

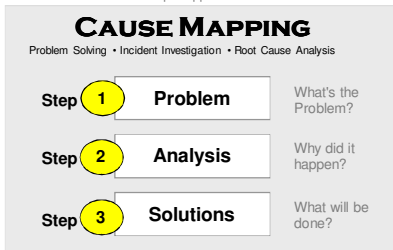
1 Problem

Glitches with Federal Health Care Exchange Website Cause Concern

What	Problem(s)	Glitches on Affordable Care Act website
When	Date	October 1, 2013
	Time	12:01 AM
	Different, unusual, unique	Traffic to site 5x higher than expected
Where	Facility, site	Website
	Unit, area, equipment	healthcare.gov
	Task being performed	Individuals signing up for health care exchanges
Impact to the Goals	Customer Service	Delay in signing up for healthcare exchanges
	Mission	Potential for healthcare costs to increase
	Labor, Time	Increased work/time for manual applications
	Frequency	First time a website like this has launched

2 Analysis

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.



3 Solutions

As an immediate, but temporary solution, an online waiting room was created in hopes that it would allow an increased number of users to be on the site at the same time. Additionally, the ability to browse anonymously - without creating a profile - was incorporated, in hopes that this would decrease traffic to parts of the site that require personal information verification for those who are just looking at the site.

A team of experts has been tapped to fix the glitches with the site. It's not clear who will ultimately be responsible for the fixes, though many have recommended the creation of a new position to oversee the entire exchange. If issues with the site continue to cause delays, the sign-up period may be extended as a back-up solution.

