared cross team. John to schedule a meeting with the appropriate players from CSC and DOH to firm up the plan and develop the write up on the implementation approach.	9/26/2012		**10/17/12: Continued -** **Bill Kerr stated that SHOP has not put all of the User Stories in the tool. There are some that are in an Excel document and does not want them to be lost in the RTC Scenario process.** **The communication regarding when and why RTC was frozen did not make it to all of the people that needed it such as the Product Owners or the SHOP team. The purpose was to create a point in time to establish a baseline.** **It was determined that if the User Story is within scope, then it will be added into the system and will not need to go through the Change Process. Every User Story needs to be vetted.** **The requirements need to be nailed down with each team.** **Brian suggested that a placeholder be entered into IMS for additional User Stories that are discovered after the freeze of RTC.** **John stated that the requirements as we know them are good in some areas, but there are some challenges in others. CSC needs concurrence on the requirements.** **Brian stated that prioritization needs to take place. Need to see what the schedule looks like, then the work can be prioritized, but the schedule is looking very tight per John.** **The purpose of the all-hands meeting is to provide the templates and inform on the process moving forward.** **Dawn asked for feedback to better understand the concerns that the Product Owners had from that initial discussion to ensure that CSC addresses the issues. Beth stated that she does not have enough information to give meaningful direction.**

Risks and Issues (Slide 1 of 3)

ID	Risk Item	Mitigation Strategy	Mitigation Date
I-325	If NY-HX staff are not recruited in alignment with the IMS, then schedule delays may occur.	Revise recruiting processes and procedures to expedite hiring	10/31/2012
I-516	If the program does not function with consistency, standardization, and integration across Sprint teams, then rework, inefficiencies, and marginal work products will result in schedule delays.	Provide Updated Procedures for Standardization Across Scrum Teams While Leveraging DOH SMEs and SIS	10/26/2012

I-325 actions:

Action	Status	Owner	Due Date
Open Developer Job Requisition	Completed	Silvious, Tom	3/16/2012
Identify Additional Technical Interviewers	Completed	Moran, John	7/13/2012
Review and Adapt Hiring for Expedited Approach	Completed	Fiegel, Dennis	7/16/2012
Design and Implement Hiring Reporting Metrics	Completed	Moran, John	7/31/2012
Provide Staffing Plan to DOH	Completed	Boland, Dawn	8/31/2012
Identify 2 BAs and 1 Policy Analyst to Requirements Team	In Progress	Simpson, Ned	10/26/2012
Identify 2 Project Managers/Scrum Masters to the PMO Team	In Progress	Boland, Dawn	10/26/2012
Monitor and Report on Staffing Activities	In Progress	Fiegel, Dennis	10/31/2012

I-516 actions:

Action	Status	Owner	Due Date
Scrum Masters Review and Recommend Changes	Completed	Ralbovsky, Russell	8/3/2012
Shore Up Contract With SIS	Completed	Simonsen, Mark	8/15/2012
Reaffirm Sprint Team Roles and Responsibilities	Completed	Simpson, Ned	8/24/2012
Addition of Business Architect to Team Compliment	Completed	Moran, John	8/31/2012
Document and distribute the Go Forward Plan for EE, CC, and FM	In Progress	Moran, John	10/26/2012

Risk Rating	
	New
	Low
	Moderate
	High

Risks and Issues (Slide 2 of 3)

R-538	If the Trading Partner Agreements are not in place by April 2013 for the Qualified Health Plans and January 2014 for all others, then testing of the data transfer to and from the Exchange and the implementation schedule will be impacted.	Ensure Trading Partners are in Place in Advance of the Testing Dates	11/30/2012

Action	Status	Owner	Due Date
Document Universe of Trading Partner and Data Exchange Requirements	Completed	Simpson, Ned	8/24/2012
Determine Interface Strategy to Take Forward to Agencies	Completed	Silvious, Tom	8/24/2012
Execute Change Control Process for Any Variations in the Scope/Quantity of the Trading Partner Agreement. Disposition CR #26.	In Progress	Rubenstein, Steve	10/26/2012
Identify Systems of Record	In Progress	Helmin, Steve	10/31/2012
Develop Technical Aspects of Trading Partner Agreements	In Progress	Truchard, Paulot	11/9/2012
DOH to Establish Relationship with Trading Partners	In Progress	Mantova, Joe	11/30/2012
Develop Business Aspects of Trading Partner Agreements	In Progress	Mantova, Joe	11/30/2012

R-553	If small businesses cannot transact with the defined ACH mechanism, then they will not enroll in the Exchange; or if issues arise after enrollment, then small businesses will not have a "top notch" customer experience.	Determine policy for SHOP Premiums, A/R checks, and credit cards	11/2/2012

Action	Status	Owner	Due Date
Provide DOH policy for SHOP Premium and A/R checks and credit cards	Planned	Knowles, Brian	10/19/2012
Payment Processor Build vs. Buy Decision	Planned	Knowles, Brian	10/19/2012
Disposition CR #25	Planned	Rubenstein, Steve	11/2/2012

Risk Rating	
	New
	Low
	Moderate
	High

Risks and Issues (Slide 3 of 3)

