#### Message

From:	Toomey, Jacqueline S.(CMS/OIS)	NotResp	<b>100</b>	
	NotResp			
Sent:	9/27/2013 2:14:09 PM			
To:	Kim, Jane (CMS/OIS)	NotResp		
CC:	Mellor, Michael (CMS/OIS)	NotResp	)	
	Fryer, Teresa M. (CMS/OIS)	NotResp		
	NotResp			;
Subject:	FW: ACA Testing			

I'm delegating this task to Jane. She will be attending next week's meeting.

Thank you!

#### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870
Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry:

jacqueline.toomey@cms.hhs.gov



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(b)(6)

From: Mellor, Michael (CMS/OIS)

Sent: Friday, September 27, 2013 10:03 AM

To: Toomey, Jacqueline S.(CMS/OIS); Marantan, James (CMS/OIS)

**Cc:** Fryer, Teresa M. (CMS/OIS) **Subject:** FW: ACA Testing

James & Jacquie -

I'm including an email discussion between Teresa and I to provide some context for this request. I'm going to schedule a meeting towards the end of next week to discuss this. Jacquie – I realize you will be out of the office; please delegate as necessary.

If possible – please get together prior to the meeting and discuss ideas. Thanks.

From: Fryer, Teresa M. (CMS/OIS)

٦	Sent: Friday, September 27, 2013 9:52 AM  To: Mellor, Michael (CMS/OIS)  Subject: RE: ACA Testing
č	agree
7	From: Mellor, Michael (CMS/OIS) Sent: Friday, September 27, 2013 9:33 AM To: Fryer, Teresa M. (CMS/OIS) Subject: RE: ACA Testing
	(b)(5)
7	From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 9:31 AM To: Mellor, Michael (CMS/OIS) Subject: RE: ACA Testing
١	With this because it is part of the mitigation plan for the 6 month ATO, that is why I want them tracked somehow.
7	From: Mellor, Michael (CMS/OIS)  Sent: Friday, September 27, 2013 9:29 AM  To: Fryer, Teresa M. (CMS/OIS)  Subject: RE: ACA Testing
	(b)(5)
•	From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 9:26 AM To: Mellor, Michael (CMS/OIS) Subject: FW: ACA Testing
	(b)(5)
	 Thanks,
	11194111967

#### Teresa

From: Schatoff, Jack H. (CMS/OIS)

Sent: Friday, September 27, 2013 8:42 AM

To: Willard, Adam (CMS/CTR); Schankweiler, Thomas W. (CMS/OIS)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Schatoff, Jack H. (CMS/OIS)

Subject: ACA Testing

Adam, Tom,

Please see attached summary report for testing against the externally facing components for ACA. The findings will be uploaded into CFACTS today.

Regards,

Jack

Jack Schatoff

Centers for Medicare and Medicaid Services
Enterprise Information Security Group (EISG)

Division of Information Security Operations (DISO)

jack.schatoff@cms.hhs.gov

Office: 410-786-2554 Mobile: (b)(6)



#### Message

From:	Ken Smith [ksmith@spherecomenterprises.com]		
Sent:	9/27/2013 6:03:15 PM		
To:	Hurst, Mark R. (CMS/CTR)	NotResp	
	NotResp	Fryer, Teresa M. (CMS/OIS N	otResp
	1	NotResp	Mellor,
	Michael (CMS/OIS)	NotResp	]; CMS -
		NotResp	
	NotResp		
CC:	bhjackson@spherecomenterprises.com; bziegler@	ospherecomenterprises.com: vvono@sph	erecomenterprises.com

Subject: RE: Weekly SITREP

Attachments: SphereCom\_EISG\_Weekly\_Report\_09-27-2013.doc

The weekly SITREP is provided for your consideration.

Thanks,

Ken Smith (Contractor)
CISO Security Team
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
703-393-4229 (voice)
<a href="http://www.cms.hhs.gov/informationsecurity/">http://www.cms.hhs.gov/informationsecurity/</a>
Contact the CISO Team CISO@cms.hhs.gov

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#### Message

From:	Toomey, Jacqueline S.(CMS/OIS)	NotResp		
	NotResp			
Sent:	9/27/2013 1:21:38 PM			
To:	Fryer, Teresa M. (CMS/OIS)	NotResp	)	
	NotResp		King, Jason C. (CMS/OIS)	NotResp
	NotResp		·· i	i
CC:	Kim, Jane (CMS/OIS)	Not	Resp	
Subject:	RE: HIX-A Draft SCA Report in Question			I

I'm sorry Jason – I thought the team had a week to provide evidence after the final out brief meeting (before the report is created) and the week after the draft report was only for review? Is this yet another difference for the MP or has the process changed?

#### Jacqueline S I oomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
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7500 Security Blvd. Mailstop: N1-26-08
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jacqueline.toomey@cms.hhs.gov



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From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:13 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Oh, okay...

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 8:45 AM

**To:** Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

The standard process is that a system has up until about a week after the draft report review to submit evidence of remediation to MITRE to close findings. If MITRE concurs, those findings have their status updated as closed and while they remain in the report as such, they are never entered into CFACTS.

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 8:35 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Need to ensure the report reflects as of the end of the SCA and the dae of the report. No reflection of what they have resolved since the assessment/report.

Thanks,

Teresa

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 7:47 AM

**To:** Toomey, Jacqueline S.(CMS/OIS); Fryer, Teresa M. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

(b)(5)

Jason King

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**Enterprise Information Security Group (EISG)** 

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http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

**From:** Toomey, Jacqueline S.(CMS/OIS) **Sent:** Friday, September 27, 2013 5:56 AM

To: Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

(b)(5)

#### Jacqueline S Toomey

Division Director (Acting)
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From: Fryer, Teresa M. (CMS/OIS)

Sent: Thursday, September 26, 2013 10:15 PM

To: Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Subject: Fw: HIX-A Draft SCA Report in Question

Importance: High

Is this normal process? Mike doesn't think this is an issue because they are the system developers. I've asked him to get with you on this.

From: Lyles, Darrin V. (CMS/OIS)

Sent: Thursday, September 26, 2013 06:06 PM

To: Fryer, Teresa M. (CMS/OIS)

Cc: Schankweiler, Thomas W. (CMS/OIS)

# Obtained via FOIA by Judicial Watch, Inc. **Subject:** HIX-A Draft SCA Report in Question

Teresa,
(b)(5)

Regards,

#### **Darrin Lyles**

Information Systems Security Officer (ISSO)
Security Controls Assessment (SCA) Coordinator for CIISG
Consumer Information & Insurance Systems Group (CIISG)
Office of Information Services (OIS)
Centers for Medicare & Medicaid Services (CMS)
U.S. Department of Health and Human Services (HHS)

410-786-4744, Desk

(b)(6) BB

darrin.lyles@cms.hhs.gov

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Message	Obtained via FOIA by o	Judicial Watch, Inc.	
From:	Mellor, Michael (CMS/OIS) NotResp		600000
	NotResp	<del></del>	
Sent:	9/27/2013 1:29:40 PM	<del></del>	
To:	Fryer, Teresa M. (CMS/OIS)	NotResp	
	NotResp		
Subject:	RE: ACA Testing		
	(b)(	(5)	
Sent: Frida To: Mellor,	ver, Teresa M. (CMS/OIS) lay, September 27, 2013 9:26 AM r, Michael (CMS/OIS) FW: ACA Testing		 '}
	(b)(5)		Κ
Thanks,			j
Teresa			
Sent: Frida To: Willard Cc: Marant	ACA Testing	S/OIS) Fryer, Teresa M. (CMS/OIS); Schatoff, Jack H. (CMS/OIS)	
	e attached summary report for testing against the ex into CFACTS today.	ternally facing components for ACA. The findings will be	
Regards,			

Jack Schatoff
Centers for Medicare and Medicaid Services
Enterprise Information Security Group (EISG)
Division of Information Security Operations (DISO)
jack.schatoff@cms.hhs.gov

Office: 410-786-2554

Jack

Mobile: (b)(6)

ESG Enterprise Information Security Group Risk Management, Oversight, & Manitaring

Message		Obtained via FOIA by Judicial Watch, Inc.	
From:	Willard, Adam (CMS/CTR)	NotResp	1 i
	1	NotResp	
Sent:	9/27/2013 1:22:22 PM		J
To:	Schatoff, Jack H. (CMS/OIS)	NotResp	
	NotResp	Schankweiler, Thomas	W. (CMS/OIS) NotResp
	Not	tResp	<b>L</b>
CC:	Marantan, James (CMS/OIS)	NotResp	
	Mellor, Michael (CMS/OIS)	NotResp	
	Fryer, Teresa M. (CMS/OIS)	NotResp	<u></u> J
	NotRe	sp	
Subject:	RE: ACA Testing		
Jack,			
Thank you v	very much.		
	100		
	<b>d</b> (Contractor) 9 x513 (Direct)		
(b)(6)	(Mobile)		
Adam. Willard	@cms.hhs.gov		
Centers for M	ormation & Insurance Systems Group edicare & Medicaid Services (CMS) 1/703-910-3993	(CIISG)	
Sent: Frida To: Willard, Cc: Maranta Subject: Adam, Tom Please see a	CA Testing , attached summary report for tes	r, Thomas W. (CMS/OIS) chael (CMS/OIS); Fryer, Teresa M. (CMS/O	
uploaded in	to CFACTS today.		
Regards,			
Jack			
Jack Schato		_	
	Medicare and Medicaid Services		
	nformation Security Group (EISC		
	nformation Security Operations	(DISO)	
	ff@cms.hhs.gov		
Office: 410	-786-2554		
Mobile:	(b)(6)		



Message

From: Toomey, Jacqueline S.(CMS/OIS) NotResp

NotResp

Sent: 9/27/2013 1:44:56 PM

To: Shomo, Milton [tshomo@mitre.org]; Bielski, Jim [jbielski@mitre.org]

CC: Mellor, Michael (CMS/OIS) NotResp

Fryer, Teresa M. (CMS/OIS) NotResp

NotResp

Subject: FW: HIX-A Draft SCA Report in Question

Attachments: HIX-A Draft SCA Report September 23 2013 with CGI's comments.docx

Milton, Jim

Can you please provide responses to the comments in the attached document? When completed, forward them to Jason King and I.

Thank you!

#### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
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#### DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services 7500 Security Boulevard, Mail Stop N2-14-26 Baltimore, MD 21244-1850



#### CENTERS FOR MEDICARE & MEDICAID SERVICES

Office of Information Services 7500 Security Boulevard Baltimore, MD 21244-1850

# Health Insurance eXchange (HIX) August - September 2013 Security Control Assessment (SCA) Report

Draft Report
September 23, 2013

CMS SENSITIVE INFORMATION—REQUIRES SPECIAL HANDLING

#### CMS SENSITIVE INFORMATION—REQUIRES SPECIAL HANDLING

Health Insurance eXchange (HIX) August – September 2013 Draft Report

September 23, 2013

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#### Message

From:	Toomey, Jacqueline S.(CMS/OIS)	NotResp		000000000000000000000000000000000000000	
	NotResp				
Sent:	9/27/2013 1:26:09 PM				
To:	Fryer, Teresa M. (CMS/OIS)	NotResp			
	NotResp		; King, Jason C. (CMS	/OIS)	NotResp
	NotResp			'	
CC:	Kim, Jane (CMS/OIS)	Not	Resp		
Subject	RE: HIX-A Draft SCA Report in Question				

I don't think we have time to do that. Do we?

# Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870
Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry: (b)(6)
jacqueline.toomey@cms.hhs.gov



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From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:24 AM

To: Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Yes, but technically this was the week to provide evidence after the outbrief, so do we consider things that they say they have resolved and give them another week to review the report before going final?

**From:** Toomey, Jacqueline S.(CMS/OIS) **Sent:** Friday, September 27, 2013 9:21 AM

To: Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

I'm sorry Jason – I thought the team had a week to provide evidence after the final out brief meeting (before the report is created) and the week after the draft report was only for review? Is this yet another difference for the MP or has the process changed?

### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870

Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry

jacqueline.toomey@cms.hhs.gov



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From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:13 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

**Cc:** Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Oh, okay...

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 8:45 AM

To: Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

The standard process is that a system has up until about a week after the draft report review to submit evidence of remediation to MITRE to close findings. If MITRE concurs, those findings have their status updated as closed and while they remain in the report as such, they are never entered into CFACTS.

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 8:35 AM **To:** King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS) **Cc:** Kim, Jane (CMS/OIS) Subject: RE: HIX-A Draft SCA Report in Question Need to ensure the report reflects as of the end of the SCA and the dae of the report. No reflection of what they have resolved since the assessment/report. Thanks, Teresa From: King, Jason C. (CMS/OIS) Sent: Friday, September 27, 2013 7:47 AM **To:** Toomey, Jacqueline S.(CMS/OIS); Fryer, Teresa M. (CMS/OIS) **Cc:** Kim, Jane (CMS/OIS) Subject: RE: HIX-A Draft SCA Report in Question (b)(5) Jason King Division of Information Security Policy and Compliance (DISPC) Enterprise Information Security Group (EISG) Centers for Medicare & Medicaid Services PH: (410) 786-7578 http://www.cms.hhs.gov/informationsecurity/ Contact EISG at CISO@cms.hhs.gov From: Toomey, Jacqueline S.(CMS/OIS) Sent: Friday, September 27, 2013 5:56 AM **To:** Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS) Subject: RE: HIX-A Draft SCA Report in Question (b)(5)

(b)(5)

### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870

Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry:

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jacqueline.toomey@cms.hhs.gov



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From: Fryer, Teresa M. (CMS/OIS)

Sent: Thursday, September 26, 2013 10:15 PM

To: Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Subject: Fw: HIX-A Draft SCA Report in Question

Importance: High

Is this normal process? Mike doesn't think this is an issue because they are the system developers. I've asked him to get with you on this.

From: Lyles, Darrin V. (CMS/OIS)

Sent: Thursday, September 26, 2013 06:06 PM

To: Fryer, Teresa M. (CMS/OIS)

**Cc**: Schankweiler, Thomas W. (CMS/OIS) **Subject**: HIX-A Draft SCA Report in Question

Teresa,
(b)(5)

Regards,

# **Darrin Lyles**

Information Systems Security Officer (ISSO)

Security Controls Assessment (SCA) Coordinator for CIISG

Consumer Information & Insurance Systems Group (CIISG)

Office of Information Services (OIS)

Centers for Medicare & Medicaid Services (CMS)

U.S. Department of Health and Human Services (HHS)

410-786-4744, Desk

(b)(6) BB

darrin.lyles@cms.hhs.gov

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Message

 From:
 Kim, Jane (CMS/OIS)
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 Sent:
 9/27/2013 1:34:54 PM
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 Fryer,

 To:
 King, Jason C. (CMS/OIS)
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 Fryer,

 Teresa M. (CMS/OIS)
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 Toomey, Jacqueline S. (CMS/OIS)
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Subject: RE: FFM SCA Draft Report Review
Attachments: RE: FFM SCA Draft Report Review

And here was Tom's response.

~~~~

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

**Enterprise Information Security Group (EISG)** 

Centers for Medicare & Medicaid Services

PH: (410) 786-5430

http://www.cms.hhs.gov/informationsecurity/

Contact the EISG Team CISO@cms.hhs.gov



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From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 9:34 AM

**To:** Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: FW: FFM SCA Draft Report Review

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Bielski, Jim [mailto:jbielski@mitre.org]
Sent: Friday, September 27, 2013 9:25 AM

To: Schankweiler, Thomas W. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI

Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman,

Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

**Cc:** Dyson, John (US - Arlington) (jodyson@deloitte.com); Shomo, Milton

Subject: RE: FFM SCA Draft Report Review

Tom/Darrin,

Given that this meeting is cancelled, MITRE will not be able to fulfill the 9/27 delivery date for the Final SCA Report, as stated in the Path to ATO. Would it be ok to change the date to TBD, until further notice?

Jim Bielski
Information Systems Engineer, Principal
The MITRE Corporation
(b)(6) (cell)
410 402-2717 (office)

From: Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 09:21

To: Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal)

(Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com); Ramamoorthy,

Balaji Manikandan (CGI Federal); Bielski, Jim; Quaintance, Eric (CGI Federal) (<u>Eric.Quaintance@cgifederal.com</u>);

Dhas, Navin (CGI Federal) (<a href="mailto:navin.dhas@cgifederal.com">navin.dhas@cgifederal.com</a>); Shenoy, Dilip (CGI Federal)

(dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Subject: RE: FFM SCA Draft Report Review

Hello all,

We are going to cancel the 10am Draft Report Review call. We have a second SCA starting this morning at 10am.

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----Original Appointment----

From: Lyles, Darrin V. (CMS/OIS)

Sent: Wednesday, September 25, 2013 8:04 PM

**To:** Lyles, Darrin V. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim <jbielski@mitre.org> (jbielski@mitre.org);

Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal)

(navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica

(CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Subject: FFM SCA Draft Report Review

Obtained via FOIA by Judicial Watch, Inc.

When: Friday, September 27, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada). Where: Teleconference: (b)(6) The purpose of this meeting is to discuss the Draft SCA Report for the HIX-A assessment. Please forward to all who are necessary. Darrin Lyles invites you to an online meeting using Meeting Number: (b)(6) Meeting Password: This meeting does not require a password. Audio conference information 1. Please call the following number: NotResp (b)(6) 2. Follow the instructions you hear on the phone. Your NotResp Meeting Number: (b)(6) To join from the Baltimore, Chicago, or Kansas City offices

To join this meeting online

(b)(6) 2. Enter the Meeting Number:

2. If requested, enter your name and email address.

- 3. If a password is required, enter the meeting password: This meeting does not require a password.
- 4. Click "Join".

1. Dial ext.

5. Follow the instructions that appear on your screen.

Message

| From:    | Schankweiler, Thomas W. (CMS/OIS)           | NotR                           | esp                           |                               |
|----------|---------------------------------------------|--------------------------------|-------------------------------|-------------------------------|
|          | NotResp                                     |                                |                               |                               |
| Sent:    | 9/27/2013 1:33:41 PM                        |                                |                               |                               |
| То:      | Bielski, Jim [jbielski@mitre.org]; Lyles, D | arrin V. (CMS/OIS)             | Noti                          | Resp                          |
|          | NotResp                                     |                                | Warren, Kevin (CMS/OIS)       | NotResp                       |
|          |                                             | NotResp                        |                               | Caulfield, Greg (CGI Federal) |
|          | (Greg.Caulfield@cgifederal.com) [Greg.C     | Caulfield@cgifederal           | com]; Goodrich, Lynn F (C     | GI Federal)                   |
|          | (lynn.goodrich@cgifederal.com) [lynn.go     | odrich@cgifederal.o            | om]; Ramamoorthy, Balaji      | Manikandan (CGI Federal)      |
|          | [balajimanikandan.ramamoorthy@cgife         | deral.com]; Quaintai           | nce, Eric (CGI Federal) (Eric | .Quaintance@cgifederal.com)   |
|          | [Eric.Quaintance@cgifederal.com]; Dhas      | , Navin (CGI Federal           | (navin.dhas@cgifederal.c      | om)                           |
|          | [navin.dhas@cgifederal.com]; Shenoy, D      | ilip (CGI Federal) (d <u>i</u> | ip.shenoy@cgifederal.com      | <u>1)</u>                     |
|          | [dilip.shenoy@cgifederal.com]; Hoffmar      | <u>, Jessica</u> (CMS/OIS)     | NotResp                       |                               |
|          | NotResp                                     | King, Jason                    | C. (CMS/OIS)                  | NotResp                       |
|          | NotResp                                     | Kim, Jane (CMS)                | OIS) NotRe                    | esp                           |
|          | NotResp                                     |                                | ·                             |                               |
| CC:      | Dyson, John (US - Arlington) (jodyson@c     | leloitte.com) [jodysc          | n@deloitte.com]; Shomo,       | Milton [tshomo@mitre.org]     |
| Subject: | RE: FFM SCA Draft Report Review             |                                |                               |                               |

Jim,

Once we talk with Jessica and Teresa about the draft report we will be able to revisit the delivery date of the final report. Consider it TBD for the moment.

Tom

**From:** Bielski, Jim [mailto:jbielski@mitre.org] **Sent:** Friday, September 27, 2013 9:25 AM

To: Schankweiler, Thomas W. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI

Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Cc: Dyson, John (US - Arlington) (jodyson@deloitte.com); Shomo, Milton

Subject: RE: FFM SCA Draft Report Review

Tom/Darrin,

Given that this meeting is cancelled, MITRE will not be able to fulfill the 9/27 delivery date for the Final SCA Report, as stated in the Path to ATO. Would it be ok to change the date to TBD, until further notice?

Jim Bielski
Information Systems Engineer, Principal
The MITRE Corporation
(b)(6) (cell)
410 402-2717 (office)

**From:** Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 09:21

To: Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal)

Obtained via FOIA by Judicial Watch, Inc. (<u>Greg.Caulfield@cgifederal.com</u>); Goodrich, Lynn F (CGI Federal) (<u>lynn.goodrich@cgifederal.com</u>); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim; Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS) Subject: RE: FFM SCA Draft Report Review Hello all, We are going to cancel the 10am Draft Report Review call. We have a second SCA starting this morning at 10am. (b)(5)Tom ----Original Appointment----From: Lyles, Darrin V. (CMS/OIS) Sent: Wednesday, September 25, 2013 8:04 PM To: Lyles, Darrin V. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim <jbielski@mitre.org> (jbielski@mitre.org); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS) Subject: FFM SCA Draft Report Review When: Friday, September 27, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada). Where: Teleconference: The purpose of this meeting is to discuss the Draft SCA Report for the HIX-A assessment. Please forward to all who are necessary.

Darrin Lyles invites you to an online meeting using NotResp

Meeting Number: (b)(6)

Meeting Password: This meeting does not require a password.

-----Audio conference information

1. Please call the following number:

|         | ! | / <del></del> |
|---------|---|---------------|
| NotResp |   | (b)(6)        |

2. Follow the instructions you hear on the phone.

Your NotResp Meeting Number: (b)(6)

| To join from the Baltimore, Chicago, or Kansas City offices |   |
|-------------------------------------------------------------|---|
| 1. Dial ext (b)(6) 2. Enter the Meeting Number: (b)(6)      |   |
| To join this meeting online                                 |   |
| 1. Go to NotResp                                            | ĺ |

- 2. If requested, enter your name and email address.
- 3. If a password is required, enter the meeting password: This meeting does not require a password.
- 4. Click "Join".
- 5. Follow the instructions that appear on your screen.

.

| Message  |                            | ,       | ,                             |           |         |
|----------|----------------------------|---------|-------------------------------|-----------|---------|
| From:    | Kim, Jane (CMS/OIS)        | No      | otResp                        |           | . — ,   |
| Sent:    | 9/27/2013 1:55:29 PM       |         |                               |           |         |
| To:      | Fryer, Teresa M. (CMS/OIS) | NotResp |                               |           |         |
|          | NotResp                    | Т       | oomey, Jacqueline S.(CMS/OIS) | NotResp   |         |
|          | Not                        | Resp    | King, Jason C.                | (CMS/OIS) | NotResp |
|          | NotResp                    |         |                               |           |         |
| Subject: | FFM ATO Memo               |         | ·                             |           |         |

Attachments: How to UNZIP.html; SecureZIP Attachments.zip

Please find attached the memo and executive summary for FFM. Once you approve the memo, I will sign on your behalf and then provide it to Mike. It is in Track Changes; please select Final in the drop down menu to view a clean copy.

I will provide 2 letters to Mike: one for Tony's signature, one for Marilyn's signature. The only change on Marilyn's version are the signatures and the sign off: Tony will also be "reviewed" while a new line will say "cleared" for Marilyn.

----

Jane Kim, PhD, CISSP, CIPP/G
Division of Information Security Policy and Compliance (DISPC)
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services

PH: (410) 786-5430

http://www.cms.hhs.gov/informationsecurity/ Contact the EISG Team <u>CISO@cms.hhs.gov</u>



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| Message    | Obtain                         | The via 1 Old by Sadicial Water, Inc. |   |
|------------|--------------------------------|---------------------------------------|---|
| From:      | Mellor, Michael (CMS/OIS)      | NotResp                               |   |
|            | NotResp                        |                                       |   |
| Sent:      | 9/27/2013 1:33:00 PM           |                                       | · |
| To:        | Fryer, Teresa M. (CMS/OIS)     | NotResp                               |   |
|            | NotResp                        |                                       |   |
| Subject:   | RE: ACA Testing                |                                       |   |
|            |                                |                                       |   |
|            |                                |                                       |   |
|            |                                | (b)(5)                                |   |
|            |                                |                                       |   |
|            |                                |                                       |   |
|            | er, Teresa M. (CMS/OIS)        |                                       |   |
|            | ay, September 27, 2013 9:31 AM |                                       |   |
|            | Michael (CMS/OIS)              |                                       |   |
| Subject: F | RE: ACA Testing                |                                       |   |
|            |                                | (b)(5)                                |   |
| From: Mel  | lor, Michael (CMS/OIS)         |                                       |   |
|            | ay, September 27, 2013 9:29 AM |                                       |   |
|            | Teresa M. (CMS/OIS)            |                                       |   |
| Subject: F | RE: ACA Testing                |                                       |   |
|            |                                |                                       |   |
|            |                                | (b)(5)                                |   |
|            |                                | · // /                                |   |
|            |                                |                                       |   |
| From: En/  | er, Teresa M. (CMS/OIS)        |                                       |   |
|            | ay, September 27, 2013 9:26 AM |                                       |   |
|            | Michael (CMS/OIS)              |                                       |   |
|            | FW: ACA Testing                |                                       |   |
|            |                                |                                       |   |
|            |                                |                                       |   |
|            |                                | (b)(5)                                |   |
|            |                                |                                       |   |
|            |                                |                                       |   |
| Thanks,    |                                |                                       |   |
| Teresa     |                                |                                       |   |

From: Schatoff, Jack H. (CMS/OIS)

Sent: Friday, September 27, 2013 8:42 AM

To: Willard, Adam (CMS/CTR); Schankweiler, Thomas W. (CMS/OIS)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Schatoff, Jack H. (CMS/OIS)

Subject: ACA Testing

Adam, Tom,

Please see attached summary report for testing against the externally facing components for ACA. The findings will be uploaded into CFACTS today.

Regards,

Jack

Jack Schatoff

Centers for Medicare and Medicaid Services Enterprise Information Security Group (EISG) Division of Information Security Operations (DISO)

jack.schatoff@cms.hhs.gov

Office: 410-786-2554 Mobile: (b)(6)



| From:    | King, Jason C. (CMS/OIS)        |         | NotResp                      |            |
|----------|---------------------------------|---------|------------------------------|------------|
| Sent:    | 9/27/2013 1:33:47 PM            |         |                              |            |
| To:      | Fryer, Teresa M. (CMS/OIS)      | NotResp |                              |            |
|          | NotResp                         |         | Toomey, Jacqueline S.(CMS/OI | S) NotResp |
|          | NotR                            |         |                              | ·          |
| CC:      | Kim, Jane (CMS/OIS) [           | Not     | tResp                        |            |
| Subject: | FW: FFM SCA Draft Report Review |         |                              |            |

Jason King

Message

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

**From:** Bielski, Jim [mailto:jbielski@mitre.org] **Sent:** Friday, September 27, 2013 9:25 AM

To: Schankweiler, Thomas W. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI

Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Cc: Dyson, John (US - Arlington) (jodyson@deloitte.com); Shomo, Milton

Subject: RE: FFM SCA Draft Report Review

Tom/Darrin,

Given that this meeting is cancelled, MITRE will not be able to fulfill the 9/27 delivery date for the Final SCA Report, as stated in the Path to ATO. Would it be ok to change the date to TBD, until further notice?

Jim Bielski
Information Systems Engineer, Principal
The MITRE Corporation
(b)(6) (cell)
410 402-2717 (office)

**From:** Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 09:21

To: Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal)

(<u>Greg.Caulfield@cgifederal.com</u>); Goodrich, Lynn F (CGI Federal) (<u>lynn.goodrich@cgifederal.com</u>); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim; Quaintance, Eric (CGI Federal) (<u>Eric.Quaintance@cgifederal.com</u>);

Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal)

(dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Subject: RE: FFM SCA Draft Report Review

Hello all,

|   | We are going to cancel the 10am Draft Report Review call. We have a second SCA starting this morning at 10am.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | (b)(5)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| i | Tom                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|   | From: Lyles, Darrin V. (CMS/OIS)  Sent: Wednesday, September 25, 2013 8:04 PM  To: Lyles, Darrin V. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (Iynn.goodrich@cgifederal.com); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim <jbielski@mitre.org> (jbielski@mitre.org); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)  Subject: FFM SCA Draft Report Review  When: Friday, September 27, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US &amp; Canada).  Where: Teleconference: (b)(6)</jbielski@mitre.org> |
|   | The purpose of this meeting is to discuss the Draft SCA Report for the HIX-A assessment.  Please forward to all who are necessary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|   | Darrin Lyles invites you to an online meeting using NotResp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|   | Meeting Number: (b)(6)  Meeting Password: This meeting does not require a password.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|   | Audio conference information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|   | 1. Please call the following number:  NotResp (b)(6)  2. Follow the instructions you hear on the phone.  Your NotResp Meeting Number: (b)(6)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|   | To join from the Baltimore, Chicago, or Kansas City offices                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|   | 1. Dial ext. (b)(6)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| 2. Enter the Meeting Num    |                                                     | by Judicial Watch, Inc. |  |
|-----------------------------|-----------------------------------------------------|-------------------------|--|
| To join this meeting online |                                                     |                         |  |
| 1. Go to                    | NotResp                                             |                         |  |
| 2. It requested, enter your | 2. If requested, enter your name and email address. |                         |  |

- 3. If a password is required, enter the meeting password: This meeting does not require a password. 4. Click "Join".
- 5. Follow the instructions that appear on your screen.

 Message

 From:
 King, Jason C. (CMS/OIS)
 NotResp

 Sent:
 9/27/2013 1:33:26 PM
 To:
 Pryer, Teresa M. (CMS/OIS)
 NotResp
 Toomey, Jacqueline S.(CMS/OIS)
 NotResp

 NotResp
 NotResp
 NotResp

NotResp

CC: Kim, Jane (CMS/OIS) E Subject: RE: HIX-A Draft SCA Report in Question

Tom just declared the FFM review cancelled anyway, and MITRE replied that that makes the final report date TBD. Forwarding that in a second.

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:29 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

(b)(5)

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 9:27 AM

**To:** Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Actually, Jacquie was right, I mistyped. Findings are only clarified at most from the draft report review, and closures do need to take place prior to the draft report.

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:24 AM

**To:** Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Yes, but technically this was the week to provide evidence after the outbrief, so do we consider things that they say they have resolved and give them another week to review the report before going final?

**From:** Toomey, Jacqueline S.(CMS/OIS) **Sent:** Friday, September 27, 2013 9:21 AM

To: Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

I'm sorry Jason – I thought the team had a week to provide evidence after the final out brief meeting (before the report is created) and the week after the draft report was only for review? Is this yet another difference for the MP or has the process changed?

### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870

Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry: (b)(6)

jacqueline.toomey@cms.hhs.gov



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From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 9:13 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Oh, okay...

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 8:45 AM

**To:** Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

The standard process is that a system has up until about a week after the draft report review to submit evidence of remediation to MITRE to close findings. If MITRE concurs, those findings have their status updated as closed and while they remain in the report as such, they are never entered into CFACTS.

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Fryer, Teresa M. (CMS/OIS)

Sent: Friday, September 27, 2013 8:35 AM

To: King, Jason C. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

Need to ensure the report reflects as of the end of the SCA and the dae of the report. No reflection of what they have resolved since the assessment/report.

Thanks,

Teresa

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 7:47 AM

**To:** Toomey, Jacqueline S.(CMS/OIS); Fryer, Teresa M. (CMS/OIS)

Cc: Kim, Jane (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

(b)(5)

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

**From:** Toomey, Jacqueline S.(CMS/OIS) **Sent:** Friday, September 27, 2013 5:56 AM

To: Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS)

Subject: RE: HIX-A Draft SCA Report in Question

(b)(5)

### Jacqueline S Toomey

Division Director (Acting)
Division of Information Security Policy and Compliance (DISPC)
Centers for Medicare & Medicaid Services
7500 Security Blvd. Mailstop: N1-26-08
Baltimore, Md. 21244-1870

Location: N1-26-27 / Office Telephone: 410-786-5552 / Blackberry:

jacqueline.toomey@cms.hhs.gov



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(b)(6)

From: Fryer, Teresa M. (CMS/OIS)

Sent: Thursday, September 26, 2013 10:15 PM

To: Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Subject: Fw: HIX-A Draft SCA Report in Question

Importance: High

Is this normal process? Mike doesn't think this is an issue because they are the system developers. I've asked him to get with you on this.

From: Lyles, Darrin V. (CMS/OIS)

Sent: Thursday, September 26, 2013 06:06 PM

To: Fryer, Teresa M. (CMS/OIS)

Cc: Schankweiler, Thomas W. (CMS/OIS)

# Obtained via FOIA by Judicial Watch, Inc. **Subject:** HIX-A Draft SCA Report in Question

Teresa,
(b)(5)

Regards,

# **Darrin Lyles**

Information Systems Security Officer (ISSO)
Security Controls Assessment (SCA) Coordinator for CIISG
Consumer Information & Insurance Systems Group (CIISG)
Office of Information Services (OIS)
Centers for Medicare & Medicaid Services (CMS)
U.S. Department of Health and Human Services (HHS)
410-786-4744, Desk

(b)(6) BB

darrin.lyles@cms.hhs.gov

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# Jacqueline S Toomey



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(b)(6)

From: Fryer, Teresa M. (CMS/OIS)

Sent: Thursday, September 26, 2013 10:15 PM

To: Toomey, Jacqueline S.(CMS/OIS); King, Jason C. (CMS/OIS)

Subject: Fw: HIX-A Draft SCA Report in Question

Importance: High

Is this normal process? Mike doesn't think this is an issue because they are the system developers. I've asked him to get with you on this.

From: Lyles, Darrin V. (CMS/OIS)

Sent: Thursday, September 26, 2013 06:06 PM

To: Fryer, Teresa M. (CMS/OIS)

**Cc**: Schankweiler, Thomas W. (CMS/OIS) **Subject**: HIX-A Draft SCA Report in Question

|          | Teresa, |
|----------|---------|
|          |         |
|          |         |
|          | (b)(5)  |
|          |         |
| <u> </u> |         |

Regards,

#### **Darrin Lyles**

Information Systems Security Officer (ISSO)
Security Controls Assessment (SCA) Coordinator for CIISG
Consumer Information & Insurance Systems Group (CIISG)
Office of Information Services (OIS)
Centers for Medicare & Medicaid Services (CMS)
U.S. Department of Health and Human Services (HHS)
410-786-4744, Desk

410-786-4744, Desk (b)(6) , BB

darrin.lyles@cms.hhs.gov

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Message

| From:    | Schatoff, Jack H. (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | NotResp                                |         |
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|          | NotResp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                        |         |
| Sent:    | 9/27/2013 3:56:22 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                        |         |
| To:      | Schankweiler, Thomas W. (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | NotResp                                |         |
|          | NotResp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ; Willard, Adam (CMS/CTR)              | NotResp |
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| CC:      | Marantan, James (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NotResp                                |         |
|          | Mellor, Michael (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NotResp                                |         |
|          | Fryer, Teresa M. (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | NotResp                                |         |
|          | NotResp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                        |         |
| Subject: | RE: ACA Testing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ······································ |         |

Tom,

Per your instructions, only the summary report is currently being uploaded into CFACTS.

Jack

**From:** Schankweiler, Thomas W. (CMS/OIS) **Sent:** Friday, September 27, 2013 9:36 AM

To: Schatoff, Jack H. (CMS/OIS); Willard, Adam (CMS/CTR)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS)

Subject: RE: ACA Testing

All,

It make sense to upload the report, however POAM's are not to be created for these three items. These are duplicate items flagged by MITRE in their reports and is already targeted for inclusion in a POAM.

Thanks,

Tom

From: Schatoff, Jack H. (CMS/OIS)

Sent: Friday, September 27, 2013 8:43 AM

To: Willard, Adam (CMS/CTR); Schankweiler, Thomas W. (CMS/OIS)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Schatoff, Jack H. (CMS/OIS)

**Subject:** ACA Testing

Adam, Tom,

Please see attached summary report for testing against the externally facing components for ACA. The findings will be uploaded into CFACTS today.

Regards,

Jack

#### Obtained via FOIA by Judicial Watch, Inc.

Jack Schatoff

Centers for Medicare and Medicaid Services

Enterprise Information Security Group (EISG)

Division of Information Security Operations (DISO)

jack.schatoff@cms.hhs.gov

Office: 410-786-2554 Mobile: (b)(6)



Message

| From:                                 | Schankweiler, Thomas W. (CMS/OIS)                       |         | NotResp                 | 2121   0.000.000.000.000.000.000.000.000.000 |  |
|---------------------------------------|---------------------------------------------------------|---------|-------------------------|----------------------------------------------|--|
|                                       | NotResp                                                 |         |                         |                                              |  |
| Sent:                                 | 9/27/2013 4:10:20 PM                                    |         |                         |                                              |  |
| To:                                   | Schatoff, Jack H. (CMS/OIS)                             | NotResp |                         |                                              |  |
|                                       | NotResp                                                 |         | Willard, Adam (CMS/CTR) | NotResp                                      |  |
|                                       |                                                         | NotF    | Resp                    |                                              |  |
| CC: Marantan, James (CMS/OIS) NotResp |                                                         |         |                         |                                              |  |
|                                       |                                                         |         | NotResp                 |                                              |  |
|                                       | Mellor, Michael (CMS/OIS)<br>Fryer, Teresa M. (CMS/OIS) | N       | lotResp                 |                                              |  |
|                                       | NotResp                                                 |         |                         |                                              |  |
| Subject:                              | RE: ACA Testing                                         |         | ·-·-·-·                 |                                              |  |

In regards to the weak-cyphers we have the ability to lock this down through Akamai which was tested last month in production in august. OC is working to get this addressed in the tasks for this weekend, to confirm the SSL protections are set and confirmed again. You should be able to check this again when you do your post Oct 1, pen testing activities. I would be interested in seeing the updated results from your team.

Thanks,

Tom

From: Schatoff, Jack H. (CMS/OIS)

Sent: Friday, September 27, 2013 11:56 AM

To: Schankweiler, Thomas W. (CMS/OIS); Willard, Adam (CMS/CTR)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS)

Subject: RE: ACA Testing

Tom,

Per your instructions, only the summary report is currently being uploaded into CFACTS.

Jack

**From:** Schankweiler, Thomas W. (CMS/OIS) **Sent:** Friday, September 27, 2013 9:36 AM

**To:** Schatoff, Jack H. (CMS/OIS); Willard, Adam (CMS/CTR)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS)

Subject: RE: ACA Testing

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Tom

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Sent: Friday, September 27, 2013 8:43 AM

To: Willard, Adam (CMS/CTR); Schankweiler, Thomas W. (CMS/OIS)

Cc: Marantan, James (CMS/OIS); Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Schatoff, Jack H. (CMS/OIS)

Subject: ACA Testing

Adam, Tom,

Please see attached summary report for testing against the externally facing components for ACA. The findings will be uploaded into CFACTS today.

Regards,

Jack

Jack Schatoff
Centers for Medicare and Medicaid Services
Enterprise Information Security Group (EISG)
Division of Information Security Operations (DISO)
jack.schatoff@cms.hhs.gov

Office: 410-786-2554 Mobile: (b)(6)



 From:
 Mellor, Michael (CMS/OIS)
 NotResp

 NotResp
 9/27/2013 8:26:38 PM

 To:
 Fryer, Teresa M. (CMS/OIS)
 NotResp

 Subject:
 FW: Need the revised document

 Attachments:
 Chao Administrator Memo FFM 092613.docx

>----Original Message---->From: Trenkle, Tony (CMS/OIS) >Sent: Friday, September 27, 2013 2:55 PM >To: Mellor, Michael (CMS/OIS) >Subject: Fw: Need the revised document >---- Original Message ----->From: Chao, Henry (CMS/OIS) >Sent: Friday, September 27, 2013 02:51 PM >To: Trenkle, Tony (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS) >Subject: RE: Need the revised document > >Henry Chao >Deputy CIO & Deputy Director, >Office of Information Services >Centers for Medicare & Medicaid Services >410-786-1800 >----Original Message---->From: Trenkle, Tony (CMS/OIS) >Sent: Friday, September 27, 2013 2:51 PM >To: Schankweiler, Thomas W. (CMS/OIS); Chao, Henry (CMS/OIS) >Subject: Need the revised document >Otherwise I'll just strike the one sentence and have her sign. She's getting >ready to leave

| DATE:    |                                                                                                                                                                               |  |  |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| TO:      | Marilyn Tavenner                                                                                                                                                              |  |  |
| FROM:    | James Kerr, Consortium Administrator for Medicare Health Plans Operations<br>Henry Chao, Deputy Chief Information Officer & Office of Information Services<br>Deputy Director |  |  |
| SUBJECT: | Federally Facilitated Marketplace-DECISION                                                                                                                                    |  |  |
|          |                                                                                                                                                                               |  |  |
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|-------------|--------|------------------|
|             |        |                  |
| Approved    |        | Date             |
| Disapproved |        | Date             |
|             |        | Marilyn Tavenner |

 $Attachment: Federally\ Facilitated\ Marketplace\ Decision\ Memo\ Risk\ Acknowledgment\ Signature\ Page$ 

| Message                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                |                                                 |                           |                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------|----------------------------------------|
| From:                                                                                                                                                                                                                                                                                                                                                                                          | Lyles, Darrin V. (CMS/OIS)                                                                                                                                     |                                                 | NotResp                   |                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                | Not                                                                                                                                                            | tResp                                           |                           |                                        |
| Sent:                                                                                                                                                                                                                                                                                                                                                                                          | 9/27/2013 2:52:55 PM                                                                                                                                           | ·                                               |                           | 7                                      |
| То:                                                                                                                                                                                                                                                                                                                                                                                            | Roche, Jacqueline R. (CMS/CC                                                                                                                                   |                                                 | NotResp                   |                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                | NotResp                                                                                                                                                        |                                                 | Fryer, Teresa M. (CMS/OIS | NotResp                                |
|                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                | NotResp                                         | NotRe                     | l<br>Paen                              |
| CC:                                                                                                                                                                                                                                                                                                                                                                                            | Fender, Rebecca (CMS/CCSQ)                                                                                                                                     |                                                 |                           |                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                | Nelson, David J. (CMS/OEM)                                                                                                                                     |                                                 | NotResp                   | . <u></u>                              |
|                                                                                                                                                                                                                                                                                                                                                                                                | NotR                                                                                                                                                           | lesp                                            | <u></u> j                 |                                        |
| Subject:                                                                                                                                                                                                                                                                                                                                                                                       | RE: Signature Ready Draft                                                                                                                                      |                                                 |                           |                                        |
| Attachments:                                                                                                                                                                                                                                                                                                                                                                                   | Serco ESS_Security Impact And                                                                                                                                  | alysis_Final Draft_2                            | 2013-09-27.docx           | •                                      |
| Hi Jacquelin                                                                                                                                                                                                                                                                                                                                                                                   | e,                                                                                                                                                             |                                                 |                           |                                        |
| I have incor<br>grammar and                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                | anged the dates                                 | throughout and provi      | ided one final QA review for           |
|                                                                                                                                                                                                                                                                                                                                                                                                | raft document is ready found I will take it upstain                                                                                                            |                                                 |                           | igned, please have a PDF versior       |
| Regards,                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                |                                                 |                           |                                        |
| Darrin                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                |                                                 |                           |                                        |
| Security Con<br>Consumer Inf<br>Office of In<br>Centers for<br>U.S. Departm<br>410-786-4744                                                                                                                                                                                                                                                                                                    | Systems Security Officer<br>trols Assessment (SCA) Co<br>formation & Insurance Systemation Services (OIS)<br>Medicare & Medicaid Servicent of Health and Human | oordinator for<br>tems Group (CII<br>ices (CMS) |                           |                                        |
| INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law. |                                                                                                                                                                |                                                 |                           |                                        |
| Original Message From: Roche, Jacqueline R. (CMS/CCIIO) Sent: Friday, September 27, 2013 9:16 AM To: Lyles, Darrin V. (CMS/OIS); Fryer, Teresa M. (CMS/OIS) Cc: Fender, Rebecca (CMS/CCSQ); Nelson, David J. (CMS/OEM) Subject: RE: Signature Ready Draft                                                                                                                                      |                                                                                                                                                                |                                                 |                           |                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                | in: As discussed, attack<br>now what else I can do to                                                                                                          |                                                 |                           | eciate all your assistance here<br>re. |
| From: Lyles,<br>Sent: Friday<br>To: Fryer, T                                                                                                                                                                                                                                                                                                                                                   | Darrin V. (CMS/OIS)  , September 27, 2013 8:4  eresa M. (CMS/OIS); Roche Signature Ready Draft                                                                 |                                                 | . (CMS/CCIIO)             |                                        |
| Thank you, T                                                                                                                                                                                                                                                                                                                                                                                   | eresa. I will make sure                                                                                                                                        | it's taken car                                  | e of.                     |                                        |

Darrin

Obtained via FOIA by Judicial Watch, Inc. From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 8:28 AM To: Roche, Jacqueline R. (CMS/CCIIO); Lyles, Darrin V. (CMS/OIS) Subject: Re: Signature Ready Draft Sorry, on the BB. Meant to ensure Darrin is coordinating signatures on this. From: Roche, Jacqueline R. (CMS/CCIIO) Sent: Friday, September 27, 2013 08:02 AM To: Lyles, Darrin V. (CMS/OIS) Cc: Fryer, Teresa M. (CMS/OIS) Subject: FW: Signature Ready Draft Darrin, I'm assuming you were meant to be cc'd. Does Teresa's note mean I send my brief edits to you? I just need to fix the incorrect program references? From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 7:40 AM To: Roche, Jacqueline R. (CMS/CCIIO) Subject: Re: Signature Ready Draft Darrin you should be coordinating the clearance on this. From: Roche, Jacqueline R. (CMS/CCIIO) Sent: Thursday, September 26, 2013 11:39 PM To: Lyles, Darrin V. (CMS/OIS); Fryer, Teresa M. (CMS/OIS) Cc: Nelson, David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS) Subject: RE: Signature Ready Draft (b)(5)Jacqueline Roche Eligibility and Enrollment-Exchange Policy and Operations Group Center for Consumer Information and Insurance Oversight (CCIIO) Centers for Medicare & Medicaid Services Phone: 410 786 1622 (b)(6) Email: jacqueline.rochel@cms.hhs.gov<mailto:jacqueline.rochel@cms.hhs.gov> [Learn More about Health Insurance Market Place & your new coverage options]<a href="https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_content=120x80-">https://www.healthcare.gov/?fromLoc=MPBadge&utm\_content=120x80-">https://www.healthcare.gov en&utm\_campaign=hcgov> INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law. From: Lyles, Darrin V. (CMS/OIS) Sent: Thursday, September 26, 2013 9:14 AM To: Fryer, Teresa M. (CMS/OIS)

Cc: Nelson, David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIIO)

Subject: Signature Ready Draft

Teresa.

(b)(5)

Respectfully,

Darrin

#### Obtained via FOIA by Judicial Watch, Inc.

Darrin Lyles

Information Systems Security Officer (ISSO) Security Controls Assessment (SCA) Coordinator for CIISG Consumer Information & Insurance Systems Group (CIISG) Office of Information Services (OIS) Centers for Medicare & Medicaid Services (CMS) U.S. Department of Health and Human Services (HHS) 410-786-4744, Desk 443-979-3169, BB darrin.lyles@cms.hhs.gov<

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Centers for Medicare & Medicaid Services



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## **Department of Health and Human Services**



#### **Centers for Medicare & Medicaid Services**

Center for Consumer Information and Insurance Oversight

# Serco Eligibility Support System Security Impact Analysis (SIA)

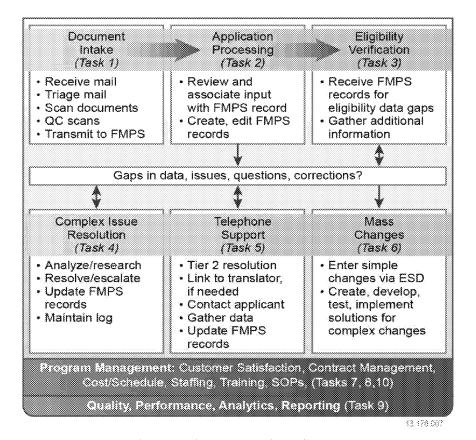
**September 27, 2013** 

September 27, 2013

## 1. Executive Summary

## 1.1 Background

Serco Inc. has been tasked by CCIIO to build and operate an Eligibility Support (ES) function to intake and process paper applications for health care coverage under the Health Insurance Marketplace sent via US mail and provide eligibility support. Applications will be sorted, scanned, processed, and entered into the Eligibility Support Desktop (ESD). ESD is a function of the Federally Facilitated Marketplace hosted in the CMS Terremark Private Cloud Environment. When consumers submit their eligibility applications for health coverage, their documentation will enter the ESD via one of two processes. Paper applications will enter the mailroom, catalogued, scanned into the system, and then securely retained until processing is completed. Then, the information on the paper applications will be processed by Serco Eligibility Support Workers (ESWs) through a basic and complex eligibility process until the consumer's eligibility is determined. Once eligibility is determined and verified by CMS, original document attachments are returned to the consumer, and the paper application destroyed. All electronic applications will go directly to the FMPS (via a non-Serco system) bypassing the mailroom. Below is the process flow and functions of Serco ES:



**Figure 1: High Level Business Concept** 

The Serco ES function will be operational on October 1, 2013. Due to the unavailability of ESD functions on this date, Serco ES will perform a modified workflow for its Initial Operating Capability (IOC) that does not require ESD functions to process the paper applications. This workflow, shown in Figure 2 below, essentially retains the status of the applications within the Serco ES function and manages the application processing and completeness using the Appian workflow software. This is a temporary measure until full ESD functionality is available.

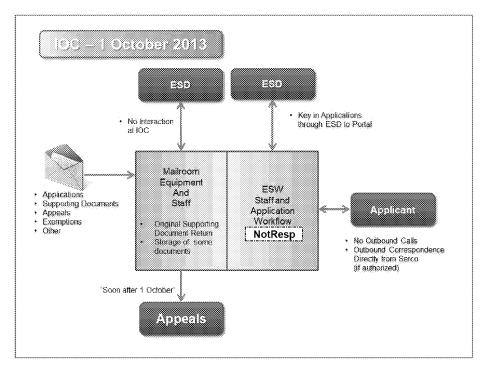


Figure 2: Modified Workflow for IOC (1 Oct)

The Serco ES System (ESS) is a dedicated infrastructure for fulfilling the ES functions on 1
October 2013 and beyond. With the exception of the NotResp application, the infrastructure architecture is as originally proposed at contract award. ESD will be utilized as its function becomes available.

## 1.2 Purpose

The purpose of the Security Impact Analysis is to document the planned system architecture and operating environment of the Serco hosting environment. This document will also identify the potential risks of operating the Enrollment Support Systems at Serco's dedicated hosting facilities and possible mitigating strategies.

## 2. System Identification

## 2.1 System Name/Title

| System Identifier     | Response Data              |
|-----------------------|----------------------------|
| Official System Name: | Eligibility Support System |
| System Acronym:       | ESS                        |
| Classification:       | Moderate                   |

## 2.2 Designated Contacts

| Business Owner       | Response Data                                 |  |
|----------------------|-----------------------------------------------|--|
| Name:                | Jacqueline Roche                              |  |
| Contact Information: | jacqueline.roche1@cms.hhs.gov<br>410-786-1622 |  |

| System Maintainer    | Response Data         |
|----------------------|-----------------------|
| Name:                | John Lau              |
| Contact Information: | john.lau@serco_na.com |
|                      | 703-939-6000          |

## 2.3 Assignment of Security Responsibility

| Individual Responsible for Security (ISSO) | Response Data                   |
|--------------------------------------------|---------------------------------|
| Name:                                      | Tom Schankweiler                |
| Contact Information:                       | thomas.schankweiler@cms.hhs.gov |
|                                            |                                 |

#### **System Analysis** 3.

#### **System and Network Overview** 3.1

Figure 3 illustrates the overall architecture where Serco hosts the business-critical and missioncritical systems for ESS. The ESS will reside in Serco owned or leased facilities, and on equipment dedicated to ESS.

NotResp

Figure 3: ESS Infrastructure Overview

The Serco ESS mission-critical client hosting infrastructure will be protected by redundant NotResp firewalls and an i. It will be segregated from the Serco corporate network and all other hosted systems. The dedicated primary site at London, KY houses the US Mail intake, paper scanning operations, and ES operations. Other dedicated sites at Rogers, AR, and Wentzville, MO will house ES operations only, but the Rogers site can be used as a backup alternate mail processing site. A dedicated Security and Network Operations Center is housed as a dedicated physical cell within Serco's Colorado Springs facility.

## 3.2 Serco Hosting Environment for CCIIO

Figure 4 identifies the components of the Serco CMS ESS (shown on the left side of the diagram), and Serco Corporate support components (shown on the right side of the diagram) which are separate and do not host ESS functions. A table containing the current inventory of CMS ESS components (tabbed by location) is provided as an attachment to this document. NotResp

Figure 4: ESS and Serco Components View

## 3.3 Description of Operational/System Environment and Special Considerations

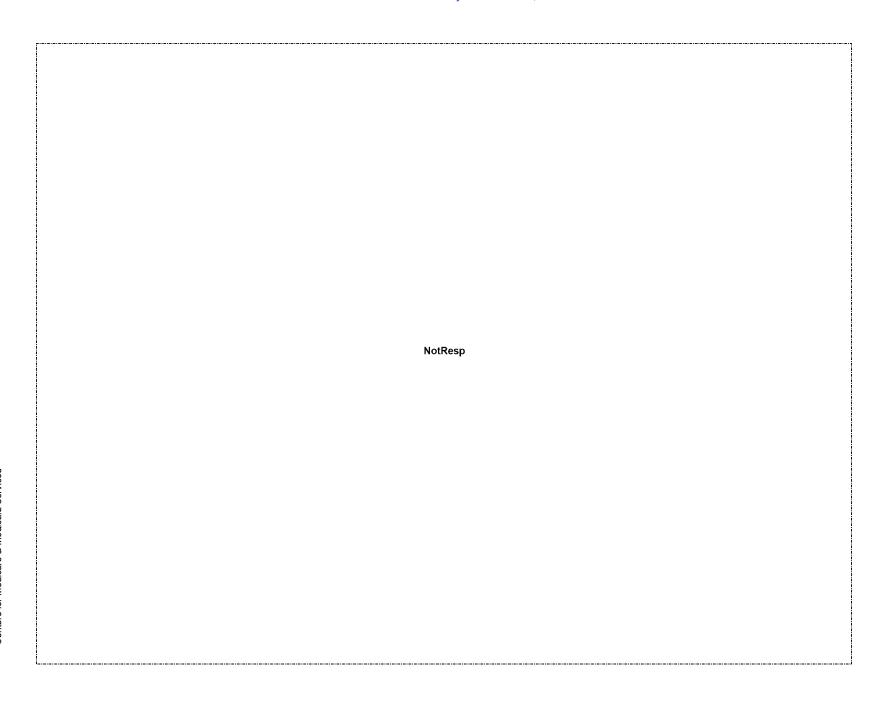
Each site logically separates the ES operational infrastructure elements (mail processing/scanning and ES workers) from the non-operational elements and functions, with strict access control and network segregation (using VLANs) between the segments.

In addition to VLAN separation, all ESS workstations are Virtual Desktop Interfaces (VDI), specifically configured for the segment which the VDI is authorized to exist, with the minimum set of functions and capabilities necessary to perform the function.

The ES operational VDIs (which have access to ESD and PII information) have the following restrictions:

- No email, MS Office, or any other applications installed (unless required for ES processing, such as Adobe Reader)
- No access to the Internet, other than whitelisted IP and URL access to ESD and internal sites on the operational side
- Virtual Desktop is not retained between user sessions, and a new image is created when a user logs on.

Figure 5 illustrates the segregation of the virtual environment at the primary site (London, Kentucky) and the controls in place to control access, monitor, and enforce operational and non-operational roles. All other sites have this same design, but do not include the mail room operations segment.



| _ | Centers for Medicare & Medicaid Services | Obtained via FOIA by Judicial Watch, Inc. |
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Obtained via FOIA by Judicial Watch, Inc.

| * Note (b)(5) |  |
|---------------|--|
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As the Enrollment Support Systems Business Owner, I have reviewed the Security Impact

## 4. Signatures

| Analysis and I am accepting the risk of temporarily allow operate from 10/1/13 through 1/1/14.                                                        | wing the Enrollment Support System to |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Jacqueline Roche                                                                                                                                      | Date                                  |
| CMS/CCIIO                                                                                                                                             |                                       |
| As the Enrollment Support Systems Authorizing Official Analysis and I am accepting the risk of temporarily allow operate from 10/1/13 through 1/1/14. |                                       |

Tony Trenkle Date

CMS/Chief Information Officer

cc: Teresa Fryer, CISO OIS/EISG

cc: John Lau, Eligibility Support Systems System Maintainer

cc: Thomas Schankweiler, ISO OIS/CIISG

#### Message

| From: | Kim, Jane (CMS/OIS)         | NotResp                              |          |
|-------|-----------------------------|--------------------------------------|----------|
| Sent: | 9/27/2013 1:34:54 PM        |                                      |          |
| To:   | King, Jason C. (CMS/OIS)    | NotResp                              | ; Fryer, |
|       | Teresa M. (CMS/OIS) NotResp |                                      |          |
|       | NotResp                     | ; Toomey, Jacqueline S.(CMS/OIS) Not | Resp     |
|       | Housesp                     |                                      |          |

Subject: RE: FFM SCA Draft Report Review
Attachments: RE: FFM SCA Draft Report Review

And here was Tom's response.

