

MHBE Board Meeting

October 16, 2017

IT Update

Presented by:

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Greg Yaculak, CISO, MHBE

Agenda

1

IT Outlook

2

Open Enrollment Readiness

3

Cyber Security Strategy

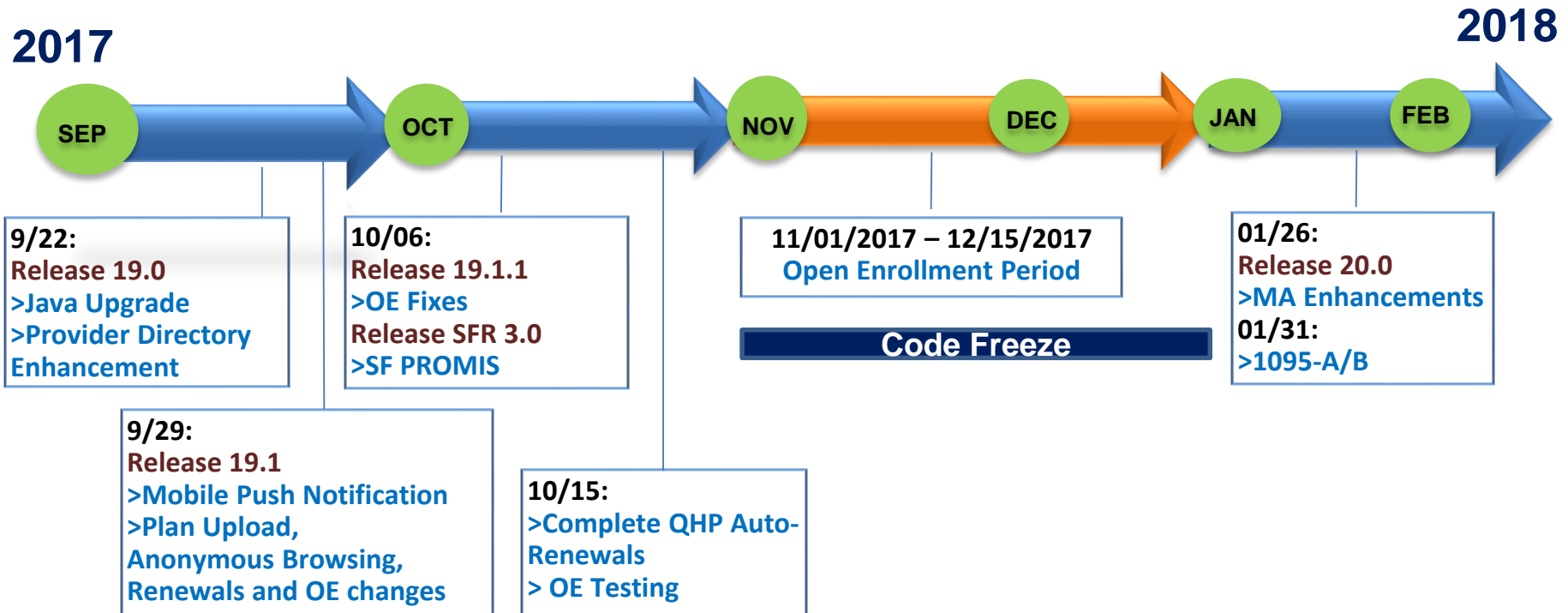
4

Salesforce Licenses Review

5

Akamai Procurement

IT Outlook



Open Enrollment Readiness

1

IT Command Center

- Hosted at MHBE Linthicum Office
-

2

Infrastructure & System Operations

- Capacity Improvements
 - Database, Content Management & Security Stack Upgrade
 - Akamai Waiting Room
-

3

Applications & Testing

- Applications Tuning, OE Enhancements and Fixes
 - Load Testing, OE Time-travel Testing, OE Day 1 Validation
-

4

Carrier Management

- Data Reconciliation
 - QHP Auto-Renewals
-

5

Reporting

- CMS Daily/Weekly Reports and touch-point calls
 - Executive and Stakeholder Reports
-

MARS-E version 2.0 (Minimal Acceptable Risk Standards for Exchanges)

- ✓ Published November 10, 2015
- ✓ Replaced MARS-E version 1.0 (published August 1, 2010)

Influential Regulations affecting MARS-E version 2.0

- ✓ National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Rev 4
- ✓ Added a catalog of Privacy Controls
- ✓ Consistency with Department of Health and Human Services ACA Regulations (45 CFR §§155.260 and 155.280)
- ✓ Revised IRS Publication 1075 changes

Compliance with CMS and IRS Regulations

- ✓ Plan of Action and Milestones (POA&M)
- ✓ Privacy Impact Assessment (PIA)
- ✓ Information Security Risk Assessment (ISRA)
- ✓ Interconnection Security Agreement (ISA)
- ✓ Internal Revenue Service – Safeguard Security Report (SSR), Safeguard Review Report (SRR), Corrective Action Plan (CAP)
- ✓ Security Compliance Audit (SCA) / Security Assessment Report (SAR)
- ✓ Computer Matching Agreement (CMA)
- ✓ System Security Plan (SSP)
- ✓ Annual Attestation (AA)
- ✓ Information Exchange Agreement (IEA)
- ✓ Authority to Connect (ATC)

Salesforce Licenses

Salesforce License	Description	Quantity
Salesforce Service Cloud Enterprise Edition	Customer Resource Management (CRM) Solution and Learning Management System (LMS) Internal Users	400
Customer Community 20,000 Logins Per Month	LMS CAW Users, MHBE Timesheet users	1
Partner Community 100 Members	MDH LHD Users and MCO External Users	2
Salesforce Knowledge	MHBE Knowledge Base Solution Managers	20
Salesforce Full Sandbox	Replica of Production Environment Including Data to Act as Staging Environment	1
Salesforce Government Cloud	Hosting Salesforce solutions on Government Cloud	1
Salesforce Marketing Cloud (SFMC)	Exact Target - Corporate Edition	1
	Additional Contacts - Corporate Edition	495
	Super Messages	30,000
	Exact Target Premier Success Plan	1