From: Potyraj, Regina (CGI Federal) [redacted]
Sent: Friday, September 06, 2013 3:57 PM
To: 'Sheila.burke[redacted]; 'Mark.oh[redacted]; 'Tyrone.thompson[redacted]
'Van, Hung B. (CMS/OIS)'; 'paul.weiss[redacted] 'Melinda.Lewis[redacted]
CC: Calem, Mark (CGI Federal); Winthrop, Monica (CGI Federal); FFE CCIIO Communications
Subject: HHSM-500-2007-000151 Task Order HHSM-500-T0012 (Monthly Status Report for August 2013)
Attachments: FFE12-010 FEPS-FFM Monthly Status Report - August2013.docx

Hello,

Please find attached CGI's Monthly Status Report for August 2013.

Best regards,

Regina

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Centers for Medicare & Medicaid Services
Center for Consumer Information and Insurance Oversight
7500 Security Blvd.
Baltimore, MD 21244-1850

FEPS - FFM
Monthly Project Status Report, Reporting Period – August 2013

Last Modified: AUTODATE

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Contract Number: HHSM-500-T0012

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REVISION HISTORY

Version	Date	Organization/Point of Contact	Description of Changes
1.0	03/06/2013	CGI Federal	Baseline Template

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1. Project Execution

1.1. Significant Work Accomplished This Month

1.1.1. Deliverables

Table 1 identifies the deliverables completed during the reporting period.

Table 1: Deliverables

Document Name	Delivery Date
HIX Configuration Management Plan August 2013	8/6/13
HIX Contingency Plan August 2013	8/6/13
HIX PIA August 2013	8/6/13
HIX E-Authentication Workbook August 2013	8/6/13
HIX Safeguard Procedures Report August 2013	8/6/13
Section 508 Product Assessment (EE)	8/9/13
Plan Preview User Guide	8/9/13
SRD/RTM (EE & PM)	8/15/13
System Design Document (EE & PM)	8/15/13
Interface Control Document (EE & PM)	8/15/13
Business Service Definition (EE)	8/15/13
User Guide (EE)	8/15/13
LCM /PCM (EE & PM)	8/15/13
Service Sequence Diagram (EE)	8/15/13
UI Specifications (EE)	8/15/13
Service Specifications (EE & PM)	8/15/13
Test Cases (EE & PM)	8/15/13
SoapUI Project (EE)	8/15/13
Draft Test Summary Report (EE & PM)	8/15/13
Defect Reports (Comprehensive and 508) (EE & PM)	8/15/13
Release Plan Report (EE)	8/15/13
508 PAT (EE & PM)	8/15/13
Release Notes	8/15/13
EVM Reports – July 2013	8/26/13
Draft SRD/RTM (EE & FM)	8/30/13
System Design Document (EE & FM)	8/30/13
User Guide (EE)	8/30/13
LCM/PCM (EE & FM)	8/30/13
O&M Manual (FM)	8/30/13
Service Sequence Diagrams (EE & FM)	8/30/13
Service Specifications (EE & FM)	8/30/13
Test Cases (EE)	8/30/13
SoapUI Project (EE)	8/30/13
Draft Test Summary Report (EE & FM)	8/30/13

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Document Name	Delivery Date
Defect Reports (Comprehensive and 508) (EE & FM)	8/30/13
Release Plan Report (EE & FM)	8/30/13
Release Notes	8/30/13

1.1.2. Upcoming Deliverables

Table 2 identifies the upcoming deliverables planned to CMS.

Table 2: Pending Deliverables

Document Name	Proposed Date
High Level Technical Design Document (Cross Module)	9/6/2013
System Requirements Document/Requirements Traceability Matrix (E&E and PM)	9/6/2013
System Design Document (E&E and PM)	9/6/2013
Interface Control Document (E&E)	9/6/2013
LCM (E&E and PM)	9/6/2013
PCM (E&E and PM)	9/6/2013
Gateway Service Specifications (E&E)	9/6/2013
Data Service Specifications (E&E and PM)	9/6/2013
Business Service Specifications (E&E and PM)	9/6/2013
Service Sequence Diagram (E&E and PM)	9/6/2013
UI Specifications (E&E and PM)	9/6/2013
User Guide (E&E, ESD and PM)	9/6/2013
Business Service Definition (E&E)	9/6/2013
Test Case (E&E and PM)	9/6/2013
Defect Report (E&E and PM)	9/6/2013
Test Summary Report (E&E and PM)	9/6/2013
508 PAT (E&E and PM)	TBD
Release Plan Report (E&E and PM)	9/6/2013
Release Notes (Cross Module)	9/6/2013
Day 1 Complete Documentation Package (E&E)	9/16/2013

1.1.3. Meetings

The various meetings CGI team members participate in during the month are discussed, in detail, during the FEPS Touch Base Calls.

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1.2. High Level Status by Work Stream

Table 3 provides a high level status overview of accomplishments, for each work stream, reflecting the current reporting period.