~~~~

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

**Enterprise Information Security Group (EISG)** 

Centers for Medicare & Medicaid Services

PH: (410) 786-5430

http://www.cms.hhs.gov/informationsecurity/

Contact the EISG Team CISO@cms.hhs.gov



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From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 9:34 AM

To: Fryer, Teresa M. (CMS/OIS); Toomey, Jacqueline S.(CMS/OIS)

**Cc:** Kim, Jane (CMS/OIS)

Subject: FW: FFM SCA Draft Report Review

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

Obtained via FOIA by Judicial Watch, Inc.

From: Bielski, Jim [mailto:jbielski@mitre.org] Sent: Friday, September 27, 2013 9:25 AM

To: Schankweiler, Thomas W. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI

Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman,

Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Cc: Dyson, John (US - Arlington) (jodyson@deloitte.com); Shomo, Milton

Subject: RE: FFM SCA Draft Report Review

Tom/Darrin,

Given that this meeting is cancelled, MITRE will not be able to fulfill the 9/27 delivery date for the Final SCA Report, as stated in the Path to ATO. Would it be ok to change the date to TBD, until further notice?

Jim Bielski Information Systems Engineer, Principal The MITRE Corporation (b)(6)(cell) 410 402-2717 (office)

From: Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 09:21

To: Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal)

(Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim; Quaintance, Eric (CGI Federal) (<a href="mailto:Eric.Quaintance@cgifederal.com">Eric.Quaintance@cgifederal.com</a>);

Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal)

(dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Subject: RE: FFM SCA Draft Report Review

Hello all,

We are going to cancel the 10am Draft Report Review call. We have a second SCA starting this morning at 10am.

	(b)(5)	
Tom		

IOM

----Original Appointment----

From: Lyles, Darrin V. (CMS/OIS)

Sent: Wednesday, September 25, 2013 8:04 PM

To: Lyles, Darrin V. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim <jbielski@mitre.org> (jbielski@mitre.org);

Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal)

(navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica

(CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Subject: FFM SCA Draft Report Review

Obtained via FOIA by Judicial Watch, Inc.

When: Friday, September 27, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Teleconference: (b)(6)

The purpose of this meeting is to discuss the Draft SCA Report for the HIX-A assessment.

Please forward to all who are necessary.

Darrin Lyles invites you to an online meeting using NotResp

Meeting Number: (b)(6)

Meeting Password: This meeting does not require a password.

Audio conference information

1. Please call the following number:

NotResp (b)(6)

2. Follow the instructions you hear on the phone.

You NotResp Meeting Number: (b)(6)

.....

To join from the Baltimore, Chicago, or Kansas City offices

1. Dial ext (b)(6)

2. Enter the Meeting Number: (b)(6)

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To join this meeting online

1. Go to NotResp

2. If requested, enter your name and email address.

- 3. If a password is required, enter the meeting password: This meeting does not require a password.
- 4. Click "Join".
- 5. Follow the instructions that appear on your screen.

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From:	Schankweiler, Thomas W. (CMS/OIS)	NotRes	p			
	NotResp					
Sent:	9/27/2013 1:33:41 PM					
То:	Bielski, Jim [jbielski@mitre.org]; Lyles, Darrin V. (CN	ıs/ois)		Not	Resp	
			arren, Kevin	(CMS/OIS)	No	otResp
	NotResp		NotResp		; Caulfield, G	reg (CGI Federal)
	(Greg.Caulfield@cgifederal.com) [Greg.Caulfield@cg	gifederal.co				
	(lynn.goodrich@cgifederal.com) [lynn.goodrich@cg	federal.cor	n]; Ramamo	orthy, Balaj	i Manikandan	(CGI Federal)
	[balajimanikandan.ramamoorthy@cgifederal.com];	Quaintance	e, Eric (CGI F	ederal) (Eric	Quaintance(	@cgifederal.com)
	[Eric.Quaintance@cgifederal.com]; Dhas, Navin (CG	l Federal) (r	navin.dhas@	cgifederal.c	om)	
	[navin.dhas@cgifederal.com]; Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com)					
	[dilip.shenoy@cgifederal.com]; Hoffman, Jessica (CI	vis/ois)		NotResp		
	NotResp ; Kin	g, Jason C.	(CMS/OIS)		NotResp	
	Kim, Ja	ne (CMS/OI	S)	NotRe	esp	
	NotResp		^ l			J
CC:	L Dyson, John (US - Arlington) (jodyson@deloitte.com	) [jodyson@	adeloitte.co	m]; Shomo,	Milton [tshor	mo@mitre.org]
Subject:	RE: FFM SCA Draft Report Review	, - , -	_	,	-	

Jim,

Once we talk with Jessica and Teresa about the draft report we will be able to revisit the delivery date of the final report. Consider it TBD for the moment.

Tom

**From:** Bielski, Jim [mailto:jbielski@mitre.org] **Sent:** Friday, September 27, 2013 9:25 AM

To: Schankweiler, Thomas W. (CMS/OIS); Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI

Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com);

Ramamoorthy, Balaji Manikandan (CGI Federal); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)

Cc: Dyson, John (US - Arlington) (jodyson@deloitte.com); Shomo, Milton

Subject: RE: FFM SCA Draft Report Review

Tom/Darrin,

Given that this meeting is cancelled, MITRE will not be able to fulfill the 9/27 delivery date for the Final SCA Report, as stated in the Path to ATO. Would it be ok to change the date to TBD, until further notice?

Jim Bielski
Information Systems Engineer, Principal
The MITRE Corporation
(b)(6) (cell)
410 402-2717 (office)

**From:** Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 09:21

To: Lyles, Darrin V. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal)

Obtained via FOIA by Judicial Watch, Inc.

] [	(Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim; Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS) Subject: RE: FFM SCA Draft Report Review		
	Hello all,		
	We are going to cancel the 10am Draft Report Review call. We have a second SCA starting this morning at 10am.		
	(b)(5)		
i	Гот		
1	From: Lyles, Darrin V. (CMS/OIS)  Sent: Wednesday, September 25, 2013 8:04 PM  To: Lyles, Darrin V. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Warren, Kevin (CMS/OIS); Caulfield, Greg (CGI Federal) (Greg.Caulfield@cgifederal.com); Goodrich, Lynn F (CGI Federal) (lynn.goodrich@cgifederal.com); Ramamoorthy, Balaji Manikandan (CGI Federal); Bielski, Jim <jbielski@mitre.org> (jbielski@mitre.org); Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com); Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com); Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com); Hoffman, Jessica (CMS/OIS); King, Jason C. (CMS/OIS); Kim, Jane (CMS/OIS)  Subject: FFM SCA Draft Report Review  When: Friday, September 27, 2013 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US &amp; Canada).  Where: Teleconference (b)(6)</jbielski@mitre.org>		
I	Please forward to all who are necessary.		
[	Darrin Lyles invites you to an online meeting using NotResp		
	Meeting Number: (b)(6)  Meeting Password: This meeting does not require a password.		
-	Audio conference information		
N	1. Please call the following number:  lotResp (b)(6)  2. Follow the instructions you hear on the phone.  YourNotResp Meeting Number: (b)(6)		

To join fr	o join from the Baltimore, Chicago, or Kansas City offices	
	the Meeting Number: (b)(6)	
To join th	nis meeting online	
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- 2. If requested, enter your name and email address.
- 3. If a password is required, enter the meeting password: This meeting does not require a password.
- 4. Click "Join".
- 5. Follow the instructions that appear on your screen.

Message			
From:	Roche, Jacqueline R. (CMS/CCIIO) NotResp		
	NotResp		
Sent:	9/27/2013 1:15:55 PM		
То:	Lyles, Darrin V. (CMS/OIS) NotResp		
	; Fryer, Teresa M. (CMS/OIS) NotResp		
	NotResp NotResp		
CC:	Fender, Rebecca (CMS/CCSQ) NotResp		
	Nelson, David J. (CMS/OEM) NotResp		
	NotResp		
Subject:	RE: Signature Ready Draft		
Attachments:	Serco ESS_Security Impact Analysis_Draftready for signatures_2013-09-26.docx		
	rin: As discussed, attached with a few minor edits. I appreciate all your assistance here know what else I can do to help and when you need my signature.		
	al Message		
	, Darrin V. (CMS/OIS) /, September 27, 2013 8:47 AM		
To: Fryer, 1	Teresa M. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIIO)		
Subject: RE:	Signature Ready Draft		
Thank you, 1	Teresa. I will make sure it's taken care of.		
Darrin			
Dailiii			
Sent: Friday To: Roche,	Teresa M. (CMS/OIS) 7, September 27, 2013 8:28 AM Dacqueline R. (CMS/CCIIO); Lyles, Darrin V. (CMS/OIS) Signature Ready Draft		
Sorry, on th	ne BB. Meant to ensure Darrin is coordinating signatures on this.		
From: Roche	, Jacqueline R. (CMS/CCIIO)		
Sent: Friday	/, September 27, 2013 08:02 AM		
	Darrin V. (CMS/OIS) Teresa M. (CMS/OIS)		
	: Signature Ready Draft		
	(b)(5)		
Sent: Friday To: Roche, 3	, Teresa M. (CMS/OIS) /, September 27, 2013 7:40 AM Jacqueline R. (CMS/CCIIO) : Signature Ready Draft		
Darrin you s	should be coordinating the clearance on this.		
Sent: Thurso To: Lyles, D Cc: Nelson,	, Jacqueline R. (CMS/CCIIO) day, September 26, 2013 11:39 PM Darrin V. (CMS/OIS); Fryer, Teresa M. (CMS/OIS) David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS) Signature Ready Draft		
	(b)(5)		
Insurance Ov Phone: 410 7 BB:	Roche and Enrollment-Exchange Policy and Operations Group Center for Consumer Information and versight (CCIIO) Centers for Medicare & Medicaid Services 786 1622 (b)(6) [United the content of the conten		

HHS-0132196 CMS0012411

Obtained via FOIA by Judicial Watch, Inc. [Learn More about Health Insurance Market Place & your new coverage options]<https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80en&utm\_campaign=hcgov>

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From: Lyles, Darrin V. (CMS/OIS)

Sent: Thursday, September 26, 2013 9:14 AM

To: Fryer, Teresa M. (CMS/OIS)

Cc: Nelson, David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIIO)

Subject: Signature Ready Draft

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(b)(5)

Respectfully,

Darrin

Darrin Lyles

Information Systems Security Officer (ISSO) Security Controls Assessment (SCA) Coordinator for CIISG Consumer Information & Insurance Systems Group (CIISG) Office of Information Services (OIS) Centers for Medicare & Medicaid Services (CMS) U.S. Department of Health and Human Services (HHS) 410-786-4744, Desk , BB darrin.lyles@cms.hhs.gov<mailto:darrin.lyles@cms.hhs.gov>

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Centers for Medicare & Medicaid Services



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## **Department of Health and Human Services**



#### **Centers for Medicare & Medicaid Services**

**Center for Consumer Information** and Insurance Oversight

# Serco Eligibility Support System Security Impact Analysis (SIA)

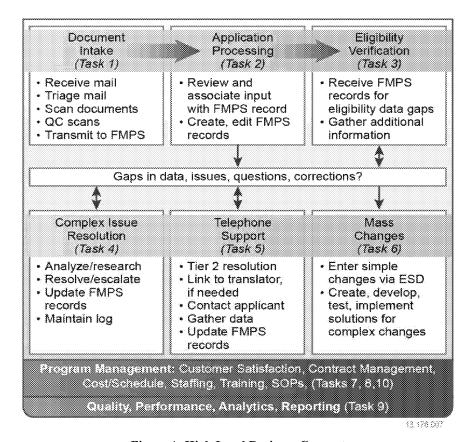
**September 26, 2013** 

September 26, 2013

## 1. Executive Summary

### 1.1 Background

Serco Inc. has been tasked by CCIIO to build and operate an Eligibility Support (ES) function to intake and process paper applications for health care coverage under the Health Insurance Marketplace sent via US mail and provide eligibility support. Applications will be sorted, scanned, processed, and entered into the Eligibility Support Desktop (ESD). ESD is a function of the Federally Facilitated Marketplace hosted in the CMS Terremark Private Cloud Environment. When consumers submit their eligibility applications for health coverage, their documentation will enter the ESD via one of two processes. Paper applications will enter the mailroom, catalogued, scanned into the system, and then securely retained until processing is completed. Then, the information on the paper applications will be processed by Serco Eligibility Support Workers (ESWs) through a basic and complex eligibility process until the consumer's eligibility is determined. Once eligibility is determined and verified by CMS, original document attachments are returned to the consumer, and the paper application destroyed. All electronic applications will go directly to the FMPS (via a non-Serco system) bypassing the mailroom. Below is the process flow and functions of Serco ES:



**Figure 1: High Level Business Concept** 

The Serco ES function will be operational on October 1, 2013. Due to the unavailability of ESD functions on this date, Serco ES will perform a modified workflow for its Initial Operating Capability (IOC) that does not require ESD functions to process the paper applications. This workflow, shown in Figure 2 below, essentially retains the status of the applications within the Serco ES function and manages the application processing and completeness using the NotResp software. This is a temporary measure until full ESD functionality is available.

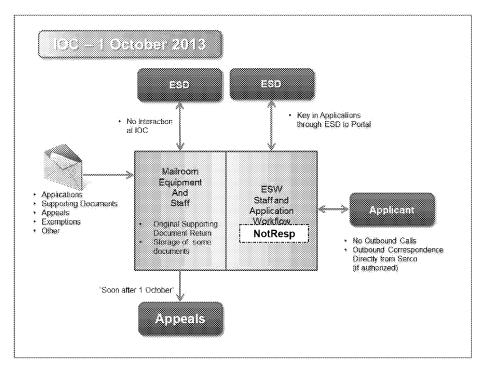


Figure 2: Modified Workflow for IOC (1 Oct)

The Serco ES System (ESS) is a dedicated infrastructure for fulfilling the ES functions on 1 October 2013 and beyond. With the exception of the NotResp application, the infrastructure architecture is as originally proposed at contract award. ESD will be utilized as its function becomes available.

### 1.2 Purpose

The purpose of the Security Impact Analysis is to document the planned system architecture and operating environment of the Serco hosting environment. This document will also identify the potential risks of operating the Enrollment Support Systems at Serco's dedicated hosting facilities and possible mitigating strategies.

## 2. System Identification

## 2.1 System Name/Title

System Identifier	Response Data
Official System Name:	Eligibility Support System
System Acronym:	ESS
Classification:	Moderate

## 2.2 Designated Contacts

Business Owner	Response Data
Name:	Jacqueline Roche
Contact Information:	jacqueline.roche1@cms.hhs.gov 410-786-1622

System Maintainer	Response Data
Name:	John Lau
Contact Information:	john.lau@serco_na.com
	703-939-6000

## 2.3 Assignment of Security Responsibility

Individual Responsible for Security (ISSO)	Response Data
Name:	Tom Schankweiler
Contact Information:	thomas.schankweiler@cms.hhs.gov

## 3. System Analysis

## 3.1 System and Network Overview

Figure 3 illustrates the overall architecture where Serco hosts the business-critical and missioncritical systems for ESS. The ESS will reside in Serco owned or leased facilities, and on equipment dedicated to ESS. NotResp

Figure 3: ESS Infrastructure Overview

The Serco ESS mission-critical client hosting infrastructure will be protected by redundant firewalls and ar NotResp It will be segregated from the Serco corporate network and all other hosted systems. The dedicated primary site at London, KY houses the US Mail intake, paper scanning operations, and ES operations. Other dedicated sites at Rogers, AR, and Wentzville, MO will house ES operations only, but the Rogers site can be used as a backup alternate mail processing site. A dedicated Security and Network Operations Center is housed as a dedicated physical cell within Serco's Colorado Springs facility.

## 3.2 Serco Hosting Environment for CCIIO

Figure 4 identifies the components of the Serco CMS ESS (shown on the left side of the diagram), and Serco Corporate support components (shown on the right side of the diagram) which are separate and do not host ESS functions. A table containing the current inventory of CMS ESS components (tabbed by location) is provided as an attachment to this document.

NotResp

Figure 4: ESS and Serco Components View

## 3.3 Description of Operational/System Environment and Special Considerations

Each site logically separates the ES operational infrastructure elements (mail processing/scanning and ES workers) from the non-operational elements and functions, with strict access control and network segregation (using VLANs) between the segments.

In addition to VLAN separation, all ESS workstations are Virtual Desktop Interfaces, specifically configured for the segment which the VDI is authorized to exist, with the minimum set of functions and capabilities necessary to perform the function.

The ES operational VDIs (which have access ESD and PII information) has the following restrictions:

- No email, MS Office, or any other applications installed (unless required for ES processing, such as Adobe Reader)
- No access to the Internet, other than whitelisted IP and URL access to ESD and internal sites on the operational side
- Virtual Desktop is not retained between user sessions, and a new image is created when a user logs on.

Figure 5 illustrates the segregation of the virtual environment at the primary site (London, Kentucky) and the controls in place to control access, monitor, and enforce operational and non-operational roles. All other sites have this same design, but do not include the mail room operations segment.

	Centers for Medicare & Medicaid Services	Obtained via FOIA by Judicial Watch, Inc.
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The state of the s		
		(b)(5)

* Note						
	(b)(5)					

As the Enrollment Support Systems Business Owner, I have reviewed the Security Impact

# 4. Signatures

Analysis and I am accepting the risk of temporarily allowing operate from 10/1/13 through 1/1/14.	ng the Enrollment Support System to
Jacqueline Roche CMS/CCIIO	Date
As the Enrollment Support Systems Authorizing Official, I Analysis and I am accepting the risk of temporarily allowing operate from 10/1/13 through 1/1/14.	

Tony Trenkle Date

CMS/Chief Information Officer

cc: Teresa Fryer, CISO OIS/EISG

cc: John Lau, Eligbility Support Systems System Maintainer

cc: Thomas Schankweiler, ISO OIS/CIISG

NotResp From: Lyles, Darrin V. (CMS/OIS) NotResp 9/27/2013 12:14:43 PM Sent: Roche, Jacqueline R. (CMS/CCIIO) To: NotResp NotResp NotResp CC: Fryer, Teresa M. (CMS/OIS) NotResp Subject: RE: Signature Ready Draft Attachments: image001.jpg Jacqueline, Yes. Please send me your changes and I will coordinate getting the document to Tony Trenkle for signature. Darrin From: Roche, Jacqueline R. (CMS/CCIIO) Sent: Friday, September 27, 2013 8:02 AM To: Lyles, Darrin V. (CMS/OIS) Cc: Fryer, Teresa M. (CMS/OIS) Subject: FW: Signature Ready Draft Darrin, I'm assuming you were meant to be cc'd. Does Teresa's note mean I send my brief edits to you? I just need to fix the incorrect program references? From: Fryer, Teresa M. (CMS/OIS) Sent: Friday, September 27, 2013 7:40 AM To: Roche, Jacqueline R. (CMS/CCIIO) Subject: Re: Signature Ready Draft Darrin you should be coordinating the clearance on this. From: Roche, Jacqueline R. (CMS/CCIIO) Sent: Thursday, September 26, 2013 11:39 PM To: Lyles, Darrin V. (CMS/OIS); Fryer, Teresa M. (CMS/OIS) Cc: Nelson, David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS) Subject: RE: Signature Ready Draft (b)(5)Jacqueline Roche Eligibility and Enrollment-Exchange Policy and Operations Group Center for Consumer Information and Insurance Oversight (CCIIO) Centers for Medicare & Medicaid Services Phone: 410 786 1622 BB: (b)(6) Email: jacqueline.rochel@cms.hhs.gov<mailto:jacqueline.rochel@cms.hhs.gov> [Learn More about Health Insurance Market Place & your new coverage options]<https://www.healthcare.gov/?fromLoc=MPBadge&utm\_medium=widget&utm\_content=120x80en&utm\_campaign=hcgov> INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law. From: Lyles, Darrin V. (CMS/OIS) Sent: Thursday, September 26, 2013 9:14 AM To: Fryer, Teresa M. (CMS/OIS) Cc: Nelson, David J. (CMS/OEM); Schankweiler, Thomas W. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIIO)

Subject: Signature Ready Draft	Stained via 1 Six by Eddisia Viatori, inc.
Teresa,	
	(b)(5)

Respectfully,

Darrin

Darrin Lyles
Information Systems Security Officer (ISSO)
Security Controls Assessment (SCA) Coordinator for CIISG
Consumer Information & Insurance Systems Group (CIISG)
Office of Information Services (OIS)
Centers for Medicare & Medicaid Services (CMS)
U.S. Department of Health and Human Services (HHS)
410-786-4744, Desk
(b)(6) ; BB
darrin.lyles@cms.hhs.gov<mailto:darrin.lyles@cms.hhs.gov>

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Obtained via FOIA by Judicial Watch, Inc. Message NotResp Trenkle, Tony (CMS/OIS) From: NotResp Sent: 9/28/2013 3:38:15 PM Chao, Henry (CMS/OIS) NotResp To: Margush, NotResp Doug C. (CMS/OIS) Schankweiler, Thomas W. (CMS) NotResp NotResp Outerbridge, Monique (CMS/OIS) NotResp NotResp Grothe, Kirk A. (CMS/OIS) NotResp NotResp Oh, Mark **NotResp** U. (CMS/OIS) NotResp Linares, George E. (CMS/OIS) NotResp NotResp CC: Snyder, Michelle (CMS/OA) NotResp Kerr, James T. (CMS/CMHPO) NotResp NotResp Subject: Re: Creating more capacity/compute (b)(5)(b)(5)Lagree. Based on what was already concurred with in the memo, this will not change things. From: Chao, Henry (CMS/OIS) Sent: Saturday, September 28, 2013 11:12 AM To: Margush, Doug C. (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Oh, Mark U. (CMS/OIS); Trenkle, Tony (CMS/OIS); Linares, George E. (CMS/OIS) Cc: Snyder, Michelle (CMS/OA); Kerr, James T. (CMS/CMHPO) Subject: Re: Creating more capacity/compute (b)(5) (b)(5)

(b)(5)

Henry Chao

Deputy Chief Information Officer and Deputy Director

Office of Information Services

Centers for Medicare & Medicaid Services

7500 Security Blvd

Baltimore, MD 21244

301-492-4100 (Pri)

410-786-1800 (Alt)

(b)(6) (BB)

From: Margush, Doug C. (CMS/OIS) Sent: Saturday, September 28, 2013 11:00 AM To: Chao, Henry (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Oh, Mark U. (CMS/OIS); Trenkle, Tony (CMS/OIS); Linares, George E. (CMS/OIS) Cc: Snyder, Michelle (CMS/OA); Kerr, James T. (CMS/CMHPO) Subject: Re: Creating more capacity/compute (b)(5) (b)(5) (b)(5) From: Chao, Henry (CMS/OIS) Sent: Saturday, September 28, 2013 10:51 AM To: Schankweiler, Thomas W. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS); Oh, Mark U. (CMS/OIS); Margush, Doug C. (CMS/OIS); Trenkle, Tony (CMS/OIS); Linares, George E. (CMS/OIS) Cc: Snyder, Michelle (CMS/OA); Kerr, James T. (CMS/CMHPO) **Subject**: Creating more capacity/compute (b)(5) (b)(5) (b)(5)

(b)(5)

**Thanks** 

Henry Chao Deputy CIO & Deputy Director, Office of Information Services Centers for Medicare & Medicaid Services 410-786-1800

From:	Linares, George E. (CMS/OIS)	NotResp			
	NotResp				
Sent:	9/28/2013 7:52:09 PM				
То:	Purcell, Timothy J. (CMS/OIS)		NotResp		
CC:	Basavaraju, Venkat (CMS/OIS)		NotResp		[
	NotResp Richardson, Marc D. (CMS/OIS)	No	otResp		1
	NotResp		Mansaray, Sharlene (C	MS/OIS) NotResp	
		NotResp			
Subject:	Re: Needed** at 4:30 NotRe Status call				

Forward the appointment

Sent from my iPad

On Sep 28, 2013, at 2:45 PM, "Purcell, Timothy J. (CMS/OIS)" < <u>Timothy.Purcell@CMS.hhs.gov</u>> wrote: George,

I can have Venkat elaborate if needed, I just wanted to get this quick not out.

We would like you on our 4:30 status call with NotResp QSSI, to assist with the needed information on the Performance of the NotResp system.