ID	Risk Item	Mitigation Strategy				Mitigation Date
R-567	If NAIC is behind in developing the new SERFF needed for the Exchange, then the Exchange will need to connect with alternative sources of plan data.	SERFF may not be able to meet the Exchange schedule				10/26/2012
		Action	**Status**	**Owner**	**Due Date**	
		Obtain update from NAIC on status of new SERFF	In Progress	Powell, Laurie	10/26/2012	
R-569	If PNDS is behind their development schedule and has not started work on the enhancements required to support the Exchange, then the Exchange will need to connect with alternative sources of plan data.	PNDS may not be ready for the Exchange				10/26/2012
		Action	**Status**	**Owner**	**Due Date**	
		Escalate to DOH Product Owner and begin to identify contingency plans	Completed	Powell, Laurie	10/19/2012	
		Conduct meeting with PNDS to clarify issues so work can proceed	Completed	Powell, Laurie	10/19/2012	
		Disposition CR #19	In Progress	Rubenstein, Steve	10/26/2012	
R-581	If Maximus changes CRM tools from their current home-grown application to a COTS product, then the impact will be potential schedule delays.	Communicate NY-HX timeline and key milestones with Maximus				10/26/2012
		Action	**Status**	**Owner**	**Due Date**	
		Work with Maximus to confirm their decision timeline and criteria	Planned	Truchard, Paulot	10/26/2012	
		Confirm external dependency milestones in NY-HX IMS	Planned	Boland, Dawn	10/26/2012	
		Work with CSC to confirm the decision timeline and criteria	Planned	Morales, Ferdinand	10/26/2012	
R-589	If the Exchange does not have a comprehensive automated General Ledger function, then potentially thousands of transactions will need to be tracked in spreadsheets.	Determine DOH policy for NY-HX General Ledger				11/17/2012
		Action	**Status**	**Owner**	**Due Date**	
		Provide DOH policy for NY-HX General Ledger	Planned	Knowles, Brian	10/26/2012	
		General Ledger Build vs. Buy Decision	Planned	Knowles, Brian	11/17/2012	

Risk Rating	
(white)	New
(yellow)	Low
(orange)	Moderate
(red)	High

Significant Accomplishments (Slide 1 of 2)

Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Solution Track	9/28/2012	12/31/2012	• Notification Framework - started building core functionality for all types of notices. • Infrastructure – conducted environment and capacity planning. • Security - Met with IRS and set up schedule for remaining work to complete requirements for solution / certification – ongoing. • FFE Hub - Meeting scheduled with CMS to begin planning for testing secure connection to FFE hub. • CMS - Installed Magnolia product and conducted internal testing. • Completed POC testing for approved solution framework.
EE Track	9/24/2012	Ongoing	• Continued development of Scenario 1 for the Accelerated Track (20% completed). • Began integration of Plan Management interface with the Plan selection page. • Started development of User Stories needed to support the development of the Acceleration Track. • Completed third EE work session with DOH - discussed account log in/creation, building of the household, addresses. • Produced the Alaskan Native/Native American work product and submitted to DOH for review. • Continued test scenarios and test script development for Scenario 1.
Financial Management Track	10/8/2012	Ongoing	• Reviewed requirements and created Epics and User Stories. • Transferred eight Epics to Oversight per Mara McCoy. • Discussed moving all tracks' reporting/notices to Oversight Track (pending).
SHOP Track	10/8/2012	Ongoing	• Finished creating SHOP Scenarios - 12 in total. • Validated that all SHOP User Stories are tied to the12 Scenarios. • Completed development review for SHOP Scenario 1. • On target for completion of 11/05/12 for SHOP Scenario.
Plan Management Track	10/1/2012	Ongoing	• Completed the Exchange Validation Portal including the "To Do List" and "Search Plans" functions. Gave demonstration to Product Owner and incorporated feedback into the finished product. • Began to work on the Issuer Portal (pending scope change approval). • Began to create the process to receive quality data from QARR (pending Scope Change approval). • Continued testing the Medicaid data. • Started initiation of web service interfaces with SERFF for processing QHPs.

Significant Accomplishments (Slide 2 of 2)

Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Customer Service Track	10/8/2012	Ongoing	• Continued to identify and draft Customer Service Scenarios. Completed final list of seven Scenarios for Customer Service. • Assigned priorities to the Scenarios to allow the planning of development work. • Development team completed the widget estimate for Customer Service User Stories and estimated level of effort.
Interface Work	10/15/2012	Ongoing	• Reviewed E&E interface requirements and worked to consolidate requirements, comments and priorities into the master interface spreadsheet. • Conducted Peer review and updated the PNDS Interface Control Document (ICD). • Met with PNDS to coordinate development and test activities. • Developed draft interface survey questionnaire. • Started working on interface plan and schedule.
HEART Database Conversion	10/15/2012	10/19/2012	• Completed conversion work on initial (July) DB drop. • Expected interim DB drop from Unisys on 10/15 but did not receive it. Expect final DB drop next week. • Held initial kickoff with ITIS for network configuration and environment setup. • Reviewed consolidated project plan for potential schedule reductions.
Continued release/build plan and IMS build out	9/27/2012	10/26/2012	
Finalized Templates for SDLC	10/15/2012	10/26/2012	

