

Message

From: Toomey, Jacqueline S. (CMS/OIS) [NotResp]
[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: [b)(6)]
jacqueline.toomey@cms.hhs.gov



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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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)
Sent: Friday, September 27, 2013 9:52 AM
To: Mellor, Michael (CMS/OIS)
Subject: RE: ACA Testing

agree

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)

From: Fryer, Teresa M. (CMS/OIS)
Sent: Friday, September 27, 2013 9:31 AM
To: Mellor, Michael (CMS/OIS)
Subject: RE: ACA Testing

With this because it is part of the mitigation plan for the 6 month ATO, that is why I want them tracked somehow.

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,

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]; Fryer, Teresa M. (CMS/OIS) [NotResp]; Mellor, Michael (CMS/OIS) [NotResp]; CMS - [NotResp]
CC: bhjackson@spherecomenterprises.com; bziegler@spherecomenterprises.com; wvono@spherecomenterprises.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)
<http://www.cms.hhs.gov/informationsecurity/>
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]
CC: Kim, Jane (CMS/OIS) [NotResp]
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

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 Division of Information Security Policy and Compliance (DISPC)
 Centers for Medicare & Medicaid Services
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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 date 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: NI-26-08
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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: Mellor, Michael (CMS/OIS) NotResp

NotResp

Sent: 9/27/2013 1:29:40 PM

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

NotResp

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,

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
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Enterprise Information Security Group (EISG)
Division of Information Security Operations (DISO)
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Mobile:

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Risk Management, Oversight, & Monitoring

Message

From: Willard, Adam (CMS/CTR) [NotResp]
[NotResp]
Sent: 9/27/2013 1:22:22 PM
To: Schatoff, Jack H. (CMS/OIS) [NotResp]
[NotResp] Schankweiler, Thomas W. (CMS/OIS) [NotResp]
[NotResp]
CC: Marantan, James (CMS/OIS) [NotResp]
Mellor, Michael (CMS/OIS) [NotResp]
Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp]
Subject: RE: ACA Testing

Jack,

Thank you very much.

Adam Willard (Contractor)
703-354-2229 x513 (Direct)
(b)(6) (Mobile)
Adam.Willard@cms.hhs.gov

CMS XOC Security Team
Consumer Information & Insurance Systems Group (CIISG)
Centers for Medicare & Medicaid Services (CMS)
703-594-4961/703-910-3993
ciisg-soc@cms.hhs.gov

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

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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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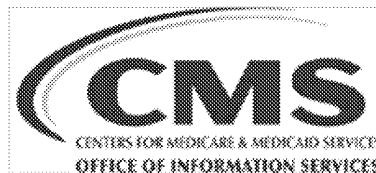


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DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
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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

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September 23, 2013

NotResp

Message

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



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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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: (b)(6)
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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 date 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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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) [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) [NotResp]
[NotResp]
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) (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: (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

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Your NotResp Meeting Number: (b)(6)

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1. Dial ext. (b)(6)

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

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.

Message

From: Schankweiler, Thomas W. (CMS/OIS) [mailto:thomas.schankweiler@cms.hhs.gov] **NotResp**
Sent: 9/27/2013 1:33:41 PM
To: Bielski, Jim [jbielski@mitre.org]; Lyles, Darrin V. (CMS/OIS) [mailto:darrin.lyles@cms.hhs.gov] **NotResp**
 Warren, Kevin (CMS/OIS) [mailto:kevin.warren@cms.hhs.gov] **NotResp**
 Caulfield, Greg (CGI Federal) [mailto:greg.caulfield@cgifederal.com] (Greg.Caulfield@cgifederal.com) [Greg.Caulfield@cgifederal.com]; Goodrich, Lynn F (CGI Federal) [mailto:lynn.goodrich@cgifederal.com] (lynn.goodrich@cgifederal.com) [lynn.goodrich@cgifederal.com]; Ramamoorthy, Balaji Manikandan (CGI Federal) [mailto:balajimanikandan.ramamoorthy@cgifederal.com] (balajimanikandan.ramamoorthy@cgifederal.com) [balajimanikandan.ramamoorthy@cgifederal.com]; Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com) [Eric.Quaintance@cgifederal.com]; Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com) [navin.dhas@cgifederal.com]; Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com) [dilip.shenoy@cgifederal.com]; Hoffman, Jessica (CMS/OIS) [mailto:jessica.hoffman@cms.hhs.gov] **NotResp**
 King, Jason C. (CMS/OIS) [mailto:jason.king@cms.hhs.gov] **NotResp**
 Kim, Jane (CMS/OIS) [mailto:jane.kim@cms.hhs.gov] **NotResp**
CC: Dyson, John (US - Arlington) (jodyson@deloitte.com) [jodyson@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
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Tom/Darrin,

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

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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) (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

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Tom

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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: (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.

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To join this meeting online

1. Go to

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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Message

From: Kim, Jane (CMS/OIS) [NotResp]
Sent: 9/27/2013 1:55:29 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] Toomey, Jacqueline S. (CMS/OIS) [NotResp]
[NotResp] 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 CISO@cms.hhs.gov



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Message

From: Mellor, Michael (CMS/OIS) [redacted] NotResp

[redacted] NotResp

Sent: 9/27/2013 1:33:00 PM

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

[redacted] NotResp

Subject: RE: ACA Testing

[redacted]
(b)(5)

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

Sent: Friday, September 27, 2013 9:31 AM

To: Mellor, Michael (CMS/OIS)

Subject: RE: ACA Testing

[redacted]
(b)(5)

From: Mellor, Michael (CMS/OIS)

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

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

Subject: RE: ACA Testing

[redacted]
(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

[redacted]
(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)



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

Message

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/OIS) [NotResp]
[NotResp]
CC: Kim, Jane (CMS/OIS) [NotResp]
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
[REDACTED] (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) (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: (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.

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

To join this meeting online

1. Go to
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: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] Toomey, Jacqueline S.(CMS/OIS) [NotResp]
[NotResp]
CC: Kim, Jane (CMS/OIS) [NotResp]
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



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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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 date 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

(b)(6)



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Risk Management, Oversight, & Monitoring

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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: Toomey, Jacqueline S. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/27/2013 9:56:04 AM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] King, Jason C. (CMS/OIS) [NotResp]
[NotResp]
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: (b)(6)
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: Schatoff, Jack H. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/27/2013 3:56:22 PM
To: Schankweiler, Thomas W. (CMS/OIS) [NotResp]
[NotResp]; Willard, Adam (CMS/CTR) [NotResp]
[NotResp]
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

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)



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

Message

From: Schankweiler, Thomas W. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/27/2013 4:10:20 PM
To: Schatoff, Jack H. (CMS/OIS) [NotResp]
[NotResp] Willard, Adam (CMS/CTR) [NotResp]
[NotResp]
CC: Marantan, James (CMS/OIS) [NotResp]
Mellor, Michael (CMS/OIS) [NotResp]
Fryer, Teresa M. (CMS/OIS) [NotResp]
[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

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

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: Mellor, Michael (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Sent: 9/27/2013 8:26:38 PM
To: Fryer, Teresa M. (CMS/OIS) [redacted] NotResp
[redacted] 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
Henry Chao, Deputy Chief Information Officer & Office of Information Services
Deputy Director

SUBJECT: Federally Facilitated Marketplace—DECISION

(b)(5)

(b)(5)

Approved _____ Date _____

Disapproved _____ Date _____

Marilyn Tavenner

Attachment: Federally Facilitated Marketplace Decision Memo Risk Acknowledgment Signature Page

Message

From: Lyles, Darrin V. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/27/2013 2:52:55 PM
To: Roche, Jacqueline R. (CMS/CCIO) [NotResp]
[NotResp] Fryer, Teresa M. (CMS/OIS) [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_Final Draft_2013-09-27.docx

Hi Jacqueline,

I have incorporated your changes, changed the dates throughout and provided one final QA review for grammar and format.

This Final Draft document is ready for your signature. Once you have signed, please have a PDF version sent to me and I will take it upstairs for Tony to sign.

Regards,

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

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-----Original Message-----

From: Roche, Jacqueline R. (CMS/CCIO)
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

Thanks, Darrin: As discussed, attached with a few minor edits. I appreciate all your assistance here and let me know what else I can do to help and when you need my signature.

-----Original Message-----

From: Lyles, Darrin V. (CMS/OIS)
Sent: Friday, September 27, 2013 8:47 AM
To: Fryer, Teresa M. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIO)
Subject: RE: Signature Ready Draft

Thank you, Teresa. I will make sure it's taken care of.

Darrin

From: Fryer, Teresa M. (CMS/OIS)
Sent: Friday, September 27, 2013 8:28 AM
To: Roche, Jacqueline R. (CMS/CCIO); 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/CCIO)
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/CCIO)
Subject: Re: Signature Ready Draft

Darrin you should be coordinating the clearance on this.

From: Roche, Jacqueline R. (CMS/CCIO)
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 (CCIO) Centers for Medicare & Medicaid Services
Phone: 410 786 1622
BB: (b)(6)
Email: jacqueline.roche1@cms.hhs.gov<mailto:jacqueline.roche1@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=120x80-en&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/CCIO)
Subject: Signature Ready Draft

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
443-979-3169, 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)

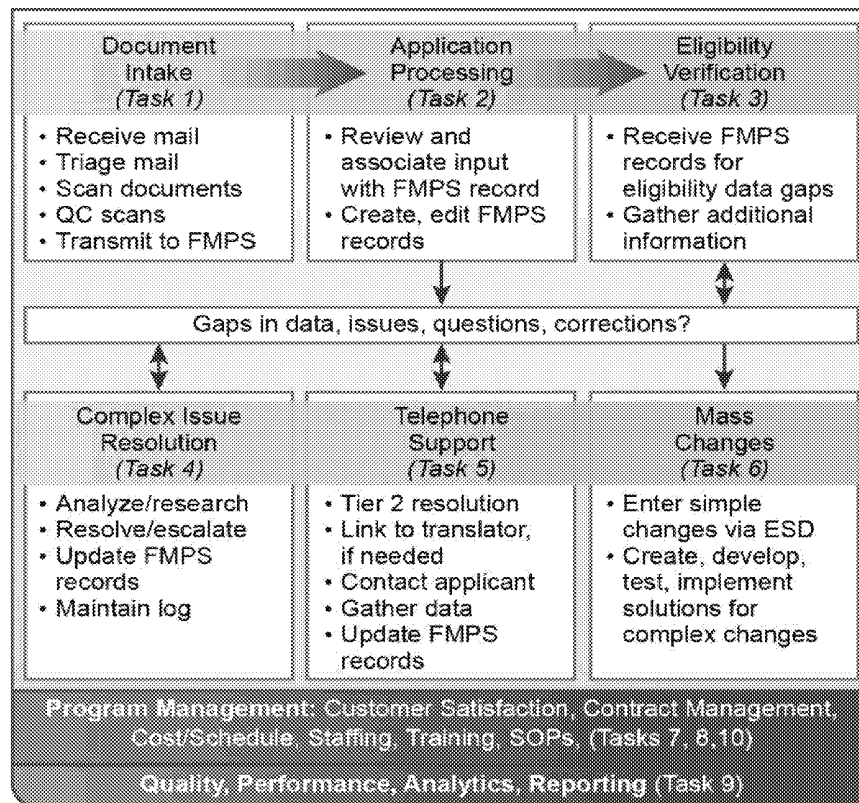
September 27, 2013

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:



13-176 507

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.

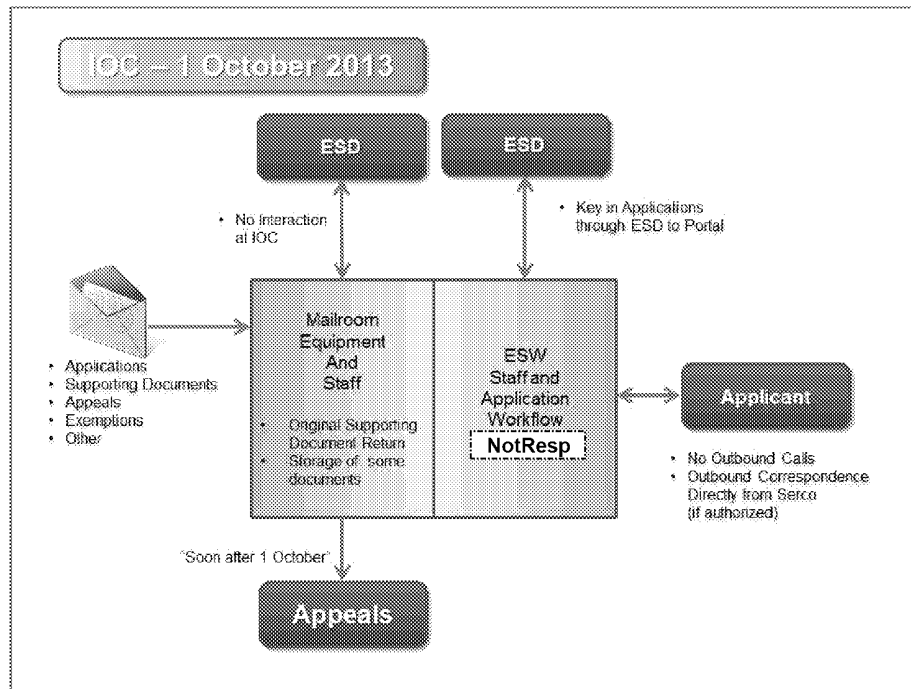


Figure 2: Modified Workflow for IOC (1 Oct)

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.

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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 mission-critical systems for ESS. The ESS will reside in Serco owned or leased facilities, and on equipment dedicated to ESS.

