



END-TO-END IT SYSTEMS | SERVICES | SOLUTIONS PROVIDER

ORIGINAL

TECHNICAL PROPOSAL

TO :
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
P.O. BOX 50130
CHARLESTON, WV 25305-0130

RECEIVED

2011 AUG -3 AM 10: 22

WV P. BOX 50130
DIVISION

VENDOR : UNITED SOFTWARE GROUP, INC.
BUYER : 44
RFQ. NO.: WWV11876
OPENING DATE: 08/03/2011
OPENING TIME: 1:30 PM

www.usgrpinc.com

Phone : (614) 791-3223 * Fax : (866) 764-1148 * eMail : anju@usgrpinc.com
Address : 555 Metro Place North, Suite 100, Dublin, OH - 43017



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August 02, 2011

Dear Mr. Whittaker,

United Software Group is pleased to present the following proposal in response to West Virginia's **RFQ WWV11876 - Auto Scheduling System**.

United Software Group (USG) has been the premier End-to-End information technology systems, services and solutions provider in North America for over eight years. USG has the experience to provide the State of West Virginia with a proven and reliable Auto Scheduling System that is both efficient and user friendly.

The following proposal outlines our ability to meet the mandatory requirements provided in the RFQ and we would be pleased to conduct an on-site demonstration of our Auto Scheduling System at a date and time that meets your needs.

We look forward to further discussions with you regarding this exciting opportunity.

Sincerely,

Anju Vallabh
CEO
United Software Group
Phone : 614-886-2345
eMail : Anju@usgrpinc.com

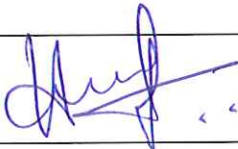
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Title Page

RFP SUBJECT	AUTO SCHEDULING SYSTEM
RFP NUMBER	WWV11876
VENDOR'S NAME	UNITED SOFTWARE GROUP, INC.
BUSINESS ADDRESS	555 METRO PLACE NORTH, SUITE 100, DUBLIN, OH 43017
TELEPHONE NUMBER	(614) 886-2345 (614) 791-3223
FAX NUMBER	(866) 764-1148
NAME OF CONTACT PERSON	ANJU VALLABH
E-MAIL ADDRESS	ANJU@USGRPINC.COM
VENDOR SIGNATURE	
DATE	AUGUST 02, 2011

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Attachment A

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Attachment A: Vendor Response Sheet: Checklist

Vendor Experience

		Yes	No
1	Provide information regarding the firm and staff qualifications; copies of any staff certifications or degrees applicable to this project; proposed staff planning	√	
2	Provide resumes for personnel who will be assigned to this project. A listing of what roles shall be filled by each employee, is required	√	
3	The vendor should have completed at least two (2) projects within the past five (5) years which are similar in scope to the project for which this RFP is soliciting proposals. The vendor should provide a brief description of this project, the timeframe for development, and the vendor's opinion of the success of the project	√	
4	Provide descriptions of similar projects completed which should entail the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met	√	
5	Provide references from this project that is willing to discuss the vendor's performance in this specific area. The required reference information is as follows: contact name, phone number, mailing address, email address, and contact's title	√	

Vendor Disclosure

		Yes	No
1	Should identify any and all subcontractors that will be involved in the development, implementation, training and ongoing support of this system. The primary vendor will solely be responsible for any and all work performed by subcontractors	√	

2.4 Project and Goals

		Yes	No
1	Schedule cases for multiple Administrative Law Judges(ALJ) and Board of Review(BOR) members	√	
2	Define standard working hours and designate non-working days, such as weekends and holidays, for the entire court and default that information for all (BOR) members	√	
3	Define specific working hours by day for each ALJ and BOR members	√	
4	Vary the elements of a judicial calendar including days, start and end times, location, and room, as well as include an effective date for each entry in the ALJ profile location, and room, as well as include an effective date for each entry in the ALJ profile	√	
5	Indicate days when individuals with calendar profiles ALJ and BOR members are unavailable for scheduling	√	
6	Designate a case as ready for scheduling	√	

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7	Schedule cases for a date and room/venue without assigning to a particular ALJ at the time of scheduling	√	
8	Have the system automatically generate a docket entry when a case is scheduled	√	
9	Schedule related and/or consolidated cases at the time a case is scheduled	√	
10	At the time of scheduling system check time conflicts for the room, ALJ and BOR members	√	
11	Resolve or override scheduling conflicts	√	
12	Add parties to scheduled hearings	√	
13	When scheduling a case to have the system present the next available date and time for a single judge or multiple judges	√	
14	View a summarized calendar showing previously assigned events/hearings and total hours used	√	
15	Print calendars in both summary and detailed format	√	
16	List a schedule of hearings by, but not limited to, judge, date, room, location	√	
17	Display all hearings within a case, or sort the hearings and display by status	√	
18	Automatically generate notices and letters as a case is scheduled or rescheduled	√	
19	Enter unlimited comments about a hearing	√	
20	Schedule an unlimited number of hearings per day or define a specific number of hearings scheduled per day. The system shall track hearing status and record hearing outcomes	√	
21	Track hearing status and record hearing outcomes	√	
22	Record all persons in attendance at a scheduled hearing, including board of review members	√	
23	Print calendars and/or view on-line	√	
24	Create calendars by judge, room, event, date, and time, or any combination of these	√	
25	Reschedule one(1) or many hearings at any time	√	
26	Reschedule blocks of hearings from one judge to another	√	
27	Execute mass rescheduling using individual or combined criteria of judge, room, date, time, event, location and/or calendar	√	
28	Query future hearings and activities	√	
29	Scheduling for at least fifty (50) venues	√	
30	Display types and number of cases assigned per judge	√	
31	Create standard reports and ad hoc reports	√	
32	Identify certain venues as telephonic hearing only. If there is a request for an in person hearing by the claimant, it should be able to assign the case to a different venue	√	
33	Manual review and Manual override to pull cases out for some reason.	√	
34	Print hearing notices, specifying dates and time of hearing and mailing to all interested parties.	√	
35	Identify conflict(s) between a judge, employer and claimant hence do not assign those cases to those judges	√	
36	Block out time for specific board of review members, including non-case related time	√	
37	Print docket sheets listing which cases the judge will hear that day including the time	√	
38	Identify cases with attorneys that are set last on the day and/or give more time.	√	
39	Identify the correct issue to be heard in the hearing and print it correctly on the hearing notice	√	

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2.4.1 Provide Multi-level Security Component for the proposed solution.

		Yes	No
2.4.1.1	Complete access and the ability to setup additional users with more limited access capabilities	√	
2.4.1.2	Access to the rest of the applicable staff to read, write and change all the records	√	
2.4.1.3	Role-based, multi-tiered security structure that at a minimum supports individual and group permissions	√	

2.4.2 Provide Training and System Documentation that provides in depth detail for each function/component of the solution.

		Yes	No
2.4.2.1	Workforce West Virginia staff a train-the trainer program and training materials provided in an electronic format	√	
2.4.2.2	Hands-on Administrator Level training for a limited number of individuals from Workforce West Virginia. Any material produced to accommodate this requirement would become the property of Workforce West Virginia with permission to reproduce this documentation as necessary	√	

2.4.3 Provide Project Management and Implementation Schedule for the proposed solution.

		Yes	No
2.4.3.1	The vendor should describe its experience in using a formalized approach to project management, which is compliant with the PMBOK(Project Management Book of Knowledge)	√	
2.4.3.2	The vendor's Project Manager should facilitate status meetings on a regular basis to discuss current project activities and address questions, issues, and concerns	√	
2.4.3.3	The vendor's Project Manager should maintain and update a detailed project work plan through the full term of the implementation process and shall submit to Workforce West Virginia's Project Manager on a date and time that are determined during contract negotiations	√	
2.4.3.4	The vendor should provide the anticipated timeframes within which each phase should be completed. Vendor should complete the entire effort as expeditiously as possible after the contract is awarded, but no later than 60 days and training by 90 th day	√	

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2.4.4. Provide System Warranty, Maintenance & Support for the proposed solution.

		Yes	No
2.4.4.1	Provide all types of standard and enhanced warranties. The State's preferred choices include, but are not limited to: on-site support, second level technical support, and web-based offerings	√	
2.4.4.2	Provide one (1) year maintenance period after the system is in production and final acceptance of the system by Workforce West Virginia with no additional cost to the State. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require two (2), one (1) year maintenance renewal options	√	
2.4.4.3	Any upgrades or system modifications which need to be installed from the central server to all of the workstations to insure that all machines are functioning on the same version of the software	√	
2.4.4.4	Ensure that the primary point of a contact for all call concerning the system is the Help Desk. The maximum acceptable downtime should not exceed the time agreed upon in the service level agreement (SLA) after the award of this contract	√	
2.4.4.4.1	Provide online/telephone system support to Workforce West Virginia offices beginning at 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday	√	
2.4.4.4.2	Workforce West Virginia will contact the vendor and a telephone response should be provided within two (2) hours	√	
2.4.4.4.3	A qualified technician should respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The vendor should provide on-site technical support for problems that cannot be resolved via telephone or remote access	√	
2.4.4.4.4	No issues should remain unresolved for more than four (4) hours	√	
2.4.4.4.5	Issues that are not resolved should be directed to the vendor's contract administrator for immediate resolution	√	
2.4.4.4.6	Each request for service should be assigned a tracking number and include specific information related to the call. The successful vendor should provide a weekly log of trouble calls and the status of the resolution of each issue	√	
2.4.4.4.7	Provide Workforce West Virginia with a reporting mechanism to track the status of all open service calls. Calls should not be closed until the Workforce West Virginia Help Desk approves the resolution of the call	√	

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2.5 Mandatory Requirements

		Yes	No
2.5.1	The proposed solution must be Microsoft Windows-based, and/or compatible with this operating system environment	√	
2.5.2	The vendor shall describe, the server, network, and workstation specifications required to support their system. The State of West Virginia intends to continue hosting and providing backup and disaster recovery services for the solution	√	
2.6.1	The vendor must notify the designated contact at Workforce West Virginia of a security breach incident within three (3) hours of first knowledge and must be checked to see if it complies with WV's Breach Law	√	
2.6.2	The vendor must comply with applicable West Virginia statutes, rules and policies addressing personal data	√	
2.6.3	The vendor shall provide that no data in its custody will be used for any circumstances other than those agreed to in the contract	√	
2.6.4	The vendor shall ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code	√	

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Attachment A: Vendor Response Sheet

Vendor Experience

1. Provide information regarding the firm and staff qualifications; copies of any staff certifications or degrees applicable to this project; proposed staff planning

Vendor Response

Firm Description

Established in 2002, United Software Group (USG) has been in business for over eight (8) years. USG is a professional Software consulting company providing end-to-end Information Technology (IT) business solutions. USG offers Custom Software Solutions, Software Services and IT consulting. USG is an Industry and Technology Focused Company, which provides expertise in specific areas as well as technical knowledge. USG's business solutions are based on requirements specified by operational business users in areas such as Government operations, Financial Services, Insurance and Health Care, Automotive and Manufacturing.

The business model of USG offers unique synergy of software skills, industrial design and IT consulting experience. It results in quality software having professionally designed ergonomic look & feel, produced under strict quality control throughout the production cycle. USG can provide with the best in technology and design expertise at very competitive rates and with excellent quality level ensured by the Quality Management system of USG.

USG's own, unique Application development methodology pulls the project's pieces together into a comprehensive plan to ensure an organized, effective execution. Integral to the entire process are USG's project and quality management deliverables – such as status report, change control requests, coding standards and quality review sessions – to ensure a high quality solution, within budget and on time.

A comprehensive understanding of a company's business requirement is crucial to designing an effective solution. USG evaluates the needs and translates them into a "blueprint" for building the exact system required. In essence, these specifications and design documents may be the most critical components. For many companies, the integration of customized software can provide a competitive edge. USG's experienced professionals will develop system designed to meet a company's objectives and complement its work environment.

USG has expertise in many of the latest technologies and is equipped with the state-of-the art infrastructure. USG has helped its customers achieve their business goals effectively and quickly by utilizing the right mixture of resources and tools, thereby delivering them advanced technology solutions. USG has expertise in building Enterprise class software solutions using technology from Open Source to Microsoft. USG's programmers have worked with and researched numerous technologies and methodologies. While, USG's core business practices are built around acquiring and honing its expertise in the latest front line technologies, it strives to keep itself on the cutting edge and upcoming technologies.

USG provides with a full development team or augments the existing technical staff. USG practices a unique proactive technique to collect requirements in detail and does a multi-step screening process to match the best candidate for the client needs. USG has the ability to support the complete development of business solutions from initial design and testing, to training and final deployment.

Staff Qualifications and Certifications

USG staff is dedicated to deliver reliable software, and business functionality you expect. USG understands the importance of functionality, security, robustness and performance, and does its best utilizing industry proven development technologies and tools. USG's effective management skills are the key ingredient for every successful project. Special attention for maturity level of project management practices and professional communication techniques are followed. USG performs all stages of software development process from requirements definition, project analysis and planning through software construction and maintenance.

USG feels the key to successful project rests in the application of a solid methodology, implemented by knowledgeable and talented project managers. USG's project managers have extensive experience to manage large scale development efforts. USG's managers are fully trained in project management, and the use of crucial project management and technology tools, giving them a solid understanding of the technologies their teams employ.

USG's project manager for the Auto Scheduling System is a certified Project Management Professional (PMP), with over 13 years of experience in managing the design, development and delivery of IT projects. The project manager has implemented eleven (11) projects that are of similar to or larger than the Auto Scheduling System.

The technical staff has industry standard technical certifications which include Sun certified Java programmers, Microsoft certified solutions and application developers and Certified software testers with a minimum of ten (10) years of IT experience in implementing medium to large scale systems.

Proposed Staff Planning

The Auto Scheduling System staffing plan is a blueprint of staffing requirements to ensure that USG has adequate staff with the right skill sets and experience to cover all areas of operations. The details of the plan are as below:

Title	Project Manager
No of positions	1
Experience Required	12+ years in IT projects, with at least 10 years as a project manager and 2 years as a technical manager of government projects.
Qualifications Required	B. S. in Computer Science or Information Technology, MBA. Knowledge of project management software and tools including CPM, PERT and SCRUM, knowledge of programming languages such as Java, .net, C++, MySQL, Oracle, HTML and other web page designing tools.
Skills Required	Excellent communication skills, good time management skills, people management skills, ability to multi-task, negotiation skills, ability to delegate effectively.
Reporting to	CEO
Major duties	<ul style="list-style-type: none">* Ability to lead the team to plan and implement the project* Define project scope, goals, deliverables* Schedule project using CPM and PERT, and WBS* Determine resources required, manage procurement of resources, and track utilization of resources* Co-ordinate with HR and other heads of the company for employees and resources* Track progress of project using various matrices* Provide direction and support to project teams

	<ul style="list-style-type: none"> * Ensure quality assurance * Seek, allocate, and track project budget * Co-ordinate with project staff * Provide feedback on project status to all stakeholders * Resolve floor level problems to ensure project is not disrupted * Handle scope creep * Close and evaluate project * Recruitment of project staff * Co-ordinate with other stakeholders including clients
Proposed Sourcing	Internal candidate
Selection Method	Interview by HR, technical interview by CEO, assessment center
Training undergone	Induction training

Title	Team Leader
No of positions	1
Experience Required	10 years as a programmer, including 5 years as a team leader
Qualifications Required	4-year college degree in Computer Science or Information Technology, knowledge of Java, .net, MySQL, AJAX, C/C++, Oracle and other applications
Skills Required	Excellent communication skills, good time management skills, people management skills, ability to multi-task, negotiation skills, ability to delegate effectively.
Reporting to	Project Manager
Major duties	<ul style="list-style-type: none"> * Lead the team in project execution * Assign work to staff, tracking work and ensuring meeting deadlines * Co-ordinate staff leave requests and overtimes * Coordinate with the project manager on work deliverables, and targets * Implement quality measures in completed work * Take feedback from clients and ensure implementation of corrections required if any * Report work status and progress of project to project manager * Assist recruitment of project staff
Proposed Sourcing	Internal candidate
Selection Method	interview by HR, technical interview by Project Manager and assessment center
Training undergone	Training on developing supervisor skills, training to improve communication skills, training to improve people management skills

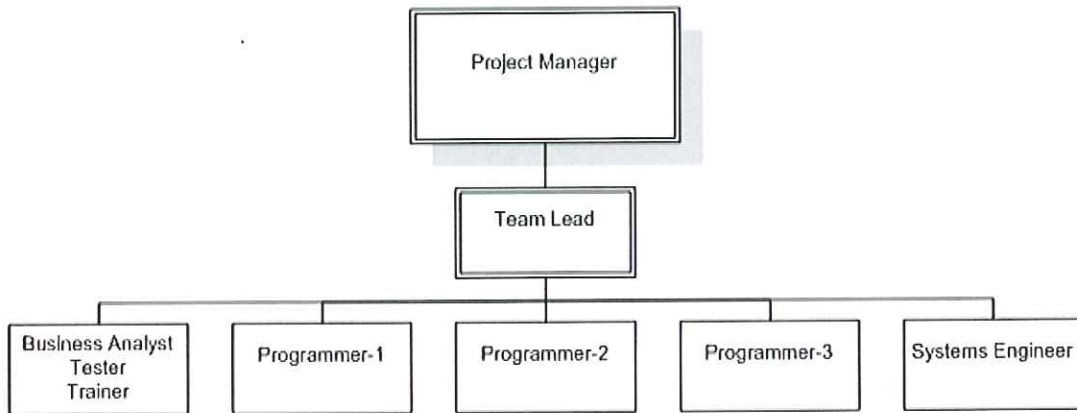
Title	Business Analyst, Tester and Trainer
No of positions	1
Experience Required	4 years as a Business Analyst, 2 years as a web designer and content writer, 2 years of software testing.
Qualifications Required	4-year college degree in any major, diploma in Web Designing. Knowledge of HTML, Adobe Photoshop, Mercury testing tools including WinRunner and LoadRunner.
Skills Required	Good web designing skills, ability to work under time pressure, ability to work in teams
Reporting to	Team Leader

Major duties	* Undertake Business Analyst, Tester and Trainer work as directed by team leader
Proposed Sourcing	Internal candidate
Selection Method	Interview by HR, technical interview by Project Manager and assessment center
Training undergone	Induction Training, time management training

Title	IT Programmers
No of positions	3
Experience Required	7 years as a programmer, including 2 years as a senior programmer
Qualifications Required	4-year college degree in Computer Science or Information Technology, knowledge of Java, MySQL, AJAX, C/C++, Oracle and other applications
Skills Required	Excellent communication skills, good time management skills, people management skills, ability to multi-task, negotiation skills, ability to delegate effectively.
Reporting to	Team Leader
Major duties	* Undertake web designing work as directed by team leaders
Proposed Sourcing	Internal candidate
Selection Method	Preliminary interview by HR, technical interview by team leader, sample web design creation test.
Training undergone	Induction Training, time management training

Title	Systems Engineer
No of positions	1- Part time
Experience Required	7 years as a Systems Engineer, experience with OS, experience with Networking and Software implementation.
Qualifications Required	4-year college degree in Computer Science or Information Technology, knowledge of Java, MySQL, AJAX, C/C++, Oracle and other applications
Skills Required	Resourcefulness and adaptability, ability to work under pressure
Reporting to	Project Manager
Major duties	* Procurement and maintenance of computing, networking and communication appliances and equipments, ensure all systems are up and running, ensure daily back up of work, archive work, ensure backup connectivity, co-ordinate with service technicians of maintenance companies
Proposed Sourcing	Internal candidate
Selection Method	Preliminary interview by HR, technical interview by team leaders
Training undergone	Basic programming and networking awareness

Resource Chart




2. Provide resumes for personnel who will be assigned to this project. A listing of what roles shall be filled by each employee, is required.

Vendor Response

No	Role	Employee Name
1	Project Manager	Sudarshan Reddy
2	Team Lead	Chandra Yedu
3	Business Analyst, Tester, Trainer	Rajesh Kumar
4	Programmers	Sumit Chakrabarti, Madhava Bhima, Venkat Thirumurti
5	Systems Engineer	Sagar Reddy

Resumes of the employees are attached below:

	
SUDARSHAN REDDY	
PROFESSIONAL SUMMARY	
<ul style="list-style-type: none"> ⇒ Over 13 years of IT experience (Apr 97 To till date) at Tata Consultancy Services & United Software Group, including significant experience as Project Manager, business systems analyst and also as a technical Lead in managing complex highly matrixed mainframe/web based technology projects. ⇒ Good experience in project planning, scheduling, cost and effort estimation, quality assurance process, project tracking, progress reporting and resource management for a number of engagements. ⇒ Performed various roles like IT manager/project manager, Project Leader, Module Leader and Onsite Co-coordinator in diverse technology platforms. ⇒ Excellent Project Management Skills, familiar with the Software Capability Maturity Model (CMM). ⇒ Experience in project management using software project life cycle methodology (SDLC). ⇒ Expert in project management software and tools including CPM, WBS, PERT and SCRUM. ⇒ Involved and managed in process improvement Initiatives, business re-engineering, DB migration, conversion, ERP 	

implementation and Data warehousing projects.

- ⇒ Excellent ability to gather and understand business requirements and translate into IT solutions with the use of various technologies.
- ⇒ Currently managing cross-functional information and technology focused teams that are globally dispersed.
- ⇒ Capable & proven experience in gathering business requirements from business end-users, Initial Analysis, Design, Preparing Functional and Technical specifications, Test Plans and Support documents.
- ⇒ Experience in facilitating Quality Assurance (QA) and Quality Management (QM) process of delivery and organizing offshore/onshore teams and coordination.
- ⇒ Proficient in use of project management tools like MS Project.
- ⇒ Companies/Clients: Greif Inc, Bankone/Chase, Chrysler, Ameritech/SBC, Target Corporation, Swisscom, Procter&Gamble, Cotter&Co, TATA Consultancy Services.

EDUCATION/ CERTIFICATIONS

- **Masters Degree in Machine Design** from Bangalore University, Bangalore, India.
- **Bachelors Degree in Mechanical Engineering** from Associate Member of the Institution of Engineers (AMIE), Kolkatta, India.