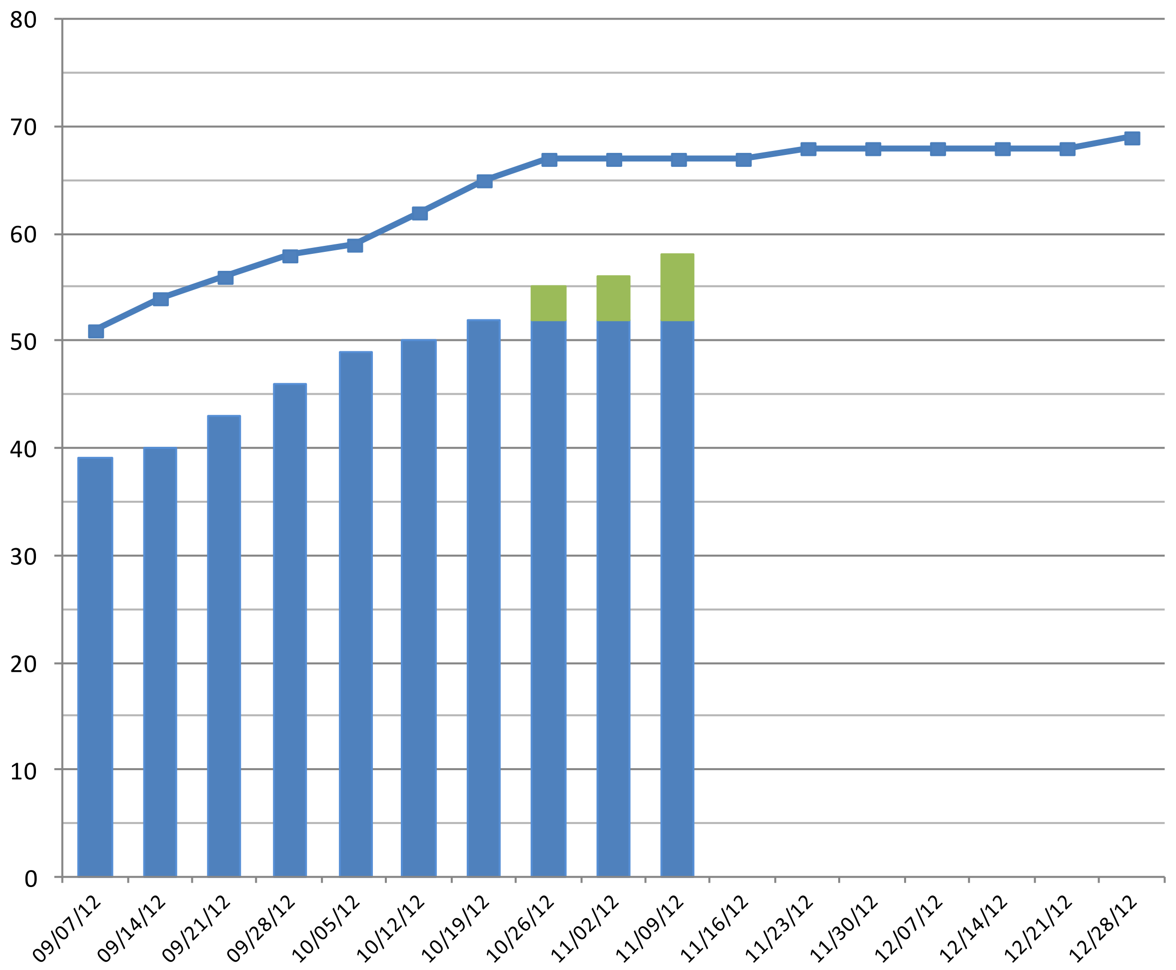
Upcoming Accomplishments (Slide 1 of 2)

Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Continue to support CMS certification process	10/9/2012	10/26/2012	
Continue Solution Track	9/28/2012	12/31/2012	• Notification Framework – continue building core functionality for all types of notices. • Infrastructure – continue environment and capacity planning. • Security – Continue sessions with CMS/IRS on security schedule. • FFE Hub – Continue sessions with CMS on testing secure connection to FFE hub.
Continue EE Track	9/24/2012	Ongoing	• Continue development of both the Accelerated and Sprint Track User Stories. • Continue integration of Plan Management interface with the Plan Selection page. • Continue development of documentation to support development and testing. • Continue development of test scenarios and scripts for scenario 1. • Conduct EE Work session four with DOH.
Continue SHOP Track	10/08/2012	Ongoing	• Begin executing test cases. • Prioritize Scenarios with team. • Continue to review progress for 11/05/12 hCentive SHOP with NY Plan Data in hX stack.
Continue Plan Management Track	10/01/2012	Ongoing	• Complete the Issuer Validation portal and provide demonstration to Product Owner. • Complete process for receiving quality data from QARR (pending scope change approval). • Continue work on the web service interfaces with SERFF for processing QHPs.
Continue Financial Management Track	10/15/2012	Ongoing	• Continue to review requirements. • Demo of hCentive/Healthation interface used in Colorado for SHOP premium (pending scope change approval).
Continue Customer Service Track	10/15/2012	Ongoing	• Identify the subject areas for the Customer Service conceptual data model. • Begin work on creating the wireframes that identify the Customer Service structure.