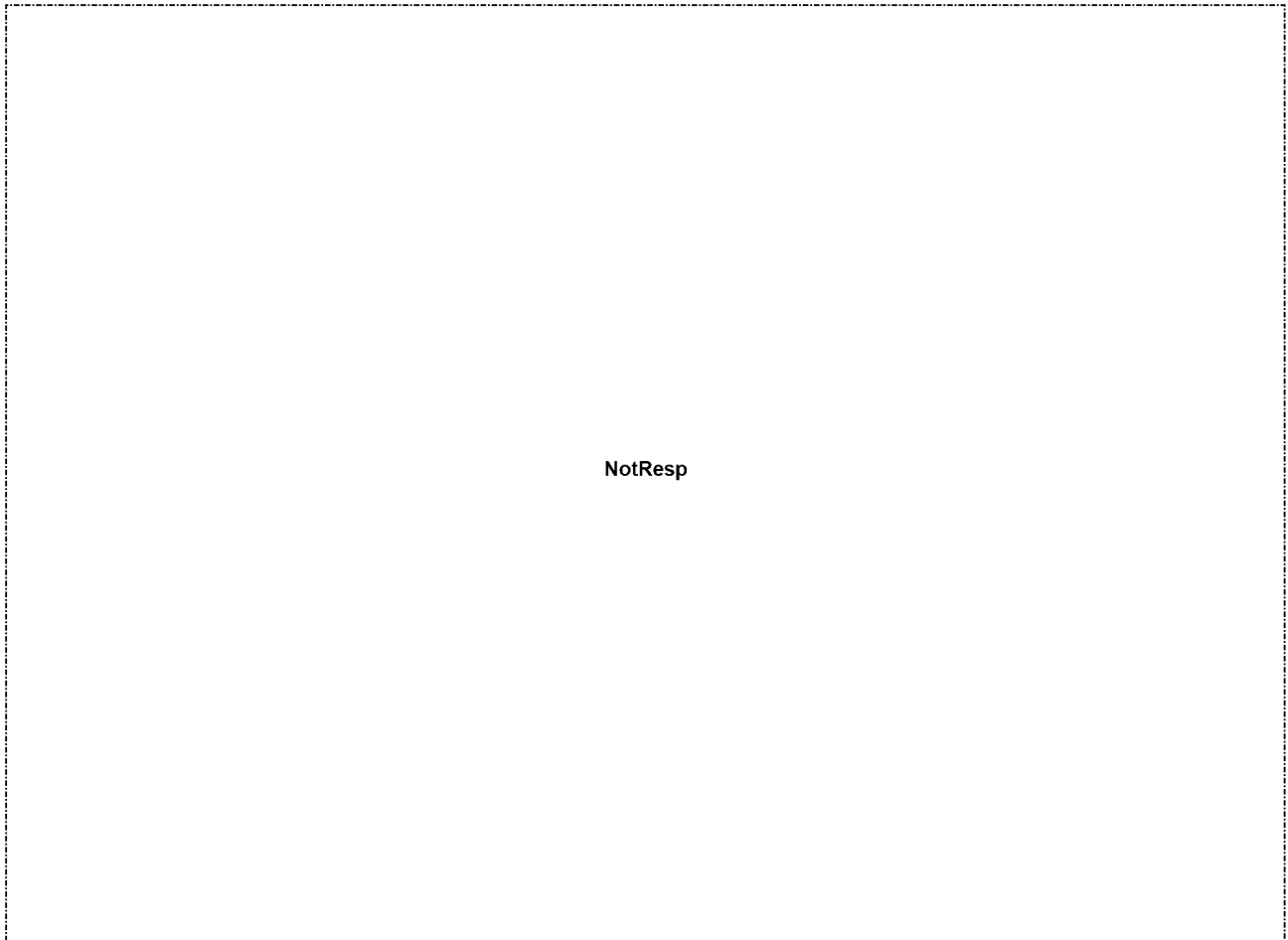


Figure 3: ESS Infrastructure Overview

The Serco ESS mission-critical client hosting infrastructure will be protected by redundant firewalls and an 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 CCIO

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.

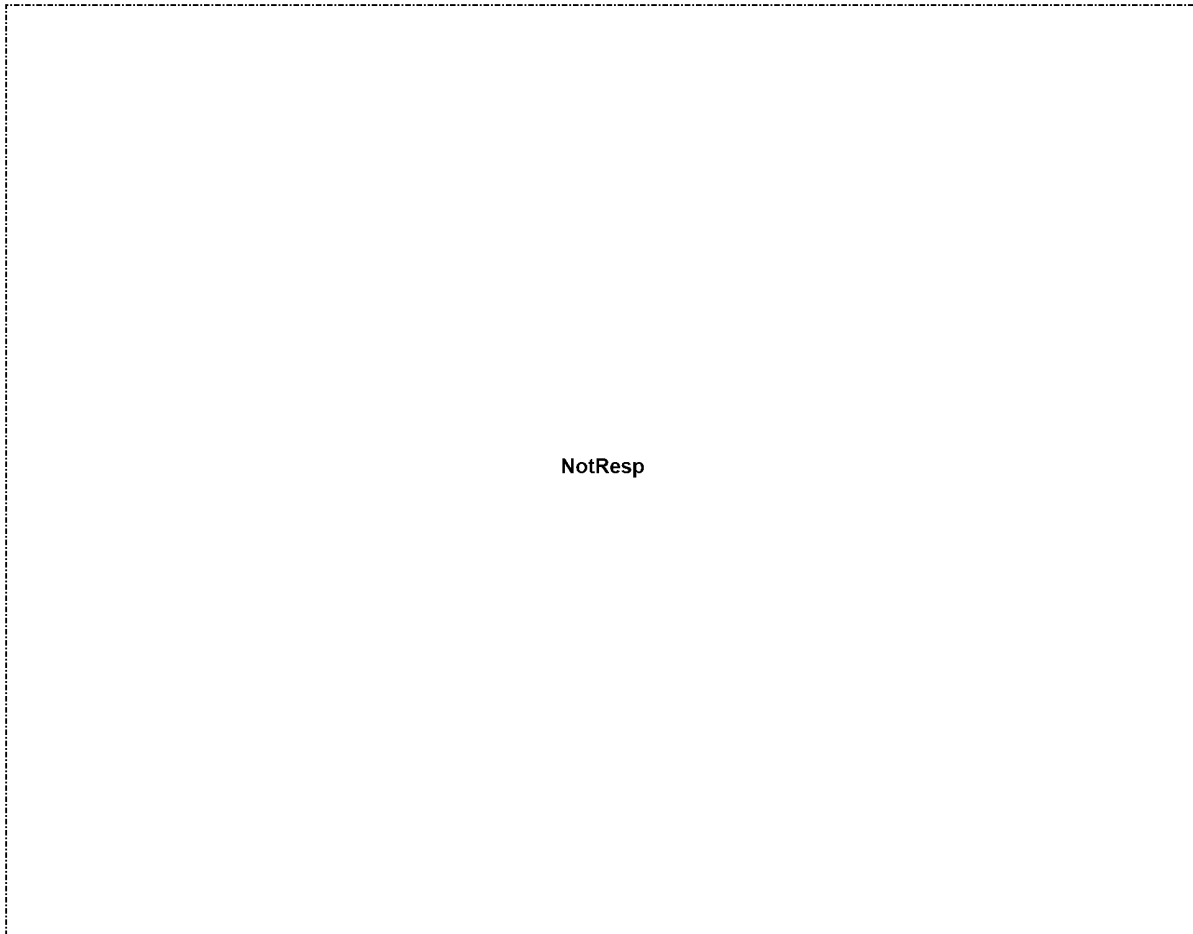


Figure 4: ESS and Serco Components View

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

NotResp

(b)(5)

* Note

(b)(5)

4. Signatures

As the Enrollment Support Systems Business Owner, I have reviewed the Security Impact Analysis and I am accepting the risk of temporarily allowing the Enrollment Support System to operate from 10/1/13 through 1/1/14.

Jacqueline Roche

Date

CMS/CCIIO

As the Enrollment Support Systems Authorizing Official, I have reviewed the Security Impact Analysis and I am accepting the risk of temporarily allowing the Enrollment Support System to 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]; Toomey, Jacqueline S.(CMS/OIS) [NotResp]
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



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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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) (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: (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)

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.

Message

From: Schankweiler, Thomas W. (CMS/OIS) [redacted] **NotResp**
[redacted] **NotResp**

Sent: 9/27/2013 1:33:41 PM

To: Bielski, Jim [jbielski@mitre.org]; Lyles, Darrin V. (CMS/OIS) [redacted] **NotResp**
[redacted] **NotResp**; Warren, Kevin (CMS/OIS) [redacted] **NotResp**
[redacted] **NotResp**; Caulfield, Greg (CGI Federal)
(Greg.Caulfield@cgifederal.com) [Greg.Caulfield@cgifederal.com]; Goodrich, Lynn F (CGI Federal)
(lynn.goodrich@cgifederal.com) [lynn.goodrich@cgifederal.com]; Ramamoorthy, Balaji Manikandan (CGI Federal)
[balajimanikandan.ramamoorthy@cgifederal.com]; Quaintance, Eric (CGI Federal) (Eric.Quaintance@cgifederal.com)
[Eric.Quaintance@cgifederal.com]; Dhas, Navin (CGI Federal) (navin.dhas@cgifederal.com)
[navin.dhas@cgifederal.com]; Shenoy, Dilip (CGI Federal) (dilip.shenoy@cgifederal.com)
[dilip.shenoy@cgifederal.com]; Hoffman, Jessica (CMS/OIS) [redacted] **NotResp**
[redacted] **NotResp**; King, Jason C. (CMS/OIS) [redacted] **NotResp**
[redacted] **NotResp**; Kim, Jane (CMS/OIS) [redacted] **NotResp**

CC: Dyson, John (US - Arlington) (jodyson@deloitte.com) [jodyson@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)
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[redacted] (b)(6) (cell)
410 402-2717 (office)

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Message

From: Roche, Jacqueline R. (CMS/CCIIO) [NotResp]
[NotResp]
Sent: 9/27/2013 1:15:55 PM
To: Lyles, Darrin V. (CMS/OIS) [NotResp]
[NotResp]; Fryer, Teresa M. (CMS/OIS) [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

Thanks, Darrin: As discussed, attached with a few minor edits. I appreciate all your assistance here and let me know what else I can do to help and when you need my signature.

-----Original Message-----

From: Lyles, Darrin V. (CMS/OIS)
Sent: Friday, September 27, 2013 8:47 AM
To: Fryer, Teresa M. (CMS/OIS); Roche, Jacqueline R. (CMS/CCIIO)
Subject: RE: Signature Ready Draft

Thank you, Teresa. I will make sure it's taken care of.

Darrin

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

(b)(5)

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.roche1@cms.hhs.gov<mailto:jacqueline.roche1@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=120x80-en&utm_campaign=hcgov>

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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

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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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)

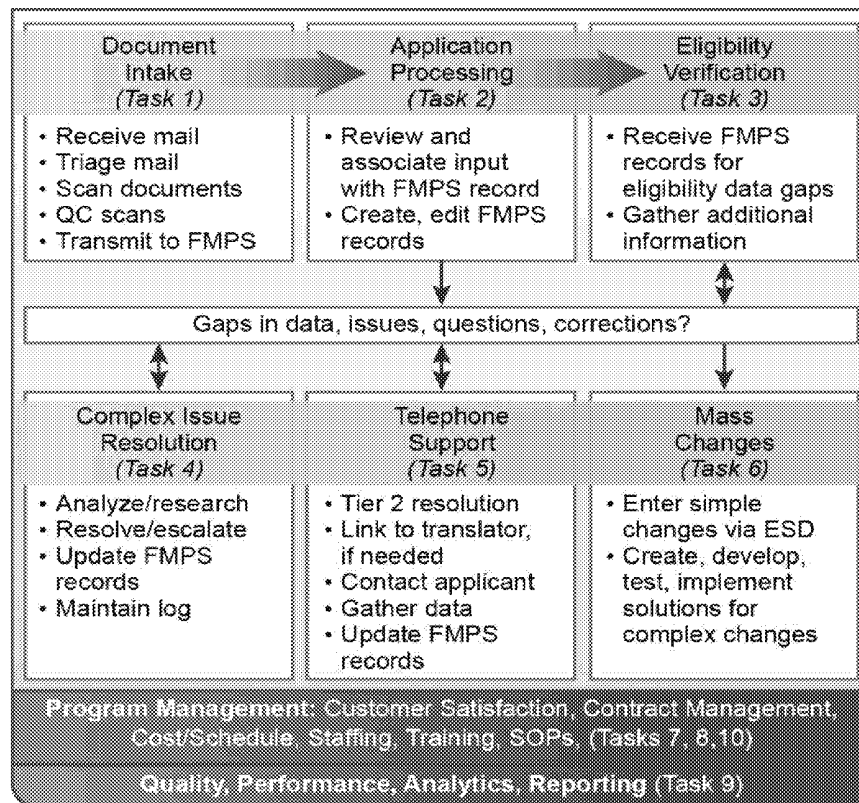
September 26, 2013

September 26, 2013

1. Executive Summary

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13-176 507

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NotResp

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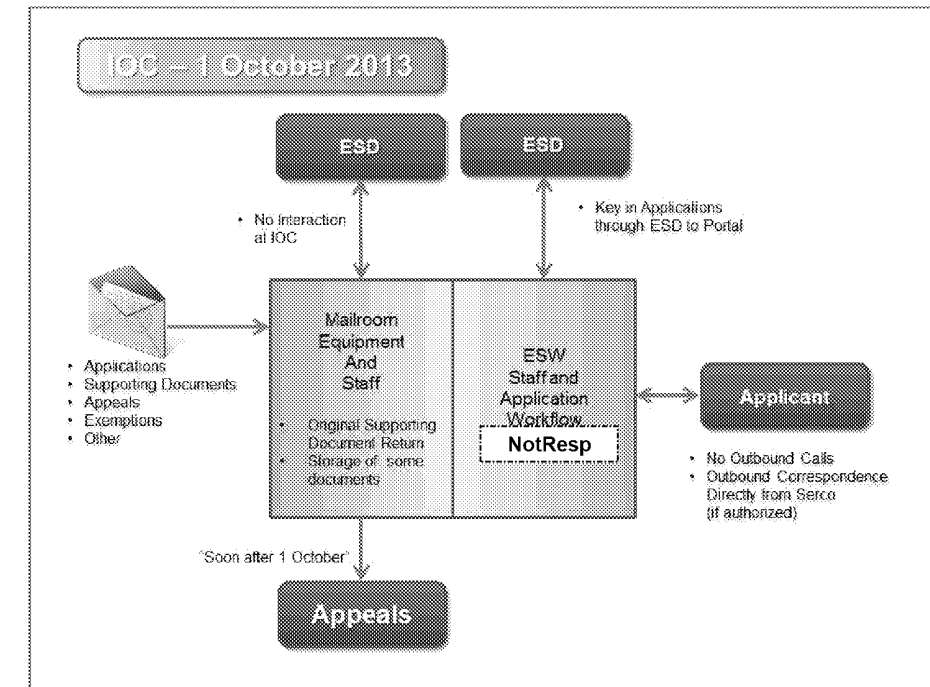


Figure 2: Modified Workflow for IOC (1 Oct)

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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 mission-critical systems for ESS. The ESS will reside in Serco owned or leased facilities, and on equipment dedicated to ESS.