Professional Certifications

- **CQA (Certified Quality Analyst)**
- **PMP (Project Management Professional)**

Technical Skill set

Hardware	IBM z-Series, IBM-3090.
Operating Systems	Z/OS, OS/390, MVS/ESA, Windows-NT, UNIX.
DBMS	Oracle, MySQL, DB2 for OS/390, IMS DB.
Front End	CICS, IMS/DC, HTML
Languages	Java, .Net, C++, COBOL II, JCL, CICS, SQL, REXX, PACBASE,EASYTRIEVE
Version Control	CHANGEMAN, ENDEVOR, ELIPS, PANVALET, DSMS
Special Software	Platinum DB2-tools, ERWIN, QMF, SPUFI, File-Aid, File-Aid for DB2, Xpediter, Omegamon, BMC MainView, SAVRS, ABEND AID, STROBE, ZEKE, CA-7, TSO/ISPF, Strobe, MQ Series, Visio, CA-Deliver/View, Mercury Quality Center, XCOM, FTP and NDM.
ERP	ERP LN FP3 modules: Materials Management, Production Planning and Control, Warehouse Management, Sales & Distribution
Reporting Tools	Cognos 8.2 as BI tools (Cognos connection, Reports Studio, Query Studio, Analysis Studio)

CRITICAL SKILLS

- Effective professional relationship building skills.
- Consensus building and facilitation skills.
- Writing skills to communicate effectively to stakeholders.
- Ability to manage timelines and deliverables in a cross-matrixed environment.
- Strong sense of initiative and ownership.
- Ability to think strategically and able to motivate others.
- Able to plan and prioritize multiple tasks effectively.
- Keen to learn and adopt new technology and principles.
- Capable of delivering optimized, effective and well documented code independently.
- Extremely dedicated, self-motivated, Pro-Active and willing to assume responsibility.

PROFESSIONAL EXPERIENCE

Greif Inc, Columbus, Ohio.

July 2009 to June 2011.

Project Manager

Project: Greif BI – Global PMDB (Latin America/IPS/PPS) – Application Development & Support

Scope: Pocket Margin Database (PMDB) for Global Accounts of Greif Inc., (The leading Manufacturing Company) will allow Strategic Accounts group and senior management to analyze revenue and costs in a consolidated view. This information will provide transparency of sales and profitability for Key Accounts portfolio and enable Greif team to develop an action plan to improve profitability.

The objective of the project is to Create Cognos power play cubs, data-marts and reports for PPS & IPS plants PMDB data, for better reporting functionality as Cognos would give greater visibility in variations Year over Year, in Values & %'s. This would make analytics more robust & complete.

Environment: Cognos 8.2 as BI tools, Oracle as an Enterprise Wide Data warehouse, Oracle for Staging, Unix shell scripting, Java, J2EE, HTML, JavaScript, DHTML, SQL, PL/SQL

Responsibilities:

- Manage and lead the small set of these projects using internal resources as a project owner.
- Used Scrum methodology to the project management.
- Understand the business questions to be answered as a part of BI analytics with user community.
- Thorough understanding of the functional specifications and the documents related to the development.
- Creation of Functional and technical specs as per the user requirements using WBS and developing the reports.
- Understand the data and make sure that the data needed for the BI reports are captured as a part of Data in, If not facilitate the Data In process.
- Using Report Studio and Query Studio create first cut of reports and maps as per business requirements. After the first cut, get them verified from the business and further refine them.
- Facilitate the unit testing and system testing.
- Train the users on using Cognos Connection, query studio, report studio and facilitate the business users and perform the UAT.
- Schedule and facilitate the production move with system administrators and various groups.

Greif Inc, Columbus, Ohio.

April 2008 to June 2009.

Technical Analyst & Project Manager

Project: Delta - ERP LN FP3 implementation – Application Development

Scope: Greif Inc., The leading Manufacturing Company, implemented Manufacturing, Sales, Distribution, and Finance modules of SSA ERP LN 6.1 in 8 plants of Delta group in USA and Canada, to replace locally existed legacy ERP systems and align with corporate ERP system ERP LN. The objective of this project is to achieve improved business functionality through an architecturally sound ERP LN standardize operations by utilizing native ERP LN functionality across all Delta companies.

Environment: Infor ERP LN FP3, Oracle 9i, Unix, Cognos Reporting (Single Finance & Multi Logistics Business segments), Bar code Integration with Hand held scanners.

Responsibilities:

- Organize and direct the project team members
- Develop and maintain the overall project plan
- Identify issues which might adversely affect the success of the project and work with the appropriate team members to resolve them
- Provide weekly status reports to the Project - Transformer Program Manager
- Escalate problems that could impact the projects schedule, costs or functional success
- Review project documents, Used PERT methodology.
- Facilitate project meetings
- Act as support to the program manager with regard to the project
- Drive the successful completion of the project
- Address each phase, milestones, activities and deliverables as per the revised Baan Target Methodology
- Obtain detailed requirements
- Create and maintain the Project Plan as required throughout the project's lifecycle

- Set up and attend all stakeholder meetings, and team status meetings
- Obtain all necessary signoffs for project
- Inform management of any delays/issues that arise during the project
- Manage project team staffing
- Training of key users in Order Management, Warehouse Management, Enterprise Planning & Manufacturing modules of LN and Scanner operations in the warehouse.
- Master data Design & set up for Order Management, Warehouse Management, Enterprise Planning & Manufacturing modules.
- Developing of DEM models and user profile configuration, Authorization management and control.

Daimler Chrysler Corporation, Auburn Hills, Michigan.

October 2007 to March 2008.

Technical Project Manager

Project: Warranty Administration systems- Application Support & Development

Scope: Warranty systems administration involves processing of various kinds of claims received from Dealers till the claim data is used for further quality analysis. Managing a group of 13 applications comprising of web/mainframe/Unix architectures.

Environment: MVS/ESA, OS/390, IMS DB/DC 8.1, CICS 5.1, MQ Series 5.1, VSAM, DB2 8.1, COBOL II, IBM Web sphere 6.0, HTML, JSP, JAVA, SERVLETS, CTG, COGNOS Power play 7.3, Transformer, Impromptu Version control Serena Dimensions, File AID 8.9, and Expeditor 7.3, Abend-Aid 8.2, SPUFI, QMF, REXX, FTP, NDM, SDSF, CA-7, BMC, SYNC SORT, RC/Update, DCCS, Power Designer 9.0. Unix.

Responsibilities:

- Production Support planning.
- Review business requirement documents produced by the BSAs for completeness and accuracy.
- Work with Program manager to combat scope creep, ensure that analysis and design projects meet the requirements and stay on schedule.
- Develop MS project schedules, plan work effort, assign resources, status results, and manage to contract deliverable deadlines without slippages.
- Earned value techniques including status reporting and tracking the work progress
- Communicates with technical peers, such as database designers, Business Systems Analyst, business/user group.
- Adherence to Chrysler PMO policies to comply with SOX regulations.
- Participate in employee evaluations by monitoring subordinates performance and providing management with feedback.
- Actively resolves or assists in resolving issues and escalates when appropriate, practices prudent risk management, and provides forecasts for assigned efforts.
- Responsible for conducting and facilitating methodology workshops to improve the capabilities of the project leadership team.
- Managing team size of 8 people at Onsite and 15 people at offshore.

JPMorgan Chase, Columbus, Ohio.

Jan 2006 to Sep 2007.

Technical Project Manager

Project: CIS Re-engineering-Enterprise Banking.

Scope: This project is for JPMorgan Chase one of America's largest bank holding company. STARBASE (Enterprise Customer Information system) and SBS (Strategic banking System) are two core applications supporting JPMChase business processes. The objective of this project is to achieve improved business functionality through an architecturally sound Customer Information System with high data integrity, merger readiness and to enable the system to interface the CRM applications by re-engineering the system. The purpose of this project is to re-code the existing SBS and STARBASE programs to have all the necessary changes as per the re-engineered architecture to eliminate the PACBASE code and to achieve consolidation in the component functionality across STARBASE and SBS by avoiding the redundant code and applications retaining the same business functionality with more performance and standard, maintainable and consolidated code.

Environment: MVS/ESA, OS/390, IMS DB/DC, CICS, MQ Series, VSAM, DB2, COBOL II, File AID, Expeditor, Abend-Aid, SPUFI, QMF, REXX, FTP, NDM, ZEKE, PACBASE, Internal Tools like AUOTMATED STANDARDS

ANALYZER (ASA), MESSAGE SIMULATOR, DOCGEN, FLOWGEN, Integral Project Management System (IPMS), Internal quality Management System (IQMS) and LIBMAN.

Responsibilities:

- Elicit business requirements from business users and subject matter experts
- Analyze and prioritize requirements Impact Analysis, Gap Analysis, Design, Estimation of Effort and Schedule, preparation of Functional and Technical architecture.
- Instrumental in redesign of the existing system architecture and database design and re-designing the process to best suite to the newly defined architecture.
- Design and development of Data migration process for migrating data from IMS DB to DB2 architecture for the established business rules, using database maintenance utilities for LOAD, UNLOAD.
- Define and document requirements, functional and technical specifications
- Participated in Quality activities - Internal Quality Assurance, External Quality Assurance, Final Inspection processes and Causal Analysis and Remedial Actions such as Checklists, Knowledge transfers, training etc.
- Test bed setup coordination for multiple releases with DBAs, and Configuration Management team.
- Facilitating Quality Assurance (QA) and Quality Management (QM) process of delivery and Organizing offshore/onshore teams and coordination.
- Report status and issues to project manager.
- Lead requirements validation and traceability analysis
- Manage scope and requirements through out the project life cycle
- Lead development of common standards and tools.
- Participate in employee evaluations by monitoring subordinates performance and providing management with feedback.
- Managing team size of 12 people at Onsite and 60 people at offshore.

JPMorgan Chase, Columbus, Ohio.

Jan 2004 to Dec 2005.

Project Manager

Project: CIS-Index BAU-Conversion & Development

Scope: After the merger of the banks, JPMC and Bank One, the customer systems CIS (Bank One) and Client Central (JPMC) co-existed as separate client platforms with their own databases. The objective was to reconcile the differences/gaps between the customer systems and also to rebuild the interfaces in a phased manner. The conversion of merging customer and account Data into BANKONE was accomplished in different phases. Also enhancements involved in Quarterly releases and break fixes.

Technical Environment: OS/390, Windows, COBOL, JCL, REXX, EASYTRIEVE, CICS, DB2, VSAM, ELIPS, FILEAID, DB2-FILE AID, ZEKE Scheduler, SPUFI, CHANGEMAN, STROBE, XPEDITOR, SAVRS, ABEND-AID, MESSAGE SIMULATOR, Integral Project Management System (IPMS), Internal Quality Management System (IQMS).

Responsibilities:

- Participate in analysis of data migration, conversion strategies and data mapping
- Interact with Chase internal users for collating requirements and for converting the requirements into specifications for new enhancements.
- Involved in Business requirements gathering from business end-users, Initial Analysis, Impact Analysis, Gap Analysis, Design, Estimation of Effort and Schedule, preparation of Functional and Technical specifications and test plans.
- Pass on the requirements to the offshore team and coordinate with the offshore team to manage deliverable and meet the required SLAs.
- Lead requirements validation and traceability analysis
- Manage scope and requirements through out the project life cycle
- Coordinate Unit, Integration, System and Regression testing of batch/online and interface applications, also participate in UAT (user acceptance testing), Implementation and post Implementation support.
- Prepare Coding Standards, Self Review Checklists and organized Knowledge Sharing sessions to help the team.
- Involved in Identifying programs that need performance tuning by modifying the SQL statements (Using EXPLAIN utility), which requires extensive advanced DB2 SQL skills.
- Involved in effective distribution/delegation of work to the team and coordinating the team activities.
- Guide/help the team to fix the entire break fixes assigned well ahead of the SLAs.
- Participated in Quality activities - Internal Quality Assurance, External Quality Assurance, Final Inspection processes and Causal Analysis and Remedial Actions such as Checklists, Knowledge transfers, & training.
- Participate in employee evaluations by monitoring subordinates performance and providing management with feedback.

- Managing team size of 5 people at Onsite and 15 people at offshore.

JPMorgan Chase, Columbus, Ohio.

Jan 2003 to Dec 2004.

System Analyst and Project Manager

Project: BANK ONE – IMG-BAU (Columbus, OH)

Project Scope: Bank One uses the pension system applications on mainframe, which comprise of large, complex systems. These applications need knowledge of Microsoft technologies to understand apart from mainframe skills. Critical factor includes knowledge of various subsystems like TRU/TRX (file xfer application across LOBs), Omnipay and the external interfaces of the applications.

The project involves enhancements, development and maintenance of these systems and requires in-depth knowledge of the file transfer methods.

As Software Analyst and Manager, nature of work includes understanding the functional requirements, prepare and modify Technical and design specifications, coding, testing, implementing resolutions, coordinating and status reporting. TCS's processes and standards are applied to the project.

To accomplish the project objectives, TCS used its internally designed, ISO 9000 certified, offshore development process and its exclusive development, testing and quality assurance skills and procedures, along with knowledge on VSAM, XCOM, FTP and NDM, CA-view and CA-Deliver is required in the project.

Technical Environment:

OS/390, COBOL, JCL, REXX, EASYTRIEVE, VSAM, ELIPS, FILEAID, ZEKE SCHEDULER, CHANGEMAN, XPEDITOR, SAVRS, ABEND-AID, CA-VIEW, CA-DELIVER, Integral Project Management System (IPMS), Internal Quality Management System (IQMS).

Responsibilities:

- Business requirements gathering from business end-users & discuss the enhancements,
- Changes and progress tracking of various development activities of applications,
- Alignment Meetings with other involved teams/groups like I&O, Line of Business (LOB), Change Management Team, Infrastructure, Production Support, etc.
- Preparing and reviewing the JCL flows for batch jobs, processing Tapes
- Providing 24X7 Production support, Coordinating with production operators to schedule the batch JCL's in ZEKE scheduling System.
- Regular LOB meeting to address specific problems rose as peregrine tickets. And production support testing and developing programs.
- Analyze, debug, and find solutions to critical crashes of core products
- Service request status and design and development work for the application. High-level design. Preparing and updating documents and flow charts related to applications.

AMERITECH/SBC, Milwaukee, WI.

June 2000 to Dec 2002.

IT Analyst and Module Leader

Project: AMERITECH/SBC ACIS Application support

Project Scope: SBC Ameritech is a leading local and long distance telephone service provider for the five states Illinois, Wisconsin, Indiana, Michigan and Ohio. With over 18 million customers across five states it's one of the largest telecom companies in USA. Ameritech offers wireline, wireless, Internet and paging services. The Ameritech software system is called ACIS (Ameritech Customer Information System). The objective of the project is production support and schedule release enhancements.

Technical Environment:

OS/390, COBOL, JCL, REXX, CLISTS, EASYTRIEVE, VSAM, ENDEVOR, CRYSTAL (CRM Tool), FILEAID, CA-7 Scheduler, XPEDITOR, IMS DB

Responsibilities:

- Analysis, enhancement/maintenance and testing, in addition to the leading the module of CDM (Customer data management) and coordinating offshore work.
- Analyzing the defects before assigning to the team members, Tracking/Monitoring the defects, Reporting to the client with daily and Weekly defect status reports.
- Writing criteria for the Database alters, scans & scrubs.
- Handling Change Requests (CR) for enhancements.

- Handling Defects for maintenance.
- Providing 24X7 Production support
- Generating user reports using the Easytrieve
- Coordinating with production operators to schedule the batch JCL's in CA7 scheduling System
- Handling Callouts by interacting with the clients to solve production job abends, during batch processing.
- On the job training & Process and program documentation.

Target Corporation, Minneapolis, MN.

Aug 1999 to May 2000.

System Analyst and Programmer

Project: TARGET CORPORATION (NED (Native Endeavor conversion Project)

Project Summary: Target Corporation is a major chain store of consumer goods. Central office is located in Minneapolis USA. The project NED (Native Endeavor) is a set of tools chosen to automate, control and monitor the mainframe software development/maintenance life cycle with in TARGET Corporation. The primary tool of NED is Endeavor. Endeavor allows you to compare and track your changes against production, automatically creating on-line change history of every source component known to Endeavor. You will always know what was changed, why and by whom. It automates creation of executable components, view or retrieve prior versions of elements. It enforces change control procedures.

The job was analyzing and migrating the software elements form already existing configuration tools (PANVALET, PICS), which are not Y2K complaint to the ENDEVOR (a configuration management tool). The major work involves writing processors and processor groups. Setting up the environment, & libraries for all types of software elements for the Endeavor. Created REXX tools to automate the process of migration and generating elements from existing tools to the Endeavor.

Technical Environment:

OS/390, COBOL, JCL, REXX, ENDEVOR, PANVALET, DB2

Responsibilities:

- Coding the REXX tools for the process of migration,
- Writing the Processors and processor groups, with various compilation options for variety of software components.
- Setting up the environment for Endeavor for different software elements.
- Writing and correction JCLs/PROCs for new standards.

SBC-Ameritech, Milwaukee, WI

Feb 1999 to July 1999.

System Analyst and Programmer

Project: Ameritech (SCM (Software Configuration Management) tool Project)

Project Summary: The job was to develop a tool kit that interfaces with ENDEVOR to track the development and maintenance life cycle of the software elements in relation to the releases and deployment sites and also provide a means of reporting the activities when needed. The elements of the tool were developed using COBOL-DB2 and LM utilities for library operations. ISPF panels supported the front end data capturing. The COBOL code was interfaced with DB2 through Call Attach Facility (CAF). The coded elements were tested using Xpeditor.

Technical Environment:

OS/390, COBOL, JCL, REXX, ENDEVOR, ISPF, DB2, XPEDITOR, CA Migrator, CA PlanAnalyzer, DB2 Omegamon.

Responsibilities:

- Coding and testing of DB2-COBOL programs.
- Understand the configuration management processes and supporting for development process
- Supporting unit test & system testing through implementation.

Swisscom, Berne (Switzerland).

Sep1998 to Jan 1999.

Analyst Programmer

Project: SWISSCOM (TERCO-project)

Project Summary: The project involved Analysis and building code of PL/I language for enhancement and maintenance project for Swisscom telecommunications company, Switzerland. Some of the critical applications were taken up for conversion, to make them to enhance their front end for changing from CUI to GUI.

Technical Environment:

OS/390, COBOL, JCL, PL1, IMS DB

Responsibilities:

- Analysis and coding of PL/I programs
- Support the front-end team by providing business validations required from the legacy application programs.
- Modifications to existing programs for redundant validations and supporting unit test & system testing.

Proctor & Gamble, Brussels (Belgium)

Dec1997 to Aug 1998.

Analyst Programmer

Project: Proctor & Gamble Y2K project, Belgium

Project Summary: The project involved Year 2000 analysis and conversion of various applications for Procter & Gamble Belgium (EMEA). Some of the critical applications were taken up for conversion, to make them year 2000 compliant. P&G carried out the unit and system testing activities at Belgium with TCS support. TCS provided testing and implementation support from Brussels.

Technical Environment:

OS/390, COBOL, JCL, REXX, DB2, TCS Y2K tools

Responsibilities:

- Analysis, Coding, Testing and Maintenance of COBOL, DB2, Easytrieve, CICS, VSAM programs
- Y2K analysis and reviewing the Work
- Support for System Integration testing (Y2K).

Cotter & co, Chicago,IL

July1997 to Nov 1997.

Analyst Programmer

Project: RDC & MNE for Ernst & Young, Chicago

Project Summary: This is an enhancement project, which does the Regional Distribution Center (RDC) and Member Number Expansion (MNE) expansions for Cotter & co. The systems at Cotter & co were not able to assign and process a Number greater than 11999. In order to migrate Services of Coast-to-Coast stores to these systems and allow for future growth, enhancements were made to expand the upper bounds of the member number. The systems at Cotter & Company require significant modifications to allow for RDCs to be added and removed without undertaking large programming efforts.

Technical Environment:

OS/390, COBOL, JCL, REXX, DB2

Responsibilities:

- Analysis, Design, Construction & Testing of Cobol DB2 programs
- Supporting the onsite team from offshore by serving the maintenance requests
- Coded REXX programs for test data validation

CHANDRA YEDU

SUMMARY

Senior IT Consultant with over **10 years** of experience in design, develop, and implement major IT projects. Clear record of achievement in applying all phases of software development/enterprise solution delivery process. Extensive technical background in diverse set of technologies from mainframe to web-based systems. Highly self-motivated with strong work ethics. Effective at communicating with business teams and creating productive working relationship with the customer and staff. Extensive domain knowledge of financial, insurance, and government background.

TECHNICAL SKILLS

Languages: Java 1.4/1.5/6, C, SQL, PL/SQL, COBOL II, Korn Shell scripts

Web Technologies:

- J2EE 5.0, JSP 1.2, Java Servlet 2.4, JSF 1.2, Facelets, Rich Faces, EJB3, JPA, JNDI, JAAS, JMS, RMI, RMI-IIOP

- JBoss Seam 2, Struts (2.0), MVC, Spring Framework (3.0.5), Core J2EE Design Patterns
- JDBC API, Hibernate (3.0)
- AJAX, JQuery, Expression Language (EL), Java Script
- XML, XSLT, XSL-FO, DHTML, CSS
- IBM RAD 6.0/7.0/7.5, Eclipse 3.6

Web Services:

- SOAP, WSDL, XML, HTTP
- JAX-WS, JAXB, Castor, Apache Axis 1.4/Axis 2, CXF

Web Servers: IIS (6.0), Apache HTTP Server, Apache Tomcat 6.0, JBoss 5.0, IBM HTTP Server, IBM WAS (5.1.x) / 6.0 / 6.1

Databases: Oracle (10.g), DB2 (8.i) Z/OS, MS SQL Server (7.0), MySQL (5.0), MS Access

Reporting: Business Objects/Crystal Reports version 11

Operating Systems: Windows 98/2000/XP, Win 2000/2003/2008 server, Unix Sun Solaris 8/9/10, HP Unix, MVS

Software/Packages:

- FileNet P8 (3.5.2)/(4.x) (AE, CE, PE), FileNet CE API (4.x), FileNet PE API (4.x), FileNet BPM Workflows (4.x), FileNet Process Designer (4.x), FileNet Workplace, FileNet Workplace XT, FileNet Image Services 4.x, FileNet Capture (4.0), Data Cap (OCR), FileNet E-Mail Manager, FileNet eForms, FileNet Records Manager, COLD, HPIL, FileNet Records Crawler, FileNet Process Analyzer, FileNet Process Simulator, FileNet Component Manager/Integrator, Custom JAAS Login Module, FileNet Business Process Framework (BPF) 4.x, FileNet Search Templates
- Adobe Lifecycle Designer ES 8.2, Adobe Lifecycle Workbench, iText 2.7
- Dimensions 10.1, CVS, Jenkins, Ivy, Visual Source Safe, Visio 2003

Tools: Jprofiler, Junit, Jmeter, Java Thread dump Analyzer, TOAD Xpert, AQT, Apache ANT

Analysis/Design Methodologies: UML, OOAD

Domain Knowledge: Insurance, Finance, and Government (Unemployment Compensation Review Commission)

CERTIFICATIONS AND EDUCATION

Masters in Computer Applications from MK University, Madurai, India

PROFESSIONAL EXPERIENCE

Nationwide Insurance Co, Columbus, OH

April 2007 – July 2011

Technical Team Lead and Architect

This project deals with the Application Operations involving the Infrastructure Management. Finance IT and OOI (Office of Investments) are the two major Line of Businesses that are grouped under Corporate Applications. These two LOB uses Informatica Products for their ETL processes to Load Datawarehouse. All the IT Products for the LOB are managed and maintained by the Application Operations.