Upcoming Accomplishments (Slide 2 of 2)

Key Task Status Summary	Scheduled Start Date	Scheduled Finish Date	Status Comments
Continue Interface Work	10/15/2012	Ongoing	• Continue interface prioritization. • Complete PNDS Interface Control Document (ICD). Intent is to use it as a sample ICD. • Continue PNDS development and test activities. • Review draft interface survey questionnaire with DOH. • Complete initial interface plan and schedule. • Define/document Interface Agency Coordination Approach.
Continue HEART Database Conversion	10/15/2012	10/19/2012	• Conduct analysis of communication security requirements. • Conversion effort is on hold waiting for final HEART Database files. Amy Smith indicated CSC would receive the files next week. • Continue review of consolidated project plan.
Complete release/build plan	9/27/2012	10/26/2012	
Complete and review project SDLC Templates	10/15/2012	10/26/2012	

NY-HX Technical Staff Recruiting Metrics

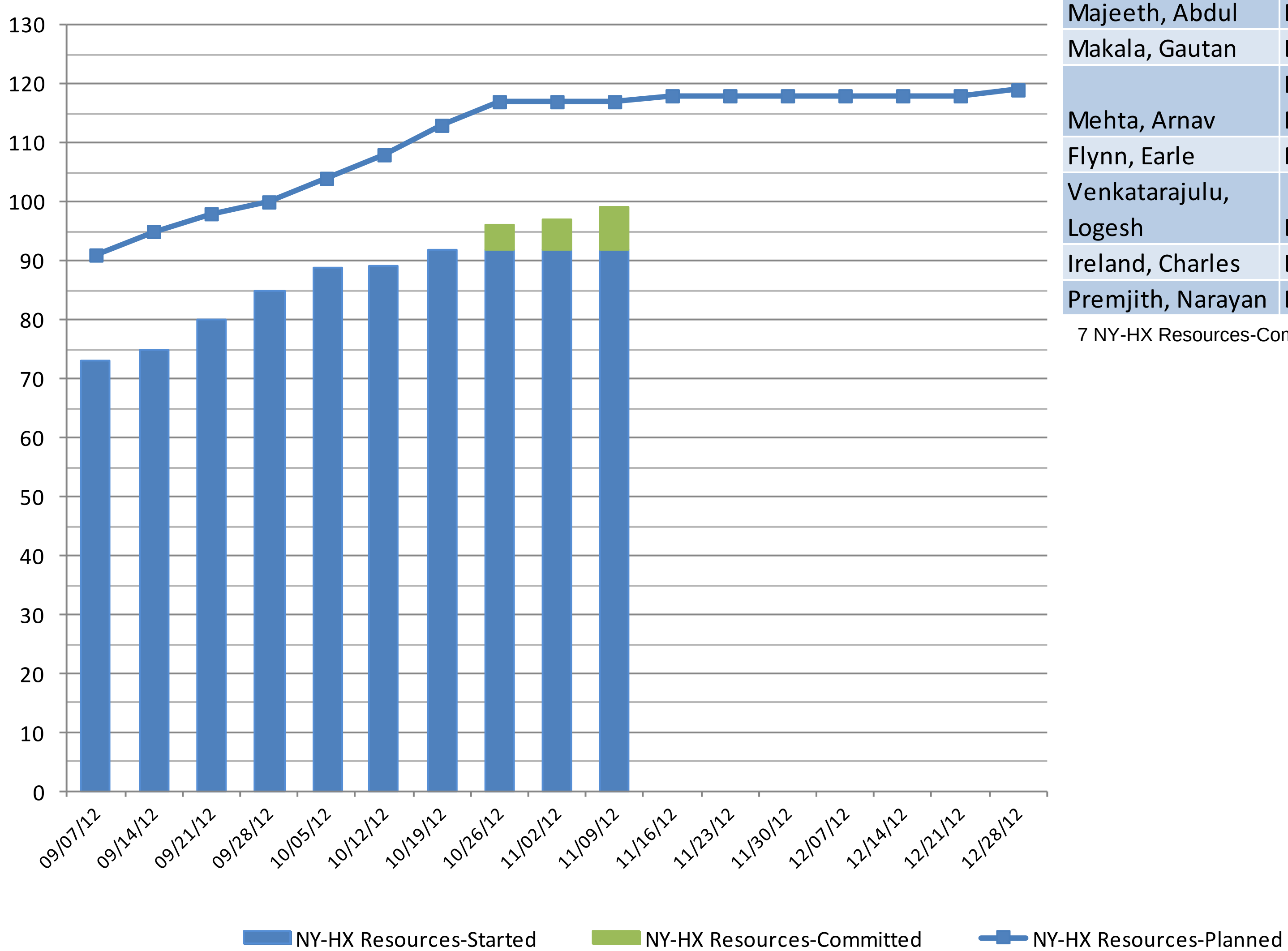


Employee	Role	Start Date
Majeeth, Abdul	Designer	10/22/12
Makala, Gautan	Developer	10/22/12
Flynn, Earle	Developer	10/22/12
Venkatarajulu, Logesh	Developer	10/29/12
Ireland, Charles	DBA	11/05/12
Premjith, Narayan	Developer	11/05/12

6 NY-HX Resources-Committed

*Increase in planned staff for October is due to addition of four new architecture and four new development positions.

NY-HX Staff Recruiting Metrics



Employee	Role	Start Date
Majeeth, Abdul	Designer	10/22/12
Makala, Gautan	Developer	10/22/12
Mehta, Arnav	Project Manager	10/22/12
Flynn, Earle	Developer	10/22/12
Venkatarajulu, Logesh	Developer	10/29/12
Ireland, Charles	DBA	11/05/12
Premjith, Narayan	Developer	11/05/12

7 NY-HX Resources-Committed

*Increase in planned staff for October is due to addition of four new architecture and four new development positions.