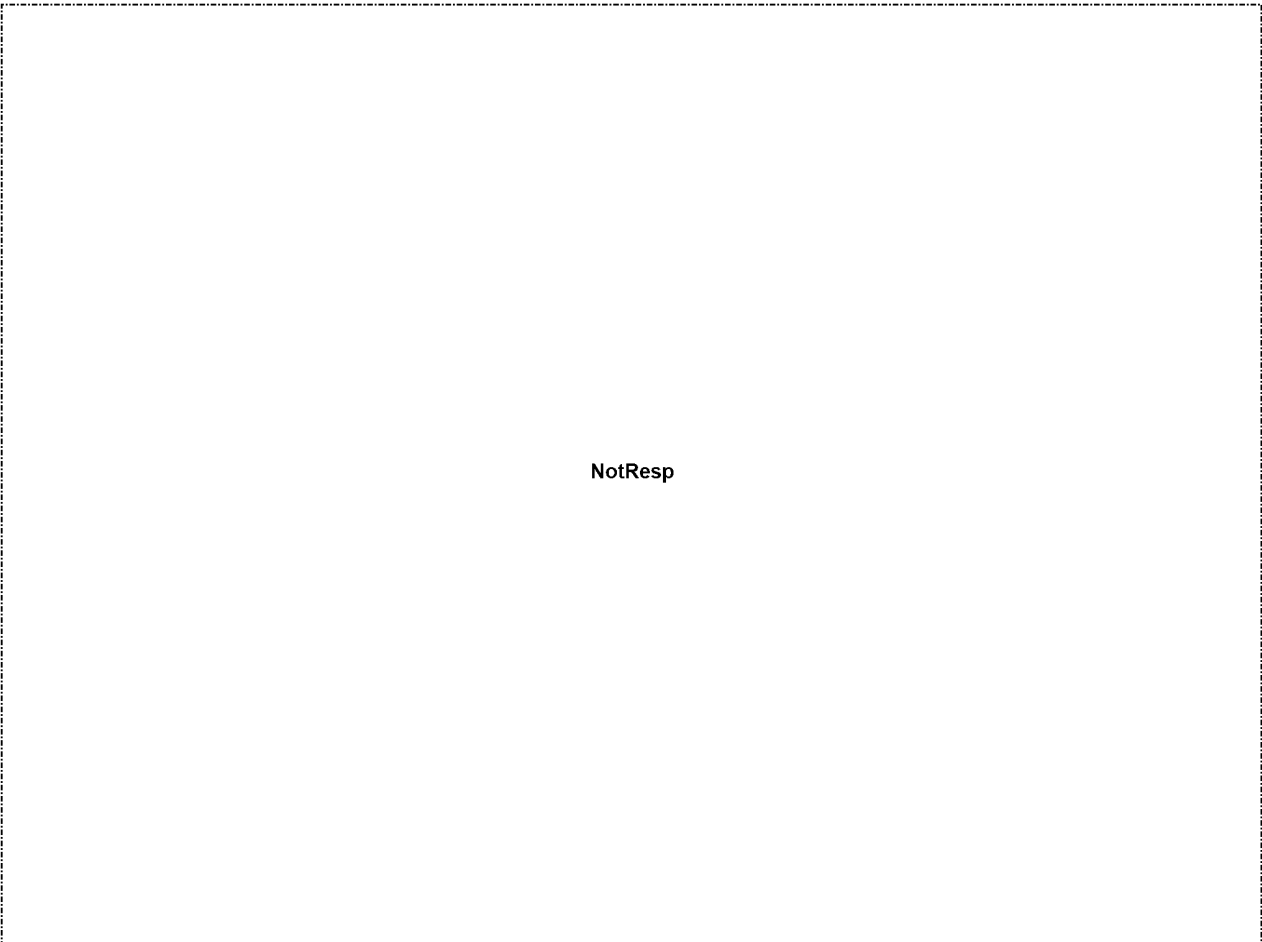


Figure 3: ESS Infrastructure Overview

The Serco ESS mission-critical client hosting infrastructure will be protected by redundant firewalls and an 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 CCIO

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.

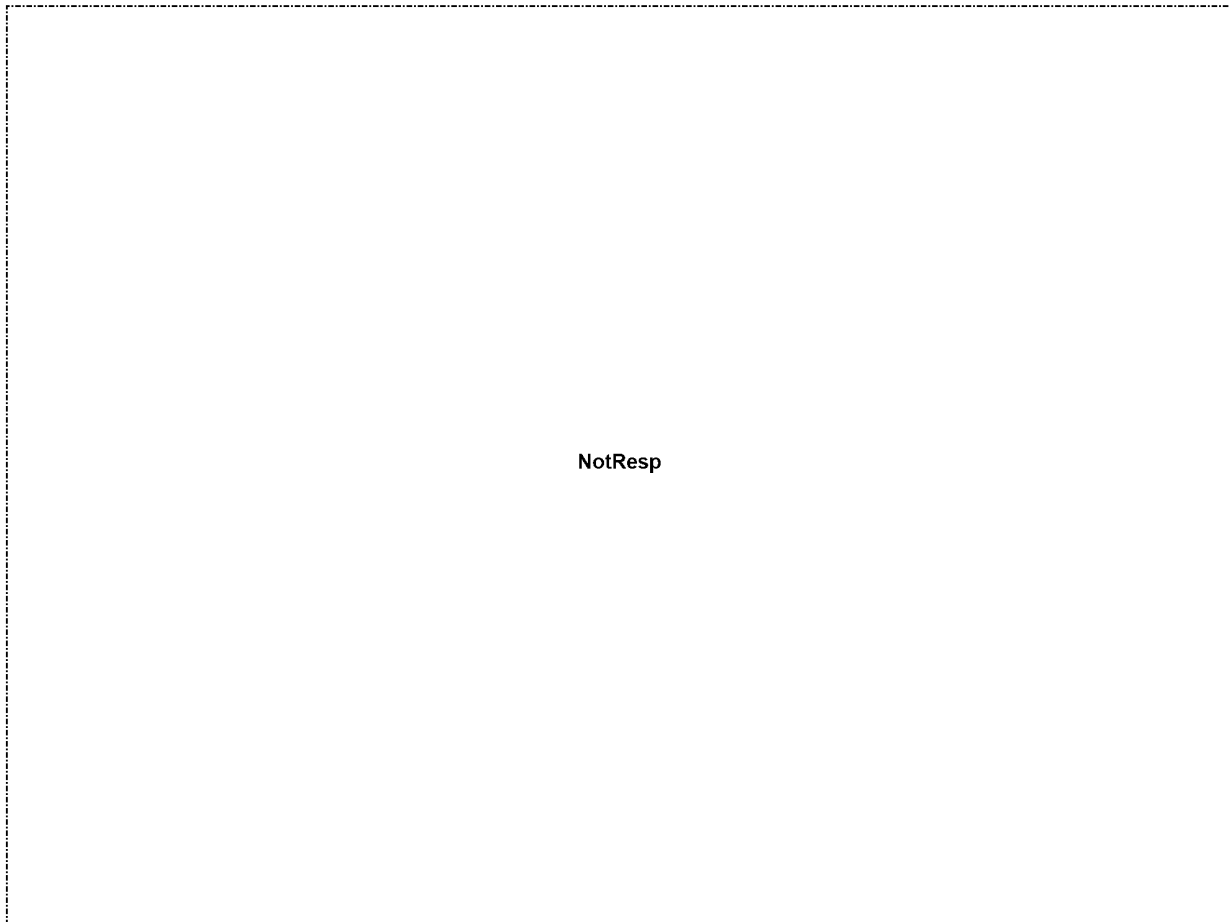


Figure 4: ESS and Serco Components View

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

NotResp

(b)(5)

* Note

(b)(5)

4. Signatures

As the Enrollment Support Systems Business Owner, I have reviewed the Security Impact Analysis and I am accepting the risk of temporarily allowing the Enrollment Support System to operate from 10/1/13 through 1/1/14.

Jacqueline Roche

Date

CMS/CCIIO

As the Enrollment Support Systems Authorizing Official, I have reviewed the Security Impact Analysis and I am accepting the risk of temporarily allowing the Enrollment Support System to 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: Lyles, Darrin V. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/27/2013 12:14:43 PM
To: Roche, Jacqueline R. (CMS/CCIIO) [NotResp]
[NotResp]
CC: Fryer, Teresa M. (CMS/OIS) [NotResp]
[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.roche1@cms.hhs.gov<mailto:jacqueline.roche1@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=120x80-en&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

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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Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]

Sent: 9/28/2013 3:38:15 PM

To: Chao, Henry (CMS/OIS) [NotResp] Margush,
Doug C. (CMS/OIS) [NotResp]
Schankweiler, Thomas W. (CMS/OIS) [NotResp]
[NotResp] Outerbridge, Monique (CMS/OIS) [NotResp]
[NotResp] Grothe, Kirk A. (CMS/OIS) [NotResp]
[NotResp] Oh, Mark
U. (CMS/OIS) [NotResp]
[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 [NotResp] (b)(5)
[NotResp] (b)(5)

I agree. 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 [NotResp] (b)(5)
[NotResp] (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)
[NotResp] (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

Message

From: Linares, George E. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/28/2013 7:52:09 PM
To: Purcell, Timothy J. (CMS/OIS) [NotResp]
CC: Basavaraju, Venkat (CMS/OIS) [NotResp]
[NotResp] Richardson, Marc D. (CMS/OIS) [NotResp]
[NotResp] [NotResp] Mansaray, Sharlene (CMS/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)" <Timothy.Purcell@CMS.hhs.gov> 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

From: Amy Walker [agwalker@qssinc.com]
Sent: 9/28/2013 8:23:56 PM
To: Purcell, Timothy J. (CMS/OIS) [NotResp]
 [NotResp] Nitin Matta [nmatta@qssinc.com]; Girish Shetty [gshetty@qssinc.com]; 'Amit Jasuja' [amit.jasuja@oracle.com]; Pardha Reddy [pardha.reddy@oracle.com]; Bikram Bakshi [bbakshi@qssinc.com]; Krishnamoorthi Ganesan [kganesan@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]; Joana Peterson [joana.peterson@oracle.com]; Clayton Donley [clayton.donley@oracle.com]; CMS [NotRe] CMS Team [NotResp]
 [NotResp] Kovilvenni Ramaswamy [kramaswamy@qssinc.com]; Minze Chien [MChien@qssinc.com]; Ivan Vinogradov [ivinogradov@qssinc.com]; PK Malhotra [pmalhotra@qssinc.com]; Yuri Radams [yradams@qssinc.com]; Linares, George E. (CMS/OIS) [NotResp]
 [NotResp] Amy Walker [agwalker@qssinc.com]
Subject: Daily Touch Point Call - [NotR] Issues
Location: Conference Call [(b)(6)] Access Code: [(b)(6)]
Start: 9/29/2013
End: 9/29/2013 12:30:00 AM
Show Time As: Busy
Recurrence: (none)
Required Attendees: Purcell, Timothy J. (CMS/OIS); Nitin Matta; Girish Shetty; 'Amit Jasuja'; Pardha Reddy; Bikram Bakshi; Krishnamoorthi Ganesan; Michael Finkel; Joana Peterson; Clayton Donley; CMS [NotRe] CMS Team; Kovilvenni Ramaswamy; Minze Chien; Ivan Vinogradov; PK Malhotra; Yuri Radams; Linares, George E. (CMS/OIS)

Conference Call: [(b)(6)]
 Access Code: [(b)(6)]

Amy Walker | QSSI | www.qssinc.com <http://www.qssinc.com/>
 10440 Little Patuxent Parkway Suite 1200 Columbia MD 21044
 Phone: 301-977-7884 ext. 723
 Cell: [(b)(6)]

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Appointment

From: Amy Walker [agwalker@qssinc.com]
Sent: 9/28/2013 8:25:35 PM
To: Purcell, Timothy J. (CMS/OIS) [NotResp]
 [NotResp] 'Nitin Matta' [nmatta@qssinc.com]; 'Girish Shetty' [gshetty@qssinc.com]; 'Amit Jasuja' [amit.jasuja@oracle.com]; 'Pardha Reddy' [pardha.reddy@oracle.com]; 'Bikram Bakshi' [bbakshi@qssinc.com]; 'Krishnamoorthi Ganesan' [kganesan@qssinc.com]; 'Michael Finkel' [mfinkel@qssinc.com]; 'Joana Peterson' [joana.peterson@oracle.com]; 'Clayton Donley' [clayton.donley@oracle.com]; CMS [NotRe] CMS Team [NotResp]
 [NotResp] 'Kovilvenni Ramaswamy' [kramaswamy@qssinc.com]; 'Minze Chien' [MChien@qssinc.com]; 'Ivan Vinogradov' [ivinogradov@qssinc.com]; 'PK Malhotra' [pmaalhotra@qssinc.com]; 'Yuri Radams' [yradams@qssinc.com]; Linares, George E. (CMS/OIS) [NotResp]
 [NotResp] 'Amy Walker' [agwalker@qssinc.com]

Subject: Daily Touch Point Call [NotRe] Issues
Location: Conference Call: (b)(6) Access Code: (b)(6)
Start: 9/29/2013 8:30:00 PM
End: 9/29/2013 9:00:00 PM
Show Time As: Busy

