New York Health Benefit Exchange

Detailed Design Review Summary for
9.7.8 Manuals and Training Materials
October 9 & 10, 2012

Item Number	Topic
9.7.8	Manuals and Training Materials

Review Element: Manuals and Training Materials.

CSC Response:

CSC recommends deferral of provision of this review artifact, as the content requested is that which will be provided in the NY-HX Training Plan. Development of this deliverable content has not begun yet with the initial deliverable scheduled for later this year, as shown below.

CSC's NY-HX proposal (response to the Procurement Opportunity for the New York State Health Benefit Exchange) includes the following deliverables that support the requirements to plan for, develop training and user support materials, and conduct end user training:

- P-21 Training Plan – description of training effort to use/support the system
- D-23 User Manuals – description of how to use the system from a business perspective
- D-24 O&M Manual – Description of production processing, maintenance, monitoring, and identification of problems

The *NY-HX Integrated Master Schedule (IMS)* includes deliveries of these documents with updates by Release. The initial delivery of these documents is scheduled for December 2012 for the Plan Management Release:

Name	Baseline Start	Baseline Finish
DELIVERABLE: NY-HX PM NY-HX PM User Manuals (F)	**NA**	**NA**
CSC Submits NY-HX PM User Manuals (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM User Manuals (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM User Manuals (F) (2 days)	Wed 12/12/12	Wed 12/12/12
DOH Conducts Final Review of NY-HX PM User Manuals (F) (Updates Only) (3	Mon 12/17/12	Mon 12/17/12
CSC Updates Final Review of NY-HX PM User Manuals (F) (1 day)	Tue 12/18/12	Tue 12/18/12
DOH Confirms Final Updates and Accepts NY-HX PM User Manuals (F) (1 day)	Wed 12/19/12	Wed 12/19/12
DELIVERABLE: NY-HX PM O&M Manual (F)	**NA**	**NA**
CSC Submits NY-HX PM O&M Manual (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM O&M Manual (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM O&M Manual (F) (2 days)	Wed 12/12/12	Wed 12/12/12
DOH Conducts Final Review of NY-HX PM O&M Manual (F) (Updates Only) (3 days)	Mon 12/17/12	Mon 12/17/12
CSC Updates Final Review of NY-HX PM O&M Manual (F) (1 day)	Tue 12/18/12	Tue 12/18/12
DOH Confirms Final Updates and Accepts NY-HX PM O&M Manual (F) (1 day)	Wed 12/19/12	Wed 12/19/12
DELIVERABLE: NY-HX PM Training Plan (F)	**NA**	**NA**
CSC Submits NY-HX PM Training Plan (F)	Mon 12/3/12	Mon 12/3/12
DOH Reviews Submitted NY-HX PM Training Plan (F) (5 days)	Mon 12/10/12	Mon 12/10/12
CSC Resubmits Updated NY-HX PM Training Plan (F) (2 days)	Wed 12/12/12	Wed 12/12/12
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