NY-HX Staffing Changes

Name	Title	Onboard/ Offboard	Date
Sumit Agarwal	Designer, Interface	Onboard	10/15/12
Anbukannan Rajendran	Developer, SHOP	Onboard	10/15/12

Early Contract Deliverables Tracking Metrics

Deliverable	CSC Initial Submission (Planned)	CSC Revised Initial Submission (Planned)	CSC Initial Submission (Actual)	QA Review Received (Planned)	QA Review Received (Actual)	CSC Responds-QA Review Complete	DOH Approves Submission (Planned)	DOH Approves Submission (Actual)
Disaster Recovery Draft Plan (Informational Deliverable Only)	07/03/12		07/03/12	N/A			N/A	N/A
Facility Management Plan	07/03/12		07/03/12	07/11/12	07/24/12	08/06/12	07/27/12	08/14/12
Integrated Master Schedule	07/03/12		07/03/12	07/11/12	07/23/12	07/26/12	07/27/12	08/13/12
Change Control Management Plan	07/30/12	08/31/12 ~~08/24/12~~	08/31/12	09/10/12 ~~08/31/12~~	09/07/12	09/17/12	09/19/12 ~~09/12/12~~	09/19/12
Risk Management Plan	07/30/12		08/13/12	08/20/12	08/16/12	08/24/12	08/29/12	09/04/12
Scope Management Plan	07/30/12	08/31/12 ~~08/24/12~~	08/31/12	09/10/12 ~~08/31/12~~	09/07/12	09/17/12	09/19/12 ~~09/12/12~~	09/19/12
Dedicated Development Environment	08/03/12		08/03/12	N/A			N/A	N/A
Configuration Management Plan	07/30/12	08/20/12	08/17/12	08/24/12	08/24/12	08/30/12	09/05/12	09/11/12
Communications Management Plan	08/17/12		08/17/12	08/24/12	09/06/12		09/05/12	09/11/12
Project Management Plan	08/17/12	09/12/12 ~~08/24/12~~	09/13/12	09/20/12	09/18/12	10/01/12	10/01/12	10/02/12
Data Management Plan	08/20/12		08/24/12	08/31/12	09/21/12		09/12/12	
Information Security Risk Assessment	08/20/12	09/14/12	09/17/12	09/24/12	09/19/12		10/03/12	
Quality Management Methodology	08/20/12		08/22/12	08/29/12	08/24/12	08/29/12	09/10/12	09/11/12
Quality Management Plan	08/20/12		08/22/12	08/29/12	08/24/12	08/29/12	09/10/12	09/11/12
System Security Plan	08/20/12	09/14/12	09/28/12	10/05/12	09/28/12		10/16/12	
Technical Architecture Diagrams	08/20/12	08/24/12	08/22/12	08/29/12	09/27/12		09/10/12	
Project Process Agreement	08/27/12	09/12/12 ~~09/07/12~~	09/11/12	09/18/12	10/04/12		09/27/12	10/10/12
Release Plan	08/27/12	09/14/12	09/21/12	09/28/12	10/11/12		10/09/12	
Primary Facility	08/31/12		08/30/12	N/A			09/18/12	

CSC is updating the Data Management Plan, Information Security Risk Assessment, System Security Plan, and the Technical Architecture Diagrams based on feedback from the Department.

Color Key	
	On Schedule
	Overdue

Status as of 10/23/12

Solution Track Metrics

		Baseline	Actual	Baseline	Actual	% Work Complete		
	Name	Start	Start	Finish	Finish	10/05/12	10/12/12	10/19/12
	Persistent Features - High Priority	**08/27/12**	**08/27/12**	**11/15/12**		**26%**	**37%**	**48%**
1	hCentive	08/27/12	08/27/12	10/08/12	10/12/12	**90%**	**100%**	**100%**
2	Content Management - Static & Dynamic	09/17/12	09/17/12	11/07/12		**18%**	**25%**	**43%**
3	Geo Coding and Address Standardization	10/08/12	09/24/12	11/06/12		**0%**	**0%**	**5%**
4	Client Communication - Email	09/27/12	09/27/12	10/26/12		**8%**	**20%**	**79%**
5	EDI	10/03/12	10/05/12	11/09/12		**0%**	**1%**	**1%**
6	Document Generation	09/26/12	10/01/12	11/12/12		**15%**	**15%**	**23%**
7	External Interface Integration	08/27/12	08/27/12	11/15/12		**20%**	**20%**	**21%**
8	Data	09/17/12	09/17/12	11/12/12		**0%**	**0%**	**1%**
9	Business Rules Component	08/27/12	08/27/12	10/15/12	10/15/12	**12%**	**16%**	**100%**
	Persistent Features - Medium Priority	**09/19/12**	**09/19/12**	**12/24/12**		**10%**	**11%**	**12%**
1	Document Management	10/19/12		12/12/12		**0%**	**0%**	**0%**
2	Customer Service	11/05/12		12/18/12		**0%**	**0%**	**0%**
3	Client Communication	09/24/12	09/24/12	12/24/12		**24%**	**24%**	**24%**
4	hxStack Broker / Performance Test	09/19/12	09/19/12	11/15/12		**17%**	**19%**	**21%**
5	Infrastructure Service Architecture	10/25/12		11/30/12		**0%**	**0%**	**0%**
	Persistent Features - Low Priority	**11/12/12**		**12/24/12**		**0%**	**0%**	**0%**
1	Search	11/12/12		12/19/12		**0%**	**0%**	**0%**
2	Client Communication	11/12/12		12/24/12		**0%**	**0%**	**0%**
3	Self Service	11/12/12		12/21/12		**0%**	**0%**	**0%**
4	Business Process Management (Activiti)	11/12/12		12/17/12		**0%**	**0%**	**0%**
5	Batch Processing	11/12/12		12/24/12		**0%**	**0%**	**0%**