Required Attendees: Purcell, Timothy J. (CMS/OIS); Nitin Matta; Girish Shetty; 'Amit Jasuja'; Pardha Reddy; Bikram Bakshi; Krishnamoorthi Ganesan; Michael Finkel; Joana Peterson; Clayton Donley; CMS [NotRes] CMS Team; Kovilvenni Ramaswamy; Minze Chien; Ivan Vinogradov; PK Malhotra; Yuri Radams; Linares, George E. (CMS/OIS)

Conference Call: (b)(6)
 Access Code: (b)(6)

Amy Walker | QSSI | www.qssinc.com <http://www.qssinc.com/>
 10440 Little Patuxent Parkway Suite 1200 Columbia MD 21044
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Message

From:	Purcell, Timothy J. (CMS/OIS)	NotResp
on behalf of	Purcell, Timothy J. (CMS/OIS)	
Sent:	11/12/2013 8:32:54 AM	
Subject:	NotRes Weekly Production Support Dashboard 09162013 through 09222013.xlsx	
Attachments:	P Weekly Production Support Dashboard 09162013 through 09222013.xlsx	

NotResp

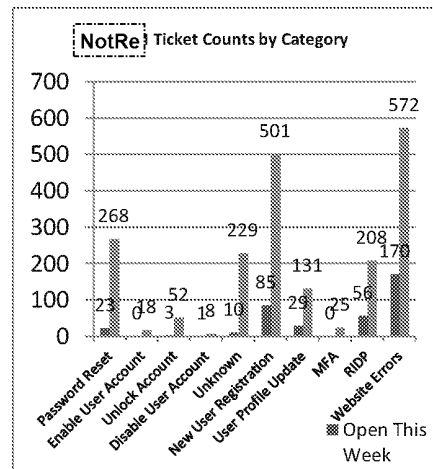
Help Desk Aging Ticket Summary

Disposition	0 - 6 Hours		6 hours - 1 Day		1 Day - 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

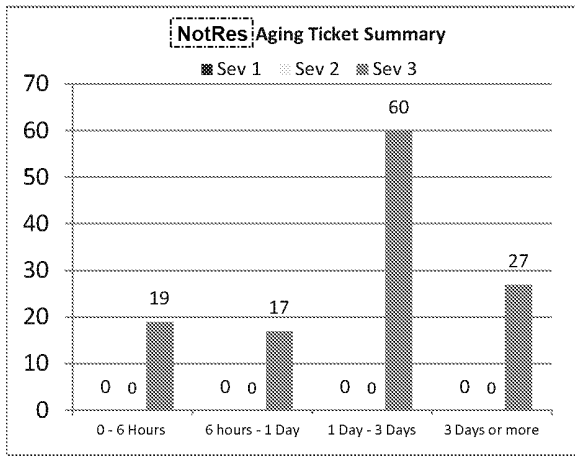
Help Desk Acceptable Quality Level Statistics	This Week	Current Month
Percentage of Sev 1 Tickets Resolved within 6 hours :	98.00%	96.30%
Percentage of Sev 2 Tickets Resolved within 1 day :	100.00%	100.00%
Percentage of Sev 3 Tickets Resolved within 3 days :	93.08%	95.66%

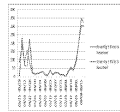
Key	
Sev 1	Critical Priority; NotResp Tickets (Severity 1)
Sev 2	High Priority; NotResp Tickets (Severity 2)
Sev 3	Medium/Low Priority Tickets (Severity 3)

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



[illegible]

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
INC000002494806	9/13/2013 9:59
INC000002493561	9/12/2013 13:22
INC000002493221	9/12/2013 11:45

Summary*

CMS PORTAL - **NotRes** error **NotRes** issue/ escalation -Access request errors

NotRes 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

NotRes 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

NotRes 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 - **NotRes** User gets a message stating that the registration was successful, but never receives a confirmatic

CMS PORTAL - No request access now button

NotRes issue/ escalation - issues requesting access

XOSC-user is receiving **NotRes** Error

Root Cause

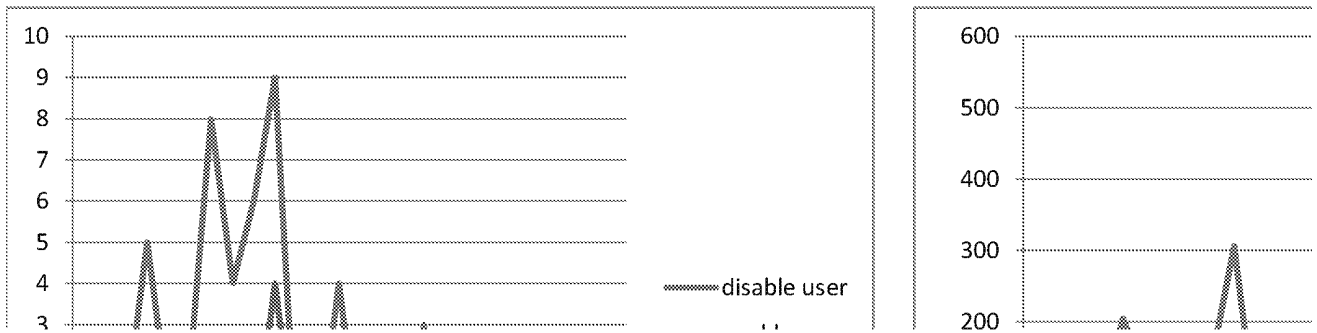
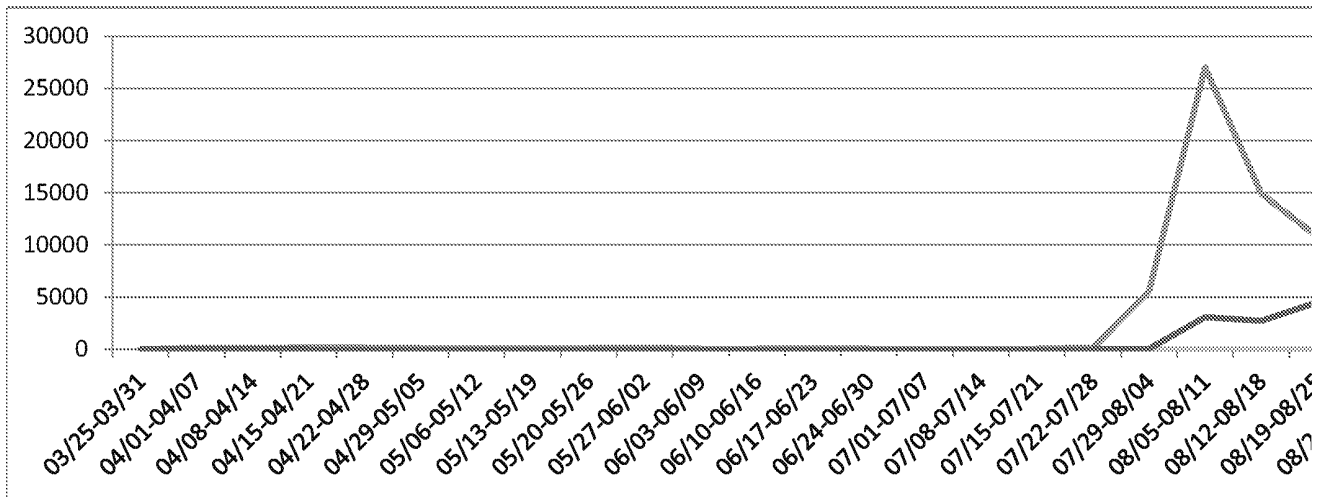
Scheduled Fix

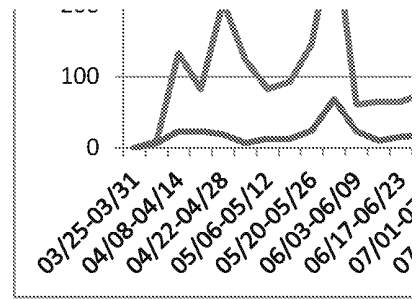
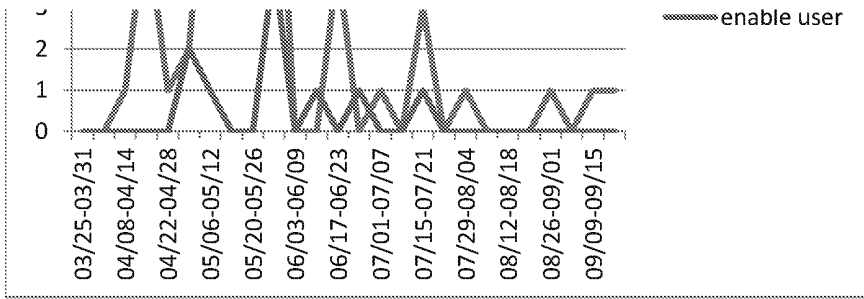
on email.

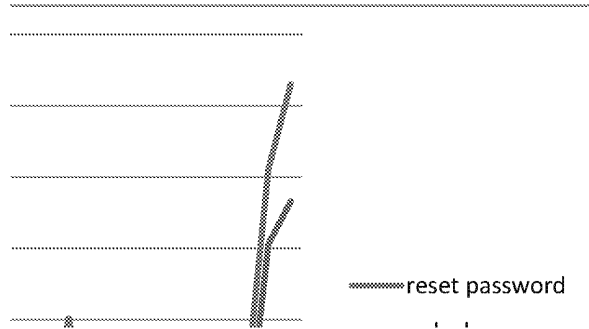
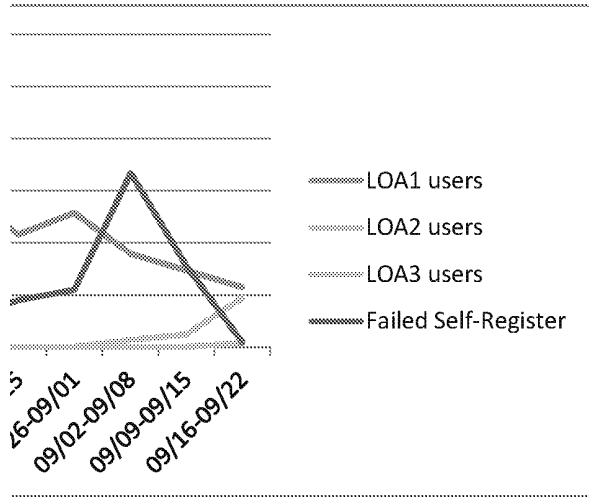
	end-user activities					helpdesk online function			
	LOA1 users	LOA2 users	LOA3 users	MFA credentials linked	Failed Self- Register	reset password	disable user	enable user	unlock user
03/25-03/31	0	0	0	0	0	0	0	0	0
04/01-04/07	43	0	175	15	23	9	0	0	7
04/08-04/14	29	0	176	0	20	133	1	0	23
04/15-04/21	209	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

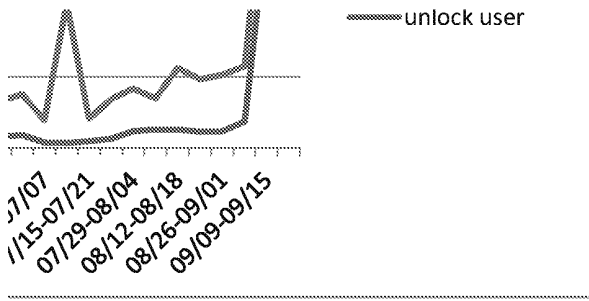
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This space intentionally left blank.