# Thanks,

Timothy Purcell <image001.jpg> timothy.purcell@cms.hhs.gov <image002.jpg> 410.786.0501 <image002.jpg> (443)-821-4155 (BB) IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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Appointment

F-1-2-1-2-1	A ) A / a		
From:	Amy Walker [agwalker@qssinc.com	1]	
Sent:	9/28/2013 8:23:56 PM	N-4D	· <del></del>
To:	Purcell, Timothy J. (CMS/OIS)	NotResp	<u></u>
	NotResp	Nitin Matta [nmatt	a@qssinc.com]; Girish Shetty
·	[gshetty@qssinc.com]; 'Amit Jasuja	' [amit.jasuja@oracle.com]; Pardh	na Reddy [pardha.reddy@oracle.com]; Bikram
	Bakshi [bbakshi@qssinc.com]; Krish	namoorthi Ganesan [kganesan@	qssinc.com]; Michael Finkel
	[mfinkel@qssinc.com]; Joana Peter	]; Clayton Donley [clayton.donley@oracle.com];	
	CMS - NotRe CMS Team	NotResp	
	NotR	esp	Kovilvenni Ramaswamy
'	[kramaswamy@qssinc.com]; Minze	Chien [MChien@qssinc.com]; Iva	 n Vinogradov [ivinogradov@qssinc.com]; PK
	Malhotra [pmalhotra@qssinc.com]	; Yuri Radams [yradams@gssinc.c	om]; Linares, George E. (CMS/OIS) NotResp
		NotResp	Amy Walker
1.	[agwalker@qssinc.com]		
Subject:	Daily Touch Point Call - NotR Issues	ŝ	
Location:	Conference Call (b)(6) Acc	ess Code: (b)(6)	
Start:	9/29/2013		
End:	9/29/2013 12:30:00 AM		
Show Time As	: Busy		
Recurrence:	(none)		
Required	Purcell, Timothy J. (CMS/OIS); Nitin	Matta; Girish Shetty; 'Amit Jasuia	ሲ; Pardha Reddy; Bikram Bakshi; Krishnamoorthi
Attendees:		:	G CMS Team; Kovilvenni Ramaswamy; Minze
	Chien; Ivan Vinogradov; PK Malhoti		<del></del>
Conference ( Access Code:			
10440 Little	QSSI   www.qssinc.com <http: e Patuxent Parkway Suite 1200 <u>977-7884 ex</u>t. 723 (<b>b)(6)</b></http: 	://www.qssinc.com/> Columbia MD 21044	
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Appointment

From:	Amy Walker [agwalker@qssinc.co	om]	
Sent:	9/28/2013 8:25:35 PM		
To:	Purcell, Timothy J. (CMS/OIS)	NotResp	
	NotResp	¦ 'Nitin Matta' [nma	tta@qssinc.com]; 'Girish Shetty'
	[gshetty@qssinc.com]; 'Amit Jasu	ja' [amit.jasuja@oracle.com]; 'Parc	ha Reddy' [pardha.reddy@oracle.com]; 'Bikram
	Bakshi' [bbakshi@qssinc.com]; 'Kr	rishnamoorthi Ganesan' [kganesan	@qssinc.com]; 'Michael Finkel'
	[mfinkel@qssinc.com]; 'Joana Pet	erson' [joana.peterson@oracle.co	m]; 'Clayton Donley'
	[clayton.donley@oracle.com]; CM	1S NotRe CMS Team	NotResp
		tResp	'Kovilvenni Ramaswamy'
	[kramaswamy@qssinc.com]; 'Min	ze Chien' [MChien@gssinc.com]; '	van Vinogradov' [ivinogradov@qssinc.com]; 'PK
			c.com]; Linares, George E. (CMS/OIS) NotResp
	ſ	NotResp	'Amy Walker'
	[agwalker@qssinc.com]		
Cubinat.	Deily Tayah Baiat Call NyaBallany		
Subject:	Daily Touch Point Call NotRe Issue	<u></u>	
Location:	Conference Call: (b)(6) Ac	ccess Code: (b)(6)	
Start:	9/29/2013 8:30:00 PM		
End:	9/29/2013 9:00:00 PM		
Show Time As:	: Busy		
Required	Purcell, Timothy J. (CMS/OIS); Nit	in Matta; Girish Shetty; 'Amit J <u>asuj</u>	a <u>'; Pardha Reddy; Bikram Bakshi; Krishnamoorthi</u>
Attendees:	Ganesan; Michael Finkel; Joana Pe	eterson; Clayton Donley; CMS NotF	Res CMS Team; Kovilvenni Ramaswamy; Minze
	Chien; Ivan Vinogradov; PK Malho	otra; Yuri Radams; Linares, George	E. (CMS/OIS)
Conference C	Call: (b)(6)		
Access Code:	(b)(6)		
10440 Little Phone: 301-9	QSSI   www.qssinc.com <htt e Patuxent Parkway Suite 1200 977-7884 ext. 723 (b)(6)</htt 		
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Message			
From:	Purcell, Timothy J. (CMS/OIS)	NotResp	000000000000000000000000000000000000000
on behalf of	Purcell, Timothy J. (CMS/OIS)		
Sent:	11/12/2013 8:32:54 AM		
		ort Dashboard 09162013 through 09222013.xlsx	
Attachments	: P Weekly Production Suppo	ort Dashboard 09162013 through 09222013.xlsx	

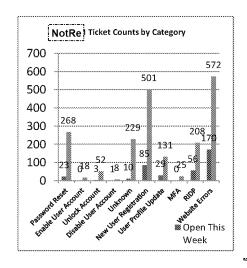
HHS-0023623 CMS0012431 Help Desk Aging Ticket Summary

Disposition		0 - 6 Hours	6 hours	- 1 Day	1 D	ay - 3 Days	3 [	Days or	Total
Sev 1	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Sev 2	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Sev 3	19	15.45%	17	13.82%	60	48.78%	27	21.95%	123
Total	19	15.45%	17	13.82%	60	48.78%	27	21.95%	123

Help Desk Acceptable Quality Level Statistics	This Week	Current Month
Percentage of Sev 1 Tickets Resolved within 6 hours:	98.00%	96.30%
Percentage of Sev 2 Tickets Resolved within 1 day:	100.00%	100.00%
Percentage of Sev 3 Tickets Resolved within 3 days:	93.08%	95.66%

	Key
Sev 1	Critical Priority NotResp Tickets (Severity 1)
Sev 2	High Priority NotResp Tickets (Severity 2)
Sev 3	Medium/Low Priority Tickets (Severity 3)

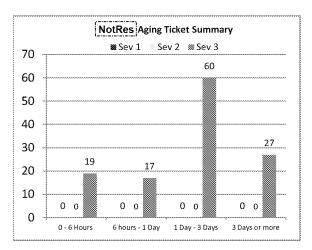
NotResp Ticket Counts by Category								
Category	Open This Week	Total To Date						
Password Reset	23	268						
Enable User Account	0	18						
Unlock Account	3	52						
Disable User Account	1	8						
Unknown	10	229						
New User Registration	85	501						
User Profile Update	29	131						
MFA	0	25						
RIDP	56	208						
Website Errors	170	572						
Total	377	2012						



Date of Snap-Shot Data:

9/22/2013

9:00 PM



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Incident ID*+	Submit Date
INC000002500840	9/17/2013 19:13
INC000002500838	9/17/2013 19:10
INC000002500719	9/17/2013 17:16
INC000002500714	9/17/2013 17:02
INC000002500710	9/17/2013 17:00
INC000002500213	9/17/2013 14:41
INC000002500089	9/17/2013 13:59
INC000002499988	9/17/2013 13:33
INC000002499237	9/17/2013 10:23
INC000002499024	9/17/2013 9:40
INC000002498964	9/17/2013 9:35
INC000002498882	9/17/2013 9:17
INC000002498370	9/16/2013 19:27
INC000002498276	9/16/2013 18:14
INC000002498269	9/16/2013 17:59
INC000002498177	9/16/2013 16:31
INC000002498151	9/16/2013 16:22
INC000002498085	9/16/2013 15:54
INC000002497600	9/16/2013 13:55
INC000002497508	9/16/2013 13:13
INC000002496536	9/16/2013 0:17
INC000002496471	9/15/2013 16:58
INC000002495862	9/13/2013 16:32
INC000002495367	9/13/2013 13:12
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INC000002493561	9/12/2013 13:22
INC000002493221	9/12/2013 11:45

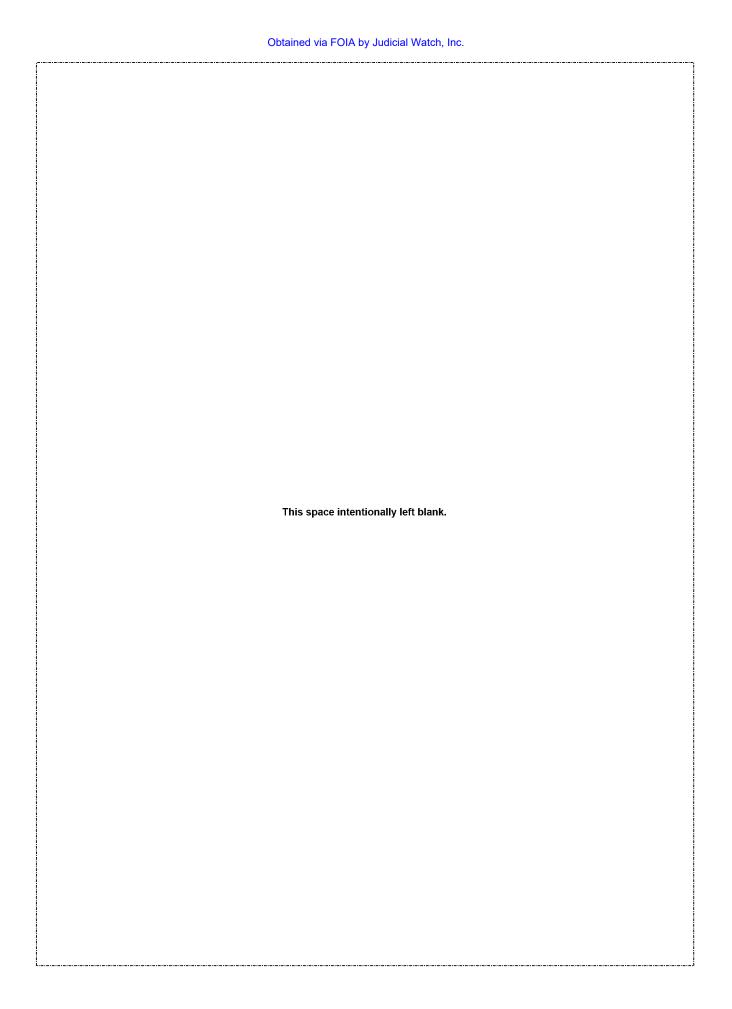
Summary\* CMS PORTAL NotRes error NotResp issue/ escalation -Access request errors NotResp issue/ escalation - registration issues CMS PORTAL - Unable to login Web Broker - CMS Portal was unable to process your request at this time CMS PORTAL - Password reset A/B - incorrect username and password A/B CMS Portal was not able to process your request at this time..." error A/B-user cannot access Request Access Now A/B-user cannot complete new user registration NotResp issue/escalation-no Request Access Now button A/B CMS portal registration issues Web Broker- Page cannot be displayed when clicking the Request Access Now button A/B-unable to process request Web Broker - error logging into NotRes Gets "The CMS Enterprise Portal is unable to process your request at this time" Web Broker - unable to log in. Gets "CMS Enterprise Portal was unable to process your request at this time" CMS PORTAL - Unable to login A/B part 2 of broker certification CMS PORTAL - No request access now button Cms Portal cannot process your request at this time. A/B-user is receiving an log on error message when she logs into the CMS portal A/B-user cannot get through registration NotResp The CMS Enterprise Portal will not display the request access now link. CMS PORTAL - Unable to login A/B - cannot log into CMS Portal CMS PORTAL - NotRespUser gets a message stating that the registration was successful, but never receives a confirmatic

XOSC-user is receiving NotResp r Error

HHS-0023628 CMS0012436 Root Cause Scheduled Fix

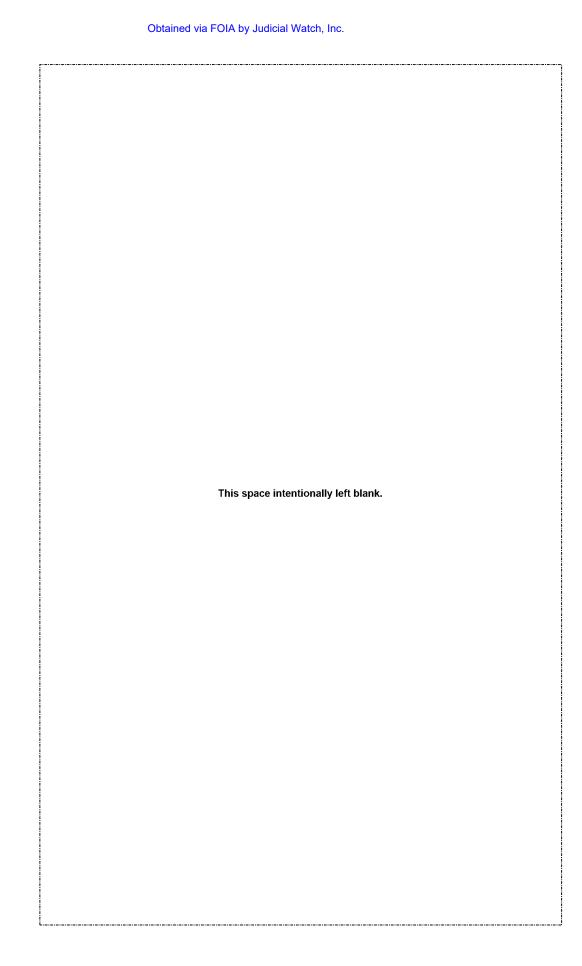
n email.

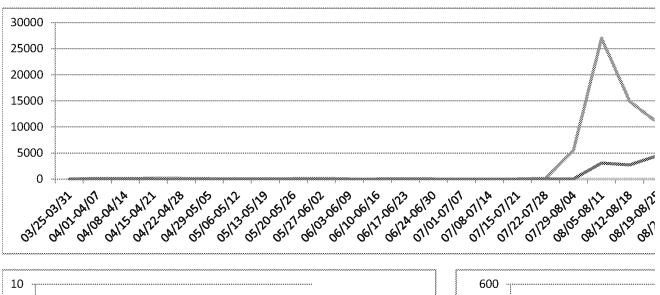
			end-u	ser activities			helpdes	k online	function
	LOA1 users	LOA2 users	LOA3 users	MFA credentials linked	Failed Self- Register	reset password	disable user	enable user	unlock user
03/25-03/31	0	0	0	0	0	0	0	0	0
04/01-04/07	43	0	175	15	23	9	0	0	7
04/08-04/14	29	0	176	0	20	133	1	0	23
04/15-04/21	209	0	1	0	0	82	5	0	23
04/22-04/28	142	0	0	4	0	205	1	0	19
04/29-05/05	125	0	0	22	0	123	2	2	7
05/06-05/12	84	0	0	0	0	82	8	1	13
05/13-05/19	111	0	0	0	0	93	4	0	13
05/20-05/26	114	0	0	5	0	146	6	0	24
05/27-06/02	135	0	0	0	0	306	9	4	68
06/03-06/09	67	0	0	0	0	61	0	0	23
06/10-06/16	51	0	0	0	0	65	0	1	10
06/17-06/23	113	0	0	0	0	65	4	0	15
06/24-06/30	39	0	0	0	0	75	0	1	18
07/01-07/07	31	0	0	0	0	39	1	0	8
07/08-07/14	35	0	0	0	0	202	0	0	7
07/15-07/21	69	0	0	0	0	41	3	1	9
07/22-07/28	142	2	1	0	0	68	0	0	13
07/29-08/04	5590	0	0	0	19	83	1	0	23
08/05-08/11	27003	4	1	0	3052	69	0	0	26
08/12-08/18	14882	0	0	0	2713	112	0	0	26
08/19-08/25	10778	17	0	0	4485	96	0	0	22
08/26-09/01	12860	44	0	0	5482	102	1	0	23
09/02-09/08	8957	723	2	0	16675	114	0	0	37
09/09-09/15	7362	1249	23	0	7787	411	1	0	306
09/16-09/22	5725	4724	380	0	434	530	1	0	366
Totals	94696	6763	759	46	40690	3312	48	10	1129

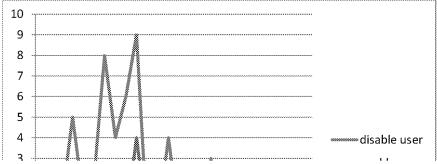


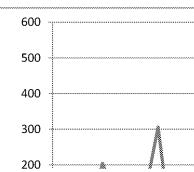
	_
S	-
update user	
profile	0000000
0	8
0	-
0	20000000
0	40000000
0	
0	00000000
0	200000000
0	00000000
0	*********
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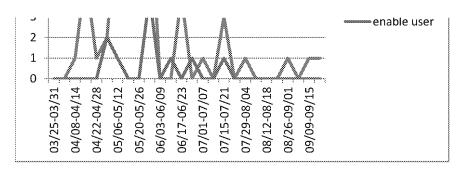
0

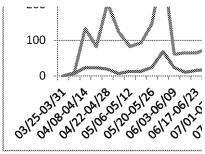


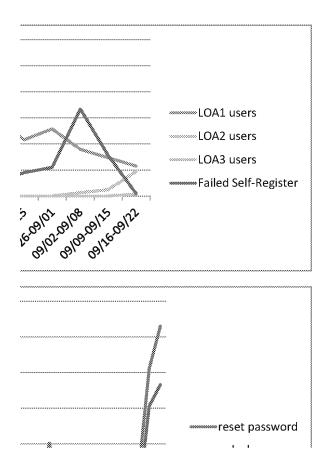


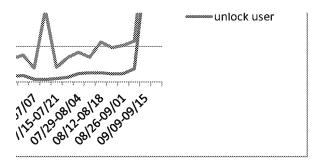












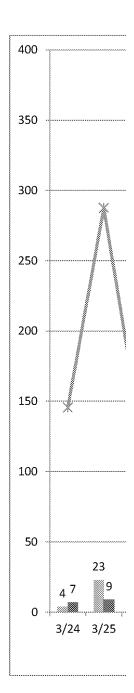
# **Identity Proofing turned c**

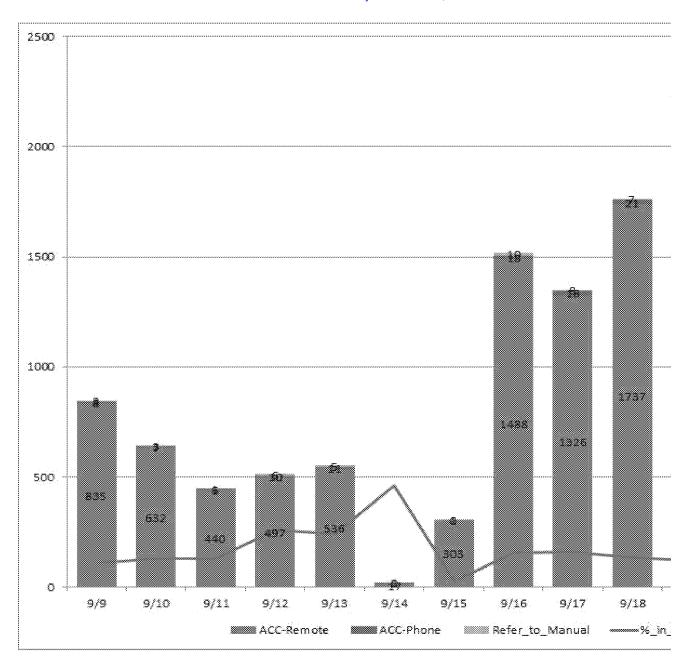
Daily IDP Summary report		Start	End
Report Date	16-Apr-13 Report Period	11-Apr-13	11-Apr-13

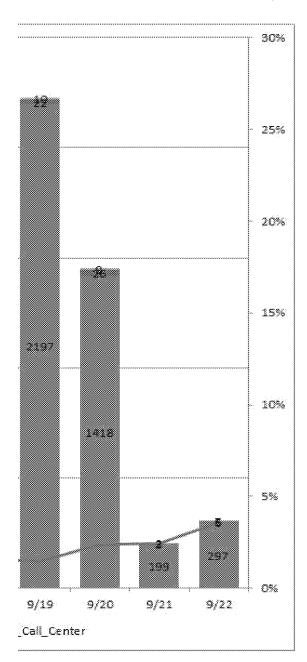
	Remote Pro	oofing		
	Tra	nsactions	Uniq	ue Users
	Count	Percentage	Count	Percentage
ACC (Pass)	0	G0000000000000000000000000000000000000	0	000000000000000000000000000000000000000
REF (Refer to NCAC)	0		0	
Exceptions				
Deceased (9001)	0		0	
ID Theft Report (9012)	0		0	
Frozen Credit File (9013)	0		0	
Total	0		0	
Reference				
KIQ Timeouts	0		0	
KIQ Abandons	0		0	
Cannot Locate Consumer	0		0	
Cannot Generate Questions	0		0	
Input Data Error	0		0	

NCAC (Experian Call Center)							
	Count	Percentage					
ACC (Pass)	1	100%					
REF (Refer to Manual processing)	0	0%					
Total	1	100%					

KIQ Timeouts - instances where the user took more than 10 minutes to respond to Out of Walle KIQ Abandons - instances where the user never submits responses to Out of Wallet questions Input Data Error - Any consumer input related errors (i.e. address format, DOB entered incorrect







From:	Trenkle, Tony (CMS/OIS)	NotResp		
	NotRe			
Sent:	9/28/2013 11:40:59 PM			
To:	Chao, Henry (CMS/OIS)		NotResp	
	'kkim@qssinc.com' [kkim@qssir	nc.com]; Oh, Mark U. (CN	(IS/OIS)	NotResp
	NotR	tesp	'Debb	oi.Russell@ssa.gov' [Debbi.Russell@ssa.
CC:	'Hemant.Sharma@cgifederal.co			; Linares, George E. (CMS/OIS) NotRes
		NotResp		
Subject:	Re: Performance testing NotRes	constrained by SSA shu	ting down at	: 9pm
Гопу				
From: Chad Sent: Satu To: 'kkim@	ginal Message o, Henry (CMS/OIS) urday, September 28, 2013 07: @qssinc.com' <kkim@qssinc.com< th=""><th>n&gt;; Trenkle, Tony (C</th><th>MS/OIS); Oh</th><th>n, Mark U. (CMS/OIS)</th></kkim@qssinc.com<>	n>; Trenkle, Tony (C	MS/OIS); Oh	n, Mark U. (CMS/OIS)
	nt.Sharma@cgifedera .com' <he Performance testing<mark> NotResp</mark> co</he 			
	any way we can talk to SSA to ce testing?	extend past 9pm or	develop so	ome workaround so as to continue
Office of Centers fo 7500 Secur	ief Information Officer and D Information Services or Medicare & Medicaid Servic rity Blvd , MD 21244 100 (Pri)			

410-786-1800 (Alt) (b)(6) (BB)

Trenkle, Tony (CMS/OIS) From: NotResp Sent: 9/28/2013 11:52:01 PM **NotResp** To: Chao, Henry (CMS/OIS) Subject: Re: Performance testing NotResp: onstrained by SSA shutting down at 9pm Henry Try Marc Richardson. He's good buddies with Bill Zelinsky and might be able to get you a contact. Bill is SSA's head of Systems. ---- Original Message -----From: Chao, Henry (CMS/OIS) Sent: Saturday, September 28, 2013 07:18 PM To: 'kkim@qssinc.com' <kkim@qssinc.com>; Trenkle, Tony (CMS/OIS); Oh, Mark U. (CMS/OIS) Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS) Subject: Performance testing NotResp constrained by SSA shutting down at 9pm Is there any way we can talk to SSA to extend past 9pm or develop some workaround so as to continue performance testing? Henry Chao Deputy Chief Information Officer and Deputy Director Office of Information Services Centers for Medicare & Medicaid Services 7500 Security Blvd Baltimore, MD 21244 301-492-4100 (Pri)

From:	Trenkle, Tony (CMS/OIS)	NotResp	
		lotResp	
Sent:	9/28/2013 11:53:37 PM	·	
To:	Richardson, Marc D. (CMS/	OIS) NotRe	esp
		NotResp	
Subject:	Fw: Performance testing No	tRespiconstrained by SSA shutting	down at 9pm
From: Trenk Sent: Satur	inal Message kle, Tony (CMS/OIS) rday, September 28, 2013 Henry (CMS/OIS)	07:52 PM	
		otResp constrained by SSA sh	utting down at 9pm
Henry			
	ichardson. He's good bu ead of Systems.	ddies with Bill Zelinsky and	d might be able to get you a contact. Bill
From: Chao Sent: Satur To: 'kkim@c Cc: 'Heman	.Sharma@cgifederal.com'	.com>; Trenkle, Tony (CMS/0)	com>; Linares, George E. (CMS/OIS)
Is there ar		A to extend past 9pm or dev	elop some workaround so as to continue
Office of I Centers for 7500 Secur- Baltimore, 301-492-410 410-786-180	MD 21244 00 (Pri)		

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From:
             Trenkle, Tony (CMS/OIS)
                                                    NotResp
                                     NotResp
Sent:
             9/29/2013 2:48:08 AM
                                                             NotResp
             Richardson, Marc D. (CMS/OIS)
To:
                                      NotResp
             Re: Performance testing NotResp onstrained by SSA shutting down at 9pm
Subject:
Thanks. Marc
---- Original Message -----
From: Richardson, Marc D. (CMS/OIS)
Sent: Saturday, September 28, 2013 10:10 PM
To: Trenkle, Tony (CMS/OIS)
Subject: Re: Performance testing NotResp constrained by SSA shutting down at 9pm
Tony, It got settled before I saw your note. Midnight is the new time and Henry and Bill are both aware.
Regards,
Marc Richardson, PMP, Director
Centers for Medicare & Medicaid Services (CMS)
Office of Information Services (OIS)
410.786.0016
marc.richardson@cms.hhs.gov
     (b)(6)
7500 Security Blvd.,
N3-17-07
Baltimore, MD 21244-1850
---- Original Message -----
From: Trenkle, Tony (CMS/OIS)
Sent: Saturday, September 28, 2013 07:53 PM
To: Richardson, Marc D. (CMS/OIS).....
Subject: Fw: Performance testing NotResp constrained by SSA shutting down at 9pm
---- Original Message ---
From: Trenkle, Tony (CMS/OIS)
Sent: Saturday, September 28, 2013 07:52 PM
To: Chao, Henry (CMS/OIS)
Subject: Re: Performance testing NotResp constrained by SSA shutting down at 9pm
Henry
Try Marc Richardson. He's good buddies with Bill Zelinsky and might be able to get you a contact. Bill
is SSA's head of Systems.
---- Original Message -----
From: Chao, Henry (CMS/OIS)
Sent: Saturday, September 28, 2013 07:18 PM
To: 'kkim@qssinc.com' <kkim@qssinc.com>; Trenkle, Tony (CMS/OIS); Oh, Mark U. (CMS/OIS)
Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
Subject: Performance testing NotResp constrained by SSA shutting down at 9pm
Is there any way we can talk to SSA to extend past 9pm or develop some workaround so as to continue
performance testing?
Henry Chao
Deputy Chief Information Officer and Deputy Director
Office of Information Services
Centers for Medicare & Medicaid Services
7500 Security Blvd
Baltimore, MD 21244
301-492-4100 (Pri)
410-786-1800 (Alt)
 (b)(6) (BB)
```

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NotResp
From:
             Richardson, Marc D. (CMS/OIS)
                                       NotResp
             9/29/2013 2:10:20 AM
Sent:
                                                                       NotResp
To:
             Trenkle, Tony (CMS/OIS)
Subject:
             Re: Performance testing NotResp: onstrained by SSA shutting down at 9pm
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Office of Information Services (OIS)
410.786.0016
marc.richardson@cms.hhs.gov
    (b)(6)
7500 Security Blvd.,
N3-17-07
Baltimore, MD 21244-1850
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From: Trenkle, Tony (CMS/OIS)
Sent: Saturday, September 28, 2013 07:53 PM
To: Richardson, Marc D. (CMS/OIS)
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From: Trenkle, Tony (CMS/OIS)
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To: Chao, Henry (CMS/OIS)
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Sent: Saturday, September 28, 2013 07:18 PM
To: 'kkim@qssinc.com' <kkim@qssinc.com>; Trenkle, Tony (CMS/OIS); Oh, Mark U. (CMS/OIS) Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
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410-786-1800 (Alt)
    (b)(6) (BB)
```

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NotResp
             Richardson, Marc D. (CMS/OIS)
From:
                                       NotResp
Sent:
             9/29/2013 2:10:20 AM
                                                                       NotResp
To:
             Trenkle, Tony (CMS/OIS
             Re: Performance testing NotResp constrained by SSA shutting down at 9pm
Subject:
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marc.richardson@cms.hhs.gov
     (b)(6)
7500 Security Blvd.,
N3-17-07
Baltimore, MD 21244-1850
---- Original Message -----
From: Trenkle, Tony (CMS/OIS)
Sent: Saturday, September 28, 2013 07:53 PM
To: Richardson, Marc D. (CMS/OIS)___
Subject: Fw: Performance testing NotResp constrained by SSA shutting down at 9pm
---- Original Message -----
From: Trenkle, Tony (CMS/OIS)
Sent: Saturday, September 28, 2013 07:52 PM
To: Chao, Henry (CMS/OIS)
Subject: Re: Performance testing NotResp constrained by SSA shutting down at 9pm
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---- Original Message -----
From: Chao, Henry (CMS/OIS)
Sent: Saturday, September 28, 2013 07:18 PM
To: 'kkim@qssinc.com' <kkim@qssinc.com>; Trenkle, Tony (CMS/OIS); Oh, Mark U. (CMS/OIS) Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
Subject: Performance testing NotResp constrained by SSA shutting down at 9pm
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Henry Chao
Deputy Chief Information Officer and Deputy Director
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Centers for Medicare & Medicaid Services
7500 Security Blvd
Baltimore, MD 21244
301-492-4100 (Pri)
410-786-1800 (Alt)
    (b)(6) (BB)
```

Micobage			
From:	Kim, Jane (CMS/OIS)	NotResp	
Sent:	9/28/2013 5:49:46 PM		
To:	Brewer, Charles R. (CMS/CTR)	NotResp	
	NotRe	Mellor, Michael (CMS/OIS)	
	Not	tResp	
CC:	Fryer, Teresa M. (CMS/OIS)	NotResp	
	NotResp	Baer, David R. (CMS,	/OIS) NotResp
	Notl	Resp	Cording, Kristina (CMS/OIS)
	Not	tResp	
	\		

Subject: RE: ATC's for Review

Attachments: How to UNZIP.html; SecureZIP Attachments.zip

Thank you Ryan,

I did minor grammar edits on IL, PA, and MN, but that is it. I have one quick question about HI, but that is in the other email.

Jane

....

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-5430

http://www.cms.hhs.gov/informationsecurity/

Contact the EISG Team CISO@cms.hhs.gov



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From: Brewer, Charles R. (CMS/CTR)

Sent: Saturday, September 28, 2013 12:18 PM

To: Mellor, Michael (CMS/OIS)

Cc: Kim, Jane (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: RE: ATC's for Review

Will do.

Ryan

--

# C. Ryan Brewer GCIH, C|CISO, CISSP

Principal

GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: (b)(6)
rbrewer@grayscout.com | www.grayscout.com

From: Mellor, Michael (CMS/OIS)

Sent: Saturday, September 28, 2013 12:17 PM

To: Brewer, Charles R. (CMS/CTR)

Cc: Kim, Jane (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: Re: ATC's for Review

Thanks Ryan. Please include David and Kristina on these.

Sent from mobile device

On Sep 28, 2013, at 11:56 AM, "Brewer, Charles R. (CMS/CTR)" < <a href="mailto:Charles.Brewer2@cms.hhs.gov">Charles.Brewer2@cms.hhs.gov</a>> wrote: Hi Jane,

Attached are the ATC's for Pennsylvania, Illinois, Minnesota, and Hawaii. Once you approve, I will print these and insert them in the packages.

Ryan

--

#### C. Ryan Brewer GCIH, C|CISO, CISSP

Principal GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: (b)(6) | rbrewer@grayscout.com | www.grayscout.com

<aTC CISO Reviewer Overall Comments Pennsylvania Medicaid (EDX).docx>

<aTC CISO Reviewer Overall Comments Illinois Integrated Eligibility System.docx>

<a href="ATC CISO Reviewer Overall Comments Minnesota MNsure Application.docx">ATC CISO Reviewer Overall Comments Minnesota MNsure Application.docx</a>

<ATC CISO Reviewer Overall Comments Hawaii Kauhale On-Line Eligibility Assistance Project .docx>

CISO Reviewer Overall Comments & Recommendations
September 28, 2013
Based on EISG's review of the ISA, the CIISG reviewer comments, and 87 Security controls not documented of incomplete; the CMS CISO rates the risk associated with the Illinois Integrated Eligibility System ATC as High
The CMS CISO recommends the following actions to help lower the associated risk of the ATC:
• Request Illinois to address the security control deficiencies by October 31, 2013.
Jane Kim
CISO Reviewer Name
Lana Wina 00 /20 /2012
Jane Kim, 09/28/2013
Signature

CISO Reviewer Overall Comments & Recommendations
September 28, 2013
Based on EISG's review of the ISA, OESS's comments, the CIISG reviewer's comments, and the 110 Security controls not documented or incomplete; the CMS CISO rates the risk associated with the Minnesota MNsure Application ATC as High.
The CMS CISO recommends the following actions to help lower the associated risk of the ATC:
• Request Minnesota to address the security control deficiencies by October 31, 2013.
Jane Kim
CISO Reviewer Name
Jane Kim, 09/28/2013
Signature

CISO Reviewer Overall Comments & Recommendations
September 28, 2013
Based on EISG's review of the ISA, the CIISG reviewer comments, and 6 High findings, the CMS CISO rates the risk associated with the Pennsylvania Medicaid (EDX) ATC as High.
The CMS CISO recommends the following actions to help lower the associated risk of the ATC:
<ul> <li>Request Pennsylvania to address the security control deficiency associated with their proposed Remote Identity Proofing (RIDP) and COMPASS account creation by October 31, 2013. The details in the ISA state that users will still be provided an account even if they fail RIDP.</li> </ul>
Jane Kim
CISO Reviewer Name
Jane Kim, 09/28/2013
Signature

Message

From:	Kim, Jane (CMS/OIS)	NotResp	
Sent:	9/28/2013 10:03:24 PM		
To:	Ryan Brewer [rbrewer@grayscout.com]		
CC:	Mellor, Michael (CMS/OIS	NotResp	
	Fryer, Teresa M. (CMS/OIS)	NotResp	
	NotResp	; Baer, David R. (CMS/OIS)	NotResp
	NotResp	Cor	ding, Kristina (CMS/OIS)
	NotResp		
Subject:	RE: hold up on Hi		

Thanks for letting us know. Dave and I will expect the new letter tomorrow.

Jane

~~~~

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

**Enterprise Information Security Group (EISG)** 

Centers for Medicare & Medicaid Services

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Contact the EISG Team CISO@cms.hhs.gov



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**From:** Ryan Brewer [mailto:rbrewer@grayscout.com]

Sent: Saturday, September 28, 2013 5:41 PM

To: Kim, Jane (CMS/OIS)

Cc: Mellor, Michael (CMS/OIS); Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: Fwd: hold up on Hi

FYI

\*Sent from my mobile phone - please ignore the typos\*

Begin forwarded message:

From: Ryan Brewer < <a href="mailto:rbrewer@grayscout.com">rbrewer@grayscout.com</a> Date: September 28, 2013, 5:28:47 PM EDT

To: "Schankweiler, Thomas W. (CMS/OIS)" <thomas.schankweiler@cms.hhs.gov>

Cc: "Davis, Angela (CMS/OIS)" < Angela. Davis@cms.hhs.gov >, "England-Gordon, John E. (CMS/OIS)" < John. England-

Gordon@cms.hhs.gov>
Subject: Re: hold up on Hi

Got it. Include the updated language with the other packages tonight and I will insert the new page tomorrow morning.

Thanks,

Ryan

\*Sent from my mobile phone - please ignore the typos\*

On Sep 28, 2013, at 5:21 PM, "Schankweiler, Thomas W. (CMS/OIS)" < <a href="mailto:thomas.schankweiler@cms.hhs.gov">thomas.schankweiler@cms.hhs.gov</a>> wrote: Ryan,

(b)(5)

Tom

From: Davis, Angela (CMS/OIS)

Sent: Saturday, September 28, 2013 1:22 PM

**To:** Schankweiler, Thomas W. (CMS/OIS); England-Gordon, John E. (CMS/OIS)

Subject: RE: hold up on Hi

I delivered this to the CISO office last night. Looks like Ryan finished his review as well. Do we need to get in contact with him regarding this package?

From: Schankweiler, Thomas W. (CMS/OIS) Sent: Saturday, September 28, 2013 8:24 AM

**To:** England-Gordon, John E. (CMS/OIS); Davis, Angela (CMS/OIS)

Subject: hold up on Hi

I need to make some adjustment to this package, please don't route it to the CISO yet.

Tom

Message

| From: | Kim, Jane (CMS/OIS)          | NotResp         |                             |
|-------|------------------------------|-----------------|-----------------------------|
| Sent: | 9/28/2013 6:03:43 PM         |                 |                             |
| То:   | Brewer, Charles R. (CMS/CTR) | NotResp         |                             |
|       | NotR                         | Resp            | Mellor, Michael (CMS/OIS)   |
|       | No                           | tResp           |                             |
| CC:   | Fryer, Teresa M. (CMS/OIS)   | NotResp         |                             |
|       | NotResp                      | ; Baer, David R | R. (CMS/OIS) NotResp        |
|       | Not                          | Resp            | Cording, Kristina (CMS/OIS) |
|       | Not                          | Resp            |                             |
|       | ·                            |                 |                             |

Subject: RE: ATC's for Review

Attachments: How to UNZIP.html; SecureZIP Attachments.zip

And here is HI.

Jane

.....

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

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Centers for Medicare & Medicaid Services

PH: (410) 786-5430

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Contact the EISG Team CISO@cms.hhs.gov



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From: Kim, Jane (CMS/OIS)

Sent: Saturday, September 28, 2013 1:57 PM

To: Brewer, Charles R. (CMS/CTR); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: RE: ATC's for Review

Apologies for the inconvenience, the PA and IL versions were not the updated ones. I have attached PA, IL, and MN again to this email.

Jane

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Jane Kim, PhD, CISSP, CIPP/G

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C. Ryan Brewer GCIH, C|CISO, CISSP

Principal GrayScout LLC

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rbrewer@grayscout.com | www.grayscout.com

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<a href="ATC CISO Reviewer Overall Comments Pennsylvania Medicaid (EDX).docx>"

<a href="<a><a>ATC CISO Reviewer Overall Comments Illinois Integrated Eligibility System.docx></a>

<ATC CISO Reviewer Overall Comments Minnesota MNsure Application.docx>

<ATC CISO Reviewer Overall Comments Hawaii Kauhale On-Line Eligibility Assistance Project .docx>

# CISO Reviewer Overall Comments & Recommendations

September 28, 2013

Based on EISG's review of the ISA, OESS's assessment of unknown risk for Privacy compliance, the CIISG reviewer's comments, and the 23 High-impact findings; the CMS CISO rates the risk associated with the Hawaii Kauhale On-Line Eligibility Assistance Project ATC as High.

The CMS CISO recommends the following actions to help lower the associated risk of the ATC:

- Request Hawaii to address the Privacy compliance issues and submit evidence to OESS by October 15, 2013.
- Provide CIISG with updates for the 23 High-risk findings (corrective action plans state all will be closed by October 31) with supporting evidence to either close the findings or evidence of compensating controls that will lower the impact of the findings to the moderate level by November 1, 2013.

Jane Kim
CISO Reviewer Name
Jane Kim, 09/28/2013
Signature

#### Message

From:	Kim, Jane (CMS/OIS)	NotResp		
Sent:	9/28/2013 5:57:09 PM			
To:	Brewer, Charles R. (CMS/CTR)	NotResp		
	Note	Resp	; Mellor, N	/lichael (CMS/OIS)
	N	otResp		
CC:	Fryer, Teresa M. (CMS/OIS)	NotResp		
	NotResp	; Baer, David F	R. (CMS/OIS)	NotResp
	No	otResp	Cordin	g, Kristina (CMS/OIS)
	N	lotResp		

Subject: RE: ATC's for Review

Attachments: How to UNZIP.html; SecureZIP Attachments.zip

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| CISO Reviewer Overall Comments & Recommendations                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| September 28, 2013                                                                                                                                                                                                           |
| Based on EISG's review of the ISA, the CIISG reviewer's comments, and 87 Security controls not documented or incomplete; the CMS CISO rates the risk associated with the Illinois Integrated Eligibility System ATC as High. |
| The CMS CISO recommends the following action to help lower the associated risk of the ATC:                                                                                                                                   |
| • Request Illinois to address the security control deficiencies by October 31, 2013.                                                                                                                                         |
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|                                                                                                                                                                                                                              |
| Jane Kim                                                                                                                                                                                                                     |
| CISO Reviewer Name                                                                                                                                                                                                           |
| Jane Kim, 09/28/2013                                                                                                                                                                                                         |
| Signature                                                                                                                                                                                                                    |

| CISO Reviewer Overall Comments & Recommendations                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| September 28, 2013                                                                                                                                                                                                                       |
| Based on EISG's review of the ISA, OESS's comments, the CIISG reviewer's comments, and the 110 Security controls not documented or incomplete; the CMS CISO rates the risk associated with the Minnesota MNsure Application ATC as High. |
| The CMS CISO recommends the following action to help lower the associated risk of the ATC:                                                                                                                                               |
| • Request Minnesota to address the security control deficiencies by October 31, 2013.                                                                                                                                                    |
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|                                                                                                                                                                                                                                          |
| Jane Kim                                                                                                                                                                                                                                 |
| CISO Reviewer Name                                                                                                                                                                                                                       |
|                                                                                                                                                                                                                                          |
| Jane Kim, 09/28/2013                                                                                                                                                                                                                     |
| Signature                                                                                                                                                                                                                                |

| CISO Reviewer Overall Comments & Recommendations                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| September 28, 2013                                                                                                                                                                                                                                                                                             |
| Based on EISG's review of the ISA, the CIISG reviewer's comments, and 6 High findings; the CMS CISO rates the risk associated with the Pennsylvania Medicaid (EDX) ATC as High.                                                                                                                                |
| The CMS CISO recommends the following action to help lower the associated risk of the ATC:                                                                                                                                                                                                                     |
| <ul> <li>Request Pennsylvania to address the security control deficiency associated with their proposed Remote<br/>Identity Proofing (RIDP) and COMPASS account creation by October 31, 2013. The details in the ISA<br/>state that users will still be provided an account even if they fail RIDP.</li> </ul> |
|                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                                                                                                                                                |
| Jane Kim                                                                                                                                                                                                                                                                                                       |
| CISO Reviewer Name                                                                                                                                                                                                                                                                                             |
| Jane Kim, 09/28/2013                                                                                                                                                                                                                                                                                           |
| Signature                                                                                                                                                                                                                                                                                                      |

| Message |
|---------|
|---------|

| From:    | Kim, Jane (CMS/OIS)          | <u> </u> | NotResp                |                             |
|----------|------------------------------|----------|------------------------|-----------------------------|
| Sent:    | 9/28/2013 6:41:18 PM         |          |                        |                             |
| To:      | Brewer, Charles R. (CMS/CTR) | NotRe    | esp                    |                             |
|          | No                           | tResp    | , N                    | Tellor, Michael (CMS/OIS)   |
|          | N                            | lotResp  |                        |                             |
| CC:      | Fryer, Teresa M. (CMS/OIS) [ | NotResp  |                        | '                           |
|          | NotResp                      |          | Baer, David R. (CMS/OI | S) NotResp                  |
|          | N                            | lotResp  | i                      | Cording, Kristina (CMS/OIS) |
|          |                              | NotResp  |                        | Mellor, Michael (CMS/OIS)   |
|          |                              | NotResp  |                        |                             |
| Subject: | RE: ATC's for Review         |          |                        | <del>:</del>                |

I think we are holding them for CIO signature on Monday. If I am incorrect, let everyone know.

.....

