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**From:** "Pettit, Alex" <apettit@coveroregon.com>  
**Sent:** 5/3/2014 2:02:01 PM +0000  
**To:** "Miller, Sarah" <ssmiller@coveroregon.com>  
**Subject:** Fwd: HIX Technology Staffing  
Does she understand we are moving to the FFM?

Sent from my iPhone

Begin forwarded message:

**From:** "Shelton, Amy" <ashelton@coveroregon.com>  
**Date:** May 2, 2014 at 10:15:55 AM PDT  
**To:** "Pettit, Alex" <apettit@coveroregon.com>, "Miller, Sarah" <ssmiller@coveroregon.com>  
**Subject:** HIX Technology Staffing

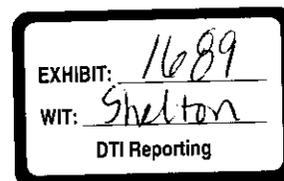
Hi Sarah and Alex-

At the risk of sounding redundant, I need to put out there a request I have made of every leadership team I have reported into for this project. Since project inception, the HIX project has been devoid of skilled technical resources particularly in the areas of architecture, integration and code management disciplines. The original OHA HIX IT team was comprised of 5 Bas, 3 Functional Leads and a project manager. Within days of my appointment as PM, I made a request of Carolyn Lawson to consider adding Enterprise Architecture, Development Manager and Test Manager to the Leadership team for HIX. I made the same request of Aaron when I came on board at CO, the technical resources at Cover Oregon were similarly limited, with 2 additional Bas and some testing expertise added into the mix.

I understand that the current emphasis is to hire a system integrator. This does not resolve the core issue. The State needs in-house technology experts on the ground that can own and oversee the work of the integrator and ensure that a competent architecture practice is in place and to inform code management discipline and approach in collaboration with the integrator. At minimum as a starting point that would be an Enterprise Architect and a Development Manager who can build out their teams as appropriate to the size of the work.

As an additional point of reference, just in a casual conversation with Rob, the state of Vermont had 6-7 architects on staff that represented the State's interests in building out the technology solution. It might make sense to have a more detailed conversation related to that structure.

Obviously these decisions are not mine to make but we have struggled painfully for 2 years, have hired make-shift contractors with their own agendas or with a subset of the appropriate skills and ultimately have been solely dependent upon Oracle for their technology expertise in decision making for this core platform. I hope as we move forward we



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will be able to make appropriate staffing choices to support the investment in technology that the State, and Cover Oregon have made.

Thanks for your consideration,

**Amy Shelton** | Senior IT Project Manager | Cover Oregon | 16760 SW Upper Boones Ferry Rd. Suite 200 | Durham, OR 97224 | c: 503.757.7418 | [ashelton@coveroregon.com](mailto:ashelton@coveroregon.com)

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