

1 Deliverable Description

ID and Title: D-26 Implementation Plan

Description: Descriptions and procedures of how the State of Vermont's Health Benefit Exchange solution will be installed, deployed, and transitioned into an operational system.

Deliverable Owner: Gayle Goodwin

Proposal/Contract Reference: Amendment No. 1 to Master Services Agreement, Exhibit E, section 1.2.3 Construction Deliverables

2 Content

Content Item	Description
1. Overview	Describes the purpose and context for the system or situation, summarizes the history of its development, and outlines the overall strategy and benefits. Includes the high-level context diagram(s) for the system and subsystems previously provided in the System Design Document (SDD), updated as necessary to reflect any changes that have been made based on more current information or understanding. Identifies changes that were made and why, if the high-level context diagram has been updated.
1.1. System/Situation Description	Provides an overview of the processes that the system or situation is intended to support. If applicable, provides a general description of the type of data maintained and the operational sources and uses of those data.
1.2. System/Situation Organization	Provides a brief description of the system or situation architecture and the major system/situation components essential to the implementation. Describe hardware, software, and communications as appropriate. Includes any charts, diagrams, and/or graphics as necessary.
2. Assumptions/Constraints/Risks	
2.1. Assumptions	Describes any assumptions or dependencies regarding the implementation of the system. These may concern such issues as: related software or hardware, operating systems, or end-user characteristics.
2.2. Constraints	Describes any limitations or constraints that have a significant impact on the implementation of the system. Such constraints may be imposed by any of the following (note: this list is not exhaustive): <ul style="list-style-type: none"> a) Hardware or software environment b) End-user environment c) Availability of resources d) Interoperability requirements e) Interface/protocol requirements

Content Item	Description
	f) Data repository and distribution requirements
2.3. Risks	Describes any risks associated with implementation of the system and proposed mitigation strategies.
3. Implementation Overview	Briefly summarizes the implementation effort that is described in detail in the following subordinate sections.
3.1. Implementation Description	Describes the planned deployment, installation, and implementation approach.
3.2. Points of Contact	Provides the names of the responsible organization(s), and titles and telephone numbers of the staff who serve as points of contact for the system or situation implementation. These points of contact could include the Business Owner, Project Manager, and/or System Developer, and others with responsibilities relating to the implementation. The site implementation representative for each field installation or implementation site should also be included, if appropriate. Provide identifying and contact information for all managers and staff with whom the implementation must be coordinated.
3.3. Major Tasks	Provides a brief description of each major task required for the implementation of the system or situation.
3.4. Implementation Schedule	Provides a schedule of activities to be accomplished during implementation. Shows the required tasks in chronological order, with beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics will be used to present the schedule.
3.5. Security and Privacy	References the appropriate sections of the System Security Plan (SSP) and/or Information Security (IS) Risk Assessment (RA) that address the system security features and requirements that will be applicable to the system or situation during implementation, including the primary security features associated with the system hardware and software. Address security issues specifically related to the implementation effort, if any. If the system is covered by the Privacy Act, privacy concerns will be described. Security and protection of sensitive data and information will be discussed, if applicable.
4. Implementation Support	Describes the support equipment, software, facilities, and materials required for the implementation, as well as the personnel requirements and training necessary for the implementation. The information provided in this section is not site-specific. If there are additional support requirements not covered by the

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	subsequent sections, others may be added as needed.
4.1. Infrastructure & Data Support	Identifies the support equipment (hardware), software, data, facilities and materials required for the implementation, if any.
4.1.1. Hardware	Provides a list of support equipment and includes all hardware used for testing the implementation.
4.1.2. Software	References the associated Version Description Document (VDD) for a list of software and databases required to support the implementation. The VDD will identify the software by name, acronym, vendor, and configuration item identifier. The VDD will also include any commercial off-the-shelf (COTS) and/or Government off-the-shelf (GOTS) software. In addition any software used to facilitate the implementation process, such as software specifically designed for automating the installation process will be identified.
4.1.3. Data	Describes specific data preparation requirements and data that must be available for the system or situation implementation. Will include reference to the Data Conversion Plan, if applicable.
4.1.4. Facilities	Identifies the physical facilities and accommodations required during implementation.
4.1.5. Materials	Provides a list of required support materials, such as CD-ROMs, cartridge media, and disk packs.
4.2. Personnel	Describes personnel requirements and any known or proposed staffing requirements, if appropriate. Also describe the training, if any, to be provided for the implementation staff.
4.2.1. Personnel Requirements and Staffing	Describes the number of personnel, length of time needed, types of skills, and skill levels for the staff during the implementation period. If particular staff members have been selected or proposed for the implementation, will identify them and their roles in the implementation.
4.2.2. Training of Implementation Staff	Describes the training necessary to prepare support staff for implementing the system.
4.3. Performance Monitoring	Describes the performance monitoring tool and techniques utilized during implementation, and how they will be used to help determine if the implementation is successful.
4.4. Configuration Management	Describes the configuration management procedures that will be followed and the interactions that will occur for configuration control, change control, and configuration status account reporting.
5. Implementation Requirements/Procedures by Site	Describes specific implementation requirements and procedures for each implementation site. If the requirements and procedures differ by site, will repeat the following subsections for each site. If they are the same for each site, or if there is only

