Message

From: Chao, Henry (CMS/OIS) [redacted@cms.hhs.gov]

Sent: 9/25/2013 4:53:00 PM

To: Booth, Jon G. (CMS/OC) [redacted@cms.hhs.gov]; Patel, Ketan (CMS/OC) [redacted@cms.hhs.gov]; Linares, George E. (CMS/OIS) [redacted@cms.hhs.gov]; Skinner, Dennis R. (CMS/OIS) [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Dennis Skinner_cms9cb]; Royle, Erick B. (CMS/OIS) [redacted@cms.hhs.gov]; Sharma, Hemant (CGI Federal) [redacted@cgifederal.com] [redacted@cgifederal.com]; Keith Rubin [redacted@cgifederal.com]; Margush, Doug C. (CMS/OIS) [redacted@cms.hhs.gov]; Karlton Kim [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Karlton Kim]; Schankweiler, Thomas W. (CMS/OIS) [redacted@cms.hhs.gov]

CC: Outerbridge, Monique (CMS/OIS) [redacted@cms.hhs.gov]; Karlton Kim [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Karlton Kim]; Rich Martin [redacted@cgifederal.com] [redacted@cgifederal.com]; Oh, Mark U. (CMS/OIS) [redacted@cms.hhs.gov]; Thurston, Robert (CMS/CTR) [redacted@cms.hhs.gov]; Um, Peter (CMS/CTR) [redacted@cms.hhs.gov]; Radcliffe, Glenn D. (CMS/OIS) [redacted@cms.hhs.gov]; Sharma, Hemant (CGI Federal) [redacted@cgifederal.com] [redacted@cgifederal.com]; Keith Rubin [redacted@cgifederal.com]; Couts, Todd (CMS/OIS) [redacted@cms.hhs.gov]; Venkat Basavaraju [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Venkat Basavarajub2b]; Driscoll, Adam (CMS/OIS) [redacted@cms.hhs.gov]; Berkley, Katrina (CMS/OIS) [redacted@cms.hhs.gov]; Trenkle, Tony (CMS/OIS) [redacted@cms.hhs.gov]; Carter, Cathy T. (CMS/OIS) [redacted@cms.hhs.gov]; Gass, Carole F. (CMS/OIS) [redacted@cms.hhs.gov]; Mark Hogle [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Mark Hogle1af]; Peel, Nydia M. (CMS/OIS) [redacted@cms.hhs.gov]; Stephen Walter [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Stephen Walter938]; Margush, Doug C. (CMS/OIS) [redacted@cms.hhs.gov]; Stevenson, Corey B. (CMS/OIS) [redacted@cms.hhs.gov]; Gray, Edward M. (CMS/OIS) [redacted@cms.hhs.gov]; Plaugher, Mark J. (CMS/OIS) [redacted@cms.hhs.gov]; Skinner, Dennis R. (CMS/OIS) [/O=FIRST ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Dennis Skinner_cms9cb]; Royle, Erick B. (CMS/OIS) [redacted@cms.hhs.gov]; Fletcher, John A. (CMS/OIS) [redacted@cms.hhs.gov]; Trudel, Karen (CMS/OIS) [redacted@cms.hhs.gov]

Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

Importance: High

Jon, Ketan, and George—When Todd Park and Marilyn was here yesterday one of the things Todd conveyed was this fear the WH has about hc.gov being unavailable. I explained about the Akamai piece and the split between learn and get insured sides so he was satisfied for the moment. He will come back again and ask on 9/30 because after knowing him for the past 3+ years I can tell when he will hang on to something for a long time. Todd does have a good point and I think we should have a more comprehensive answer as to how we will ensure high availability. I think this discussion includes the shared services as well.

George—can I ask you to lead a discussion on HA across the board with ensuring we have everything aligned with the demand for 99.99% uptime on HC.gov (or at least the learn side as a minimum, including Spanish learn) and all of the dependencies with Security, Akamai, TMRK Internet facing bandwidth and redundancies, security early warning and monitoring, Shared Services, and CGI, QSSI, and CACi operations. Todd is conducting cutover reviews and some of that is complementary to a HA plan.

Dennis and Erick—would you please document this and capture the ops aspect of HA and execution of monitoring to ensure all the dependencies have early warning monitoring of degradation and/or signs where we have to take the site

down and/or bounce the servers? Please put it in to an ops document format like an SOP and do the necessary changes needed for the monitoring tools. Perhaps Yousef can assist here.