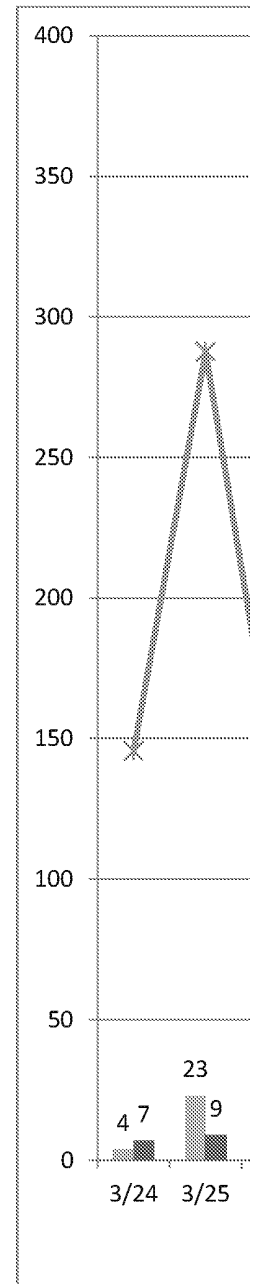
Identity Proofing turned c

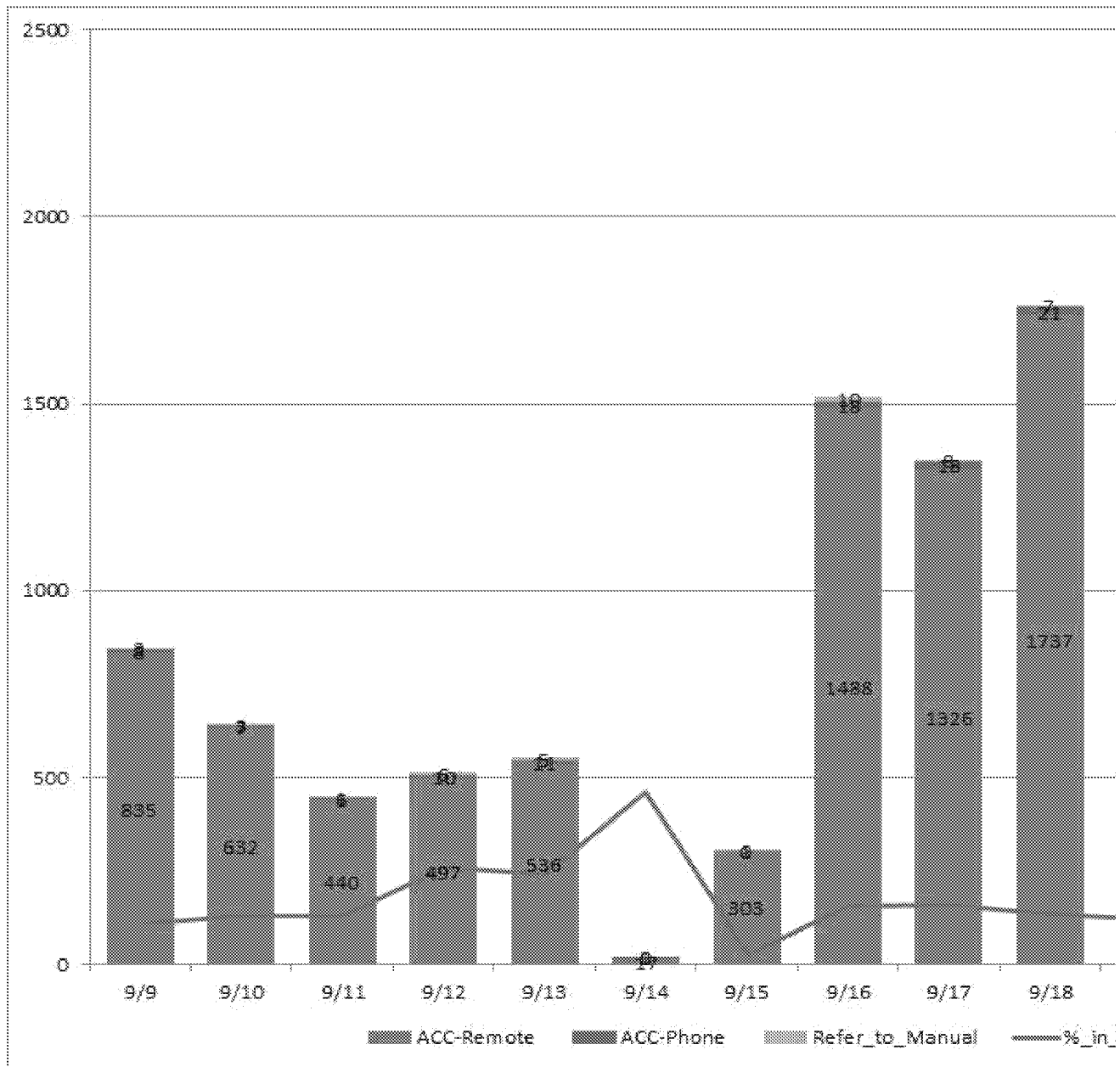
Daily IDP Summary report	Start	End
Report Date	16-Apr-13	Report Period
	11-Apr-13	11-Apr-13

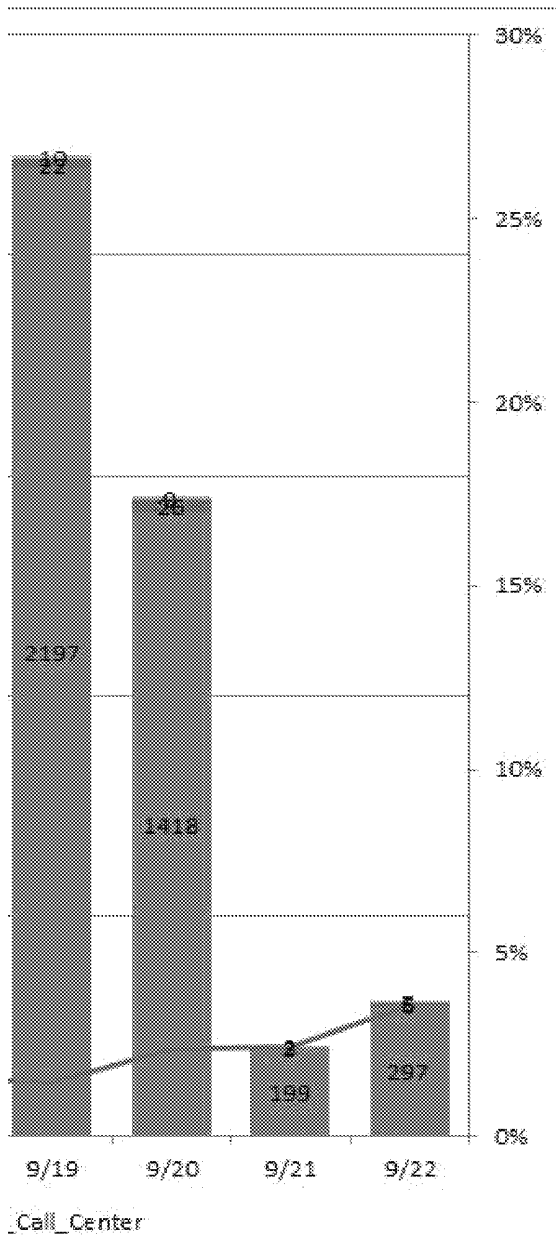
Remote Proofing				
	Transactions		Unique Users	
	Count	Percentage	Count	Percentage
ACC (Pass)	0		0	
REF (Refer to NCAC)	0		0	
Exceptions				
Deceased (9001)	0		0	
ID Theft Report (9012)	0		0	
Frozen Credit File (9013)	0		0	
Total	0		0	
Reference				
KIQ Timeouts	0		0	
KIQ Abandons	0		0	
Cannot Locate 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 Wallet questions
 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 incorrec







Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/28/2013 11:40:59 PM
To: Chao, Henry (CMS/OIS) [NotResp]
'kkim@qssinc.com' [kkim@qssinc.com]; Oh, Mark U. (CMS/OIS) [NotResp]
[NotResp] 'Debbi.Russell@ssa.gov' [Debbi.Russell@ssa.gov]
CC: 'Hemant.Sharma@cgifederal.com' [Hemant.Sharma@cgifederal.com]; Linares, George E. (CMS/OIS) [NotResp]
[NotResp]
Subject: Re: Performance testing [NotRes] constrained by SSA shutting down at 9pm

Debbi

Can you help?

Tony

----- 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)
[NotResp] (b)(6) (BB)

Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/28/2013 11:52:01 PM
To: Chao, Henry (CMS/OIS) [NotResp]
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)
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301-492-4100 (Pri)
410-786-1800 (Alt)
[Redacted] (b)(6) (BB)

Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/28/2013 11:53:37 PM
To: Richardson, Marc D. (CMS/OIS) [NotResp]
[NotResp]
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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Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
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410-786-1800 (Alt)
[Redacted] (b)(6) (BB)

Message

From: Trenkle, Tony (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/29/2013 2:48:08 AM
To: Richardson, Marc D. (CMS/OIS) [NotResp]
[NotResp]
Subject: Re: Performance testing [NotResp] constrained by SSA shutting down at 9pm

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)
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To: Chao, Henry (CMS/OIS)
Subject: Re: Performance testing [NotResp] constrained by SSA shutting down at 9pm

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Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
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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)

Message

From: Richardson, Marc D. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/29/2013 2:10:20 AM
To: Trenkle, Tony (CMS/OIS) [NotResp]
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.

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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

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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

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Cc: 'Hemant.Sharma@cgifederal.com' <Hemant.Sharma@cgifederal.com>; Linares, George E. (CMS/OIS)
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7500 Security Blvd
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410-786-1800 (Alt)
(b)(6) (BB)

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From: Richardson, Marc D. (CMS/OIS) [NotResp]
[NotResp]
Sent: 9/29/2013 2:10:20 AM
To: Trenkle, Tony (CMS/OIS) [NotResp]
Subject: Re: Performance testing [NotResp] constrained 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)

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N3-17-07
Baltimore, MD 21244-1850

----- Original Message -----

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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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Centers for Medicare & Medicaid Services

7500 Security Blvd
Baltimore, MD 21244

301-492-4100 (Pri)

410-786-1800 (Alt)

(b)(6)

(BB)

Message

From: Kim, Jane (CMS/OIS) [NotResp]
Sent: 9/28/2013 5:49:46 PM
To: Brewer, Charles R. (CMS/CTR) [NotResp]
[NotResp] Mellor, Michael (CMS/OIS)
[NotResp]
CC: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp] Baer, David R. (CMS/OIS) [NotResp]
[NotResp] Cording, Kristina (CMS/OIS)
[NotResp]
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
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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)" <Charles.Brewer2@cms.hhs.gov> 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

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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>

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

<ATC CISO Reviewer Overall Comments Hawaii Kauale 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 or 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

____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:

- 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.

____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] Cording, 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
PH: (410) 786-5430
<http://www.cms.hhs.gov/informationsecurity/>
Contact the EISG Team CISO@cms.hhs.gov



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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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 <rbrewer@grayscout.com>
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)" <thomas.schankweiler@cms.hhs.gov> 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
To: Brewer, Charles R. (CMS/CTR) [NotResp]
[NotResp] Mellor, Michael (CMS/OIS)
[NotResp]
CC: Fryer, Teresa M. (CMS/OIS) [NotResp]
[NotResp]; Baer, David R. (CMS/OIS) [NotResp]
[NotResp] Cording, Kristina (CMS/OIS)
[NotResp]
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)
Enterprise Information Security Group (EISG)
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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

Jane Kim, PhD, CISSP, CIPP/G
Division of Information Security Policy and Compliance (DISPC)
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From: Kim, Jane (CMS/OIS)
Sent: Saturday, September 28, 2013 1:50 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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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

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C. Ryan Brewer GCIH, C|CISO, CISSP
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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)
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<ATC CISO Reviewer Overall Comments Pennsylvania Medicaid (EDX).docx>
<ATC CISO Reviewer Overall Comments Illinois Integrated Eligibility System.docx>
<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]; Mellor, Michael (CMS/OIS)
CC: Fryer, Teresa M. (CMS/OIS) [NotResp]; Baer, David R. (CMS/OIS) [NotResp]; Cording, Kristina (CMS/OIS)
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Sent: Saturday, September 28, 2013 1:50 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

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
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Ryan

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C. Ryan Brewer GCIH, C|CISO, CISSP

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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.

____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.

____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:

- 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.

____Jane Kim_____

CISO Reviewer Name

____Jane Kim, 09/28/2013_____

Signature

Message

From: Kim, Jane (CMS/OIS) [NotResp]
Sent: 9/28/2013 6:41:18 PM
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[NotResp] Mellor, Michael (CMS/OIS)
[NotResp]
CC: Fryer, Teresa M. (CMS/OIS) [NotResp]
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Sent: 9/28/2013 6:33:30 PM

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CC: Fryer, Teresa M. (CMS/OIS); [Redacted] NotResp
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Thank you for the update!

Sent from BB - apologies for typos

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



Enterprise Information Security Group
Risk Management, Oversight, & Monitoring

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

Once we complete our review, are we holding the packages until Monday morning or taking them to someone else?

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: 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

And here is HI.

Jane

Jane Kim, PhD, CISSP, CIPP/G
Division of Information Security Policy and Compliance (DISPC)
Enterprise Information Security Group (EISG)
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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

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
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From: Kim, Jane (CMS/OIS)
Sent: Saturday, September 28, 2013 1:50 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

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

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Risk Management, Oversight, & Monitoring

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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)" <Charles.Brewer2@cms.hhs.gov> 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>

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

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

Message

From: Zaman, Akhtar (CMS/OIS) [NotResp]
[NotResp]

Sent: 9/29/2013 11:56:20 AM

To: Chao, Henry (CMS/OIS) [NotResp] Van, Hung
B. (CMS/OIS) [NotResp]
[NotResp] Thurston, Robert (CMS/CTR) [NotResp]
[NotResp]; Um, Peter (CMS/CTR) [NotResp]
[NotResp] Margush,
Doug C. (CMS/OIS) [NotResp]
Sharma, Hemant (CGI Federal) (Hemant.Sharma@cgifederal.com) [Hemant.Sharma@cgifederal.com]; Booth, Jon G.
(CMS/OC) [NotResp] Patel, Ketan
(CMS/OC) [NotResp]

CC: Mike Finkel (mfinkel@qssinc.com) [mfinkel@qssinc.com]; Linares, George E. (CMS/OIS) [NotResp]
[NotResp] Basavaraju, Venkat (CMS/OIS) [NotResp]
[NotResp]; Outerbridge, Monique (CMS/OIS)
[NotResp] Grothe, Kirk A. (CMS/OIS)
[NotResp]
Jim Jones (jjones_con@qssinc.com) [jjones_con@qssinc.com]; Oh, Mark U. (CMS/OIS) [NotResp]
[NotResp] Walter, Stephen J. (CMS/OIS)
[NotResp] Shao, Lijun
[NotResp]
[NotResp]

Subject: RE: Performance testing results - 09/28 run for 1000 & 2000 concurrent users

Pls see attached results from last night's performance testing in [NotResp] I just tried to capture below the average response time (in seconds) for the 1000, & 2000 concurrent user runs. The average RT looks much higher in compare to what we seen earlier (<5 seconds) in [NotResp] using 500 concurrent users but at the same time we know the [NotResp] is seized much smaller than [NotResp]

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

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) (Hemant.Sharma@cgifederal.com); Zaman, Akhtar (CMS/OIS); Booth, Jon G. (CMS/OC); Patel, Ketan (CMS/OC)

Cc: Mike Finkel (mfinkel@gssinc.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

Message

From: Outerbridge, Monique (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp
Sent: 9/30/2013 3:08:57 AM
To: Robinson, Carolyn E. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Trenkle, Tony (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Chao, Henry (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Grothe, Kirk A. (CMS/OIS) [Redacted] NotResp
CC: [Redacted] NotResp
Tierney, Janet L. (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Hitchcock, Angela N. (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Lewis, Melinda (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Weiss, Paul (CMS/OIS) [Redacted] NotResp
[Redacted] NotResp; Blondell, Star (CMS/OIS) [Redacted] NotResp
Subject: [Redacted] NotResp
[Redacted] (b)(3); (b)(4)

Thanks for the update.

Monique Outerbridge
Director
Consumer Information and Insurance Systems Group
Office of Information Services, CMS
301-492-4376
410-786-5308 (Alt. Office)

From: Robinson, Carolyn E. (CMS/OIS)
Sent: Sunday, September 29, 2013 10:55 PM
To: Trenkle, Tony (CMS/OIS); Chao, Henry (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)
Cc: Tierney, Janet L. (CMS/OIS); Hitchcock, Angela N. (CMS/OIS); Lewis, Melinda (CMS/OIS); Weiss, Paul (CMS/OIS); Blondell, Star (CMS/OIS)
Subject: [Redacted] (b)(3); (b)(4)

[Redacted]
(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: [Redacted] (b)(3); (b)(4)

See below. Ruairi is reviewing.

