

Attachment M.1.b  
WellCare IT Emergency Preparedness Plan



# Information Technology

---

## Emergency Preparedness Plan (EPP)

**COMPREHENSIVE HEALTH MANAGEMENT, INC.**

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### Revision History

Revision	Release Date	Author	Changes in progress
1.0	08/09/2010	W.Greg Brooks	Initial Release
1.1	04/27/2011	W. Greg Brooks	Updated key contacts information.

### Approvals

The WellCare associates identified below have reviewed this emergency preparedness plan and agree that the boundaries and activities identified in this document are accurate to the best of their knowledge.

Name	Title	Signature	Date
W. Greg Brooks	EPC IT Representative	see embedded .pdf below	4/27/11
Mark Lantzy	Chief Information Officer	see embedded .pdf below	4/27/11



H:\My Documents\  
STATE\EPC\2011\_EPI

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

**Table of Contents**

---

<b>1</b>	<b><i>I.T. Emergency Preparedness Plan (EPP) Overview</i></b> .....	<b>4</b>
1.1	I.T. Disaster Recovery Plan (I.T. DRP) .....	4
1.2	I.T Functional Area Emergency Preparedness Plans .....	4
1.3	I.T. EPP Initiation .....	4
1.4	I.T. EPP Assumptions.....	4
<b>2</b>	<b><i>I.T. Emergency Communications Plan</i></b> .....	<b>5</b>
2.1	Emergency Communication Milestones.....	5
2.2	I.T. Emergency Communications Grid .....	5
2.2.1	Event Awareness Alert .....	5
2.2.2	Event Preparedness Alert.....	6
2.2.3	Event Watch Alert.....	6
2.2.4	Event Warning Alert.....	7
2.2.5	Event Impact Declaration .....	7
2.2.6	Post-event Emergency Communication(s).....	7
2.3	I.T. Emergency Call-out Strategy.....	8
2.4	I.T. Incident Management Team.....	8
2.5	I.T. Emergency Communication Liaisons .....	9
<b>3</b>	<b><i>Information Technology Services Overview</i></b> .....	<b>10</b>
3.1	Critical I.T. Services .....	11
3.2	Suspended I.T. Services.....	16
<b>4</b>	<b><i>I.T. Emergency Preparedness Activities</i></b> .....	<b>17</b>
4.1	Event Awareness Activities.....	18
4.2	Event Preparedness Activities .....	18
4.3	Event Watch Activities .....	18
4.4	Event Warning Activities .....	19
4.5	Event Impact Activities.....	19
<b>5</b>	<b><i>I.T. Emergency Recovery / Operations</i></b> .....	<b>20</b>
5.1	Post Event: Day 1 thru Day 2 Activities .....	21
5.2	Post Event: Day 3 thru Day 8 Activities .....	21
5.3	Post Event: Day 9 thru Day 15 Activities .....	21
5.4	Post Event: Day 16 Forward.....	21
<b>6</b>	<b><i>I.T. Functional Area Emergency Preparedness</i></b> .....	<b>22</b>
<b>7</b>	<b><i>I.T. Alternate Locations</i></b> .....	<b>22</b>
<b>8</b>	<b><i>I.T. System Dependencies</i></b> .....	<b>22</b>
	<b>APPENDIX</b> .....	<b>23</b>
	Appendix A – I.T. Incident Management Team .....	23
	Appendix B – I.T. Damage Assessment Team .....	24
	Appendix C – I.T. Level 1 Responders .....	24
	Appendix E – I.T. Emergency Communication Liaisons .....	28
	Appendix F – I.T. Alternate Location Matrix .....	29
	Appendix H – Department System Dependencies .....	30

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## 1 I.T. Emergency Preparedness Plan (EPP) Overview

This document establishes the WellCare Information Technology Emergency Preparedness Plan (I.T. EPP). The I.T. EPP documents the business continuity strategy and emergency operations for the Information Technology department in preparation for and in response to an emergency event. WellCare defines an emergency event as any event which interrupts normal operations for greater than eight (8) hours. For information technology events less than eight hours, I.T. will respond in accordance to the I.T. Incident Management Process.

The I.T. EPP addresses the following scenarios:

- Information technology data center assets are impacted and must be restored to a remote location;
- Corporate Campus is not accessible and WellCare Associates must work from off-site locations;
- Partial loss of single or multiple critical systems due to system failure, data corruption, loss of power, etc., where decisions are made to restore locally or declare with disaster recovery vendor.

For events which disable the corporate data center, partially or completely, this plan is executed in parallel with the I.T. Disaster Recovery Plan (refer to I.T. DRP) and is developed based on the recovery time-line of technology resources. For events which prevent access to the corporate facility for greater than 8 hours, and technology assets remain operational, WellCare Associates will function from off-site locations via remote access until corporate facilities are restored, or alternate facilities are provided.

Specifically, the I.T. EPP documents:

- Emergency Communication
- I.T. Services Emergency Operations
- Emergency Preparedness Measures
- Emergency Response Measures

### 1.1 I.T. Disaster Recovery Plan (I.T. DRP)

The I.T. EPP is a companion plan to the I.T. Disaster Recovery Plan (I.T. DRP). While the I.T. EPP provides business continuity and emergency operation plans, the IT DRP establishes the information technology systems recovery plan. The I.T. EPP is written based on the capabilities that are established in the I.T. DRP.

### 1.2 I.T. Functional Area Emergency Preparedness Plans

Each I.T. functional department is accountable for the creation and maintenance of a functional area emergency preparedness procedure. The functional area EPPs are aligned to support the I.T. Department EPP and provide emergency operating plans and procedures.

### 1.3 I.T. EPP Initiation

The I.T. Emergency Preparedness Plan is initiated and executed under the direct authority of the Information Technology Chief Information Office (CIO), in coordination with and in support of the WellCare Corporate Emergency Planning Committee (EPC).

### 1.4 I.T. EPP Assumptions

The execution of this plan assumes the following:

- I.T. DRP is executed as applicable;
- Business EP Plans are executed as applicable;
- Critical Associates are available to perform emergency activities.

#### NOTICE

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## 2 I.T. Emergency Communications Plan

Emergency communication is the most critical element to corporate survival during and after a catastrophic emergency. Acknowledging this, WellCare Information Technology executes a proactive emergency communications plan that ensures a consistent message at predetermined emergency milestones and leverages a 'call tree' call-out structure that expedites contact and response times. Critical associates are equipped with portable computing assets, as well as company cell-phones and blackberries. Corporate intranet services (SharePoint), email and call-tree call-outs are used to distribute emergency communications to all associates.

### 2.1 Emergency Communication Milestones

WellCare Information Technology has defined the following emergency milestones:

	Event Awareness Alert	Event Preparation Alert	Event Watch Alert	Event Warning Alert	Event Impact Alert
Hurricane	7 to 4 days prior	3 days prior	2 days prior	1 day prior	Event Impact
Tornado	N/A	4hrs to 15 minutes	4hrs to 15 minutes	4hrs to 15 minutes	Event Impact
Fire Loss of Power Loss of Water Chemical Spill Etc...	N/A	N/A	N/A	N/A	Event Impact

**Emergency Communication Milestones**  
**Figure 1**

**PLEASE NOTE:** no notification or communication should be made without prior clearance from I.T. Leadership and/ or the Corporate Emergency Planning Committee.

### 2.2 I.T. Emergency Communications Grid

Information Technology will proactively communicate with internal associates, remote offices, delegated vendors and regulatory agencies according to the communications grid below:

Recipient Contact	I.T. Contact Owner	Event Awareness Alert	Event Preparation Alert	Event Watch Alert	Event Warning Alert	Event Impact Declaration	Post Event Comm.
WellCare EPC	I.T. Process and Controls	X	X	X	X	X	X
I.T. Incident Management Team (IMT)	I.T. Process and Controls	X	X	X	X	X	X
I.T. Associates	I.T. Process and Controls	X	X	X	X	X	X
Business Partners	Refer to Appendix E	N/A	X	X	X	X	X
Vendors	Refer to Appendix E	N/A	X	X	X	X	X
Regulatory Agencies	Refer to Appendix E	N/A	N/A	X	X	X	X

#### 2.2.1 Event Awareness Alert

The I.T. Compliance EP project manager is responsible for initiating an initial I.T. emergency notification at any point that an event appears on the horizon which could potentially impact the corporate facility. The purpose of the initial alert is to establish contact with the IMT team and raise awareness to a potential disaster event.

