New York Health Benefit Exchange
Detailed Design Review Summary for
9.4.3 Communication Matrix
October 9 & 10, 2012

Item Number	Topic
9.4.3	Communication Matrix

Communication Vehicle	Target Audience	Description/Purpose	Frequency	Owner	Distribution Vehicle	Internal / External?	Comments
Weekly PMO Status Report	DOH and CSC Project Leadership Teams	Communicate updated project status	Weekly	Dawn Boland (CSC) Brian Knowles (DOH)	email In-person Posted to SharePoint	Internal	Detailed project status Project performance measures Action items requiring follow up Risks with mitigation strategies Issues with corrective action plans Change System Requests requiring disposition
Weekly Executive Report	DOH Executive Team	Communicate program status to DOH Senior Staff.	Weekly	John Moran (CSC) Brian Knowles (DOH)	In-Person	Internal	Executive level program summary Critical risks and issues Key decisions requiring Executive level decisions
All Hands Meetings	CSC Project Team	Communicate overall project status and updates across the program	Monthly	John Moran	In-Person	Internal	
Scrum Meetings	CSC/DOH Project Team Members	Checkpoint on previous days progress and planned current day accomplishments.	Daily	Scrum Master	In-Person	Internal	Meetings across each of the Sprint Teams (Plan Management, Consumer Assistance, Financial Management, Individual Eligibility and Enrollment, SHOP, Solution Development, etc)
Team Meetings	CSC Resource Teams	Provide top down communication and resolve team issues.	Weekly	Line Manager	In-Person	Internal	
Federal Data Services Technical Work Group	CSC/DOH Technical Team		Weekly	Paulot Truchard (CSC) Steve Helmin (DOH)	Tele-conference	Internal/External	
Identity Proofing and Authentication	CSC/DOH Technical Team	Discuss security solution that will be available for use and integration with the NY-HX.	Monthly	Paulot Truchard (CSC) Joe Mantova (DOH)	Tele-conference	Internal/External	Receive updates and provides a forum for questions and answers on the security solution.
NAIC SERFF	Plan Management Sprint Team	Design question and answer session	Weekly	Laurie Powell (CSC) Randi Imbriaco (DOH)	Tele-conference	Internal/External	

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Exchange Certification Blueprint Webinars	CSC/DOH Technical Team	Deep dive on the CMS blueprints for team comprehension.	Weekly	Paulot Truchard (CSC) Carl Schell (DOH)	Tele-conference	Internal/External	
hCentive Call with NY, CO and MA	CSC, DOH, hCentive, CO and MA HX Teams	Discuss use of hCentive code to develop a usable cross-state solution.	Bi-Weekly	Tom Silvious	Tele-conference	Internal/External	
Early Innovator (EI) Learning Collaborative	States that have received EI Grant Money	Solve and share mutual problems among EIs and to share solutions with late innovator States based on what was learned in the EI States.	Bi-Weekly	Ned Simpson (CSC) Beth Osthimer (DOH)	Tele-conference	Internal/External	
CMS Grant Monitoring Call	CCIO, CSC and DOH	Report status and escalate issues for potential resolution.	Monthly	Tom Silvious (CSC) Beth Osthimer (DOH)	Tele-conference	Internal/External	