Table 3: High Level Status by Work Stream

Workstream	Status
Task Order Management	• Participated in weekly FFM and IPT Status meetings • Participated in daily status calls and ad hoc "Tiger Team" meetings • Attended monthly Contracts meeting • Prepared and delivered monthly EVM reports • Prepared and delivered Release documentation • Conducted Staffing/Recruiting in support of on-going work • Managed overall FFM Integrated Schedule • Managed project risks and issues and maintaining log • Implemented IQ Suite – daily task tracker and management-level status dashboards
Technical Solution Architecture & Ops Support	• Finalized design and detailed task plan for preparing the production environment for performance testing (prod prime) to commence on 09/16 and then the soft launch (merging prod prime, additional capacity, and current prod) to commence on 09/23 • Finalized the release schedule / build cadence and planned any additional dev/test/impl environment setup aligned to this plan • Supported the SCA to yield a successful audit; mitigated the 1 critical finding • Conducted internal performance testing; tuned configuration settings in multiple tiers; identified an Alfresco issue and will validate fix from software vendor in early Sep; identified longer running MarkLogic queries inside Plan Compare and will optimize in early Sep • Improved build and deployment processes • Improved process/tools for incident tracking and defect tracking • Worked with TWS team to set up all required Production jobs in TWS
Regional Technical Support & Training	• Delivered E&E and ESD 8/30 guide updates • Delivered first round of ESD training material to CMS • Prepared White House captivate demo • Facilitated Alpha Issuer calls and troubleshooting webinars • Liaison to CMS External testing PMO and teams • Began internal prep meetings for preparing IMPL1A for Issuers and States by 9/16 • Facilitated connectivity troubleshooting sessions with DSH and Issuers • Triaged Issuer reported defects/issues

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Workstream	Status
Operations & Maintenance	• Supported Help Desk • Conducted smoke and regression testing support for code plan preview and plan compare deployment • Conducted end to end testing support of EE module • Generated CALT/QC Reports • Team on loan to different pods (2xBA, 9xDev, 3xQA)
Help Desk	• Received and processed 1880+ tier two Help Desk Tickets during the month of August • Participated in weekly help desk calls with CMS CCIIO • Participated in daily triage calls with CMS OIS • Integrated IQ Suite into the help desk team • Provided IQ Suite overview training and revised internal help desk procedures • Participated in numerous triage calls to identify and resolve issuer challenges • Provided various reports in support of data calls for CMS
Plan Management	• Completed capture of 3,034 NAIC plans via Plan Transfer – SERFF. • Deployed Plan Transfer—OPM into Production, captured all 117 OPM plans. • Deployed Plan Preview for individual and SHOP into Production. • Developed Plan Preview defect fixes and implemented changes to support Dental plan requirements changes. • Supported Security Controls Assessment testing of Plan Preview; no findings reported by SCA testers. • Completed development of Ratifications, Certifications functionality.
Financial Management	• Delivered SBM & CSR Amount Calculation Functionality • Successfully processed NAIC-HI and DC SBM submission files in Production • Executed a total of 149 test cases and resolved 71 defects in total • Completed 75% of integration testing with OFM on HIGLAS Interface • Completed designs and kick-off development on APTC/CSR/XUF Functionality

E&E	• Successfully launched My Account Lite
	• Conducted significant development and testing in support of Oct 1 launch and future releases:
	  o Individual Application
	  o Enrollment
	  o Plan Compare
	  o ESD
	  o My Account
	  o Notices

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Workstream	Status
	o Call Center Integration o Direct Enrollment o Account Transfer o SHOP • Integrated with Informatica • Successfully tested Direct Enrollment functionality with Issuers • Successfully tested Call Center APIs with NGD • Successfully sent 834 enrollment transactions to Issuers

1.3. Upcoming Major Milestones

Table 4 presents key milestones occurring during the next reporting period.

Table 4: Upcoming Major Milestones

Milestone	Due Date	Status
Operational Readiness Review	9/4/13	On track
Code Freeze for Day 1 Functionality	9/5/13	On track
Demo for White House	9/5/13	
Production Readiness Review	TBD	
Day 1 Deployment to Production	TBD	
Soft Launch	9/23/13	
Open Enrollment	10/1/13	

1.4. Project Dependencies – 30 Day Outlook

Table 5 presents high-level items on which CGI is dependent upon to begin key tasks in the work plan.

Table 5: Project Dependencies

Workstream	Dependency	Responsible Party	Due Date	Status
Business Architecture	Blueprint Baselining	BAH	Various	On Hold
Development	Business Requirements	CMS	See Project Schedule and Outstanding Requirements Report	In Progress
Development & Testing	Firewall Requests	URS	Various	In Progress

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1.5. Open Risks

Table 6 presents the top risks currently open in the risk register.