Responsibilities:

- Worked with System Analysts and business partners to review the requirements and design workflow processes for all levels of appeals.
- Designed and developed the Workflow Maps using FileNet P8 BPM and Process Designer for all levels of cases.
- Configured Component Integrator steps and component manager. Developed custom JAAS login module to connect to CE from component manager. Implemented DBExecute steps in the workflow maps.
- Assisted in Configuring and customizing FileNet Business Process Framework (BPF) 4.x to create case management using the workflow maps for all levels of appeals. Created In-baskets to view and process all levels of cases, view attachments tied to the cases, and view audit logs. Created Search templates, and tool bar links to create Mass, Labor, and Tax level cases, link to launch the customer application.
- Designed, configured, and implemented the Authentication and Authorization to process work in User Management system.
- Provided functionality to conduct review and type to create final claims using MS Word, Action to trigger Decisions and Notices.
- Build batch process to generate Decision and Notices using Adobe Lifecycle 8.2 ES, and mail the invoices to all the recipients with the mail indicator flag set to "Yes". Implement 2D Barcode to uniquely identify the adobe documents that are mailed to the recipients.
- Build batch jobs to generate Management & Federal Reports using Business Objects/Crystal Reports.
- Designed, and implemented conversion of CMS (legacy system) to new system. Converted approximately 200K use cases into the new system which includes generating.

- Designed and lead the team in developing custom web service using CXF/Spring Framework to get document content, get document list, and other services from Content Engine (CE) 4.x.

Environment:

Operating System: Win XP, Windows Server 2008, IBM AIX, Mainframe (MVS)

Language: Java 1.4, Java 5, DB2 SQL

Web/Application Server: IBM HTTP Server, IBM Websphere Application Server (WAS) 6.0/6.1

Database: Oracle (10.g), DB2 (8.i) Z/OS

IDE: RAD 7.0/7.5

Web Technologies: JSF 1.2, Facelets, Rich Faces, JQuery, Express Lanaguage (EL), AJAX, JavaScript, HTML, CSS, XML, XSLT, XSD, XSL-FO(Formatting Object), J2EE 5

Web Services: SOAP, WSDL, Apache Castor, Apache Axis 1.4, CXF

Software Packages: FileNet P8 (AE, CE, PE) 4.x, FileNet P8 CE API(4.x), FileNet P8 PE API (4.x), FileNet BPM (4.x), FileNet Process Designer, FileNet BPF (4.1), FileNet Workplace, FileNet Search Templates/Stored Searches, FileNet Component Manager/Component Integrator, Adobe Livecycle Designer 8.2 ES (Adobe Form & Template design), Adobe Livecycle 8.2 ES Workbench, iText 2.7

Frameworks: JBoss Seam 2, Spring Framework (3.0.5)

Object Relational Mapping: Hibernate (3.0)

Reports: Business Object/Crystal Report version 11

Version Software: Dimension 10.1, CVS, Jenkins

Tools: Junit, AQT, Apache ANT, Ivy

Project Name: E-File Phase2, E-File Phase 3.0, and E-File Phase 3.5 **Aug, 2005 – Mar 2007**

Role: Systems Architect/Technical Lead

Description: Convert the existing E-File custom build application to using Trex Framework and FileNet P8 (3.5.2) suite of tools. This application is a solution to ECM (Enterprise Content Management) using FileNet P8. Functionalities such as Storing Documents in FileNet Image Services and Content Engine, Triggering and Managing working flows for the documents using FileNet P8 Process Engine, Searching documents in multiple repositories using FileNet Content Federated Search, Annotation of the document, Versioning of the document using FileNet Content Engine and ability to capture documents and trigger workflow from Scanning, Fax, e-Mail and Mainframe Batch outputs. Conversion of legacy E-File phase1 data to E-File Phase 2.

Bridge gaps between AWD and E-File with E-File Phase 3.0 project. Convert all the AWD data to FileNet with E-File Phase 3.5.

Responsibilities:

- Delivered solution delivery products like Class diagram, Sequence diagram and Data model for all the Background Services.
- Lead the technical development team
- Design Data Model for the eFile Application Database
- Analyze, Design and code all the Background Services
- Evaluate Trex Framework to see if this product can be leveraged for building eFile
- Gatekeeper for eFile code migration using IBM ADP (Application Delivery Package)
- Design and code the migration procedure to migrate current eFile database to eFile Phase II database
- Design the conversion strategy for converting the legacy data to E-File Phase 2 Data base.
- Designed Time Service and Work force reports using Business Objects.

Environment: Windows XP, Mainframe, Sun Solrais (Unix 8 & 10), FileNet P8 v 3.5.2 (CE, PE and IS), Oracle (9.i), J2EE, Trex Framework, Struts (2.0), Hibernation(2.0), XML, XSLT, JavaScript, DHTML, HTML, SQL, PL/SQL, Business Objects, COLD, HPIL, Business Objects (Crystal reports)

Project Name: eFile Phase I Interfaces

Sep, 05 to March,06

Role: System Architect/Technical Lead

Description: eFile application is an Imaging and Workflow solution for NI commercial business. Nationwide acquired Allied Insurance and are integrating their P& C. To address the above initiative eFile application should be able to interface with Allied Systems. E-File Phase I an extension of eFile to accomplish this initiative.

Responsibilities:

- As a technical lead of this project, my prime responsibility was to understand and deliver all the business functions specified in the scope document
- Delivered solution delivery products like Architectural Overview, Component model, Sequence diagrams and Data model

- Analyzed and designed and coded the background services
- Identified all the database changes required for this project
- Conducted design sessions with the development team to make sure the team members understand the requirements
- Made sure team followed ESD templates to deliver the solution delivery products
- Build Database deployment scripts
- Coordinated the sessions with the Allied team to gather, analyze and design the Interfaces from eFile Phase I to Allied batch systems (Expiration, CIQ, Amendments and Conversion)

Environment: Windows XP/2000 Server, Mainframe, Sun Solaris (Unix), FileNet (IS), FileNet IDM (3.2), FileNet (ISRA), Oracle (9.i), PL/SQL, XML, J2EE

Project Name: FileNet P8 (3.5.2) POC

Feb, 05 to June, 05

Role: System Architect/Technical Lead

Description: Proof of Concept (POC) has been initiated by Imaging and Workflow team to convert custom built eFile application to use FileNet P8 3.5.2 suite of tools to build service oriented enterprise content management solution. Built services like get content, put content, edit content, create work, get work, complete work and pend work. Also, look into option of extending these functionalities through web services.

Responsibilities:

- Delivered solution delivery products like Architectural Overview, Component model, Class Diagram and Sequence diagram
- Coordinated brainstorm session to build EDMS (Enterprise Document Management Services)
- Analyzed, Design and coded the workflows services for EDMS layer
- Build Ant scripts to deploy EDMS layer

Environment: Windows XP/2000 Server, Sun Solaris (Unix 8), FileNet P8 3.5.2 (CE, PE, IS), FileNet ISRA (Image Services Resource Adapter), J2EE, JSP, XML, XSLT, Java Script, JDBC

Project Name: E-File

Jan, 03 to Oct, 06

Role: Technical Lead

Description: eFile is an Imaging and Workflow application developed for NI commercial business. Service center users use eFile to process customer's new business, change and renewal request. Documents are stored in FileNet Image Services that are captured either through scanning and Mainframe. Batch outputs are captured through COLD/HPII and stored in FileNet IS. eFile has functions like Inbox to for users view and manage their work, ability to create and forward task, browse and get work from processing Queues, Document management functionality like upload and file the document, moving documents from one account to another, add and manage remarks.

Responsibilities:

- Deliver solution delivery products like class diagram, sequence diagram and data model.
- Analyze, design and code eFile Background services
- Design and develop eFile document management functionality
- Designed and developed eFile database
- Maintain eFile production Database
- Subject matter expert (SME) for eFile application flow
- Designed and built reporting system to generate the time service and productivity reports.
- Awarded best Imaging and Workflow application at FileNet Conference in Insurance industry.

Environment: Windows XP/2000 server, Mainframe, Sun Solaris (Unix 8), FileNet Image Service (4.0), FileNet IDM (3.3), FileNet Capture (4.0), FileNet Image Service Resource Adapter (ISRA), Oracle (9.i), PL/SQL, SQL, J2EE, Struts (2.0), EJB, IBM Websphere Application Server, DHTML, HTML, Java Script

Project Name: FileNet Scanning

Apr, 01 to Dec, 02

Role: Technical Lead

Description: FileNet Scanning is an enterprise initiative to scan and commit the enterprise documents into FileNet Image Service Repository. Fiber Capture (4.0) is the IBM FileNet solution to scan, index and commit the documents to Image Repository. Designed solution to scan and auto indexes the documents before committing the documents to Image Services.

Responsibilities:

- Analyzed the business requirements and designed a complete scanning solution for enterprise content management.
- Incorporated Optical Character Recognition to capture the Meta data of the document.

- Design and built search screens to locate the documents.
- Designed and developed web-based tracking system for the documents for the reporting.

Environment: FileNet Capture (4.0), FileNet Image Service (4.0), Windows 2000 server, VB (6.0), Oracle (8i), HTML, DHTML, IIS (4.0), Java Script

Project Name: BO ICP to Web

Feb, 00 to March, 01

Role: Technical Lead

Description: BO ICP to Web is an application to convert NI Commercial users from ICP proprietary application to Web based intranet application. Functions included are on-line Policy management, Rating system and Worksheet generator. Service center user use this application to enter customer's new business and change request. Rating system is used to rate the policy premium and generate the worksheet. Session information is saved in the Oracle DB and later released for batch system to process the request through CLIPS.

Responsibilities:

- Analyzed, Designed and Developed BO on-line rating system
- Analyzed and developed the batch changed rating system
- Developed value and business object that fit the architecture and are reusable.
- Built a debugging tool to debug the Java code after calling the COBOL objects.
- Developed on-line Policy management system
- Developed COBOL/DB2 stored procedures to access DB2 tables using DB2 connect

Environment: Sun Solaris Unix 8, Mainframe, DB2 (5.0), Oracle, WebLogic, Java, Java Servlet, JSP, Java Script, DHTML, HTML, DB2 Connect

Role: Application Programmer

May, 96 to Jan, 00

Description: Worked as a developer to build various applications in Mainframe, Client-Server and Web based.

Responsibilities:

- Worked with the solution team to develop the application specifications.
- Developed design phase work products working with the technical leads.
- Extensive coding at all tiers client-side, business layer, and persistence layer.
- Developed numerous custom reports for upper management to track the productivity.
- Worked on the performance tuning to identify various bottle-necks across different tiers in the application and scale the application to larger user base.

Environment: COBOL II, Net Express, Visual Basic, IIS, Java, Java Servlet, MVS, Windows 98/2000, Sun Solaris Unix 8, DB2, MS SQL Server, Oracle

Rajesh Kumar

Professional Summary:

- 7+ years of experience working as Business, Systems, Functional and Data analyst with strong analytical, technical, initiative, facilitation, organizational, communication and client engagement, interpersonal skills
- Thorough experience in Internet Technologies, J2EE, Microsoft .Net, E-Commerce Domain and various ERPs
- Extensive working experience in Administration, Architecture, Design & Analysis, Development, Troubleshooting, Deployment and Production Support. Demonstrated expertise in understanding business requirements, ability to define tasks, estimate work effort and manage tasks, issues and their priorities
- Skilled in structured business analysis and system development principles, practices and methodologies (e.g., **Rational Unified Process (RUP)**, **Agile**, **SCRUM** and iterative development and other SDLC methodologies)
- Experienced in writing detailed business use cases, system use cases and also developing business rules
- Experience in repository & Change management & access control like **PVCS**, **CVS**, **ClearCase**, **ClearQuest**
- Used UML for creating Object Diagrams, Class Diagrams, Use Case Diagrams
- Did **manual testing** & have exposure to automated testing tools like Quick Test Professional, Win Runner, Load Runner, Test Director, Track Record, RequisitePro. Planned Testing with test plans, test scripts
- Thorough knowledge of Enterprise Application Integration (EAI), Business-to-Business (B2B), Message oriented Middleware and Service Oriented Architecture (SOA), patterns and applications
- Experienced in analyzing & writing detailed business requirements and tracking those using tools like Telelogic

- DOORS, Viper etc. Involved in developing test scripts and performing UAT testing
- Skilled in creating Software Requirement Specification (SRS), Business Requirement Document (BRD).
- Conducted many **Training classes** for various group levels with in all the organizations.
- Excellent knowledge using tools like **MS Visio, MS Project, MS Excel, MS Word, MS PowerPoint**, Rational tools
- Skilled in data and process modeling techniques (e.g., data analysis using data flow diagrams, Data Governance, Data Mapping, Logical Data Structures (LDS) model and Entity Relationship (ER) model)
- Worked extensively in Data Quality Mgt, Data Integration, Reporting, Information Visualization and Dashboards
- Experience in developing integration solutions based on Enterprise Service Bus (ESB), SAAS (Software as a service) and Service Oriented Architecture (SOA) using various SOA enabling technologies
- Experience with web & application servers like BEA Weblogic and WebSphere, Tomcat
- Extensively used different Bug tracking systems to document bug identification and resolution
- In depth experience in documenting & building B2B and EAI applications using Middleware Technologies
- Experience in providing fixes for production issues and support release management process
- Experience in SQL scripts, queries, stored procedures and triggers using SQL, PL/SQL
- Ability to work independently, collaborate proactively and cross functionally.

Technical Skills:

- | | |
|---------------------------|--|
| • Methodologies | : Agile, RUP, Spiral, Waterfall, ASAP Methodology |
| • Testing Tools | : Rational Robot, Test Director, Quality center, Winrunner, Loadrunner |
| • Requirement Mgmt Tools | : Rational RequisitePro, Caliber RM, Rational DOORS, |
| • Business Modeling Tools | : Enterprise Architect, Rational Rose, Microsoft Visio, ERwin |
| • ERP/BI/ETL | : SAP, Oracle, Business Objects, Data Mapping and Data Warehousing |
| • Database Packages | : Oracle, SQL Server, MS Access |

Professional Experience:

PNC Bank
Cincinnati, OH

May 2010 - July 2011

Web-based Analytics Portal

Sr. Business Analyst and Trainer

PNC Bank provides retail and commercial banking services that includes Credit Cards, Mortgages, Insurance, Investment and Wealth Management for diverse industries. The project was to develop a web based portal to monitor and control key performance indicators (KPI) for managers to improve performance and accountability of the department. It is powerful web-based business intelligence software (BI) that provides overall view of an organization's performance by visually displaying vital statistical information of the company. With the feature of this application, it is easy to review summary information, drill down into transaction-level detail and easily prepare presentation-quality reports.

Responsibilities:

- Interacted with Users, Developers, Project Managers and SMEs to get a better understanding of the Business processes, and analyzed and optimized the process.
- Researched, analyzed and identified sources and trends of technical and business problems to prevent future occurrences and communicate issues to management.
- Created vision and scope document and assisted project manager in developing project plans and business cases.
- Gathered business requirements by facilitating series of JAD Sessions, walk through, conducted requirement workshops and interviews with selective users and technical teams.
- Prepared Business Requirement Document (BRD), and converted business requirements into Functional Requirement Specifications (FRD) and Technical Specifications document (TSD). Managed and tracked the requirement using Requisite Pro.
- Developed Use case diagrams, Activity diagrams and Class diagrams using MS Visio to visualize the functionality of new systems and performed system analysis to understand the gap between AS IS and TO BE documents.
- Created Traceability matrix to manage changes in the requirements.
- Worked closely with the development team to clarify/understand functionality, resolve issues, action items and provide feedback.
- Developed Project Status metrics for weekly evaluation of Project Status and impact of the Change Request on the Time line.

- Was responsible for reporting project updates, planning budget, and managing project's cost, schedules and deadline.
- Worked with QA team in developing Test strategy, test cases, and test scripts. Extensively used Quality Center (QC) for Tracking the Defects, organizing, managing, and executing the Tests cases.
- Created Test Scripts, performed system testing and functional testing using QuickTest Pro (QTP).
- Coordinating User Acceptance Testing (UAT) and satisfied end user queries on the various test case scenarios during UAT and assisted project manager in application release activities.

Environment: Window XP, Rational Requisite Pro 2002, Data Analysis, Data Modelling, ERwin, SAAS, MS Visio 2007, MS Office 2007, SQL, HTML, RUP and QTP.

Freddie Mac
McLean, VA
Mortgage Loan Origination Automation
Senior Business Analyst

April 2009 - May 2010

Freddie Mac is focused on meeting the urgent liquidity needs of the U.S. residential mortgage market, lowering costs for borrowers and supporting the recovery of the housing market and U.S. economy. The project was a web-based application that involved the enhancement of automated Mortgage loan origination process beginning from origination/opening a mortgage application through funding/closing. The system performed all the business functions of the loan process such as set-up Account information, New Loan set-up, Escrow Analysis, the Appraisal, credit, and income. The project involved modules for Pre-approval, Application, Underwriting, Pricing, POS, Processing and Closing/Funding

Responsibilities

- Conducted requirement gathering sessions and interacted with business process owners to understand the functionality required.
- Facilitated and conducted JAD sessions for communicating and managing expectations with all the clients who were going to be end users of the system.
- An active member of Requirements Management team whose function is to integrate and manage the requirements.
- Researched/gathered information regarding the business problem/opportunity.
- Engaged (SME's) in requirements planning/gathering sessions.
- Utilized UML diagrams such as Context, Use Case, Activity diagrams to document the requirements and ensured creation of Functional Requirements Documents (FRD).
- Conducted GAP analysis to regulate the differences in the requirements and conveyed to various modules of the project and to the development team.
- Used Rational Unified Process (RUP) as the development methodology for these projects.
- Track project using project management tools including MS Project.
- Executed testing strategy, plans and test cases using Mercury Quality Center.

Environment

Windows XP, JAVA, XML, Oracle 9i, SQL Server 2000, SAAS, HTML, RUP, MS Visio, Enterprise Architect 6.5, Erwin, Data Modeling, MS Project, Mercury Quality Center, Adobe Acrobat Writer 5.0, MS Office Suite

Blue Cross Blue Shield
Jacksonville, Florida
HIPAA Compliance and EMR
Business Analyst

June 2008 - March 2009

The project was to perform gap analysis and identify the changes proposed in HIPAA 5010 to upgrade the secured web portal to comply with the new standards mandated by the Health Insurance Portability and Accountability Act (HIPAA). The process consisted of gap analysis, compilation of results, impact assessment and designing new screens for secured web portal. A parallel project aimed at integrating elements of a patient's health history, medication information, test results and treatment plans in an electronic format by creating Electronic Medical Records (EMR).

Responsibilities:

- Aided in the collection of User Requirements and Business Requirements to create the Business Requirement Documentation (BRDs), using MS Word and MS Visio that provided appropriate scope of work for technical team to develop prototype and overall system.
- Incorporated and implemented all the HIPAA standards, Electronic Data Interchange (EDI), transaction syntax like ANSI X12, ICD-9, ICD-10 coding and HL7.
- Conducted AS-IS and TO-BE analysis and assisted in developed process models and systems integration structure.
- Involved in the analysis of HIPAA compliance and EDI transaction sets and actively participated in the designing of the EDI transactions using the new HIPAA 5010 version also including the use of ICD-10 codes.
- Conducted and facilitated Joint Application Development (JAD) sessions to reduce time spent in moving information between stakeholders and team members.

- Wrote test cases and test plans for the related and assigned scripts according to the test strategies defined in the project and testing team guidelines in Quality center.
- Conducted the AS-IS and TO-BE analysis of the business process using GAP analysis.
- Recommended corrective actions, if necessary, along with the progress against Development/Action Plan routinely to the Project Manager.
- Tracked and maintained Stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
- Identified critical areas of business risk and modified business processes to reduce risk by using the Risk-Management Process.
- Knowledge of the complete EDI format used in electronic documentation which was part of the knowledge transfer program to the vendors as per the requirements.
- Worked with Source system Subject Matter Expert (SME) to ensure that the extracts are properly mapped. Used SQL for data mapping and querying.
- As part of the data mapping procedures, assisted in writing requirement document for ETL - Data Extraction, Data Analysis and Loading process of collected data.
- Involved in various types of Audits and the Financials involved through different stages.
- Gained Compliance audit experience due to exposure to the legal/audit consulting groups.

Environment: MS Office, Bugzilla, SQL Server, Facets 4.21, MS Project, Server, MS Visio, Unix, J2ee, Java, XML, Mainframes, Mercury, and Windows XP

Walgreens

May2007-June2008

Deerfield, Illinois

Vendor Management System (VMS)

Senior Business Analyst

Walgreens, a retail Parma company is provider and advisor of innovative pharmacy, health and wellness solutions, and consumer goods and services in communities across America. The project was geared towards New Vendor Selection & Payment processes for the Clinical Services Department. The application used in the process was enhanced to accommodate desired functionalities of the Clinical Services Department. The team successfully designed and implemented the Vendor Management System

Responsibilities:

- Worked with the Project Manager to understand organizational goals and objectives related to the Clinical Services Department. Involved in developing reports on Organizational, Economical, and Technical Feasibility
- Assisted the Project manager in defining Scope, Project Schedule, and Project deliverables. Involved in discussions with Senior Leadership Team in identifying and defining the Business and User requirements.
- Implemented Cerner Millennium for pharmacists to share information electronically with other caregivers
- Conducted thorough analysis of the current processes for Clinical Training phases with DBA teams to identify Issues, Risks, and documented User Interfaces. Used Agile methodology in implementing changes in VMS.
- Thoroughly analyzed the impact on the downstream systems for the changes implemented in VMS
- Conducted everyday meetings with end users of Clinical Training and Technical writing to understand, analyze and document Action Items, Assumptions, and Decisions for prospective vendors.
- Conducted Web-Ex presentations and BT Conferencing with end users, Clinical Services department to understand the Business needs of Technical writers and to match their skills
- Did walkthroughs with Developers for current release and obtain certain details about technical specifications, server availability, data transport and risk management
- Maintained log with details for Defects, Resolution, overall impact on the Development & Testing etc.
- Analyzed and created artifacts such as Business Process Flows, Work Flow Diagrams, Context Diagrams, business capability models, features and reports list, and recommendations document.
- Various Functional requirements document were created and submitted to the Business Users.
- Designed and implemented a new Work Flow process using Prototyping method which can answer Business questions by calculations and analytics drawn from scheduled reports.
- Did production support by troubleshooting the issue. On occasions, debugged Java Code to understand the existing functionality & developments to find the root cause of a particular issue
- Understood the product life cycle and designed the Business Process Flow documents.
- Used Visio representations for operations that included Order Management, Configuration generation, Data Upload and Validation, Production Pipeline execution were delivered.
- Create and maintained Data Traceability Matrices for the various data feeds to ensure data integrity
- Worked with ETL developers to understand and document User Interfaces and extract required Test data and reports

in accurate Environment, and obtained demo FDA compliant data to maintain Quality Assurance.