Jon and Ketan—can you think about a better way to convey to the public when the site is not available? I am picturing in my mind all the major print and online publications taking screenshots of what is below and just ramping up the hyperbole about hc.gov not functional.

Let me know if you have questions.

Thanks

Henry Chao
Deputy CIO & Deputy Director,
Office of Information Services
Centers for Medicare & Medicaid Services
410-[redacted]

From: Manik Naik [mailto:[redacted]@qssinc.com]
Sent: Wednesday, September 25, 2013 3:04 PM
To: Bartolotti, Larry (CGI Federal); Van, Hung B. (CMS/OIS); Shannon, Andrew (CGI Federal); Margush, Doug C. (CMS/OIS); Kutsilev, Lubo (CGI Federal); Neidecker, Bob (CGI Federal); O'Mara, Katyanne J (CGI Federal); Oh, Mark U. (CMS/OIS); Dill, Walter (CMS/OIS); Donohoe, Paul X. (CMS/OIS); Carter, Cheryl K (CGI Federal); Deepak Bhatta; Walker, Benjamin L. (CMS/CCIIO); Zaman, Akhtar (CMS/OIS); Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); Chao, Bing (CMS/OIS); Jagadish Gangahanumaiah; Karlton Kim; Maenner, Kristine S. (CMS/OEM); Miller, Daniel J. (CMS/OIS); Shao, Lijun (CMS/CPI)
Cc: James, Brian M. (CMS/CCIIO); Thompson, Tyrone (CMS/OIS); Walter, Stephen J. (CMS/OIS); Shropshire, Richard (CMS/CCIIO); Cummings, Duane (CGI Federal); Thurston, Robert (CMS/CTR); [redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; Pradeep Jain; Pankaj Shekhawat; Dinakaran, Sai (CGI Federal); Sean McHale; Devkinandan Salvi; Chao, Henry (CMS/OIS); Outerbridge, Monique (CMS/OIS)
Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

Larry

Test2 still seems to have issues

Dill, Walter (CMS/OIS); Donohoe, Paul X. (CMS/OIS); Carter, Cheryl K (CGI Federal); [redacted]@qssinc.com'; Walker, Benjamin L. (CMS/CCIIO); Zaman, Akhtar (CMS/OIS); Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); Chao, Bing (CMS/OIS); 'Jagadish Gangahanumaiah [redacted]@qssinc.com)'; 'Karlton Kim [redacted]@qssinc.com)'; Maenner, Kristine S. (CMS/OEM); Miller, Daniel J. (CMS/OIS); Shao, Lijun (CMS/CPI)
Cc: James, Brian M. (CMS/CCIIO); Thompson, Tyrone (CMS/OIS); Walter, Stephen J. (CMS/OIS); Shropshire, Richard (CMS/CCIIO); Cummings, Duane (CGI Federal); Thurston, Robert (CMS/CTR); '[redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; [redacted]@cns-inc.com'; [redacted]@qssinc.com'; Dinakaran, Sai (CGI Federal); '[redacted]@qssinc.com'; [redacted]@qssinc.com'; Chao, Henry (CMS/OIS); Outerbridge, Monique (CMS/OIS)
Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

Larry,

Has the build completed for Test2? Has CGI build verification / testing started?

Regards,

Hung Van
Centers for Medicare and Medicaid Services (CMS)
Office of Information Services (OIS)
7501 Wisconsin Ave. W09-093
Bethesda, Maryland 20814
301.[redacted] (O)
202.[redacted] (BB)
[redacted]@cms.hhs.gov

From: Bartolotti, Larry (CGI Federal) [mailto:[redacted]@cgifederal.com]
Sent: Wednesday, September 25, 2013 11:18 AM
To: Van, Hung B. (CMS/OIS); Shannon, Andrew (CGI Federal); Margush, Doug C. (CMS/OIS); '[redacted]@qssinc.com'; Kutsilev, Lubo (CGI Federal); Neidecker, Bob (CGI Federal); O'Mara, Katyanne J (CGI Federal); Oh, Mark U. (CMS/OIS); Dill, Walter (CMS/OIS); Donohoe, Paul X. (CMS/OIS); Carter, Cheryl K (CGI Federal); [redacted]@qssinc.com'; Walker, Benjamin L. (CMS/CCIIO); Zaman, Akhtar (CMS/OIS); Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); Chao, Bing (CMS/OIS); 'Jagadish Gangahanumaiah [redacted]@qssinc.com)'; 'Karlton Kim ([redacted]@qssinc.com)'; Maenner, Kristine S. (CMS/OEM); Miller, Daniel J. (CMS/OIS); Shao, Lijun (CMS/CPI)
Cc: James, Brian M. (CMS/CCIIO); Thompson, Tyrone (CMS/OIS); Walter, Stephen J. (CMS/OIS); Shropshire, Richard (CMS/CCIIO); Cummings, Duane (CGI Federal); Thurston, Robert (CMS/CTR); '[redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; [redacted]@cns-inc.com'; [redacted]@qssinc.com'; Dinakaran, Sai (CGI Federal); [redacted]@qssinc.com'; '[redacted]@qssinc.com'; Chao, Henry (CMS/OIS); Outerbridge, Monique (CMS/OIS)
Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

