

MHBE Board Meeting

October 15, 2018

Quarterly IT Update

Presented by:

Venkat R. Koshanam, CIO, MHBE

Agenda

1

IT Overview

2

Release Timeline

3

Open Enrollment Readiness

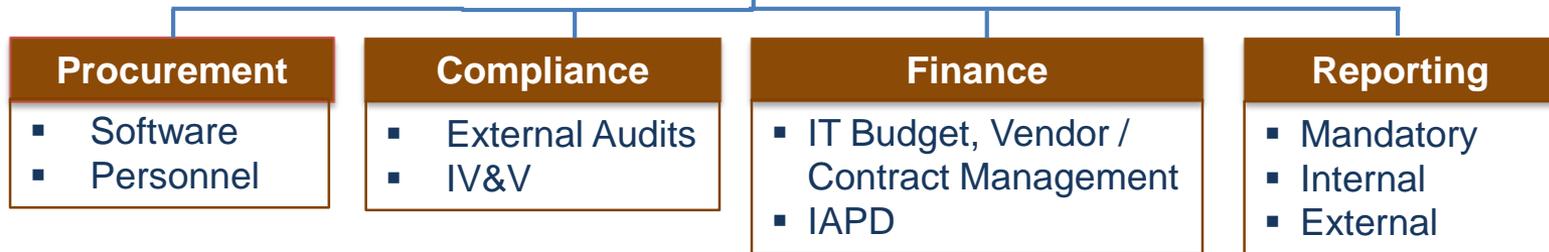
4

OE6 Improvements

Core Functions



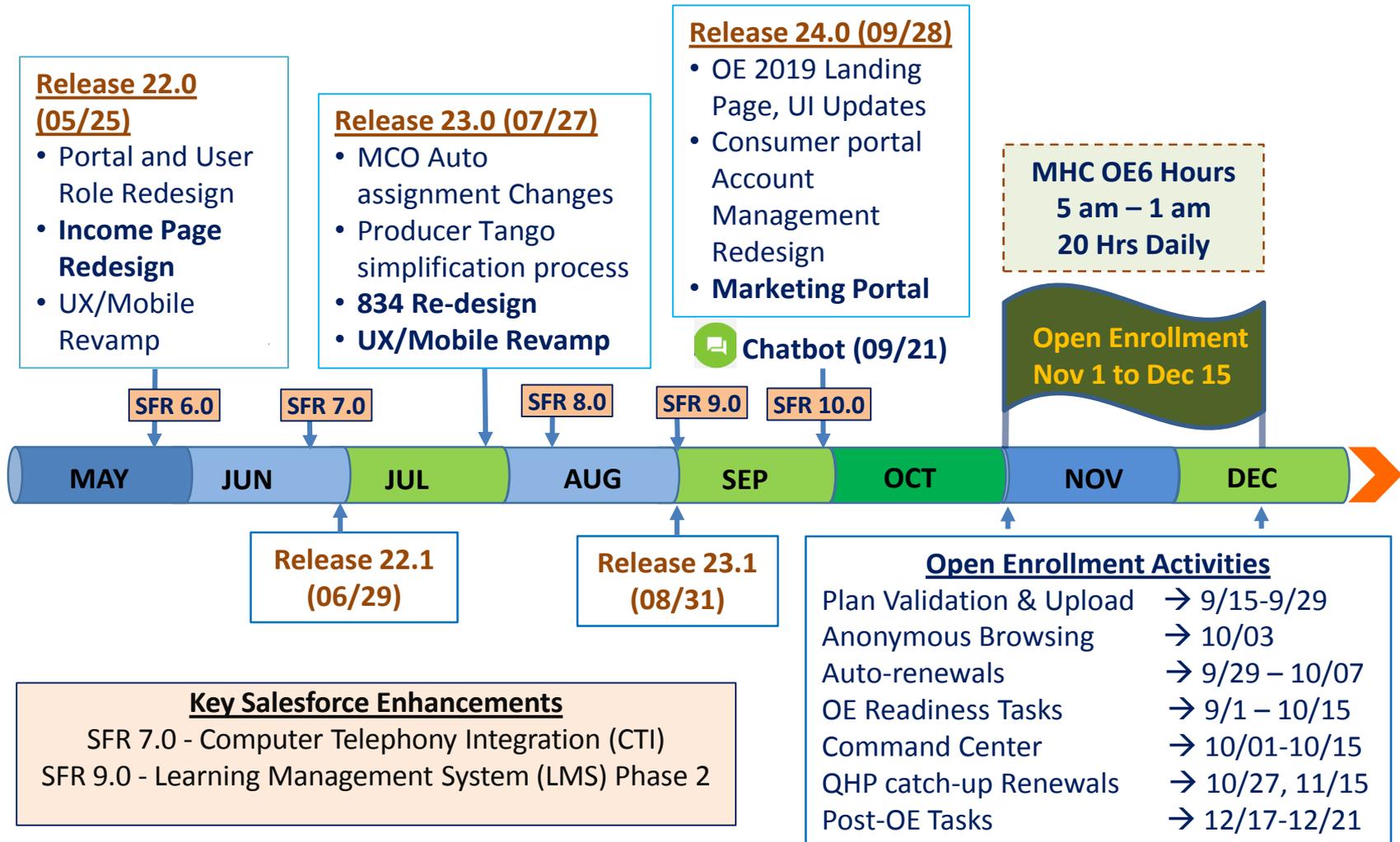
Support Functions



Exchange Solutions



Release Timeline



1 IT command Center

Hosted at MHBE, Monitors System Performance and Task Force for Rapid Response

2 Infrastructure & System Operations

More automation in build, deployment, batches and overall system monitoring functions

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 & Dental Auto-Renewals

5 Reporting

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

OE6 Improvements

1

Identity & Access Management

SailPoint re-design for efficient recertification. Integration of Brokers and Learning Management System (LMS) users with HBX for Single Sign-On.

2

Rigorous Test Strategy

Increased test coverage of HBX CP and WP applications and Load Testing of HBX and Salesforce CRM Search and Chabot functions.

3

Akamai Revamp

Enhanced Akamai Maintenance Page Logic and Akamai Waiting Room alerting mechanism. Revamped Incident Response process.

4

Infrastructure Oversight

Revamped Capacity Plan and Disaster Recovery testing.

5

Enhanced Security

Deployed Cisco IPS/IDS, FortiNet & McAfee Data Loss Prevention (DLP), and FortiAnalyzer for enhanced Firewall Reporting.