Environment: Cerner Millennium, .Net, VBA, SAAS, MS Project, MS Visio, and Telelogic DOORS, Rational RequisitePro, MS Word, Borland Caliber, Lotus Notes, SQL, BusinessObjects, Data mapping, Informatica, HIPAA 5010 and ICD 10.

RBC

July 2006 – May 2007

Rocky Mountain, NC

Portfolio Management System

Sr.Business Analyst

Royal Bank of Canada (RBC) is a diversified financial services company. It provides personal and commercial banking, wealth management services insurance, corporate and investment banking. The project was to develop the web based portfolio management system for customers to access their accounts, update market information, trade online and evaluate their investments. It also involved stock Search/quote center, a module that allows customers to search stocks online, see a snapshot of any company's current quote data and access chart data for past five years compared to its benchmark.

Responsibilities

- Interacted with SME's like brokers, financial analysts, mutual fund heads, asset management head, ETF Processing manager to finalize the business requirements for the trading system.
- Understood and articulated the business requirements from user interviews and Joint Requirement Planning (JRP) sessions and then translated the business requirements into functional and technical specifications.
- Interacted with SME's of different divisions (Information Technology, Risk and Operations) and established a business analysis and design methodology around the R.U.P
- Designed & developed Narrative Use Cases, Use Case diagrams, Activity diagrams, Business Flow Diagrams in UML methodology using MS Visio.
- Developed wire frame diagrams for GUI that helps developers to prepare real time easily accessible screen layout.
- Worked closely with the User Interface (UI) team to model the screens, which met user defined requirements, organizational and regulatory standards.
- Conducted JRP sessions with management, SME's vendors, users and other stakeholders for open and pending issues to develop specifications. Involved in Joint Application Development (JAD) sessions with the IT Group.
- Co-ordinate with the plan owners to update the project plans with any impact due to changes. Verified if the contingency plan will absorb any delay in project due to changes.
- Assisted in developing the test scenarios, test plan, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.
- Analyzed and evaluated the performance of the application from various dimensions and conducted User Acceptance Test (UAT) for successful implementation making sure that all the requirements were met.

Environment:

R.U.P, Windows XP/2000, MS-SQL Server, MS Office Suite, HTML, XML, Enterprise Architect, Visio, Dreamweaver 2004, Clear Quest, SQL, PL/SQL, Requirements Traceability Matrix (RTM), Microstrategy, Business Objects

Gmac Financial Services

July 2005 - June 2006

Fort Washington, PA

Loan Origination System

Business Analyst

GMAC provides insurance services, mortgage services and auto finance. GMAC originates and services mortgage loans to homebuyers around US. The project involved Loan Origination system for loan processing and a point of sale system where the loan officer can check the status of borrower, their repayments and make any changes to the borrower information.

Responsibilities:

- Implemented project using the RUP Methodology to produce artifacts in the different phases of the Software Development Life Cycle (SDLC).
- Documented Business Requirements, Business rules system requirements and functional requirements for the loan origination systems using Rational Requisite Pro for the application.
- Created and maintained the traceability matrix document across the project life-cycle, tracking the requirements status and changes in the requirements and tracing individual requirements using MS Excel to other project phases and work products.
- Worked as a liaison between the business users, leads and SME's to define and analyze requirements and provide solution. Coordinated with business users, senior management, and Project Management and developer

- expectations.
- Elicited requirements using interviews, surveys, workshops, focus groups and document analysis. Facilitated interviews for requirements gathering.
- Created and maintained complete development plans that included functional specifications, requirements engineering, Use Case modeling, risk assessment and mitigation, internal and external workflow.
- Developed use case diagrams, swim lane diagrams activity diagrams and sequence diagrams and state transition diagram using enterprise architect.
- Created wireframes and screenshots for the application to easily communicate it to the users using MS Visio.
- Conducted and facilitated JAD sessions with management, vendors, users and other stakeholders for open and pending issues.
- Wrote functional and Non-functional specifications and communicated requirements to development teams.
- Created and analyzed Business Process, user needs to provide solution through requirements and improving the activities of the loan application systems as per user requirement.
- Managed the changes in requirements through the change control process.
- Identified and resolved database issues by creating liaisons between development and database administrators. Experience writing SQL queries.
- Created and maintained a project schedule using MS Project showing all of the deliverables target dates.
- Conducted walkthroughs with the end users using MS PowerPoint to gather the modification requests from the user to upgrade or change the business specifications for the product and ensured that the developers were updated.
- Worked on MS excel to analyze the data. Used features like sort data and created charts and graphs.
- Facilitated weekly meetings with the teams to review the overall project status and discuss risks and issues.
- Stored Testing Information and conducted reviewing of the test results using rational tools. Participated in writing test cases and test plans for the given scope items.
- Ensured all applications were tested for functionality and were adequately controlled in production and the test sign off is received.

Environments: Rational Test Suite, MS Excel, MS-Visio, MS PowerPoint, MS PowerPoint, HTML, Quality Center, Enterprise Architect, MS Project, Oracle 9i, Windows NT, SQL, PL/SQL. Dreamweaver 2004, Requirements Traceability Matrix (RTM), Micro strategy, Business Objects.

Tata-AIG Insurance
Mumbai, India
Insurance CRM System
Business analyst

May 2004 -June 2005

The requirement was to integrate and upgrade the claims processing system and various disparate systems on a common environment to enhance CRM by providing real time monitoring and services for their Insurance retail division. The project covered the integrating of all the disparate systems into one synchronized system, providing remote access through a web interface and maintaining the infrastructure required for these systems. This is a web-based application consisting of three main modules: 'Query', 'Policy' and 'Rate Quote'.

Responsibilities:

- Conducted and facilitated workshops and requirement elicitation sessions with both the client's business and IT teams. As a liaison between the Developers and Clients, was instrumental in resolving conflicts between user and technical development teams.
- Created and maintained Business Requirements, Functional Specifications, Business Rules, and System Interface Requirements.
- Helped the business to articulate and prioritize their ideas, while using the Rational Unified Process (RUP) and writing Use Case Models to communicate those ideas to the developers.
- Applied UML methodologies to design Use Case Diagrams, Activity Diagrams, and Sequence Diagrams in Rational Rose.
- Used Rational Rose to draw out the current system process and the cross functional workflows and asked managers to provide inputs.
- Conducted AS-IS process analysis and proposed a TO-BE process according to the Current organizational objectives, strategy and vision.
- Conducted review meetings, design walk through sessions, sign off sessions and exit interviews. Responsible for delivering minutes of meetings, and ensured prompt delivery to all participants after meeting sessions.
- Maintained Functional Specification Documents, Test Plans, and Test Cases on MS SharePoint.

Environment: : UML, Oracle, PL/SQL, SQL, MS Visio, MS Excel, MS SharePoint, Test Director, Windows, Unix.
Academic Education:

Bachelors in Technology – Engineering, Anna University, India

SUMIT CHAKRABARTI

SUMMARY

- Over 9.0 years of experience in the areas of development, coding, testing and implementation of business application packages (B2C, B2B etc) using **JAVA, DB2 8.0 in UNIX and MVS environment, IBM WSAD, Rational System Architect, Websphere 6.x, JDK 1.5.x, Bea Weblogic 8.1.**
- Exposure to UML and Rational Rose. Familiar with versioning systems Like CVS, Rational & MS Visual SourceSafe 6.0.
- Expertise in EJB2.0 & 3.0, J2EE Architecture, design patterns and development frameworks. Web2.0 standards.
- Complete understanding of software process management, different software development life cycle development techniques (Waterfall, Incremental, RAD, and Prototyping) & RATIONAL UNIFIED PROCESS, AGILE techniques. Familiar with CMMI Level 5 quality procedures.
- Exposure to Designing and Modeling software systems with UML.
- Worked on systems covering domains like Finance, Utility & Banking, Supply-Chain Mgmt, Media, B2B, Purchase(Inventory), Automobiles.
- Experience in Interacting with the clients, Understanding their need and Designing the application as per the Client's need and conveying it to all the team members.
- Knowledge of SIP

TECHNICAL ENVIRONMENT

LANGUAGES:	JAVA, PL/SQL, XML, UML
Methodologies:	Software development methodologies (Waterfall, Incremental, Evolutionary, Prototyping). Agile Technique, RATIONAL UNIFIED PROCESS
Java Technologies:	JDBC v4.0, JSPv2.1, Applets, Servlets2.1, RMI, EJB v2.0, EJBv3.0, MDB, JNDI, SIP, Java Security (SSI layer). JAXP, JMX, JTA, JMS, JPA, JDO, JUNIT, JQuery
Scripting & markups:	JavaScript1.x, AJAX, HTML, DHTML, XML, SOAP & UDDI, Confluence Wiki
DBMS:	Oracle 7/8i, MS-SQL Server v7, IBM DB2 UDB 8.x,
TOOLS & Others:	IBM WebSphere Studio Application Developer 5, Rational System Architect v7, SUN ONE For Java, IBM MQ Series v5, Rational Functional Tester, Apache Maven 2.0.11,
APPLICATION SERVERS:	IBM WebSphere 6.0, IBM Websphere Portal server v6.1, BEA Weblogic 7/8.x, J2EE 1.4, JBoss, Websphere Enterprise Service Bus
Frameworks:	STRUTS, MVC 2, VELOCITY template, SPRING core, MVC, JMS, WebServices, Webflow, Hibernate3.2, EAD4J, SOA
Version Control:	Concurrent Version System, Rational Clearcase, MS Visual Sourcesafe v6.0
Operating systems used:	AIX system i, Z/OS1.8, Win32

PROJECTS:

Project 1:

Project Title: Content & Transaction management

Dec 2010 – July 2011

Client: Jackson National Life Insurance, Lansing, MI

Team Size: 5 (in Web team) total team strength is 9

Project Brief: This product operates and manages the content publishing and testing system of an MNC. This system is one of the main utility system of the company to cater for all documental operations related to insurance industry and the concerned product line. This project evolved over time and used several new technologies in different subsystems & modules to satisfy the business needs. We follow stringent quality standards in this project. The system is now integrating with the test tracking managing and reporting subsystem. The transaction manager tools are used to load data in the other subsystem. We had used Agile technique in the development process of this project..

Functional Area: Large scale IT House with database and application servers scattered geographically in multiple locations

Role: Team Lead for Technical Support team, System Analysis, Coding fixes, Testing & Implementation, communication & negotiation with the business clients, interfacing with management. Being a liaison for technical matters and provide the best fit technique to resolve a scenario within budget.

Responsibilities: As a Senior developer for the Web development team, I was responsible for the following:

- Managing the development process and change management from the requirements gathering to the code changes deployment related to defects/fixes. Used RSA/RAD extensively. Used TDD approach to the solution design. Worked on new requirements for two releases of FMS modules.

- Mapped requirement changes with UML Use cases, design considerations (used Class/sequence/component/collaboration diagrams) in RSA & interacting with Architecture team with design options
- Worked independently with the approved design by leading team in coding, Unit testing & implementation issues within timeline. Worked considerable part on my own as well.
- Worked on the JQuery based view layer creations. Used Spring based DWR & DOJO for the Achievement module jsps view elements.
- Integrated the I3 K standard (proprietary framework) in this project for the Test tracking system.
- Used JQuery JavaScript tools for drag drop and other features on view layer.
- Implemented JDBC layer classes for data Access.
- Worked with Web-service access layer. Used Marshalling with Castor/JAXB in JAX WS. Created WSDLs, and implemented SOAP SAAJ messaging format.
- Deployment and integration. Designed the Apache Ivy build configuration strategy. Web services builds.
- Used TDD for the US territory assignment component modules in Achievement calculation.
- Team management. Worked on resolving team integration and conflict resolutions.
- Client & management interface. Interacted with several clients directly to provide business justification on requirement changes. Convince client on the best possible route to soln approach a problem.
- Used GOF patterns like proxy, delegate, command, abstract factory etc and ejb design patterns link facade.
- Used Spring framework, Jboss, tested in JUnit, DB2 UDB V8, IBM MQ Series, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, Used RUP in this project duration.

Environment: J2EE(JSP, Servlets, JMS), Front end(JSP, DHTML, JavaScript, JQuery AJAX, I3K, JSF, DOJO), I3K framework, STRUTS, JDBC, JUnit, DB2 UDB V8, IBM MQ Series, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, WebSphere Application Server v6, WSAD, AIX, Z/OS, Win32, UML, IBM RAD7, RSAv7,DB2 UDB V8, IBNM RAD, RSAv7, XML Spy, TDD.

Previous Project 1:

Project Title: Commission Achievement System (Sales & commissioning system) of an MNC International Business Machine Sales & Commissioning department Apr 2007 – Nov 2010

Client: IBM - International Business Machine Sales & Commissioning department

Team Size: 11 (in Web team) total team strength is 42

Project Brief: This product operates and manages the financial system of an MNC. This system is one of the main backbone of the financial systems to cater for all financial operations related to sales & commissioning of products, budget analysis, regular tracking, achievement analysis, profit calculations, commission calculation of sales representatives and interface with payroll systems. Achievement module uses EJB2.0 components for managing individual representative achievement calculations. This project evolved over time and used several new technologies in different subsystems & modules to satisfy the business needs. We follow CMMi Level 5 quality standards in this project. The system is now integrating with the reporting subsystem. The Ascential Datastage tools are used to load data in the other subsystem. We had used Agile technique in the development process of this project..

Functional Area: Large scale IT House with database and application servers scattered geographically in multiple locations

Role: Team Lead for Technical Support team, System Analysis, Coding fixes, Testing & Implementation, communication & negotiation with the business clients, interfacing with management. Being a liaison for technical matters and provide the best fit technique to resolve a scenario with budget constraints.

Responsibilities: As a Team Lead for the Technical support team, I was responsible for the following:

- Managing the support process and change management from the requirements gathering to the code changes deployment related to defects/fixes. Used RSA/RAD extensively. Used TDD approach to the solution design. Worked on new requirements for two releases of FMS modules.
- Mapped requirement changes with UML Use cases, design considerations (used Class/sequence/component/collaboration diagrams) in RSA & interacting with Architecture team with design options
- Worked independently with the approved design by leading team in coding, Unit testing & implementation issues within timeline. Worked considerable part on my own as well.
- Worked on the Spring DWR (AJAX) based view layer creations. Used Spring based DWR & DOJO for the Achievement module jsps view elements.
- Integrated the Spring with STRUTS in this project for the Achievement pricing component.
- Coded the MVC Controller layer Spring classes including Annotations, Web flows,, persistence layer Hibernate mapping and data access classes, DB2 database access logic. Assisted in Coding the EJB3 persistence layer components in Achievements.
- Used JQuery JavaScript tools for drag drop and other features on view layer.
- Worked with asynchronous MQ component (used IBM MQ server) and the Web-service access layer. Used Marshalling with Castor/JAXB in JAX WS. Created WSDLs, and implemented SOAP SAAJ messaging format.
- Deployment and integration. Designed the Maven build POM configuration strategy. Used Maven with Spring &

Hibernate, Web services builds.

- Implemented JDBC layer classes for data Access.
- Used TDD for the US territory assignment component modules in Achievement calculation.
- Team management. Worked on resolving team integration and conflict resolutions.
- Client & management interface. Interacted with several clients directly to provide business justification on requirement changes. Convince client on the best possible route to soln approach a problem.
- Used GOF patterns like proxy, delegate, command, abstract factory etc and ejb design patterns link facade.
- Used Spring framework, Jboss, tested in JUnit, DB2 UDB V8, IBM MQ Series, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, Used RUP in this project duration.

Environment: J2EE(JSP, Servlets, JMS), Front end(JSP, DHTML, JavaScript, AJAX, Spring DWR, JSF, DOJO), Spring framework, STRUTS, JDBC, JUnit, DB2 UDB V8, IBM MQ Series, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, WebSphere Application Server v6, WSAD, AIX, Z/OS, Win32, UML, IBM RAD7, RSAv7,DB2 UDB V8, IBNM RAD, RSAv7, XML Spy, TDD.

Project 2:

Project Title: Employee Sales Quota & challenges system (Sales & commissioning system) of an MNC
International Business Machine Sales & Commissioning department Date :Nov 2004 – Mar2007

Client: IBM - International Business Machine Sales & Commissioning department

Team Size: 12 (in Web team) total team strength is 35

Project Brief: The employee sales Quota & challenges system is part of Field Management system. This product also part of the operation and management financial system of an IBM. This system is part of financial operations related to sales & commissioning of products, budget analysis, regular tracking, quota analysis and allotment to sales representatives, challenges assignment and fulfillment tracking, profit calculations being part of the bigger commission calculation of sales representatives and sales bonus calculations. **The Challenges module runs separately on asynchronous mode.** We use Pub/Sub model to implement challenges business process in the sales /commissioning workflow. We have the Plan Design Template Tracking module which runs separately on JBoss Servers. We process hundreds of transactions per second (on the peak load) in the commission statement workflow. The situation is implemented with load balancing in Websphere Server clustered environment. Achievement module uses EJB2.0 components for managing individual representative achievement calculations. This project evolved over time and used several new technologies in different subsystems & modules to satisfy the business needs. We follow CMMi Level 5 quality standards in this project. The system is now interacting with the reporting subsystem. The Ascential Datastage tools are used to load data in the other subsystem. We had used Agile technique in the development process of this project.

Functional Area: Large scale IT House with database and application servers scattered geographically in multiple locations

Role: Team Lead for Production Support team, System Analysis, Coding fixes, Testing & Implementation, communication & negotiation with the business clients, interfacing with management. Being a liaison for technical matters and provide the best fit technique to resolve a scenario with budget constraints.

Responsibilities: As a Team Lead for the Technical support team, I was responsible for the following:

- Requirement changes with UML Use cases, design considerations (used Class/sequence/component/collaboration diagrams) in RSA & interacting with Architecture team with design options
- Worked independently with the approved design by leading team in coding, Unit testing & implementation issues within timeline. Worked considerable work on my own as well.
- In this project also I coded the MVC Controller layer Spring classes including Annotations, persistence layer JPA & Hibernate classes, Hibernate mappings, Web flows, DB2 database access logic. This component uses spring framework with JSF.
- Assisted in Coding the EJB3 persistence layer components in challenges module.
- Worked with asynchronous MQ component (used IBM MQ server) and the Web-service access layer. Used JAX RPC & XML RPC. Created WSDLs , and implemented SOAP messaging format.
- Used JAXB for binding attachments in payload.
- Deployment and integration. Designed the Maven build POM configuration strategy. Used Maven with Spring & Hibernate, Web services builds. weblogic java tuning problems,
- Created PL/SQL queries with Oracle 9. Data access layer persistence classes.
- Used JQuery JavaScript tools for drag drop and other features.
- Team management. Worked on resolving team integration and conflict resolutions.
- Client & management interface. Interacted with several clients directly to provide business justification on requirement changes. Convince client on the best possible route to soln approach a problem.
- Used GOF patterns like proxy, delegate, command, abstract factory etc and ejb design patterns link facade.
- Used Spring framework, Jboss, tested in JUnit, DB2 UDB V8, IBM MQ Series, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, Used RUP in this project duration.

Environment: J2EE(JSP, Servlets, JMS), Front end(JSP, DHTML, JavaScript, AJAX, DWR JSTL tags), Spring

framework, Jboss, JDBC, JUnit, DB2 UDB V8, Oracle 9i, IBM MQ Series, JAXB, Apache Axis, CVS, UNIX Shell scripting, z AIX Cron, Z/OS, AGILE, Weblogic Application Server v7, WSAD, AIX, Z/OS, Win32, UML, IBM RAD, RSAv7, DB2 UDB V8, IBM RAD, RSAv7, XML Spy.

Project 3:

Project Title: ITIMEX Billing System

Sept 2004 – Oct 2004

Client: Nestle Inc.

Team Size: 8

Project Brief: ITIMEX is an Automated Timesheet system for billing purposes used by our company for Nestle client. The goal of this project is to develop a system which can accept regular timesheet filling of employees working for that client, track their absolute hours billed in separate subsystems and therefore sub accounts and provide management with high level decision making view on the project billing status to exercise control as well as low level reporting to track, analyse, detect errors.

Functional Area: IT House financial billing system for major food manufacturing industry.

Role: Team Lead in the Development team, Project System Analysis, Coding, Testing & Implementation

Responsibilities: As a Module Team lead, responsible for:

- Manage the project phases under severe pressure of rigorous timelines. It was a challenge to bind the team together resolve the issues and get the work done.
- Heavy usage of XML, XSD, Schema & XML Spy tool
- Resolve the problems faced in coding the data transfer object classes and data access object classes and business objects in WSAD.
- Coding the tester classes in JUnit for unit testing
- Coding helper Message driven beans and the STRUTS action layer. Coding the TAG classes using JSP Taglib.
- Deploying the EJBs and Tags used and integration testing

Environment: J2EE(JSP, Servlets, STRUTS, EJB2.0), WSAD, Oracle 9.i, Rational ClearCase, UML & Rational Rose, IBM WebSphere 5.x, Ration application developer (RAD), Oracle 9.x, Sun One for Java IE, XML Spy 2004, AIX, Windows2000

Project 4:

Project Title: Toddasso Data Interchange System

June 2004 – Aug 2004

Client: IBM: www.bacs.co.uk

Team Size: 21

Project Brief: This product will automate the inter bank data transfer for the standing orders and reconciliations. The goal of this project is to act like a consortium and to provide a single entry point for the banks under European union

Functional Area: Network of different financial & banking companies with database in multiple locations

Role: A senior developer in the Project Module for UDBA, System Analysis, Coding, Testing & Implementation

Responsibilities: As a Team member, responsible for the following:

- Coding the data transfer object classes and data access object classes and business objects in Eclipse and Forte 3.0.
- Coding the tester classes in Junit for unit testing
- Coding helper Message driven beans. Coding the TAG classes.
- Deploying the EJBs and Tags used and integration testing

Environment: J2EE(JSP, Servlets, EJB2.0), Eclipse Integrated Development Environment, Oracle 9.i
BEA Weblogic 7.0, Oracle 9.x, WSAD, XML Spy 2004, Windows2000/ P IV 550 Mhz

Project 5:

Project Title: Web based database management portal System

Apr 2003 – May 14th 2004

Company: CA TCG Softwares Pvt. Ltd.