**NOTICE**

- Initiator:** I.T. Process and Controls; EP Project Manager  
**Criteria:** A report or indication of a potential disaster event impact  
**Timing:** 4 – 10 days prior to event impact (refer to Figure 1)  
**Frequency:** Daily updates via email per I.T. Communications Plan  
**Distribution:**
- I.T. EPC Chairperson
  - WellCare EPC Liaison
  - I.T. Incident Management Team (contingent on nature of event)

### 2.2.2 Event Preparedness Alert

If a threat persists, or a shorter term threat appears, the I.T. EP Process and Controls Project Manager will issue an Event Preparedness Alert. This is a call to action to all EP Team Members to initiate respective proactive preparedness plans.

- Initiator:** I.T. Process and Controls; EP Project Manager  
**Criteria:** A persisting event which threatens to impact corporate facilities  
**Timing:** 3 Days (72 hours) prior to predicted impact (refer to Figure 1)  
**Frequency:** Twice daily updates via email per I.T. Communications Plan  
**Distribution:**
- I.T. EPC Chairperson
  - WellCare EPC Liaison
  - I.T. Incident Management Team
  - I.T. Recovery Team
  - Recovery Vendor
  - Tape Vendor

### 2.2.3 Event Watch Alert

An event watch alert is issued when a threat persists and is predicted to impact within 48 hours. The nature of the Event Watch Alert is such that formal notice has been initiated by local emergency operation centers; national weather services; and / or state and federal agencies.

- Initiator:** I.T. Process and Controls; EP Project Manager  
**Criteria:** A persisting event which threatens to impact corporate facilities  
**Timing:** 2 Days (48 hours) prior to predicted impact (refer to Figure 1)  
**Frequency:** 4x daily updates via email and emergency conference call per I.T. Communications Plan  
**Distribution:**
- I.T. EPC Chairperson
  - WellCare EPC Liaison
  - I.T. Incident Management Team
  - I.T. Recovery Team
  - Recovery Vendor
  - Business Partners
  - Vendors\*
  - State and Federal Agencies\*

**NOTE:** frequency of Vendor and Agency updates will be determined by the WellCare Corporate Emergency Planning Committee (EPC).

#### NOTICE

### 2.2.4 Event Warning Alert

An event warning alert is issued when a threat persists and is predicted to impact within 24 hours. The nature of the Event Watch Alert is such that formal notice has been initiated by local emergency operation centers; national weather services; and / or state and federal agencies.

**Initiator:** I.T. Process and Controls; EP Project Manager

**Criteria:** A persisting event which threatens to impact corporate facilities

**Timing:** 1 Day (24 hours) prior to predicted impact (refer to Figure 1)

**Frequency:** 4x daily updates via email and emergency conference call per I.T. Communications Plan

**Distribution:**

- I.T. EPC Chairperson
- WellCare EPC Liaison
- I.T. Incident Management Team
- I.T. Recovery Team
- Recovery Vendor
- Business Partners
- Vendors
- State and Federal Agencies

**NOTE:** frequency of Vendor and Agency updates will be determined by the WellCare Corporate Emergency Planning Committee (EPC).

### 2.2.5 Event Impact Declaration

An event impact declaration is issued whenever WellCare corporate facilities are directly or indirectly impacted by a business impacting event with a duration of 8 hours or greater.

**Initiator:** I.T. Process and Controls; VP (area leader)

**Criteria:** A direct or in-direct impact to corporate facilities

**Timing:** 1 Day (24 hours) prior to predicted impact

**Frequency:** 4x (or more) daily updates via email and emergency conference call per I.T. Communications Plan

**Distribution:**

- I.T. EPC Chairperson
- WellCare EPC Liaison
- I.T. Incident Management Team
- I.T. Recovery Team
- Recovery Vendor
- Business Partners
- Vendors
- State and Federal Agencies

**NOTE:** frequency of Vendor and Agency updates will be determined by the WellCare Corporate Emergency Planning Committee (EPC).

### 2.2.6 Post-event Emergency Communication(s)

Post-event emergency communications are meant to coordinate recovery activities and emergency awareness with I.T. Associates, business partners, vendors, providers, and members.

**Initiator:** I.T. Process and Controls; VP (area leader)

**NOTICE**

- Criteria:** A direct or in-direct impact to corporate facilities
- Timing:** 1 Day (24 hours) prior to predicted impact
- Frequency:** 4x (or more) daily updates via email and emergency conference call per I.T. Communications Plan

**Distribution:**

- I.T. EPC Chairperson
- WellCare EPC Liaison
- I.T. Incident Management Team
- I.T. Recovery Team
- Recovery Vendor
- Business Partners
- Vendors
- State and Federal Agencies

### 2.3 I.T. Emergency Call-out Strategy

I.T. abides by the WellCare corporate emergency call-out strategy which is a ‘call-tree’ model; where:

- The initial calls are made to pre-identified incident management team members;
- who in-turn alert their respective 2<sup>nd</sup> tier members; who then notify 3<sup>rd</sup> tier, and so on until the final tier.

If an associate is not available and does not respond, it falls to the manager of that person to initiate and execute the respective call-outs. In an immediate, non-anticipated disaster, one of the primary goals of the call-out is to ascertain associate wellness and provide assistance where feasible. As such, each associate manager, if able, is responsible for reporting on the status of their respective team members.

The WellCare Corporate Emergency Preparedness Committee requires each functional area to create and maintain a departmental emergency call-out list. To facilitate this emergency objective, WellCare Human Resources has extended the WellCare MyHR functionality to provide an externally hosted Emergency Call-out Report System, which is available for each WellCare functional area manager. Via MyHR, managers (people managers) can create a report of all direct reports. This functionality can be accessed 24/7/365 via any internet access point. Refer to the hyperlink (URL) below for MyHR access and call-out instructions:

<https://portal.adp.com/public/index.htm>

### 2.4 I.T. Incident Management Team

The I.T. Incident Management Team (IMT) is expected to participate on all emergency communications and conference calls. The IMT members will distribute emergency communications to their respective areas of accountability and report current status as requested. The IMT members are expected to perform as emergency situation managers for their respective teams and ensure all defined milestone activities are performed, or at least considered, at the defined milestone.

Refer to [Appendix A – I.T. Incident Management Team](#) for the I.T. Incident Management Team List.

#### NOTICE

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## 2.5 I.T. Emergency Communication Liaisons

In support of the I.T. Emergency Communications Plan, each I.T. functional area is required to maintain and manage a current listing of all internal and external contacts, to include but not limited to:

- Critical Provider Contacts
- Critical I.T. Vendor Contracts
- Critical I.T. Internal Contacts
- Critical Regulatory / Agency Contacts

Each functional area, based on the I.T. Emergency Communications Plan, will notify respective contact points as directed by the I.T. EPP.

Identified in [Appendix E – I.T. Emergency Communications Liaison Matrix](#) are the I.T. Emergency Communication Leads as relate to each I.T. critical functional area. The Emergency Communication Leads are accountable for ensuring timely, succinct, approved messaging to all identified contacts.