9/25/2013 Wednesday Early Morning		ENV	Status
9:30 PM	BRF Review and Dependencies – TEST2	TEST2	Complete
11:30 am	Code Freeze and Merge	All	Complete
9:30 AM	**Build#179 – R7.0.0.9.10**	All	Complete

11:30 AM	Build Complete	All	Complete
11:30 PM	Deploy to TEST2	TEST2	In Progress
1:00 PM	Verify & Correct TEST2	TEST2	
3:00 PM	Accept **Build#179 – R7.0.0.9.10**	TEST2	

We are going to try and push the smoke testing and get it done in 2 hours

From: Bartolotti, Larry (CGI Federal)
Sent: Wednesday, September 25, 2013 9:32 AM
To: 'Van, Hung B. (CMS/OIS)'; Shannon, Andrew (CGI Federal); 'Margush, Doug C. (CMS/OIS)'; [redacted]@qssinc.com'; Kutsilev, Lubo (CGI Federal); Neidecker, Bob (CGI Federal); O'Mara, Katyanne J (CGI Federal); 'Oh, Mark U. (CMS/OIS)'; 'Dill, Walter (CMS/OIS)'; 'Donohoe, Paul X. (CMS/OIS)'; Carter, Cheryl K (CGI Federal); [redacted]@qssinc.com'; 'Walker, Benjamin L. (CMS/CCIIO)'; 'Zaman, Akhtar (CMS/OIS)'; Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); 'Chao, Bing (CMS/OIS)'; 'Jagadish Gangahanumaiah [redacted]@qssinc.com)'; 'Karlton Kim [redacted]@qssinc.com)'; 'Maenner, Kristine S. (CMS/OEM)'; 'Miller, Daniel J. (CMS/OIS)'; 'Shao, Lijun (CMS/CPI)'
Cc: 'James, Brian M. (CMS/CCIIO)'; 'Thompson, Tyrone (CMS/OIS)'; 'Walter, Stephen J. (CMS/OIS)'; 'Shropshire, Richard (CMS/CCIIO)'; Cummings, Duane (CGI Federal); 'Thurston, Robert (CMS/CTR)'; [redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; [redacted]@cns-inc.com'; [redacted]@qssinc.com'; Dinakaran, Sai (CGI Federal); [redacted]@qssinc.com'; [redacted]@qssinc.com'; 'Chao, Henry (CMS/OIS)'; 'Outerbridge, Monique (CMS/OIS)'
Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

The build is restarting now.
Thanks,
Larry

From: Bartolotti, Larry (CGI Federal)
Sent: Wednesday, September 25, 2013 7:51 AM
To: 'Van, Hung B. (CMS/OIS)'; Shannon, Andrew (CGI Federal); 'Margush, Doug C. (CMS/OIS)'; [redacted]@qssinc.com'; Kutsilev, Lubo (CGI Federal); Neidecker, Bob (CGI Federal); O'Mara, Katyanne J (CGI Federal); 'Oh, Mark U. (CMS/OIS)'; 'Dill, Walter (CMS/OIS)'; 'Donohoe, Paul X. (CMS/OIS)'; Carter, Cheryl K (CGI Federal); [redacted]@qssinc.com'; 'Walker, Benjamin L. (CMS/CCIIO)'; 'Zaman, Akhtar (CMS/OIS)'; Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); 'Chao, Bing (CMS/OIS)'; 'Jagadish Gangahanumaiah [redacted]@qssinc.com)'; 'Karlton Kim [redacted]@qssinc.com)'; 'Maenner, Kristine S. (CMS/OEM)'; 'Miller, Daniel J. (CMS/OIS)'; 'Shao, Lijun (CMS/CPI)'
Cc: 'James, Brian M. (CMS/CCIIO)'; 'Thompson, Tyrone (CMS/OIS)'; 'Walter, Stephen J. (CMS/OIS)'; 'Shropshire, Richard (CMS/CCIIO)'; Cummings, Duane (CGI Federal); 'Thurston, Robert (CMS/CTR)'; [redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; [redacted]@cns-inc.com'; [redacted]@qssinc.com'; Dinakaran, Sai (CGI Federal); [redacted]@qssinc.com'; [redacted]@qssinc.com'; 'Chao, Henry (CMS/OIS)'; 'Outerbridge, Monique (CMS/OIS)'
Subject: RE: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