Client: Web Interface for Unicenter Database Administration, Computer Associates International, New York, USA

Team Size: 15

Functional Area: Large scale IT House with database in multiple locations

Project Brief: This product is a huge one, formerly known as Manage IT DBA. The goal of this project is to create a web-based implementation of the core components of the Unicenter Database Administration Tool.

Role: A senior developer in the Project Module for UDBA, System Analysis, Coding, Testing & Implementation

Responsibilities: As a Team member, I was responsible for the following:

- Involving in requirement study
- Drawing the Use cases and Activity diagrams using UML for the document management part application using Rational Rose.
- System designing - mainly the data modeling and the database schema designing.
- Coding the Java Bean classes and Manager/Controller classes in IntelliJ 3.0 and Forte 3.0.
- Coding the XML and XSD parts in the XML Spy

- Coding Servlets for the invoice module. Coding the TAG classes.
- Coding parsers for the XML used to send request and read response (XALAN/Xerces) from the middle tier server to the native plugin layer.
- Connectivity management with IBM DB2, SQL server & Oracle 8/9x
- Coding the java parts in the JSPs. Deploying the JSPs and Tags used.
- Integration Testing, Implementation

Environment: Clever path Portal, JSP, JavaBeans, JAXP, XALAN, TOMCAT server, Jakarta-Tomcat3.3.a, Forte for Java IE 2.0, XML Spy 2004, System Design Context Level (Use Cases), Oracle 8.x, 9.x, IBM DB2, SQL Server 7.0, Windows2000/ P IV 550 Mhz

Project 6:

Project Title Mavis Automated Purchase System May 2002 – Feb 25th 2003

Company: Xsinter Solution Pvt. Ltd

Client: Mavis Tires, Huston, TEXAS, USA

Out sourced by Custom Technology Solutions, www.ctssys.com

Team Size: 5

Project Brief: Mavis is chain of retail outlets of tires with more than hundred outlets and four storage locations. This project involves automatic purchase requisition, ordering, invoicing and rechecking with Purchase order (when the product arrives at mavis store locations). Inventory status is checked automatically and Purchase orders (POs) from retail outlets are checked to find if ordering condition is met, and POs are automatically sent to suitable vendors (already selected by some criteria). Invoices are received by EDI or mail and stores in the database, later compared with Packing slips data (actual received quantity) with POs and invoices to track pricing and quantity discrepancies. The project is done with Java Swing Interfaces in the front end, servlets and beans with manager classes in the middle tier and MS SQL Server at the back end.

Role: Leading the Project, System Analysis, Coding, Testing & Implementation

Responsibilities: As a Team member, responsible for the following:

- Involving in requirement study
- Drawing the Use cases and Activity diagrams using UML for the document management part application using Rational Rose.
- System designing - mainly the data modeling and the database schema designing.
- Class and Interaction diagrams (UML) for the Layout management part using Rational Rose.
- Coding the Java Bean classes and Manager/Controller classes in Forte3.0 and Kawa 3.0.
- Coding the SQL parts in the Manager classes
- Coding Servlets for the invoice module. Coding the SQL parts in the java beans classes.
- Coding parsers for the XML files used in database (DSN and other properties) related to the database.
- Integration Testing, Implementation

Environment: J2EE Technology (EJB1.1, Servlets2.2, JSP, JavaBeans, XML, JAXP), Forte for Java IE 2.0

JBoss2.4.4-Jakarta-Tomcat3.2.3, Context (Use Cases), SQL Server 7.0, Swing, Windows2000/ P III 550 Mhz

Functional Area Automobiles, Purchases,

EDUCATIONAL QUALIFICATION

- B.Sc in Computing & Information Systems from University of London (Year of passing 1999)
- B.Sc from University of Calcutta (Year of passing 1996)
- Certified C programmer from Brainbench.
- Certificate in Computing from IGNOU.
- Post Graduate Diploma Computer Applications from Indira Gandhi National Open University

SUMMARY

Over 8 years of experience in analysis, design and development of various multi-tiered architecture based enterprise applications using Java and J2EE technologies.

- Specialized in development and implementation of Application and Web based Technology Solutions.
- Expertise in Core Java and J2EE technologies such as Servlets, JSP, JMS, EJB, JDBC, Struts, Hibernate, Spring, XML, XSL, Eclipse, WSAD, CVS, VSS, JDB, ANT, Maven, HTML, JavaScript.
- Experience in GIS , ArcIMS and ArcExplorer.
- Experience in application development and deployment using servers such as Apache Tomcat, IBM Websphere, Weblogic .
- Experience in SDLC (Software Development Life Cycle) using both Waterfall and Agile methodology.
- Experience in design and development of distributed OOAD based system using UML.
- Strong understanding of Object Oriented Programming methodology
- Strong understanding of J2EE design patterns.
- Excellent analytical, logical and programming skills.
- Designed, developed, coded, tested and implemented phases of Software Development Life Cycle. Application areas included development for the domains such as Banking, Financial, Resource management & other business applications.
- Strong experience in analysis and design using Software Engineering / SDLC, UML and MVC based frameworks like Struts and Spring.
- Experience with developing UI using AJAX

EDUCATION

- Bachelor of Engineering in Computer Science

TECHNICAL SKILLS

Languages	Java, SQL, C++
Distributed Technologies	Web Services, Multi-threading
Internet Applications	Servlets, JSP, Java beans, J2EE, JDK, JDBC, Tag-Libraries.
Framework	Struts MVC, Core Spring, Spring DAO, Spring MVC, Hibernate, Validator Framework., Swing, Flex 3.0 and ActionScripts 3.0.
Web/Application Servers	Apache Tomcat, Websphere, Weblogic, JBoss, OC4J.
Scripting Languages	JavaScript, AJAX, JSTL, CSS
Markup Languages	HTML, XML
XML	DOM, SAX, DTD, SOAP, XSLT
Database	PL/SQL, Oracle 10g, My SQL, SQL Server, Stored Procedures
OS	MS-Windows 95/98/NT/2000/XP, Linux, Unix.
Software Development Processes/ Methodologies	UML, OOPS, Waterfall, Agile
Design Patterns	Singleton, Prototype, Factory, Abstract Factory, Façade, Observer,

	DAO, Business Delegates, Value Object, Front Controller.
Version Control Tools	VSS (Visual Source Safe), CVS, Clearcase. ClearQuest.
Tools	Eclipse, Websphere Application Developer (WSAD), Rational Application Developer (RAD), Idea IntelliJ, Log4j, Putty, JUnit, PL/SQL Developer, SQL Navigator, ANT, TOAD, JIRA, NetBeans, Crystal Reports, Axis
Concepts (Overview)	Networks, MIS, Software Project Mgmt.

WORK EXPERIENCE:

Latest Client : BOA-NC
Client: WorldBank, Washington DC
Java/J2EE Developer

Feb-2010 to July 2011

Dec '2007 to Jan2010

RAPMAN-PRIMA

World Bank uses the Risk and Portfolio Management System (Rapman) to assess and monitor the financial risk in its lending projects. The purpose of such a risk model is to identify risk profile of all projects, enabling the FMT to give greater emphasis on high and substantial risk projects during the project preparation as well as project supervision. Rapman provides a highly flexible, configurable, scalable and robust system built on Spring MVC and web based crystal reports to meet this need.

Responsibilities:

- Involved in the designing of the UI.
- Implemented the sorting related logic using XSLT in the UI part.
- Interacted with business analysts in requirements gathering and analysis.
- Comprehensive reporting through web based crystal reports for risk and portfolio information with facility to export to word/excel and other formats.
- Developed SQL queries for generating reports in Business Objects.
- Discussed and provided suggestions on usability, suitability and improvements in interface design.
- Designed the workflow to get the analytics data for each of the selected security, and persisting the data into the database.
- Implemented the stored procedures required for the above workflows.
- Implemented the queuing logic required for increasing the speed of processing of the Analytics data.
- Used Log4j APIs for logging in the application.
- Used CVS for version control.
- Wrote test cases using Junit and coordinating with testing team for integration tests.
- Used Maven as a build and deployment tool.

Environment: Java, Servlets, Java/J2ee, JMS, Spring Web MVC, Spring Core and DAO, XML, Windows XP, Websphere, WSAD, Hibernate, Oracle, Toad, CVS, WSDL, SOAP, Maven.

Client: WorldBank, Washington DC
Java/J2EE Developer

Jan '2007 to Nov '2007

GIS-HOTSPOTS

This is a web-based Geographic Information application which presents information, in map format, on six major natural hazards: cyclones, drought, earthquakes, floods, landslides and volcanoes. It assesses the risks of multiple disaster-related outcomes and focuses in particular on the degree of overlap between areas exposed to multiple hazards.

This online, interactive tool provides a basis for identifying geographic areas of highest relative disaster risk potential in order to prioritize disaster risk reduction investments and to better inform development efforts.

The Natural Disaster Hotspots application provides information about the human and economic impact of natural disasters and shows those World Bank financed projects which address these issues. It was developed in conjunction with the publication: "Natural Disaster Hotspots Case Studies", as part of the overall Hazard Risk Management Program.

Responsibilities:

- Involved in the Application Design, system analysis, development and Unit testing.
- To provide detailed estimate to business team on issue with the probable solution.
- Involved in Project Plan, System & Integration documents.
- Developed the application using GIS, ArcIMS and ArcExplorer.
- Used AJAX for getting the natural disaster related projects based on the region.
- Implemented the stored procedures for Oracle.

- Analysis of the architecture and code to monitor latency period and reduce the response time.
- Provided extensive pre-delivery support using Bug Fixing and Code Reviews.
- Worked with back end development (Oracle 10g)**Environments:** Java, Servlets, JSP, Arc IMS, Arc Explorer, AJAX, XML, XSL, Websphere, WSAD, Hibernate, Oracle, Toad, CVS.

Client: WorldBank, Washington DC
Java/J2EE Developer

Feb '2006 to Dec '2006

DDP-LITE

DDP-LITE is a very powerful application that lets data owners setup multiple topic databases and enables them to perform data management tasks and further create named queries, reports and topic pages which can be shared as a URL. The data owners can further create registered users and give them access to select databases that they own and registered users can have their own domain of named queries, reports and topic pages. The client for this project is the DECDG (Development Economics Data Group) of World Bank.

DDP-Ex will be a lightweight web based data dissemination and management tool for time series data. This project will draw functional requirements from the existing systems executed under the umbrella of DDP (Development Data Platform) – DDPTimeseries, DDPQuickQuery and DCS (Data Collection System) that are similar in domain to DDP-Ex. These systems have complex setup procedures and supporting software is expensive and hence difficult for countries/regional organizations to use them.

Responsibilities:

- Developed UI where XML is converted into HTML
- Created Crystal Reports as well as reports in text format.
- Developing a generic framework for executing the Tasks related to automatic activities.
- Used Hibernate for data persistence.
- Interacted with business analysts in requirements gathering and analysis.
- Discussed and provided suggestions on usability, suitability and improvements in interface design.
- Used Log4j APIs for logging in the application.
- The application will support SQL Server, Oracle, MySQL database platforms.
- Used CVS for version control.
- Wrote test cases using Junit and coordinating with testing team for integration tests.

Environment: Java, Servlets, EJB, Java API, DB2, SOAP, Hibernate, XML, Crystal Reports, Log4j, AJAX, WAS, WSAD, XML, Web Services, Apache Axis.

Client: SallieMae Inc – Wilkes-Barre, PA
Java/J2EE Developer

Jun '2005 to Jan '2006

Wired Scholar

SallieMae assists parents and students by providing a web application referred to as WiredScholar. WiredScholar is college planning site offers information on admissions, applications and provides test prep advice. The site runs users through the ins and outs of financing and education and even apply loans online. There are several handy calculators that help the users to plan out e.g. monthly savings for future education, expected family contribution (EFC) etc.

Responsibilities:

- Responsible for documenting the flow of assigned modules according to User Requirements. Created various Class and Sequence diagrams for the same.
- Implemented J2EE patterns viz. MVC, Façade pattern, Singleton Pattern.
- Created Action Forms and Action classes for the modules. Implemented Action Errors a feature of Struts for error reporting.
- Configured struts-config.xml and web.xml and properties file provided by Struts framework for the implemented modules.
- Applied the business logic in the Session Beans.
- Created various JSPs at the presentation tier.
- Extensively wrote Java Scripts to enforce client side validations.
- Wrote generic java scripts for performing client side validations in the entire application.
- Did testing and deployment of the application on WebSphere Application Server during Integration and QA testing phases.

Environment: J2EE (Servlets, JSP), Struts 1.1, Stored Procedures, XML, DTD, WSAD 5.1, WebSphere 5.1, Log4j, Oracle, Windows 2000.

Client: Franklin Templeton International Services.

Java/J2EE Developer

Dec '2004 to May '2005

iDBManager

iDBManager is internet/intranet version of oracle 7.x, 8i, 9i database administration tool which is much helpful for administrators and programmers. Product will be hosted into Internet where users can connect to multiple database servers in the network. This product also contains many features for performance Tuning of Database, in which there will be many option and tip to tune the Database.

This product has been divided into Overview, Instance, Schema, Security, Checks, Storage, Statistics, Tuning, Monitoring, NLS Parameters, Worksheet, Access, Users, AlertRatios, SMTP, Home, OracleErrors, and Logout modules

Responsibilities:

- Responsible for documenting the changes being made to the application for the modules beings modified to make the product compatible.
- Responsible for changing the UI in the JSP's
- Worked with the QA team in analyzing the test cases.
- Was responsible for module design, project plan and estimates.
- Provide user manual for upgradation.

Environment: J2EE (Servlets, JSP), Struts 1.1, Stored Procedures, XML, DTD, WSAD 5.1, WebSphere 5.1, Log4j, Oracle, Windows 2000.

Client: Parke-Davis, USA.

Java/J2EE Developer

May '2004 to Nov '2004

OPOMS (Online and Purchase Order Management System)

The distributors for company can log to the site and place the order as well as enter the closing stocks. It also allows the authorized managers to login to the site and view the closing stocks. This project aims in recording details of daily sales made by the Branch Offices at Head Office and generating reports. The purpose of recording daily sales at Head Office is three-fold:

- It will provide consolidated sales history details that can be used for management reporting, statistical analysis, decision support, audit and tax.
- It will assist in monitoring stock levels and purchasing.
- It will provide information that will interface to the financial applications.

Responsibilities:

- Responsible for documenting the changes being made to the application for the modules beings modified to make the product compatible.
- Responsible for changing the UI in the JSP's
- Worked with the QA team in analyzing the test cases.
- Was responsible for module design, project plan and estimates.
- Provide user manual for upgradation.

Environment: J2EE (Servlets, JSP), Struts 1.1, Stored Procedures, XML, DTD, WSAD 5.1, WebSphere 5.1, Log4j, Oracle, Windows 2000.

Venkat Thirumurthy

PROFESSIONAL SUMMARY:

- 8 years of experience in Application Design, Development and Testing in JAVA and J2EE technologies.
- Programming in Java for enterprise business applications using Enterprise Java Beans (EJB), Message Driven Beans (MDB), Servlets, Java Server Pages (JSP 2.1), Facelets, JDBC 2.0, JNDI, JNI, JMS, Java Script, and XML.
- Expertise in MVC Architecture using JSF 1.2 and Struts 2.0 framework and implementing custom tag libraries.

- Worked on the **Spring** framework to introduce the java objects to business classes with inversion of control.
- Worked on **Hibernate 2.1** for mapping the java objects to relational database.
- Good experience in writing **JUnit** scripts for unit testing and in integration, quality testing.
- Worked on the production tickets based on the needs and migrate the fixed patches to production application.
- Good experience in writing the MDB and configuring the **queues** and **topics** in **IBM MQ Series** to send and receive the Java messages.
- Experience in writing **ANT** scripts to build and deploy applications.
- Good knowledge of **XML, XSLT, XSD, E4X** processing.
- Have a very good experience in configuring and deploying web-apps to the application server such as **BEA Weblogic 8.0, JBoss, Websphere5.1** and **Apache Tomcat 6.0**.
- Extensive experience in using **SQL** and **PL/SQL** to write stored procedures, functions, packages and triggers in **Oracle** and **DB2** database.
- Developed Java Applications using **Eclipse IDE, IBM RAD7.0** and **NetBeans**.
- Worked on **Rational Clear case, Clear quest, CVS**.
- Worked on **UNIX** platform (Sun OS, AIX).
- Ability to multi-task, an excellent team member with strong inter-personal and communication skills.
- Strong aptitude towards learning new technologies.

PROFESSIONAL SKILLS:

Languages	Java2, J2EE, PL/SQL, JavaScript, C, C++, HQL, VB 6.0
J2EE Technologies	JSP2.1, Servlets2.4, JDBC2.0, EJB3.0, XML, Web Services, SOAP, WSDL, XSLT, SAX, DOM, JAXB
Frame works:	Struts 2.0, Tiles, Spring, RichFaces, AJAX, Facelets
Web/Application Servers	Apache Tomcat, IBM WebSphere, Weblogic server.
Tools / IDEs	Eclipse3.0, RAD7.0, NetBeans 6.5
ORM	Hibernate 2.1
RDBMS / Database:	ORACLE 9i/8i, SQL Server, MySQL, DB2
Web Development:	HTML, CSS, XML, Java Script, AJAX, JQuery.
Methodologies	OOAD using UML, Rational Rose, RUP, Agile/XP.
Version Control	Visual Source Safe, Clear Case
Operating Systems	Windows2000/XP, UNIX, Red-Hat Linux.
Software:	Oracle, MS Office, Adobe Photoshop.
Others :	Log4J , ANT, JUnit , HTML, DHTML, CSS, XSL

Education and Certifications:

- Engg. In Computer Science from University, India.

State Farm Insurance, Bloomington, Illinois

July 08 - July 2011

Sr. Java/J2EE Consultant

Web based application designed and developed for agents. The agents will issue policy through this application for their customers. Eligibility of the customers is decided based on the past records which are automatically populated by the program. If the customer is an existing customer, then the existing rules apply. If the customer is a new customer, then future business rules will apply. Agents can check the status of their customers and their current policy rules. Once policy number is auto generated, then the policy details are issued to the customer. The front end is designed using JSF1.2 framework in RAD 7.0 with AJAX-enabled Rich Faces components and facelets as view technology.

Responsibilities:

- Responsible and mentored the team in complete **software development lifecycle (SDLC)** tasks - design, coding, testing, and documentation using **Rational Unified Process (RUP)** for analysis and design of application.
- Involved in the development of business module applications using J2EE technologies like **Servlets, JSF** and **JDBC**.
- Business classes are wired-up to the frontend managed beans using **Spring IOC** pattern.
- Implemented **Spring Bean Factory** to create proxies object using **AOP** framework.
- Handled the business logic and database interfacing with **JDBC, EJB** and the asynchronous calls using **JMS API** with **MQ Series**.
- Exposed few business services from our application to another through **web services** and consumed third party **web**

services also using Axis 2.0.

- Performed a detailed study on the web layer of existing **Struts** based web application and prepared the user actions and usability report for new application.
- Laid out the base configurations for JSF 1.2 framework for the new application.
- Designed the **Facelet** pages using RAD and integrated the **RichFaces** components for better look and feel.
- Designed and developed User interface with the use of **JSF Managed Beans and rule navigations**.
- Worked in the styles (**CSS**) and images for the web application.
- Working with **Agile Methodology**.
- Involved in the Low-level design of few modules including **class diagram** for business classes.
- Designed the business object with **Hibernate ORM** mapping and interfaced with the business managers using **Spring DAO**.
- Implemented **Criteria API, Native Queries and Hibernate Query Language (HQL)** at business manager.
- Implemented asynchronous messaging service using **JMS and MDB** to send and receive the object messages between different sub systems of the application.
- Used Java Naming/Directory Interface (**JNDI**) and **JDBC** connection pooling to access the database seamlessly.
- Involved in writing **Stored Procedures, Triggers and Cursors**.
- Involved in writing **ANT** scripts for new modules to compile and deploy the files.

Environment: Java 5.0, JSP 2.1, EJB3.0, JSF 1.2, RichFaces, MyFaces, Facelets, Spring, Struts 1.2, JMS, Hibernate, Apache Axis 2.0, Crystal Reports, LDAP, JNDI, UDDI, WSDL, SOA, SOAP, RUP, UML, XML, HTML, Log 4j, WebSphere 6.1, RAD 7, iSeries DB2, IBM AS/400, CVS, PVCS, Ant and Windows XP.

FedEx Freight, Colorado Springs, CO

Feb '07 – July'08

Sr. Java J2EE Developer

This application provides user with all the available options of Time versus Cost combination to ship his/her product. User then has an option to decide the type of Shipping by choosing the best available option as per his/her convenience. An important feature of this application is that it is flexible to display mandatory fields depending on the country chosen for shipping. As soon as the complete Shipment information is provided, the application will display the Time/Cost details of that Shipment resulted from selected options and finally provides an option 'Ship' to finalize the shipping order. Frontend is developed using struts and the DAO layer with hibernate mapping.

Responsibilities:

- Involved in requirement analysis, functional specifications and design.
- Designed UI using **JSP, HTML** and validated with **JavaScript** for providing the user interface.
- Involved in **client side** scripting and **server side** scripting.
- Involved in the **JDBC, Servlets and JSP** technologies to write the UI and the business classes.
- User interface is decoupled using **Spring MVC** architecture with **Struts** implemented already as the frontend.
- Worked on the struts action classes and action mapping rules in **Struts-config.xml** as required by the architecture.
- Involved in migrating CTC to **Spring** framework to enable loose coupling at the front-end.
- Modified the **Controllers and Services** classes so as to support the introduction of **Spring** framework.
- Involved in developing **DAOs** to connect to backend Database to implement the business logic.
- Used **Hibernate** to map the database tables using hbm.xml files.
- Used the **JExcel API** for the reading the excel data's.
- Involved in server side validations using **AJAX and RichFaces**.
- Deployed on **BEA Weblogic** application server.
- Involved in writing **Jakarta ANT 1.6** build scripts for building and deploying.
- Used **CVS** for version control.
- **Log4j** is used for logging different types of messages to write on to the proprietary log model.
- Wrote some **XSLT** transformations for help in converting XML into HTML

Environment: Struts 2.1, Spring, JSP, EJB, J2EE, ANT 1.6, JDBC, Hibernate, UML, HTML, JavaScript (AJAX), CSS, Oracle 9i, Eclipse, CVS, Weblogic 9.0, Windows NT

Penske Truck Leasing, Reading, PA

Jan '06 - Feb '07

Sr. Java/J2EE Developer

Penske is a truck rental company, leasing trucks for both commercial and household purposes in US and Canada. Rentalnet is a Web based intranet project to improve the company's truck leasing and renting process. The application had different modules for reservation of trucks, making contracts, taking quotations, generating reports, reservation maintenance etc. The reservations made using the intranet application and the central reservation system were making use of two different databases. The application also dealt with the synchronization of both the databases by using the DBUtils. Frontend is developed using struts and business classes are implemented with EJB, and using stored procedures in Oracle.