Obtained via FOIA by Judicial Watch, Inc.

(b)(3); (b)(4)

Begin forwarded message:

From: "Weiss, Paul (CMS/OIS)" <Paul.Weiss@cms.hhs.gov>

Date: September 28, 2013 at 11:43:36 PM EDT

To: "Hitchcock, Angela N. (CMS/OIS)" <Angela.Hitchcock@cms.hhs.gov>, "Lewis, Melinda (CMS/OIS)" <Melinda.Lewis@cms.hhs.gov>, "Blondell, Star (CMS/OIS)" <Star.Blondell@cms.hhs.gov>

Subject: (b)(3); (b)(4)

FYI

(b)(3); (b)(4)

From: Koch, Alan J [mailto:akoch@verizon.com]

Sent: Saturday, September 28, 2013 11:23 PM

To: Mummert, Andrew R. (CMS/OAGM); Golwalla Bryce (CMS/OAGM)

Cc: Weiss, Paul (CMS/OIS); Koch, 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

From: Mummert, Andrew R. (CMS/OAGM) [mailto:Andrew.Mummert@cms.hhs.gov]

Sent: Friday, September 27, 2013 10:30 PM

To: Golwalla Bryce (CMS/OAGM); Clawson, Geraldine G; Koch, Alan J

Cc: Weiss, Paul (CMS/OIS)

Subject: (b)(3); (b)(4)

Alan

(b)(3); (b)(4)

From: Golwalla Bryce (CMS/OAGM)
Sent: Friday, September 27, 2013 10:22 PM
To: gclawson@terremark.com
Cc: Mummert, Andrew R. (CMS/OAGM); Weiss, Paul (CMS/OIS)
Subject: (b)(3); (b)(4)

Geri- In case you're working late, (b)(3); (b)(4) I'll be working through the weekend, let me know if there's anything I can do to help.

Thank you,

Bryce Golwalla
Contract Specialist
Office of Acquisition and Grants Management (OAGM)
Centers for Medicare and Medicaid Services (CMS)
7500 Security Boulevard, Baltimore, MD 21244
Bryce.Golwalla@cms.hhs.gov

From: Mummert, Andrew R. (CMS/OAGM)
Sent: Friday, September 27, 2013 9:49 PM
To: Plummer, Richard C (Richard) (richard.c.plummer@verizon.com); Henry Mitchell Watkins (hwatkins@verizon.com)
Cc: Golwalla Bryce (CMS/OAGM)
Subject: (b)(3); (b)(4)
Richard

(b)(3); (b)(4)

(b)(3); (b)(4)

(b)(3); (b)(4)

(b)(3); (b)(4)

NotResp

(b)(3); (b)(4)

Message

From: Fryer, Teresa M. (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Sent: 9/29/2013 6:28:09 PM
To: Linares, George E. (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Subject: Fw: ATC Packages

This is the current status.

From: Ryan Brewer [mailto:rbrewer@grayscout.com]
Sent: Sunday, September 29, 2013 02:18 PM
To: England-Gordon, John E. (CMS/OIS)
Cc: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS); Schankweiler, Thomas W. (CMS/OIS); Davis, Angela (CMS/OIS); Ambrosini, Ellen M. (CMS/OEM); Schmidt, Donna W. (CMS/OIS); Linares, George E. (CMS/OIS); Cording, Kristina (CMS/OIS); Baer, David R. (CMS/OIS); Kim, Jane (CMS/OIS)
Subject: Re: ATC Packages

Good afternoon,

(b)(5)

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



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

Message

From: Fryer, Teresa M. (CMS/OIS) [/]
Sent: 9/30/2013 12:13:48 AM
To: 'rbrewer@grayscout.com' [rbrewer@grayscout.com]
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 <rbrewer@grayscout.com> 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>

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

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 [pmaalhotra@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: [NotResp] Login 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

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

☎ 410.786.2866 ✉ george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

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: sp] 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 (O) / (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]; 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 [pmaalhotra@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: [NotRes] Login Performance Report (9/29/2013)

Got it. Thanks

George Linares

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

☎ 410.786.2866 ✉ george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

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 (O) / (b)(6) (M)

mchien@qssinc.com

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HHS-0018442

CMS0012504



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

Acting Chief Technology Officer

Centers for Medicare & Medicaid Services (CMS)

☎ 410.786.2866 ✉ george.linares@cms.hhs.gov

7500 Security Blvd., N3-15-25

Baltimore, MD 21244-1850

Need more information? Visit [the OIS website](#).

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.
Thanks.

Minze

Minze V. Chien, Ph.D., CISSP

Technical Director, IAM Strategic Solutions

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CMMI ® Maturity Level 3 Rated

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Message

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

Sent: 10/1/2013 2:37:55 AM

To: Jayaprakash Thambusamy [jthambusamy@qssinc.com]; Bavani Murari [bmurari@qssinc.com]; Rakhmatouline, Marat (CMS/CTR) [NotResp]
[NotResp] Basavaraju, Venkat (CMS/OIS) [NotResp]
[NotResp] Girish Shetty [gshetty@qssinc.com]; Minze Chien [MChien@qssinc.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 [spokala@qssinc.com]; Srinivas Bellamkonda [sbellamkonda@qssinc.com]; Mohan Aitham [aitham@gmail.com] [aitham@gmail.com]

CC: [NotResp] Team_Leads [NotResp] 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. (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 - [NotResp] CMS Team [NotResp]
[NotResp]
Linares, George E. (CMS/OIS) [NotResp]
[NotResp] 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 [NotResp] [NotResp] 410.786.0501 [NotResp] (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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actions.

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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: [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: [NotRes] 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 [NotRes] 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 [NotRes] and concentrating on troubleshooting the issues in web services scenario.

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

Iteration	Web Services Registration [NotRes]	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
13	[NotRes]	10 User per Second	9/30/2013 1 3:17 PM	9/30/2013 14: 07:00 PM	50	5667	333	5.50 %	
12		10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56 %	
11		5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24 %	
10		5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94 %	

9	Execute Webservices for 2 Step Registration of LOA#1 <div>NotResp</div> initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 20:17	11	2996	4	0.13 %	14,400
8	Execute Webservices for 2 Step Registration of LOA#1 <div>NotResp</div> initial registration and confirmation)	5 users per second	9/29/2013 19:11	9/29/2013 19:33	21	2271	693	23.38 %	18,000
7	Execute Webservices for 2 Step Registration of LOA#1 <div>NotResp</div> initial registration and confirmation)	6 users per second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81 %	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 <div>NotResp</div> initial registration and	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07 %	10,800

	confirmation)								
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20 %	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10 %	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22 %	3,600
2	Execute Webservices for 2 Step Registration of LOA#1 NotResp	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00 %	1,800

	NotResp (initial registration and confirmation)								
1	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotResp p 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; 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?

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 **NotResp** 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)** (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: 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** 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 **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.

- 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.

- 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.

The screenshot displays a performance testing software interface with a menu bar (File, Edit, View, Graph, Reports, Tools, Windows, Help) and a toolbar. The main window is titled 'Session1.ira' and contains a 'Session Explorer' on the left and a 'Summary Report' on the right.

Session Explorer:

- Reports
 - Summary Report (selected)
- Graphs
 - Running Vusers
 - Hits per Second
 - Throughput
 - Transaction Summary
 - Average Transaction Response Time

Properties:

Property	Value
Description	Summary page shows the summary (do not include Think Time)
Filter	
Percentile	90
Title	Summary Report

Summary Report:

User Notes:

Statistics Summary:

Maximum Running Vusers:	3,248
Total Throughput (bytes):	9,820,916,712
Average Throughput (bytes/second):	3,533,975
Total Hits:	450,542
Average Hits per Second:	162.124

[View HTTP Responses Summary](#)

Total Errors: 10,414,461

You can define SLA data using the [SLA configuration wizard](#)

You can analyze transaction behavior using the [Analyze Transaction mechanism](#)

Transaction Summary:

Transactions: Total Passed: 51,857 Total Failed: 2,112 Total Stopped: 370 Average Response Time

Transaction Name	SLA Status	Minimum	Average	Maximum	Std. Deviation	90 Percent	Pass	Fail	Stop
Home Link	Pass	1.025	4.44	199.355	8.189	9.293	4,949	17	34
Action Transaction	Pass	3.323	21.977	205.896	16.803	46.357	13,704	1,014	47
Click Links	Pass	3.323	21.977	205.896	16.803	46.357	13,704	1,014	47
Login	Pass	0.222	6.493	35.223	4.263	11.67	4,930	11	8
Logout	Pass	0.312	1.604	1,200.004	30.046	0.953	4,820	14	96
User and Transaction	Pass	0.312	1.604	1,200.004	30.046	0.953	4,820	14	96
User Link Transaction	Pass	2.5	10.922	206.078	9.392	18.367	4,930	28	42

Service Level Agreement Legend: Pass Fail No Data

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: **NotRes** 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 **NotRes** 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.

-Venkat

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: **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: **NotRes** Performance Testing - Update - 09/26/2013 **** Risk ????? ****

All,

Please find the Performance Testing status as of 09/30/2013 12 PM.

We run both **NotRes** scenarios. The failure rate for **NotRes** less than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for **NotRes**

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
	NotResp								
12	NotResp Login using (5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	
11	NotResp Login using (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10	NotResp Login using (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 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 second	9/29/2013 19:11	9/29/2013 19:33	21	2271	693	23.38 %	18,000
7	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial	6 users per second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600

	registration and confirmation)								
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600

	confirmation)								
2	Execute Webservices for 2 Step Registration of LOA#1: NotRes initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00%	1,800
1	Execute Webservices for 2 Step Registration of LOA#1: NotRes initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11%	1,800

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:** 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:** 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.

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations submitted per hour
6	Execute Webservice for 2 Step Registration of LOA#1	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800

	NotResp initial registratio n and confirmati on)								
5	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800
4	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp initial registratio n and confirmati on)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200
3	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp initial registratio n and confirmati on)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.218 %	3,600

2	Execute Webservice for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.000 %	1,800
1	Execute Webservice for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotResp 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[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:[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@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]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.

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

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: 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)

Cc: ~~NotResp~~ Team_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@gssinc.com); Michael Finkel (mfinkel@gssinc.com) (mfinkel@gssinc.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@gssinc.com); Minze Chien (MChien@gssinc.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 p	Heap (GB)	Vuser	Ramp Up Rate (Sec/User)	Total no.of User Created	Failures	CPU MAX	CPU MAX	RAM MAX	RAM MAX	Changes made
								@	@	@	@	
								1(%)	2(%)	(%)	(%)	
26-Sep	10:43- 11:19	2	4	100	3	100	0%	8%	6%	100%	100%	
26-Sep	13:27- 13:49	2	4	2500	10	1133	54%	8%	6%	100%	100%	
26-Sep	17:45- 18:01	2	4	2500	10	1001	60%	6%	4%	95%	100%	Reduced think time (38 sec) and executed
26-Sep	18:31- 18:47	2	4	2500	10	1981	20%	7%	2%	100%	100%	
26-Sep	11:51:00 - 12:04	2	4	10000	10	0.00	100%	2%	1%	100%	100%	Failed because of service account locked error.
27-Sep	10:51-11:42	2	4	1000	10	3570	65%			100%	100%	

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: 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: [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 – CMS [NotRe]Project

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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: [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@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: NotResp; 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 scenarios, 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

QSSI | www.qssinc.com

Testing Lead – CM; NotResp Project

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(b)(6) Mobile)

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Message

From: Minze Chien [MChien@qssinc.com]
Sent: 9/30/2013 4:39:52 PM
To: Linares, George E. (CMS/OIS) [NotResp]
CC: CMS - [NotResp] CMS Team [NotResp]
Subject: [NotResp] TeamLeads@qssinc.com]; Michael Finkel [mfinkel@qssinc.com]
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
 10025 Governor Warfield Parkway, Suite 401
 Columbia, MD 21044
 (301) 977-7884 x305 and x223 (O) [NotResp] (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] 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]

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
	NotResp								
12	NotResp	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	
11		5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10		5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 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 second	9/29/2013 19:11	9/29/2013 19:33	21	2271	693	23.38 %	18,000
7	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial)	6 users per second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600

	registration and confirmation)								
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600

	confirmation)								
2	Execute Webservices for 2 Step Registration of LOA#1; NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00%	1,800
1	Execute Webservices for 2 Step Registration of LOA#1; NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11%	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRe
sp Project

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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@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.

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations submitted per hour
6	Execute Webservice for 2 Step Registration of LOA#1	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800

	NotResp (initial registration and confirmation)								
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200
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1	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotResp 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

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS [NotResp] Project

10440 Little Patuxent Pkwy , Suite 1200

Columbia , MD 21044

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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)

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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] 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.

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 – 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)

Cc: NotResTeam_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@gssinc.com); Michael Finkel (mfinkel@gssinc.com) (mfinkel@gssinc.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@gssinc.com); Minze Chien (MChien@gssinc.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 (GB)	Vuser	Ramp Up Rate (Sec/User	Total no.of User Created	Failures	CPU MAX @	CPU MAX @	RAM MAX @	RAM MAX @	Changes made
		Nodes						NotResp				
								1(%)	2(%)	(%)	(%)	
26-Sep	10:43- 11:19	2	4	100	3	100	0%	8%	6%	100%	100%	
26-Sep	13:27- 13:49	2	4	2500	10	1133	54%	8%	6%	100%	100%	
26-Sep	17:45- 18:01	2	4	2500	10	1001	60%	6%	4%	95%	100%	Reduced think time (38 sec) and executed
26-Sep	18:31- 18:47	2	4	2500	10	1981	20%	7%	2%	100%	100%	
26-Sep	11:51:00 - 12:04	2	4	10000	10	0.00	100%	2%	1%	100%	100%	Failed because of service account locked error.
27-Sep	10:51-11:42	2	4	1000	10	3570	65%			100%	100%	

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@qssinc.com>]

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

To: Basavaraju, Venkat (CMS/OIS); CMS (b)(6) 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: (b)(6) Team_Leads; Yuri Radams

Subject: RE: (b)(6) 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 (b)(6) 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 (b)(6) CMS Team; CMS ETC_Consolidated Testing; Marc Richardson; Vass, Paul A.(CMS/CTR)

Cc: (b)(6) Team_Leads; Yuri Radams

Subject: RE: (b)(6) 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: [NotRes] 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 [NotRes] 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 [NotRes] 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 – CMS [NotRes] Project

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[b)(6) Mobile)

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Message

From: Jayaprakash Thambusamy [jthambusamy@qssinc.com]
Sent: 9/30/2013 11:35:47 PM
To: Purcell, Timothy J. (CMS/OIS) [NotResp];
 [NotResp] Bavani Murari [bmurari@qssinc.com]; Rakhmatouline, Marat (CMS/CTR) [NotResp];
 [NotResp] Basavaraju, Venkat (CMS/OIS) [NotResp];
 [NotResp] Girish Shetty [gshetty@qssinc.com]; Minze Chien [MChien@qssinc.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 [spokala@qssinc.com]; Srinivas Bellamkonda [sbellamkonda@qssinc.com]; Mohan Aitham [aitham@gmail.com] [aitham@gmail.com]
CC: [NotResp] Team_Leads [NotResp] 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. (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 - [NotResp] CMS Team [NotResp];
 [NotResp]
 Linares, George E. (CMS/OIS) [NotResp];
 [NotResp] 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.

