

# New York Health Benefit Exchange

## Detailed Blueprint Summary for 9.7.8 Manuals and Training Materials October 26, 2012

<u>Item Number</u>	<u>Topic</u>
9.7.8	Manuals and Training Materials

<b>Version Number</b>	<b>Modified By</b>	<b>Revision Date</b>	<b>Description of Change</b>
1.1	John Moran	10/19/2012	Updates as requested by CCIO from CMS Design Review on 10/9/2012 and 10/10/2012

**Review Element:** Manuals and Training Materials.

**CSC Response:**

As noted in the CMS Design Review presentation that was conducted October 9-10, 2012, CSC is scheduled to start documenting and creating the Training Plan beginning December 2012, as shown below.

CSC's NY-HX proposal (response to the Procurement Opportunity for the New York State Health Benefit Exchange) includes the following deliverables that support the requirements to plan for, develop training and user support materials, and conduct end user training:

- P-21 Training Plan – description of training effort to use/support the system
- D-23 User Manuals – description of how to use the system from a business perspective
- D-24 O&M Manual – Description of production processing, maintenance, monitoring, and identification of problems

The NY-HX Integrated Master Schedule (IMS) is being re-planned and will include more detail, including more detailed predecessor relationships and dependencies and includes deliveries of these documents with updates by Release. The current estimated delivery of these documents is scheduled for December 2012 for the Plan Management Release:

Name	Baseline Start	Baseline Finish
<b>DELIVERABLE: NY-HX PM NY-HX PM User Manuals (F)</b>	<b>NA</b>	<b>NA</b>
CSC Submits NY-HX PM User Manuals (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM User Manuals (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM User Manuals (F) (2 days)	Wed 12/12/12	Wed 12/12/12
DOH Conducts Final Review of NY-HX PM User Manuals (F) (Updates Only) (3 days)	Mon 12/17/12	Mon 12/17/12
CSC Updates Final Review of NY-HX PM User Manuals (F) (1 day)	Tue 12/18/12	Tue 12/18/12
DOH Confirms Final Updates and Accepts NY-HX PM User Manuals (F) (1 day)	Wed 12/19/12	Wed 12/19/12
<b>DELIVERABLE: NY-HX PM O&amp;M Manual (F)</b>	<b>NA</b>	<b>NA</b>
CSC Submits NY-HX PM O&M Manual (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM O&M Manual (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM O&M Manual (F) (2 days)	Wed 12/12/12	Wed 12/12/12
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DOH Confirms Final Updates and Accepts NY-HX PM O&M Manual (F) (1 day)	Wed 12/19/12	Wed 12/19/12
<b>DELIVERABLE: NY-HX PM Training Plan (F)</b>	<b>NA</b>	<b>NA</b>
CSC Submits NY-HX PM Training Plan (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM Training Plan (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM Training Plan (F) (2 days)	Wed 12/12/12	Wed 12/12/12
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