Jane Kim, PhD, CISSP, CIPP/G

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Sent: Saturday, September 28, 2013 2:34 PM

**To:** Kim, Jane (CMS/OIS); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS); Mellor, Michael (CMS/OIS)

Subject: RE: ATC's for Review

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C. Ryan Brewer GCIH, C|CISO, CISSP

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From: Kim, Jane (CMS/OIS)

Sent: Saturday, September 28, 2013 2:03 PM

To: Brewer, Charles R. (CMS/CTR); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: RE: ATC's for Review

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| M | ess | sage |  |
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|----------|------------------------------|---------|-------------------------|-----------------------------|
|          | Not                          | tResp   |                         |                             |
| Sent:    | 9/28/2013 6:33:30 PM         |         |                         |                             |
| To:      | Kim, Jane (CMS/OIS)          | NotR    | esp                     | Mellor, Michael             |
|          | (CMS/OIS)                    | NotResp |                         |                             |
| CC:      | Fryer, Teresa M. (CMS/OIS)   | NotResp |                         |                             |
|          | NotResp                      | }       | Baer, David R. (CMS/OIS | ) NotResp                   |
|          | Not                          | Resp    |                         | Cording, Kristina (CMS/OIS) |
|          | Not                          | Resp    |                         | Mellor, Michael (CMS/OIS)   |
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| - | _ |
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| M | es | sa | g | $\epsilon$ |
|---|----|----|---|------------|
|---|----|----|---|------------|

| From:    | Kim, Jane (CMS/OIS)          | NotResp       |                            |
|----------|------------------------------|---------------|----------------------------|
| Sent:    | 9/28/2013 8:57:49 PM         |               |                            |
| To:      | Brewer, Charles R. (CMS/CTR) | NotResp       |                            |
|          | No                           | otResp        | Mellor, Michael (CMS/OIS)  |
|          |                              | NotResp       |                            |
| CC:      | Fryer, Teresa M. (CMS/OIS)   | NotResp       |                            |
|          | NotResp                      | ; Baer, David | R. (CMS/OIS) NotResp       |
|          |                              | VotResp       | Cording, Kristina (CMS/OIS |
|          |                              | NotResp       |                            |
| Subject: | Re: ATC's for Review         |               |                            |

Thank you for the update!

Sent from BB - apologies for typos

From: Brewer, Charles R. (CMS/CTR)

**Sent**: Saturday, September 28, 2013 04:45 PM **To**: Kim, Jane (CMS/OIS); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: RE: ATC's for Review

Quick update. Just got a note from CIISG that the next 11 packages will not be ready until at least 6pm this evening. I will come back tomorrow morning to review those.

Ryan

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# C. Ryan Brewer GCIH, C|CISO, CISSP

Principal GrayScout LLC

Tel/Ofc: +1 202-904-2220 | Mobile: (b)(6) rbrewer@grayscout.com | www.grayscout.com

From: Kim, Jane (CMS/OIS)

Sent: Saturday, September 28, 2013 2:41 PM

To: Brewer, Charles R. (CMS/CTR); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS); Mellor, Michael (CMS/OIS)

Subject: RE: ATC's for Review

I think we are holding them for CIO signature on Monday. If I am incorrect, let everyone know.

.....

Jane Kim, PhD, CISSP, CIPP/G

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-5430

http://www.cms.hhs.gov/informationsecurity/

Contact the EISG Team CISO@cms.hhs.gov



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To: Brewer, Charles R. (CMS/CTR); Mellor, Michael (CMS/OIS)

Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

**Subject:** RE: ATC's for Review

And here is HI.

Jane

Jane Kim, PhD, CISSP, CIPP/G

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Cc: Fryer, Teresa M. (CMS/OIS); Baer, David R. (CMS/OIS); Cording, Kristina (CMS/OIS)

Subject: RE: ATC's for Review

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Jane

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To: Mellor, Michael (CMS/OIS)

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Subject: RE: ATC's for Review

Will do.

Ryan

\_\_

C. Ryan Brewer GCIH, C|CISO, CISSP

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rbrewer@grayscout.com | www.grayscout.com

From: Mellor, Michael (CMS/OIS)

Sent: Saturday, September 28, 2013 12:17 PM

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Subject: Re: ATC's for Review

Thanks Ryan. Please include David and Kristina on these.

Sent from mobile device

On Sep 28, 2013, at 11:56 AM, "Brewer, Charles R. (CMS/CTR)" < <a href="mailto:Charles.Brewer2@cms.hhs.gov">Charles.Brewer2@cms.hhs.gov</a>> wrote: Hi Jane,

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<a href="ATC CISO Reviewer Overall Comments Pennsylvania Medicaid (EDX).docx>"

<a href="ATC CISO Reviewer Overall Comments Illinois Integrated Eligibility System.docx">System.docx</a>

<ATC CISO Reviewer Overall Comments Minnesota MNsure Application.docx>

<ATC CISO Reviewer Overall Comments Hawaii Kauhale On-Line Eligibility Assistance Project .docx>

M	es	sa	g	$\epsilon$
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		NotResp		•
Sent:	9/28/2013 8:45:17 PM			
To:	Kim, Jane (CMS/OIS)	NotRes	p	; Mellor, Michael
	(CMS/OIS)	NotResp		
CC:	Fryer, Teresa M. (CMS/OIS)	NotRes	р	
	NotR	esp ; Ba	aer, David R. (CMS/OIS)	NotResp
		NotResp	; Co	rding, Kristina (CMS/OIS)
		NotResp		
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<a href="https://www.commons.com/">ATC CISO Reviewer Overall Comments Pennsylvania Medicaid (EDX).docx></a>

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<a href="ATC CISO Reviewer Overall Comments Hawaii Kauhale On-Line Eligibility Assistance Project .docx">ATC CISO Reviewer Overall Comments Hawaii Kauhale On-Line Eligibility Assistance Project .docx</a>

| From:         | Zaman, Akhtar (CMS/OIS)             | NotRe                                  | sp                        | *************************************** |                             |
|---------------|-------------------------------------|----------------------------------------|---------------------------|-----------------------------------------|-----------------------------|
|               | Noti                                | Resp                                   |                           |                                         |                             |
| Sent:         | 9/29/2013 11:56:20 AM               |                                        | .1                        |                                         |                             |
| To:           | Chao, Henry (CMS/OIS)               |                                        | NotResp                   |                                         | Van, Hung                   |
|               | B. (CMS/OIS)                        | NotResp                                |                           | _                                       |                             |
|               | N                                   | lotResp                                | Thurston, Rober           | t (CMS/CTR)                             | NotResp                     |
|               |                                     | NotResp                                | ; Um, Peter               | (CMS/CTR) [                             | NotResp                     |
|               |                                     | NotRe                                  | esp                       |                                         | Margush,                    |
|               | Doug C. (CMS/OIS)                   |                                        | NotResp                   |                                         |                             |
|               | Sharma, Hemant (CGI Fede            | eral) (Hemant.Sharma@cg                | gifederal.com) [Hemant    | :.Sharma@cgi                            | federal.com]; Booth, Jon G. |
|               | (CMS/OC)                            |                                        | NotResp                   |                                         | Patel, Ketan                |
|               | (CMS/OC)                            |                                        | NotResp                   |                                         |                             |
| CC:           | Mike Finkel (mfinkel@qssi           |                                        | com]; Linares, George I   | E. (CMS/OIS)                            | NotResp                     |
|               |                                     | NotResp                                | Bas                       | avaraju, Venk                           | rat (CMS/OIS) NotResp       |
|               |                                     | NotResp                                |                           | ; Outerb                                | ridge, Monique (CMS/OIS)    |
|               |                                     | NotResp                                |                           |                                         | Grothe, Kirk A. (CMS/OIS    |
|               |                                     |                                        | NotResp                   |                                         | ;                           |
|               | _ Jim Jones (jjones_con@qs          |                                        | sinc.com]; Oh, Mark U.    | (CMS/OIS)                               | NotResp                     |
|               | <br>                                | NotResp                                |                           | Walte                                   | r, Stephen J. (CMS/OIS)     |
|               |                                     | NotResp                                |                           |                                         | Shao, Lijun                 |
|               |                                     | NotResp                                |                           |                                         |                             |
|               |                                     | NotResp                                |                           |                                         |                             |
| Subject:      | RE: Performance testing re          | esults - 09/28 run for 1000            | & 2000 concurrenet u      | sers                                    |                             |
|               |                                     |                                        |                           |                                         |                             |
| Pls see attac | hed results from last night         | s's performance testing                | ir NotResp   I just tried | I to capture                            | below the average           |
| response tim  | ie (in seconds) for the <b>10</b> 0 | <u>0, &amp; 2000</u> concurrent u      | ser runs. The average     | RT looks m                              | uch higher in compare to    |
| what we see   | n earlier (<5 seconds) in           | NotResp using 500 co                   | ncurrent users but at     | the same ti                             | me we know the NotResp      |
|               | ch smaller than NotResp             | ــــــــــــــــــــــــــــــــــــــ |                           |                                         | <u> </u>                    |
|               | Lacatesp                            |                                        |                           |                                         |                             |

| Measurement                                                      | Average Response | Average | Average |
|------------------------------------------------------------------|------------------|---------|---------|
| FFM_APP_TC01_002b_TermsAndConditions_Accept                      | 8.177            | 16.147  | 13.689  |
| FFM_APP_TC01_002c_ChooseDifferentState                           | 5.858            | 9.757   | 7.418   |
| FFM_APP_TC01_003_IndividualApplication                           | 20.171           | 34.767  | 33.545  |
| FFM_APP_TC01_004_EnterContactInfo_SaveAndContinue                | 16.67            | 27.798  | 24.476  |
| FFM_APP_TC01_005_HelpApplyingForCoverage_HelpApplyingForCoverage | 10.955           | 20.381  | 16.175  |
| FFM_APP_TC01_006_HelpApplyingForCoverage_SecurityQuestions       | 10.826           | 20.786  | 16.673  |
| FFM_APP_TC01_007_HelpPayingForCoverage_HelpPayingForCoverage     | 13.945           | 28.385  | 27.832  |
| FFM_APP_TC01_008_HelpPayingForCoverage_NeedFinancialAssistance   | 10.24            | 21.357  | 20.246  |
| FFM_APP_TC01_009_WhoNeedsCoverage_WhoNeedsCoverage               | 10.409           | 21.253  | 21.329  |
| FFM_APP_TC01_010_WhoNeedsCoverage_Person1_Info                   | 10.575           | 21.32   | 22.209  |
| FFM_APP_TC01_011_WhoNeedsCoverage_Person2_Info                   | 10.859           | 21.911  | 23.598  |
| FFM_APP_TC01_011b_WhoNeedsCoverage_ApplicantSummary_Save         | 137.548          | 149.621 | 225.318 |
| FFM_APP_TC01_012_FamilyAndHousehold_Person1_Gender               | 13.188           | 23.208  | 27.659  |

| Obtained via FOIA by Judicial Watch FFM_APP_TC01_013_FamilyAndHousehold_Person1_SSNInfo | 12.318 | 23.503 | 25.547  |
|-----------------------------------------------------------------------------------------|--------|--------|---------|
| FFM_APP_TC01_014_FamilyAndHousehold_Person1_Citizenship                                 | 34.806 | 42.679 | 44.865  |
| FFM_APP_TC01_015_FamilyAndHousehold_Person1_RaceEthnicity                               | 45.201 | 63.302 | 66.066  |
| FFM_APP_TC01_016_FamilyAndHousehold_Person2_Gender                                      | 14.459 | 22.22  | 23.693  |
| FFM_APP_TC01_017_FamilyAndHousehold_Person2_SSNInfo                                     | 12.177 | 22.542 | 23.325  |
| FFM_APP_TC01_018_FamilyAndHousehold_Person2_Citizenship                                 | 31.197 | 39.469 | 44.032  |
| FFM_APP_TC01_019_FamilyAndHousehold_Person2_ConfirmAddress                              | 12.779 | 22.605 | 22.422  |
| FFM_APP_TC01_020_FamilyAndHousehold_Person2_RaceEthnicity                               | 37.935 | 59.697 | 67.75   |
| FFM_APP_TC01_021_FamilyAndHousehold_Summary_Save                                        | 71.272 | 78.554 | 114.557 |
| FFM_APP_TC01_022_AdditionalInfo_FederallyRecognizedTribe                                | 6.532  | 15.742 | 18.236  |
| FFM_APP_TC01_023_ReviewAndSign_ReviewApp_AgreeStatements_SaveAndReturnLater             | 18.799 | 62.084 | 90.797  |
| FFM_APP_TC01_024_Logout                                                                 | 2.885  | 14.74  | 25.69   |

Pls feel free to ask any related questions/concerns, thx,

Akhtar

From: Chao, Henry (CMS/OIS)

Sent: Saturday, September 28, 2013 10:10 PM

**To:** Van, Hung B. (CMS/OIS); Thurston, Robert (CMS/CTR); Um, Peter (CMS/CTR); Margush, Doug C. (CMS/OIS); Sharma, Hemant (CGI Federal) (<a href="mailto:Hemant.Sharma@cgifederal.com">Hemant.Sharma@cgifederal.com</a>); Zaman, Akhtar (CMS/OIS); Booth, Jon G. (CMS/OC);

Patel, Ketan (CMS/OC)

Cc: Mike Finkel (mfinkel@qssinc.com); Linares, George E. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Outerbridge,

Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)

Subject: Performance testing

Importance: High

Let SSA know what we need beyond 9-9 tomorrow.

Keep testing until just before midnight.

Send me the results (extrapolated) before 8:30am.

Thanks

Henry Chao
Deputy CIO & Deputy Director,
Office of Information Services
Centers for Medicare & Medicaid Services
410-786-1800

| From:                                                            | Outerbridge, Monique (CMS/OIS)                                                                                                                        | NotResp                           |                                  |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------------|
|                                                                  | NotResp                                                                                                                                               |                                   |                                  |
| Sent:                                                            | 9/30/2013 3:08:57 AM                                                                                                                                  | i                                 |                                  |
| то:                                                              | Robinson, Carolyn E. (CMS/OIS)                                                                                                                        | NotResp                           |                                  |
|                                                                  | NotResp                                                                                                                                               | ; Trenkle, Tony (CMS/OIS)         | NotResp                          |
|                                                                  | NotResp                                                                                                                                               | Chao, Henry (CMS/C                |                                  |
|                                                                  | NotResp                                                                                                                                               | ; Grothe, Kirk A. (CMS/OIS)       |                                  |
|                                                                  | NotResp                                                                                                                                               |                                   |                                  |
| CC:                                                              | Tierney, Janet L. (CMS/OIS)                                                                                                                           | NotResp                           |                                  |
|                                                                  | NotResp                                                                                                                                               | ; Hitchcock, Angela N             | N. (CMS/OIS) NotResp             |
|                                                                  | NotRe                                                                                                                                                 | sp                                | Lewis, Melinda (CMS/OIS) NotResp |
|                                                                  | NotRe                                                                                                                                                 | esp                               | ; Weiss, Paul (CMS/OIS) NotResp  |
|                                                                  | Lp                                                                                                                                                    |                                   | Blondell, Star (CMS/OIS) NotResp |
|                                                                  | NotRe                                                                                                                                                 | sp                                |                                  |
| Subject:                                                         | (b)(3); (                                                                                                                                             | b)(4)                             | i <del>-</del><br>               |
| Office of In<br>301-492-43                                       | Information and Insurance Systems Gr<br>formation Services, CMS                                                                                       | oup                               |                                  |
| <b>Sent</b> : Sund<br><b>To</b> : Trenkle<br><b>Cc</b> : Tierney | inson, Carolyn E. (CMS/OIS) lay, September 29, 2013 10:55 PM e, Tony (CMS/OIS); Chao, Henry (CMS/ r, Janet L. (CMS/OIS); Hitchcock, Ange ar (CMS/OIS) | la N. (CMS/OIS); Lewis, Melinda ( |                                  |
| Subject:                                                         | Subject: (b)(3); (b)(4)                                                                                                                               |                                   |                                  |

Sent using BlackBerry

From: Hitchcock, Angela N. (CMS/OIS)
Sent: Sunday, September 29, 2013 09:26 PM

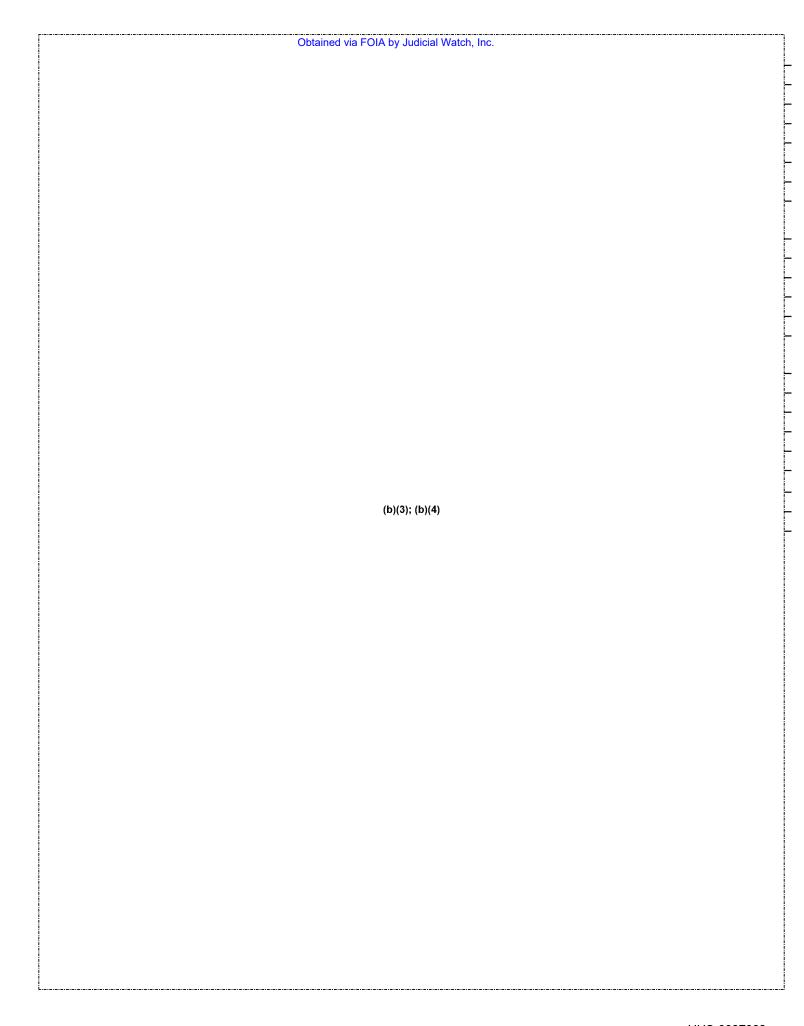
To: Robinson, Carolyn E. (CMS/OIS); Tierney, Janet L. (CMS/OIS)

Cc: Lewis, Melinda (CMS/OIS)

**Subject** (b)(3); (b)(4)

| See below. Ruairi is reviewing.                                                           | (b)(3); (b)(4)                                                                                   |                                 |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------|
|                                                                                           |                                                                                                  |                                 |
| Begin forwarded message:                                                                  |                                                                                                  |                                 |
| From: "Weiss, Paul (CMS/OIS)" < P                                                         | aul.Weiss@cms.hhs.gov>                                                                           |                                 |
| <b>Date:</b> September 28, 2013 at 11:4                                                   | 3:36 PM EDT                                                                                      |                                 |
| To: "Hitchcock, Angela N. (CMS/O                                                          | IS)" < <u>Angela.Hitchcock@cms.hhs.gov</u> >, "Lewis,                                            | Melinda (CMS/OIS)"              |
| < <u>Melinda.Lewis@cms.hhs.gov</u> >, "l                                                  | Blondell, Star (CMS/OIS)" < Star.Blondell@cms.l                                                  | hhs.gov>                        |
| Subject                                                                                   | (b)(3); (b)(4)                                                                                   |                                 |
| FYI                                                                                       |                                                                                                  |                                 |
|                                                                                           | (b)(3); (b)(4)                                                                                   |                                 |
| Cc: Weiss, Paul (CMS/OIS); Koch,                                                          | 013 11:23 PM<br>AGM); Golwalla Bryce (CMS/OAGM)<br>Alan J; Watkins, Henry M; Richard C Plummer ( | (Richard); Clawson, Geraldine G |
| Subject                                                                                   | (b)(3); (b)(4)                                                                                   |                                 |
| Bryce,                                                                                    |                                                                                                  |                                 |
|                                                                                           | (b)(3); (b)(4)                                                                                   |                                 |
| Thanks,                                                                                   |                                                                                                  |                                 |
| Alan                                                                                      |                                                                                                  |                                 |
| Alan J Koch Verizon Terremark mobile (b)(6) email akoch@terremark.com                     |                                                                                                  |                                 |
| Sent: Friday, September 27, 2013 To: Golwalla Bryce (CMS/OAGM); Cc: Weiss, Paul (CMS/OIS) | Clawson, Geraldine G; Koch, Alan J                                                               | <u>ov</u> ]                     |
| Subject: (b)(3); (b)(4)                                                                   |                                                                                                  |                                 |
| Alan                                                                                      |                                                                                                  |                                 |
| (b)(3                                                                                     | 3): (b)(4)                                                                                       |                                 |

| From: Golwalla   | Bryce (CMS/OAGM)               | ,,                                       |                                              |
|------------------|--------------------------------|------------------------------------------|----------------------------------------------|
|                  | eptember 27, 2013 10:22 PM     |                                          |                                              |
| To: gclawson@t   |                                |                                          |                                              |
|                  | Andrew R. (CMS/OAGM); Wei      | ss, Paul (CMS/OIS)                       |                                              |
| Subject:         | (b)(3); (b)(4)                 |                                          |                                              |
| Cari In anna un  | ulus vasaldas laks (           | (L.VA). (L.VA)                           | bull be madice                               |
|                  | u're working late,             | (b)(3); (b)(4)                           | I'll be working                              |
| through the wee  | ekend, let me know if there's  | anything I can do to help.               |                                              |
| Thank you,       |                                |                                          |                                              |
| Bryce Golwalla   |                                |                                          |                                              |
| Contract Special | list                           |                                          |                                              |
|                  | ition and Grants Management    | : (OAGM)                                 |                                              |
|                  | icare and Medicaid Services (  |                                          |                                              |
|                  | oulevard, Baltimore, MD 212    |                                          |                                              |
| Bryce.Golwalla@  | <u>)cms.hhs.gov</u>            |                                          |                                              |
|                  |                                |                                          |                                              |
| From: Mummer     | t, Andrew R. (CMS/OAGM)        |                                          |                                              |
| Sent: Friday, Se | eptember 27, 2013 9:49 PM      |                                          |                                              |
| To: Plummer, R   | ichard C (Richard) (richard.c. | <u>plummer@verizon.com</u> ); Henry Mitc | hell Watkins ( <u>hwatkins@verizon.com</u> ) |
| F                | yce (CMS/OAGM)                 |                                          |                                              |
| _ \              | (b)(3); (b)(4)                 |                                          |                                              |
| Richard          |                                |                                          |                                              |
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|                  |                                | (b)(3); (b)(4)                           |                                              |
|                  |                                | (b)(3), (b)(4)                           |                                              |
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| Obtained via FOIA by Judicial Watch, Inc. |   |
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| _ | Obtained via FOIA by Judicial Watch, Inc. |  |  |  |  |
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|   | (b)(3); (b)(4)                            |  |  |  |  |
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|   | NotResp                                   |  |  |  |  |
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|   | (b)(3); (b)(4)                            |  |  |  |  |

| Obtained via FOIA by Judicial Watch, Inc. Message                                                                    |                                                                                               |                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| From:                                                                                                                | Fryer, Teresa M. (CMS/OIS)                                                                    | NetDoon                                                                                                                              |
|                                                                                                                      | NotResp                                                                                       | NotResp                                                                                                                              |
| Sent:                                                                                                                | 9/29/2013 6:28:09 PM                                                                          |                                                                                                                                      |
| To:                                                                                                                  | Linares, George E. (CMS/OIS)                                                                  | NotResp                                                                                                                              |
|                                                                                                                      | NotResp                                                                                       |                                                                                                                                      |
| Subject:                                                                                                             | Fw: ATC Packages                                                                              |                                                                                                                                      |
| This is the c                                                                                                        | urrent status.                                                                                |                                                                                                                                      |
| Sent: Sunda<br>To: England<br>Cc: Fryer, T<br>(CMS/OIS);<br>Kristina (CM<br>Subject: Re                              | Ambrosini, Ellen M. (CMS/OEM); Sci<br>IS/OIS); Baer, David R. (CMS/OIS); I<br>e: ATC Packages | el (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Davis, Angela<br>chmidt, Donna W. (CMS/OIS); Linares, George E. (CMS/OIS); Cording, |
| Good aftern                                                                                                          | noon,                                                                                         |                                                                                                                                      |
|                                                                                                                      |                                                                                               | (b)(5)                                                                                                                               |
| Ryan                                                                                                                 |                                                                                               |                                                                                                                                      |
| · ·                                                                                                                  | e we expecting any more today? If s                                                           | er < <u>rbrewer@grayscout.com</u> > wrote:<br>so, when is the estimated drop out time?                                               |
| Ryan                                                                                                                 |                                                                                               |                                                                                                                                      |
| On Sat, Sep 28, 2013 at 6:13 PM, England-Gordon, John E. (CMS/OIS) < <u>John.England-Gordon@cms.hhs.gov</u> > wrote: |                                                                                               |                                                                                                                                      |
| We are leav                                                                                                          | ring the following State ATC package                                                          | es on the cabinets outside of Teresa's office for your review.                                                                       |
| NM, OH, SD                                                                                                           | ), WI, IN, FL, VA, LA, AR, NC, WY, NE                                                         | & both CO FFM and Medicaid                                                                                                           |

Thanx!!!!

| John England-Gordon                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                |
|                                                                                                                                                |
| (CIVIS                                                                                                                                         |
| Centers for Medicare & Medicaid Services                                                                                                       |
|                                                                                                                                                |
|                                                                                                                                                |
| C. Ryan Brewer GCIH, C CISO, CISSP Principal GrayScout LLC Tel/Ofc: ±1 202-904-2220   Mobile: (b)(6) rbrewer@grayscout.com   www.grayscout.com |
|                                                                                                                                                |
| C. Ryan Brewer GCIH, C CISO, CISSP Principal GrayScout LLC Tel/Ofc: +1 202-904-2220   Mobile: (b)(6) rbrewer@grayscout.com   www.grayscout.com |
|                                                                                                                                                |

Regards,

Obtained via FOIA by Judicial Watch, Inc. Message Fryer, Teresa M. (CMS/OIS) [/ From: NotResp NotResp Sent: 9/30/2013 12:13:48 AM 'rbrewer@grayscout.com' [rbrewer@grayscout.com] To: Subject: Re: ATC Packages Thanks Ryan! **From**: Ryan Brewer [mailto:rbrewer@grayscout.com] **Sent**: Sunday, September 29, 2013 06:56 PM To: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS) Subject: Re: ATC Packages Quick status update. I have not heard from the ciisg team today for the remaining atc packages. Ryan \*Sent from my mobile phone - please ignore the typos\* On Sep 29, 2013, at 2:18 PM, Ryan Brewer < <a href="mailto:rbrewer@grayscout.com">rbrewer@grayscout.com</a>> wrote: Good afternoon, (b)(5) Best regards, Ryan On Sun, Sep 29, 2013 at 11:33 AM, Ryan Brewer <rbrewer@grayscout.com> wrote: Hi John - Are we expecting any more today? If so, when is the estimated drop out time? Best regards, Ryan

On Sat, Sep 28, 2013 at 6:13 PM, England-Gordon, John E. (CMS/OIS) < John.England-Gordon@cms.hhs.gov> wrote:

We are leaving the following State ATC packages on the cabinets outside of Teresa's office for your review.

NM, OH, SD, WI, IN, FL, VA, LA, AR, NC, WY, NE & both CO FFM and Medicaid

| Thanx!!!!                                                                                         |
|---------------------------------------------------------------------------------------------------|
| Regards,                                                                                          |
| John England-Gordon                                                                               |
|                                                                                                   |
|                                                                                                   |
| <image001.png></image001.png>                                                                     |
| Centers for Medicare & Medicaid Services                                                          |
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| C. Ryan Brewer GCIH, C CISO, CISSP Principal                                                      |
| GrayScout LLC Tel/Ofc: +1 202-904-2220   Mobile: (b)(6) rbrewer@grayscout.com   www.grayscout.com |
|                                                                                                   |
| C. Ryan Brewer GCIH, C CISO, CISSP Principal                                                      |
| GrayScout LLC Tel/Ofc: +1 202-904-2220   Mobile: (b)(6) rbrewer@grayscout.com   www.grayscout.com |
|                                                                                                   |

Message

| From:                                                                                            | Linares, George E. (CMS/OIS) NotResp                                                                        |                                               |  |
|--------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--|
|                                                                                                  | NotResp                                                                                                     |                                               |  |
| Sent:                                                                                            | 9/30/2013 4:31:46 PM                                                                                        |                                               |  |
| To:                                                                                              | Minze Chien [MChien@qssinc.com]; Richardson, Marc D. (CMS/OIS)                                              | NotResp                                       |  |
|                                                                                                  | NotResp                                                                                                     | Carter, Cathy T. (CMS/OIS) NotResp            |  |
|                                                                                                  | NotResp                                                                                                     | ; Basavaraju, Venkat (CMS/OIS)                |  |
|                                                                                                  | NotResp                                                                                                     | ; Adams, David L.                             |  |
|                                                                                                  | (CMS/OIS) NotResp                                                                                           | Amit Jasuja                                   |  |
|                                                                                                  | [amit.jasuja@oracle.com]; Pardha Reddy [pardha.reddy@oracle.com                                             | ]                                             |  |
| CC: Bikram Bakshi [bbakshi@qssinc.com]; PK Malhotra [pmalhotra@qssinc.com]; Michael Finkel [mfin |                                                                                                             | nc.com]; Michael Finkel [mfinkel@qssinc.com]; |  |
|                                                                                                  | Yuri Radams [yradams@qssinc.com]; Kovilvenni Ramaswamy [kramaswamy@qssinc.com]; Krishnamoorthi Ganesan      |                                               |  |
|                                                                                                  | [kganesan@qssinc.com]; Nitin Matta [nmatta@qssinc.com]; Girish Shetty [gshetty@qssinc.com]; Ivan Vinogradov |                                               |  |
|                                                                                                  | [ivinogradov@qssinc.com]; Pradeep Gangadharan [pgangadharan@qssinc.com]; Bavani Murari                      |                                               |  |
|                                                                                                  | [bmurari@qssinc.com]                                                                                        |                                               |  |
| Subject:                                                                                         | RE NotResLogin Performance Report (9/29/2013)                                                               |                                               |  |

All,

The latest performance numbers for NotRe that I have are from Saturday, where maximum number of concurrent users was 3500 with 65% error. Are there more recent results? Could those be share promptly?

Thanks

# George Linares

**From:** Minze Chien [mailto:MChien@qssinc.com] **Sent:** Monday, September 30, 2013 12:16 PM

**To:** Richardson, Marc D. (CMS/OIS); Linares, George E. (CMS/OIS); Carter, Cathy T. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Adams, David L. (CMS/OIS); Amit Jasuja; Pardha Reddy

Cc: Bikram Bakshi; PK Malhotra; Michael Finkel; Yuri Radams; Kovilvenni Ramaswamy; Krishnamoorthi Ganesan; Nitin

Matta; Girish Shetty; Ivan Vinogradov; Pradeep Gangadharan; Bavani Murari

**Subject:** NotRe Login Performance Report (9/29/2013)

# Good Afternoon,

Attached please find the report for NotRe Login performance on 9/29/2013. Thanks.

Minze

Minze V. Chien, Ph.D., CISSP
Technical Director, IAM Strategic Solutions
QSSI | www.qssinc.com
10025 Governor Warfield Parkway, Suite 401

Columbia, MD 21044 (301) 977-7884 x305 and x223 (0) / **(b)(6)** (M) mchien@qssinc.com

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Message

| From:                              | Linares, George E. (CMS/OIS)                                                                                 | NotResp                       |                                    |
|------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------|
|                                    | NotResp                                                                                                      |                               |                                    |
| Sent:                              | 9/30/2013 4:41:38 PM                                                                                         |                               |                                    |
| To:                                | Minze Chien [MChien@qssinc.com]; I                                                                           | Richardson, Marc D. (CMS/OIS) | NotResp                            |
|                                    | NotR                                                                                                         | esp                           | Carter, Cathy T. (CMS/OIS) NotResp |
|                                    |                                                                                                              | NotResp                       | Basavaraju, Venkat (CMS/OIS)       |
|                                    |                                                                                                              | NotResp                       | Adams, David L.                    |
|                                    | (CMS/OIS)                                                                                                    | NotResp                       | Amit Jasuja                        |
| [amit.jasuja@oracle.com]; Pardha R |                                                                                                              | ddy [pardha.reddy@oracle.com] |                                    |
| CC:                                | Bikram Bakshi [bbakshi@qssinc.com]; PK Malhotra [pmalhotra@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]; |                               |                                    |
|                                    | Yuri Radams [yradams@qssinc.com]; Kovilvenni Ramaswamy [kramaswamy@qssinc.com]; Krishnamoorthi Ganesan       |                               |                                    |
|                                    | [kganesan@qssinc.com]; Nitin Matta [nmatta@qssinc.com]; Girish Shetty [gshetty@qssinc.com]; Ivan Vinogradov  |                               |                                    |
|                                    | [ivinogradov@qssinc.com]; Pradeep Gangadharan [pgangadharan@qssinc.com]; Bavani Murari                       |                               |                                    |
|                                    | [bmurari@qssinc.com]                                                                                         |                               |                                    |
| Subject:                           | RE: NotReLogin Performance Report (                                                                          | 9/29/2013)                    |                                    |

Got it. Thanks

# George Linares

From: Minze Chien [mailto:MChien@qssinc.com]
Sent: Monday, September 30, 2013 12:41 PM

**To:** Linares, George E. (CMS/OIS); Richardson, Marc D. (CMS/OIS); Carter, Cathy T. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Adams, David L. (CMS/OIS); Amit Jasuja; Pardha Reddy

Cc: Bikram Bakshi; PK Malhotra; Michael Finkel; Yuri Radams; Kovilvenni Ramaswamy; Krishnamoorthi Ganesan; Nitin

Matta; Girish Shetty; Ivan Vinogradov; Pradeep Gangadharan; Bavani Murari

Subject: RE NotRes Login Performance Report (9/29/2013)

George,

I forwarded the report for today in another email. Thanks.

#### Minze

Minze V. Chien, Ph.D., CISSP
Technical Director, IAM Strategic Solutions
QSSI | www.qssinc.com
10025 Governor Warfield Parkway, Suite 401
Columbia, MD 21044
(301) 977-7884 x305 and x223 (0) (b)(6) (M)
mchien@qssinc.com
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Top 100 Diversity-Owned businesses in 2004 and 2005

GSA Approved HSPD-12 System Integrator



From: Linares, George E. (CMS/OIS) [mailto:George.Linares@cms.hhs.gov]

Sent: Monday, September 30, 2013 12:32 PM

To: Minze Chien; Marc Richardson; Carter, Cathy T. (CMS/OIS); Venkat Basavaraju; David Adams; Amit Jasuja; Pardha

Reddy

Cc: Bikram Bakshi; PK Malhotra; Michael Finkel; Yuri Radams; Kovilvenni Ramaswamy; Krishnamoorthi Ganesan; Nitin

Matta; Girish Shetty; Ivan Vinogradov; Pradeep Gangadharan; Bavani Murari

Subject: RE NotRes Login Performance Report (9/29/2013)

All,

The latest performance numbers for NotRes that I have are from Saturday, where maximum number of concurrent users was 3500 with 65% error. Are there more recent results? Could those be share promptly?

Thanks

# George Linares

From: Minze Chien [mailto:MChien@qssinc.com]
Sent: Monday, September 30, 2013 12:16 PM

To: Richardson, Marc D. (CMS/OIS); Linares, George E. (CMS/OIS); Carter, Cathy T. (CMS/OIS); Basavaraju, Venkat

(CMS/OIS); Adams, David L. (CMS/OIS); Amit Jasuja; Pardha Reddy

Cc: Bikram Bakshi; PK Malhotra; Michael Finkel; Yuri Radams; Kovilvenni Ramaswamy; Krishnamoorthi Ganesan; Nitin

Matta; Girish Shetty; Ivan Vinogradov; Pradeep Gangadharan; Bavani Murari

**Subject:** NotRe Login Performance Report (9/29/2013)

# Good Afternoon,

| Attached please find the report for | NotRes Login performance | on 9/29/2013. |
|-------------------------------------|--------------------------|---------------|
|                                     | Li                       |               |
| Thanks                              |                          |               |

#### Minze

Minze V. Chien, Ph.D., CISSP Technical Director, IAM Strategic Solutions

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(301) 977-7884 x305 and x223 (0) (b)(6) (M

mchien@qssinc.com

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Top 100 Diversity-Owned businesses in 2004 and 2005



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| iviessage |                                                                                          |                                                                       |  |  |
|-----------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|--|--|
| From:     | Purcell, Timothy J. (CMS/OIS) No.                                                        | otResp                                                                |  |  |
|           | NotResp                                                                                  | <u>-</u>                                                              |  |  |
| Sent:     | 10/1/2013 2:37:55 AM                                                                     |                                                                       |  |  |
| To:       | Jayaprakash Thambusamy [jthambusamy@qssinc                                               | c.com]; Bavani Murari [bmurari@qssinc.com]; Rakhmatouline,            |  |  |
|           | Marat (CMS/CTR) NotRes                                                                   | <u>p</u>                                                              |  |  |
|           | NotResp                                                                                  | Basavaraju, Venkat (CMS/OIS) NotResp                                  |  |  |
|           | NotResp                                                                                  | Girish Shetty                                                         |  |  |
|           | [gshetty@qssinc.com]; Minze Chien [MChien@qs                                             | ssinc.com]; CMS ETC_Consolidated Testing NotResp                      |  |  |
|           |                                                                                          | NotResp                                                               |  |  |
|           | NotResp ; Vass, Paul A.(CMS/CTR)                                                         | NotResp                                                               |  |  |
|           | NotResp                                                                                  | Srinivasulu Anala [sanala@qssinc.com]; Sathish Murugiah               |  |  |
|           | [smurugiah@qssinc.com]; Sandeep Pokala [spoka                                            |                                                                       |  |  |
|           | [sbellamkonda@qssinc.com]; Mohan Aitham (aitl                                            | [sbellamkonda@qssinc.com]; Mohan Aitham@gmail.com) [aitham@gmail.com] |  |  |
| CC:       | NotResp Team_Leads NotRe TeamLeads@qssinc.cor                                            | n]; Yuri Radams [yradams@qssinc.com]; Krishnamoorthi Ganesan          |  |  |
|           | [kganesan@qssinc.com]; Michael Finkel [mfinkel                                           | @qssinc.com]; Vignesh Srinivasan [vsrinivasan@qssinc.com]; CMS -      |  |  |
|           | ETC                                                                                      | NotResp                                                               |  |  |
|           | NotResp Thompson, William L. (CMS/OIS)                                                   | NotResp                                                               |  |  |
|           | NotResp                                                                                  | Boblitz, John R. (CMS/OIS) NotResp                                    |  |  |
|           | NotResp                                                                                  | , Michael Finkel                                                      |  |  |
|           | [mfinkel@qssinc.com]; Krishnamoorthi Ganesan [kganesan@qssinc.com]; Kovilvenni Ramaswamy |                                                                       |  |  |
|           | [kramaswamy@qssinc.com]; Nitin Matta [nmatta@qssinc.com]; CMS - NotReCMS Team NotResp    |                                                                       |  |  |
|           |                                                                                          | NotResp                                                               |  |  |
|           | Linares, George E. (CMS/OIS) NotF                                                        | Resp                                                                  |  |  |
|           | ,NotResp                                                                                 | pardha.reddy@oracle.com; amit.jasuja@oracle.com                       |  |  |
| Subject:  | RE NotResp Performance Testing - Update - 09/30                                          | 0/2013 6PM Update                                                     |  |  |
|           | ··········                                                                               |                                                                       |  |  |
| TD.       |                                                                                          |                                                                       |  |  |
| JP,       |                                                                                          |                                                                       |  |  |
|           |                                                                                          |                                                                       |  |  |
| Thanks fo | or the report                                                                            |                                                                       |  |  |
|           |                                                                                          |                                                                       |  |  |
| The error | rate for 6k (10/sec) was 10x that of the 5k (10                                          | )/sec) error rate.                                                    |  |  |
| We rui    | <u> </u>                                                                                 | are rate is little higher than the scenario with lower number         |  |  |
| of VUsers | <u> </u>                                                                                 |                                                                       |  |  |

So the number of user per sec seem to not reflect what I would think, more VUs/sec would increment the error rate but for 5/sec to 10/sec the error rate went down and Yuri mentioned that was being looked at.

Also the increase in total VUs would have just increase error rate some but it was 10 fold.

Do we have any idea why this is happening.



7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Monday, September 30, 2013 7:36 PM

**To:** Purcell, Timothy J. (CMS/OIS); Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Basavaraju, Venkat (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Muruqiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS NotRes CMS Team; Linares, George E. (CMS/OIS); pardha.reddy@oracle.com; amit.jasuja@oracle.com

**Subject:** NotResp Performance Testing - Update - 09/30/2013 6PM Update

Hi All,

Please find the performance status report for 09/30/2013 6 PM.

We run the **NotResp** for 6K Virtual Users . The failure rate is little higher than the scenario with lower number of VUsers. After that we run the scenario for 8K Users to compare the behavior, but there is an issue in sharing the Load generators with other team. We stopped the **NotResp** and concentrating on troubleshooting the issues in web services scenario.