### NOTICE

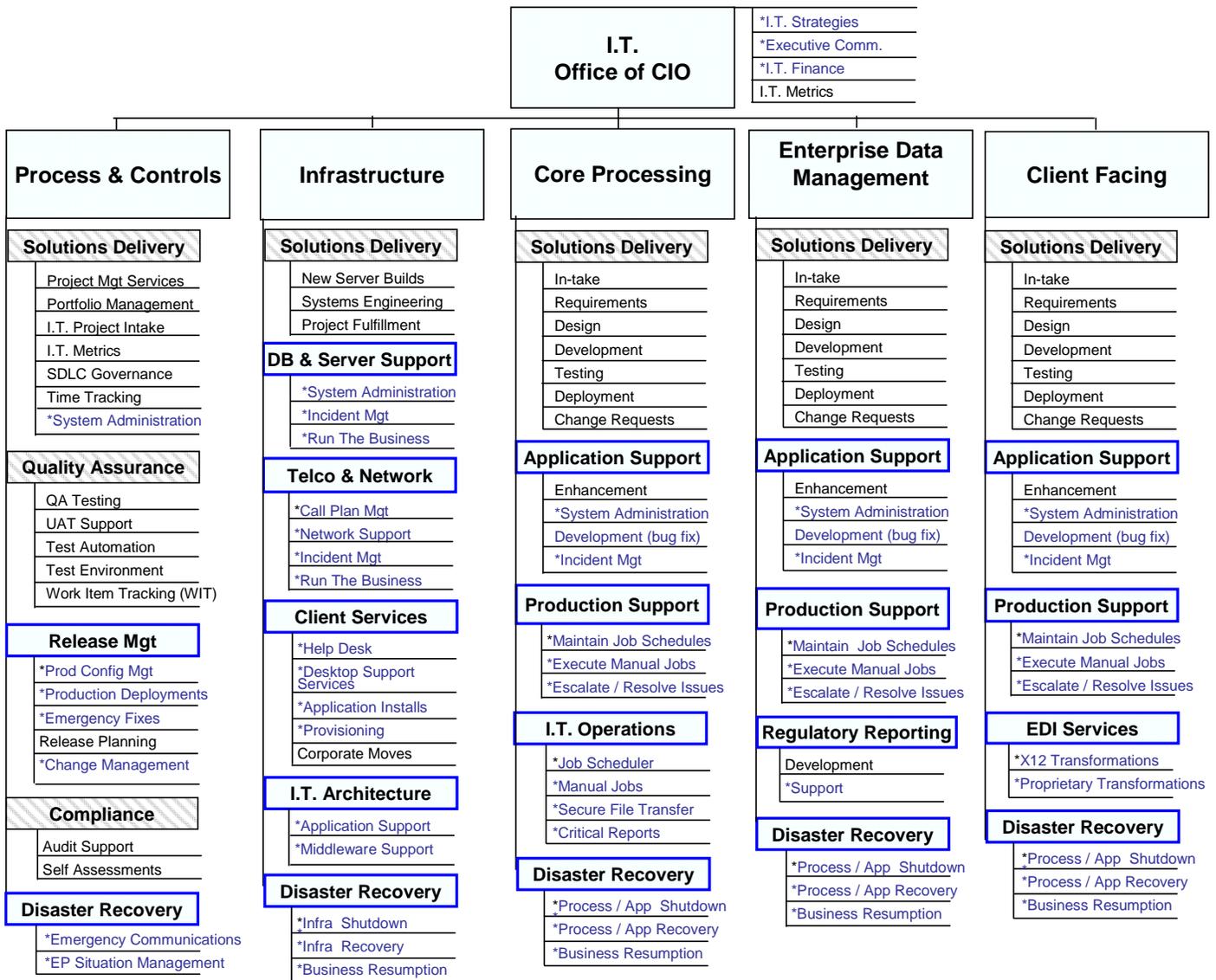
Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### 3 Information Technology Services Overview

WellCare Information Technology is a provider of world class, I.T. Services which directly align with – and support, the corporate business objectives and functions. Information Technology has identified the sub-set of critical services that I.T. must maintain in order to support the emergency operations of WellCare Corporate, as well as all WellCare Remote Offices and Vendors.

The I.T. Service Model is illustrated in alignment with the I.T. Organizational chart. Non-critical I.T. Services are shaded with a slant-hatch background. Critical I.T. services are identified with blue text and an asterisk. During an emergency event, the non-critical services will be suspended until technology assets are recovered. Preceding and during an event, I.T. will focus resources and energies on the I.T. services which have been identified as critical.

Refer to the activity diagram below for an illustration of the I.T. Service Model:



**Figure 2**  
**I.T. Service Model Diagram**

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### 3.1 Critical I.T. Services

In response to a catastrophic loss of all corporate technology assets, the Information Technology department will focus on critical services that address:

- Emergency preparedness activity;
- Recovery of technology resources;
- Recovery of critical business processes;
- Day-to-day emergency operations through the duration of the event until normal business conditions are resumed.

**Please Note:** The order identifies priority of services based on a catastrophic recovery scenario. However, the nature of recovery is that some of the critical I.T. services will be recovered concurrently and others will be recovered sequentially based on the recovery sequence of technology assets. Also, as the recovery process progresses, emphasis will transition from recovery to emergency operations and ultimately to business resumption services.

Listed in the table below, in order of priority, are the critical I.T. services:

Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
Emergency Communication Services	Execution of I.T. emergency call-tree via corporate or alternate email and/or conference calls.	<p><b>Anticipated events:</b> normal operating procedures per EP Communications plan</p> <p><b>Non-anticipated event:</b> emergency communications via established conference call schedule per EP Communications plan</p>	<ul style="list-style-type: none"> <li>• Executive Communications – Office of CIO</li> <li>• I.T. Communications – Process and Controls</li> <li>• I.T. Incident Management Team</li> </ul>
Emergency Preparedness / Response Services	Pre-emptive services to ready the corporate technology resources for a potential disaster	<p><b>Anticipated events:</b> normal operating procedures per EP milestones</p> <p><b>Non-anticipated event:</b> initiate with emergency notifications and damage assessment using alternate phone and email as required; engage I.T. Damage Assessment and recovery teams.</p>	<p>I.T. Associates identified as Disaster Recovery team members, Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Incident Mgt Team</li> <li>• I.T. Compliance</li> <li>• I.T. Infrastructure</li> <li>• I.T. EDI Operations</li> <li>• I.T. EDI Support</li> <li>• I.T. Application Support</li> </ul>
DR Recovery Services	Services focused on the local or remote recovery of critical systems and processes per the I.T. DRP	<p><b>Pre-event:</b> ready restore images, stage away team, declare w/ recovery vendor</p> <p><b>Event Declaration thru Day 4:</b> Damage assessment; Phase I recovery (refer to I.T. DRP) at remote facility. Away Team travels to recovery center. Recovery Team works off-site with remote access to recovery facility.</p> <p><b>Day 4 – 8:</b> Phase II Recovery; same staffing strategy</p> <p><b>Day 9 – 15:</b> Phase III Recovery; same staffing strategy</p>	<p>I.T. Associates identified as Disaster Recovery team members, Refer to Appendix B and Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Incident Mgt Team</li> <li>• I.T. Impact Assessment Team</li> <li>• I.T. Compliance</li> <li>• I.T. Infrastructure</li> <li>• I.T. EDI Operations</li> <li>• I.T. EDI Support</li> <li>• I.T. Application Support</li> </ul>
I.T. Client Services	Select I.T. Client Services to include Help Desk Call Center and emergency desktop	<p><b>Pre-event:</b> normal operations; pre-relocation of critical resources</p> <p><b>Day 1 – 2:</b> Toll Free message referring associates to emergency call list and direct</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Client Services</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
	support	<p>manager; work remotely off-site as systems become available and campus is not available.</p> <p><b>Day 3 forward:</b> call center agents located remotely w/ access to IP telephony services and restored I.T. Magic.</p>	
Infrastructure Services	<p>Telecommunication, Network, Server and Database emergency 'run-the-business' services:</p> <ul style="list-style-type: none"> <li>• Performance Monitoring</li> <li>• Capacity Scaling</li> <li>• System Backups</li> <li>• System Administration</li> </ul>	<p><b>Pre-event:</b> normal operations; pre-staging of critical resources; pre-event declaration w/ recovery vendor; pre-event initiation of remote facilities per I.T. DRP plan.</p> <p><b>Event Declaration thru Day 4:</b> Damage assessment; Phase I recovery (refer to I.T. DRP) at remote facility. Away Team travels to recovery center. Recovery Team works off-site with remote access to recovery facility.</p> <p><b>Day 5 – 8:</b> Phase II Recovery; same resource strategy</p> <p><b>Day 9 – 15:</b> Phase III Recovery; same resource strategy</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Network</li> <li>• I.T. Telco</li> <li>• I.T. Servers</li> <li>• I.T. DBA</li> <li>• I.T. Architecture</li> <li>• Application Support System Engineers</li> </ul>
Client Services Provisioning	Controlled system access through formal request and fulfillment process	<p><b>Pre-event:</b> normal operations; pre-staging of critical resources; pre-event declaration w/ recovery vendor; pre-event initiation of remote facilities per I.T. DRP plan.</p> <p><b>Event Declaration thru Day 4:</b> associates work from campus if available or from designated off-site location; Email based manual emergency access request managed by client services with manual access provided by system administrators, DBA, and server administrators.</p> <p><b>Day 5 – 8:</b> Phase II Recovery; same resource strategy</p> <p><b>Day 9 – 15:</b> Automated provisioning system restored and all supporting systems in place. Resume normal provisioning process via off-site remote access (as required)</p>	<ul style="list-style-type: none"> <li>• I.T. Provisioning</li> </ul>
I.T. EDI Operations	Scheduled and manual job processing. Critical Error Reporting. Capitation and Check run processing.	<p><b>Pre-event:</b> normal operations; inventory of job status; vendor notifications re: file transfers; shut-down environments; pre-locate critical associates to designated alternate facility; non-relocated resources work from campus if available or off-site via remote access.</p> <p><b>Event Declaration thru Day 4:</b> Recovery Phase I; AutoSys, Move-it, and secure FTP. Restart scheduled and manual jobs. Work via off-site remote access (as required).</p> <p><b>Day 5 – Forward:</b> perform emergency operations as prioritized by Corp EPC; same resource strategy</p> <p><b>Day 9 – 15:</b> Phase III Recovery; same</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. EDI Operations</li> <li>• Application Support</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
		resource strategy	
Secure File Transfer	Intake and output of vendor and regulatory data via secure FTP and Move-IT	<p><b>Pre-event:</b> inventory file transfer jobs; notify vendors per EP communications plan; suspend file transfer; shutdown environment; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 4:</b> Damage assessment; Remote work via designated off-site location.</p> <p><b>Day 5 – Forward:</b> Remote work via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. EDI Operations</li> <li>Application Support</li> </ul>
EDI Services	Electronic data interchange services leveraging EDI Operations and Secure File Transfers; X12 and proprietary data transformations; provider, vendor, regulatory, enrollment	<p><b>Pre-event:</b> inventory EDI transfer jobs; freeze code; notify vendors and internal business partners per EP communications plan; shutdown environment; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 4:</b> Damage assessment; off-site remote access to recovery infrastructure; support recovery of EDI systems</p> <p><b>Day 5 – Forward:</b> Emergency operations via off-site remote access</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. EDI development</li> <li>I.T. EDI Operations</li> </ul>
Production Support Services	Manual jobs supporting critical business processes which are executed and supported by I.T. application support teams.	<p><b>Pre-event:</b> inventory manual job status; notify vendors and internal business partners per EP communications plan; stop manual jobs; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 8:</b> Damage assessment; stand-by readiness to re-start manual jobs based on recovery of technology resources per the I.T. DRP; remote work via designated off-site location.</p> <p><b>Day 9 – Forward:</b> Emergency operations via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. EDI App Support</li> <li>I.T. Core Processing App Support</li> <li>I.T. Client Facing App Support</li> <li>I.T. Enterprise Data Management App Support</li> <li>I.T. EDI Operations</li> </ul>
Configuration Management	Production configuration management supporting the change management process. Provide the development code repository for emergency fix activity.	<p><b>Pre-event:</b> inventory proposed change request status; establish code freeze; notify vendors and internal business partners per EP communications plan; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 8:</b> Damage assessment; stand-by readiness to re-start configuration management process based on recovery of technology resources per the I.T. DRP; remote work via off-site remote access.</p> <p><b>Day 9 – Forward:</b> Emergency operations via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. Release Management</li> </ul>
Change Management	Production change control process to support Application	<p><b>Pre-event:</b> inventory proposed change request status; establish code freeze; notify vendors and internal business partners per EP</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. Release</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
	bug/fix activity via change Requests	<p>communications plan; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 8:</b> Damage assessment; stand-by readiness to re-start change management process based on recovery of technology resources per the I.T. DRP; Emergency operations via off-site remote access.</p> <p><b>Day 9 – Forward:</b> Emergency operations via off-site remote access.</p>	Management
Application Support Services	Business operational application support; recovery support, data fix, bug fix, incident management	<p><b>Pre-event:</b> freeze code; suspend development and change activity; notify vendors and internal business partners per EP communications plan; verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 8:</b> Damage assessment; stand-by readiness to support application recovery based on recovery of technology resources per the I.T. DRP; Emergency operations via off-site remote access.</p> <p><b>Day 9 – Forward:</b> Emergency operations via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Core Processing App Support</li> <li>• I.T. Client Facing App Support</li> <li>• I.T. Enterprise Data Management App Support</li> <li>• I.T. Infrastructure (system administrators)</li> </ul>
Regulatory Reporting Services	Regulatory and operational reporting for all lines of business and corporate partners; majority of reports leverage SAS reporting and Enterprise Data Management capabilities.	<p><b>Pre-event:</b> freeze code; suspend development and change request activity; notify vendors and internal business partners per EP communications plan; inventory jobs, suspend jobs, shutdown systems, verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 8:</b> Damage assessment; stand-by readiness to support application recovery based on recovery of technology resources per the I.T. DRP; Emergency operations via off-site remote access.</p> <p><b>Day 9 – Forward:</b> Emergency operations via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Enterprise Data Management (regulatory reporting)</li> <li>• I.T. EDI Operations</li> </ul>
Enterprise Data Management Services	Financial and operational data warehousing and data mining in support of CRMS, Premium Billing, etc.	<p><b>Pre-event:</b> freeze code; suspend development and change request activity; notify vendors and internal business partners per EP communications plan; inventory jobs, suspend jobs, shutdown systems, verify recovery kits; pre-locate critical associates</p> <p><b>Event Declaration thru Day 12:</b> Damage assessment; stand-by readiness to support application recovery based on recovery of technology resources per the I.T. DRP; Emergency operations via off-site remote access.</p> <p><b>Day 13 – Forward:</b> Emergency operations via</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>• I.T. Enterprise Data Management (regulatory reporting)</li> <li>• I.T. EDI Operations</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
		off-site remote access.	
I.T. Compliance Services	Emergency Compliance oversight; Access HIPPA controls, SOX controls, Audit deference,	<p><b>Pre-event:</b> EPP Emergency Management; Event monitoring, alert initiation / execution; inventory audit status; notify agencies and internal business partners per EP communications plan; suspend or reschedule audits; pre-locate critical associates</p> <p><b>Event Declaration thru Business Resumption:</b> Damage assessment; EPP Emergency Management; War room facilitation; recovery program management, Emergency control oversight; Emergency operations via off-site remote access.</p>	<p>I.T. Associates identified as Level 1 responders. Refer to Appendix C:</p> <ul style="list-style-type: none"> <li>I.T. Compliance</li> </ul>
Business Resumption Services	The restoration of normal operating conditions at the corporate campus and data center or alternative permanent facility. Return of systems, data, and operations per I.T. DRP.	<p><b>Pre-event:</b> not applicable</p> <p><b>Event Declaration thru Day 15:</b> Damage assessment; emergency operations</p> <p><b>Day 15 thru 30:</b> Business Resumption; same staffing strategy</p>	All I.T. Associates

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### 3.2 Suspended I.T. Services

The Information Technology department will focus on supporting the operational business continuity of WellCare business partners, both internal and external. To facilitate that goal, I.T. will suspend non-critical activities that do not directly or indirectly support the emergency operations of the company.

Refer to the following table for a listing of I.T. Services which would be suspended in response to a significant emergency event:

Non-Critical I.T. Service	Description	Emergency Operations	I.T. Critical Associates
Solution Delivery Services	<p>All new and current solution delivery projects to include all life-cycle activities; i.e., requirements, design, construction, testing, deployment</p> <p>Exception: any solution delivery project where the development and testing environments are hosted by a third party provider. Continuance of the project will be at the discretion of the I.T. CIO</p>	<p>Suspend all Solution Delivery activities for the duration of the emergency event until business resumption activities are concluded.</p> <p>Re-purpose project management staff to serve as emergency coordinators for their respective environments.</p> <p>Repurpose business analysis associates to serve as SMEs in the recovery of critical business processes.</p>	<ul style="list-style-type: none"> <li>• I.T. PMO</li> <li>• I.T. Project Management</li> <li>• Business Systems Analyst</li> <li>• I.T. Infrastructure</li> </ul>
Quality Assurance Services	<p>All solution delivery quality assurance related services to include; test automation, QA testing, UAT test support</p>	<p>Suspend all Quality Assurance activities for the duration of the emergency event until business resumption activities are concluded.</p> <p><b>Exception:</b> QA activity to support solution delivery that occurs outside the WellCare development and test infrastructure may continue at the discretion of the CIO.</p>	<ul style="list-style-type: none"> <li>• I.T. Quality Assurance</li> <li>• I.T. Environment Management</li> </ul>
Time Keeping Services	<p>I.T. specific time-keeping using I.T. MS Project Server. I.T. time keeping supports the financial capitalization of solution delivery efforts.</p>	<p>Suspend all PMO time-keeping activities for the duration of the emergency event until business resumption activities are concluded.</p> <p><b>Exception:</b> time-keeping activity to support solution delivery that occurs outside the WellCare development and test infrastructure may continue at the discretion of the CIO.</p>	<ul style="list-style-type: none"> <li>• I.T. PMO</li> </ul>
I.T. Metrics	<p>All metric activity supporting the I.T. Scorecard</p>	<p>Suspend all I.T. Scorecard activities for the duration of the emergency event until business resumption activities are concluded.</p>	<ul style="list-style-type: none"> <li>• I.T. PMO</li> </ul>
Client Services	Corporate Moves	Suspended for duration of event	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Party Vendor</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## 4 I.T. Emergency Preparedness Activities

The I.T. emergency preparedness activities are based on the I.T. critical services and business processes that the department is accountable for.