Iteration	Web Services Registration [NotResp]	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
13	[NotResp] Login using [NotResp] (6K VUsers)	10 User per Second	9/30/2013 1 3:17 PM	9/30/2013 14: 07:00 PM	50	5667	333	5.50 %	

12	NotResp Login using NotResp (5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56 %	
11	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24 %	
10	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94 %	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 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 second	9/29/2013 19:11	9/29/2013 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 second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81 %	21,600

	confirmation)								
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07 %	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20 %	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10 %	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22 %	3,600

	NotResp initial registration and confirmation)								
2	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00 %	1,800
1	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotRes Project

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(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: NotRes 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?

I have been asking to do #4 and #, When will we be Perf. Testing all the multiple NotRes 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 NotRes utilization stats that contributed to the error rate or stop command.

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: 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: 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: NotRes 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 **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?

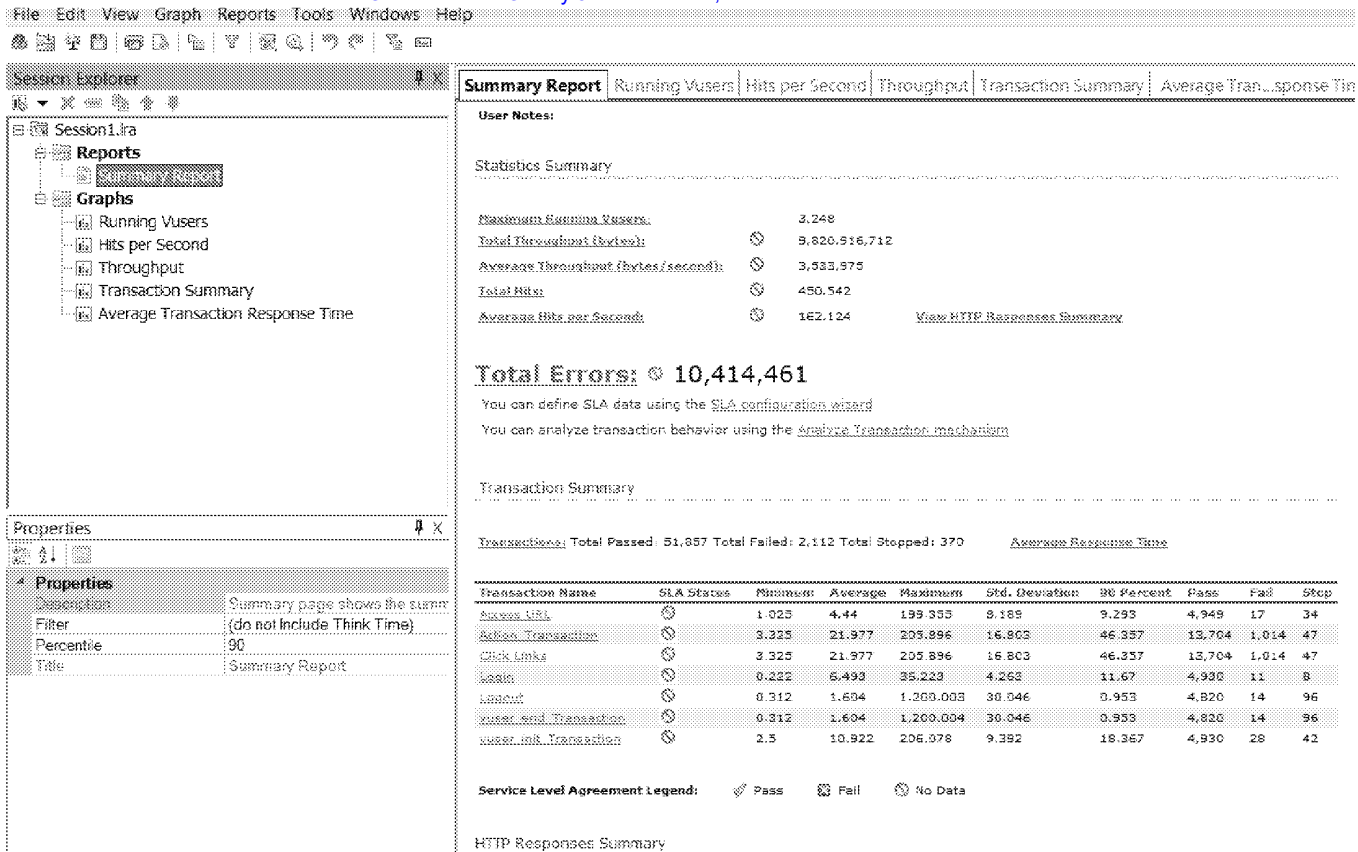
[QSSI]-We are analyzing the logout behavior with **NotResp** team. We will update once we get updates from the team.

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.



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.

-Venkat

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 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 NotResp scenarios less than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for NotResp

Iteration	Web Services Registration NotResp	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
12	NotResp Login using 5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	
11	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration	4 users per second	9/29/2013 20:06	9/29/2013 20:17	11	2996	4	0.13%	14,400

	and confirmation)								
8	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	5 users per second	9/29/2013 19:11	9/29/2013 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 second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800

	confirmation)								
4	Execute Webservices for 2 Step Registration of LOA#1; NotR NotResp initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200
3	Execute Webservices for 2 Step Registration of LOA#1; NotRe NotResp ((initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600
2	Execute Webservices for 2 Step Registration of LOA#1; NotRes NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00%	1,800
1	Execute Webservices for 2 Step Registration of LOA#1; NotR NotResp initial registration and	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11%	1,800

	confirmation)								
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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.

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations submitted per hour
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800
4	Execute Webservice	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200

	es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)								
3	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.218 %	3,600
2	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.000 %	1,800
1	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

	registratio n and confirmati on)								
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Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS **NotRe** 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: **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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(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@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 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 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 EIDM Project

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

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: Jayaprakash Thambusamy [<mailto:jthambusamy@qssinc.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] 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 – CMS [NotResp] Project

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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 [NotResp] CMS 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@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: [NotResp] 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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Testing Lead – CMS **NotRe** Project

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Message

From: Fryer, Teresa M. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp

Sent: 9/30/2013 1:31:45 PM

To: Schankweiler, Thomas W. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Mellor, Michael (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp

CC: Linares, George E. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Outerbridge, Monique (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp; Grothe, Kirk A. (CMS/OIS); [Redacted] NotResp
[Redacted] NotResp

Subject: RE: Moving Dev to TMRK Federal Multi-Tenant

(b)(5)

Teresa

From: Schankweiler, Thomas W. (CMS/OIS)
Sent: Monday, September 30, 2013 9:15 AM
To: Fryer, Teresa M. (CMS/OIS); Mellor, Michael (CMS/OIS)
Cc: Linares, George E. (CMS/OIS); Outerbridge, Monique (CMS/OIS); Grothe, Kirk A. (CMS/OIS)
Subject: Moving Dev to TMRK Federal Multi-Tenant

Teresa,

(b)(5)

Regards,

Tom

Message

From: Linares, George E. (CMS/OIS); [NotResp]
[NotResp]
Sent: 9/30/2013 4:51:32 PM
To: Trenkle, Tony (CMS/OIS); [NotResp]
[NotResp]; Outerbridge, Monique (CMS/OIS); [NotResp]
[NotResp]
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; [NotResp] CMS Team; [NotResp] 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
10025 Governor Warfield Parkway, Suite 401
Columbia, MD 21044
(301) 977-7884 x305 and x223 (O) / [NotResp] (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** 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**

Iteration	Web Services Registration NotResp	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
12	NotResp Login using NotResp (5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	
11	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 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 second	9/29/2013 19:11	9/29/2013 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 second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 (NotResp) initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 (NotResp) (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 (NotResp) (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200

3	Execute Webservices for 2 Step Registration of LOA#1; NotRe NotResp initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600
2	Execute Webservices for 2 Step Registration of LOA#1; NotRe NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 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 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11%	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS **NotResp** Project

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(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: **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.

Iterati on	Web Services Registrati on	Ramp Up Rate	Start Time	End Time	Elapsed Time (minut es)	Succe ss	Failu re	Error %	Projected registrati ons submitte d
---------------	-------------------------------------	--------------	------------	----------	----------------------------------	-------------	-------------	------------	-------------------------------------------------

									per hour
6	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800
5	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800
4	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200
3	Execute Webservice for 2 Step	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.218 %	3,600

	Registration of LOA#1 NotResp (initial registration and confirmation)								
2	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.000 %	1,800
1	Execute Webservice for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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(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 ~~NotResp~~ 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~~ 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: ~~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 ????? *****

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.

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 [NotResp] Project

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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: 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 [mailto: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 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	Heap (GB)	Vuser	Ramp Up Rate (Sec/User)	Total no.of User Created	Failures	CPU MAX @	CPU MAX @	RAM MAX @	RAM MAX @	Changes made
								NotResp				
								1(%)	2(%)	(%)	(%)	
26-Sep	10:43- 11:19	2	4	100	3	100	0%	8%	6%	100%	100%	
26-Sep	13:27- 13:49	2	4	2500	10	1133	54%	8%	6%	100%	100%	
26-Sep	17:45- 18:01	2	4	2500	10	1001	60%	6%	4%	95%	100%	Reduced think time (38 sec) and executed
26-	18:31- 18:47	2	4	2500	10	1981	20%	7%	2%	100%	100%	

Sep												
26-Sep	11:51:00 - 12:04	2	4	10000	10	0.00	100%	2%	1%	100%	100%	Failed because of service account locked error.
27-Sep	10:51-11:42	2	4	1000	10	3570	65%			100%	100%	

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: Jayaprakash Thambusamy [<mailto:jthambusamy@qssinc.com>]

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

To: Basavaraju, Venkat (CMS/OIS); CMS -NotResp; 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

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Testing Lead – CMS -NotResp project

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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: [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@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: [NotResp] 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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Testing Lead – CMS [NotResp] Project

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[NotResp] (b)(6) (Mobile)

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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) [Redacted] **NotResp**

Linares, George E. (CMS/OIS) [Redacted] **NotResp**

NotResp

Subject: Conversation with Michael Mellor BB

George Linares [4:34 PM]:

Mellor I just sent an email about Idaho's wanting to see the Hub's ATO

Message

From: Outerbridge, Monique (CMS/OIS); [NotResp]
[NotResp]
Sent: 9/30/2013 5:48:22 PM
To: Linares, George E. (CMS/OIS); [NotResp]
[NotResp]; Trenkle, Tony (CMS/OIS); [NotResp]
Subject: RE: [NotResp] Performance Testing - Update - 09/30/2013

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; [NotResp] 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
10025 Governor Warfield Parkway, Suite 401
Columbia, MD 21044
(301) 977-7884 x305 and x223 (O) / [Redacted] (M)
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 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

Iteration	Web Services Registration NotResp	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
12	NotResp Login using NotResp 5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	
11	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 20:17	11	2996	4	0.13%	14,400
8	Execute Webservices for 2 Step Registration	5 users per second	9/29/2013 19:11	9/29/2013 19:33	21	2271	693	23.38 %	18,000

	of LOA#1 NotResp initial registration and confirmation)								
7	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	6 users per second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp NotResp (2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200

	initial registration and confirmation)								
3	Execute Webservices for 2 Step Registration of LOA#1 (NotResp initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600
2	Execute Webservices for 2 Step Registration of LOA#1 (NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00%	1,800
1	Execute Webservices for 2 Step Registration of LOA#1 (NotResp initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11%	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS [NotRes]roject

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(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: [NotRes] 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: [NotRes] Performance Testing - Update - 09/26/2013 ***** Risk ????? *****

All,

Please find the [NotRes] 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.

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations submitted per hour
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200

3	Execute Webservice for 2 Step Registration of LOA#1 <div>NotResp</div> (initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.218 %	3,600
2	Execute Webservice for 2 Step Registration of LOA#1 <div>NotResp</div> (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.000 %	1,800
1	Execute Webservice for 2 Step Registration of LOA#1 <div>NotResp</div> (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS

NotRes

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: 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
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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 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@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] 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 [NotResp] 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** 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)(6)

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

Date	Time	NotResp	Heap (GB)	Vuser	Ramp Up Rate (Sec/User)	Total no.of User Created	Failures	CPU MAX @	CPU MAX @	RAM MAX @	RAM MAX @	Changes made
								1(%)	2(%)	(%)	(%)	
26-Sep	10:43- 11:19	2	4	100	3	100	0%	8%	6%	100%	100%	
26-	13:27- 13:49	2	4	2500	10	1133	54%	8%	6%	100%	100%	

Sep												
26-Sep	17:45- 18:01	2	4	2500	10	1001	60%	6%	4%	95%	100%	Reduced think time (38 sec) and executed
26-Sep	18:31- 18:47	2	4	2500	10	1981	20%	7%	2%	100%	100%	
26-Sep	11:51:00 - 12:04	2	4	10000	10	0.00	100%	2%	1%	100%	100%	Failed because of service account locked error.
27-Sep	10:51-11:42	2	4	1000	10	3570	65%			100%	100%	

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@qssinc.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] 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

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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 - 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.
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

QSSI | www.qssinc.com

Testing Lead – CMS NotReProject

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(b)(6)

(Mobile)

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Message

From: King, Jason C. (CMS/OIS) [NotResp]
Sent: 9/30/2013 6:25:09 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]; [NotResp]; Ashbaugh, Jason L. (CMS/OIS) [NotResp]
Subject: RE: RA for [NotResp]

I have a version from prior to the last set of updates they did. It looked like the only significant change between that version and the version on your desk is the changed signature lines.