Marat/Venkat /Tim- The QSSI Response to the questions are below in Red.

| Iterati<br>on | Web Services Registration NotResp | ration Ramp Up Rate Start Time End Time ( |                        | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |  |
|---------------|-----------------------------------|-------------------------------------------|------------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|--|
| 13            |                                   | 10 User per<br>Second                     | 9/30/2013 1<br>3:17 PM | 9/30/2013 14:<br>07:00 PM         | 50          | 5667        | 333        | 5.50<br>%                                  |  |
| 12            |                                   | 10 User per<br>Second                     | 9/30/2013<br>9:32      | 9/30/2013<br>10:18                | 46          | 4930        | 28         | 0.56<br>%                                  |  |
| 11            | NotResp                           | 5 users per<br>second                     | 9/29/2013<br>11:45     | 9/30/2013 0:15                    | 30          | 4938        | 62         | 1.24<br>%                                  |  |
| 10            |                                   | 5 users per<br>second                     | 9/29/2013<br>11:00     | 9/29/2013<br>11:30                | 30          | 4903        | 97         | 1.94<br>%                                  |  |

| ı | l                                                                                                      | <b>!</b>              | Obtained via FOL   | A by Judicial Watch, Ir | IC. |      | I   | <b>j</b> 1 | 1      |
|---|--------------------------------------------------------------------------------------------------------|-----------------------|--------------------|-------------------------|-----|------|-----|------------|--------|
| 9 | Execute Webservices for 2 Step Registration of LOA#1  NotResp initial registration and                 | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17      | 11  | 2996 | 4   | 0.13       | 14,400 |
|   | confirmation                                                                                           |                       |                    |                         |     |      |     |            |        |
| 8 | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and confirmation ) | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33      | 21  | 2271 | 693 | 23.38      | 18,000 |
| 7 | Execute Webservices for 2 Step Registration of LOA#1  NotResp initial registration and confirmation )  | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21      | 16  | 2933 | 54  | 1.81       | 21,600 |
| 6 | Execute Webservices for 2 Step Registration of LOA#1  NotResp initial registration and                 | 3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22      | 18  | 2998 | 2   | 0.07<br>%  | 10,800 |

|   | 1            | 1            | Obtained via FOI | A by Judicial Watch, In | ic. | 1   | ı . | į                                       |        |
|---|--------------|--------------|------------------|-------------------------|-----|-----|-----|-----------------------------------------|--------|
|   | confirmation |              |                  |                         |     |     |     |                                         |        |
|   | )            |              |                  |                         |     |     |     |                                         |        |
|   |              |              |                  |                         |     |     |     |                                         |        |
|   | Execute      |              |                  |                         |     |     |     | *************************************** |        |
|   | Webservices  |              |                  |                         |     |     |     |                                         |        |
|   | for 2 Step   |              |                  |                         |     |     |     |                                         |        |
|   | Registration |              |                  |                         |     |     |     |                                         |        |
|   | of LOA#1     |              |                  |                         |     |     |     |                                         |        |
|   | UI LOA#1     | 3 users per  | 9/29/2013        | 9/29/2013               |     |     |     | 0.20                                    |        |
| 5 | NotResp      | second       | 16:20            | 16:25                   | 5   | 997 | 2   | %                                       | 10,800 |
|   | initial      | Sceona       | 10.20            | 10.25                   |     |     |     | /0                                      |        |
|   | registration |              |                  |                         |     |     |     |                                         |        |
|   | and          |              |                  |                         |     |     |     |                                         |        |
|   | confirmation |              |                  |                         |     |     |     |                                         |        |
|   | )            |              |                  |                         |     |     |     |                                         |        |
|   | Execute      |              |                  |                         |     |     |     |                                         |        |
|   | Webservices  |              |                  |                         |     |     |     |                                         |        |
|   | for 2 Step   |              |                  |                         |     |     |     |                                         |        |
|   | Registration |              |                  |                         |     |     |     |                                         | 7,200  |
|   | of LOA#1     |              |                  |                         |     |     |     |                                         |        |
|   |              | 2 Users Per  | 9/29/2013        | 9/29/2013               | 4.0 |     |     | 0.10                                    |        |
| 4 | NotResp (    | second       | 15:35            | 15:45                   | 10  | 998 | 1   | %                                       |        |
|   | initial      |              |                  |                         |     |     |     |                                         |        |
|   | registration |              |                  |                         |     |     |     |                                         |        |
|   | and          |              |                  |                         |     |     |     |                                         |        |
|   | confirmation |              |                  |                         |     |     |     |                                         |        |
|   | )            |              |                  |                         |     |     |     |                                         |        |
|   | Execute      |              |                  |                         |     |     |     |                                         |        |
|   | Webservices  |              |                  |                         |     |     |     |                                         |        |
|   | for 2 Step   |              |                  |                         |     |     |     |                                         |        |
|   | Registration |              |                  |                         |     |     |     |                                         |        |
|   | of LOA#1     |              |                  |                         |     |     |     |                                         |        |
| 3 | NotResp      | 1 User Per   | 9/29/2013        | 9/29/2013               | 34  | 915 | 2   | 0.22                                    | 3,600  |
|   | [(           | Second       | 14:25            | 14:59                   | 3.  | 313 | _   | %                                       | 3,000  |
|   | initial      |              |                  |                         |     |     |     |                                         |        |
|   | registration |              |                  |                         |     |     |     |                                         |        |
|   | and          |              |                  |                         |     |     |     |                                         |        |
|   | confirmation |              |                  |                         |     |     |     |                                         |        |
|   | )            |              |                  |                         |     |     |     |                                         |        |
|   | Execute      |              |                  |                         |     |     |     |                                         |        |
|   | Webservices  | 4.11         | 0/20/5555        | a /a a /=               |     |     |     |                                         |        |
| 2 | for 2 Step   | 1 User Per 2 | 9/29/2013        | 9/29/2013               | 48  | 912 | 0   | 0.00                                    | 1,800  |
|   | Registration | Seconds      | 12:58            | 13:46                   |     |     |     | %                                       |        |
|   | of LOA#1     |              |                  |                         |     |     |     |                                         |        |
|   | NotResp      |              |                  |                         |     |     |     |                                         |        |

|   |              | _                       | Obtained via FOI   | A by Judicial Watch, Ir | 1C. | _   |   |           | _     |
|---|--------------|-------------------------|--------------------|-------------------------|-----|-----|---|-----------|-------|
|   | NotResp (    |                         |                    |                         |     |     |   |           |       |
|   | initial      |                         |                    |                         |     |     |   |           |       |
|   | registration |                         |                    |                         |     |     |   |           |       |
|   | and          |                         |                    |                         |     |     |   |           |       |
|   | confirmation |                         |                    |                         |     |     |   |           |       |
|   | )            |                         |                    |                         |     |     |   |           |       |
|   | Execute      |                         |                    |                         |     |     |   |           |       |
|   | Webservices  |                         |                    |                         |     |     |   |           |       |
|   | for 2 Step   |                         |                    |                         |     |     |   |           |       |
|   | Registration |                         |                    |                         |     |     |   |           |       |
|   | of LOA#1     |                         |                    |                         |     |     |   |           |       |
| 1 | NotResp (    | 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18      | 47  | 898 | 1 | 0.11<br>% | 1,800 |
|   | initial      |                         |                    |                         |     |     |   |           |       |
|   | registration |                         |                    |                         |     |     |   |           |       |
|   | and          |                         |                    |                         |     |     |   |           |       |
|   | confirmation |                         |                    |                         |     |     |   |           |       |
|   | )            |                         |                    |                         |     |     |   |           |       |

Thanks
Jayaprakash Thambusamy, PMP

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Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Monday, September 30, 2013 4:00 PM

**To:** Jayaprakash Thambusamy; Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Venkat Basavaraju; Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS - NotRes CMS Team

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

JP, Bavani,

Thanks for the update A few question from the team are below.

I re bulleted Marat's question to numbers for ease of reference.

I am curious about #1,2 and 3, please explain how this impacts NotRes system and customer experience?

Obtained via FOIA by Judicial Watch, Inc. I have been asking to do #4 and #, When will we be Perf. Testing all the multiple NotResp functionalities at the same time? This will help the report to Henry about what NotResphandle. Also Venkat asked: I am not sure how to translate rows 7, 8 and 9. What caused the error rate to go high in row 8. Is it possible to list the box (weakest link among following utilization stats that contributed NotResp to the error rate or stop command. Thanks, Timothy Purcell timothy.purcell@cms.hhs.gov 410.786.0501 IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS) 7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850 Need more information? Please visit the OIS website. If the contractor considers anything contained herein to be outside the current scope of the contract, or contrary to any of its terms and conditions, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer in writing as to the specific discrepancies and any proposed corrective actions. INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be disseminated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law. From: Rakhmatouline, Marat (CMS/CTR) Sent: Monday, September 30, 2013 1:51 PM To: Basavaraju, Venkat (CMS/OIS); 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com) Cc: NotResp eam Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\* Couple questions to these results (just to last run as example): Is any reason you are reporting results only for one type of transactions ("Access URL" + "Login") and not mention "Click Links". Error rate for these transactions related to access 'Dummy" pages is 7% [QSSI]- At this point time of time we are concentrating on login logout transaction. We will be analyzing on the dummy pages and click links in our further scenarios.

2. Response time to access "Dummy" pages from 3.3 to 205.9 seconds with average 21 Sec. (90% of all

responses are under 46.3 sec.) It includes more than 10 dummy pages, and all this response time spent in NotResplaccess control. Is it acceptable to add at least 2 second for each application page just for "access

JP,

control"?

HHS-0015694 CMS0012512

[QSSI]-The Response time we are reporting includes the time required to complete the transaction for all the dummy pages 1-10. Between each dummy page we have 5 Sec of think time.

3. What happens at the end of the test, when "logout" response time jump to 1200 seconds (20 minutes !!! – really reached timeout, never logout). Any investigation/insight on that behavior?

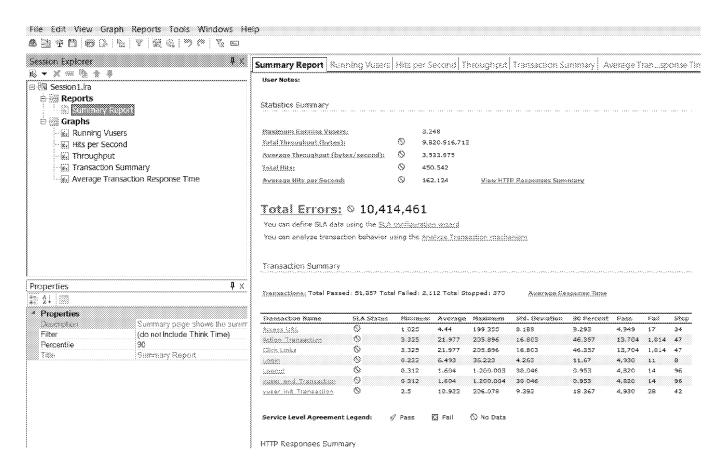
[QSSI]-We are analyzing the logout behavior with NotResp team. We will update once we get updates from the team.

Why scenario is scheduled in such way that maximum planned # users (5K) is never reached in parallel – first users done before last are started. Maximum running VUsers reached only 3248.

[QSSI]-At this point of time, we are concentrating on login logout with iterations. We will be doing scenarios with steady state later. With the steady state scenario, we will have the maximum number of VUsers at the same time.

4. Can scenario be reorganized (with the same base script) to simulate natural end-user behavior (somebody login, somebody logout, somebody scrolling through pages) and run scenario for at least 1 hour? It will simulate more production oriented performance load instead of everybody login, everybody iterate, everybody logout (and first logout before last can start)

[QSSI] We have a plan to run mix of scenarios to simulate natural end user behavior. We have requested additional time to execute the scenarios.



| Thanks,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Marat Rakhmatouline                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CMS CITIC Lockheed Martin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| (b)(6) (BB)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| From: Basavaraju, Venkat (CMS/OIS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Sent: Monday, September 30, 2013 12:35 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| To: 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)  Cc: NotRes Team_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Krishnamoorthi Ganesan; Kovilvenni Ramaswamy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Subject: RE: NotResp Performance Testing - Update - 09/26/2013 **** Risk ????? ****                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Couple of questions for clarification:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| I am not sure how to translate rows 7, 8 and 9. What caused the error rate to go high in row 8. Is it possible to list the box (weakest link among following NotResp utilization stats that contributed to the error rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| or stop command.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Toggil D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| [QSSI] Regarding scenario 8, we identified some anomalies in NotR index. We reached out to product development team                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| to analyze further. We will get a some clarity on the weakest link after our analysis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Mandada                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| -Venkat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Sent: Monday, September 30, 2013 12:26 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>To:</b> Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| (CMS/OIS); CMS ETC_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Cc: NotRespTeam_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Krishnamoorthi Ganesan; Kovilvenni Ramaswamy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Subject: RE: NotResp Performance Testing - Update - 09/26/2013 **** Risk ????? ****                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| A.51                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| All,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Please find the Performance Testing status as of 09/30/2013 12 PM.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| We run both NotResp scenarios. The failure rate for NotResp ess than 2% and web services is <1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| are the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second o |
| % approximately. We are currently working on higher number of VUsers for NotResp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|               | 1                                                                                                               |                       | Obtained via FOIA  | <u>by Judicial Watch,</u> | Inc.                              | 1           |             |            | ı                                          |
|---------------|-----------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|---------------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| Iterati<br>on | Web Services Registration NotResp                                                                               | Ramp Up Rate          | Start Time         | End Time                  | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
| 12            | NotRes Login using NotRe (5K                                                                                    | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18        | 46                                | 4930        | 28          | 0.56%      |                                            |
| 11            | VUsers)  NotRes Login  using NotResp (5000  VUsers)                                                             | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15         | 30                                | 4938        | 62          | 1.24%      |                                            |
| 10            | NotResp Login using NotResp (5000 VUsers)                                                                       | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30        | 30                                | 4903        | 97          | 1.94%      |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotRight NotResp ( initial registration and confirmation ) | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17        | 11                                | 2996        | 4           | 0.13%      | 14,400                                     |
| 8             | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp initial registration and confirmation )     | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33        | 21                                | 2271        | 693         | 23.38      | 18,000                                     |
| 7             | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial                                     | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21        | 16                                | 2933        | 54          | 1.81%      | 21,600                                     |

| Obtained via FOIA by Judicial Watch, Inc. |                                                                                                               |                            |                    |                    |    |      |   |       |        |  |  |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------|--------------------|--------------------|----|------|---|-------|--------|--|--|
|                                           | registration<br>and<br>confirmation<br>)                                                                      |                            |                    |                    |    |      |   |       |        |  |  |
| 6                                         | initial registration and confirmation                                                                         | 3 users per<br>second      | 9/29/2013<br>17:04 | 9/29/2013<br>17:22 | 18 | 2998 | 2 | 0.07% | 10,800 |  |  |
| 5                                         | Execute Webservices for 2 Step Registration of LOA#1NotRes NotResp ( initial registration and confirmation )  | 3 users per<br>second      | 9/29/2013<br>16:20 | 9/29/2013<br>16:25 | 5  | 997  | 2 | 0.20% | 10,800 |  |  |
| 4                                         | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp ( initial registration and confirmation ) | s<br>2 Users Per<br>second | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10 | 998  | 1 | 0.10% | 7,200  |  |  |
| 3                                         | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and                   | 1 User Per<br>Second       | 9/29/2013<br>14:25 | 9/29/2013<br>14:59 | 34 | 915  | 2 | 0.22% | 3,600  |  |  |

| i   | 1 -                                                                                                         | <b>i</b>                | Obtained via FOIA  | by Judicial Watch, | Inc. |     |   | i     |       |
|-----|-------------------------------------------------------------------------------------------------------------|-------------------------|--------------------|--------------------|------|-----|---|-------|-------|
|     | confirmation                                                                                                |                         |                    |                    |      |     |   |       |       |
| 2 . | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 1 User Per 2<br>Seconds | 9/29/2013<br>12:58 | 9/29/2013<br>13:46 | 48   | 912 | 0 | 0.00% | 1,800 |
| 1   | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and confirmation )  | 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18 | 47   | 898 | 1 | 0.11% | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
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Testing Lead – CM{NotRes} Project
10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044 (301) 977-7884 x 356(Work) (b)(6) (Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Positive progress. Let's keep it going team!

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

ΑII,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

| Iterati<br>on | Web<br>Services<br>Registrati<br>on | Ramp Up Rate | Start Time | End Time  | Elapsed<br>Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons<br>submitte<br>d<br>per hour |
|---------------|-------------------------------------|--------------|------------|-----------|----------------------------------|-------------|-------------|------------|-------------------------------------------------------------|
|               | Execute                             |              |            |           |                                  |             |             |            |                                                             |
|               | Webservic                           |              |            |           |                                  |             |             |            |                                                             |
|               | es for 2                            |              | 9/29/2013  | 9/29/2013 | 10                               |             |             |            |                                                             |
|               | Step                                |              | 17:04      | 17:22     | 18                               |             |             |            |                                                             |
|               | Registratio                         | 3 users per  |            |           |                                  |             |             | 0.067      |                                                             |
| 6             | n of LOA#1                          | second       |            |           |                                  | 2998        | 2           | %          | 10,800                                                      |

|                                         |                      |             | Obtained via FOI | A by Judicial Watch                     | , Inc.                                  |     | į i | ī     | , ,    |
|-----------------------------------------|----------------------|-------------|------------------|-----------------------------------------|-----------------------------------------|-----|-----|-------|--------|
|                                         | NotResp              |             |                  |                                         |                                         |     |     |       |        |
|                                         |                      |             |                  |                                         |                                         |     |     |       |        |
|                                         | initial              |             |                  |                                         |                                         |     |     |       |        |
|                                         | registratio<br>n and |             |                  |                                         |                                         |     |     |       |        |
|                                         | confirmati           |             |                  |                                         |                                         |     |     |       |        |
|                                         | on)                  |             |                  |                                         |                                         |     |     |       |        |
|                                         | Execute              |             |                  | *************************************** |                                         |     |     |       |        |
|                                         | Webservic            |             |                  |                                         |                                         |     |     |       |        |
|                                         | es for 2             |             |                  |                                         |                                         |     |     |       |        |
|                                         | Step                 |             |                  |                                         |                                         |     |     |       |        |
|                                         | Registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n of LOA#1           |             |                  |                                         |                                         |     |     |       |        |
|                                         |                      |             | 9/29/2013        | 9/29/2013                               | 5                                       |     |     |       |        |
|                                         | NotResp (            |             | 16:20            | 16:25                                   |                                         |     |     |       |        |
|                                         | initial              |             |                  |                                         |                                         |     |     |       |        |
|                                         | registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n and                |             |                  |                                         |                                         |     |     |       |        |
|                                         | confirmati           | 3 users per |                  |                                         |                                         |     |     | 0.200 |        |
| 5                                       | on)                  | second      |                  |                                         |                                         | 997 | 2   | %     | 10,800 |
| *************************************** | Execute              |             |                  | *************************************** | *************************************** |     |     |       |        |
|                                         | Webservic            |             |                  |                                         |                                         |     |     |       |        |
|                                         | es for 2             |             |                  |                                         |                                         |     |     |       |        |
|                                         | Step                 |             |                  |                                         |                                         |     |     |       |        |
|                                         | Registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n of LOA#1           |             | 9/29/2013        | 9/29/2013                               |                                         |     |     |       |        |
|                                         | NotResp              |             | 15:35            | 15:45                                   | 10                                      |     |     |       |        |
|                                         | ļ(                   |             | 13.33            | 13.43                                   |                                         |     |     |       |        |
|                                         | initial              |             |                  |                                         |                                         |     |     |       |        |
|                                         | registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n and                |             |                  |                                         |                                         |     |     |       |        |
|                                         | confirmati           | 2 Users Per |                  |                                         |                                         |     |     | 0.100 |        |
| 4                                       | on)                  | second      |                  |                                         |                                         | 998 | 1   | %     | 7,200  |
|                                         | Execute              |             |                  |                                         |                                         |     |     |       |        |
|                                         | Webservic            |             |                  |                                         |                                         |     |     |       |        |
|                                         | es for 2             |             |                  |                                         |                                         |     |     |       |        |
|                                         | Step                 |             |                  |                                         |                                         |     |     |       |        |
|                                         | Registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n of LOA#1           |             | 9/29/2013        | 9/29/2013                               | 34                                      |     |     |       |        |
|                                         | NotResp              |             | 14:25            | 14:59                                   | 34                                      |     |     |       |        |
|                                         | initial              |             |                  |                                         |                                         |     |     |       |        |
|                                         | registratio          |             |                  |                                         |                                         |     |     |       |        |
|                                         | n and                |             |                  |                                         |                                         |     |     |       |        |
|                                         | confirmati           | 1 User Per  |                  |                                         |                                         |     |     | 0.218 |        |
| 3                                       | on)                  | Second      |                  |                                         |                                         | 915 | 2   | %     | 3,600  |
| <u> </u>                                | L,                   |             | l                |                                         | L                                       | L   |     | L     |        |

|   |             | •            | Obtained via FOI | A by Judicial Watch | , Inc. |     |   | ī     |       |
|---|-------------|--------------|------------------|---------------------|--------|-----|---|-------|-------|
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 9/29/2013        | 9/29/2013           |        |     |   |       |       |
|   | NotResp     |              | 12:58            | 13:46               | 48     |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.000 |       |
| 2 | on)         | Seconds      |                  |                     |        | 912 | 0 | %     | 1,800 |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 0 (00 (0040      | 0 /00 /0040         |        |     |   |       |       |
|   |             |              | 9/29/2013        | 9/29/2013           | 47     |     |   |       |       |
|   | NotResp (   |              | 11:31            | 12:18               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.111 |       |
| 1 | on)         | Seconds      |                  |                     |        | 898 | 1 | %     | 1,800 |

Thanks

Jayaprakash Thambusamy, PMP

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Columbia, MD 21044

(301) 977-7884 x 356(Work)

(b)(6) Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks
Jayaprakash Thambusamy, PMP

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From: Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc:NotRespiTeam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All,

Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today.

- 1. We run the NotResp Scenarios for login and Logout for 6000 VUsers yesterday after noon. The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues. We are planning to rerun the NotResp oday afternoon.
- 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test.

We will update the statistics spreadsheet with results and send it in the next update.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead - CMS NotRe Project

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(b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Saturday, September 28, 2013 2:35 PM

**To:** Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

JP,

Girish,

Minze,

What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed?

Question below still needed as well.

Thanks,

Timothy Purcell timothy.purcell@cms.hhs.gov # 410.786.0501 # (b)(6) (BB

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

# Need more information? Please visit the OIS website.

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From: Purcell, Timothy J. (CMS/OIS)

Sent: Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRespTeam\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

(b)(5)

Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotRes<br>p | Heap<br>(GB) | Vuser | Ramp Up<br>Rate<br>(Sec/User | Total<br>no.of<br>User | Failures | CPU<br>MAX<br>@ | CPU<br>MAX<br>@ | RAM<br>MAX<br>@ | RAM<br>MAX<br>@ | Changes made         |
|------|--------------|-------------|--------------|-------|------------------------------|------------------------|----------|-----------------|-----------------|-----------------|-----------------|----------------------|
|      |              |             |              |       |                              | Created                |          | NotResp         |                 |                 |                 |                      |
|      |              |             |              |       |                              |                        |          | 1(%)            | 2(%)            | (%)             | (%)             |                      |
| 26-  | 10:43- 11:19 | 2           | 4            | 100   | 3                            | 100                    | 0%       | 8%              | 6%              | 100%            | 100%            |                      |
| Sep  |              |             |              |       |                              |                        |          |                 |                 |                 |                 |                      |
| 26-  | 13:27- 13:49 | 2           | 4            | 2500  | 10                           | 1133                   | 54%      | 8%              | 6%              | 100%            | 100%            |                      |
| Sep  |              |             |              |       |                              |                        |          |                 |                 |                 |                 |                      |
| 26-  | 17:45- 18:01 | 2           | 4            | 2500  | 10                           | 1001                   | 60%      | 6%              | 4%              | 95%             | 100%            | Reduced think time ( |
| Sep  |              |             |              |       |                              |                        |          |                 |                 |                 |                 | 38 sec) and          |
|      |              |             |              |       |                              |                        |          |                 |                 |                 |                 | executed             |
| 26-  | 18:31- 18:47 | 2           | 4            | 2500  | 10                           | 1981                   | 20%      | 7%              | 2%              | 100%            | 100%            |                      |
| Sep  |              |             |              |       |                              |                        |          |                 |                 |                 |                 |                      |
| 26-  | 11:51:00 -   | 2           | 4            | 10000 | 10                           | 0.00                   | 100%     | 2%              | 1%              | 100%            | 100%            | Failed because of    |
| Sep  | 12:04        |             |              |       |                              |                        |          |                 |                 |                 |                 | service account      |
|      |              |             |              |       |                              |                        |          |                 |                 |                 |                 | locked error.        |
| 27-  | 10:51-11:42  | 2           | 4            | 1000  | 10                           | 3570                   | 65%      |                 |                 | 100%            | 100%            |                      |
| Sep  |              |             |              |       |                              |                        |          |                 |                 |                 |                 |                      |

#### Thanks,

| Timothy P | urcell | timothy.purcell@cms.hhs.gov | <b>410.786.0501</b> | J. | (b)(6) | (вв |
|-----------|--------|-----------------------------|---------------------|----|--------|-----|
|-----------|--------|-----------------------------|---------------------|----|--------|-----|

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS - EIDM CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams

**Subject:** RE: NotResp Performance Testing - Update - 09/26/2013

All,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

#### Thanks

Jayaprakash Thambusamy, PMP

QSSI | www.qssinc.com
Testing Lead – CMS NotRe Project
10440 Little Patuxent Pkwy, Suite 1200
Columbia, MD 21044
(301) 977-7884 x 356(Work)

(b)(6) Mobile)

From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

Sent: Friday, September 27, 2013 8:17 AM

**To:** Jayaprakash Thambusamy; CMS NotResp CMS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul A.(CMS/CTR)

Cc:NotRespTeam\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

JP/ QSSI - Thanks for the quick report.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS NotResp CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

# Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- 2. For NotRess cenarios, the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

#### Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- Planning to create 50K Users using portal registration and run NotResp for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

### Thanks

Jayaprakash Thambusamy, PMP

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(b)(6) Mobile)

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| Message            |                                                         |                                         |                                      |                                         |
|--------------------|---------------------------------------------------------|-----------------------------------------|--------------------------------------|-----------------------------------------|
| From:              | Minze Chien [MChien@qssinc.com]                         | 500000000000000000000000000000000000000 |                                      | 800000000000000000000000000000000000000 |
| Sent:              | 9/30/2013 4:39:52 PM                                    |                                         |                                      |                                         |
| То:                | Linares, George E. (CMS/OIS)                            | NotResp                                 |                                      |                                         |
|                    | NotResp                                                 |                                         |                                      |                                         |
| CC:                | CMS - NotReCMS Team                                     | NotResp                                 |                                      |                                         |
|                    | (01-45-1)                                               | NotResp                                 |                                      |                                         |
|                    | NotRes<br>p [eamLeads@qssinc.com]; Michae               | el Finkel [mfinkel@qssind               | c.com]                               |                                         |
| Subject:           | NotResp Performance Testing - Up                        | date - 09/30/2013                       |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| George,            |                                                         |                                         |                                      |                                         |
| George,            |                                                         |                                         |                                      |                                         |
| Here is the        | e latest report.                                        |                                         |                                      |                                         |
| Thanks.            | J lacest report                                         |                                         |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| Minze              |                                                         |                                         |                                      |                                         |
| NC 1/ 01           | With DL D. GIOOD                                        |                                         |                                      |                                         |
|                    | hien, Ph.D., CISSP<br>Director, IAM Strategic Solutions |                                         |                                      |                                         |
|                    | w.qssinc.com                                            |                                         |                                      |                                         |
|                    | nor Warfield Parkway, Suite 401                         |                                         |                                      |                                         |
| Columbia, MD       | (1.)(0)                                                 |                                         |                                      |                                         |
|                    | 34 x305 and x223 (O) /. (b)(6) (M)                      |                                         |                                      |                                         |
| mchien@qssii       | <del></del>                                             |                                         |                                      |                                         |
|                    | urity Level 3 Rated<br>ed HSPD-12 System Integrator     |                                         |                                      |                                         |
| Top 100 Dive       | ersity-Owned businesses in 2004 and 2005                |                                         |                                      |                                         |
| genne, some some o |                                                         |                                         |                                      |                                         |
| OSS                |                                                         |                                         |                                      |                                         |
| <b>X</b>           |                                                         |                                         |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| •                  | yaprakash Thambusamy                                    |                                         |                                      |                                         |
|                    | nday, September 30, 2013 12:26 PM                       |                                         |                                      |                                         |
|                    | Richardson; Timothy Purcell_con; Girish S               |                                         |                                      |                                         |
|                    | ass, Paul A.(CMS/CTR); Srinivasulu Anala                | i; Sathish Murugian; Sa                 | andeep Pokala; Srinivas Bellamkonda; | Monan                                   |
| 1                  | itham@gmail.com)                                        |                                         |                                      |                                         |
| ·                  | Team_Leads; Yuri Radams; Krishnamooi                    |                                         |                                      |                                         |
|                    | Mansaray; Alethia Wongus; Nitin Matta; V                | _                                       |                                      | )15);                                   |
|                    | ohn R. (CMS/OIS); Michael Finkel; Krishna               |                                         |                                      |                                         |
| Subject: I         | RE NotResp Performance Testing - Upda                   | te - 09/26/2013 ****                    | KISK ????? TTTT                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| All,               |                                                         |                                         |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| Please find        | d the Performance Testing status as of OS               | 3/30/2013 12 PM.                        |                                      |                                         |
|                    |                                                         |                                         |                                      |                                         |
| We run bo          | oth NotResp scenarios. The                              | failure rate for Note                   | Resp less than 2% and web services   | is <1                                   |

NotResp

% approximately. We are currently working on higher number of VUsers for

|               |                                                                                                                |                       | Obtained via FOIA  | by Judicial Watch, | Inc.                              |             |             |            | <b>I</b>                                   |
|---------------|----------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| Iterati<br>on | Web Services Registration NotResp                                                                              | Ramp Up Rate          | Start Time         | End Time           | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
| 12            | 12 NotResp                                                                                                     | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18 | 46                                | 4930        | 28          | 0.56%      |                                            |
| 11            |                                                                                                                | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15  | 30                                | 4938        | 62          | 1.24%      |                                            |
| 10            |                                                                                                                | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30 | 30                                | 4903        | 97          | 1.94%      |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotResp NotResp ( initial registration and confirmation ) | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17 | 11                                | 2996        | 4           | 0.13%      | 14,400                                     |
| 8             | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp ( initial registration and confirmation )  | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33 | 21                                | 2271        | 693         | 23.38<br>% | 18,000                                     |
| 7             | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp initial                                      | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21 | 16                                | 2933        | 54          | 1.81%      | 21,600                                     |

|     | 1                                                                                                            |                       | Obtained via FOIA  | by Judicial Watch, | Inc. | , ,  | Ī | 1     | , ,    |
|-----|--------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|------|------|---|-------|--------|
|     | registration<br>and<br>confirmation<br>)                                                                     |                       |                    |                    |      |      |   |       |        |
| 6   | Execute Webservices for 2 Step Registration of LOA# NotRe NotResp ( initial registration and confirmation )  | 3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22 | 18   | 2998 | 2 | 0.07% | 10,800 |
| 5   | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and confirmation )   | 3 users per<br>second | 9/29/2013<br>16:20 | 9/29/2013<br>16:25 | 5    | 997  | 2 | 0.20% | 10,800 |
| 4 [ | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp ( initial registration and confirmation ) | 2 Users Per<br>second | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10   | 998  | 1 | 0.10% | 7,200  |
| 3   | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and                  | 1 User Per<br>Second  | 9/29/2013<br>14:25 | 9/29/2013<br>14:59 | 34   | 915  | 2 | 0.22% | 3,600  |

| i | l -                                                                                                         | ı                       | Obtained via FOIA  | by Judicial Watch, | Inc. |     |   | ı     |       |
|---|-------------------------------------------------------------------------------------------------------------|-------------------------|--------------------|--------------------|------|-----|---|-------|-------|
|   | confirmation<br> )                                                                                          |                         |                    |                    |      |     |   |       |       |
| 2 | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp initial registration and confirmation ) | 1 User Per 2<br>Seconds | 9/29/2013<br>12:58 | 9/29/2013<br>13:46 | 48   | 912 | 0 | 0.00% | 1,800 |
| 1 | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp initial registration and confirmation ) | 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18 | 47   | 898 | 1 | 0.11% | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
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Columbia , MD 21044 (301) 977-7884 x 356(Work) NotResp (Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas

Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ?????? \*\*\*\*

Positive progress. Let's keep it going team!

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

ΑII,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

| Iterati<br>on | Web<br>Services<br>Registrati<br>on | Ramp Up Rate | Start Time | End Time  | Elapsed<br>Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons<br>submitte<br>d<br>per hour |
|---------------|-------------------------------------|--------------|------------|-----------|----------------------------------|-------------|-------------|------------|-------------------------------------------------------------|
|               | Execute                             |              |            |           |                                  |             |             |            |                                                             |
|               | Webservic                           |              |            |           |                                  |             |             |            |                                                             |
|               | es for 2                            |              | 9/29/2013  | 9/29/2013 | 18                               |             |             |            |                                                             |
|               | Step                                |              | 17:04      | 17:22     | 10                               |             |             |            |                                                             |
|               | Registratio                         | 3 users per  |            |           |                                  |             |             | 0.067      |                                                             |
| 6             | n of LOA#1                          | second       |            |           |                                  | 2998        | 2           | %          | 10,800                                                      |

|   | Jr          | ı           | Obtained via FOI | A by Judicial Watch                     | , Inc. |     | , , | ı     | , .    |
|---|-------------|-------------|------------------|-----------------------------------------|--------|-----|-----|-------|--------|
|   | NotResp     |             |                  |                                         |        |     |     |       |        |
|   | i(          |             |                  |                                         |        |     |     |       |        |
|   | initial     |             |                  |                                         |        |     |     |       |        |
|   | registratio |             |                  |                                         |        |     |     |       |        |
|   | n and       |             |                  |                                         |        |     |     |       |        |
|   | confirmati  |             |                  |                                         |        |     |     |       |        |
|   | on)         |             |                  |                                         |        |     |     |       |        |
|   | Execute     |             |                  |                                         |        |     |     |       |        |
|   | Webservic   |             |                  |                                         |        |     |     |       |        |
|   | es for 2    |             |                  |                                         |        |     |     |       |        |
|   | Step        |             |                  |                                         |        |     |     |       |        |
|   | Registratio |             |                  |                                         |        |     |     |       |        |
|   | n of LOA#1  |             |                  |                                         |        |     |     |       |        |
|   |             |             | 9/29/2013        | 9/29/2013                               | 5      |     |     |       |        |
|   | NotResp (   |             | 16:20            | 16:25                                   |        |     |     |       |        |
|   | initial     |             |                  |                                         |        |     |     |       |        |
|   | registratio |             |                  |                                         |        |     |     |       |        |
|   | n and       |             |                  |                                         |        |     |     |       |        |
|   | confirmati  | 3 users per |                  |                                         |        |     |     | 0.200 |        |
| 5 | on)         | second      |                  |                                         |        | 997 | 2   | %     | 10,800 |
|   | Execute     | 3econd      |                  | ••••••••••••••••••••••••••••••••••••••• |        | 337 |     | 70    | 10,000 |
|   | Webservic   |             |                  |                                         |        |     |     |       |        |
|   |             |             |                  |                                         |        |     |     |       |        |
|   | es for 2    |             |                  |                                         |        |     |     |       |        |
|   | Step        |             |                  |                                         |        |     |     |       |        |
|   | Registratio |             |                  |                                         |        |     |     |       |        |
|   | n of LOA#1  |             | 9/29/2013        | 9/29/2013                               |        |     |     |       |        |
|   | NotResp     |             | 15:35            | 15:45                                   | 10     |     |     |       |        |
|   | (           |             |                  |                                         |        |     |     |       |        |
|   | initial     |             |                  |                                         |        |     |     |       |        |
|   | registratio |             |                  |                                         |        |     |     |       |        |
|   | n and       |             |                  |                                         |        |     |     |       |        |
|   | confirmati  | 2 Users Per |                  |                                         |        |     |     | 0.100 |        |
| 4 | on)         | second      |                  |                                         |        | 998 | 1   | %     | 7,200  |
|   | Execute     |             |                  |                                         |        |     |     |       |        |
|   | Webservic   |             |                  |                                         |        |     |     |       |        |
|   | es for 2    |             |                  |                                         |        |     |     |       |        |
|   | Step        |             |                  |                                         |        |     |     |       |        |
|   | Registratio |             |                  |                                         |        |     |     |       |        |
|   | n of LOA#1  |             | 9/29/2012        | 0/20/2012                               |        |     |     |       |        |
|   | NotResp     |             | 9/29/2013        | 9/29/2013                               | 34     |     |     |       |        |
|   | Hornesh     |             | 14:25            | 14:59                                   |        |     |     |       |        |
|   | initial     |             |                  |                                         |        |     |     |       |        |
|   | registratio |             |                  |                                         |        |     |     |       |        |
|   | n and       |             |                  |                                         |        |     |     |       |        |
|   | confirmati  | 1 User Per  |                  |                                         |        |     |     | 0.218 |        |
| 3 | on)         | Second      |                  |                                         |        | 915 | 2   | %     | 3,600  |
| L | L           | L           | ı                |                                         | L      | L   | L   | L     | L      |

|   |             | 1            | Obtained via FOI | A by Judicial Watch | , Inc. |     | ī | i     |       |
|---|-------------|--------------|------------------|---------------------|--------|-----|---|-------|-------|
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 9/29/2013        | 9/29/2013           |        |     |   |       |       |
|   | NotResp     |              | 12:58            | 13:46               | 48     |     |   |       |       |
|   | (           |              | 12.30            | 15.40               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.000 |       |
| 2 | on)         | Seconds      |                  |                     |        | 912 | 0 | %     | 1,800 |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 0/20/2012        | 0/20/2012           |        |     |   |       |       |
|   | NotResp     |              | 9/29/2013        | 9/29/2013           | 47     |     |   |       |       |
|   | Notkesp     |              | 11:31            | 12:18               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.111 |       |
| 1 | on)         | Seconds      |                  |                     |        | 898 | 1 | %     | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
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Testing Lead — CMSNotRes Project
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Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) (Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks
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(b)(6) | Mobile)

From: Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc:NotRespi Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp. Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All,

Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today.

- 1. We run the NotResp Scenarios for login and Logout for 6000 VUsers yesterday after noon. The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues. We are planning to rerun the NotResp today afternoon.
- 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test.

## Obtained via FOIA by Judicial Watch, Inc.

We will update the statistics spreadsheet with results and send it in the next update.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead - CM NotRes Project

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(b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Saturday, September 28, 2013 2:35 PM

**To:** Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ?????? \*\*\*\*

Importance: High

JP,

Girish,

Minze,

What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed?

Question below still needed as well.

Thanks,

Timothy Purcell timothy.purcell@cms.hhs.gov # 410.786.0501 # (b)(6) (BB

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Purcell, Timothy J. (CMS/OIS)

Sent: Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

## Obtained via FOIA by Judicial Watch, Inc.

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

(b)(5)

Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotRes | Heap | Vuser | Ramp Up   | Total   | Failures | CPU     | CPU  | RAM  | RAM  | Changes made         |
|------|--------------|--------|------|-------|-----------|---------|----------|---------|------|------|------|----------------------|
|      |              | Nodes  | (GB) |       | Rate      | no.of   |          | MAX     | MAX  | MAX  | MAX  |                      |
|      |              |        |      |       | (Sec/User | User    |          | @       | @    | @    | @    |                      |
|      |              |        |      |       |           | Created |          | NotResp |      |      |      |                      |
|      |              |        |      |       |           |         |          | 1(%)    | 2(%) | (%)  | (%)  |                      |
| 26-  | 10:43- 11:19 | 2      | 4    | 100   | 3         | 100     | 0%       | 8%      | 6%   | 100% | 100% |                      |
| Sep  |              |        |      |       |           |         |          |         |      |      |      |                      |
| 26-  | 13:27- 13:49 | 2      | 4    | 2500  | 10        | 1133    | 54%      | 8%      | 6%   | 100% | 100% |                      |
| Sep  |              |        |      |       |           |         |          |         |      |      |      |                      |
| 26-  | 17:45- 18:01 | 2      | 4    | 2500  | 10        | 1001    | 60%      | 6%      | 4%   | 95%  | 100% | Reduced think time ( |
| Sep  |              |        |      |       |           |         |          |         |      |      |      | 38 sec) and          |
|      |              |        |      |       |           |         |          |         |      |      |      | executed             |
| 26-  | 18:31- 18:47 | 2      | 4    | 2500  | 10        | 1981    | 20%      | 7%      | 2%   | 100% | 100% |                      |
| Sep  |              |        |      |       |           |         |          |         |      |      |      |                      |
| 26-  | 11:51:00 -   | 2      | 4    | 10000 | 10        | 0.00    | 100%     | 2%      | 1%   | 100% | 100% | Failed because of    |
| Sep  | 12:04        |        |      |       |           |         |          |         |      |      |      | service account      |
|      |              |        |      |       |           |         |          |         |      |      |      | locked error.        |
| 27-  | 10:51-11:42  | 2      | 4    | 1000  | 10        | 3570    | 65%      |         |      | 100% | 100% |                      |
| Sep  |              |        |      |       |           |         |          |         |      |      |      |                      |

### Thanks,

Timothy Purcell mitimothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS NotRes CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

All,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CM NotRe Project

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(b)(6) (Mobile)

From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 8:17 AM

**To:** Jayaprakash Thambusamy; CMS - NotRes CMS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul A.(CMS/CTR)

Cc: NotResp eam\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

JP/ QSSI - Thanks for the quick report.