The I.T. Emergency Preparedness Plan is aligned with the I.T. Communication Alert Milestones. At each alert level, emergency preparation activities increase to support the I.T. Emergency Preparedness Plan as well as the I.T. Disaster Recovery Plan.

To ensure prioritized support of corporate business objectives, emergency preparedness priorities are established by the Corporate Emergency Planning Committee.

Refer to the I.T. Event Preparation Swim-lane diagram below:

	Event Awareness Activities	Event Preparation Activities	Event Watch Activities	Event Warning Activities	Event Impact Activities
<b>I.T. Compliance (Emergency Mgt)</b>	<ul style="list-style-type: none"> <li>Monitor Event</li> <li>Execute Alert via email</li> <li>Distribute Alert per I.T. Communications Plan</li> </ul>	<ul style="list-style-type: none"> <li>Monitor Event</li> <li>Execute Alert via email</li> <li>Alert Away Team</li> <li>Secure Travel/Facilities</li> <li>Alert Recovery Vendor</li> </ul>	<ul style="list-style-type: none"> <li>Monitor Event</li> <li>Execute Alert via email</li> <li>Disaster Declaration w/ recovery vendor</li> <li>DR Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Monitor Event</li> <li>Execute Alert via email</li> <li>DR Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Monitor Event</li> <li>Execute Alert via email</li> <li>DR Project Management</li> <li>Event Impact Assessment</li> </ul>
<b>I.T. Incident Mgt Team</b>	<ul style="list-style-type: none"> <li>Forward Alert to Team</li> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Forward Alert to Team Members</li> </ul>	<ul style="list-style-type: none"> <li>Forward Alert to Team Members</li> </ul>	<ul style="list-style-type: none"> <li>Forward Alert to Team Members</li> <li>Situation Mgr for Respective Environments</li> </ul>	<ul style="list-style-type: none"> <li>Forward Alert to Team Members</li> <li>Situation Mgr for Respective Environments</li> </ul>
<b>I.T. Recovery Team</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Prepare/ Ship Recovery Media</li> <li>Away Team Travels</li> <li>Refresh Virtual Images</li> </ul>	<ul style="list-style-type: none"> <li>Start Phase I Recovery</li> <li>Refresh Virtual Images</li> </ul>	<ul style="list-style-type: none"> <li>Continue Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Continue Phase I Recovery</li> </ul>
<b>I.T. Client Services</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Verify Recovery Kit</li> <li>Inventory Provisioning Requests</li> <li>Inventory Magic Requests</li> </ul>	<ul style="list-style-type: none"> <li>Update HD Call Script</li> <li>Inventory Provisioning Requests</li> <li>Inventory Magic Request</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> <li>Shut Down Corp Data Center</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>
<b>I.T. Infrastructure</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Verify Recovery Kit</li> <li>Verify DR Replication</li> </ul>	<ul style="list-style-type: none"> <li>Start Phase I Recovery</li> <li>Refresh Virtual Images</li> </ul>	<ul style="list-style-type: none"> <li>Continue Phase I Recovery</li> <li>Shut Down Corp Data Center</li> </ul>	<ul style="list-style-type: none"> <li>Continue Phase I Recovery</li> <li>Event Impact Assessment</li> </ul>
<b>I.T. Telco Support</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Support Call Traffic Re-routing</li> <li>Verify Recovery Kit</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> <li>Re-route Calls as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> <li>Re-route Calls as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> <li>Re-route Calls as necessary</li> </ul>
<b>I.T. Network Support</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>NW Away Team Travels</li> </ul>	<ul style="list-style-type: none"> <li>Execute Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Execute Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Execute Phase I Recovery</li> </ul>
<b>I.T. EDI Ops</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Auto Job Status</li> <li>Inventory Manual Job Status</li> <li>Inventory FTP Status</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Auto Job Status</li> <li>Inventory Manual Job Status</li> <li>Inventory FTP Status</li> </ul>	<ul style="list-style-type: none"> <li>Freeze auto and manual Job Schedules</li> <li>Freeze FTP traffic</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>
<b>I.T. Application Support Teams</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Manual Job Status</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Manual Job Status</li> <li>Freeze Code</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> </ul>
<b>I.T. EDI Support</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Auto Job Status</li> <li>Inventory Manual Job Status</li> <li>Inventory FTP Status</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Auto Job Status</li> <li>Inventory Manual Job Status</li> <li>Inventory FTP Status</li> <li>Freeze Code</li> </ul>	<ul style="list-style-type: none"> <li>Shutdown EDI Systems</li> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> </ul>
<b>I.T. Release Management</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Change Request Status</li> <li>Inventory WIT Status</li> </ul>	<ul style="list-style-type: none"> <li>Inventory Change Request Status</li> <li>Inventory WIT Status</li> <li>Freeze Code</li> </ul>	<ul style="list-style-type: none"> <li>Freeze Code</li> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>
<b>I.T. PMO</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>
<b>I.T. QA</b>	<ul style="list-style-type: none"> <li>Up-date Call-out Info</li> <li>Clean area</li> <li>Secure ePHI / PHI</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>

I.T. Event Preparation Activity Swim-Lane Diagram  
Figure 3

NOTICE

#### 4.1 Event Awareness Activities

Event awareness activities are initiated upon the receipt of an Event Awareness Alert from the I.T. Emergency Situation Manager. Depending on the potential severity of the projected emergency event, the Event Awareness Alert may only be distributed to the I.T. EPP Chairperson and Corporate EPC Chairperson.

Event awareness activities include, but are not limited to:

- Update Emergency Contact Lists
- Inventory associate work schedules
- Clean areas
- Secure PHI and ePHI
- Verify Emergency Response Kits
- Notify teams of possible event

#### 4.2 Event Preparedness Activities

Event preparedness activities are initiated upon receipt of an Event Preparedness Alert from the I.T. Emergency Situation Manager. This is a call to action to all EP Team Members and functional area managers to prepare their environments for a potential emergency event.

Event preparation activities include, but are not limited to:

- Update associates w/ current status
- Update Emergency Contact Lists
- Inventory associate work schedules
- Clean areas
- Secure PHI and ePHI
- Verify Emergency Response Kits
- Prepare / Ship Recovery Media
- I.T. Away Team travels (based on I.T. CIO and Corp EPC decision)
- Initiate Recovery Vendor Alert
- Secure alternate 'work-group' Facilities

#### 4.3 Event Watch Activities

Event watch activities are initiated upon receipt of an Event Watch Alert from the I.T. Emergency Situation Manager. At this point, official notifications have been distributed from local emergency operation centers, state and federal agencies and national weather services. An event watch alert is only issued when potential impact is certain.

Event watch activities include, but are not limited to:

- Event Declaration w/ Remote Recovery Vendor
- Initiate Phase I Recovery per I.T. DRP
- Decision to freeze I.T. code changes
- Decision to execute emergency staffing plan
- Decision to evacuate corporate campus
- Decision to shut-down production systems for final emergency backup
- Decision to shut-down input and output EDI Channels
- Update associates w/ current status
- Update emergency contact lists
- Verify Emergency Response Kits

#### NOTICE

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

#### 4.4 Event Warning Activities

Event warning activities are initiated upon the receipt of an Event Warning Alert as distributed by the I.T. Emergency Situation Manager. At this point, official notifications have been distributed from local emergency operation centers, state and federal agencies and national weather services. An event warning alert is only issued when potential impact eminent.