Responsibilities:

- Utilized **Spring Framework** encouraging application architectures based on the Model View Controller.

- Created Enterprise Java Beans mainly Session beans (**EJBs**) and deployed them in the **Weblogic** application server environment, to implement business logic and interface with back-end data base system (Oracle).
- Used the singleton, value object and factory and DAO design pattern at the business layer to effectively maintain the java objects.
- Worked on the **JAVA Collections** API for handling the data objects in business layers.
- Involved in the **Servlets, Struts, and JSP** and **J2SE** technologies and also in **JDBC** to connect to databases at business managers.
- Wrote Stored Procedures, Triggers, Functions and Utilities in PL/SQL to Query the Database and create Data Sources required in the generation of reports.
- Developed the Java Code using **Eclipse** as IDE.
- Written Test Cases using **JUnit**.

Environment: Java, Servlets, JSP, EJB, JDBC, PL/SQL, SQL, Oracle 9i, Spring, HTML, AJAX, Java script, XML, JUnit, BEA Weblogic Application server 8.0, and Eclipse.

ICICI Online Banking, L&T Information Technology Ltd., India

July '04 – Jan '06

Sr. Java J2EE Developer

The Objective of the project is to enable the personal banking system available around the clock for the whole year. This system eases the maintenance of various accounts including credit-cards, loans, and fixed deposits. The system offers automatic bill payments, bill scheduling, fund transfers and automatic notifications through emails.

Responsibilities:

- Involved in the **Requirements collection & Analysis** from the business team.
- Created the design documents with **use case diagram, class diagrams, sequence diagrams** using **Rational Rose**.
- Implemented the MVC architecture using Apache **Struts1.2** Framework.
- Implemented **Action Classes** and **server side validations** for account activity, payment history and Transactions.
- Implemented views using **Struts tags, JSTL2.0** and **Expression Language**.
- Implemented **Tiles Framework** for the **views layout**.
- Implemented **session beans** to handle **business logic** for fund transfer, loan, credit card & fixed deposit modules.
- Worked with various java patterns such as **Service Locator** and **Factory Pattern** at the business layer for effective object behaviors.
- Worked on the **JAVA Collections** API for handling the data objects between the business layers and the front end.
- Worked with **JAXB, SAXP** and **XML Schema** for exporting data into XML format and importing data from XML format to data base.
- Implemented the **web services** client to consume the third-party service API for validating credit cards.
- Developed **Unit test cases** using **JUnit**.
- Implemented **Standalone Clients** for welfare loan schemes using **JFC & Swings**.
- Developed **ant scripts** and developed builds using **Apache ANT**.
- Used **Clear Case** for **source code maintenance**.

Environment: J2EE 1.4, Java 2, Struts1.2, Tiles, JSP 1.2, JNDI, Java Mail, Clear Case, SOAP, WSDL, UDDI, JAXB, JAXP, XML Schema (XST), EJB 2.0, ANT, Javascript, JMS, Rational Rose, WSAD 5.1, WAS 5.1, DB 2 v8.1, AIX (UNIX).

SBI Life Insurance: L&T Information Technology Ltd., India

Jan '02 – July '04

Java/J2EE Developer

The objective of this project is to design and develop a replacement to the existing Unix C based Client Server System that had huge maintainability issues. The new system has to automate the insurance business processes. The system generates various day to day, weekly, monthly and annual reports to the business managers related to the policies. Policy match advisor advises the suitable policy based on different parameters like insurance rate, total coverage and premium installments.

Responsibilities:

- Involved in client requirements gathering, analysis & application design.
- Used **Visio UML** tool to draw **use case diagrams, class and sequence diagrams**.
- Implemented client side data validations using **JavaScript**.
- Implemented server side data validations using **Java Beans**.
- Implemented views using **JSP & JSTL1.0**.
- Implemented code MVC2 framework using JSP's **JavaBeans & servlets**.
- Developed business logic using **EJB Session Beans**.
- Implemented Entity Beans for Object Relational mapping.
- Implemented **Service Locator** Pattern using local chaching.

- Worked with collections.
- Implemented Session Facade Pattern using Session and Entity Beans
- Developed **MDB** to listen to JMS queues.
- Performed application level logging using **Log4j** for debugging purpose.
- Involved in fine tuning of application, fixing bugs and capturing performance maintenance.
- Involved in testing phase and implemented test cases using **JUnit**.

Environment: Java SDK 1.2, EJB, JSP1.1, Servlets, CVS, JavaScript, and Oracle8, SQL, PL/SQL, JBOSS, Eclipse, Solaris (UNIX)

Sagar Reddy

Professional Summary:

Over 8 years of experience in Network Planning, Design, Implementation, Configuration, Trouble Shooting and maintaining Enterprise Networks by dealing with multiple vendor Routers, Catalyst Switches, Cisco Firewalls and Load Balancers in a Day-to-Day Schedule.

- Experience in configuring and troubleshooting various routing protocols like RIP, OSPF, EIGRP and BGP
- Expert Level Knowledge about **TCP/IP, Spanning-tree, and OSI models.**
- In-depth knowledge and hands-on experience on **IP Addressing, Sub netting, VLSM and ARP, reverse & proxy ARP, Ping Concepts.**
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as **VLAN Trunks, VTP, Ether channel, STP, RSTP and MSTP.**
- Good Knowledge in integration and configuration of Cisco based **VPN networks**
- Demonstrated high quality testing skills while certifying **Cisco IOS for VPN**
- Extensive experience taking copy of **Cisco IOS on TFTP** server and loading back on routers.
- Implementation of **HSRP, VRRP** for Default Gateway Redundancy
- Expert knowledge in **implementing filters** on Cisco routes using **Standard and Extended access-list.**
- Excellent in troubleshooting issues on **NAT** configuration and **DNS/DHCP** issues within the LAN network.
- Vast experience in implementing various networking services including **SNMP** and **Syslog**
- In-depth knowledge and experience in WAN technologies including **T1,T3, ISDN, HDLC, Point to Point, ATM** and **Frame Relay.**
- Access Control Server configuration for **RADIUS**
- Knowledge of advanced technologies like **VOIP, H.323, SIP, QOS, IPv6, Multicasting, MPLS**
- Efficient in preparing technical documentation including change management
- Hands on experience in using various Network Monitoring and Packet Sniffing tools

Certifications:

Cisco Certified Network Associate (**CCNA**), **CSCO11802607**

Cisco Certified Network Professional-Route & Switch (**CCNP-ROUTE & SWITCH**)

Technical Skills:

- **Cisco Router Platforms:** 7600, 7200, 3800, 3600, 2800, 2600, 2500, 1800 series
- **Cisco Switch Platforms:** 6500, 5000, 4900, 4500, 3750, 3500, 2900, 1900 series
- **Load Balancer:** BIG-IP F5, ACE 4710
- **Routing Protocols:** RIP, EIGRP, OSPF, BGP
- **L2 Protocols:** VTP, STP, RSTP, MSTP, PVST, ISL, 802.1q
- **Switching:** VLANs, Private VLANs, Ether-Channel(PAgP, LACP)
- **WAN Technologies:** Frame Relay, ISDN, PPP, ATM, MPLS
- **WLAN Technologies:** Autonomous AP's, Lightweight AP's, WLC, WDS, Channels- 802.11b/g
- **IP Telephony:** 7960 IP phone, RTP, CCM
- **Redundancy Protocols:** HSRP, VRRP, GLBP
- **Cisco Firewalls:** PIX (525,515E, 506E), Cisco ASA Appliances (5505, 5550)
- **Cisco ACS server management:** RADIUS, TACACS+, and Digital Signatures
- **Network Management:** SNMP, Cisco Works, HP Open view
- **Servers:** FTP, DHCP, DNS, HTTP, Syslog, TFTP

- **Documentation:** MS office, MS Visio

Professional Experience:

Client: JPMC, IL

March 2010 – July 2011

Network Engineer

Responsibilities:

- Involved in configuring Cisco routers and switch administration, familiar with enterprise level Cisco Routers such as 7200 series, 3800 series and Cisco catalyst series switches like 6500, 3750
- Configuring and troubleshooting of routing protocols such as **EIGRP** and **BGP** for effective communication.
- Designed **VLAN's**, access lists (**ACL**), troubleshooting IP addressing issues and Updating IOS images and other hardware installations
- Experience in troubleshooting **VLAN**, **STP** (Spanning tree protocol), & Switch Trunk and IP subnet issues.
- Dealt with **NAT** configuration and troubleshooting issues related to access lists and **DNS/DHCP** issues within the LAN network.
- Managing and configuring Cisco Switches and **Firewalls** independently.
- Coordinated with senior engineers with **BGP/EIGRP** routing policies and designs, worked on implementation strategies for the expansion of the **MPLS** networks.
- Provisioning and troubleshooting Ethernet services, Gigabit networks and Connectivity issues with **WAN** types (Frame relay).
- Installing and configuring the **VPN's** for the clients (**site to site**).
- Monitoring Network infrastructure using **SNMP** tools like **HP Openview**.
- Involved in Configuration of Access lists (**ACL**) for the proper network routing for the **B2B** network connectivity.
- Dealt with the escalation problems from Level 1, Level 2 & level 3 for routing, switching and **WAN connectivity** issues.
- Worked with customers in troubleshooting issues related to connectivity, **STP**, **VLANs**, **Inter-VLAN** routing, **VTP**, Ether channels, Layer 2/3 switching, log messages.
- Possess excellent verbal and written communication skills and experience developing and maintaining technical procedure and documentation.

Environment: Cisco routers 7200, 3800, Cisco catalyst series switches 6500, 3750, EIGRP, BGP, VLANs, STP, 802.1q trunking, Frame Relay, NAT, MPLS, Site to site VPN, Wireshark, HP openview.

Client: Amdocs, IL

Jan 2009 – March 2010

Network Engineer

Responsibilities:

- Involved in configuring Cisco routers such as 7600 series, 3800 series, 2900 series, and Cisco Catalyst Series switches like 6500, 4500, Cisco firewalls **ASA 5520** and **ASA 5550**
- Configured routing protocols **RIPV2**, **OSPF** for the Corporate network and redistributed
- Configured **VTP**, Spanning Tree Protocol (**STP**), **VLANs** and inter VLAN routing
- Configured **NAT** with access lists on firewalls **ASA 5520**, **ASA 5550** for effective communication
- Troubleshooting issues related to **Access lists** and also **DNS/DHCP** issues within the LAN network
- Implementation of **F5 load balancers**
- Configured **NTP** on all Cisco routers and firewalls for their time, date, month & year to get synchronized
- Performed network testing using **Load Runner** at corporate office to ensure that employees were able to access the network infrastructure in the office from the remote areas without any difficulties
- Configured and Implemented **Site-to-Site VPNs** at branch sites
- Configured and implemented **Remote Access VPN** using **Cisco's VPN client** via **IPSEC**
- Monitor Network traffic and access logs using **Wireshark**
- Installed and maintained **Syslog** server for troubleshooting any network connectivity problems
- Technical documentation using **Microsoft Office** and network diagrams using **Microsoft Visio**

Environment: Routers-Cisco2800, 3800 and 7600; Switches- Catalyst 4500, 6500; Security- Cisco **ASA 5500**, Cisco **NAC 3310**, **VLANs**, **STP**, 802.1q trunking, **NAT**, Site to site **VPN**,

Client: Key Bank, OH

Sep 2007 – Dec 2008

Jr. Network Administrator

Involved in Network Design, Configuration and Troubleshooting to connect various branch offices and remote users communicated and worked with team members and various internal groups for timely resolution of Network issues.

Responsibilities:

- Configured Cisco routers **2900 series, 3700 series, 3800 series** and Cisco Catalyst Series switches **2960, 3560, 3750** and Cisco firewalls **PIX 506E, 515E, 525**, Cisco VPN **3000** series Concentrator
- Planning and Implementation of **Subnetting, VLSM** to conserve IP addresses
- Designed a reliable and fully redundant network implementing various routing protocols **EIGRP, OSPF, BGP**
- Configured **VTP**, Per Vlan Spanning Tree Protocol (**PVST**), **VLANs** and interVLAN routing
- Configuration of **Standard and Extended ACLs** on firewalls for security
- Configured **VRRP** for redundancy
- Maintenance and Troubleshooting of connectivity problems using **Ping, Trace route**
- Performed **Change Management** by changing IP addressing scheme of the corporate network
- Configured **Easy VPNs** for Employees to remote offices by using **Cisco's VPN Client** software
- Implemented redistribution of protocols from **EIGRP to OSPF** and redistributing **OSPF to EIGRP** thus avoiding all the networks to be redistributed
- Design and Implement **DMZ** for FTP, Web and Mail Servers with Cisco firewalls **PIX 506E, 515E, 525**
- Monitor network traffic and access logs using **Solar Winds**

Environment: Cisco Routers 3600, 2600, 1750; Switches 4900, 2900; Cisco PIX Firewalls 525, 520, 515

Client: Reliance Communications, India

Dec 2003 – Aug 2007

Jr. Network Administrator

Responsibilities:

- Installation and Configuration of Cisco routers **2500 series, 2600 series, 2800 series, 3600 series**
- Installation and Configuration of Cisco Switches **4500, 3500, 2900, 2950** and Nortel Switches.
- Design, manage and troubleshoot **RIP, OSPF** routing environment comprised of multiple areas.
- Worked on Layer 2 protocols such as **STP, VTP** and other **VLAN** troubleshooting issues and configuring switches from scratch and deployment.
- Cisco IOS Architecture for Cisco routers and switches
- Creating **VLANs** and **Inter-VLAN** routing with Multi Layer Switching (MLS).
- Cisco IOS Architecture for Cisco routers and switches.
- Installed and configured for **VPN IPsec** for remote users using Cisco **VPN Client** and Cisco Secure **ACS**.
- Project managing complex network implementations, including Cisco **PIX** firewall, Cisco **VPN** and Layer III implementations.
- Installation and Configuration of Cisco Pix firewalls **515E, 525**.
- Monitor, improve, and support all aspects of network connectivity using **Solar winds**.
- Support and Administration of Windows Systems.
- Maintenance the General Networking objectives of System/Network Operations.

Environment: Cisco routers 2500, 2600, 2800, 3600, Cisco catalyst series switches 2950, 3500, 3700, 4500, Nortel switches, RIP, OSPF, BGP, Frame Relay, Cisco PIX firewall, IPsec, Solarwinds.

3. The vendor should have completed at least two (2) projects within the past five (5) years which are similar in scope to the project for which this RFP is soliciting proposals. The vendor should provide a brief description of this project, the timeframe for development, and the vendor's opinion of the success of the project.

Vendor Response

USG has completed eight (8) projects within the past five (5) years, which are similar in scope to the Auto Scheduling System.

Project Description

Over the last five (5) years, Unemployment Compensation Systems have changed dramatically. Due to the increasing unemployment rate, the work to be performed has increased in quantity and complexity.

USG has made significant investments and advancements towards using information technology for automating unemployment compensation business processes. To take advantage of these advances, USG's IT procedures have been designed to be integrated into unemployment compensation processes as plug-in modules. Facilitating rapid decisions based on better information has driven up efficiency, reduced cost and increased expectations. New technologies have been used to extend the Scheduling System towards total automation.

Workforce West Virginia plans to enhance the existing solution with an Auto Scheduling System Functionality which will allow hearings to be scheduled automatically. The implemented software solution will contain multi-level security component. In addition to scheduling the Auto Scheduling System will also provide the ability to print calendars, generate notices, decisions and reports. Workforce West Virginia's intent is to procure an Auto Scheduling System that improves efficiency by providing a comprehensive approach to case management and process automation.

Timeframe for development

USG has completed the design, development, testing and implementation of over eight (8) software projects. The level of effort on these projects range from medium to high. The average time taken to develop and implement these projects is about six (6) months for medium projects and about twelve (12) months for complex projects.

Success of the project

USG gauges the success of the project based on the timely accomplishment of project objectives (which are in-turn mapped to the project deliverables). Detailed description and project deliverables are defined as below:

Description	Deliverables
Initiation Phase Project Initiation, Project Planning Worksheet/Report Review	Vision Scope & Project Plan List of Worksheets & Reports
Planning Phase System Architecture and Design plan Worksheet and Report Templates	Architecture Diagram, Detail System Design Detailed screen Specifications
Execution Phase Implement Customizations, Worksheets & Reports Prepare Database Detailed Acceptance Test Plan Define Training, Support and Deployment Requirements	Auto Scheduling Screens Database Content Test Specification Training, Support & Deployment Plan
Control Phase User Acceptance Test Perform System Training	User Acceptance Sign-off User & Admin Training
Close Out Phase Product Deployment System Documentation Engagement Summary	Documentation Project Closure

4. Provide descriptions of similar projects completed which should entail the location of the project, project manager name and contact information, type of project, and what the project goals and objectives where and how they were met.

Vendor Response

USG has completed eight (8) projects. Projects that are similar in scope to Auto Scheduling System are described as below:

Project Title	Gadget Factory Implementation
Description	Small projects (Gadgets) are used by the internal staff of GM. Some of the major modules are Resource Availability Matrix (resource listed by availability and skill sets after completing the projects), Employee Holiday Lists and multiple Project Planning. These gadgets are ready to use downloadable applications and helps increase the performance of IT sections.
Location	General Motors, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	USG was successful in meeting the project goal by timely implementation of all objectives that were defined by General Motors. The project goal was mapped to objectives. Detailed work plan was created by breaking the objectives into tasks. The project was then managed based on the work breakdown structure. Deliverables were produced based on the work breakdown structure, towards successful and timely implementation.

Project Title	Case Management System
Description	Case management system provides law firm attorneys a portal view of information related to the legal case being represented. The unified vision is created by indexing and hosting information on the web portal. The web portal is designed for staff at multiple levels of security authorizations. Features such as search, schedule, merge, print and case docketing were developed within the portal. The application is currently being used by multiple law firms.
Location	InfoVision21 Inc., Columbus, Ohio
Project Manager Name	Bapaiah Koneru
Contact Information	InfoVision21 Inc. 6077 Frantz Road, Suite - 105 Dublin, Oh 43017 bapaiah@infovision32.com Ph: 614-761-8844
How Goals & Objectives were met :	USG project team worked with the InfoVision21 team to design, develop and implement Case management system. USG broke down the project goal into objectives. The objectives were then mapped to project

	deliverables. Timelines were set in negotiations with InfoVision21 and all deliverables were provided in timely manner. InfoVision21 is a valued client and USG continues to support InfoVision1 for its IT needs.
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Project Title	GSC – 27
Description	Global Service Contract - 27 is the major Middleware Integration project which integrates data from Middleware Technologies to latest technologies in Oracle and Microsoft technologies. The data is converted and all the applications running will be converted and the live data is compared and tested.
Location	General Motor, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	USG partnered with TCS to provide Information technology staff and business expertise in order to manage the design, development and implementation based on the project plan created by General Motors. All deliverables were produced on time. Project closure was done after User training, User acceptance testing and creation of maintenance and training documentation.

Project Title	GSC - 36
Description	Global Service Contract - 36 is a major Hosting services and Production support project for managing the information flow during the release of the new cars. Projects with-in the newest release will utilize GSC - 36 in order to manage the Hosting services for the entire North America sector..
Location	General Motors, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	USG project manager divided the objectives into work breakdown structure (WBS). The WBS was utilized to manage staff and align the project modules delivery towards customer expectation. The IT solution was successfully delivered on time.

Project Title	GWS - Global Web Services
Description	Global Web Services – Dealer Locator: The GWS Dealer locator aims to provide data required for the client to Dealer Locate functionality. Batch interfaces are developed in JCAPS 513 to feed the appropriate data to client for the Middle East and LAAM regions. This application is

	integrated with Google Maps application for the proximity data capture.
Location	General Motor, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	The objectives of Middleware Integration project were vast and this was a Large Scale integration project. USG ensured seasoned project implementation staff was involved on this project. All deliverables were produced on time accounting towards successful implementation.

Project Title	CWS - Common Web Services
Description	Common Web Services – Vehicle Feed: Common Web Services project provides a common interface to extract VID data and provide it to GMAC Systems. The data would contain Merchandizing Model Code, Option Codes, Re-billed MSRP amount and date, Adjusted MSRP amount and date and Original MSRP amount and date for a Vehicle Identification Number.
Location	Chrysler, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	USG produced all deliverables defined by Chrysler in a timely manner.

Project Title	Auto Parts Inventory System
Description	Auto parts inventory software for Ford Motor company provides operational scale efficiencies across their facility. This system allows auto parts inventory software distributors to manage inventory with varying degrees of scale and purpose. The software provides a solution for distributors looking to automate operational processes in a single platform.
Location	Ford Motor Company, Detroit, MI
Project Manager Name	Partha Reddy
Contact Information	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084 Partha.r@tcs.com Ph: 248-761-7988
How Goals & Objectives were met :	USG project manager divided the objectives into work breakdown structure (WBS). The WBS was utilized to manage staff and align the project modules delivery towards customer expectation. The IT solution was successfully delivered on time.

5. Provide references from this project that is willing to discuss the vendor's performance in this specific area. The required reference information is as follows: contact name, phone number, mailing address, email address, and contact's title

Vendor Response

USG is providing two references of clients that are willing to discuss USG's performance. Requested details and reference letters are as below

Contact Name	Partha Reddy
Phone Number	248-761-7988
Mailing Address	Tata Consulting Services 755 W. Big Beaver, Suite 110 Troy, MI 48084
Email Address	Partha.r@tcs.com
Contact's Title	Head - Automotive Business Unit



From,

Partha Reddy
Head – Automotive Business Unit
Greater Detroit Area
Phone : 248-761-7988
eMail : partha.r@tcs.com

Re: Software development work performed by United Software Group

Tata Consultancy Services (TCS) is a multi-million dollar global Information Technology company employing more than 202,200 employees with offices in 47 countries including 15 offices in United States of America.

