Go Live Meeting Notes 09/18/13

Updates

1. Internal processes – Dana: Shannon is working on this, but her focus has shifted a bit, so we're only focused on the things we need for Go Live and then we'll work on future later. Shannon got through retroactivity, so we're good. It's a work in progress. Damian: but you feel it's moving along well enough on it's own that we can take it off this list? Amy: is this for the December release? Dana: it's for us to have the ability to do the things we need to do as CO employees in Siebel. Amy: I have 5 processes that are inline for December. I have 3 others that I wasn't aware were agreed to as part of the scope for December. We have to be in design freeze within the next three weeks. Should these be included in that effort? Jen: what's access dashboard? Georgann: account mgmt. should be able to get into the group account to fix issues. If a group comes in and has something that's incorrect, we need to be able to fix it. Tim: it's a security requirement. Amy: I'll leave these in the desired scope, and the design needs to be complete. We have to start development by 10/2 and all design has to be finished by 9/27 to establish LOE. Dana: so leave it at that.
2. Entry of Employer/Employee Applications in Siebel: Jen: I was just finally able to get into Siebel yesterday. We'll be entering an app in Webcenter because we can't do it in Siebel. It's my goal for future. Tim: I think the future work on this is to hone down what safe actions in Siebel are and what aren't so that you know what works out of the box and what has additional flow. Eventually you'll find that you get a good working knowledge of what's safe.
3. Internal Staff Training: Tom Graham: we got a list of contacts with the right Oracle person from Laura so that if anyone has an operational need or question, they're available to answer those questions. We have their contact info. We're missing one for the service center. Our training team is going to help the service center as much as we can with their needs. We'll do that as we finish up agent training. Overall, we should have contacts for people. If we don't have a contact, let me know and I'll get you one. Amy: we keep hearing from Gretchen that her team hasn't been changed, and I'm not sure if that falls in this bucket or not, but it seems like it needs some attention. Gretchen: the struggle for us is that we have to build the curriculum, so we needed to get into the system to do that. We have a lot of people (150) that we have to get in there. We have 70 temporary staff that started in the last two weeks. Logistically, getting them into the system, finalizing curriculum, figuring out when we're going to do the training – we're pulling that together right now. Because we haven't had exposure to the system, the majority of our staff is untrained in Siebel. Our plan over the next week or so is that we're going to be running all of our team through application and eligibility training, we'll do a Siebel overview training so that everyone will be up and running by 10/1. It's going to be within the last week of the month that we can get them off the phones and train them. Vivian: I have to

give a shout out to Dustin. He created a Siebel training in 3 hours. Tim: I did ask during the demo about Siebel web app push. It should be available tomorrow in FTS. Gretchen: we'll do some side-by-side shots with our paper app for training. Damian: the last part of item three was an FTS blocker that was going on that day. I know we did get that taken care of.

4. Manual Work Around Process – Chris: this is really tied to the next one. I'm just a partial owner. Tom J's really the owner of this. Tom J: it looks like some of this stuff isn't as big of a problem as we thought. For the extraction, it seems that Jonah can pull a lot of the data. When Siebel's down, there's an issue, and that's the problem we need solved. We thought there might be issues when data gets entered into Siebel after the manual process, and it looks like so far the people who would put the data back in are the ones who would do that normally. There's a meeting on this this week and one next week. Joe: are you planning on prioritizing those? There will be some contingency plans where you'll be sure or unsure of what you'll need. Tom J: for some of the extractions, we have a different approach. Chris: they're all running in different tracks. We solved the contingency for providers. Jen's identified that little if anything will need to come out. If it's not written down and something comes up, we'll deal with it. Tom J: we wanted to make sure that the assumptions are okay. Chris: the real issue is that if Siebel is down, we have nothing. When the backup kicks in, we have to know what's up to date on that. It should be within a minute or so, but if you were clicking a button when it went down, you'll lose that.
5. CPA&T Workgroup – Dana: we have customer service doing community partners. We had some issues getting them in, so they finally started working in it yesterday afternoon. Once we get them into the system, IDM goes really fast. We've provisioned 1,000 of the 3,000 users in IDM. We have Nick focusing on getting the agencies in Siebel. Audrey's going to start setting up CP orgs in Siebel. The difficult part is adding the contacts and setting the dashboard flag. I have a JIRA in right now because the dashboard flag is not saving in Siebel. However, it might be, but I can't see it because it's a browser issue. The data elements are difficult. I'm working through with Sam and Shannon on what we're actually supposed to be entering for CPs. Once we nail down all those questions, it will be really easy to go forward. I thought we had until 9/30 to get this done, but we only have until 9/25. Chris: Shannon's doing tribal. We pulled it separately to ensure that we didn't inadvertently have problems. Joe: what we're also going to do is to talk to Mandy to make sure that the info validates. You don't want to find that out on the first day, no one can log in. Dana: we're getting calls to customer service because people are confused as to why they can't log in or that their username is wrong. Georgann: if all we've done is IDM and someone needs it respelled, we can't change it in IDM? Katie: I did – what happens? Dana: send that to me so that I can send it to Mandy, who's checking on things like that. Tim: so you're okay on resources at this point. I heard that you've done 1/3 of your users on the easy part and you have a week to get the rest in and