There is an issue with the build and we are resolving it now.
We expect to have it corrected with hour and are about 3 hrs behind schedule.
Thanks,
Larry

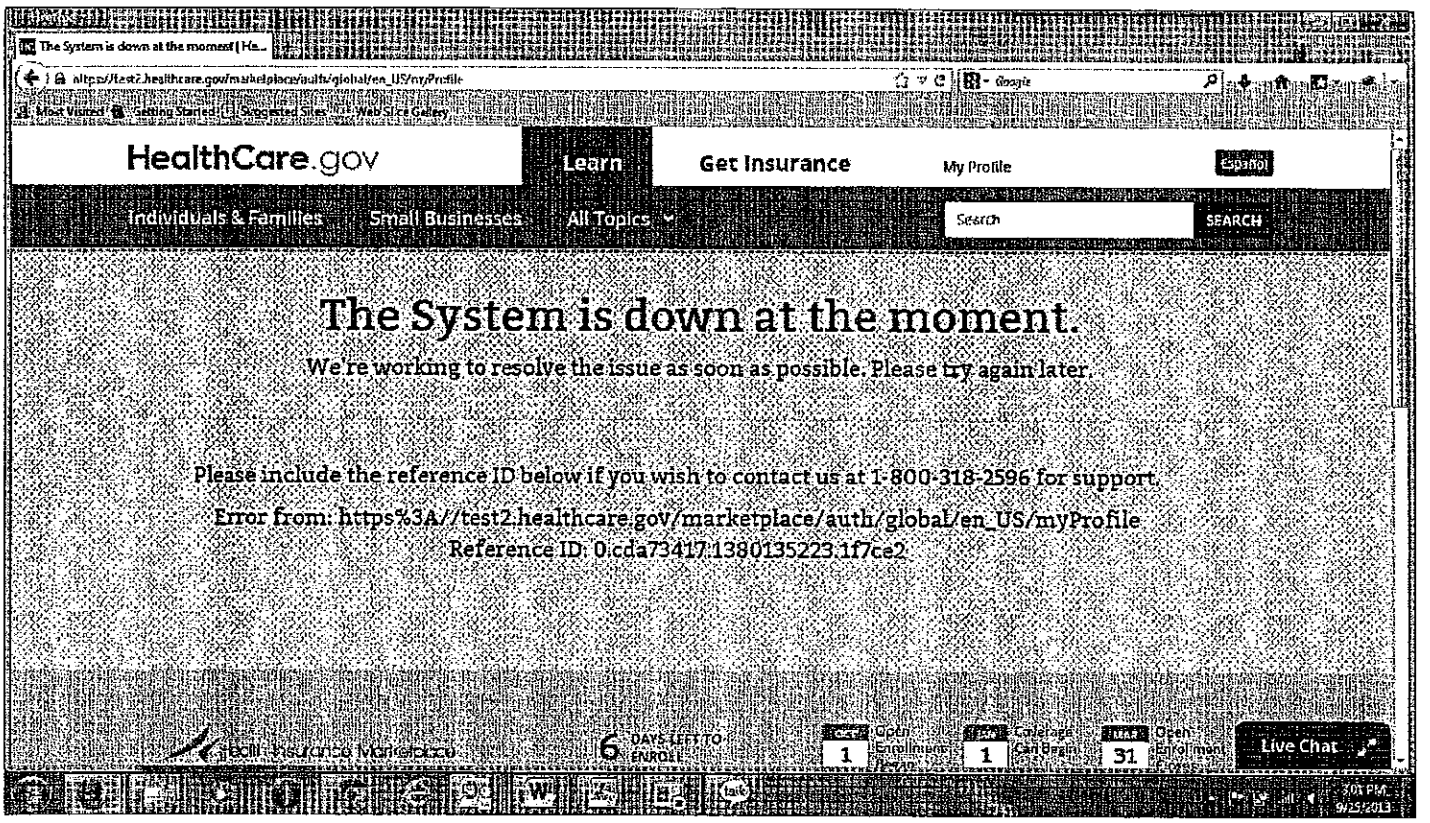
From: Bartolotti, Larry (CGI Federal)
Sent: Wednesday, September 25, 2013 12:09 AM
To: 'Van, Hung B. (CMS/OIS)'; Shannon, Andrew (CGI Federal); 'Margush, Doug C. (CMS/OIS)'; '[redacted]@qssinc.com'; Kutsilev, Lubo (CGI Federal); Neidecker, Bob (CGI Federal); O'Mara, Katyanne J (CGI Federal); 'Oh, Mark U. (CMS/OIS)'; 'Dill, Walter (CMS/OIS)'; 'Donohoe, Paul X. (CMS/OIS)'; Carter, Cheryl K (CGI Federal); [redacted]@qssinc.com'; 'Walker, Benjamin L. (CMS/CCIIO)'; 'Zaman, Akhtar (CMS/OIS)'; Winthrop, Monica (CGI Federal); Martin, Rich (CGI Federal); 'Chao, Bing (CMS/OIS)'; 'Jagadish Gangahanumaiah ([redacted]@qssinc.com)'; 'Karlton Kim ([redacted]@qssinc.com)'; 'Maenner, Kristine S. (CMS/OEM)'; 'Miller, Daniel J. (CMS/OIS)'; 'Shao, Lijun (CMS/CPI)'
Cc: 'James, Brian M. (CMS/CCIIO)'; 'Thompson, Tyrone (CMS/OIS)'; 'Walter, Stephen J. (CMS/OIS)'; 'Shropshire, Richard (CMS/CCIIO)'; Cummings, Duane (CGI Federal); 'Thurston, Robert (CMS/CTR)'; '[redacted]@t1cg.com'; De Moura, Jesse (CGI Federal); FFM-Build Deployment; Calem, Mark (CGI Federal); Sharma, Hemant (CGI Federal); Halkedis, John (CGI Federal); Kodavaluru, Radha (CGI Federal); Sousa, Steven (CGI Federal); Banerjee, Dharitri (CGI Federal); [redacted]@mitre.org'; [redacted]@cns-inc.com'; '[redacted]@qssinc.com'; Dinakaran, Sai (CGI Federal); [redacted]@qssinc.com'; [redacted]@qssinc.com'; 'Chao, Henry (CMS/OIS)'; 'Outerbridge, Monique (CMS/OIS)'
Subject: CGI Deployment Notification - E&E TEST2 Tuesday\Wednesday September 24\25 R7.0.0.9.10 Build 179