## Obtained via FOIA by Judicial Watch, Inc.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS -NotResCMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotRes Team Leads; Yuri Radams

Subject: NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

## Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- For NotResp the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

## Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- Planning to create 50K Users using portal registration and run NotResp for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

### Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead - CM(NotRes) Project

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(b)(6) Mobile)

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| From:    | Jayaprakash Thambusamy [jthambu                                                                                | samy@qssinc.com]                                                                            |               |                                               |  |  |  |  |  |  |
|----------|----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|---------------|-----------------------------------------------|--|--|--|--|--|--|
| Sent:    | 9/30/2013 11:35:47 PM                                                                                          |                                                                                             |               |                                               |  |  |  |  |  |  |
| To:      | Purcell, Timothy J. (CMS/OIS                                                                                   | NotResp                                                                                     |               |                                               |  |  |  |  |  |  |
|          | NotResp                                                                                                        | Bavar                                                                                       | i Murari [bm  | nurari@qssinc.com]; Rakhmatouline, Marat      |  |  |  |  |  |  |
|          | (CMS/CTR)                                                                                                      | NotResp                                                                                     |               |                                               |  |  |  |  |  |  |
|          | NotRo                                                                                                          | esp                                                                                         |               | Basavaraju, Venkat (CMS/OIS) NotResp          |  |  |  |  |  |  |
|          |                                                                                                                | NotResp                                                                                     |               | Girish Shetty                                 |  |  |  |  |  |  |
|          | [gshetty@qssinc.com]; Minze Chien                                                                              | [gshetty@qssinc.com]; Minze Chien [MChien@qssinc.com]; CMS ETC_Consolidated Testing NotResp |               |                                               |  |  |  |  |  |  |
|          |                                                                                                                | NotR                                                                                        | esp           |                                               |  |  |  |  |  |  |
|          | NotResp Vass, Paul A.(CMS/CTR)                                                                                 |                                                                                             | NotRes        | р                                             |  |  |  |  |  |  |
|          | NotResp                                                                                                        |                                                                                             | ; Srinivasul  | u Anala [sanala@qssinc.com]; Sathish Murugiah |  |  |  |  |  |  |
|          | [smurugiah@qssinc.com]; Sandeep                                                                                | Pokala [spokala@qs                                                                          | sinc.com]; Si | rinivas Bellamkonda                           |  |  |  |  |  |  |
|          | [sbellamkonda@qssinc.com]; Moha                                                                                | n Aitham (aitham@                                                                           | gmail.com) [  | aitham@gmail.com]                             |  |  |  |  |  |  |
| CC:      | NotResp Team_Leads NotRe TeamLeads@qssinc.com]; Yuri Radams [yradams@qssinc.com]; Krishnamoorthi Ganesan       |                                                                                             |               |                                               |  |  |  |  |  |  |
|          | [kganesan@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]; Vignesh Srinivasan [vsrinivasan@qssinc.com]; CMS - |                                                                                             |               |                                               |  |  |  |  |  |  |
|          | ETC NotResp                                                                                                    |                                                                                             |               |                                               |  |  |  |  |  |  |
|          | NotResp Thompson, William L. (CM                                                                               | S/OIS)                                                                                      | N             | otResp                                        |  |  |  |  |  |  |
|          | NotRes                                                                                                         | 0                                                                                           |               | Boblitz, John R. (CMS/OIS) NotResp            |  |  |  |  |  |  |
|          |                                                                                                                | NotResp                                                                                     |               | Michael Finkel                                |  |  |  |  |  |  |
|          | [mfinkel@qssinc.com]; Krishnamoo                                                                               | thi Ganesan [kgane                                                                          | san@qssinc.   | com]; Kovilvenni Ra <u>maswamy</u>            |  |  |  |  |  |  |
|          | [kramaswamy@qssinc.com]; Nitin N                                                                               | /latta [nmatta@qssi                                                                         | nc.com]; CM   | S - NotRe CMS Team NotResp                    |  |  |  |  |  |  |
|          |                                                                                                                | N                                                                                           | otResp        |                                               |  |  |  |  |  |  |
|          | Linares, George E. (CMS/OIS)                                                                                   | NotResp                                                                                     |               |                                               |  |  |  |  |  |  |
|          | NotResp                                                                                                        |                                                                                             | pardha.red    | dy@oracle.com; amit.jasuja@oracle.com         |  |  |  |  |  |  |
| Subject: | NotResp Performance Testing - Upda                                                                             | te - 09/30/2013 6PI                                                                         | VI Update     |                                               |  |  |  |  |  |  |
|          | t                                                                                                              |                                                                                             |               |                                               |  |  |  |  |  |  |

Hi All,

Please find the performance status report for 09/30/2013 6 PM.

We run the NotResp for 6K Virtual Users . The failure rate is little higher than the scenario with lower number of VUsers. After that we run the scenario for 8K Users to compare the behavior, but there is an issue in sharing the Load generators with other team. We stopped the NotResp and concentrating on troubleshooting the issues in web services scenario.

Marat/Venkat /Tim- The QSSI Response to the questions are below in Red.

| Iterati<br>on | Web Services Registration NotResp         | Ramp Up Rate          | Start Time             | End Time                  | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|-------------------------------------------|-----------------------|------------------------|---------------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| 13            | NotRe Login<br>using NotRe<br>(6K VUsers) | 10 User per<br>Second | 9/30/2013 1<br>3:17 PM | 9/30/2013 14:<br>07:00 PM | 50                                | 5667        | 333         | 5.50<br>%  |                                            |

Obtained via FOIA by Judicial Watch, Inc.

|    | <b>J</b>                                                                                                | Ī                     | Obtained via FOI   | A by Judicial Watch, Ir | IC. | 1    | 1   | ı         | i i    |
|----|---------------------------------------------------------------------------------------------------------|-----------------------|--------------------|-------------------------|-----|------|-----|-----------|--------|
| 12 | NotResp<br>Ousing<br>NotRes<br>NotRes<br>P<br>VUsers)                                                   | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18      | 46  | 4930 | 28  | 0.56<br>% |        |
| 11 | NotRes Login using NotResp (5000 VUsers)                                                                | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013 0:15          | 30  | 4938 | 62  | 1.24<br>% |        |
| 10 | NotRespLogin using NotResp (5000 VUsers)                                                                | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30      | 30  | 4903 | 97  | 1.94<br>% |        |
| 9  | Execute Webservices for 2 Step Registration of LOA#1  NotResp ( initial registration and confirmation ) | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17      | 11  | 2996 | 4   | 0.13      | 14,400 |
| 8  | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and confirmation )  | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33      | 21  | 2271 | 693 | 23.38     | 18,000 |
| 7  | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and                 | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21      | 16  | 2933 | 54  | 1.81<br>% | 21,600 |

| 1 | .ء                     | 1                     | Obtained via FOI   | A by Judicial Watch, Ir | IC. | ı    | ı | 1         | ı .    |
|---|------------------------|-----------------------|--------------------|-------------------------|-----|------|---|-----------|--------|
|   | confirmation           |                       |                    |                         |     |      |   |           |        |
|   | )                      |                       |                    |                         |     |      |   |           |        |
|   |                        |                       |                    |                         |     |      |   |           |        |
|   | Execute                |                       |                    |                         |     |      |   |           |        |
|   | Webservices            |                       |                    |                         |     |      |   |           |        |
|   | for 2 Step             |                       |                    |                         |     |      |   |           |        |
|   | Registration           |                       |                    |                         |     |      |   |           |        |
|   | of LOA#1               |                       |                    |                         |     |      |   |           |        |
| 6 | NotResp                | 3 users per           | 9/29/2013          | 9/29/2013               | 18  | 2998 | 2 | 0.07      | 10,800 |
|   |                        | second                | 17:04              | 17:22                   |     |      |   | %         | ,      |
|   | initial registration   |                       |                    |                         |     |      |   |           |        |
|   | and                    |                       |                    |                         |     |      |   |           |        |
|   | confirmation           |                       |                    |                         |     |      |   |           |        |
|   | )                      |                       |                    |                         |     |      |   |           |        |
|   | Execute                |                       |                    |                         |     |      |   |           |        |
|   | Webservices            |                       |                    |                         |     |      |   |           |        |
|   | for 2 Step             |                       |                    |                         |     |      |   |           |        |
|   | Registration           |                       |                    |                         |     |      |   |           |        |
|   | of LOA#1               |                       | 0/20/2012          | 0 /00 /0010             |     |      |   | 0.00      |        |
| 5 | NotResp (              | 3 users per second    | 9/29/2013<br>16:20 | 9/29/2013<br>16:25      | 5   | 997  | 2 | 0.20<br>% | 10,800 |
|   | initial                |                       |                    |                         |     |      |   |           |        |
|   | registration           |                       |                    |                         |     |      |   |           |        |
|   | and                    |                       |                    |                         |     |      |   |           |        |
|   | confirmation           |                       |                    |                         |     |      |   |           |        |
| - | []                     |                       |                    |                         |     |      |   |           |        |
|   | Execute<br>Webservices |                       |                    |                         |     |      |   |           |        |
|   | for 2 Step             |                       |                    |                         |     |      |   |           |        |
|   | Registration           |                       |                    |                         |     |      |   |           |        |
|   | of LOA#1               |                       |                    |                         |     |      |   |           |        |
| 4 | NotResp                | 2 Users Per<br>second | 9/29/2013<br>15:35 | 9/29/2013<br>15:45      | 10  | 998  | 1 | 0.10<br>% | 7,200  |
|   | نـــــا<br>initial     | Second                | 13.33              | 13.43                   |     |      |   | /0        |        |
|   | registration           |                       |                    |                         |     |      |   |           |        |
|   | and                    |                       |                    |                         |     |      |   |           |        |
|   | confirmation           |                       |                    |                         |     |      |   |           |        |
|   | )                      |                       |                    |                         |     |      |   |           |        |
|   | Execute                |                       |                    |                         |     |      |   |           |        |
|   | Webservices            | _                     | 0.4== 4===         |                         |     |      |   | <b>.</b>  |        |
| 3 | for 2 Step             | 1 User Per            | 9/29/2013          | 9/29/2013               | 34  | 915  | 2 | 0.22      | 3,600  |
|   | Registration           | Second                | 14:25              | 14:59                   |     |      |   | %         |        |
|   | of LOA#1<br>NotResp    |                       |                    |                         |     |      |   |           |        |
| L | Morkesh                |                       |                    |                         |     | L    | L |           |        |

|   | ,                                                                                                       |                         | Obtained via FOI.  | A by Judicial Watch, In | ic. | i   | i | 1         |       |
|---|---------------------------------------------------------------------------------------------------------|-------------------------|--------------------|-------------------------|-----|-----|---|-----------|-------|
|   | NotResp (initial registration and confirmation )                                                        |                         |                    |                         |     |     |   |           |       |
| 2 | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and confirmation )  | 1 User Per 2<br>Seconds | 9/29/2013<br>12:58 | 9/29/2013<br>13:46      | 48  | 912 | 0 | 0.00<br>% | 1,800 |
| 1 | Execute Webservices for 2 Step Registration of LOA#1  NotResp ( initial registration and confirmation ) | 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18      | 47  | 898 | 1 | 0.11<br>% | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMSNotRes Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Monday, September 30, 2013 4:00 PM

**To:** Jayaprakash Thambusamy; Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Venkat Basavaraju; Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC;

| Obtained via FOIA by Judicial Watch, Inc.  Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS NotRes CMS Team  Subject: RE NotResp Performance Testing - Update - 09/26/2013 **** Risk ????? ****                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JP,<br>Bavani,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Thanks for the update A few question from the team are below.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| I re bulleted Marat's question to numbers for ease of reference.  I am curious about #1,2 and 3, please explain how this impacts NotResp ystem and customer experience?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| I have been asking to do #4 and #, When will we be Perf. Testing all the multiple NotResp functionalities at the same time?  This will help the report to Henry about what NotRes handle.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Also Venkat asked:  I am not sure how to translate rows 7, 8 and 9. What caused the error rate to go high in row 8. Is it possible to list the box (weakest link among following NotResp utilization stats that contributed to the error rate or stop command.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Thanks,  Timothy Purcell timothy.purcell@cms.hhs.gov 410.786.0501 (b)(6)  IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)  7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850  Need more information? Please visit the OIS website.  If the contractor considers anything contained herein to be outside the current scope of the contract, or contrary to any of its terms and conditions, the contractor showithhold performance on the part(s) in question and immediately notify the Contracting Officer in writing as to the specific discrepancies and any proposed corrective actions.  INFORMATION NOT RELEASABLE TO THE PUBLIC UNLESS AUTHORIZED BY LAW: This information has not been publicly disclosed and may be privileged and confidential. It is for internal government use only and must not be dissensinated, distributed, or copied to persons not authorized to receive the information. Unauthorized disclosure may result in prosecution to the full extent of the law. |
| From: Rakhmatouline, Marat (CMS/CTR)  Sent: Monday, September 30, 2013 1:51 PM  To: Basavaraju, Venkat (CMS/OIS); 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)  Cc: NotRe Team_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy  Subject: RE: NotResp Performance Testing - Update - 09/26/2013 **** Risk ????? ****                                                                                                                                                                                                                      |

Couple questions to these results (just to last run as example):

1. Is any reason you are reporting results only for one type of transactions ("Access URL" + "Login") and not mention "Click Links". Error rate for these transactions related to access 'Dummy" pages is 7%

[QSSI]- At this point time of time we are concentrating on login logout transaction. We will be analyzing on the dummy pages and click links in our further scenarios.

Response time to access "Dummy" pages from 3.3 to 205.9 seconds with average 21 Sec. (90% of all responses are under 46.3 sec.) It includes more than 10 dummy pages, and all this response time spent in NotResp access control. Is it acceptable to add at least 2 second for each application page just for "access control"?

[QSSI]-The Response time we are reporting includes the time required to complete the transaction for all the dummy pages 1-10. Between each dummy page we have 5 Sec of think time.

3. What happens at the end of the test, when "logout" response time jump to 1200 seconds (20 minutes !!! – really reached timeout, never logout). Any investigation/insight on that behavior?

[QSSI]-We are analyzing the logout behavior with NotResp team. We will update once we get updates from the team.

Why scenario is scheduled in such way that maximum planned # users (5K) is never reached in parallel – first users done before last are started. Maximum running VUsers reached only 3248.

[QSSI]-At this point of time, we are concentrating on login logout with iterations. We will be doing scenarios with steady state later. With the steady state scenario, we will have the maximum number of VUsers at the same time.

4. Can scenario be reorganized (with the same base script) to simulate natural end-user behavior (somebody login, somebody logout, somebody scrolling through pages) and run scenario for at least 1 hour? It will simulate more production oriented performance load instead of everybody login, everybody iterate, everybody logout (and first logout before last can start)

[QSSI] We have a plan to run mix of scenarios to simulate natural end user behavior. We have requested additional time to execute the scenarios.

#### Obtained via FOIA by Judicial Watch, Inc. File Edit View Graph Reports Tools Windows Help Session Explorer Summary Report Running Vusers Hits per Second Throughput Transaction Summary Average Tran\_sponse Tin N - × - 1 + 1 + 1 日間 Session Lira Statistics Summary ⊕ Graphs 3,248 Running Vusers Maximum Eussina Vusers: 9,820.916,712 Hits per Second Total Throughput (bytes): 0 - 🔝 Throughput 3,533,975 ð0 - El Transaction Summary 450,542 Total Nits: | | [iii] Average Transaction Response Time Average Bits per Second: 162,124 Viau HTTP Rasponses Summary <u>Total Errors:</u> © 10,414,461 You can define SLA data using the SLA configuration witherd You can analyze transaction behavior using the Analyze Transaction mechanism Transaction Summary Properties Ymmaniform: Total Passed: 51,857 Total Failed: 2,112 Total Stopped: 370 21 Properties Transaction Name SLA Status Minimum Average Maximum Std. Deviation 30 Percent Pass Step Summary page shows the summ 1.025 9,293 4,349 34 Access URL 4.44 199.355 3,189 Filter (do not Include Think Time) 13,704 1,014 3.325 21.977 203.896 16.903 46.357 47 Action Transaction Percentile 21.977 46,357 3.325 205.896 16.803 13,704 1.014 Click Unika Summary Report 0.222 11.67 4,930 Legin 1.260.003 4,820 Lagour viser end Transaction 1,200.004 30.046 4,828 14 10.922 206.978 4,930 42 vuose init. Transaction 🙄 Fail (i) No Data Service Level Agreement Legend: √ Pass HTTP Responses Summary

Thanks,
Marat Rakhmatouline
CMS CITIC Lockheed Martin
(b)(6) (BB)

From: Basavaraju, Venkat (CMS/OIS)

Sent: Monday, September 30, 2013 12:35 PM

**To:** 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Couple of questions for clarification:

I am not sure how to translate rows 7, 8 and 9. What caused the error rate to go high in row 8. Is it possible to list the box (weakest link among following NotResp utilization stats that contributed to the error rate or stop command.

[QSSI] Regarding scenario 8, we identified some anomalies in NotR index. We reached out to product development team to analyze further. We will get a some clarity on the weakest link after our analysis.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Monday, September 30, 2013 12:26 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp eam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

All,

Please find the Performance Testing status as of 09/30/2013 12 PM.

| We run  | both        | NotResp                  | The failure  | rate NotResp | scenar <u>io</u> | s less than | 2% and web services is | ; <1 |
|---------|-------------|--------------------------|--------------|--------------|------------------|-------------|------------------------|------|
| % appro | ximately. ' | We are currently working | on higher nu | mber of VUs  | ers for          | NotResp     |                        |      |

| Iterati<br>on | Web Services Registration NotResp                                                        | Ramp Up Rate          | Start Time         | End Time           | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| 12            | NotRes_ogin using NotRe (5K VUsers)                                                      | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18 | 46                                | 4930        | 28          | 0.56%      |                                            |
| 11            | NotRe Login using NotResp (5000 VUsers)                                                  | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15  | 30                                | 4938        | 62          | 1.24%      |                                            |
| 10            | NotRes Login<br>using NotResp<br>(5000<br>VUsers)                                        | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30 | 30                                | 4903        | 97          | 1.94%      |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17 | 11                                | 2996        | 4           | 0.13%      | 14,400                                     |

| ı | i ,                         | I           | Obtained via FOIA  | by Judicial Watch, | Inc. | ı                                       | ı                                       | ī          | į i    |
|---|-----------------------------|-------------|--------------------|--------------------|------|-----------------------------------------|-----------------------------------------|------------|--------|
|   | and                         |             |                    |                    |      |                                         |                                         |            |        |
|   | confirmation                |             |                    |                    |      |                                         |                                         |            |        |
|   | /                           |             |                    |                    |      |                                         |                                         |            |        |
|   | Execute                     |             |                    |                    |      | *************************************** | *************************************** |            |        |
|   | Webservices                 |             |                    |                    |      |                                         |                                         |            |        |
|   | for 2 Step                  |             |                    |                    |      |                                         |                                         |            |        |
|   | Pagistration                |             |                    |                    |      |                                         |                                         |            |        |
|   | of LOA#1 NotRe              |             | 0 /20 /2012        | 0/20/2012          |      |                                         |                                         | 22.26      |        |
| 8 | NotResp (                   | second      | 9/29/2013<br>19:11 | 9/29/2013<br>19:33 | 21   | 2271                                    | 693                                     | 23.38<br>% | 18,000 |
|   | initial                     | second      | 19.11              | 19.55              |      |                                         |                                         | 70         |        |
|   | registration                |             |                    |                    |      |                                         |                                         |            |        |
|   | and                         |             |                    |                    |      |                                         |                                         |            |        |
|   | confirmation                |             |                    |                    |      |                                         |                                         |            |        |
|   | )                           |             |                    |                    |      |                                         |                                         |            |        |
|   | Execute<br>Webservices      |             |                    |                    |      |                                         |                                         |            |        |
|   | for 2 Step                  |             |                    |                    |      |                                         |                                         |            |        |
|   | Registration                |             |                    |                    |      |                                         |                                         |            |        |
|   | of LOA#1 NotRe              |             |                    |                    |      |                                         |                                         |            |        |
| 7 | NotResp (                   | o users per | 9/29/2013          | 9/29/2013          | 16   | 2933                                    | 54                                      | 1.81%      | 21,600 |
|   | initial                     | second      | 18:05              | 18:21              |      |                                         |                                         |            | ŕ      |
|   | registration                |             |                    |                    |      |                                         |                                         |            |        |
|   | and                         |             |                    |                    |      |                                         |                                         |            |        |
|   | confirmation                |             |                    |                    |      |                                         |                                         |            |        |
|   | )                           |             |                    |                    |      |                                         |                                         |            |        |
|   | Execute                     |             |                    |                    |      |                                         |                                         |            |        |
|   | Webservices                 |             |                    |                    |      |                                         |                                         |            |        |
|   | for 2 Step                  |             |                    |                    |      |                                         |                                         |            |        |
|   | Registration of LOA#1 NotRe |             |                    |                    |      |                                         |                                         |            |        |
| 6 | NotResp (                   | 3 users per | 9/29/2013          | 9/29/2013          | 18   | 2998                                    | 2                                       | 0.07%      | 10,800 |
|   | initial                     | second      | 17:04              | 17:22              | 10   | 2330                                    | _                                       | 0.0770     | 10,800 |
|   | registration                |             |                    |                    |      |                                         |                                         |            |        |
|   | and                         |             |                    |                    |      |                                         |                                         |            |        |
|   | confirmation                |             |                    |                    |      |                                         |                                         |            |        |
|   | )                           |             |                    |                    |      |                                         |                                         |            |        |
|   | Execute                     |             |                    |                    |      |                                         |                                         |            |        |
|   | Webservices                 |             |                    |                    |      |                                         |                                         |            |        |
|   | for 2 Step                  |             |                    |                    |      |                                         |                                         |            |        |
| _ | Registration                | 3 users per | 9/29/2013          | 9/29/2013          | _    | 25-                                     | _                                       | 0.000      | 10.55  |
| 5 | of LOA#1NotRe               | second      | 16:20              | 16:25              | 5    | 997                                     | 2                                       | 0.20%      | 10,800 |
|   | NotResp (                   |             |                    |                    |      |                                         |                                         |            |        |
|   | initial registration        |             |                    |                    |      |                                         |                                         |            |        |
|   | and                         |             |                    |                    |      |                                         |                                         |            |        |
|   | I dilu                      |             | L                  |                    |      |                                         |                                         |            |        |

| , , | <u>.</u> . 1               | ı                                       | Obtained via FOIA  | by Judicial Watch, | Inc. |        | , , | Ī                                       | , ·   |
|-----|----------------------------|-----------------------------------------|--------------------|--------------------|------|--------|-----|-----------------------------------------|-------|
|     | confirmation               |                                         |                    |                    |      |        |     |                                         |       |
|     | )                          |                                         |                    |                    |      |        |     |                                         |       |
|     |                            |                                         |                    |                    |      |        |     |                                         |       |
|     | Execute                    |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | Webservices                |                                         |                    |                    |      |        |     |                                         |       |
|     | for 2 Step                 |                                         |                    |                    |      |        |     |                                         |       |
|     | Registration               |                                         |                    |                    |      |        |     |                                         |       |
|     | of LOA#1 NotR              | 2 U D                                   | 0/20/2012          | 0/20/2012          |      |        |     |                                         |       |
|     | NotResp                    | 2 Users Per<br>second                   | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10   | 998    | 1   | 0.10%                                   | 7,200 |
| 1 1 | initial                    | second                                  | 15.55              | 15.45              |      |        |     |                                         |       |
| 1 1 | registration               |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | and                        |                                         |                    |                    |      |        |     |                                         |       |
|     | confirmation               |                                         |                    |                    |      |        |     |                                         |       |
|     | )<br>                      |                                         |                    |                    |      |        |     | 2000-000                                |       |
| 1 1 | Execute Webservices        |                                         |                    |                    |      |        |     |                                         |       |
| 1   | for 2 Step                 |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | Registration               |                                         |                    |                    |      |        |     |                                         |       |
|     | of LOA#1 NotRe             |                                         |                    |                    |      |        |     |                                         |       |
| 3   | NotResp (                  | 1 User Per                              | 9/29/2013          | 9/29/2013          | 34   | 915    | 2   | 0.22%                                   | 3,600 |
|     | initial                    | Second                                  | 14:25              | 14:59              |      |        |     |                                         |       |
|     | registration               |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | and                        |                                         |                    |                    |      |        |     |                                         |       |
|     | confirmation               |                                         |                    |                    |      |        |     |                                         |       |
|     | )                          |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | Execute                    |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | Webservices for 2 Step     |                                         |                    |                    |      |        |     |                                         |       |
|     | Dogiotuotion               |                                         |                    |                    |      |        |     |                                         |       |
|     | of LOA#1 NotRe             | <br>si                                  |                    |                    |      |        |     |                                         |       |
| 2   | NotResp                    | "1 User Per 2                           | 9/29/2013          | 9/29/2013          | 48   | 912    | 0   | 0.00%                                   | 1,800 |
|     | initial                    | Seconds                                 | 12:58              | 13:46              |      |        |     |                                         | ·     |
|     | registration               |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | and                        |                                         |                    |                    |      |        |     |                                         |       |
|     | confirmation               |                                         |                    |                    |      |        |     |                                         |       |
|     | )                          | *************************************** |                    |                    |      | •••••• |     | *************************************** |       |
| 1   | Execute                    |                                         |                    |                    |      |        |     |                                         |       |
| 1   | Webservices                |                                         |                    |                    |      |        |     |                                         |       |
|     | for 2 Step<br>Registration |                                         |                    |                    |      |        |     |                                         |       |
|     | of LOA#1 NotR              | 1 User Per 2                            | 9/29/2013          | 9/29/2013          | 47   | 898    | 1   | 0.11%                                   | 1,800 |
|     | NotResp (                  | Seconds                                 | 11:31              | 12:18              | ٠,,  | 350    | *   | J. 11.11/U                              | 1,555 |
|     | initial                    |                                         |                    |                    |      |        |     |                                         |       |
| 1 1 | registration               |                                         |                    |                    |      |        |     |                                         |       |
|     | and                        |                                         |                    |                    |      |        |     |                                         |       |

| confirmation | Obtained via FOIA |  |  |  |
|--------------|-------------------|--|--|--|
| )            |                   |  |  |  |
|              |                   |  |  |  |
|              |                   |  |  |  |

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead — CM{NotRes}Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) (Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Positive progress. Let's keep it going team!

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel;

Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ?????? \*\*\*\*

All,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

| lterati<br>on | Web<br>Services<br>Registrati<br>on | Ramp Up Rate | Start Time | End Time  | Elapsed<br>Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error | Projected registrati ons submitte d per hour |
|---------------|-------------------------------------|--------------|------------|-----------|----------------------------------|-------------|-------------|-------|----------------------------------------------|
|               | Execute                             |              |            |           |                                  |             |             |       |                                              |
|               | Webservic                           |              |            |           |                                  |             |             |       |                                              |
|               | es for 2                            |              |            |           |                                  |             |             |       |                                              |
|               | Step                                |              |            |           |                                  |             |             |       |                                              |
|               | Registratio                         |              |            |           |                                  |             |             |       |                                              |
|               | n of LOA#1                          |              | 9/29/2013  | 9/29/2013 |                                  |             |             |       |                                              |
|               | NotResp                             |              | 17:04      | 17:22     | 18                               |             |             |       |                                              |
|               | [(                                  |              | 17.04      | 17.22     |                                  |             |             |       |                                              |
|               | initial                             |              |            |           |                                  |             |             |       |                                              |
|               | registratio                         |              |            |           |                                  |             |             |       |                                              |
|               | n and                               |              |            |           |                                  |             |             |       |                                              |
|               | confirmati                          | 3 users per  |            |           |                                  |             |             | 0.067 |                                              |
| 6             | on)                                 | second       |            |           |                                  | 2998        | 2           | %     | 10,800                                       |
|               | Execute                             |              |            |           |                                  |             |             |       |                                              |
|               | Webservic                           |              |            |           |                                  |             |             |       |                                              |
|               | es for 2                            |              |            |           |                                  |             |             |       |                                              |
|               | Step                                |              |            |           |                                  |             |             |       |                                              |
|               | Registratio                         |              |            |           |                                  |             |             |       |                                              |
|               | n of LOA#1                          |              | 9/29/2013  | 9/29/2013 |                                  |             |             |       |                                              |
|               | NotResp ,                           |              | 16:20      | 16:25     | 5                                |             |             |       |                                              |
|               | [[](                                |              |            |           |                                  |             |             |       |                                              |
|               | initial                             |              |            |           |                                  |             |             |       |                                              |
|               | registratio                         |              |            |           |                                  |             |             |       |                                              |
|               | n and                               | 2            |            |           |                                  |             |             | 0.200 |                                              |
| _             | confirmati                          | 3 users per  |            |           |                                  | 007         | ,           | 0.200 | 10.000                                       |
| 5             | on)                                 | second       | 0/20/2012  | 0/20/2012 |                                  | 997         | 2           | %     | 10,800                                       |
|               | Execute                             | 2 Users Per  | 9/29/2013  | 9/29/2013 | 10                               | 000         |             | 0.100 | 7 200                                        |
| 4             | Webservic                           | second       | 15:35      | 15:45     | <u> </u>                         | 998         | 1           | %     | 7,200                                        |

|   |             |              | Obtained via FOI   | A by Judicial Watch | , Inc. |     |                                         |       |       |
|---|-------------|--------------|--------------------|---------------------|--------|-----|-----------------------------------------|-------|-------|
|   | es for 2    |              |                    |                     |        |     |                                         |       |       |
|   | Step        |              |                    |                     |        |     |                                         |       |       |
|   | Registratio |              |                    |                     |        |     |                                         |       |       |
|   | n of LOA#1  |              |                    |                     |        |     |                                         |       |       |
|   | NotResp (   |              |                    |                     |        |     |                                         |       |       |
|   | initial     |              |                    |                     |        |     |                                         |       |       |
|   | registratio |              |                    |                     |        |     |                                         |       |       |
|   | n and       |              |                    |                     |        |     |                                         |       |       |
|   | confirmati  |              |                    |                     |        |     |                                         |       |       |
|   | on)         |              |                    |                     |        |     |                                         |       |       |
|   | Execute     |              |                    |                     |        |     |                                         |       |       |
|   | Webservic   |              |                    |                     |        |     |                                         |       |       |
|   | es for 2    |              |                    |                     |        |     |                                         |       |       |
|   | Step        |              |                    |                     |        |     |                                         |       |       |
|   | Registratio |              |                    |                     |        |     |                                         |       |       |
|   | n of LOA#1  |              | 0/20/2012          | 0/20/2012           |        |     |                                         |       |       |
|   | NotResp     |              | 9/29/2013<br>14:25 | 9/29/2013<br>14:59  | 34     |     |                                         |       |       |
|   | initial     |              |                    |                     |        |     |                                         |       |       |
|   | registratio |              |                    |                     |        |     |                                         |       |       |
|   | n and       |              |                    |                     |        |     |                                         |       |       |
|   | confirmati  | 1 User Per   |                    |                     |        |     |                                         | 0.218 |       |
| 3 | on)         | Second       |                    |                     |        | 915 | 2                                       | %     | 3,600 |
|   | Execute     |              |                    |                     |        |     | *************************************** |       |       |
|   | Webservic   |              |                    |                     |        |     |                                         |       |       |
|   | es for 2    |              |                    |                     |        |     |                                         |       |       |
|   | Step        |              |                    |                     |        |     |                                         |       |       |
|   | Registratio |              |                    |                     |        |     |                                         |       |       |
|   | n of LOA#1  |              | _                  | - ( (               |        |     |                                         |       |       |
|   |             |              | 9/29/2013          | 9/29/2013           | 48     |     |                                         |       |       |
|   | NotResp     |              | 12:58              | 13:46               |        |     |                                         |       |       |
|   | initial     |              |                    |                     |        |     |                                         |       |       |
|   | registratio |              |                    |                     |        |     |                                         |       |       |
|   | n and       |              |                    |                     |        |     |                                         |       |       |
|   | confirmati  | 1 User Per 2 |                    |                     |        |     |                                         | 0.000 |       |
| 2 | on)         | Seconds      |                    |                     |        | 912 | 0                                       | %     | 1,800 |
|   | Execute     |              |                    |                     |        |     |                                         |       |       |
|   | Webservic   |              |                    |                     |        |     |                                         |       |       |
|   | es for 2    |              |                    |                     |        |     |                                         |       |       |
|   | Step        |              | 0/20/2012          | 0/20/2012           |        |     |                                         |       |       |
|   | Registratio |              | 9/29/2013          | 9/29/2013           | 47     |     |                                         |       |       |
|   | n of LOA#1  |              | 11:31              | 12:18               |        |     |                                         |       |       |
|   | NotResp     |              |                    |                     |        |     |                                         |       |       |
|   | <u> </u>  ( | 1 User Per 2 |                    |                     |        |     |                                         | 0.111 |       |
| 1 | initial     | Seconds      |                    |                     |        | 898 | 1                                       | %     | 1,800 |

|   |            | Obtained via FOI | A by Judiciai vvatch | , INC. | ı |  |
|---|------------|------------------|----------------------|--------|---|--|
| r | egistratio |                  | -                    |        |   |  |
| n | n and      |                  |                      |        |   |  |
| c | confirmati |                  |                      |        |   |  |
| 0 | on)        |                  |                      |        |   |  |

Thanks

(b)(6)

Jayaprakash Thambusamy, PMP

QSSI | www.qssinc.com

Testing Lead – CMS NotRe | Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

(301) 977-7884 x 356(Work)

(Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks

Jayaprakash Thambusamy, PMP QSSI | www.gssinc.com

Testing Lead – CMS NotRes Project 10440 Little Patuxent Pkwy , Suite 1200

Columbia, MD 21044

(301) 977-7884 x 356(Work)

(b)(6) Mobile)

From: Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

**Cc:** NotResp eam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp eam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All,

Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today.

- 1. We run the NotResp for login and Logout for 6000 VUsers yesterday after noon .

  The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues.

  We are planning to rerun the NotResp today afternoon.
- 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test.

We will update the statistics spreadsheet with results and send it in the next update.

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMS EIDM Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) Mobile)

**From:** Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Saturday, September 28, 2013 2:35 PM

**To:** Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

JP,

Girish, Minze,

What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed?

Question below still needed as well.

## Thanks,

Timothy Purcell timothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) BB

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Purcell, Timothy J. (CMS/OIS)

Sent: Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp erformance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (b)(5) |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (b)(0) |
| <u> </u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |        |
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| !                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |        |

Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotRes<br>p | Heap<br>(GB) | Vuser | Ramp Up<br>Rate<br>(Sec/User | Total<br>no.of<br>User<br>Created | Failures | CPU<br>MAX<br>@ | CPU<br>MAX<br>@<br>Not | RAM<br>MAX<br>@<br>Resp | RAM<br>MAX<br>@ | Changes made         |
|------|--------------|-------------|--------------|-------|------------------------------|-----------------------------------|----------|-----------------|------------------------|-------------------------|-----------------|----------------------|
|      |              |             |              |       |                              |                                   |          | 1(%)            | 2(%)                   | (%)                     | (%)             |                      |
| 26-  | 10:43- 11:19 | 2           | 4            | 100   | 3                            | 100                               | 0%       | 8%              | 6%                     | 100%                    | 100%            |                      |
| Sep  |              |             |              |       |                              |                                   |          |                 |                        |                         |                 |                      |
| 26-  | 13:27- 13:49 | 2           | 4            | 2500  | 10                           | 1133                              | 54%      | 8%              | 6%                     | 100%                    | 100%            |                      |
| Sep  |              |             |              |       |                              |                                   |          |                 |                        |                         |                 |                      |
| 26-  | 17:45- 18:01 | 2           | 4            | 2500  | 10                           | 1001                              | 60%      | 6%              | 4%                     | 95%                     | 100%            | Reduced think time ( |
| Sep  |              |             |              |       |                              |                                   |          |                 |                        |                         |                 | 38 sec) and          |
|      |              |             |              |       |                              |                                   |          |                 |                        |                         |                 | executed             |
| 26-  | 18:31- 18:47 | 2           | 4            | 2500  | 10                           | 1981                              | 20%      | 7%              | 2%                     | 100%                    | 100%            |                      |
| Sep  |              |             |              |       |                              |                                   |          |                 |                        |                         |                 |                      |
| 26-  | 11:51:00 -   | 2           | 4            | 10000 | 10                           | 0.00                              | 100%     | 2%              | 1%                     | 100%                    | 100%            | Failed because of    |
| Sep  | 12:04        |             |              |       |                              |                                   |          |                 |                        |                         |                 | service account      |
|      |              |             |              |       |                              |                                   |          |                 |                        |                         |                 | locked error.        |
| 27-  | 10:51-11:42  | 2           | 4            | 1000  | 10                           | 3570                              | 65%      |                 |                        | 100%                    | 100%            |                      |
| Sep  |              |             |              |       |                              |                                   |          |                 |                        |                         |                 |                      |

## Thanks,

Timothy Purcell mtimothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) (BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS - Notre CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotRespTeam\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

ΑII,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

## Obtained via FOIA by Judicial Watch, Inc.

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

Thanks

Jayaprakash Thambusamy, PMP

QSSI | www.qssinc.com

Testing Lead - CMS Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

(301) 977-7884 x 356(Work)

NotResp (Mobile)

From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

Sent: Friday, September 27, 2013 8:17 AM

To: Jayaprakash Thambusamy; CMS - NotRes CMS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul

A.(CMS/CTR)

Cc: NotRespFeam Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

JP/ QSSI - Thanks for the quick report.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS - NotRe CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotResp eam Leads; Yuri Radams

**Subject:** NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

# Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- 2. For NotResp ; the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

### Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- 2. Planning to create 50K Users using portal registration and run NotResp of for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMSNotRe Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
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| From:                                                                 | Fryer, Teresa M. (CMS/OIS) NotResp                                                                                                                                                                                                                  | 10000000000 |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|                                                                       | NotResp                                                                                                                                                                                                                                             |             |
| Sent:                                                                 | 9/30/2013 1:31:45 PM                                                                                                                                                                                                                                |             |
| Го:                                                                   | Schankweiler, Thomas W. (CMS/OIS) NotResp                                                                                                                                                                                                           |             |
|                                                                       | NotResp Mellor, Michael (CMS/OIS) NotResp                                                                                                                                                                                                           |             |
| CC.                                                                   | NotResp NotPers                                                                                                                                                                                                                                     |             |
| CC:                                                                   | Linares, George E. (CMS/OIS) NotResp Outerbridge, Monique (CMS/OIS) NotResp                                                                                                                                                                         |             |
|                                                                       | NotResp Outerbridge, Monique (CMS/OIS) NotResp  NotResp Grothe, Kirk A. (CMS/OIS) NotResp                                                                                                                                                           |             |
|                                                                       | NotResp                                                                                                                                                                                                                                             |             |
| Subject:                                                              | RE: Moving Dev to TMRK Federal Multi-Tenant                                                                                                                                                                                                         |             |
|                                                                       |                                                                                                                                                                                                                                                     |             |
|                                                                       |                                                                                                                                                                                                                                                     |             |
|                                                                       | (b)(5)                                                                                                                                                                                                                                              |             |
|                                                                       |                                                                                                                                                                                                                                                     |             |
|                                                                       |                                                                                                                                                                                                                                                     |             |
| Tanaa                                                                 |                                                                                                                                                                                                                                                     |             |
| reresa                                                                |                                                                                                                                                                                                                                                     |             |
| From: Scha<br>Sent: Mono<br>To: Fryer, T<br>Cc: Linares               | ankweiler, Thomas W. (CMS/OIS)<br>day, September 30, 2013 9:15 AM<br>Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)<br>s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)<br>Moving Dev to TMRK Federal Multi-Tenant |             |
| From: Scha<br>Sent: Mond<br>To: Fryer, T<br>Cc: Linares<br>Subject: M | day, September 30, 2013 9:15 AM<br>Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)<br>s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)                                                                              |             |
| From: Scha<br>Sent: Mond<br>To: Fryer, T<br>Cc: Linares<br>Subject: M | day, September 30, 2013 9:15 AM<br>Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)<br>s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)                                                                              |             |
| From: Scha<br>Sent: Mond<br>To: Fryer, T<br>Cc: Linares<br>Subject: M | day, September 30, 2013 9:15 AM<br>Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)<br>s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)                                                                              |             |
| Sent: Mono<br>To: Fryer, To: Linares                                  | day, September 30, 2013 9:15 AM<br>Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)<br>s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)                                                                              |             |
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| From: Scha<br>Sent: Mond<br>To: Fryer, T<br>Cc: Linares<br>Subject: M | day, September 30, 2013 9:15 AM Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS) s, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS) Moving Dev to TMRK Federal Multi-Tenant                                            |             |

Tom

| M | es | sa | ge |
|---|----|----|----|
|---|----|----|----|

| From:    | Linares, George E. (CMS/OIS) N             | lotResp                                |
|----------|--------------------------------------------|----------------------------------------|
|          | NotResp                                    |                                        |
| Sent:    | 9/30/2013 4:51:32 PM                       |                                        |
| To:      | Trenkle, Tony (CMS/OIS) NotResp            |                                        |
|          | NotResp                                    | Outerbridge, Monique (CMS/OIS) NotResp |
|          | NotResp                                    | hi                                     |
| Subject: | FW: NotResp Performance Testing - Update - | 09/30/2013                             |

NotResp got up to 5,000 concurrent users with less than 1% error rate.

**From:** Minze Chien [mailto:MChien@qssinc.com] **Sent:** Monday, September 30, 2013 12:40 PM

**To:** Linares, George E. (CMS/OIS)

Cc: CMS NotRes CMS Team; NotRes Feam\_Leads; Michael Finkel

Subject: NotResp Performance Testing - Update - 09/30/2013

George,

Here is the latest report.

Thanks.

Minze

Minze V. Chien, Ph.D., CISSP

Technical Director, IAM Strategic Solutions

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Columbia, MD 21044

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mchien@qssinc.com

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From: Jayaprakash Thambusamy

Sent: Monday, September 30, 2013 12:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

All,

Please find the Performance Testing status as of 09/30/2013 12 PM.

We run both NotResp and Web services scenarios. The failure rate for NotResp less than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for NotResp

| Iterati<br>on | Web Services Registration NotResp                                                                             | Ramp Up Rate          | Start Time         | End Time           | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|---------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| •             | NotResp ogin using NotRes (5K VUsers)                                                                         | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18 | 46                                | 4930        | 28          | 0.56%      |                                            |
| 11            | NotRes Login using NotResp (5000 VUsers)                                                                      | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15  | 30                                | 4938        | 62          | 1.24%      |                                            |
| 10            | NotRes Login using NotResp (5000 VUsers)                                                                      | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30 | 30                                | 4903        | 97          | 1.94%      |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp ( initial registration and confirmation ) | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17 | 11                                | 2996        | 4           | 0.13%      | 14,400                                     |
| 8             | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp ( initial registration and confirmation )  | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33 | 21                                | 2271        | 693         | 23.38      | 18,000                                     |

| 1   | I _                                                                                                           | ı                     | Obtained via FOIA  | by Judicial Watch, | Inc. | ı    | ı  | 1     |        |
|-----|---------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|------|------|----|-------|--------|
| 7   | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp initial registration and confirmation )   | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21 | 16   | 2933 | 54 | 1.81% | 21,600 |
| 6   | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and confirmation )    | 3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22 | 18   | 2998 | 2  | 0.07% | 10,800 |
| 5   | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp ( initial registration and confirmation )  | 3 users per<br>second | 9/29/2013<br>16:20 | 9/29/2013<br>16:25 | 5    | 997  | 2  | 0.20% | 10,800 |
| 4 [ | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp ( initial registration and confirmation ) | 2 Users Per<br>second | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10   | 998  | 1  | 0.10% | 7,200  |

| ı | I _                                                                                                         | I                                    | Obtained via FOIA  | by Judicial Watch, | Inc. | ı   |   | ı     |       |
|---|-------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------|--------------------|------|-----|---|-------|-------|
| 3 | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp initial registration and confirmation )  | 1 User Per<br>Second                 | 9/29/2013<br>14:25 | 9/29/2013<br>14:59 | 34   | 915 | 2 | 0.22% | 3,600 |
| 2 | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 1 User Per 2<br>Seconds              | 9/29/2013<br>12:58 | 9/29/2013<br>13:46 | 48   | 912 | 0 | 0.00% | 1,800 |
| 1 | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp ( initial registration and confirmation  | <sup>2</sup> 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18 | 47   | 898 | 1 | 0.11% | 1,800 |

Thanks

Jayaprakash Thambusamy, PMP QSSI | www.qssinc.com\_ Testing Lead – CMS NotRes Project 10440 Little Patuxent Pkwy, Suite 1200 Columbia, MD 21044 (301) 977-7884 x 356(Work)

(b)(6) Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

To: Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRespleam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Positive progress. Let's keep it going team!