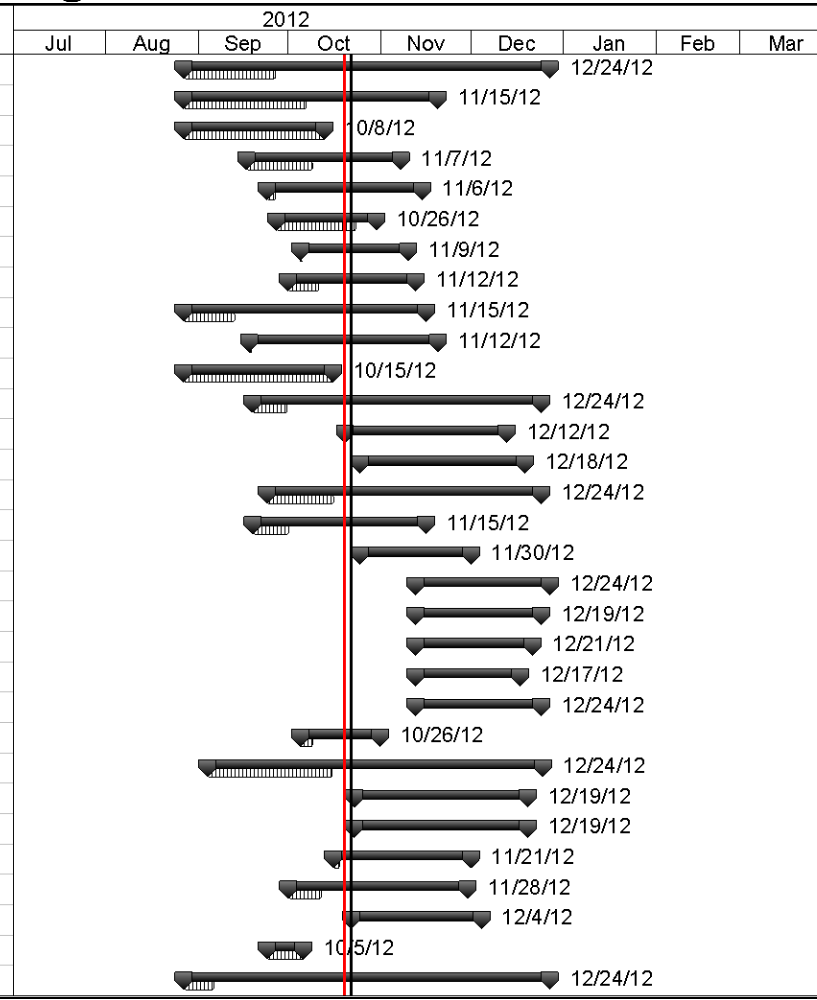
Plan Management Metrics

Release 1

All metrics are being reevaluated according to the Realignment Plan.

Progress Tracking Gantt

Project	Start	Finish
NY-HX Solution Track	8/27/12	12/27/12
(NY-HX) Persistent Features - High Priority	8/27/12	11/19/12
(NY-HX) hCentive	8/27/12	10/12/12
(NY-HX) Content Management - Static & Dynamic	9/17/12	11/7/12
(NY-HX) Geo Coding and Address Standardization	9/24/12	11/14/12
(NY-HX) Client Communication - Email	9/27/12	10/30/12
(NY-HX) EDI	10/5/12	11/9/12
(NY-HX) Document Generation	10/1/12	11/12/12
(NY-HX) External Interface Integration	8/27/12	11/15/12
(NY-HX) Data	9/17/12	11/19/12
(NY-HX) Business Rules Component	8/27/12	10/15/12
(NY-HX) Persistent Features - Medium Priority	9/19/12	12/24/12
(NY-HX) Document Management	10/19/12	12/12/12
(NY-HX) Customer Service	10/25/12	12/18/12
(NY-HX) Client Communication Med	9/24/12	12/24/12
(NY-HX) hxStack Broker / Performance Test	9/19/12	11/15/12
(NY-HX) Infrastructure Service Architecture	10/25/12	11/30/12
(NY-HX) Persistent Features - Low Priority	11/12/12	12/27/12
(NY-HX) Search	11/12/12	12/24/12
(NY-HX) Self Service	11/12/12	12/21/12
(NY-HX) Business Process Management (Activiti)	11/12/12	12/17/12
(NY-HX) Batch Processing	11/12/12	12/24/12
(NY-HX) SOA Governance	10/5/12	10/31/12
(NY-HX) Governance	9/4/12	12/24/12
(NY-HX) High Availabilty / Disaster Recovery	10/22/12	12/19/12
(NY-HX) Monitoring	10/23/12	12/19/12
(NY-HX) Auditing and Logging	10/16/12	11/30/12
(NY-HX) Security	10/1/12	11/29/12
(NY-HX) Testing	10/22/12	12/4/12
(NY-HX) Training	9/24/12	10/5/12
(NY-HX) Application Guidelines	8/27/12	12/27/12



This Gantt chart includes the Architecture Solution Track. The full Gantt will be available once the Realignment Plan is published.

