Performance and Operations Reports

Type	Report Name	Objectives	Frequency
Performance Reports	Operational Performance Report	Includes unplanned outage response time, monthly uptime report, daily screen response time, daily API availability report	Monthly, by the 10th
	Unplanned Outage or Operations Events Reports	The analysis must include title, date and times of event, summary of event, root cause, solution, and if there are any follow-up actions needed.	Within four business days of resolution of issue
	System Security Design Review Tracker	Includes: Design Review Topic, HCA Requested Review Date, Actual Date Design Review Took Place, Contractor Attendees that participated in the Design Review Session.	Monthly, delivered by the 10th
	Security Reports	Reporting information as agreed to and documented in the Operations Guide	As documented in the Operations Guide
	Disaster Recovery Plan & Disaster Recovery Testing/Results	Disaster Recovery Plan Developed or updated and approved yearly as a DDI Deliverable and as an O&M Deliverable. Yearly Test Results of the Disaster Recovery Testing	Annually, test results 30 days after completion
	CR Response Tracker	Report Includes: CR Title, Internal CR ID #, Date received by contractor, Date review by contractor was Complete, Person at HCA CR Response was sent to at HCA and Date CR Response sent to HCA, Contractor Response Due Date, HCA Approval Date, Change Order #, Change Order Execution Date, Design Start Date, and Production Release Date	Monthly, delivered by the 10th of the month

Type	Report Name	Objectives	Frequency
Operations Reports	Annual Business Plan	To outline major activities planned for upcoming year, business improvement objectives and outcomes, methodology for meeting objectives, customer service performance measurement	Annually, after go-live, 60 calendar days prior to state fiscal year
	Annual Business Plan Progress Report	Details progress toward the goals in the Annual Business Plan	Monthly, due by the third Friday; this supports review and delivery to HCA the fourth Friday
	Security Annual Report	Describing security program and any updates or enhancements and including an attestation that Contractor is in compliance with the security requirements	Annually, by June 30th
	External Auditor Annual Report	On effectiveness of internal controls. The report must be compliant with AICPA SSAE No. 18, Reporting on Controls at a Service Organization, SOC 2, and Type 2 Report that includes applicable Trust Services Criteria for Security	Annually, at go-live and thereafter
	Defect list	List and description of all potential or actual problems, bugs, errors and Defects, with schedule for resolution	Quarterly, at the end of each calendar quarter
	Project Status Reports	Includes updated issue and risk register and deliverable submissions tracker	At least monthly