Cov Oregon vs oracle perspective.

Cover Oregon's perspective of system readiness is that the system can function with a 90+ percent of accuracy for 90-95 percent of the population. Oracle did not debate that perspective, but said that with any major release that the system would have issues that would need to be cleared. They emphasized that best practice would be to release the 'final' system and test for 5 or 6 months. Oracle's position is that because we did not have that opportunity to test for several months, the system is performing as can be reasonably expected and that Cover Oregon should be able to manage this lower service level through communication about focusing on overall enrollments.

Oracle also said that the cause of only processing eligibility and enrollment at about 50 percent on the first try is largely due to Cover Oregon changing requirement specifications. Requirement specifications are defined as the description of the behavior of a system that needs to be developed to accomplish business needs. Cover Oregon, does not agree that the issue is largely due us changing requirement specifications. However, we do acknowledge that we have discovered new requirements specifications at times through the requirement specification, design and development processes. This is a standard and normal project activity. These new requirement specifications were aggressively prioritized over the last several months to ensure they were absolutely needed.

Cover Oregon's perspective is that the larger issue blocking full individual launch has been late delivery of development and defects in the system. In some cases, the defects have been to the design that Oracle created and in other cases, they have been introduced during Oracle's development of the system. There have been many defects impacting performance of the system (how fast it runs and how many people can use it), the functionality of the system (inaccuracies for eligibility, shopping and enrollment) and security. In all of these cases, Cover Oregon has applied stringent criteria to ensure there are workarounds or that risks are managed per industry standards. The launch to full individual creates the need for a minimal number of workarounds and inaccuracies and a maximum number of accuracy for a large percentage of the population.