Sightline Invaluable During ACA Rollout

The federally-mandated opening of the Health Insurance Marketplace on October 1, 2013 was the biggest public-facing day for the Affordable Care Act (ACA) legislation that was signed by President Obama on March 21, 2010. From an IT perspective, the technical implementation of the ACA required a series of events to occur simultaneously in all 50 states and to integrate and interact with the new IT service applications provided by the federal government. These applications allow citizens to participate in the health insurance exchanges that were established to facilitate the mandate that required that all U.S. citizens have health insurance.

The Pennsylvania Department of Public Welfare (DPW) was designated by the commonwealth of Pennsylvania to create its implementation of its Federally Facilitated Marketplace. The access that DPW provides gives its citizens the opportunity to review individual health insurance options and register for a health insurance option that fits their needs.

Pennsylvania’s Successful ACA Implementation

The Sightline™ Performance Suite from Sightline Systems was chosen by the DPW to analyze application and systems performance, application response time and system resource utilization before and during the ACA marketplace implementation.

Specifically, Sightline was used to compare application and system performance against the new application code suite on Microsoft® Windows® servers and Unisys® ClearPath®. That comparative analysis helped DPW's ACA team identify applications that displayed performance issues and monitor the health and stability of the DPW IT infrastructure.

One crucial component of DPW's ACA implementation is Microsoft BizTalk®, a technology that provides business automation capabilities. In advance of the ACA rollout, DPW worked with Sightline Systems to create a new software Power Agent to monitor critical performance metrics of the BizTalk environment. The Power Agent for BizTalk was deemed necessary by the government agency to ensure that the DPW's Microsoft BizTalk infrastructure would meet acceptable response time expectations for its user community.

During the first three days of the ACA rollout period, Sightline was instrumental in providing critical hands-on system monitoring and problem management of DPW's production IT environment. It helped diagnose and address five critical issues that developed for DPW during the first two days of the ACA marketplace implementation. As a result, the duration of these outages was shorter and reoccurrences were eliminated. As one system administrator for the DPW stated, "I don't know how a project of this magnitude can be implemented without using Sightline."

For more information about Sightline's data collection, alerting, reporting and other capabilities, contact us at sales@sightlinesystems.com.