Transmittals Requiring Response by DOH

	Transmittal #	Project Title	Route Date	Approval Due Date	Reference Previous State Transmittal	Comments
1	A-210-00012	NY-HX Data Management Plan	08/24/12	09/12/12	N/A	CSC is updating the Data Management Plan based on feedback from the Department.
2	A-210-00013	NY-HX Technical Architecture Diagrams	08/22/12	09/10/12	N/A	CSC is updating the Technical Architecture Diagrams based on feedback from the Department.
3	A-250-00014	NY-HX Primary Facility	08/30/12	09/18/12	N/A	
4	A-250-00019	Information Security Risk Assessment	09/17/12	10/03/12	N/A	CSC is updating the Information Security Risk Assessment based on feedback from the Department.
5	A-250-00021	NY-HX Release Plan	09/21/12	10/09/12	N/A	CSC is updating the Release Plan based on feedback from the Department.
6	A-250-00020	NY-HX System Security Plan	09/28/12	10/16/12	N/A	
7	A-110-00023	NY-HX Gap Analysis	10/17/12	10/24/12	N/A	

Color Key	
	Approval Date Overdue

Status as of 10/23/12

Transmittals Requiring Response by CSC

	Transmittal #	Project Title	Route Date	Due Date	Comments
1		N/A			
2					
3					

Status as of 10/23/12

Pending Review Change System Requests (slide 1 of 3)

	ID	Title	Track	Priority	SCRB Initial Review Date (CSC)	SCB Initial Review Date (CSC-DOH)	Impact Assessment Target Date (CSC-DOH)	Requestor	SCB Status	Reason for Change	Impact Assessment Estimate	Comments
1	26	NY-HX Interfaces	Other	High	10/15/12	10/17/12	10/24/12	Steve Helmin	Pending Review	CSC management and coordination work related to helping the Department facilitate MOU agreements with other State Agencies may be out of scope. The Department has requested assistance from CSC but has not specified specific Agencies or tasks.	8	The Management and Coordination role will be a staff augmentation role. The Agency interfaces will be addressed individually as they come up.
2	17	SHOP - Employer - Degree of Support	SHOP	High	10/22/12	10/24/12	TBD	Gap Analysis #7	Pending Review	hCentive does not meet the current SHOP requirements. DOH would like CSC to specifically define the functional gaps between SHOP requirements and hCentive before authorizing an Impact Assessment.	40	
3	5	Individual EE - UX 2014 Eligibility Wizard drives the need for a 2nd application form	EE	High	10/22/12	10/24/12	TBD	Gap Analysis #6	Pending Review	CSC assumed a simple single online application form. The UX 2014 User Interface was not completed at the time of the CSC FAS Response.	24	Want LOE Assessment Approval but will wait to complete Maximus assessment .

Status for Changes	
Pending Review	Closed
Approved For LOE	Postponed
More Information	Rejected
Approved	Withdrawn
Approved w/Conditions	Withdrawn/Duplicate

Pending Review Change System Requests (slide 2 of 3)

	ID	Title	Track	Priority	SCRB Initial Review Date (CSC)	SCB Initial Review Date (CSC-DOH)	Impact Assessment Target Date (CSC-DOH)	Requestor	SCB Status	Reason for Change	Impact Assessment Estimate	Comments
4	6	Customer Service - Interfaces to Maximus or Eligibility & Enrollment	CC	High	10/22/12	10/24/12	TBD	Gap Analysis #8	Pending Review	Maximus has stated the need for additional input screens, special web services and batch entry processes for the Call Center to handle call and paper-based applications. These are deemed to be beyond the scope of the proposed end-user wizard / interview style of pages and current backend application submission processes. In addition, there is a request to store results of customer service activities, and complex exception processing workflows. These needs must be detailed and quantified to support an impact assessment.	40	Want LOE Assessment Approval but will wait to complete Maximus assessment .
5	8	UX 2014 Individual Plan Selection Wizard change from hCentive approach	PM	High	10/22/12	10/24/12	TBD	Gap Analysis #10	Pending Review	Issue is UX 2014 Call Center staff needs expert plan selector screens rather than the Wizard walk-through screens for phone and paper applications. hCentive provides the Plan Selection Wizard. CSC to assess impact and provide estimates for two paths instead of one for Individual and SHOP Eligibility & Enrollment.	40	
6	18	Individual EE - Workflow support to Appeals process	EE	High	10/22/12	10/24/12	TBD	Gap Analysis #1	Pending Review	CSC proposed pointing users to a call center for appeals and other exceptions. In August 2012, the Gap Analysis identified unresolved questions about how far outside the Exchange the Appeals process extends to non-DOH entities. DOH position was that this area was not been fully defined, so gaps could not be identified or quantified. Since August, the CC team has considered complex processes for appeals, exemptions, supplemental data submissions, and other user questions.	40	

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Pending Review Change System Requests (slide 3 of 3)

	ID	Title	Track	Priority	SCRB Initial Review Date (CSC)	SCB Initial Review Date (CSC-DOH)	Impact Assessment Target Date (CSC-DOH)	Requestor	SCB Status	Reason for Change	Impact Assessment Estimate	Comments
7	1	User Identity Proofing (Experian)	Other	Medium	10/22/12	10/24/12	TBD	Gap Analysis #4	Pending Review	Experian license fee not addressed in FAS or CSC FAS response. CSC and DOH are in agreement that there will no additional work billed for User Identity Proofing if DOH funds the Experian license fee.	TBD	Confirm Fed Hub will provide this service
8	27	Six Foreign Languages	Other	Low	10/15/12	10/17/12	TBD	Ruchika Bajaj	Pending Review	The NY Governor's Executive Order #26 mandating NY State Agencies provide "vital forms and instructions" in six languages was issued on Thursday, October 6, 2011, three weeks after CSC submitted it's response to the FAS. The application and workflow needed to have the Exchange send foreign language notifications to users who register a foreign language preference must be estimated.	TBD	CSC recommends this change be deferred until the Exchange is operational in English and Spanish.
9	3	Rational SDLC Tool Licenses for DOH	Other	Low	09/24/12	09/26/12	10/17/12	Brian Knowles	Pending Review	DOH would like access to Rational SDLC tools. CSC will determine which tools require additional licenses and estimate the security infrastructure and application work required to provide access.	24	10/17/12: Presented for approval. 10/05/12: CSC recommends placing desktops with access to Rational tools in swing area and provide DOH with guest ID's and passwords. This approach needs approval from DOH. 09/26/12: DOH's position is that the tools were included and within scope. DOH is requesting that CSC provide an explanation as to why CSC feels this is out of scope.