From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

To: Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotResp:Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

All,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

|         |            |              |            |          |         |       |       |       | Projected  |
|---------|------------|--------------|------------|----------|---------|-------|-------|-------|------------|
|         | Web        |              |            |          | Elapsed |       |       |       | registrati |
|         | Services   |              |            |          | Time    |       |       |       | ons        |
| Iterati | Registrati |              |            |          | (minut  | Succe | Failu | Error | submitte   |
| on      | on         | Ramp Up Rate | Start Time | End Time | es)     | SS    | re    | %     | d          |

| <b></b> | <b></b>     |             | Obtained via FOL | A by Judicial Watch | Inc. |      |   |       |                                         |
|---------|-------------|-------------|------------------|---------------------|------|------|---|-------|-----------------------------------------|
|         |             |             |                  |                     |      |      |   |       | per hour                                |
|         |             |             |                  |                     |      |      |   |       |                                         |
|         |             |             |                  |                     |      |      |   |       |                                         |
|         | Execute     |             |                  |                     |      |      |   |       |                                         |
|         | Webservic   |             |                  |                     |      |      |   |       |                                         |
|         | es for 2    |             |                  |                     |      |      |   |       |                                         |
|         | Step        |             |                  |                     |      |      |   |       |                                         |
|         | Registratio |             |                  |                     |      |      |   |       |                                         |
|         | n of LOA#1  |             | 9/29/2013        | 9/29/2013           |      |      |   |       |                                         |
|         | NotResp (   |             | 17:04            | 17:22               | 18   |      |   |       |                                         |
|         | initial     |             |                  |                     |      |      |   |       |                                         |
|         | registratio |             |                  |                     |      |      |   |       |                                         |
|         | n and       |             |                  |                     |      |      |   |       |                                         |
|         | confirmati  | 3 users per |                  |                     |      |      |   | 0.067 |                                         |
| 6       | on)         | second      |                  |                     |      | 2998 | 2 | %     | 10,800                                  |
|         | Execute     |             |                  |                     |      |      |   |       | *************************************** |
|         | Webservic   |             |                  |                     |      |      |   |       |                                         |
|         | es for 2    |             |                  |                     |      |      |   |       |                                         |
|         | Step        |             |                  |                     |      |      |   |       |                                         |
|         | Registratio |             |                  |                     |      |      |   |       |                                         |
|         | n of LOA#1  |             |                  | . ( (               |      |      |   |       |                                         |
|         |             |             | 9/29/2013        | 9/29/2013           | 5    |      |   |       |                                         |
|         | NotResp (   |             | 16:20            | 16:25               |      |      |   |       |                                         |
|         | initial     |             |                  |                     |      |      |   |       |                                         |
|         | registratio |             |                  |                     |      |      |   |       |                                         |
|         | n and       |             |                  |                     |      |      |   |       |                                         |
|         | confirmati  | 3 users per |                  |                     |      |      |   | 0.200 |                                         |
| 5       | on)         | second      |                  |                     |      | 997  | 2 | %     | 10,800                                  |
|         | Execute     |             |                  |                     |      |      |   |       |                                         |
|         | Webservic   |             |                  |                     |      |      |   |       |                                         |
|         | es for 2    |             |                  |                     |      |      |   |       |                                         |
|         | Step        |             |                  |                     |      |      |   |       |                                         |
|         | Registratio |             |                  |                     |      |      |   |       |                                         |
|         | n of LOA#1  |             | 0/20/2012        | 0/20/2042           |      |      |   |       |                                         |
|         | [           |             | 9/29/2013        | 9/29/2013           | 10   |      |   |       |                                         |
|         | NotResp (   |             | 15:35            | 15:45               |      |      |   |       |                                         |
|         | initial     |             |                  |                     |      |      |   |       |                                         |
|         | registratio |             |                  |                     |      |      |   |       |                                         |
|         | n and       |             |                  |                     |      |      |   |       |                                         |
|         | confirmati  | 2 Users Per |                  |                     |      |      |   | 0.100 |                                         |
| 4       | on)         | second      |                  |                     |      | 998  | 1 | %     | 7,200                                   |
|         | Execute     |             |                  |                     |      |      |   |       |                                         |
|         | Webservic   |             | 9/29/2013        | 9/29/2013           | 2.4  |      |   |       |                                         |
|         | es for 2    | 1 User Per  | 14:25            | 14:59               | 34   |      |   | 0.218 |                                         |
| 3       | Step        | Second      |                  |                     |      | 915  | 2 | %     | 3,600                                   |

|   |             |              | Obtained via FOI | A by Judicial Watch | , Inc. |     |   | •     |       |
|---|-------------|--------------|------------------|---------------------|--------|-----|---|-------|-------|
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              |                  |                     |        |     |   |       |       |
|   | NotResp     |              |                  |                     |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  |              |                  |                     |        |     |   |       |       |
|   | on)         |              |                  |                     |        |     |   |       |       |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 9/29/2013        | 9/29/2013<br>13:46  |        |     |   |       |       |
|   | NotResp ,   |              | {                |                     | 48     |     |   |       |       |
|   | (           |              | 12:58            |                     |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.000 |       |
| 2 | on)         | Seconds      |                  |                     |        | 912 | 0 | %     | 1,800 |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 9/29/2013        | 9/29/2013           |        |     |   |       |       |
|   | NotResp     |              | 11:31            | 12:18               | 47     |     |   |       |       |
|   | [j(         |              | <b>_</b>         |                     |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.111 |       |
| 1 | on)         | Seconds      |                  |                     |        | 898 | 1 | %     | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
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Testing Lead — CMcNotRes Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) (Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotResp:Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRes Project

10440 Little Patuxent Pkwy, Suite 1200

Columbia, MD 21044

(301) 977-7884 x 356(Work)

(b)(6) Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Feam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

CcinotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All,

# Obtained via FOIA by Judicial Watch, Inc. Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today. 1. We run the Scenarios for login and Logout for 6000 VUsers yesterday after noon. NotResp The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues. We are planning to rerun the NotResp today afternoon. 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test. We will update the statistics spreadsheet with results and send it in the next update. **Thanks** Jayaprakash Thambusamy, PMP QSSI | www.qssinc.com Testing Lead - CMS NotRes roject 10440 Little Patuxent Pkwy, Suite 1200 Columbia, MD 21044 (301) 977-7884 x 356(Work) (b)(6) (Mobile) **From:** Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov] Sent: Saturday, September 28, 2013 2:35 PM To: Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com) Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\* Importance: High JP, Girish, Minze, What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed? Question below still needed as well.

Thanks,

Timothy Purcell mothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) BB

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

Need more information? Please visit the OIS website.

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**From:** Purcell, Timothy J. (CMS/OIS) **Sent:** Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Feam\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

(b)(5)

Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotResp |   | Vuser | Ramp Up<br>Rate<br>(Sec/User | Total<br>no.of<br>User<br>Created | Failures | CPU<br>MAX<br>@ | CPU<br>MAX<br>@ | RAM<br>MAX<br>@ | RAM<br>MAX<br>@ | Changes made         |
|------|--------------|---------|---|-------|------------------------------|-----------------------------------|----------|-----------------|-----------------|-----------------|-----------------|----------------------|
|      |              |         |   |       |                              |                                   |          | 1(%)            | 2(%)            | (%)             | (%)             |                      |
| 26-  | 10:43- 11:19 | 2       | 4 | 100   | 3                            | 100                               | 0%       | 8%              | 6%              | 100%            | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |          |                 |                 |                 |                 |                      |
| 26-  | 13:27- 13:49 | 2       | 4 | 2500  | 10                           | 1133                              | 54%      | 8%              | 6%              | 100%            | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |          |                 |                 |                 |                 |                      |
| 26-  | 17:45- 18:01 | 2       | 4 | 2500  | 10                           | 1001                              | 60%      | 6%              | 4%              | 95%             | 100%            | Reduced think time ( |
| Sep  |              |         |   |       |                              |                                   |          |                 |                 |                 |                 | 38 sec) and          |
|      |              |         |   |       |                              |                                   |          |                 |                 |                 |                 | executed             |
| 26-  | 18:31- 18:47 | 2       | 4 | 2500  | 10                           | 1981                              | 20%      | 7%              | 2%              | 100%            | 100%            |                      |

|     | Obtained via FOIA by Judicial Watch, Inc. |   |   |       |    |      |      |    |    |      |      |                   |
|-----|-------------------------------------------|---|---|-------|----|------|------|----|----|------|------|-------------------|
| Sep |                                           |   |   |       |    |      |      |    |    |      |      |                   |
| 26- | 11:51:00 -                                | 2 | 4 | 10000 | 10 | 0.00 | 100% | 2% | 1% | 100% | 100% | Failed because of |
| Sep | 12:04                                     |   |   |       |    |      |      |    |    |      |      | service account   |
|     |                                           |   |   |       |    |      |      |    |    |      |      | locked error.     |
| 27- | 10:51-11:42                               | 2 | 4 | 1000  | 10 | 3570 | 65%  |    |    | 100% | 100% |                   |
| Sep |                                           |   |   |       |    |      |      |    |    |      |      |                   |

## Thanks,

Timothy Purcell imothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS NotResp MS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: RE NotResp Performance Testing - Update - 09/26/2013

All,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

#### Thanks

Jayaprakash Thambusamy, PMP

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> HHS-0018480 CMS0012568

From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

Sent: Friday, September 27, 2013 8:17 AM

To: Jayaprakash Thambusamy; CMS NotResp MS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul

A.(CMS/CTR)

Cc NotResp Team Leads; Yuri Radams

Subject: RE NotResp Performance Testing - Update - 09/26/2013

JP/ QSSI - Thanks for the quick report.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS -Notre CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

#### Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- 2. For NotResp the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

#### Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- 2. Planning to create 50K Users using portal registration and run NotResp for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

Thanks

Jayaprakash Thambusamy, PMP
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Message

From: George Linares [george.linares@cms.hhs.gov]

Sent: 9/30/2013 8:43:14 PM

To: Mellor, Michael (CMS/OIS) NotResp
Linares, George E. (CMS/OIS) NotResp

Subject: Conversation with Michael Mellor BB

Mellor I just sent an email about Idaho's wanting to see the Hub's ATO

Obtained via FOIA by Judicial Watch, Inc. Message NotResp From: Outerbridge, Monique (CMS/OIS) NotResp Sent: 9/30/2013 5:48:22 PM To: Linares, George E. (CMS/OIS) NotResp NotResp **NotResp** Trenkle, Tony (CMS/OIS) NotResp Subject: RE: Performance Testing - Update - 09/30/2013 NotResp Likely needs to grow...quickly. From: Linares, George E. (CMS/OIS) Sent: Monday, September 30, 2013 12:51 PM To: Trenkle, Tony (CMS/OIS); Outerbridge, Monique (CMS/OIS) **Subject:** FW: NotResp Performance Testing - Update - 09/30/2013 NotResp got up to 5,000 concurrent users with less than 1% error rate.

From: Minze Chien [mailto:MChien@qssinc.com]
Sent: Monday, September 30, 2013 12:40 PM

To: Linares, George E. (CMS/OIS)

Cc: CMS -NotRei CMS Team; EIDM\_Team\_Leads; Michael Finkel

Subject: NotResp Performance Testing - Update - 09/30/2013

George,

Here is the latest report.

Thanks.

Minze

Minze V. Chien, Ph.D., CISSP Technical Director, IAM Strategic Solutions QSSI | www.qssinc.com

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(301) 977-7884 x305 and x223 (O) / (b)(6) (M

mchien@qssinc.com

CMMI ® Maturity Level 3 Rated GSA Approved HSPD-12 System Integrator Top 100 Diversity-Owned businesses in 2004 and 2005



From: Jayaprakash Thambusamy

Sent: Monday, September 30, 2013 12:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan

Aitham (aitham@gmail.com)

Cc:NotResp|Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*\*

All,

Please find the Performance Testing status as of 09/30/2013 12 PM.

We run both NotResp Web services scenarios. The failure rate for NotResp less than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for NotResp

| Iterati<br>on | Web Services Registration NotResp                                                                           | Ramp Up Rate          | Start Time         | End Time           | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|-------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| 12            | NotRes Login<br>using<br>NotRes 5K<br>VUsers)                                                               | 10 User per<br>Second | 9/30/2013<br>9:32  | 9/30/2013<br>10:18 | 46                                | 4930        | 28          | 0.56%      |                                            |
| 11            | NotRes Login<br>using NotResp<br>(5000<br>VUsers)                                                           | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15  | 30                                | 4938        | 62          | 1.24%      |                                            |
| 10            | NotResp Login<br>using NotResp<br>(5000<br>VUsers)                                                          | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30 | 30                                | 4903        | 97          | 1.94%      |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17 | 11                                | 2996        | 4           | 0.13%      | 14,400                                     |
| 8             | Execute Webservices for 2 Step Registration                                                                 | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33 | 21                                | 2271        | 693         | 23.38<br>% | 18,000                                     |

|   | ı                                                                                                           | ı                           | Obtained via FOIA  | by Judicial Watch, | Inc. |      | •  | •     | , .    |
|---|-------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------|--------------------|------|------|----|-------|--------|
|   | of LOA#1 NotRe NotResp initial registration and confirmation                                                |                             |                    |                    |      |      |    |       |        |
| 7 | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 6 users per<br>second       | 9/29/2013<br>18:05 | 9/29/2013<br>18:21 | 16   | 2933 | 54 | 1.81% | 21,600 |
| 6 | Execute Webservices for 2 Step Registration of LOA#1 NotR  NotResp initial registration and confirmation )  | es<br>3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22 | 18   | 2998 | 2  | 0.07% | 10,800 |
| 5 | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp initial registration and confirmation ) | 3 users per<br>second       | 9/29/2013<br>16:20 | 9/29/2013<br>16:25 | 5    | 997  | 2  | 0.20% | 10,800 |
| 4 | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp (                                       | 2 Users Per<br>second       | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10   | 998  | 1  | 0.10% | 7,200  |

|   | 1              | <b>j</b>         | Obtained via FOIA | by Judicial Watch, | Inc.                                    | ı   | ı | Ī                                       | į i   |
|---|----------------|------------------|-------------------|--------------------|-----------------------------------------|-----|---|-----------------------------------------|-------|
|   | initial        |                  |                   |                    |                                         |     |   |                                         |       |
|   | registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | and            |                  |                   |                    |                                         |     |   |                                         |       |
|   | confirmation   |                  |                   |                    |                                         |     |   |                                         |       |
|   | )              |                  |                   |                    | ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~ |     |   | *************************************** |       |
|   | Execute        |                  |                   |                    |                                         |     |   |                                         |       |
|   | Webservices    |                  |                   |                    |                                         |     |   |                                         |       |
|   | for 2 Step     |                  |                   |                    |                                         |     |   |                                         |       |
|   | Registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | of LOA#1 NotRe | e<br>「1 User Per | 9/29/2013         | 9/29/2013          |                                         |     |   |                                         |       |
| 3 | NotResp (      | Second           | 14:25             | 14:59              | 34                                      | 915 | 2 | 0.22%                                   | 3,600 |
|   | initial        | Second           | 14.23             | 14.33              |                                         |     |   |                                         |       |
|   | registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | and            |                  |                   |                    |                                         |     |   |                                         |       |
|   | confirmation   |                  |                   |                    |                                         |     |   |                                         |       |
|   | )              |                  |                   |                    |                                         |     |   |                                         |       |
|   | Execute        |                  |                   |                    |                                         |     |   |                                         |       |
|   | Webservices    |                  |                   |                    |                                         |     |   |                                         |       |
|   | for 2 Step     |                  |                   |                    |                                         |     |   |                                         |       |
|   | Registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | of LOA#1 NotRe | 1 User Per 2     | 0/20/2012         | 0/20/2012          |                                         |     |   |                                         |       |
| 2 | NotResp (      | 1 Oser Per 2     | 9/29/2013         | 9/29/2013<br>13:46 | 48                                      | 912 | 0 | 0.00%                                   | 1,800 |
|   | initial        | Seconds          | 12:58             | 13:46              |                                         |     |   |                                         |       |
|   | registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | and            |                  |                   |                    |                                         |     |   |                                         |       |
|   | confirmation   |                  |                   |                    |                                         |     |   |                                         |       |
|   | )              |                  |                   |                    |                                         |     |   |                                         |       |
|   | Execute        |                  |                   |                    |                                         |     |   |                                         |       |
|   | Webservices    |                  |                   |                    |                                         |     |   |                                         |       |
|   | for 2 Step     |                  |                   |                    |                                         |     |   |                                         |       |
|   | Registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | of LOA#1 NotRe | 1 Heen D 2       | 0/20/2012         | 0/20/2012          |                                         |     |   |                                         |       |
| 1 | NotResp (      | 1 User Per 2     | 9/29/2013         | 9/29/2013          | 47                                      | 898 | 1 | 0.11%                                   | 1,800 |
|   | initial        | Seconds          | 11:31             | 12:18              |                                         |     |   |                                         |       |
|   | registration   |                  |                   |                    |                                         |     |   |                                         |       |
|   | and            |                  |                   |                    |                                         |     |   |                                         |       |
|   | confirmation   |                  |                   |                    |                                         |     |   |                                         |       |
|   | )              |                  |                   |                    |                                         |     |   |                                         |       |

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead - CMS NotRes roject

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(301) 977-7884 x 356(Work)

(b)(6) (Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc:NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Positive progress. Let's keep it going team!

From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

ΑII,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

|               |                                                                                                            |                       | Obtained via FOI   | A by Judicial Watch | , Inc.                           |             |             |            | Projected                                      |
|---------------|------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|---------------------|----------------------------------|-------------|-------------|------------|------------------------------------------------|
| Iterati<br>on | Web<br>Services<br>Registrati<br>on                                                                        | Ramp Up Rate          | Start Time         | End Time            | Elapsed<br>Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | registrati<br>ons<br>submitte<br>d<br>per hour |
| 011           | Execute                                                                                                    | namp op nate          | Start Time         | Liid Time           | <b>C3</b> /                      | 33          | 1.0         | 70         | per nour                                       |
|               | Webservic<br>es for 2<br>Step                                                                              |                       |                    |                     |                                  |             |             |            |                                                |
|               | Registratio<br>n of LOA#1                                                                                  |                       | 9/29/2013          | 9/29/2013           |                                  |             |             |            |                                                |
|               | NotResp (<br>initial<br>registratio                                                                        |                       | 17:04              | 17:22               | 18                               |             |             |            |                                                |
|               | n and                                                                                                      |                       |                    |                     |                                  |             |             |            |                                                |
|               | confirmati                                                                                                 | 3 users per           |                    |                     |                                  |             |             | 0.067      |                                                |
| 6             | on)                                                                                                        | second                |                    |                     |                                  | 2998        | 2           | %          | 10,80                                          |
| 5             | Execute Webservic es for 2 Step Registratio n of LOA#1  NotResp ( initial registratio n and confirmati on) | 3 users per<br>second | 9/29/2013<br>16:20 | 9/29/2013<br>16:25  | 5                                | 997         | 2           | 0.200      | 10,80                                          |
|               | Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp initial registratio n and                   |                       | 9/29/2013<br>15:35 | 9/29/2013<br>15:45  | 10                               |             |             |            | ,                                              |

confirmati 2 Users Per

second

4 on)

7,200

0.100

%

1

998

|   |             |              | Obtained via FOI | A by Judicial Watch | , Inc. |     |   | -     |       |
|---|-------------|--------------|------------------|---------------------|--------|-----|---|-------|-------|
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 0/20/2012        | 0 /20 /2012         |        |     |   |       |       |
|   | NotResp     |              | 9/29/2013        | 9/29/2013           | 34     |     |   |       |       |
|   | Notresp (   |              | 14:25            | 14:59               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per   |                  |                     |        |     |   | 0.218 |       |
| 3 | on)         | Second       |                  |                     |        | 915 | 2 | %     | 3,600 |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 0/20/2042        | 0/20/2012           |        |     |   |       |       |
|   |             |              | 9/29/2013        | 9/29/2013           | 48     |     |   |       |       |
|   | NotResp (   |              | 12:58            | 13:46               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.000 |       |
| 2 | on)         | Seconds      |                  |                     |        | 912 | 0 | %     | 1,800 |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 0/20/2042        | 0/20/2042           |        |     |   |       |       |
|   | NedDec      |              | 9/29/2013        | 9/29/2013           | 47     |     |   |       |       |
|   | NotResp (   |              | 11:31            | 12:18               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
|   | registratio |              |                  |                     |        |     |   |       |       |
|   | n and       |              |                  |                     |        |     |   |       |       |
|   | confirmati  | 1 User Per 2 |                  |                     |        |     |   | 0.111 |       |
| 1 | on)         | Seconds      |                  |                     |        | 898 | 1 | %     | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMSNotResProject
10440 Little Patuxent Pkwy , Suite 1200

(301) 977-7884 x 356(Work) (b)(6) Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRes Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

(301) 977-7884 x 356(Work)

**(b)(6)** Mobile)

From: Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

CcNotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel;

Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All,

Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today.

- 1. We run the NotResp Scenarios for login and Logout for 6000 VUsers yesterday after noon . The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues. We are planning to rerun the NotResp oday afternoon.
- 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test.

We will update the statistics spreadsheet with results and send it in the next update.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRes
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Columbia , MD 21044

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(b)(6) Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Saturday, September 28, 2013 2:35 PM

**To:** Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

JP,

Girish,

Minze,

What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed?

Question below still needed as well.

| Obtained | via | FOIA b | v Judicial | Watch. | Inc |
|----------|-----|--------|------------|--------|-----|
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|----------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------|------|
| Timothy        | m       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 66                                     | ⊗ i /L\/ <b>Λ</b> \ | i.   |
| 'IIMMATHAI     | Purcell | timothy.purcell@cms.hhs.gov                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | ······································ | (b)(6)              | i(BE |
| w waxaa waa ay | w www.  | into in the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the interest of the in |                                        | ; , , , ,           | 100  |

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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**From:** Purcell, Timothy J. (CMS/OIS) **Sent:** Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Feam\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

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|        | ! |

Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotResp |   |      | Ramp Up<br>Rate<br>(Sec/User | Total<br>no.of<br>User | Failures | CPU<br>MAX<br>@ | CPU<br>MAX<br>@ | RAM<br>MAX<br>@ | RAM<br>MAX<br>@ | Changes made |
|------|--------------|---------|---|------|------------------------------|------------------------|----------|-----------------|-----------------|-----------------|-----------------|--------------|
|      |              |         |   |      |                              | Created                |          |                 | Not             | Resp            |                 |              |
|      |              |         |   |      |                              |                        |          | 1(%)            | 2(%)            | (%)             | (%)             |              |
| 26-  | 10:43- 11:19 | 2       | 4 | 100  | 3                            | 100                    | 0%       | 8%              | 6%              | 100%            | 100%            |              |
| Sep  |              |         |   |      |                              |                        |          |                 |                 |                 |                 |              |
| 26-  | 13:27- 13:49 | 2       | 4 | 2500 | 10                           | 1133                   | 54%      | 8%              | 6%              | 100%            | 100%            |              |

|     |              |   |   |       | Obtained | ia FOIA by a | Juulciai vva | ion, mo. |    |      |      |                      |
|-----|--------------|---|---|-------|----------|--------------|--------------|----------|----|------|------|----------------------|
| Sep |              |   |   |       |          |              |              |          |    |      |      |                      |
| 26- | 17:45- 18:01 | 2 | 4 | 2500  | 10       | 1001         | 60%          | 6%       | 4% | 95%  | 100% | Reduced think time ( |
| Sep |              |   |   |       |          |              |              |          |    |      |      | 38 sec) and          |
|     |              |   |   |       |          |              |              |          |    |      |      | executed             |
| 26- | 18:31- 18:47 | 2 | 4 | 2500  | 10       | 1981         | 20%          | 7%       | 2% | 100% | 100% |                      |
| Sep |              |   |   |       |          |              |              |          |    |      |      |                      |
| 26- | 11:51:00 -   | 2 | 4 | 10000 | 10       | 0.00         | 100%         | 2%       | 1% | 100% | 100% | Failed because of    |
| Sep | 12:04        |   |   |       |          |              |              |          |    |      |      | service account      |
|     |              |   |   |       |          |              |              |          |    |      |      | locked error.        |
| 27- | 10:51-11:42  | 2 | 4 | 1000  | 10       | 3570         | 65%          |          |    | 100% | 100% |                      |
| Sep |              |   |   |       |          |              |              |          |    |      |      |                      |

# Thanks,

Timothy Purcell ≅ timothy.purcell@cms.hhs.gov ≈ 410.786.0501 ≈ (b)(6) (BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

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**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS - NotRe CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp eam\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

ΑII,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMS NotRe Project

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From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

Sent: Friday, September 27, 2013 8:17 AM

To: Jayaprakash Thambusamy; CMS - EIDM CMS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul

A.(CMS/CTR)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

JP/ QSSI – Thanks for the quick report.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS - NotRes CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

#### Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- 2. For NotResp , the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

#### Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- Planning to create 50K Users using portal registration and run NotResp for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com

Testing Lead – CMS NotRe Project

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(b)(6) (Mobile)

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| Message                                   | Obtained via                                                                                                                           | a FOIA by Judicial Watch, Inc.                      |                                          |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------|
| From:                                     | King, Jason C. (CMS/OIS)                                                                                                               | NotResp                                             | 5151515151515151515151515151515151515151 |
| Sent:                                     | 9/30/2013 6:25:09 PM                                                                                                                   |                                                     |                                          |
| To:                                       | Fryer, Teresa M. (CMS/OIS)                                                                                                             | NotResp                                             |                                          |
|                                           | NotResp                                                                                                                                | ; Ashbaugh, Jason L. (CMS/OIS)                      | NotResp                                  |
|                                           |                                                                                                                                        | NotResp                                             |                                          |
| Subject:                                  | RE: RA for NotResp                                                                                                                     |                                                     |                                          |
| I have a ver                              | rsion from prior to the last set of updates t                                                                                          | hey did. It looked like the only significant change | e between that                           |
| version and                               | d the version on your desk is the changed s                                                                                            | ignature lines.                                     |                                          |
| Jason King                                |                                                                                                                                        |                                                     |                                          |
|                                           | Information Security Policy and Compliance                                                                                             | e (DISPC)                                           |                                          |
| •                                         | Information Security Group (EISG)                                                                                                      |                                                     |                                          |
|                                           | Medicare & Medicaid Services                                                                                                           |                                                     |                                          |
| PH: (410) 7                               |                                                                                                                                        |                                                     |                                          |
|                                           | v.cms.hhs.gov/informationsecurity/                                                                                                     |                                                     |                                          |
| Contact EIS                               | G at CISO@cms.hhs.gov                                                                                                                  |                                                     |                                          |
| Thanks. I w Thanks! Teresa                | igh, Jason L. (CMS/OIS); King, Jason C. (Clase: RA for NotResp vas asking Jason King if he had an electronic baugh, Jason L. (CMS/OIS) |                                                     |                                          |
|                                           | day, September 30, 2013 2:19 PM                                                                                                        |                                                     |                                          |
|                                           | Teresa M. (CMS/OIS); King, Jason C. (CMS/                                                                                              | OIS)                                                |                                          |
| Subject: R                                | E: RA for NotResp                                                                                                                      |                                                     |                                          |
| I don't have                              | e an electronic one, just what I'm recalling                                                                                           | from the meeting.                                   |                                          |
|                                           | (b)(5)                                                                                                                                 |                                                     |                                          |
| Thanks,                                   |                                                                                                                                        |                                                     |                                          |
| Enterprise I<br>Centers for<br>(w) 410.78 | uter Security Incident Response (CSIRT) - L<br>Information Security Group (EISG)<br>Medicare & Medicaid Services                       | _ead                                                |                                          |

From: Fryer, Teresa M. (CMS/OIS)

PH: (410) 786-7578

Sent: Monday, September 30, 2013 2:16 PM

| o: Ashbaugh, Jason L. (CMS/OIS); King, Jason C. (CMS/OIS)  ubject: RE: RA for NotResp  this your paragraph? Did we ever have an electronic copy of this RA?    |   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| rom: Ashbaugh, Jason L. (CMS/OIS) ent: Monday, September 30, 2013 2:10 PM o: King, Jason C. (CMS/OIS) c: Fryer, Teresa M. (CMS/OIS) ubject: RE: RA for NotResp |   |
| ure:                                                                                                                                                           |   |
|                                                                                                                                                                |   |
|                                                                                                                                                                |   |
| (b)(5)                                                                                                                                                         |   |
|                                                                                                                                                                |   |
|                                                                                                                                                                |   |
| ь                                                                                                                                                              |   |
| ison Ashbaugh                                                                                                                                                  |   |
| rom: King, Jason C. (CMS/OIS) ent: Monday, September 30, 2013 1:15 PM o: Ashbaugh, Jason L. (CMS/OIS) c: Fryer, Teresa M. (CMS/OIS) ubject: RE: RA for NotResp |   |
| ison,                                                                                                                                                          |   |
| (b)(5)                                                                                                                                                         |   |
| ison King ivision of Information Security Policy and Compliance (DISPC) interprise Information Security Group (EISG) enters for Medicare & Medicaid Services   | ] |

# http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

**From:** Ashbaugh, Jason L. (CMS/OIS) **Sent:** Friday, September 27, 2013 12:26 PM

To: King, Jason C. (CMS/OIS)
Subject: RE: RA for NotResp

I stuck it on his desk, I'll point him at it when I see him again.

Thanks,

Jason L. Ashbaugh
CMS Computer Security Incident Response (CSIRT) - Lead
Enterprise Information Security Group (EISG)
Centers for Medicare & Medicaid Services
(w) 410.786.3017
(bb) (b)(6)

From: King, Jason C. (CMS/OIS)

Sent: Friday, September 27, 2013 12:16 PM

**To:** Ashbaugh, Jason L. (CMS/OIS) **Subject:** RE: RA for NotResp

(b)(5)

Jason King

Division of Information Security Policy and Compliance (DISPC)

Enterprise Information Security Group (EISG)

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Burger, Robert (CMS/OIS)

Sent: Friday, September 27, 2013 10:55 AM

To: King, Jason C. (CMS/OIS); Ashbaugh, Jason L. (CMS/OIS); Bartley, Don L. (CMS/OIS)

Cc: Gong, John (CMS/OIS)
Subject: RA fo NotResp

Jason K. and A.,

I place the RA hardcopy (signed by EDCG and IHDSG) on Jason King's chair 9/26. Can you please review and assist us in getting Theresa's signature asap.

Thank you.

Bob Burger NotResp PM

## **Bob Burger**

Centers for Medicare & Medicaid Services
Office Of Information Services
Innovative Healthcare Delivery Systems Group
Division of Innovation and Shared Services Support
410.786.2125 (O) ( (b)(6) (M)
robert.burger@cms.hhs.gov
7500 Security Blvd., N3-12-52
Baltimore, MD 21244-1850

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| Message                                                     | Obtaine                                                                                                                                                 | ed via FOIA by Judicial V | vatori, irio.            |            |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------|------------|
| From:                                                       | Ashbaugh, Jason L. (CMS/OIS)                                                                                                                            | NotResp                   |                          |            |
| Sent:                                                       | 9/30/2013 6:19:19 PM                                                                                                                                    |                           |                          |            |
| Го:                                                         | Fryer, Teresa M. (CMS/OIS)                                                                                                                              | NotRes                    | <u></u> j                |            |
|                                                             | NotResp                                                                                                                                                 |                           | King, Jason C. (CMS/OIS) | NotResp    |
| Subject:                                                    | RE: RA for NotRes                                                                                                                                       |                           | j                        |            |
| I don't have                                                | e an electronic one, just what I'm recall                                                                                                               | ling from the meetir      | ng.                      |            |
|                                                             | (b)(5)                                                                                                                                                  |                           |                          | -<br> <br> |
| Thanks,                                                     |                                                                                                                                                         |                           |                          | •          |
| Enterprise I                                                | uter Security Incident Response (CSIRT<br>Information Security Group (EISG)<br>Medicare & Medicaid Services<br>5.3017                                   | r) - Lead                 |                          |            |
| <b>Sent:</b> Mond<br><b>To:</b> Ashbau<br><b>Subject:</b> R | er, Teresa M. (CMS/OIS) day, September 30, 2013 2:16 PM ligh, Jason L. (CMS/OIS); King, Jason C. E: RA for NotResp paragraph? Did we ever have an elect |                           | A?                       |            |
| Sent: Mond<br>To: King, Ja<br>Cc: Fryer, 1                  | baugh, Jason L. (CMS/OIS) day, September 30, 2013 2:10 PM ason C. (CMS/OIS) Feresa M. (CMS/OIS) E: RA for NotResp                                       |                           |                          |            |
| Sure:                                                       |                                                                                                                                                         |                           |                          |            |
|                                                             |                                                                                                                                                         | (b)(5)                    |                          |            |
|                                                             |                                                                                                                                                         |                           |                          |            |

| Obtained the FOIA by Individ Water Inc                                                                          |
|-----------------------------------------------------------------------------------------------------------------|
| Obtained via FOIA by Judicial Watch, Inc.                                                                       |
| NotResp                                                                                                         |
|                                                                                                                 |
|                                                                                                                 |
| Jason Ashbaugh                                                                                                  |
| Jason / Unibadgi                                                                                                |
| From: King, Jason C. (CMS/OIS)                                                                                  |
| Sent: Monday, September 30, 2013 1:15 PM                                                                        |
| To: Ashbaugh, Jason L. (CMS/OIS) Cc: Fryer, Teresa M. (CMS/OIS)                                                 |
| Subject: RE: RA for NotResp                                                                                     |
|                                                                                                                 |
| Jason,                                                                                                          |
|                                                                                                                 |
| Can you throw together a quick paragraph on why putting BDC VAL on the Internet is bad for Teresa to use as her |
| comments to NotResp RA?                                                                                         |
| Jason King                                                                                                      |
| Division of Information Security Policy and Compliance (DISPC)                                                  |
| Enterprise Information Security Group (EISG)                                                                    |
| Centers for Medicare & Medicaid Services                                                                        |
| PH: (410) 786-7578                                                                                              |
| http://www.cms.hhs.gov/informationsecurity/                                                                     |
| Contact EISG at CISO@cms.hhs.gov                                                                                |
| Frame, Ashbaugh Jason L. (CMC/OTC)                                                                              |
| From: Ashbaugh, Jason L. (CMS/OIS)  Sent: Friday, September 27, 2013 12:26 PM                                   |
| To: King, Jason C. (CMS/OIS)                                                                                    |
| Subject: RE: RA for NotResp                                                                                     |
|                                                                                                                 |
| I stuck it on his desk, I'll point him at it when I see him again.                                              |
| Thanks,                                                                                                         |
|                                                                                                                 |
| Jason L. Ashbaugh                                                                                               |
| CMS Computer Security Incident Response (CSIRT) - Lead                                                          |
| Enterprise Information Security Group (EISG) Centers for Medicare & Medicaid Services                           |
| (w) 410.786.3017                                                                                                |
| (bb) (b)(6)                                                                                                     |
|                                                                                                                 |
| From: King, Jason C. (CMS/OIS)  Sout: Friday, Soutomber 27, 2013 13:16 PM                                       |
| Sent: Friday, September 27, 2013 12:16 PM To: Ashbaugh, Jason L. (CMS/OIS)                                      |
| Subject: RE: RA for NotResp                                                                                     |
|                                                                                                                 |
| (b)(5)                                                                                                          |
|                                                                                                                 |

Jason King

Division of Information Security Policy and Compliance (DISPC)

**Enterprise Information Security Group (EISG)** 

Centers for Medicare & Medicaid Services

PH: (410) 786-7578

http://www.cms.hhs.gov/informationsecurity/

Contact EISG at CISO@cms.hhs.gov

From: Burger, Robert (CMS/OIS)

Sent: Friday, September 27, 2013 10:55 AM

To: King, Jason C. (CMS/OIS); Ashbaugh, Jason L. (CMS/OIS); Bartley, Don L. (CMS/OIS)

**Cc:** Gong, John (CMS/OIS) **Subject:** RA for NotResp

Jason K. and A.,

I place the RA hardcopy (signed by EDCG and IHDSG) on Jason King's chair 9/26. Can you please review and assist us in getting Theresa's signature asap.

Thank you.

Bob Burger NotResp PM

#### **Bob Burger**

Centers for Medicare & Medicaid Services
Office Of Information Services
Innovative Healthcare Delivery Systems Group
Division of Innovation and Shared Services Support
410.786.2125 (O) / (b)(6) (M)
robert.burger@cms.hhs.gov
7500 Security Blvd., N3-12-52
Baltimore, MD 21244-1850

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| M | es | sa | g | e |
|---|----|----|---|---|
|---|----|----|---|---|

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

| From:          | Jayaprakash                                                                                                    | n Thambusamy [jthambusam   | ny@qssinc.com]           |                                       |             |  |  |  |  |  |  |
|----------------|----------------------------------------------------------------------------------------------------------------|----------------------------|--------------------------|---------------------------------------|-------------|--|--|--|--|--|--|
| Sent:          | 10/1/2013                                                                                                      | 6:17:33 PM                 |                          |                                       |             |  |  |  |  |  |  |
| To:            | Purcell, Tim                                                                                                   | othy J. (CMS/OIS)          | NotResp                  |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                | NotResp                    | Bavani Murari [          | bmurari@qssinc.com]; Rakhmatouline    | , Marat     |  |  |  |  |  |  |
|                | (CMS/CTR)                                                                                                      | NotF                       | •                        |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                | NotResp                    |                          | Basavaraju, Venkat (CMS/OIS)          | NotResp     |  |  |  |  |  |  |
|                |                                                                                                                | Not                        | Resp                     | Girish Shetty                         |             |  |  |  |  |  |  |
|                | [gshetty@qssinc.com]; Minze Chien [MChien@qssinc.com]; CMS ETC_Consolidated Testing [NotResp]                  |                            |                          |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                |                            | NotResp                  |                                       |             |  |  |  |  |  |  |
|                | NotResp                                                                                                        | , Vass, Paul A.(CMS/CTR)   | Not                      | Resp                                  |             |  |  |  |  |  |  |
|                |                                                                                                                | NotResp                    | Sriniva                  | sulu Anala [sanala@qssinc.com]; Sathi | sh Murugiah |  |  |  |  |  |  |
|                | [smurugiah@qssinc.com]; Sandeep Pokala [spokala@qssinc.com]; Srinivas Bellamkonda                              |                            |                          |                                       |             |  |  |  |  |  |  |
|                | [sbellamkonda@qssinc.com]; Mohan Aitham (aitham@gmail.com) [aitham@gmail.com]                                  |                            |                          |                                       |             |  |  |  |  |  |  |
| CC:            | NotRespTeam_Leads NotR TeamLeads@qssinc.com]; Yuri Radams [yradams@qssinc.com]; Krishnamoorthi Ganesan         |                            |                          |                                       |             |  |  |  |  |  |  |
|                | [kganesan@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]; Vignesh Srinivasan [vsrinivasan@qssinc.com]; CMS - |                            |                          |                                       |             |  |  |  |  |  |  |
|                | ETC                                                                                                            |                            | NotResp                  |                                       |             |  |  |  |  |  |  |
| Į              | NotResp ; Th                                                                                                   | nompson, William L. (CMS/O | IS)                      | NotResp                               |             |  |  |  |  |  |  |
|                |                                                                                                                | NotResp                    |                          | Boblitz, John R. (CMS/OIS) NotRes     | р           |  |  |  |  |  |  |
|                |                                                                                                                | No                         | tResp                    | Michael Finkel                        |             |  |  |  |  |  |  |
|                | [mfinkel@q                                                                                                     | ssinc.com]; Krishnamoorthi | Ganesan [kganesan@qssi   | nc.com]; Kovilvenni Ramaswamy         |             |  |  |  |  |  |  |
|                | [kramaswar                                                                                                     | my@qssinc.com]; Nitin Matt | a [nmatta@qssinc.com]; ( | CMS NotRes CMS Team NotResp           |             |  |  |  |  |  |  |
|                |                                                                                                                | ,                          | NotResp                  |                                       | ,           |  |  |  |  |  |  |
|                | Linares, Geo                                                                                                   | orge E. (CMS/OIS)          | NotResp                  |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                | NotResp                    | pardha.r                 | eddy@oracle.com; amit.jasuja@oracle   | e.com       |  |  |  |  |  |  |
| Subject:       | RE NotResp                                                                                                     | Performance Testing - Upda | ite - 09/30/2013 6PM Upo | late                                  |             |  |  |  |  |  |  |
|                |                                                                                                                | •                          |                          |                                       |             |  |  |  |  |  |  |
| NotBoon Porf   | oemaneo Toe                                                                                                    | ting Update 10/01/2013     | 17 DA/ Hadata            |                                       |             |  |  |  |  |  |  |
| NotResp   Peri | ormanice res                                                                                                   | iting opuate 10/01/2015.   | iz rivi Opuate           |                                       |             |  |  |  |  |  |  |
| f              | ·                                                                                                              |                            |                          |                                       |             |  |  |  |  |  |  |
| NotResp        | j                                                                                                              |                            |                          |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
| Tim,           |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
| We have exe    | ecuted the sc                                                                                                  | enarios to record the beh  | avior for different ramp | up rates and VUsers. We haven't       | done any    |  |  |  |  |  |  |
| further N      | otResp to                                                                                                      | analyze the increase in er | or rate. We will provide | e update on this after we analyze     |             |  |  |  |  |  |  |
| the behavio    |                                                                                                                | •                          | •                        | •                                     |             |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
| Web Service    | a Caanaria                                                                                                     |                            |                          |                                       |             |  |  |  |  |  |  |
| AACD DELAICE   | is accitatio                                                                                                   |                            |                          |                                       |             |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          |                                       | , [         |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          | web services. We identified issues    | . !         |  |  |  |  |  |  |
| Indexing and   | d working wit                                                                                                  | th Product Development t   | eam to triage the issue. | We will keep you posted on the pr     | ogress.     |  |  |  |  |  |  |
|                |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
| Thanks         |                                                                                                                |                            |                          |                                       |             |  |  |  |  |  |  |
| Jayaprakash    | Thambusam                                                                                                      | iy, PMP                    |                          |                                       |             |  |  |  |  |  |  |
| QSSI   www     | assinc.com.                                                                                                    |                            |                          |                                       |             |  |  |  |  |  |  |
| Testing Lead   |                                                                                                                | Project                    |                          |                                       |             |  |  |  |  |  |  |

HHS-0016129 CMS0012592 (301) 977-7884 x 356(Work) (b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Monday, September 30, 2013 10:38 PM

**To:** Jayaprakash Thambusamy; Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Venkat Basavaraju; Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS -NotRes CMS Team; Linares, George E. (CMS/OIS); pardha.reddy@oracle.com; amit.jasuja@oracle.com

**Subject:** RE: NotResp Performance Testing - Update - 09/30/2013 6PM Update

JP,

Thanks for the report

The error rate for 6k (10/sec) was 10x that of the 5k (10/sec) error rate.