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	one implementation site, use these subsections only once.
5.1. Site Identification	Provides the name or identifying information for the specific site or sites to be discussed in the following subsections.
5.1.1.Site Requirements	Defines the site-specific requirements that must be met for the orderly implementation of the system or situation.
5.1.2.Site Implementation Details	Addresses the specifics of the implementation for this site.
5.1.2.1. Implementation Team	If an implementation team is required, will describe its composition and the tasks to be performed at this site by each team member.
5.1.2.2. Implementation Schedule	If site-specific implementation schedules are not included previously, will provide a schedule of activities, including planning and preparation, to be accomplished during implementation at this site. Describes the required tasks in chronological order with the beginning and ending dates of each task, the key person(s) responsible for the task, dependencies, and milestones. If appropriate, tables and/or graphics may be used to present the schedule.
5.1.2.3. Implementation Procedures	Provides a sequence of detailed procedures required to accomplish the specific hardware and software implementation at this site. A checklist of the installation events may be provided to record the results of the process. If the site operations startup is an important factor in the implementation, then startup procedures in some detail will be addressed. If the system will replace an already operating system, then the startup and cutover processes in detail will be discussed. If there is a period of parallel operations with an existing system, addresses the startup procedures that include technical and operations support during the parallel cycle and the consistency of data within the databases of the two systems.
5.1.2.4. Database Environment	Describes the database environment where the system software and database(s), if any, will be installed. Includes a description of the different types of database and library environments (e.g., test, training, and production databases). Includes the host computer database operating procedures, database file and library naming conventions, database system generation parameters, and any other information needed to effectively establish the system database environment. Includes database administration procedures for testing changes, if any, to the database management system before the system implementation. Refers to the Database Design Document for additional information.

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5.1.2.5. Operations Procedures	Describes operations procedures utilized during implementation. If these operations procedures will continue to be utilized during operations and maintenance activities (e.g., restart and recovery procedures), then they will be described in the Operations & Maintenance (O&M) Manual, and the applicable O&M Manual sections referenced here.
5.1.3.Site Implementation Verification	Describes the process for reviewing the site implementation and integration during and after implementation to ensure adherence to the plan and for deciding if implementation was successful. This information will especially be utilized during the Operational Readiness Review (ORR) for determining if the site is ready for full operational support in the production environment. Describes how any noted discrepancies or issues will be rectified.
5.1.4.Site Rollback Plan	Provides the detailed steps and actions required to restore the site to the original, pre-implementation condition in the event that implementation is unsuccessful. Identifies conditions when site rollback is appropriate or not considered an option.

3 Approver, Reviewers, and Work Plan

Approver: Justin Tease

Reviewers: Gartner, Rick Ketcham, Paul Hochanadel

Work plan tasks:

Task Name	Start	Finish
Create Deliverable	Tue 7/30/13	Fri 8/2/13
Draft Implementation Plan	Tue 7/30/13	Fri 8/2/13
Review and Approve Deliverable	Mon 8/5/13	Mon 8/12/13
Intl Rev & U/D - Implementation Plan	Mon 8/5/13	Mon 8/5/13
Rev, Rvs & Appr - Implementation Plan	Tue 8/6/13	Mon 8/12/13

4 Acceptance Criteria

- The Implementation and Deployment Plans must include descriptions and procedures of how the Exchange solution will be installed, deployed, and transitioned into an operational system.
- The Implementation and Deployment Plans must include the following\ components:
 - ▶ A detailed explanation of the CGI's implementation methodology
 - ▶ An up-to-date detailed implementation schedule

Revision History

Version	Date	Modified By	Description
1.0	03/05/2013	Corina Gasner	Delivered to SOV for review
2.0	04/17/2013	Mike Blake	Revisions per IV&V review