Here is the next schedule.
Larry

9/25/2013 Wednesday Early Morning		ENV	Status
9:30 PM	BRF Review and Dependencies – TEST2	TEST2	Complete
11:30 am	Code Freeze and Merge	All	
4:00 AM	**Build#179 – R7.0.0.9.10**	All	
6:00 AM	Build Complete	All	
6:00 AM	Deploy to TEST2	TEST2	
7:30 AM	Verify & Correct TEST2	TEST2	
11:30 PM	Accept **Build#179 – R7.0.0.9.10**	TEST2	

Lawrence V. Bartolotti | CGI - Federal, Inc | office [redacted] | mobile [redacted]
[redacted]@cgifedral.com

This electronic mail (including any attachments) may contain information that is privileged, confidential, and/or otherwise protected from disclosure to anyone other than its intended recipient(s). Any dissemination or use of this electronic email or its contents (including any attachments) by persons other than the intended recipient(s) is strictly prohibited. If you have received this message in error, please notify the sender by reply email and delete the original message (including any attachments) in its entirety.


The System is down at the moment! (Ha...
https://test2.healthcare.gov/marketplace/auth/global/en_US/my/Profile
Most Visited
Getting Started
Suggested Sites
Web Slice Gallery
HealthCare.gov
Learn
Get Insurance
My Profile
Español
Individuals & Families
Small Businesses
All Topics
Search
SEARCH
The System is down at the moment.
We're working to resolve the issue as soon as possible. Please try again later.
Please include the reference ID below if you wish to contact us at 1-800-318-2596 for support.
Error from: https%3A//test2.healthcare.gov/marketplace/auth/global/en_US/myProfile
Reference ID: 0.cda73417.1380135223.1f7ce2
6 DAYS LEFT TO ENROLL
1 Open Enrollment Begins
1 Coverage Begins
31 Open Enrollment Ends
Live Chat
7:01 PM
9/25/2013