Event warning activities include, but are not limited to:

- Decision to 'shut-down' corporate data center
- Continue Phase I Recovery per I.T. DRP
- Decision to execute emergency staffing plan
- Decision to evacuate corporate campus
- Update associates w/ current status
- Secure PHI and ePHI
- Seek safe and secure location and/or evacuate as deemed reasonable

#### 4.5 Event Impact Activities

Event impact activities are initiated upon the receipt of an Event Impact Declaration from the appropriate WellCare representative (I.T. EP Situation Manager). Event impact activities include but are not limited to:

Event impact activities include, but are not limited to:

- Emergency roll-call
- I.T. / Facility Damage Assessments
- Local Recovery Assessment
- Decision to 'cut-over' to recovery data center
- Continue Phase I Recovery per I.T. DRP
- Update associates w/ current status

#### NOTICE

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## 5 I.T. Emergency Recovery / Operations

The department emergency response plan is based on the critical services and business activities that the I.T. Department is accountable for. These activities include the recovery of the environments, the re-start of jobs, and ‘clean-up’ activities as deemed necessary based on the circumstances of the disaster event. The emergency recovery matrix and following sub-sections identify the high level activities that are required. Detailed supporting procedures are documented in the I.T. Functional Area Emergency Preparedness Plans.

**PLEASE NOTE:** The recovery activities are aligned with the recovery sequence as documented in the I.T. DRP.

	Event Impact Assessment Day 1	Post Event Impact Day 2	Post Event Impact Day 3 - 8	Post Event Impact Day 9 - 15
<b>I.T. Compliance (Emergency Mgt)</b>	<ul style="list-style-type: none"> <li>Document I.T. Damage Assessment</li> <li>Distribute Alert per I.T. Communications Plan</li> <li>DR Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Distribute Daily DR Status via email</li> <li>DR Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Distribute Daily DR Status via email</li> <li>DR Project Management</li> </ul>	<ul style="list-style-type: none"> <li>Distribute Daily DR Status via email</li> <li>DR Project Management</li> </ul>
<b>I.T. Incident Mgt Team</b>	<ul style="list-style-type: none"> <li>Recovery Situation Mgt</li> <li>Provide DR Status</li> </ul>	<ul style="list-style-type: none"> <li>Recovery Situation Mgt</li> <li>Provide DR Status</li> </ul>	<ul style="list-style-type: none"> <li>Recovery Situation Mgt</li> <li>Provide DR Status</li> </ul>	<ul style="list-style-type: none"> <li>Recovery Situation Mgt</li> <li>Provide DR Status</li> </ul>
<b>I.T. Recovery Team</b>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Phase II Recovery</li> <li>Initiate Server Support Services</li> </ul>	<ul style="list-style-type: none"> <li>Phase III Recovery</li> <li>Stabilize / Scale DR Environment</li> </ul>
<b>I.T. Client Services</b>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Initiate HD Emergency Ops</li> <li>Initiate Provisioning Emergency Ops</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> <li>Shut Down Corp Data Center</li> </ul>
<b>I.T. Infrastructure</b>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Phase II Recovery</li> <li>Performance Monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Phase III Recovery</li> <li>Stabilize / Scale DR Environment</li> </ul>
<b>I.T. Telco Support</b>	<ul style="list-style-type: none"> <li>Support Call Transfers</li> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Call Transfers</li> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase II Recovery</li> <li>Re-route Calls as necessary</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase III Recovery</li> <li>Re-route Calls as necessary</li> </ul>
<b>I.T. Network Support</b>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Continue w/ Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Execute Phase II Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Execute Phase III Recovery</li> </ul>
<b>I.T. EDI Ops</b>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Support Environment Recovery</li> <li>Start-up Scheduled Jobs</li> <li>Start-up Manual Jobs</li> <li>Start-up Critical Reports</li> <li>Start-up FTP</li> </ul>	<ul style="list-style-type: none"> <li>Freeze auto and manual Job Schedules</li> <li>Freeze FTP traffic</li> </ul>
<b>I.T. Application Support Teams</b>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase I Recovery</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase II Recovery</li> <li>Start Manual Jobs</li> <li>Freeze Code</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase III Recovery</li> <li>Emergency Operations</li> <li>Bug / Fix</li> </ul>
<b>I.T. EDI Support</b>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Support Phase II Recovery</li> <li>Start EDI Processing</li> <li>Emergency Operations</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Operations</li> <li>Bug / Fix</li> </ul>
<b>I.T. Release Management</b>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Support Emergency Fix</li> <li>Start-up Config. Mgt Process</li> </ul>	<ul style="list-style-type: none"> <li>Support Emergency Fix</li> </ul>
<b>I.T. PMO</b>	<ul style="list-style-type: none"> <li>Support Phase I Recovery (SharePoint)</li> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>
<b>I.T. QA</b>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>	<ul style="list-style-type: none"> <li>Stand-by</li> </ul>

I.T. Event Response Activity Swim-Lane Diagram  
Figure 4

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### 5.1 Post Event: Day 1 thru Day 2 Activities

As soon as safely possible, WellCare corporate facilities and technology assets will be assessed to determine the scope of impact and estimate how long before corporate assets are restored. Depending on the severity of the impact, WellCare leadership may elect to 'fail-over' to the remote recovery vendor.

Post event: Day 1 thru Day 2 Activities include but are not limited to:

- Emergency Associate Roll-call
- I.T. Damage Assessment
- Activate Remote Office Facilities
- Decision to cut-over to remote data center
- Continue w/ I.T. Phase I system recovery (refer to I.T. DRP)
- Application Support teams support system recovery (refer to I.T. DRP)
- Non-involved I.T. associates on stand-by

### 5.2 Post Event: Day 3 thru Day 8 Activities

Per the I.T. DRP, Phase I recovery is complete on post-event day 2. At this point, Phase I systems are released for use, and Phase II recovery begins. I.T. associates who support Phase I systems or processes are expected to perform respective emergency operations. If the corporate campus is not available, Level 1 I.T. responders will work from a designated off-site facility via remote access to the recovery facility.

Post event: Day 3 thru Day 8 Activities include but are not limited to:

- Cut-over to remote data center
- Release Phase I systems for production use
- Initiate Phase II system recovery
- Support Phase I emergency business processes
- Application Support teams support system recovery (refer to I.T. DRP)
- Non-involved I.T. associates on stand-by

### 5.3 Post Event: Day 9 thru Day 15 Activities

Per the I.T. DRP, Phase II recovery is complete on post-event day 8. At this point Phase II systems are released for use, and Phase III recovery begins. I.T. associates who support Phase I and Phase II systems or processes are expected to perform respective emergency operations. If the corporate campus is not available, Level 1 I.T. responders will work from a designated off-site facility via remote access to the recovery facility.

Post event: Day 9 thru Day 15 activities include but are not limited to:

- Release Phase II systems for production use
- Initiate Phase III system recovery
- Support Phase I and II emergency business processes
- Application Support teams support system recovery (refer to I.T. DRP)
- Non-involved I.T. associates on stand-by

### 5.4 Post Event: Day 16 Forward

Per the I.T. DRP, Phase III recovery is complete on post-event day 15. At this point Phase III systems are released for use and business resumption plans start. Business resumption is based on the extent of damage to corporate assets and the local geographical area which was

#### NOTICE

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

impacted. I.T. associates who support Phase I, Phase II and Phase III systems or processes are expected to perform respective emergency operations. If the corporate campus is not available, Level 1 I.T. responders will work from a designated off-site facility via remote access to the recovery facility.

Post event: Day 16 forward activities include but are not limited to:

- Support Phase I, II and III emergency business processes
- Start business resumption activities

## **6 I.T. Functional Area Emergency Preparedness**

This section documents the IT functional area emergency preparedness plans.

## **7 I.T. Alternate Locations**

In response to an event impact which renders the corporate campus non-accessible, I.T. critical associates are expected to work at off-site locations via remote access to corporate technology assets. If the associates' home is not impacted and the services exist to connect to the corporate network via Citrix or VPN, the associate is expected to perform committed activities remotely from home.

For a worst case scenario where the geographical region is severely impacted by a disaster event to include associate' homes, hotel accommodations outside the impacted area will be secured to support the critical associates who are committed to the recovery of WellCare.

Identified in [Appendix F – I.T. Alternate Location Matrix](#) are established alternate facilities, as well as suggested hotel facilities that may be leveraged to support the worst case scenario.

## **8 I.T. System Dependencies**

Based on the critical I.T. services identified in Section 3, I.T. system dependencies are listed in [Appendix H – Department System Dependencies](#).