Table 6: Open Risks

CALT ID	Title	Description	Date Opened	Risk Status	Probability & Priority	Impact	Mitigation Strategy
artf151840	Limited Testing Timeframes	The timeframes for testing in Dev and Test2 are not adequate to complete full functional, system, and integration testing activities.	8/9/2013	2-Open	5 - Near Certainty	4 - Significant	Work with CMS to establish a realistic schedule that will allow for the necessary testing.
artf151998	Revised requirements for interacting with EIDM/ Experian	Revised requirements for interacting with EIDM/Experian when interacting with FARS (for consumers who have called Experian and been manually ID Proofed) have been created, which will require EIDM to create an additional service (i.e., to fetch the FARS data for a consumer). The risk is that this CGI is dependent upon EIDM to create the service in a timeframe that will allow FFM to consume.	8/14/2013	2-Open	5 - Near Certainty	5 - Severe	Discuss with OIS regarding the priorities of these changes and if it can be postponed as post-Day 1.
artf151841	Plan preview allows issuers to only test ten predefined scenarios.	As directed by CMS, plan preview allows issuers to only test ten predefined scenarios. This covers a small subset of combinations of inputs, increasing the chances of missing data issues or system defects.	8/19/2013	2-Open	5 - Near Certainty	3 - Moderate	CGI will conduct testing beyond the 10 identified scenarios to the extent possible prior to Oct. 1.
artf151842	Informatica not installed in Test2 or Prod Prime	Informatica is required to conduct testing of Contact Information including, USPS Modals. Code requiring Informatica cannot be fully tested in the TEST2 and Prod Prime environments until Informatica is installed.	8/19/2013	3-Mitigation Implemented	4 - Highly Likely	4 - Significant	Work with MIDAS and IDL to get Informatica installed and working in Test2 and Prod Prime. 8/28 - We have confirmed and tested the set up in test2. We'll be able to confirm in prod prime this weekend when we do the next deployment.

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1.6. Open Issues

Table 7 presents the outstanding open issues currently being mitigated by the team.

Table 7: Open Issues

CALT ID	Title	Description	Date Opened	Status	Impact	Priority	Estimated Due Date	Corrective Action
artf151838	CGI does not have access to necessary tools to manage envs in test, imp, and prod.	CGI does not have access to necessary tools to manage envs in test, imp, and prod. Specifically (1) we don't have access to central log collection/view (2) we don't have access to monitoring tools. We have repeatedly asked CMS and URS but have not been granted this access.	6/5/2013	1-Open/New	5 - Severe	1 - Highest	6/28/2013	Provide access to existing tools that are operated by URS. We have requested this access but it has not been granted. 1. Document which tools we need, for which environments, and by when (Joel) 6/18 2. Keith to request a weekly call with Peter Um (Keith, CD, Joel, Peter) to discuss progress of monitoring. Communicate needs to Peter and explain implications of not having access. 3. Joel to take lead. Keith to request the meeting. 6/13
artf151837	Not Enough Time in Schedule to Conduct Adequate Performance Testing	Due to the compressed schedule, there is not enough time built in to allow for adequate performance testing.	8/9/2013	1-Open/New	3 - Moderate	1 - Highest	8/27/2013	Work with CMS to determine if any shifts can be made to allow for more time for performance testing.
artf151835	Hub Services are Intermittently Unavailable	Hub services are intermittently unavailable which affects FFM development and testing activities. This also impacts issuer testing in the Test2 environment.	8/13/2013	1-Open/New	4 - Significant	1 - Highest	8/29/2013	CGI Ops team will put a monitor in place (4-5 items) to alert whenever the Hub goes down. We will notify developers and the Hub so they are aware. We will log outage stats over time.
artf151839	Requests to support UAT	The CGI FFM QA team is receiving numerous emails, calls for demos, walk-throughs, questions, functionality requirements clarifications, environment setup, etc. directly from the CMS (OIS/CCIIO/OC) UAT users and staff, bypassing the established ACA UAT vendor.	8/23/2013	1-Open/New	3 - Moderate	2 - High	8/23/2013	Clarify the UAT process with CMS and the ACA testing vendor's management, such that the CGI FFM QA team is not required to support UAT.

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FEPS - FFM

CALT ID	Title	Description	Date Opened	Status	Impact	Priority	Estimated Due Date	Corrective Action
artf151999	EIDM - Reference Code Issue	FFM is not receiving the Reference Code as a response from the Submit User Info or the Modify User service. (Consequently, we cannot show the consumer the reference code to use when calling Experian to attempt to be manually ID Proofed). This impacts our ability to deliver the Manual ID Proofing items.	8/24/2013	1-Open/New	4 - Significant	2 - High	8/27/2013	EIDM needs to send the Reference Code as a response from the Submit User Info or the Modify User service.
artf151836	Lower Environments do not have required configurations in place	The lower environments are not configured with EIDM, Akamai, and sometimes required connectivity. Thus full integration testing cannot take place in these environments causing untested code to be promoted to higher environments.	8/9/2013	3-In Progress (Implementing Actions)	4 - Significant	1 - Highest	8/9/2013	1. Review list of existing integrations in all environments 2. Work with CMS to make a plan to address gaps 8/28 - Plan is currently being addressed based on priority.

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