United Software Group has been a prime partner with TCS providing Information Technology services that range from product development to business and technical consultations and software assessments since the year 2006. The quality of work performed by United Software Group is excellent and has enabled TCS to strengthen its relationship with USG over the last 5 years.

United Software Group has been involved in the design, development and implementation of multiple information technology systems that include:

Year 2011: Gadget Factory Implementation for GM in Detroit, MI.
Year 2011: Design, Development and Implementation of GSC-27 for GM in Detroit, MI.
Year 2011: Design, Development and Implementation of GSC 36y for GM in Detroit, MI.
Year 2010: Independent Quality Verification for parts testing system for GM in Detroit, MI.
Year 2009: Design, Development and Implementation of Middleware Integration Project.
Year 2008: Load Balancer design and validation system for Chrysler in Detroit, MI.
Year 2007: Auto parts inventory system for Ford Motor Company in Detroit, MI.

The average effort involved in these projects was around 6-12 months of implementation time with a team of 15-20 resources costing 3-4 million dollars in revenue.

I am impressed with the professional management and technical approach taken by United Software Group. The excellent project management and technical implementation team has helped us towards combined success on multiple partnerships.

While I wish them good luck in future endeavors, Please contact me for any detailed information that might be needed at the above phone or email address.

Sincerely,

Partha Reddy
Head – Automotive Business Unit
TCS North America.

248-761-7988

755 W. Big Beaver, Suite 1210 Troy MI 48064
Tel 248 362 8282 Fax 248 362 8292 web site www.tcs.com

TATA CONSULTANCY SERVICES

Contact Name	Bapaiah Koneru
Phone Number	614-761-8844
Mailing Address	InfoVision21 Inc. 6077 Frantz Road, Suite - 105 Dublin, Oh 43017
Email Address	bapaiah@infovision32.com
Contact's Title	President

InfoVision21, Inc.

DUNS: 01-539-0305 CAGE: JN02
GSA 70: GS-35F-0130V
GSA 36: GS-03F-0057V
Term Schedule: Ohio STS 534171, 534172
MBE : Certified MBE (State of Ohio), SBA 8(A)



July 25, 2011

To Whom It May Concern:

Re: Software development work performed by United Software Group

Infovision21 is a leading provider of a wide range of IT related services and solutions. For 15+ years, Infovision21 has been working with a variety of customers to deliver cost effective IT solutions in areas including Enterprise Resource Planning (ERP), Web Development, Data Warehousing, Medical Billing Services, and Litigation Support Services.

InfoVision21 partnered with United Software Group to assist us providing specialized technology services involving all phases of Software development. Since 2008, they have been instrumental in completing various IT projects involving Web Development, EAI/Middleware Solutions, ERP Implementations, Legacy Conversions etc... The average effort involved in these projects is around 9 months of technical work with a team of around 8 resources.

I highly recommend United Software Group for all your Information Technology requirements and initiatives. Their technical expertise combined with professionalism are commendable.

Should you need additional information please let us know.

Thanking You,

Bapaiah Koneru

President

bapaiah@infovision21.com

Vendor Disclosure

1. Should identify any and all subcontractors that will be involved in the development, implementation, training and ongoing support of this system. The primary vendor will solely be responsible for any and all work performed by subcontractors

Vendor Response

USG will not involve any subcontractors in the development, implementation, training and ongoing support of the Auto Scheduling System. All project work will be done by the USG staff.

2.4 Project and Goals: To purchase and implement a software solution that enhances the existing solution with an Auto Scheduler function which will allow hearings to be scheduled automatically.

Vendor Response (Describe how you will meet the above goal)

USG looks forward to providing a complete full service engagement, including collaboration with UC-BOR on the design and implementation of business rules and templates, limited product customization, installation, configuration, training and support services. The following is a detailed response to WV UC-BOR's required product specifications and the ability of the proposed Auto Scheduling System.

The proposed system should provide the ability to:

1. Schedule cases for multiple Administrative Law Judges (ALJ) and Board of Review (BOR) members.

Vendor Response (Describe how you will meet the above specification)

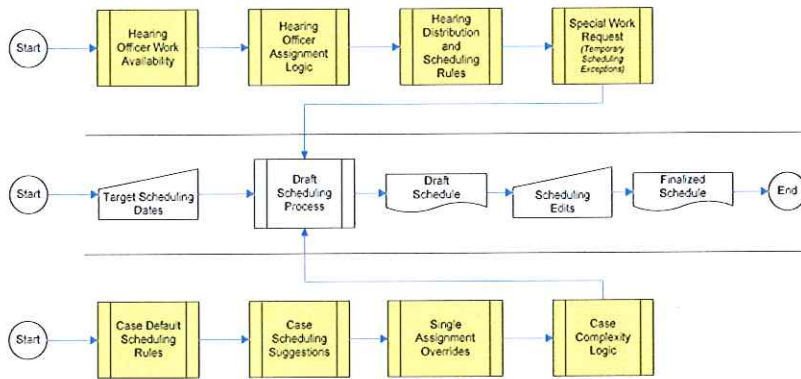
Functional Description

The business process surrounding scheduling can best be described by auto schedule function. The Auto Scheduling System process will focus on the setup of pertinent scheduling information from a capacity and workload perspective. Capacity will be calculated based on stored information surrounding cases, availability, and preferences of the ALJ and BOR group members. Workload will be calculated based on stored information surrounding case preferences and scheduling business rules/logic. The Auto Scheduling System will then be able to automatically generate a draft/tentative hearing schedule for manual override/confirmation based on the combination of capacity versus workload logic

Process

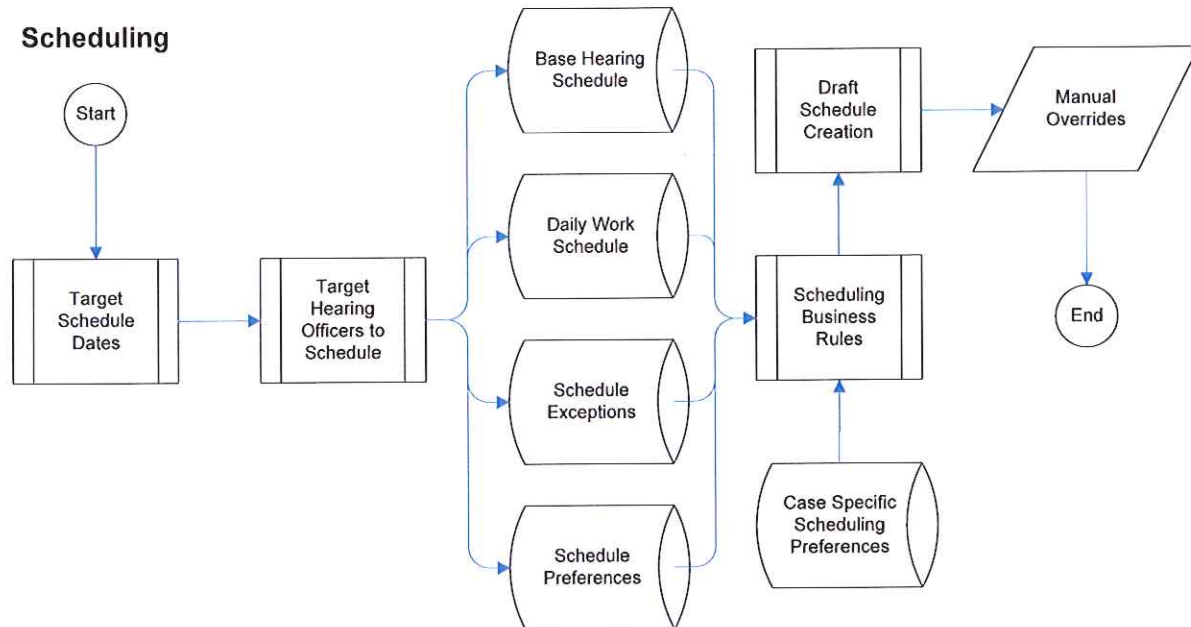
Auto Scheduling System incorporates scheduling business rules to schedule multiple tentative hearings to the ALJ and BOR members. This functionality takes all inputs into consideration (including but not necessarily limited to the ALJ and BOR member schedules, Case Preferences like Hearing Back-to-back cases and Base Hearing Schedule) and assembles a "draft/tentative" schedule by intelligently matching resource availability/capacity to workload.

Hearing Officer Capacity and Assignment Logic



Docket Workload and Assignment Logic

Scheduling



Design

Auto Scheduling System:

- Extends the current UC-BOR database schema to collect and store the scheduling and hearing information.
- Tentatively schedules hearing to the ALJ and BOR members for manual override/approval by scheduler (person-role)/chief hearing officer.
- Considers the ALJ and BOR member's availability, preferences, eligibility and cases that are not on hold.
- Includes scheduling rules like Case scheduling preferences, Time-lapse requirements, Hearing locations, and schedules hearings per day based on configurable system value.
- Provides screens to search by hearing officer and case/docket number to edit/confirm the hearing schedule.

Screens

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Select HO Scheduling More

Select Hearing Officer

Active Indicator: Active

1 - 10 of 52 Next >> Last Go to Page 1

Action	Login ID	Hearing Officer Name	Active	Other Work Schedule
Select	SMITHJ	JOHN SMITH	Y	Morning
Select	SMITHJ	JOHN SMITH	Y	Morning
Select	SMITHJ	JOHN SMITH	Y	Morning
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Afternoon
Select	SMITHJ	JOHN SMITH	Y	Morning

For questions, comments, or suggestions about this site, [Contact Web Team](#)

Friday, July 08, 2011 1:48:16 PM

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Search Cases Scheduling More

Search Cases For Scheduling

Search Reset Schedule

Case Level Case Number Case Issue Location Hearing Date Time Lapse

Sort By Case Level Ascending Descending

Total Cases: 358

1 - 10 of 358 Next >> Last Go to Page 1

Case Number	Case Level	SSN	Name	Mass Title	30 Days	45 Days	90 Days
2010001791	C	123121234	JOHN SMITH		03/26/2010	04/12/2010	05/27/2010
2010000623	C	123121234	JOHN SMITH		03/19/2010	04/02/2010	05/19/2010
2010003162	CP	123121234	JOHN SMITH		12/23/2009	01/07/2010	02/19/2010
2010002438	H	123121234	JOHN SMITH		12/31/2009	01/15/2010	03/03/2010
2009005328	H	123121234	JOHN SMITH		09/24/2009	10/08/2009	11/25/2009
2009001137	H	123121234	JOHN SMITH		12/17/2008	01/15/2009	02/27/2009
2010000400	H	123121234	JOHN SMITH		01/14/2010	01/20/2010	03/15/2010
2010000376	H	123121234	JOHN SMITH		01/22/2010	02/05/2010	03/23/2010
2009006249	H	123121234	JOHN SMITH		09/18/2009	10/02/2009	11/16/2009
2009006247	H	123121234	JOHN SMITH		09/04/2009	09/18/2009	11/04/2009

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Sunday, July 10, 2011 3:45:17 AM

2. Define standard working hours and designate non-working days, such as weekends and holidays, for the entire court and default hearing information for all the (BOR) members.

Vendor Response (Describe how you will meet the above specification)

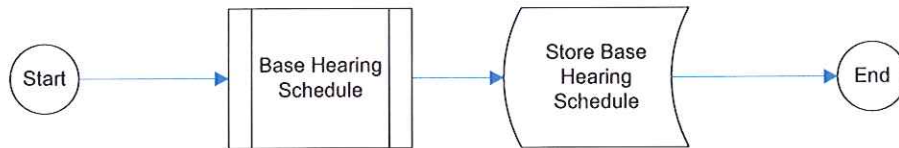
Functional Description

Base Hearing Schedule information represents the standard calendar based schedule for the ALJ and BOR members (i.e. Monday through Friday morning hearings, Monday through Thursday afternoon hearings from x o'clock to y o'clock, where x and y are configurable as per requirements). This information is primarily used by the Auto Scheduling System to schedule hearings.

Process

The process includes the creation of a Base Hearing Schedule for entire court sub-system within the

Auto Scheduling system. This sub-system will allow the creation, modification, deletion and storage of a base hearing schedule within the Auto Scheduling system. This information would then be incorporated into the scheduling process to schedule the hearing for the BOR members.



Design

- Pre-populate the CALENDAR_CAL table with Calendar date, Calendar No Hearing Indicator, Calendar No Hearing Reasons for next 20 years, which is configurable as per requirements.
- Default this information to the ALJ and BOR members by inserting or updating the calendar events table (CALENDAR_CHE) and Hearing Officer Working hours table (HOF_WORK_HOW).

Screen

Manage working and non-working hours for BOR members

3. Define specific working hours by day for each ALJ and BOR members.

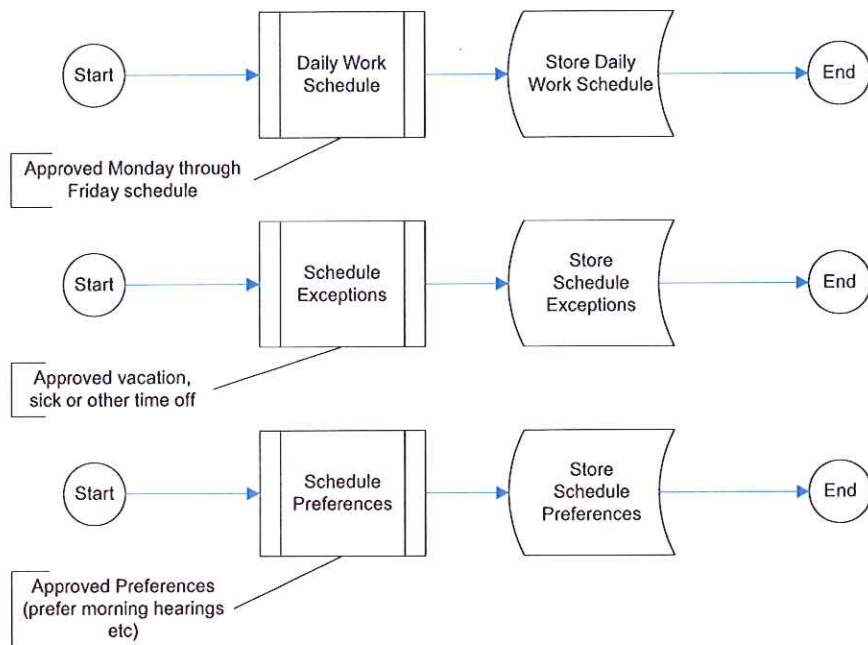
Vendor Response (Describe how you will meet the above specification)

Functional Description

The ALJ and BOR members' Work availability process manages hearing officer work schedules. This information includes Normal work days and hours for each day of a week, with option to enter a holiday schedule and exception schedules (vacation, meetings etc) for all ALJ and BOR members. Auto Scheduling process incorporates this information to schedule the hearings.

Process

This process includes managing of daily work hours calendar for the ALJ and BOR members. This process collects and stores the information for all the ALJ and BOR members in the Hearing Officer Work hours (HOW) table. This information is incorporated by the Auto Scheduling System to schedule the hearings for the ALJ and BOR members.



Design

Auto Scheduling System:

- Provides the ALJ and BOR members with the tools/screens to manage the Daily Work Schedule, Evening Schedule, Non-Hearing events, and Special Work requests (i.e. I would like to stay in town the week of Aug 14, 2011)
- Collects and stores this information in the database (Calendar Event table, Hearing Officer table, Hearing Officer Preference table and others). Auto scheduling process incorporates this information and intelligently matches resource availability/capacity to schedule the hearings to the ALJ and BOR members.

Screen

ALJ and BOR members' work hours

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In **Working Hours** Scheduling More

Working Hours [Page Help](#)

Hearing Officer: JOHN SMITH

Core Working Hours:

Day	Start Time	End Time
Monday	09:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM
Tuesday	09:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM
Wednesday	09:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM
Thursday	09:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM
Friday	09:00 <input checked="" type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM

Evenings:

Monday Tuesday Wednesday Thursday Friday

☐ ☐ ☐ ☐ ☐

Other Working Schedule: ☐ Morning ☒ Afternoon

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ALJ and BOR members' non-hearing events

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[Home](#) [Case Management](#) [My Calendar](#) [HO Calendar](#) [Hearing Call In](#) [Non Hearing Events](#) [Scheduling](#) [More](#)

Non-Hearing Events [Page Help](#)

Hearing Officer: **JOHN SMITH**

2009

Action	Event Description	Date	Start Time	End Time
Edit Delete	Eat breakfast	Oct 30, 2009 05:00 AM	05:30 AM	
Edit Delete	test	Oct 30, 2009 09:12 AM	10:34 AM	
Edit Delete	Eat lunch	Oct 30, 2009 01:00 PM	02:00 PM	
Edit Delete	Eat dinner	Oct 30, 2009 05:00 PM	06:45 PM	
Edit Delete	test1	Oct 29, 2009 09:12 AM	10:23 AM	
Edit Delete	Hong 5	Oct 29, 2009 05:00 PM	05:00 PM	
Edit Delete	Hong Event	Oct 28, 2009 10:05 AM	11:00 AM	
Edit Delete	Test3 Hong	Oct 28, 2009 10:10 AM	11:15 AM	
Edit Delete	hong2	Oct 28, 2009 01:02 PM	02:00 PM	

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- Vary the elements of a judicial calendar including days, start and end times, location, and room, as well as include an effective date for each entry in the ALJ profile.

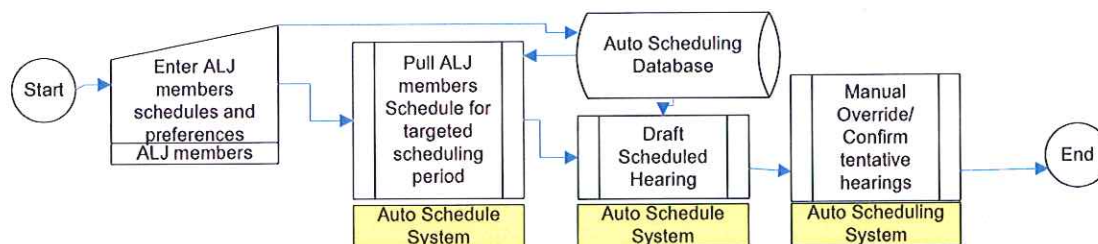
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding ALJ profile can best be described by My-Calendar tool/screen for the ALJ group members. Any ALJ group member can view the remaining ALJ group members' calendar by selecting the HO Calendar. Both tabs show the Today, Daily, Weekly, and Monthly Calendar events (includes day & effective date, start time, end time, location and room - also configurable to capture additional information) of the ALJ group members.

Process

This process includes the ALJ group member's workload scheduling and preferences. Auto Scheduling System incorporates this information to auto schedule the draft/tentative hearings. These hearings can be manually edited/confirmed. ALJ members can view the scheduled hearings by selecting the My-Calendar tab.



Design

Auto Scheduling System:

- Provides the ALJ and BOR members with the tools/screens to enter Daily Workload, Evening Schedules, Preferences and Issues/Program codes etc.

- Collects and stores the ALJ and BOR members' profile information into the Auto Scheduling System database.
- Incorporates this information into the auto scheduling process to schedule the hearings to the ALJ and BOR members.
- Drafts/tentatively schedules hearings for Manual Override/Confirmation by the Scheduler (personal – role).
- ALJ and BOR members can select My Calendar/HO Calendar tab to view the hearing schedules for Today, Daily, Weekly, and Monthly.

Screens

ALJ member Weekly My-Calendar view

The screenshot shows the 'UC BOR Case Management' interface. The user is logged in as 'user'. The 'My Calendar' tab is selected. The view is set to 'Weekly Calendar of JOHN SMITH'. The calendar shows the week of April 25, 2010, to May 1, 2010. The time slots range from 06:00 AM to 07:45 AM. The events are scheduled for Monday through Friday, all at 112 California Avenue, Charleston, WV 25305, Room 1220. The events are marked as '[H]' (Hearing).

Time	Sunday 04/25/2010	Monday 04/26/2010	Tuesday 04/27/2010	Wednesday 04/28/2010	Thursday 04/29/2010	Friday 04/30/2010	Saturday 05/01/2010
06:00							
06:15							
06:30							
06:45							
07:00		[H] 112 California Avenue Charleston, WV 25305 Room 1220	[H] 112 California Avenue Charleston, WV 25305 Room 1220	[H] 112 California Avenue Charleston, WV 25305 Room 1220	[H] 112 California Avenue Charleston, WV 25305 Room 1220	[H] 112 California Avenue Charleston, WV 25305 Room 1220	
07:15							
07:30							
07:45							

ALJ member Monthly My-Calendar view

The screenshot shows the 'UC BOR Case Management' interface. The user is logged in as 'user'. The 'My Calendar' tab is selected. The view is set to 'Monthly Calendar of JOHN SMITH'. The calendar shows the month of April 2010. The events are scheduled for Monday through Friday, all at 112 California Avenue, Charleston, WV 25305, Room 1220. The events are marked as '[H]' (Hearing).

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21 [H] 1	22	23	24
25	26	27	28	29	30 [H] 1	

5. Indicate days when individuals with the calendar profiles ALJ and BOR members are unavailable for scheduling.

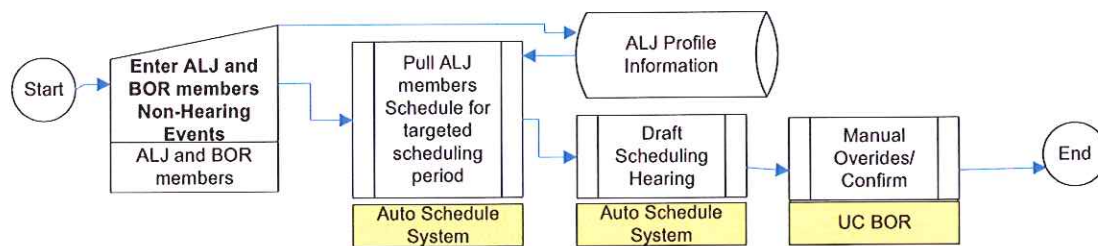
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding ALJ profile can best be described by My-Calendar tool/screen for the ALJ and BOR members. UC-BOR users can view the ALJ and BOR members' calendar entries by selecting the HO Calendar tab and searching for the ALJ and BOR members. Both tabs (My-Calendar and HO Calendar) show the Non-Hearing Events for the ALJ and BOR members for the selected month and year. Auto Scheduling System provides the ALJ and BOR members to enter the details of Non-hearing Events like Event Description, Date of the Event, Start Time and End Time.