### **NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## APPENDIX

### Appendix A – I.T. Incident Management Team

Refer to MyHR @ <https://portal.adp.com/public/index.htm> for the emergency contact information for the I.T. associates identified in the table below:

I.T. Associate Name	Title	Functional Area
Mark Lantzy	I.T. CIO	Office of CIO
Mike Leist	I.T. VP	Enterprise Data Management
Luis Beaumier	I.T. Senior Director	Client Facing
Paul Kohler	I.T. VP	Infrastructure
Bob Klopotek	I.T. VP	Core Processing
Glenda Harmeling	Executive Assistant	Office of CIO
Mori Chipi	Manager	I.T. EDI Ops
Heleen Mullins	I.T. Manager	QA Environments
Yolanda Vinueza	I.T. Manager	Release Management
Kin Chau	I.T. Manager	Compliance and Controls
W. Greg Brooks	I.T. EP Project Manager	Compliance and Controls
Matthew Daugherty	I.T. Director	I.T. PMO
Gina Thompson	I.T. Director	Enterprise Data Management
Kathryn Salgado	I.T. Manager	Regulatory Reporting -- DW
Danny Sharpe	I.T. Manager	Enterprise Data Management - - CRMS
Mohammed Nayeem	I.T. Manager	Enterprise Data Management - - Billing
Eileen Peitsch	I.T. Director	Client Facing
Tim Craig	I.T. Director	Telecommunications / Network
Deborah McCourt	I.T. Manager	Client Services
Randy Dougherty	I.T. Manager	Infrastructure Network
Michael Longo	I.T. Manager	Infrastructure Telco
Todd Lightbody	I.T. Manager	Infrastructure DB / Storage
Tom Potts	I.T. Director	Infrastructure Servers
Joey White	I.T. Director	I.T. Architecture

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### Appendix B – I.T. Damage Assessment Team

Refer to MyHR @ <https://portal.adp.com/public/index.htm> for the emergency contact information for the I.T. associates identified in the table below:

I.T. Associate Name	Title	Functional Area
Paul Kohler	I.T. VP	Infrastructure
Tim Craig	I.T. Director	Telco and Network
Randy Dougherty	I.T. Manager	Network
Michael Longo	I.T. Manager	Telco
Todd Lightbody	I.T. Manager	DBA and Storage
Tom Potts	IT. Director	Server Engineering
Kin Chau	I.T. Manager	Compliance and Controls
W. Greg Brooks	I.T. EP Project Manager	Compliance and Controls

### Appendix C – I.T. Level 1 Responders

Refer to MyHR @ <https://portal.adp.com/public/index.htm> for the emergency contact information for the I.T. associates identified in the table below:

I.T. Associate Name	Title	Functional Area
Mark Lantzy	I.T. CIO	Office of CIO
Mike Leist	I.T. VP	Enterprise Data Management
Luis Beaumier	I.T. Senior Director	Client Facing
Paul Kohler	I.T. VP	Infrastructure
Bob Klopotek	I.T. VP	Core Processing
Glenda Harmeling	Executive Assistant	Office of CIO
Mori Chipi	Manager	I.T. EDI Ops
Heleen Mullins	I.T. Manager	QA Environments
Yolanda Vinueza	I.T. Manager	Release Management
Kin Chau	I.T. Manager	Compliance and Controls
W. Greg Brooks	I.T. EP Project Manager	Compliance and Controls
Matthew Daugherty	I.T. Director	I.T. PMO
Gina Thompson	I.T. Director	Enterprise Data Management
Kathryn Salgado	I.T. Manager	Regulatory Reporting
Danny Sharpe	I.T. Manager	Enterprise Data Management - - CRMS
Mohammed Nayeem	I.T. Manager	Enterprise Data Management - - Billing
Eileen Peitsch	I.T. Director	Client Facing
Tim Craig	I.T. Director	Telecommunications / Network
Deborah McCourt	I.T. Manager	Client Services
Randy Dougherty	I.T. Manager	Infrastructure Network
Michael Longo	I.T. Manager	Infrastructure Telco

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

I.T. Associate Name	Title	Functional Area
Todd Lightbody	I.T. Manager	Infrastructure DB / Storage
Tom Potts	I.T. Director	Infrastructure Servers
Joey White	I.T. Director	I.T. Architecture
Steve Twitty	I.T. Director	App Support – Core Processing
Karen Cook	I.T. Manager	I.T. Core Processing
Adrienne Felder	BA	I.T. Core Processing
Erick Davis	BA	I.T. Core Processing
Sung Lee	EDI Analyst	I.T. EDI Operations
Susan Keyser	EDI Analyst	I.T. EDI Operations
Debra Leiberick	I.T. Supervisor	I.T. EDI Operations
Sunita Patel	Production Control Analyst	I.T. EDI Operations
Juan Videla	Production Control Analyst	I.T. EDI Operations
Alexandra D'agata	Production Control Analyst	I.T. EDI Operations
Myriam Fletcher	Production Control Analyst	I.T. EDI Operations
Sean Sharp	Production Control Analyst	I.T. EDI Operations
Frank Polino	Production Control Analyst	I.T. EDI Operations
Raymond Maugere	Production Control Analyst	I.T. EDI Operations
Jan Loechel	BA	I.T. Core Processing
Young Ta	I.T. Manager	App Support – Core Processing
Lori Snell	Software Engineer	App Support – Core Processing
Jack Bjornberg	Program Analyst	App Support – Core Processing
Debra Segar-O'niel	Software Engineer	App Support – Core Processing
Nathan Barbur	Software Engineer	App Support – Core Processing
Rhonda Seymour	Software Engineer	App Support – Core Processing
Michael Hohengarten	Software Engineer	App Support – Core Processing
Sandeep Mamidi	I.T. Manager	App Support – Core Processing
Richard Napolitano	Software Engineer	App Support – Core Processing
Juan Ruiz	Software Engineer	App Support – Core Processing
Sidhartha Jain	Software Engineer	App Support – Core Processing
Thomas Alspaugh	Software Engineer	App Support – Core Processing
Angela Turbe	Exec Administrator	I.T. Infrastructure

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

I.T. Associate Name	Title	Functional Area
Bindu Kommineni	Release Engineer	Release Management
Erwin Morales	System Administrator	PMO
Carl Zumbano	I.T. Manager	EDI Development
Craig Smitman	EDI Analyst	EDI Development
Jeffrey Verra	Software Engineer	EDI Development
Lisa Bouabid	EDI Analyst	EDI Development
Jayson Minnick	System Administrator	App Support – Client Facing
Jason George	I.T. Manager	App Support – Client Facing
Kriengkrai Bedell	Software Engineer	App Support – Client Facing
Marc Bellingrath	Software Engineer	App Support – Client Facing
Oscar Galdona	Network Engineer	Infrastructure -- Network
Naresh Viradiya	DBA	Infrastructure – DBA
Amy Lepage	DBA	Infrastructure – DBA
Ravi Ainpudi	DBA	Infrastructure – DBA
Ronnie Ignacio	DBA	Infrastructure – DBA
Prasad Kosali	DBA	Infrastructure – DBA
Louis Kapp	DBA	Infrastructure – DBA
John Britto	DBA	Infrastructure – DBA
Stephan Korda	Storage Engineer	Infrastructure -- Storage
Hari Inampudi	DBA	Infrastructure – DBA
Gregory Hatch	Windows Server Engineer	Infrastructure – Servers
Juan Calvo	Windows Server Engineer	Infrastructure – Servers
Garett Jabaut	Windows Server Engineer	Infrastructure – Servers
Larry Church	Unix Server Engineer	Infrastructure – Servers
Kevin Young	Windows Server Engineer	Infrastructure – Servers
Joe Cipolla	Unix Server Engineer	Infrastructure – Servers
Xuekun Kou	Architect	Application Support
Theodore Horoschak	Architect	Application Support
Murali Katipalli	Architect	Application Support
Myrian Videla	Info Security Analyst	I.T. Client Services
Jason De La Torre	System Administrator	I.T. Client Services
Jason Meers	Support Specialist	I.T. Client Services
Julie Ledsmar	Info Security Analyst	I.T. Client Services
Antonio Braxton	Support Specialist	I.T. Client Services
Tammy Morelli	Support Specialist	I.T. Client Services
Carlissa McEwen	Info Security Analyst	I.T. Client Services
John Chaisson	Support Specialist	I.T. Client Services
Christopher Masters	System Administrator	I.T. Client Services
Eric Cruz	I.T. Supervisor	I.T. Client Services
Bill Stevens	Support Specialist	I.T. Client Services
Harold Keebler	Support Specialist	I.T. Client Services

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel



I.T. Associate Name	Title	Functional Area
Antonia Rivera	Support Specialist	I.T. Client Services
Thomas Johnson	Support Specialist	I.T. Client Services
Ronald Gambrell	Support Specialist	I.T. Client Services
Robert Badger	Support Specialist	I.T. Client Services
Peter Oh	Support Specialist	I.T. Client Services
Melani Costin	Support Specialist	I.T. Client Services

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## Appendix E – I.T. Emergency Communication Liaisons

I.T. Emergency Communication Liaisons and respective back-ups are accountable for managing all communications with external and internal contact points. Each I.T. functional area is required to maintain and manage an emergency contact list.