do the harder part. Dana: I don't think that I can manage more resources at this time. Gretchen: we're already having to pull people off to take calls, so we don't have any more resources to give.

6. Carrier Business Agency Agreement: Damian: it's out as of yesterday. We had it vetted and sent it with language as to why we're not using their agreements, so hopefully they'll just sign it and send it back in.
7. Development and Testing Status: Amy: I think you all know the status of development, based on the demos last night. There's a complete reorg of testing for the next 8 days. The highlights for people using FTS is that we're making the shift tonight to be the 10/1 build. It will look like what it will look like on 10/1 tomorrow morning. The deferral of the ability to create an account will be shut off. In order to actually work in FTS, you'll have to create a CPA log in and login from the front end. We're working to batten down the key priority issues for CMS. We have a hard deadline of Monday morning for that and we're not done. We're not able to execute the CMS interfaces. We're down to the wire on this. There's a prioritization meeting this afternoon to help prioritize the development issues so that we can get the dev team focused on cleaning up issues at the right time.
8. Internal Interface Status – Damian: there's been a lot of e-mail traffic about that. We received a list, but it wasn't what Garrett wanted, so there's been back and forth on that. Jessica: **Aaron is pushing on that and I think it's in his court right now.** Dana: Chris, did we get the clean file from Siebel and were they able to decipher it in PeopleSoft? Chris: no updates. There's a meeting today and tomorrow morning. Tim: we met yesterday again for the 5th or 6th time, and we're still working on what the enrollment solution in Siebel looks like so that the SOA work that's happening in EXIS can read it properly and making sure that the return trip gets properly stored or saved back to Siebel. Dana: just to clarify, there are two issues. There are internal interfaces that trigger systems. Chris: triggers are fine. Dana: what Tim's talking about right now is how the data is pulled out of Siebel and translated to carriers. That's not the same data as the data going to PS. Amy: I would like to announce Dana is now hired in IT.
9. Requirement Traceability – Can be removed. Resolution has occurred.
10. Medicaid – Vivian: the summary is still accurate and we intend to implement contingency on 10/1.
11. Parallels – no update
12. Hardware setup for 5503 – Mark: we're good. We're going to use Siebel UI for them. We had an issue with the SDC, so we're going to use the open UI and then I'm going Thursday to test that. Stefan: we have the list for 5503, but they're not provisioned in FTS. When do you need that? Mark: we need them in asap so that they can start testing the paper app process. Can we have them by Monday? Stefan: we can have them by tomorrow. Joe: we need the prod users in there. Stefan: we have scripts for that and they'll go in in time.

RID Log

R-0122 – Dana: this is related to number 1 above. Shannon's working on getting us access.

R-0131 – Chris: we won't know until we know what enrollment does. We don't have an update at this time.

R-0133 – No update

R-0134 – Stefan: we're just waiting for the official thumbs up.

R-0135 – Amy: we can't hold Oracle to their contract because we have production problems. We have a contract with Oracle that's based on system-level agreements that have production up time – Mark: the bottom line was that there was supposed to be a process to go to production ready state, and because we didn't follow that, we can't hold them accountable for not going through that process. Triz: if something happens while we're in production and we didn't take the right steps, we can point to that. It's particular to the system and where it stands when we go live. Amy: CO doesn't have the level of technical staff on board to meet the steps. It's set for something that will take all fall. We'll have our first full production-ready delivery by the 1.1 release.

R-0136 – No update

R0137 – Mark: we've put together a new plan, based on where we are. We met yesterday and all of the testing has been refocused and reprioritized to get us the most success we can over the next two weeks. We were supposed to run 780 tests last week. We ran 74 and all of them failed. We've cut back on the type of tests we're running.

R-0138 – No update