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: Monday, September 30, 2013 2:20 PM
To: Ashbaugh, Jason L. (CMS/OIS); King, Jason C. (CMS/OIS)
Subject: RE: RA for [NotResp]

Thanks. I was asking Jason King if he had an electronic copy.

Thanks!

Teresa

From: Ashbaugh, Jason L. (CMS/OIS)
Sent: Monday, September 30, 2013 2:19 PM
To: Fryer, Teresa M. (CMS/OIS); King, Jason C. (CMS/OIS)
Subject: RE: RA for [NotResp]

I don't have an electronic one, just what I'm recalling from the meeting.

(b)(5)

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) [NotResp]

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

Sent: Monday, September 30, 2013 2:16 PM

To: Ashbaugh, Jason L. (CMS/OIS); King, Jason C. (CMS/OIS)

Subject: RE: RA for NotResp

Is this your paragraph? Did we ever have an electronic copy of this RA?

From: Ashbaugh, Jason L. (CMS/OIS)

Sent: Monday, September 30, 2013 2:10 PM

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

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

Subject: RE: RA for NotResp

Sure:

(b)(5)

Jason Ashbaugh

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,

(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: 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 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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Message

From: Ashbaugh, Jason L. (CMS/OIS) [NotResp]
Sent: 9/30/2013 6:19:19 PM
To: Fryer, Teresa M. (CMS/OIS) [NotResp]; King, Jason C. (CMS/OIS) [NotResp]
Subject: RE: RA for [NotResp]

I don't have an electronic one, just what I'm recalling from the meeting.

(b)(5)

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: Fryer, Teresa M. (CMS/OIS)
Sent: Monday, September 30, 2013 2:16 PM
To: Ashbaugh, Jason L. (CMS/OIS); King, Jason C. (CMS/OIS)
Subject: RE: RA for [NotResp]

Is this your paragraph? Did we ever have an electronic copy of this RA?

From: Ashbaugh, Jason L. (CMS/OIS)
Sent: Monday, September 30, 2013 2:10 PM
To: King, Jason C. (CMS/OIS)
Cc: Fryer, Teresa M. (CMS/OIS)
Subject: RE: RA for [NotResp]

Sure:

(b)(5)

NotResp

Jason Ashbaugh

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

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 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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Message

From: Jayaprakash Thambusamy [jthambusamy@qssinc.com]
Sent: 10/1/2013 6:17:33 PM
To: Purcell, Timothy J. (CMS/OIS) [NotResp]
 [NotResp] [Bavani Murari [bmurari@qssinc.com]; Rakhmatouline, Marat (CMS/CTR) [NotResp]
 [NotResp] [Basavaraju, Venkat (CMS/OIS) [NotResp]
 [NotResp] [Girish Shetty [gshetty@qssinc.com]; Minze Chien [MChien@qssinc.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 [spokala@qssinc.com]; Srinivas Bellamkonda [sbellamkonda@qssinc.com]; Mohan Aitham [aitham@gmail.com] [aitham@gmail.com]
CC: [NotResp] Team_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]
 [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 [NotRes] CMS Team [NotResp]
 [NotResp]
 [Linares, George E. (CMS/OIS) [NotResp]
 [NotResp] [pardha.reddy@oracle.com; amit.jasuja@oracle.com
Subject: RE: [NotResp] Performance Testing - Update - 09/30/2013 6PM Update

[NotResp] Performance Testing Update 10/01/2013 12 PM Update

[NotResp]

Tim,

We have executed the scenarios to record the behavior for different ramp up rates and VUsers. We haven't done any further [NotResp] to analyze the increase in error rate. We will provide update on this after we analyze the behavior.

Web Services Scenario

We are currently working on fine tuning the registration and confirmation web services. We identified issues in [NotResp] Indexing and working with Product Development team to triage the issue. We will keep you posted on the progress.

Thanks

Jayaprakash Thambusamy, PMP
 QSSI | www.qssinc.com
 Testing Lead – CMS [NotR] 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 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: [NotRes] 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 [NotRes] 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 [mailto: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: 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: [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.

Iteration	Web Services Registration NotResp	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
13	NotResp Login using NotResp (6K VUsers)	10 User per Second	9/30/2013 1 3:17 PM	9/30/2013 14: 07:00 PM	50	5667	333	5.50 %	
12	NotResp Login using NotResp (5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56 %	
11	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24 %	
10	NotResp Login using NotResp (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94 %	
9	Execute Webservices for 2 Step Registration of LOA#1 NotResp initial registration and confirmation	4 users per second	9/29/2013 20:06	9/29/2013 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 second	9/29/2013 19:11	9/29/2013 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 second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81 %	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07 %	10,800
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20 %	10,800

	NotResp (initial registration and confirmation)								
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10 %	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22 %	3,600
2	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00 %	1,800
1	Execute Webservices for 2 Step Registration	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.11 %	1,800

	of LOA#1 NotResp (initial registration and confirmation)							
--	---------------------------------------------------------------------------------	--	--	--	--	--	--	--

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS NotResp
p 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 NotResp 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 NotResp 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) (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: 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: **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: **NotRes** 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 **NotRes** 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 **NotRes** 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.

- 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.

File Edit View Graph Reports Tools Windows Help

Session Explorer

- Session1.jra
 - Reports
 - Summary Report
 - Graphs
 - Running Users
 - Hits per Second
 - Throughput
 - Transaction Summary
 - Average Transaction Response Time

Properties

Summary page shows the summary (do not include Think Time)

Filter: 90

Title: Summary Report

Summary Report

User Notes:

Statistics Summary

Maximum Running Users: 3,248

Total Throughput (bytes): 9,826,916,712

Average Throughput (bytes/second): 3,533,975

Total Hits: 450,542

Average Hits per Second: 162.124

View HTTP Responses Summary

Total Errors: 10,414,461

You can define SLA data using the [SLA configuration wizard](#)

You can analyze transaction behavior using the [Analyze Transaction mechanism](#)

Transaction Summary

Transactions: Total Passed: 51,057 Total Failed: 2,112 Total Stopped: 370

Average Response Time

Transaction Name	SLA Status	Minimum	Average	Maximum	Std. Deviation	98 Percent	Pass	Fail	Stop
Access URL	Pass	1.023	4.44	199.355	8.185	9.293	4,949	17	34
Action Transaction	Pass	3.325	21.977	205.896	16.803	46.357	13,704	1,014	47
Click Links	Pass	3.325	21.977	205.896	16.803	46.357	13,704	1,014	47
Login	Pass	0.222	6.493	35.223	4.263	11.67	4,930	11	8
Logout	Pass	0.312	1.604	1,200.003	30.046	0.953	4,820	14	96
User and Transaction	Pass	0.312	1.604	1,200.004	30.046	0.953	4,820	14	96
User Link Transaction	Pass	2.5	10.922	206.378	9.392	18.267	4,930	28	42

Service Level Agreement Legend: Pass Fail No Data

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: [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 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 [NotResp] 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@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] 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] less than 2% and web services is <1 % approximately. We are currently working on higher number of VUsers for [NotResp]

Iteration	Web Services Registration	Ramp Up Rate	Start Time	End Time	Elapsed Time (minutes)	Success	Failure	Error %	Projected registrations per hour
	[NotResp]								
12	[NotResp] login using [NotResp] 5K VUsers)	10 User per Second	9/30/2013 9:32	9/30/2013 10:18	46	4930	28	0.56%	

11	NotRes p Login using NotRes p (5000 VUsers)	5 users per second	9/29/2013 11:45	9/30/2013 0:15	30	4938	62	1.24%	
10	NotRes p Login using NotRes p (5000 VUsers)	5 users per second	9/29/2013 11:00	9/29/2013 11:30	30	4903	97	1.94%	
9	Execute Webservices for 2 Step Registration of LOA#1 NotRes p (initial registration and confirmation)	4 users per second	9/29/2013 20:06	9/29/2013 20:17	11	2996	4	0.13%	14,400
8	Execute Webservices for 2 Step Registration of LOA#1 NotRes p (initial registration and confirmation)	5 users per second	9/29/2013 19:11	9/29/2013 19:33	21	2271	693	23.38 %	18,000
7	Execute Webservices for 2 Step Registration of LOA#1 NotRes p (initial registration and confirmation)	6 users per second	9/29/2013 18:05	9/29/2013 18:21	16	2933	54	1.81%	21,600
6	Execute Webservices for 2 Step Registration of LOA#1 NotRes p	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.07%	10,800

	NotResp (initial registration and confirmation)								
5	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.20%	10,800
4	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.10%	7,200
3	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.22%	3,600
2	Execute Webservices for 2 Step Registration of LOA#1 NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.00%	1,800

	registration and confirmation)								
1	Execute Webservices for 2 Step Registration of LOA#1 (NotR NotResp (initial registration and confirmation)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 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: (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 ????? ****

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 on	Web Services Registrati on	Ramp Up Rate	Start Time	End Time	Elapsed Time (minut es)	Succe ss	Failu re	Error %	Projected registrati ons submitte d per hour
6	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	3 users per second	9/29/2013 17:04	9/29/2013 17:22	18	2998	2	0.067 %	10,800
5	Execute Webservic es for 2	3 users per second	9/29/2013 16:20	9/29/2013 16:25	5	997	2	0.200 %	10,800

	Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)								
4	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	2 Users Per second	9/29/2013 15:35	9/29/2013 15:45	10	998	1	0.100 %	7,200
3	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio n and confirmati on)	1 User Per Second	9/29/2013 14:25	9/29/2013 14:59	34	915	2	0.218 %	3,600
2	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp (initial registratio	1 User Per 2 Seconds	9/29/2013 12:58	9/29/2013 13:46	48	912	0	0.000 %	1,800

	n and confirmati on)								
1	Execute Webservic es for 2 Step Registratio n of LOA#1 NotResp initial registratio n and confirmati on)	1 User Per 2 Seconds	9/29/2013 11:31	9/29/2013 12:18	47	898	1	0.111 %	1,800

Thanks

Jayaprakash Thambusamy, PMP

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Testing Lead – CMS [NotResp] 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

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: 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@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 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 NotResp 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 [mailto: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: [NotRes]Team_Leads; Yuri Radams; Krishnamoorthi Ganesan (kganesan@gssinc.com); Michael Finkel (mfinkel@gssinc.com) (mfinkel@gssinc.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@gssinc.com); Minze Chien (MChien@gssinc.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	Heap (GB)	Vuser	Ramp Up Rate (Sec/User	Total no.of User Created	Failures	CPU MAX @	CPU MAX @	RAM MAX @	RAM MAX @	Changes made
		NotResp										
		1(%)						2(%)	(%)	(%)		
26-Sep	10:43- 11:19	2	4	100	3	100	0%	8%	6%	100%	100%	
26-Sep	13:27- 13:49	2	4	2500	10	1133	54%	8%	6%	100%	100%	
26-Sep	17:45- 18:01	2	4	2500	10	1001	60%	6%	4%	95%	100%	Reduced think time (38 sec) and executed
26-Sep	18:31- 18:47	2	4	2500	10	1981	20%	7%	2%	100%	100%	
26-Sep	11:51:00 - 12:04	2	4	10000	10	0.00	100%	2%	1%	100%	100%	Failed because of service account locked error.
27-Sep	10:51-11:42	2	4	1000	10	3570	65%			100%	100%	

Thanks,

Timothy Purcell ✉ timothy.purcell@cms.hhs.gov ☎ 410.786.0501 ✎ (b)(6) §B}

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@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 [NotResp]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: [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@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: [NotResp]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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Testing Lead – CMS [NotRe] Project

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[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 Attendees: Linares, George E. (CMS/OIS)

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); jack.fletcher@cms.hhs.gov; irafalovich@relis-llc.com; Royle, Erick B. (CMS/OIS); O'Kussick, James J. (CMS/OIS); Coutts, 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
8th Floor conference
Room D

Frank Gorton, PMP
Program Manager

eGlobalTech | www.eglobaltech.com
10480 Little Patuxent Parkway
Suite 400, Columbia, MD 21044
Office: 443-539.2913

<<Agenda.pptx> <<Agenda.pptx>> >

Message

From: Trenkle, Tony (CMS/OIS) [redacted] NotResp
[redacted] NotResp
Sent: 10/1/2013 1:03:19 PM
To: Ekh, Jeannette [Jeannette.Ekh@bcbsfl.com]; Snyder, Michelle (CMS/OA) [redacted] NotResp
[redacted] NotResp
CC: 'Jeannette Ekh' [jeannette.ekh@gmail.com]
Subject: RE: Bi-weekly Call

Jeannette,

I hope that you have enjoyed your time off. Needless to say we are all busy with shutdown and Marketplace work. I suggest that we keep it on the calendar. You and I can talk if Michelle is not available.

Tony

-----Original Message-----

From: Ekh, Jeannette [mailto:Jeannette.Ekh@bcbsfl.com]
Sent: Monday, September 30, 2013 6:12 PM
To: Snyder, Michelle (CMS/OA); Trenkle, Tony (CMS/OIS)
Cc: 'Jeannette Ekh'
Subject: Bi-weekly Call

Michelle and Tony,

I have been thinking about you, and the others, today as we enter into the "go-live" stage of implementation. [redacted] (b)(6) If you would like to talk this Wednesday morning, as we had scheduled, please let me know. Otherwise, I will not call into the web-ex line.

I've copied my personal email address, so feel free to "reply" to that email address, either way, any time, for that matter. My guess is, you will both be very busy Wednesday morning, so won't be able to talk. Please know, though, that I can be available to talk almost any time in the future.

Good luck tomorrow!
Jeannette

New email address: [redacted] (b)(6)

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