Refer to MyHR @ <https://portal.adp.com/public/index.htm> for the emergency contact information for the I.T. associates identified in the table below:

I.T. Functional Area	Emergency Communications Liaison	Back-up
I.T. Compliance	W. Greg Brooks	Kin Chau
EDI Operations	Mori Chipi	Susan Keyser
Network Operations	Tim Craig	Randy Dougherty
Telco Operations	Tim Craig	Michael Longo
DBA Operations	Paul Kohler	Todd Lightbody
Server Engineering	Paul Kohler	Tom Potts
Client Services (Help Desk)	Paul Kohler	Debra McCourt
Client Services (Provisioning)	Paul Kohler	Debra McCourt
EDI Development	Bob Klopotek	Carl Zumbano
Core Processing	Bob Klopotek	Karen Cook
Enterprise Data Management	Mark Lantzy	Danny White
Regulatory Reporting	Mark Lantzy	Kathryn Salgado

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

### Appendix F – I.T. Alternate Location Matrix

Identified in the table below are the alternate locations which I.T. Associates may be re-located to in the event corporate facilities are disabled for greater than 2 working days. Detailed relocation assignments will be identified as applicable at time of event.

Alternate Location	Location	Seats Available	I.T. Associates
SunGard Recovery Facility	Carlstadt, New Jersey	20	I.T. Remote Recovery Team
Hawaii Office	Oahu	TBD	I.T. Client Services
Atlanta Office	Georgia	TBD	I.T. Client Services
Chicago Office	Illinois	TBD	I.T. Client Services
Manhattan Office	New York	TBD	I.T. Client Services
MainSail Convention Center	Tampa, Florida	50	<ul style="list-style-type: none"> <li>➤ I.T. Local Recovery Team</li> <li>➤ App Support</li> <li>➤ EDI Operations</li> </ul>
La Quinta Hotel	Brandon, Florida	20	TBD
Embassy Suites	Boca Raton, Florida	20	TBD
Holiday Extended Stay	Orlando, Florida	20	TBD
La Quinta Hotel	Lake City, Florida	15	TBD

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

## Appendix H – Department System Dependencies

Identified in the table below are the technology systems that I.T. requires to support emergency recovery and emergency operations.

I.T. Service	Dependant Systems	I.T. Departments
Emergency Communication Services	<ul style="list-style-type: none"> <li>➤ Telecommunications</li> <li>➤ Corporate Network</li> <li>➤ Internet</li> <li>➤ Exchange</li> <li>➤ SharePoint</li> <li>➤ Corporate Web</li> </ul>	All I.T. Departments
Emergency Preparedness / Response Services	<ul style="list-style-type: none"> <li>➤ Telecommunications</li> <li>➤ Corporate Network</li> <li>➤ Internet</li> <li>➤ Exchange</li> <li>➤ SharePoint</li> <li>➤ Corporate Web</li> </ul>	All I.T. Departments
I.T. Compliance Services	<ul style="list-style-type: none"> <li>➤ Telecommunications</li> <li>➤ Corporate Network</li> <li>➤ Internet</li> <li>➤ Exchange</li> <li>➤ SharePoint</li> <li>➤ Corporate Web</li> <li>➤ Compliance 360</li> <li>➤ RAM/SAM</li> </ul>	I.T. Compliance and Controls
DR Recovery Services	<ul style="list-style-type: none"> <li>➤ Remote Recovery Facility</li> <li>➤ Telecommunications</li> <li>➤ DR Network</li> <li>➤ Internet</li> <li>➤ Exchange</li> <li>➤ Veritas Net-backup images</li> <li>➤ Critical BU Catalog</li> <li>➤ Infra Recovery Kit</li> </ul>	<ul style="list-style-type: none"> <li>➤ I.T. Infrastructure</li> <li>➤ I.T. Application Support</li> </ul>
I.T. Client Services	<ul style="list-style-type: none"> <li>➤ Remote Recovery Facility</li> <li>➤ Teleco PBX</li> <li>➤ DR Network</li> <li>➤ Internet</li> <li>➤ Exchange</li> <li>➤ I.T. Magic</li> <li>➤ Altiris</li> <li>➤ WebApp01/02</li> <li>➤ Autosys</li> <li>➤ ORCL Databases</li> <li>➤ Lenel</li> <li>➤ ActiveDirectory</li> <li>➤ RAM/SAM</li> </ul>	<ul style="list-style-type: none"> <li>➤ I.T. Client Services</li> <li>➤ I.T. Infrastructure</li> </ul>
Infrastructure Services	<ul style="list-style-type: none"> <li>➤ Veritas NetBackup</li> <li>➤ Centrify</li> </ul>	<ul style="list-style-type: none"> <li>➤ I.T. Telco</li> <li>➤ I.T. Network</li> <li>➤ I.T. Servers</li> <li>➤ I.T. DBA</li> </ul>

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

I.T. Service	Dependant Systems	I.T. Departments
		➤ I.T. Architecture
Client Services Provisioning	<ul style="list-style-type: none"> <li>➤ WebApp01/02</li> <li>➤ Autosys</li> <li>➤ ORCL Databases</li> <li>➤ Lenel</li> <li>➤ ActiveDirectory</li> <li>➤ RAM/SAM</li> </ul>	I.T. Provisioning
I.T. EDI Operations	<ul style="list-style-type: none"> <li>➤ Autosys</li> <li>➤ Crystal Reports</li> <li>➤ Toad</li> <li>➤ MS Office</li> <li>➤ MS Access</li> </ul>	I.T. EDI Operations
Secure File Transfer	<ul style="list-style-type: none"> <li>➤ Autosys</li> <li>➤ EDIMovel3/4</li> <li>➤ M1Central1/3</li> <li>➤ Internet</li> <li>➤ Corporate Network</li> </ul>	I.T. EDI Operations
EDI Services	<ul style="list-style-type: none"> <li>➤ Autosys</li> <li>➤ BizTalk</li> <li>➤ XEngine</li> <li>➤ Internet</li> <li>➤ Corporate Network</li> </ul>	I.T. EDI Development
Configuration Management	<ul style="list-style-type: none"> <li>➤ I.T. Magic</li> <li>➤ Team Foundation Server</li> <li>➤ Exchange</li> </ul>	I.T. Release Management
Change Management	<ul style="list-style-type: none"> <li>➤ I.T. Magic</li> <li>➤ Team Foundation Server</li> <li>➤ Exchange</li> </ul>	I.T. Release Management
Application Support Services	<ul style="list-style-type: none"> <li>➤ I.T. Magic</li> <li>➤ Team Foundation Server</li> <li>➤ Software Development Kits</li> </ul>	<ul style="list-style-type: none"> <li>➤ Core Processing</li> <li>➤ Client Facing</li> <li>➤ Enterprise Data Management</li> <li>➤ Infra Sys Admins</li> <li>➤ Architecture</li> <li>➤ PMO Sys Admins</li> </ul>
Regulatory Reporting Services	<ul style="list-style-type: none"> <li>➤ I.T. Magic</li> <li>➤ Team Foundation Server</li> <li>➤ Exchange</li> <li>➤ SAS</li> <li>➤ JDPPROD</li> <li>➤ ORCL</li> <li>➤ ODS</li> <li>➤ TOAD</li> <li>➤ SQL</li> </ul>	I.T. Enterprise Data Management
Enterprise Data Management Services	<ul style="list-style-type: none"> <li>➤ I.T. Magic</li> <li>➤ Team Foundation Server</li> <li>➤ Exchange</li> <li>➤ Enterprise Data Management</li> <li>➤ CRMS</li> </ul>	I.T. Enterprise Data Management

**NOTICE**

Data Classification: Confidential, Unpublished Property of WellCare Health Plans, Inc. – Do Not Duplicate or Distribute.  
Use and Distribution Limited Solely to Authorized Personnel