Status for Changes	
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More Information	Rejected
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Approved for LOE Change System Requests (slide 1 of 3)

	ID	Title	Track	Priority	SCRB Initial Review Date (CSC)	SCB Initial Review Date (CSC-DOH)	Impact Assessment Target Date (CSC-DOH)	Requestor	SCB Status	Reason for Change	Impact Assessment Estimate	Comments
1	9	Auto-Index Alternate Documentation to the Document Management System	CC	High	10/08/12	10/17/12	10/31/12	Gap Analysis - Dan Washington	Approved for LOE	hCentive application supports submittal of applicant documents online. DOH is requesting Auto-Index Alternate Documentation to the Document Management System. CSC will define the functional gaps.	40	Solution Track dependency CR's #9 and #24 will be assessed together. 40 Hours
2	24	Document Production & Outbound Mailroom	CC	Medium	10/08/12	10/17/12	10/31/12	Dan Washington	Approved for LOE	Printing and mailing outbound correspondence generated by the Exchange, including notifications. Requires BSOC services and postage.		
3	19	Plan Management - Multiple sources of plan data	PM	Medium	10/08/12	10/17/12	10/24/12	Gap Analysis - Randi Imbriaco	Approved for LOE	CSC will implement Medicaid, CHIP, and SERFF. QARR and PNDS and other sources will be considered through scope management. Impact Assessment must be completed.	8	Estimate being developed. Risks R-567 (SERFF) and R-569 (PNDS). 10/09/12: Estimate complete.

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Approved for LOE Change System Requests (slide 2 of 3)

	ID	Title	Track	Priority	SCRB Initial Review Date (CSC)	SCB Initial Review Date (CSC-DOH)	Impact Assessment Target Date (CSC-DOH)	Requestor	SCB Status	Reason for Change	Impact Assessment Estimate	Comments
4	21	GeoSpatial Coding	Techn ical	Medium	10/08/12	10/17/12	10/24/12	Bill Emery	Approved for LOE	This provides for the consumer to view providers in his network that are near to his home/location. The preliminary functional requirements include: 1. GeoCoding 2. Returning providers based on proximity. Two other Geospatial Coding requests are also out of scope and will be addressed in a separate CR: 1. Address Cleansing 2. Possible Address Matches	24	In the interest of expedience we recommend that Geospatial Coding for the initial NY-HX releases be defined as: • NY_HX users longitude and latitude coordinates be determined from the centroid of their Zip code in their Account Set-up (possible choices of addresses as applicable) • Source files for Provider, Navigator and other entities that may be involved in a proximity search have longitude and latitude coordinates. If this is not possible, Zip code centroid or county will be used.
5	23	Issuer Portal	PM	Medium	10/08/12	10/17/12	10/24/12	Randi Imbriaco	Approved for LOE	To meet the requirement that Issuers see their data in NY-HX prior to its visibility to the Public. A dedicated portal for Issuers to have unique views and communications has been proposed. Alternate is for Issuers to view their data in a staging environment.	8	Impact Assessment required. May be mitigated. Already accounted for in PM Sprint schedule.

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Approved for LOE Change System Requests (slide 3 of 3)

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6	25	G/L, SHOP Premiums, A/R Checks, and credit cards	FM	High	10/08/12	10/17/12	10/31/12	Brian Knowles	Approved for LOE	Build versus Buy decisions are pending for two distinct Financial Management functions: 1. DOH is investigating with SFS if they are capable of providing support for internal Exchange financial functions, including processing payments from small businesses that would be transferred to insurers. 2. Small businesses may not be capable of doing business with the Exchange via e-Commerce, including SHOP Premiums, A/R Checks, credit cards, and collections.	40	Supplemental hours can be used for the CSC Financial Package Evaluation exercise. Sprint 0 for FM is 10/15 where the scope of FM will be approved.

Status for Changes	
Pending Review	Closed
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More Information	Rejected
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Approved Change System Requests

	ID	Title	Track	Priority	SCRB Approval Date	CSR Status	Target Completion Date	Reason for Change	Comments
1	2	DOH Laptop Order	Other	Medium	9/26/12	In Process	10/26/12	The original plan was for the 40 DOH PC's to be delivered as 15 laptops and 25 desktops. DOH has requested the plan to be changed to provide 40 laptops and no desktops.	Laptops have been purchased, received and deployed. CSC and DOH Contract Teams to resolve process for payment.
2	22	HEART Database Conversion	Technical	Medium	9/26/12	Planning in Process	01/04/13	DOH is requesting CSC services for the conversion of the HEART database from the current Oracle platform to DB2. In addition, DOH is requesting that the converted database be hosted by CSC on the existing NY-HX virtual architecture.	CSC has provided DOH with the draft implementation schedule.