We run the NotResp for 6K Virtual Users . The failure rate is little higher than the scenario with lower number of VUsers

So the number of user per sec seem to not reflect what I would think, more VUs/sec would increment the error rate but for 5/sec to 10/sec the error rate went down and Yuri mentioned that was being looked at. Also the increase in total VUs would have just increase error rate some but it was 10 fold. Do we have any idea why this is happening.

# Thanks,

Timothy Purcell (b)(6) (BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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**From:** Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Monday, September 30, 2013 7:36 PM

**To:** Purcell, Timothy J. (CMS/OIS); Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Basavaraju, Venkat (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc NotResp Feam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS - NotRes CMS Team; Linares, George E. (CMS/OIS); pardha.reddy@oracle.com;

amit.jasuja@oracle.com

**Subject:** NotResp Performance Testing - Update - 09/30/2013 6PM Update

Hi All,

Please find the performance status report for 09/30/2013 6 PM.

We run the NotResp for 6K Virtual Users . The failure rate is little higher than the scenario with lower number of VUsers. After that we run the scenario for 8K Users to compare the behavior, but there is an issue in sharing the Load generators with other team. We stopped the NotResp and concentrating on troubleshooting the issues in web services scenario.

Marat/Venkat /Tim- The QSSI Response to the questions are below in Red.

| Iterati<br>on | Web Services Registration NotResp                                                                  | Ramp Up Rate          | Start Time             | End Time                  | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|----------------------------------------------------------------------------------------------------|-----------------------|------------------------|---------------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| 13            | NotRes Login<br>using NotResp<br>(6K VUsers)                                                       | 10 User per<br>Second | 9/30/2013 1<br>3:17 PM | 9/30/2013 14:<br>07:00 PM | 50                                | 5667        | 333         | 5.50<br>%  |                                            |
| 12            | NotResp<br>using<br>NotRe<br>VUsers)                                                               | 10 User per<br>Second | 9/30/2013<br>9:32      | 9/30/2013<br>10:18        | 46                                | 4930        | 28          | 0.56<br>%  |                                            |
| 11            | NotRes Login using NotRes (5000 VUsers)                                                            | 5 users per<br>second | 9/29/2013<br>11:45     | 9/30/2013 0:15            | 30                                | 4938        | 62          | 1.24<br>%  |                                            |
| 10            | NotResplogin<br>using NotRes<br>(5000<br>VUsers)                                                   | 5 users per<br>second | 9/29/2013<br>11:00     | 9/29/2013<br>11:30        | 30                                | 4903        | 97          | 1.94<br>%  |                                            |
| 9             | Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation | 4 users per<br>second | 9/29/2013<br>20:06     | 9/29/2013<br>20:17        | 11                                | 2996        | 4           | 0.13<br>%  | 14,400                                     |

| I | Ιş                                                                                                     | I                     | Obtained via FOL   | A by Judicial Watch, Ir | ic. | l    | I   |           | <br>   |
|---|--------------------------------------------------------------------------------------------------------|-----------------------|--------------------|-------------------------|-----|------|-----|-----------|--------|
|   | ,                                                                                                      |                       |                    |                         |     |      |     |           |        |
| 8 | Execute Webservices for 2 Step Registration of LOA#1  NotResp initial registration and confirmation )  | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33      | 21  | 2271 | 693 | 23.38     | 18,000 |
| 7 | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and confirmation ) | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21      | 16  | 2933 | 54  | 1.81<br>% | 21,600 |
| 6 | Execute Webservices for 2 Step Registration of LOA#1 NotResp ( initial registration and confirmation ) | 3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22      | 18  | 2998 | 2   | 0.07<br>% | 10,800 |
| 5 | Execute Webservices for 2 Step Registration of LOA#1 NotResp                                           | 3 users per<br>second | 9/29/2013<br>16:20 | 9/29/2013<br>16:25      | 5   | 997  | 2   | 0.20<br>% | 10,800 |

|   | 1              | }            | Obtained via FOI | A by Judicial Watch, Ir                 | IC. | 1   | ı | ı    | ı ı   |
|---|----------------|--------------|------------------|-----------------------------------------|-----|-----|---|------|-------|
|   | NotResp (      |              |                  |                                         |     |     |   |      |       |
|   | initial        |              |                  |                                         |     |     |   |      |       |
|   | registration   |              |                  |                                         |     |     |   |      |       |
|   | and            |              |                  |                                         |     |     |   |      |       |
|   | confirmation   |              |                  |                                         |     |     |   |      |       |
|   | )              |              |                  |                                         |     |     |   |      |       |
|   | Execute        |              |                  |                                         |     |     |   |      |       |
|   | Webservices    |              |                  |                                         |     |     |   |      |       |
|   | for 2 Step     |              |                  |                                         |     |     |   |      |       |
|   | Registration   |              |                  |                                         |     |     |   |      |       |
|   | of LOA#1       |              |                  |                                         |     |     |   |      |       |
|   |                | 2 Users Per  | 9/29/2013        | 9/29/2013                               |     |     |   | 0.10 |       |
| 4 | NotResp        | second       | 15:35            | 15:45                                   | 10  | 998 | 1 | %    | 7,200 |
|   | ii\<br>initial | Jecona       | 15.55            | 13.13                                   |     |     |   | / /  |       |
|   | registration   |              |                  |                                         |     |     |   |      |       |
|   | and            |              |                  |                                         |     |     |   |      |       |
|   | confirmation   |              |                  |                                         |     |     |   |      |       |
|   | \ \            |              |                  |                                         |     |     |   |      |       |
|   |                |              |                  |                                         |     |     |   |      |       |
|   | Execute        |              |                  |                                         |     |     |   |      |       |
|   | Webservices    |              |                  |                                         |     |     |   |      |       |
|   | for 2 Step     |              |                  |                                         |     |     |   |      |       |
|   | Registration   |              |                  |                                         |     |     |   |      |       |
|   | of LOA#1       |              |                  |                                         |     |     |   |      |       |
| 3 | NotResp ,      | 1 User Per   | 9/29/2013        | 9/29/2013                               | 34  | 915 | 2 | 0.22 | 3,600 |
|   | (              | Second       | 14:25            | 14:59                                   | 34  | 313 | _ | %    | 3,000 |
|   | initial        |              |                  |                                         |     |     |   |      |       |
|   | registration   |              |                  |                                         |     |     |   |      |       |
|   | and            |              |                  |                                         |     |     |   |      |       |
|   | confirmation   |              |                  |                                         |     |     |   |      |       |
|   | )              |              |                  |                                         |     |     |   |      |       |
|   | Execute        |              |                  | *************************************** |     |     |   |      |       |
|   | Webservices    |              |                  |                                         |     |     |   |      |       |
|   | for 2 Step     |              |                  |                                         |     |     |   |      |       |
|   | Registration   |              |                  |                                         |     |     |   |      |       |
|   | į.             |              |                  |                                         |     |     |   |      |       |
|   | of LOA#1       | 1 Heer Den 2 | 0/20/2012        | 0/20/2012                               |     |     |   | 0.00 |       |
| 2 | NotResp        | 1 User Per 2 | 9/29/2013        | 9/29/2013                               | 48  | 912 | 0 | 0.00 | 1,800 |
|   | [              | Seconds      | 12:58            | 13:46                                   |     |     |   | %    |       |
|   | initial        |              |                  |                                         |     |     |   |      |       |
|   | registration   |              |                  |                                         |     |     |   |      |       |
|   | and            |              |                  |                                         |     |     |   |      |       |
|   | confirmation   |              |                  |                                         |     |     |   |      |       |
|   | )              |              |                  |                                         |     |     |   |      |       |
|   | Execute        |              |                  |                                         |     |     |   |      |       |
| 1 | Webservices    | 1 User Per 2 | 9/29/2013        | 9/29/2013                               | 47  | 898 | 1 | 0.11 | 1,800 |
| + | for 2 Step     | Seconds      | 11:31            | 12:18                                   | 4/  | 070 |   | %    | 1,000 |
|   | Registration   |              |                  |                                         |     |     |   |      |       |
| L | <u> </u>       |              |                  |                                         | L   | L   | L | L    | ·     |

|        |           | Obtained via FOI | A by Judicial Watch, In | IC. |  |  |
|--------|-----------|------------------|-------------------------|-----|--|--|
| of LO  | DA#1      |                  | -                       |     |  |  |
|        | Resp (    |                  |                         |     |  |  |
| initia | al        |                  |                         |     |  |  |
| regis  | stration  |                  |                         |     |  |  |
| and    |           |                  |                         |     |  |  |
| conf   | firmation |                  |                         |     |  |  |
| )      |           |                  |                         |     |  |  |
|        |           |                  |                         |     |  |  |
|        |           |                  |                         |     |  |  |
| Thanks |           |                  |                         |     |  |  |

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead — CMS NotRes Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Monday, September 30, 2013 4:00 PM

**To:** Jayaprakash Thambusamy; Bavani Murari; Rakhmatouline, Marat (CMS/CTR); Venkat Basavaraju; Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy; Nitin Matta; CMS NotRes CMS Team

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

JP, Bavani,

Thanks for the update A few question from the team are below.

I re bulleted Marat's question to numbers for ease of reference.

I am curious about #1,2 and 3, please explain how this impacts NotResp system and customer experience?

I have been asking to do #4 and #, When will we be Perf. Testing all the multiple NotResp functionalities at the same time?

This will help the report to Henry about what NotRes handle.

| Also | Ven   | kat | ลรไ | ked    | ١. |
|------|-------|-----|-----|--------|----|
| ALOU | V (1) | rai | ao  | $\sim$ | ١. |

| I am not sure how to translate rows 7, 8 and | d 9. What caused the error rate to | go high in row 8.    | Is it possible to |
|----------------------------------------------|------------------------------------|----------------------|-------------------|
| list the box (weakest link among following   | NotResp                            | utilization stats tl | nat contributed   |
| to the error rate or stop command.           |                                    |                      |                   |

|  | 13 | 13 | ks | Q |
|--|----|----|----|---|
|--|----|----|----|---|

Timothy Purcell mitimothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) (BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

## Need more information? Please visit the OIS website.

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**From:** Rakhmatouline, Marat (CMS/CTR) **Sent:** Monday, September 30, 2013 1:51 PM

**To:** Basavaraju, Venkat (CMS/OIS); 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc:NotRes: Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

JP,

Couple questions to these results (just to last run as example):

- 1. Is any reason you are reporting results only for one type of transactions ("Access URL" + "Login") and not mention "Click Links". Error rate for these transactions related to access 'Dummy" pages is 7%
  - [QSSI]- At this point time of time we are concentrating on login logout transaction. We will be analyzing on the dummy pages and click links in our further scenarios.
- 2. Response time to access "Dummy" pages from 3.3 to 205.9 seconds with average 21 Sec. (90% of all responses are under 46.3 sec.) It includes more than 10 dummy pages, and all this response time spent in NotRespacess control. Is it acceptable to add at least 2 second for each application page just for "access control"?
  - [QSSI]-The Response time we are reporting includes the time required to complete the transaction for all the dummy pages 1-10. Between each dummy page we have 5 Sec of think time.
- 3. What happens at the end of the test, when "logout" response time jump to 1200 seconds (20 minutes !!! really reached timeout, never logout). Any investigation/insight on that behavior?

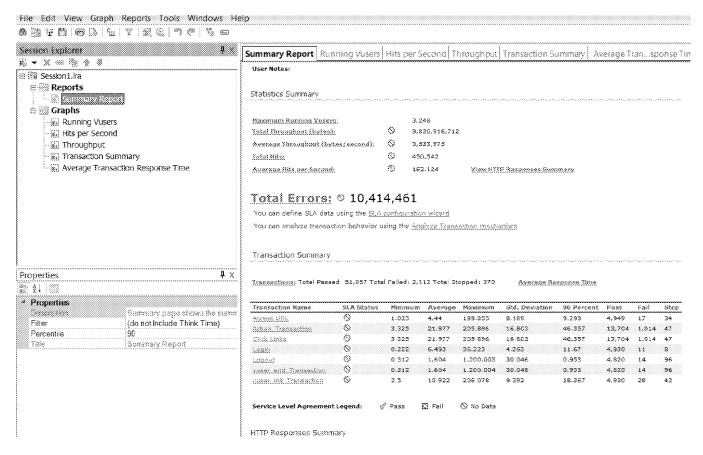
| [QSSI]-We are analyzing | the logout | behavior |    | NotResp | : | We will | update | once ' | we get |
|-------------------------|------------|----------|----|---------|---|---------|--------|--------|--------|
| updates from the team.  |            |          | \. |         |   |         |        |        | 0      |
| upuates nonn the team.  |            |          |    |         |   |         |        |        |        |

Why scenario is scheduled in such way that maximum planned # users (5K) is never reached in parallel – first users done before last are started. Maximum running VUsers reached only 3248.

[QSSI]-At this point of time, we are concentrating on login logout with iterations. We will be doing scenarios with steady state later. With the steady state scenario, we will have the maximum number of VUsers at the same time.

4. Can scenario be reorganized (with the same base script) to simulate natural end-user behavior (somebody login, somebody logout, somebody scrolling through pages) and run scenario for at least 1 hour? It will simulate more production oriented performance load instead of everybody login, everybody iterate, everybody logout (and first logout before last can start)

[QSSI] We have a plan to run mix of scenarios to simulate natural end user behavior. We have requested additional time to execute the scenarios.



Thanks,
Marat Rakhmatouline
CMS CITIC Lockheed Martin
(b)(6) (BB)

From: Basavaraju, Venkat (CMS/OIS)

Sent: Monday, September 30, 2013 12:35 PM

**To:** 'Jayaprakash Thambusamy'; Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc. NotResp. Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Couple of questions for clarification:

| I am not sure how to translate rows 7, 8 and 9. | . What caused | d the error rate to go high in row 8. Is it possible to list the |
|-------------------------------------------------|---------------|------------------------------------------------------------------|
| box (weakest link among following               | NotResp       | utilization stats that contributed to the error rate             |
| or stop command.                                |               |                                                                  |

[QSSI] Regarding scenario 8, we identified some anomalies index. We reached out to product development team to analyze further. We will get a some clarity on the weakest link after our analysis.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Monday, September 30, 2013 12:26 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc: NotResp|Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan; Kovilvenni Ramaswamy

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

All,

Please find the Performance Testing status as of 09/30/2013 12 PM.

We run both NotResp The failure rate for NotResp ess than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for NotResp

| Iterati<br>on | Web Services Registration NotResp     | Ramp Up Rate          | Start Time        | End Time           | Elapse<br>d Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected<br>registrati<br>ons per<br>hour |
|---------------|---------------------------------------|-----------------------|-------------------|--------------------|-----------------------------------|-------------|-------------|------------|--------------------------------------------|
| 12            | NotResp ogin using NotRes 5 K VUsers) | 10 User per<br>Second | 9/30/2013<br>9:32 | 9/30/2013<br>10:18 | 46                                | 4930        | 28          | 0.56%      |                                            |

| ī  | NotRes                                                                                                          | ı                     | Obtained via FOIA  | by Judicial Watch, | Inc. |      |     |            |        |
|----|-----------------------------------------------------------------------------------------------------------------|-----------------------|--------------------|--------------------|------|------|-----|------------|--------|
| 11 | using NotRes (5000  VUsers)                                                                                     | 5 users per<br>second | 9/29/2013<br>11:45 | 9/30/2013<br>0:15  | 30   | 4938 | 62  | 1.24%      |        |
| 10 | NotRes Login using NotResp (5000 VUsers)                                                                        | 5 users per<br>second | 9/29/2013<br>11:00 | 9/29/2013<br>11:30 | 30   | 4903 | 97  | 1.94%      |        |
| 9  | Execute Webservices for 2 Step Registration of LOA#1 NotRe NotResp ( initial registration and confirmation )    | 4 users per<br>second | 9/29/2013<br>20:06 | 9/29/2013<br>20:17 | 11   | 2996 | 4   | 0.13%      | 14,400 |
| 8  | Execute Webservices for 2 Step Registration of LOA#1 NotR esp NotResp ( initial registration and confirmation ) | 5 users per<br>second | 9/29/2013<br>19:11 | 9/29/2013<br>19:33 | 21   | 2271 | 693 | 23.38<br>% | 18,000 |
| 7  | Execute Webservices for 2 Step Registration of LOA#1 NotRes NotResp ( initial registration and confirmation )   | 6 users per<br>second | 9/29/2013<br>18:05 | 9/29/2013<br>18:21 | 16   | 2933 | 54  | 1.81%      | 21,600 |
| 6  | Execute Webservices for 2 Step Registration of LOA#1 NotR                                                       | 3 users per<br>second | 9/29/2013<br>17:04 | 9/29/2013<br>17:22 | 18   | 2998 | 2   | 0.07%      | 10,800 |

| i f | NotResp (                                                                                                   | I                       | Obtained via FOIA  | by Judicial Watch, | Inc. | <b>I</b> 1 | l | Ì     | l I    |
|-----|-------------------------------------------------------------------------------------------------------------|-------------------------|--------------------|--------------------|------|------------|---|-------|--------|
| į.  | initial registration and confirmation                                                                       |                         |                    |                    |      |            |   |       |        |
| 5   | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 3 users per<br>second   | 9/29/2013<br>16:20 | 9/29/2013<br>16:25 | 5    | 997        | 2 | 0.20% | 10,800 |
| 4   | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 2 Users Per<br>second   | 9/29/2013<br>15:35 | 9/29/2013<br>15:45 | 10   | 998        | 1 | 0.10% | 7,200  |
| 3   | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial registration and confirmation ) | 1 User Per<br>Second    | 9/29/2013<br>14:25 | 9/29/2013<br>14:59 | 34   | 915        | 2 | 0.22% | 3,600  |
| 2   | Execute Webservices for 2 Step Registration of LOA#1 NotR NotResp ( initial                                 | 1 User Per 2<br>Seconds | 9/29/2013<br>12:58 | 9/29/2013<br>13:46 | 48   | 912        | 0 | 0.00% | 1,800  |

|                                                                                                              |                         | Obtained via FOIA  | by Judicial Watch, | Inc. |     |   |       |       |
|--------------------------------------------------------------------------------------------------------------|-------------------------|--------------------|--------------------|------|-----|---|-------|-------|
| registration<br>and<br>confirmation                                                                          |                         |                    |                    |      |     |   |       |       |
| Execute Webservices for 2 Step Registration of LOA#1 NotR  NotResp ( initial registration and confirmation ) | 1 User Per 2<br>Seconds | 9/29/2013<br>11:31 | 9/29/2013<br>12:18 | 47   | 898 | 1 | 0.11% | 1,800 |

Thanks
Jayaprakash Thambusamy, PMP
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Testing Lead — CMS[NotRe] Project
10440 Little Patuxent Pkwy , Suite 1200
Columbia , MD 21044
(301) 977-7884 x 356(Work)
(b)(6) | (Mobile)

**From:** Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 7:29 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRespleam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Positive progress. Let's keep it going team!

From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Sunday, September 29, 2013 6:33 PM

**To:** Richardson, Marc D. (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

All,

Please find the NotResp Performance Testing Status as of 6 PM (09/29/2013) Today.

We executed the registration and confirmation web services scenario during the afternoon session with varying ramp up rate. We are getting favorable results with less than 1% error rate. We continuing the testing with higher ramp rate. We will provide the results later.

| Iterati<br>on | Web<br>Services<br>Registrati<br>on | Ramp Up Rate | Start Time | End Time  | Elapsed<br>Time<br>(minut<br>es) | Succe<br>ss | Failu<br>re | Error<br>% | Projected registrati ons submitte d per hour |
|---------------|-------------------------------------|--------------|------------|-----------|----------------------------------|-------------|-------------|------------|----------------------------------------------|
|               | Execute                             |              |            |           |                                  |             |             |            |                                              |
|               | Webservic                           |              |            |           |                                  |             |             |            |                                              |
|               | es for 2                            |              |            |           |                                  |             |             |            |                                              |
|               | Step                                |              |            |           |                                  |             |             |            |                                              |
|               | Registratio                         |              |            |           |                                  |             |             |            |                                              |
|               | n of LOA#1                          |              | 9/29/2013  | 9/29/2013 |                                  |             |             |            |                                              |
|               | NotResp (                           |              | 17:04      | 17:22     | 18                               |             |             |            |                                              |
|               | initial                             |              |            |           |                                  |             |             |            |                                              |
|               | registratio                         |              |            |           |                                  |             |             |            |                                              |
|               | n and                               |              |            |           |                                  |             |             |            |                                              |
|               | confirmati                          | 3 users per  |            |           |                                  |             |             | 0.067      |                                              |
| 6             | on)                                 | second       |            |           |                                  | 2998        | 2           | %          | 10,800                                       |
|               | Execute                             |              | 9/29/2013  | 9/29/2013 |                                  |             |             |            |                                              |
|               | Webservic                           | 3 users per  | 16:20      | 16:25     | 5                                |             |             | 0.200      |                                              |
| 5             | es for 2                            | second       | 10.20      | 10.23     |                                  | 997         | 2           | %          | 10,800                                       |

|          |              |              | Obtained via FOL   | A by Judicial Watch | , Inc.                                  |     |   | i     |          |
|----------|--------------|--------------|--------------------|---------------------|-----------------------------------------|-----|---|-------|----------|
|          | Step         |              |                    | •                   |                                         |     |   |       |          |
|          | Registratio  |              |                    |                     |                                         |     |   |       |          |
| n        | of LOA#1     |              |                    |                     |                                         |     |   |       |          |
|          | NotResp (    |              |                    |                     |                                         |     |   |       |          |
| i        | nitial       |              |                    |                     |                                         |     |   |       |          |
| r        | egistratio   |              |                    |                     |                                         |     |   |       |          |
| 1 1      | n and        |              |                    |                     |                                         |     |   |       |          |
| c        | confirmati   |              |                    |                     |                                         |     |   |       |          |
| 1 1      | on)          |              |                    |                     |                                         |     |   |       |          |
|          | xecute       |              |                    |                     | *************************************** |     |   |       |          |
| 1 1      | Nebservic    |              |                    |                     |                                         |     |   |       |          |
| 1 1      | es for 2     |              |                    |                     |                                         |     |   |       |          |
| 1 1      | Step         |              |                    |                     |                                         |     |   |       |          |
| 1        | Registratio  |              |                    |                     |                                         |     |   |       |          |
|          | of LOA#1     |              | _ ,_ ,_ ,_ ,       |                     |                                         |     |   |       |          |
| [        | NotResp ,    |              | 9/29/2013<br>15:35 | 9/29/2013<br>15:45  | 10                                      |     |   |       |          |
| <u> </u> | j(<br>nitial |              |                    |                     |                                         |     |   |       |          |
| 1 1      | egistratio   |              |                    |                     |                                         |     |   |       |          |
| 1 1      | and          |              |                    |                     |                                         |     |   |       |          |
| 1 1      | confirmati   | 2 Users Per  |                    |                     |                                         |     |   | 0.100 |          |
| 1 1      | on)          | second       |                    |                     |                                         | 998 | 1 | %     | 7,200    |
|          | execute      |              |                    |                     |                                         |     | _ |       | . , –    |
| 1 1      | Nebservic    |              |                    |                     |                                         |     |   |       |          |
| 1 1      | es for 2     |              |                    |                     |                                         |     |   |       |          |
| 1 1      | Step         |              |                    |                     |                                         |     |   |       |          |
| 1 1      | Registratio  |              |                    |                     |                                         |     |   |       |          |
| 1 1      | of LOA#1     |              |                    |                     |                                         |     |   |       |          |
|          | NotResp      |              | 9/29/2013<br>14:25 | 9/29/2013<br>14:59  | 34                                      |     |   |       |          |
|          |              |              |                    |                     |                                         |     |   |       |          |
| 1        | nitial       |              |                    |                     |                                         |     |   |       |          |
| 1 1      | egistratio   |              |                    |                     |                                         |     |   |       |          |
| 1 1      | n and        | _            |                    |                     |                                         |     |   |       |          |
| 1 1      | confirmati   | 1 User Per   |                    |                     |                                         |     | _ | 0.218 | <u>.</u> |
|          | on)          | Second       |                    |                     |                                         | 915 | 2 | %     | 3,600    |
| 1 1      | execute      |              |                    |                     |                                         |     |   |       |          |
| 1 1      | Webservic    |              |                    |                     |                                         |     |   |       |          |
| 1 1      | es for 2     |              |                    |                     |                                         |     |   |       |          |
| 1 1      | Step         |              | 0/20/2042          | 0/20/2042           |                                         |     |   |       |          |
|          | Registratio  |              | 9/29/2013          | 9/29/2013           | 48                                      |     |   |       |          |
| n        | of LOA#1     |              | 12:58              | 13:46               |                                         |     |   |       |          |
|          | NotResp (    |              |                    |                     |                                         |     |   |       |          |
| i        | nitial       | 1 User Per 2 |                    |                     |                                         |     |   | 0.000 |          |
| 1 1      | egistratio   | Seconds      |                    |                     |                                         | 912 | 0 | %     | 1,800    |

|   |             | •            | Obtained via FOI | A by Judicial Watch | , Inc. |     |   | •     |       |
|---|-------------|--------------|------------------|---------------------|--------|-----|---|-------|-------|
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|   | on)         |              |                  |                     |        |     |   |       |       |
|   | Execute     |              |                  |                     |        |     |   |       |       |
|   | Webservic   |              |                  |                     |        |     |   |       |       |
|   | es for 2    |              |                  |                     |        |     |   |       |       |
|   | Step        |              |                  |                     |        |     |   |       |       |
|   | Registratio |              |                  |                     |        |     |   |       |       |
|   | n of LOA#1  |              | 9/29/2013        | 9/29/2013           |        |     |   |       |       |
|   | NotResp     |              | 11:31            | 12:18               | 47     |     |   |       |       |
|   | Notkesp (   |              | 11.51            | 12.10               |        |     |   |       |       |
|   | initial     |              |                  |                     |        |     |   |       |       |
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|   | n and       |              |                  |                     |        |     |   |       |       |
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| 1 | on)         | Seconds      |                  |                     |        | 898 | 1 | %     | 1,800 |

Thanks

Jayaprakash Thambusamy, PMP

QSSI | www.qssinc.com

Testing Lead - CMS NotRes Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia, MD 21044

(301) 977-7884 x 356(Work)

(b)(6) (Mobile)

From: Jayaprakash Thambusamy

Sent: Sunday, September 29, 2013 2:26 PM

**To:** Marc Richardson; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc: NotResp Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Marc,

We will provide the next update by 6 PM Today.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead - CMS NotRe Project

10440 Little Patuxent Pkwy, Suite 1200

Columbia, MD 21044

(301) 977-7884 x 356(Work) (b)(6) (Mobile)

From: Richardson, Marc D. (CMS/OIS) [mailto:Marc.Richardson@cms.hhs.gov]

Sent: Sunday, September 29, 2013 2:21 PM

**To:** Jayaprakash Thambusamy; Timothy Purcell\_con; Girish Shetty; Minze Chien; Venkat Basavaraju; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

Cc: NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

When can we expect that next update. I need to tell my boss something in about 15 minutes.

**From:** Jayaprakash Thambusamy [mailto:jthambusamy@gssinc.com]

Sent: Sunday, September 29, 2013 1:17 PM

**To:** Purcell, Timothy J. (CMS/OIS); Girish Shetty; Minze Chien; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (<u>aitham@gmail.com</u>)

Cc: NotRespTeam\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Bartley, Don L. (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Hi All.

Please find the NotResp Performance Testing Status as of 12 PM (09/29/2013) Today.

- We run the NotResp Scenarios for login and Logout for 6000 VUsers yesterday after noon.
   The Team encountered several issues during the run and involved CMS ETC Team last night to resolve the issues.
   We are planning to rerun the NotResp today afternoon.
- 2. Today morning after we performed an environment shakedown testing, for 50 minutes we ran a 900 users web services registration and confirmation test with the ramp up rate of 1 user for every 2 seconds. During this test we observed 0.2 % error rate. We are currently re-running this test to confirm its results and establish them as a baseline for the next test.

We will update the statistics spreadsheet with results and send it in the next update.

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRes Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

(301) 977-7884 x 356(Work)

(b)(6) (Mobile)

From: Purcell, Timothy J. (CMS/OIS) [mailto:Timothy.Purcell@CMS.hhs.gov]

Sent: Saturday, September 28, 2013 2:35 PM

**To:** Girish Shetty; Minze Chien; Jayaprakash Thambusamy; Venkat Basavaraju; Marc Richardson; CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

**Cc:** NotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan; Michael Finkel; Don Bartley; Robert Burger; Carla Jones; Sharlene Mansaray; Alethia Wongus; Nitin Matta; Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS);

Boblitz, John R. (CMS/OIS); Michael Finkel; Krishnamoorthi Ganesan

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

JP,

Girish,

Minze,

What is today's update on this performance testing, we need updates 12pm and 6pm? Has the plan changed?

Question below still needed as well.

# Thanks,

Timothy Purcell timothy.purcell@cms.hhs.gov 410.786.0501 (b)(6) (BB)

IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Purcell, Timothy J. (CMS/OIS)

Sent: Friday, September 27, 2013 9:03 PM

**To:** 'Jayaprakash Thambusamy'; Basavaraju, Venkat (CMS/OIS); Richardson, Marc D. (CMS/OIS); CMS ETC\_Consolidated Testing; Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan Aitham (aitham@gmail.com)

CctNotRes Team\_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@qssinc.com); Michael Finkel (mfinkel@qssinc.com) (mfinkel@qssinc.com); Bartley, Don L. (CMS/OIS); Basavaraju, Venkat (CMS/OIS); Burger, Robert (CMS/OIS); Jones, Carla D. (CMS/OIS); Mansaray, Sharlene (CMS/OIS); Purcell, Timothy J. (CMS/OIS); Wongus, Alethia C. (CMS/OIS); Nitin Matta (nmatta@qssinc.com); Minze Chien (MChien@qssinc.com); Vignesh Srinivasan; CMS - ETC; Thompson, William L. (CMS/OIS); Boblitz, John R. (CMS/OIS) (John.Boblitz@cms.hhs.gov)

Subject: RE: NotResp Performance Testing - Update - 09/26/2013 \*\*\*\* Risk ????? \*\*\*\*

Importance: High

QSSI Team,

Maybe missed at the Status meeting but I need to understand:

- What are the details?
- What are the details behind 65% failure rates?
- What are we doing to have more testing and more tuning?
- How are we going to support 10/1 with these type of failures? What is the plan to success here?
- Do we need a meeting tomorrow to discuss this?

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Any road blocks on this testing I expect phone call to my cell, home, and then to Marc.

| Date | Time         | NotResp |   | Vuser | Ramp Up<br>Rate<br>(Sec/User | Total<br>no.of<br>User<br>Created | Failures [ | MAX<br>@ |      | RAM<br>MAX<br>@<br>Resp | RAM<br>MAX<br>@ | Changes made         |
|------|--------------|---------|---|-------|------------------------------|-----------------------------------|------------|----------|------|-------------------------|-----------------|----------------------|
|      |              |         |   |       |                              |                                   |            | 1(%)     | 2(%) | (%)                     | (%)             |                      |
| 26-  | 10:43- 11:19 | 2       | 4 | 100   | 3                            | 100                               | 0%         | 8%       | 6%   | 100%                    | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |            |          |      |                         |                 |                      |
| 26-  | 13:27- 13:49 | 2       | 4 | 2500  | 10                           | 1133                              | 54%        | 8%       | 6%   | 100%                    | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |            |          |      |                         |                 |                      |
| 26-  | 17:45- 18:01 | 2       | 4 | 2500  | 10                           | 1001                              | 60%        | 6%       | 4%   | 95%                     | 100%            | Reduced think time ( |
| Sep  |              |         |   |       |                              |                                   |            |          |      |                         |                 | 38 sec) and          |
|      |              |         |   |       |                              |                                   |            |          |      |                         |                 | executed             |
| 26-  | 18:31- 18:47 | 2       | 4 | 2500  | 10                           | 1981                              | 20%        | 7%       | 2%   | 100%                    | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |            |          |      |                         |                 |                      |
| 26-  | 11:51:00 -   | 2       | 4 | 10000 | 10                           | 0.00                              | 100%       | 2%       | 1%   | 100%                    | 100%            | Failed because of    |
| Sep  | 12:04        |         |   |       |                              |                                   |            |          |      |                         |                 | service account      |
|      |              |         |   |       |                              |                                   |            |          |      |                         |                 | locked error.        |
| 27-  | 10:51-11:42  | 2       | 4 | 1000  | 10                           | 3570                              | 65%        |          |      | 100%                    | 100%            |                      |
| Sep  |              |         |   |       |                              |                                   |            |          |      |                         |                 |                      |

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| Timothy Purcell                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 80000 at all 0.00 1.1        | 2                                      | ∞ ! (b)(6) | in m  |
| 'I imothu Purceil                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | timothy.purcell@cms.hhs.gov  |                                        | ₩ i (D)(O) | 12.12 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | timothy.buicemacins.iins.gov | *** ********************************** |            | 2012  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              |                                        |            |       |
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IT Specialist, Innovative Healthcare Delivery Systems Group (IHDSG), Office of Information Services (OIS), Centers for Medicare & Medicaid Services (CMS)

7500 Security Blvd., N2-14-23, Baltimore, MD 21244-1850

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From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:20 PM

**To:** Basavaraju, Venkat (CMS/OIS); CMS - EIDM CMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR); Srinivasulu Anala; Sathish Murugiah; Sandeep Pokala; Srinivas Bellamkonda; Mohan

Aitham (aitham@gmail.com)

Cc: NotResp Team\_Leads; Yuri Radams

Subject: RE: NotResp Performance Testing - Update - 09/26/2013

All,

Please find the updated report as of today noon(09/27/2013 12.00 PM)

We are concentrating web services scenario now with 1000 vUsers with 100 User per second. While running the scenario we had some issues in performance center which has been resolved with the help of ETC Team. For portal scenario, we are getting 35% success rate for 1000 VUsers with 10 User/Second rate.

The SAR Report for yesterday's run is also attached.

Thanks

Jayaprakash Thambusamy, PMP

QSSI | www.qssinc.com

Testing Lead – CMS NotRes Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

(301) 977-7884 x 356(Work)

(b)(6) (Mobile)

(p)(o) ((v)oone)

From: Basavaraju, Venkat (CMS/OIS) [mailto:Venkat.Basavaraju@cms.hhs.gov]

**Sent:** Friday, September 27, 2013 8:17 AM

To: Jayaprakash Thambusamy; CMS NotRes CMS Team; CMS ETC\_Consolidated Testing; Marc Richardson; Vass, Paul

A.(CMS/CTR)

Cc NotRes Team Leads; Yuri Radams

Subject: RE: NotResp | Performance Testing - Update - 09/26/2013

JP/ QSSI - Thanks for the quick report.

I want to make it very clear that we need to focus on web services registration for 10/1 efforts as supposed to registration via portal.

-Venkat

From: Jayaprakash Thambusamy [mailto:jthambusamy@qssinc.com]

Sent: Friday, September 27, 2013 2:49 AM

To: CMS NotRespiCMS Team; CMS ETC\_Consolidated Testing; Richardson, Marc D. (CMS/OIS); Vass, Paul A.(CMS/CTR)

Cc: NotRes Team\_Leads; Yuri Radams

Subject: NotResp Performance Testing - Update - 09/26/2013

Hi All,

Please find the attached report for performance testing status as of 09/26/2013

## Highlights

- 1. For portal registration we had a success rate of around 40% for 2500 VUsers with 10 VUsers per second and 10 seconds think time. Then we run the 3000 Registration with random think time. The success rate was 99% but request failed due to Email Modification Error.
- 2. For NotResp , the login failure is less than 1% for 2230 Logins.
- 3. We are having failures in web services registration and confirmation. The team is troubleshooting the issues.

#### Tomorrow's Plan

- 1. Portal Registration Scenarios for 2K and 3K Users with varying ramp up rate to reach up to 30,000 User Registration.
- Planning to create 50K Users using portal registration and run NotResp for 50K Users based on the availability of ETC Slots
- 3. Troubleshooting web services registration and confirmation failures.

Note: From today onwards, we will be sending the reports at 11 AM and 8 PM every day.

Thanks
Jayaprakash Thambusamy, PMP
QSSI | www.qssinc.com
Testing Lead – CMS NotRe Project
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Columbia , MD 21044
(301) 977-7884 x 356(Work)

(b)(6) (Mobile)

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#### Appointment

From: Frank Gorton [frank.gorton@eglobaltech.com]

**Sent**: 10/1/2013 12:20:41 PM

To: Linares, George E. (CMS/OIS) NotResp

NotResp 'Frank Gorton' [frank.gorton@eglobaltech.com]

Subject: FW: Post-Production Controls Meeting

Location: 10480 Little Patuxent Parkway Columbia, MD 21044

Start: 10/1/2013 1:00:00 PM End: 10/1/2013 8:00:00 PM

Show Time As: Busy

Required Linares, George E. (CMS/OIS)

Attendees:

FYI

10-11:30 will be with the Ops teams, otherwise Paul and I and a few others meeting the rest of the day to scheme on implementing controls and other issues.

Thanks..jack

-----Original Appointment-----

From: Frank Gorton [mailto:frank.gorton@eglobaltech.com]

Sent: Monday, September 30, 2013 6:02 PM

To: Nebolsine, Samantha L. (CMS/OIS); Fletcher, John A. (CMS/OIS); Donohoe, Paul X. (CMS/OIS); Nick Mistry; Grothe, Kirk A. (CMS/OIS); Thurston, Robert (CMS/CTR); Rhones, Rhonda D. (CMS/OIS); Bell, Amber J. (CMS/OL); Skinner, Dennis R. (CMS/OIS); Cabral, Michael J. (CMS/OIS); Oh, Mark U. (CMS/OIS); <a href="mailto:iccom">iccom</a>; Royle, Erick B. (CMS/OIS); O'Kussick, James J. (CMS/OIS); Couts, Todd (CMS/OIS); Thompson, Tyrone (CMS/OIS);

Rasheeda Abdul-Ghaffar; Courtney Gleason; Frank Gorton

Subject:Post-Production Controls Meeting

When: Tuesday, October 01, 2013 9:00 AM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: 10480 Little Patuxent Parkway Columbia, MD 21044

## Good Evening,

Please see the attached agenda for the meeting scheduled tomorrow from 9:00 to 4:00 at the QSSI Offices, as well as eGlobalTech Offices in Columbia. The address for the location at 9:00 is listed below.

10480 Little Patuxent Parkway Columbia, MD 21044 8<sup>th</sup> Floor conference Room D

Frank Gorton, PMP Program Manager

eGlobalTech | <u>www.eglobaltech.com</u> 10480 Little Patuxent Parkway Suite 400, Columbia, MD 21044

Office: 443-539.2913

<<Agenda.pptx> <<Agenda.pptx>> >

| Message                                                 | Obtained via FOIA by Judicial Watch, Inc.                                                                                                                                                  |                                                              |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| From:                                                   | Trenkle, Tony (CMS/OIS) NotResp                                                                                                                                                            |                                                              |
|                                                         | NotResp                                                                                                                                                                                    | !                                                            |
| Sent:                                                   | 10/1/2013 1:03:19 PM                                                                                                                                                                       |                                                              |
| То:                                                     | Ekh, Jeannette [Jeannette.Ekh@bcbsfl.com]; Snyder, Michelle (CMS/OA)  NotResp                                                                                                              | NotResp                                                      |
| CC:                                                     | 'Jeannette Ekh' [jeannette.ekh@gmail.com]                                                                                                                                                  |                                                              |
| Subject:                                                | RE: Bi-weekly Call                                                                                                                                                                         |                                                              |
| Jeannette,                                              |                                                                                                                                                                                            |                                                              |
| I hope that<br>Marketplace<br>available.                | you have enjoyed your time off. Needless to say we are all work. I suggest that we keep it on the calendar. You and                                                                        | busy with shutdown and<br>I can talk if Michelle is not      |
| Tony                                                    |                                                                                                                                                                                            |                                                              |
| From: Ekh,<br>Sent: Monda<br>To: Snyder,<br>Cc: 'Jeanne | nal Message<br>Jeannette [mailto:Jeannette.Ekh@bcbsfl.com]<br>y, September 30, 2013 6:12 PM<br>Michelle (CMS/OA); Trenkle, Tony (CMS/OIS)<br>ette Ekh'<br>-weekly Call                     |                                                              |
| Michelle an                                             | d Tony,                                                                                                                                                                                    |                                                              |
| implementat<br>you would l                              | thinking about you, and the others, today as we enter into<br>tion. (b)(6)<br>ike to talk this Wednesday morning, as we had scheduled, ple<br>to the web-ex line.                          | the "go-live" stage of If ase let me know. Otherwise, I will |
| time, for t                                             | I my personal email address, so feel free to "reply" to that<br>hat matter. My guess is, you will both be very busy Wedneso<br>se know, though, that I can be available to talk almost any | lay morning, so won't be able to                             |
| Good luck t<br>Jeannette                                | comorrow!                                                                                                                                                                                  |                                                              |
| New email a                                             | ddress (b)(6)                                                                                                                                                                              |                                                              |

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