Process

This process includes the ALJ and BOR members' Non-Hearing Events. Auto Scheduling System incorporates this information to auto schedule the draft/tentative hearings. ALJ and BOR members can view the Non-Hearing Events by selecting the My-Calendar tab.



Design

Auto Scheduling System:

- Provides the ALJ and BOR members with the tools/screens to enter Non-Hearing Events, which are stored in the Calendar Events table.
- Collects and stores the ALJ and BOR members' profile information, Hearing Officer Work hours (HOW) and Hearing Officer Preference (HOP) tables.
- Incorporates this information and drafts hearing schedule for the ALJ and BOR members.
- Drafts/tentatively schedules hearing for Manual Override/Confirmation by Scheduler (person-role).
- Allows ALJ and BOR members to select My Calendar/HO Calendar tab to view, edit and delete the Non-Hearing Events.

Screen

ALJ and BOR members' Non-Hearing Events view

west virginia UC BOR Case Management

Welcome user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Non Hearing Events Scheduling More

Non-Hearing Events

Hearing Officer: JOHN SMITH HO Search

2009 October Search Add

Action	Event Description	Date	Start Time	End Time
Edit Delete	Eat breakfast	Oct 30, 2009 08:00 AM	08:30 AM	
Edit Delete	test	Oct 30, 2009 09:12 AM	10:34 AM	
Edit Delete	Eat lunch	Oct 30, 2009 01:00 PM	02:00 PM	
Edit Delete	Eat dinner	Oct 30, 2009 06:00 PM	06:45 PM	
Edit Delete	test1	Oct 29, 2009 09:12 AM	10:23 AM	
Edit Delete	Hong 5	Oct 29, 2009 05:00 PM	06:00 PM	
Edit Delete	Hong Event	Oct 28, 2009 10:05 AM	11:00 AM	
Edit Delete	Test3 Hong	Oct 28, 2009 10:10 AM	11:15 AM	
Edit Delete	hong2	Oct 28, 2009 01:02 PM	02:00 PM	

6. Designate a case as ready for scheduling.

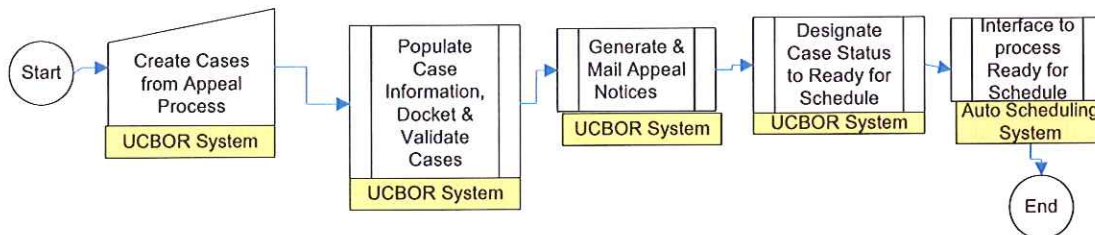
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding 'designate the cases as ready for scheduling' is done in UC-BOR system. Auto Scheduling System will build an interface to access these cases from the UC-BOR system. Cases that are ready for scheduling are processed by the Auto Scheduling System to schedule the draft/tentative hearing for the ALJ and BOR members.

Process

This process includes interfacing with the existing UC-BOR system. UC-BOR system currently should have the process to create UC-BOR cases for Appeals and collect appeal related information (i.e. Claimant, Employer, Representatives, Appellants, Issues etc). Cases are Docketed and Validated. After successful validation, Appeal Notices are generated and mailed to all the recipients. After the Appeal Notice Process, cases are staged as 'Ready for scheduling' status.



Design

- UC-BOR system creates cases for the Appeals process.
- UC-BOR system collects case related information like Claimants, Employers, Representatives, Appellants, Issues and Subpoenas etc.
- 'UC-BOR system docket process' docket and validates this information.
- UC-BOR system generates and mails the Appeal Notice and designates the case status as ready for schedule.
- Auto Scheduling System interfaces with the UC-BOR system to read all the cases with the status ready for schedule. Auto scheduling process will then schedule the cases as draft/tentative hearings for manual override/confirmation.
- Auto Scheduling System extends the current UC-BOR database schema to accomplish this.

Screens

Not Applicable.

7. Schedule cases for a date and room/venue without assigning to a particular ALJ at the time of scheduling.

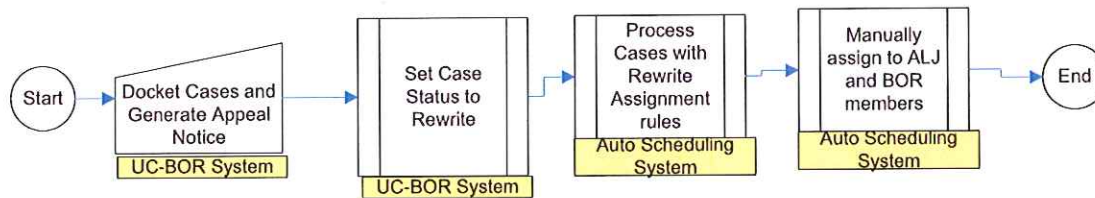
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding this type of scheduling can best be described by Rewrite assignment process. The UC-BOR system must set the case status to rewrite or anything other than ready for scheduling/assigned. The Auto Scheduling System will schedule cases using rewrite assignment business rules. Cases scheduled using rewrite assignment rules will only have hearing date, time, location/venue and room number with no ALJ and BOR members assigned to the case. These cases will be manually assigned to the Scheduler (person-role).

Process

This process includes interfacing with the current system. UC-BOR system should set the case status to rewrite or anything other than ready for schedule. Auto Scheduling System will process these cases using the rewrite assignment business rules. The system drafts/tentatively schedules the cases with hearing date, time, location/venue, and room number but no ALJ and BOR members are assigned to the cases. Auto Scheduling System will provide tools/screens to list all rewrite cases that are tentatively scheduled, along with the list of available ALJ and BOR members that can be assigned to the rewrite cases. UC-BOR users/scheduler can assign the ALJ and BOR members to the scheduled hearings. System will update the hearing records with the id of ALJ and BOR members. ALJ and BOR members can now the hearings on their calendar. Assigning the ALJ and BOR members to the rewrite cases is a manual process.



Design

- UC-BOR system creates the case for the Appeals, docket the case, generates and mails the Appeal Notices.
- UC-BOR system sets the case status to rewrite assignment or anything other than ready for scheduling.
- Auto Scheduling System reads all the cases with the status rewrite assignment from the UC-BOR system database.
- Auto Scheduling System processes these cases incorporating rewrite assignment business rules to draft/tentatively schedule hearings with the hearing date, time, location and room number.
- Auto Scheduling System does not assign ALJ and BOR members for the rewrite assignment cases. System creates the Hearing record in the Hearing table.
- Auto Scheduling System provides the tools/screens to show the browse list of tentatively scheduled rewrite cases with the dropdown list of all ALJ and BOR members.
- UC-BOR users assign the ALJ and BOR members to the tentatively scheduled hearings.
- Auto scheduling System updates the hearing record with the selected ALJ and BOR members.

- Auto Scheduling System generates and mails the hearing notice to all the recipients with the mail flag set to "Yes".

Screen

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Search Cases Scheduling More

Search Cases For Scheduling

Search Reset Schedule

Case Level Case Number Case Issue Location Hearing Date Time Lapse

Sort By Case Level Ascending Descending

Total Cases: 358

1 - 10 of 358 Next >> Last Go to Page 1

Case Number	Case Level	SSN	Name	Mass Title	30 Days	45 Days	90 Days
<input type="checkbox"/> 2010001791	C	123121234	JOHN SMITH		03/26/2010	04/12/2010	05/27/2010
<input type="checkbox"/> 2010000623	C	123121234	JOHN SMITH		03/19/2010	04/02/2010	05/19/2010
<input type="checkbox"/> 2010003182	CP	123121234	JOHN SMITH		12/23/2009	01/07/2010	02/19/2010
<input type="checkbox"/> 2010002438	H	123121234	JOHN SMITH		12/31/2009	01/15/2010	03/03/2010
<input type="checkbox"/> 2009005328	H	123121234	JOHN SMITH		09/24/2009	10/03/2009	11/25/2009
<input type="checkbox"/> 2009001137	H	123121234	JOHN SMITH		12/17/2008	01/15/2009	02/27/2009
<input type="checkbox"/> 2010000490	H	123121234	JOHN SMITH		01/14/2010	01/29/2010	03/15/2010
<input type="checkbox"/> 2010000376	H	123121234	JOHN SMITH		01/22/2010	02/05/2010	03/23/2010
<input type="checkbox"/> 2009006249	H	123121234	JOHN SMITH		09/16/2009	10/02/2009	11/15/2009
<input type="checkbox"/> 2009006247	H	123121234	JOHN SMITH		09/04/2009	09/18/2009	11/04/2009

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Monday, July 26, 2011 3:22:38 PM

8. Have the system automatically generate a docket entry when a case is scheduled.

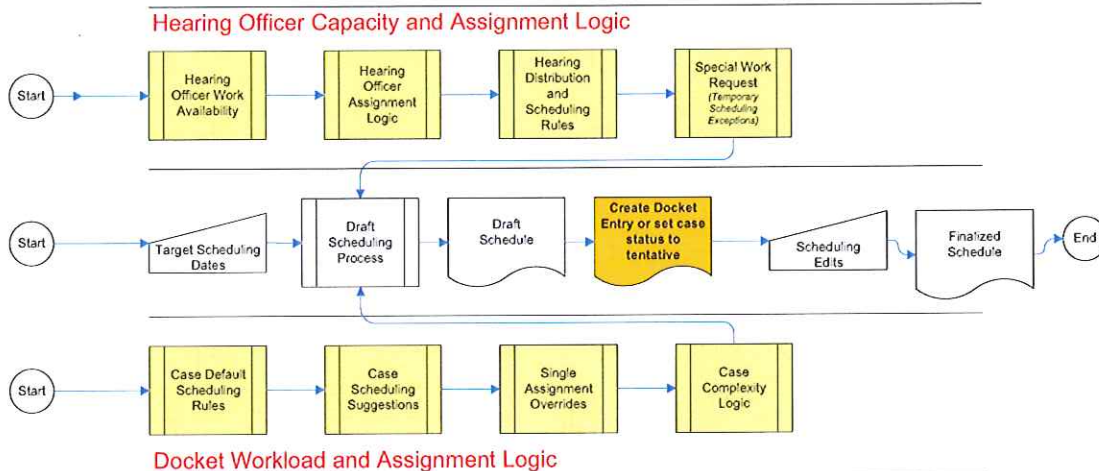
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding this can best be described by tentative scheduling process. Auto Scheduling System schedules the cases with the status ready for scheduling to create draft/tentative hearing schedules for the ALJ and BOR members and sets the case status to tentative schedule/docket entry. Auto Scheduling System provides the tool/screens to browse the cases with the status docket entry/tentative schedule. UC-BOR users can then manually override/confirm single or group of cases to the ALJ and BOR members to create the hearing schedule on their calendar.

Process

This process includes interfacing with the current UC-BOR system. UC-BOR system should set the case status to ready for schedule. Auto Scheduling System processes these cases using the auto scheduling business rules and creates draft/tentative hearing schedule with ALJ and BOR members assigned to the cases. Auto Scheduling System will provide tools/screens to browse the list of all the tentatively schedule cases. UC-BOR users will manually override/confirm the hearing schedules to the ALJ and BOR members.



Design

- UC-BOR system creates the case for the Appeals, docket the case, generates and mails the Appeal Notices.
- UC-BOR system sets the case status to ready for scheduling.
- Auto Scheduling System reads all the cases with the status ready for scheduling from the UC-BOR system database.
- Auto Scheduling System processes these cases incorporating auto-scheduling rules to create draft/tentative hearing schedules for the ALJ and BOR members and sets the case status to tentative/docket entry.
- Auto Scheduling System provides the tools/screens to browse the list of cases with the status of tentative schedule/docket entry.
- UC-BOR users manually override/confirm the hearing schedules to the ALJ and BOR members.
- Auto Scheduling System generates and mails the hearing notice to all the recipients with the mail flag set to "Yes".

Screen

Welcome, user | [Sign Out](#)

UC BOR Case Management

[Home](#) | [Case Management](#) | [My Calendar](#) | [HO Calendar](#) | [Hearing Call In](#) | [Scheduling](#) | [More](#)

Hearing Call-Ins [Page Help](#)

Display Hearings For: All Telephone Hearings

Filter On: Show All

Time	Case Number	Case Name	Hearing Officer
05:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
05:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
05:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003196	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

9. Schedule related and/or consolidates cases at the time a case is scheduled.

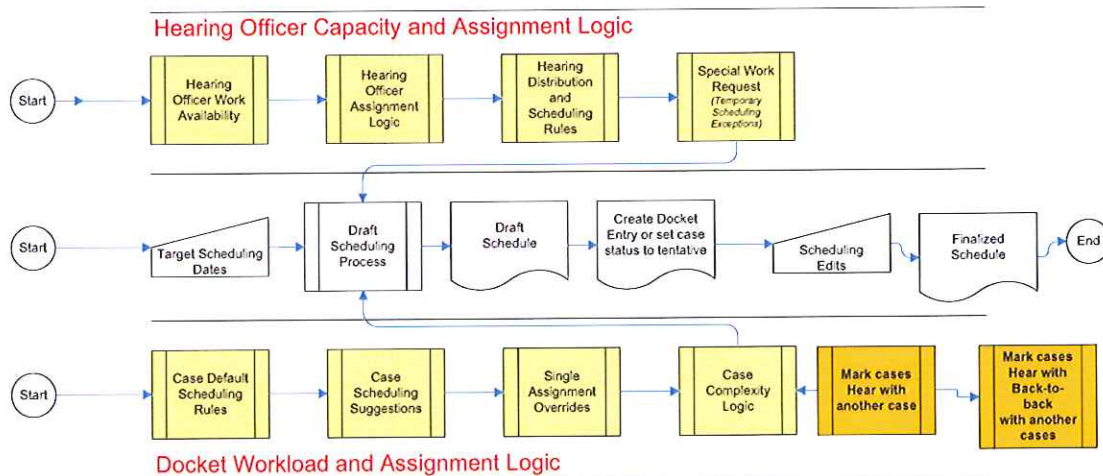
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding this can best be described by Hear with cases and Hear with Back-to-back cases, which are scheduling rules for Workload/Case specific requirements. Auto Scheduling System provides the tools/screens to mark cases to be heard with another case or mark cases to be heard back-to-back with another case. Cases marked as Hear with are scheduled for the same hearing date, time, location and room number. Cases marked as Hear with Back-to-back are scheduled for the same hearing date, location, room number and next available time slots/consecutive hearings. Auto Scheduling System counts the Hear with cases as one case to count the maximum number of cases heard per day. Hear with Back-to-back cases are counted as multiple cases.

Process

This process includes scheduling hearings to hear multiple cases on the same hearing date, time, location and room number or scheduling hearing Back-to-back on the same hearing date, location, room number but consecutive hearings. Hear with Back-to-back cases are treated as multiple cases, where as Hear with cases are treated as one case to count the maximum number cases heard per day. Auto Scheduling System will schedule Hear with Back-to-back cases to the same ALJ and BOR members.



Design

- UC-BOR system creates the case for the Appeals, docket the case, generates and mails the Appeal Notices.
- UC-BOR system sets the case status to ready for scheduling.
- Auto Scheduling System reads all the cases with the status ready for scheduling from the UC-BOR system database.
- Auto Scheduling System provides the screens to mark cases as Hear with cases or as Hear Back-to-back with cases.
- Auto Scheduling System processes these cases incorporating auto-scheduling rules case specific requirements to include Hear with cases and Hear with Back-to-back cases.
- Auto Scheduling System schedules the Hear with cases as one case and schedules them for same hearing date, time, location and room number.

- Auto Scheduling System schedules the Hear with Back-to-back cases with same hearing date, location and room number with consecutive hearings of the cases.

Screen

Hear with another case

west virginia UC BOR Case Management

Welcome user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Basic Search Advanced Search Case Summary Claimant Employer Issue Hearing More

Case Number H 2010000441 SSN 123121234 Name JOHN R. SMITH Case Status Waiting for hearing

Hearing Summary Hear-With / Back-To-Back

Add Hear-With / Back-To-Back

Enter Hear-With / Back-To-Back Case:

Case Number: 20 Type: Hear-With

Hear-With / Back-To-Back Cases:

Case Number	Type
2010000441	B
2010001000	B

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Wednesday, July 13, 2011 3:12 PM

Hear Back-to-back with another case

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Welcome user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Basic Search Advanced Search Case Summary Claimant Employer Issue Hearing More

Case Number H 2010000441 SSN 123121234 Name JOHN R. SMITH Case Status Waiting for hearing

Hearing Summary Hear-With / Back-To-Back

Add Hear-With / Back-To-Back

Enter Hear-With / Back-To-Back Case:

Case Number: 20 Type: Back-To-Back

Hear-With / Back-To-Back Cases:

Case Number	Type
2010000441	B
2010001000	B

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Wednesday, July 13, 2011 3:12 PM

10. At the time of scheduling to have the system check time conflicts for the room, ALJ and BOR members.

Vendor Response (Describe how you will meet the above specification)

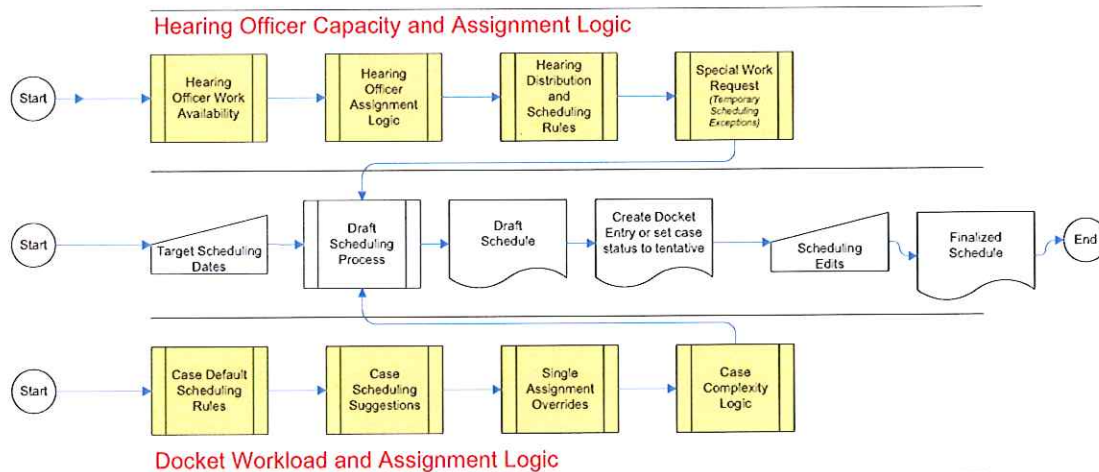
Functional Description

The business process surrounding this can best be described by scheduling conflicts rules. Auto Scheduling System calculates the hearing date and selects the hearing slot for the ALJ and BOR members based on the information collected i.e. ALJ and BOR members work hours (morning and

afternoon), evening schedules, preferences (non-hearings, vacations), program and issue codes, hearing location and room number. Auto Scheduling System provides tools/screens to manage ALJ and BOR members work hours/calendar and hearing location & room number. The maximum number of hearings the ALJ and BOR members may hear is retrieved from system value, which is configurable. Auto Scheduling System checks the room availability/conflicts with the ALJ and BOR members' calendar for the In-Person hearings.

Process

This process includes scheduling hearing slots to the ALJ and BOR members after validating scheduling rules like ALJ and BOR members working hours, room availability and other scheduling rules. If there is a conflict, the system skips that particular Hearing Officer and tries to schedule the case to the next Hearing Officer. This information is persisted in the Calendar Events table, Hearing Officer Work hours table, Hearing Preference table in the Auto Scheduling System database.



Design

- UC-BOR system creates the case for the Appeals, docket the case, generates and mails the Appeal Notices.
- UC-BOR system sets the case status to ready for scheduling.
- Auto Scheduling System reads all the cases with the status ready for scheduling from the UC-BOR system database.
- Auto Scheduling System provides the screens to the ALJ and BOR members to manage their hearing work hours, hearing preferences, hearing issues, calendar events and other related information
- Auto Scheduling System fetches each case and validates the scheduling rules. The system calculates the Hearing date and determines the hearing slot for the ALJ and BOR members. If there is a conflict with the hearing date, time, location and room number for a ALJ and BOR members, the system skips that ALJ and BOR member and tries to schedule to the next available ALJ and BOR member.
- Auto Scheduling System tentatively schedules the hearings to the ALJ and BOR members after successfully validating this and other scheduling rules.

Screen

ALJ and BOR members' Working Hours

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Working Hours **Scheduling** More

Working Hours [Page Help](#)

Hearing Officer: JOHN SMITH

Core Working Hours:

Day	Start Time	End Time
Monday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Tuesday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Wednesday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Thursday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Friday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM

Evenings:
Monday Tuesday Wednesday Thursday Friday
☐ ☐ ☐ ☐ ☐

Other Working Schedule: ☐ Morning ☐ Afternoon

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ALJ and BOR members; Non-Hearing Events

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In **Non Hearing Events** Scheduling More

Non-Hearing Events [Page Help](#)

Hearing Officer: JOHN SMITH

2009 October

Action	Event Description	Date	Start Time	End Time
Edit Delete	Eat breakfast	Oct 30, 2009	05:00 AM	05:30 AM
Edit Delete	test	Oct 30, 2009	09:12 AM	10:34 AM
Edit Delete	Eat lunch	Oct 30, 2009	01:00 PM	02:00 PM
Edit Delete	Eat dinner	Oct 30, 2009	05:00 PM	06:45 PM
Edit Delete	test1	Oct 29, 2009	09:12 AM	10:23 AM
Edit Delete	Hong 5	Oct 29, 2009	05:00 PM	06:00 PM
Edit Delete	Hong Event	Oct 28, 2009	10:05 AM	11:00 AM
Edit Delete	Test3 Hong	Oct 28, 2009	10:10 AM	11:15 AM
Edit Delete	hong2	Oct 26, 2009	01:02 PM	02:00 PM

For questions, comments, or suggestions about this site, [Contact Web Team](#) Monday, Jul 25, 2011 5:49:49 PM

Calendar Events

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In **Calendar Events** Scheduling More

Calendar Events [Page Help](#)

2009 May

Action	Date	Description
Edit Delete	01/01/2009	New Year

For questions, comments, or suggestions about this site, [Contact Web Team](#) Monday, Jul 25, 2011 5:49:49 PM

11. Resolve or override scheduling conflicts.

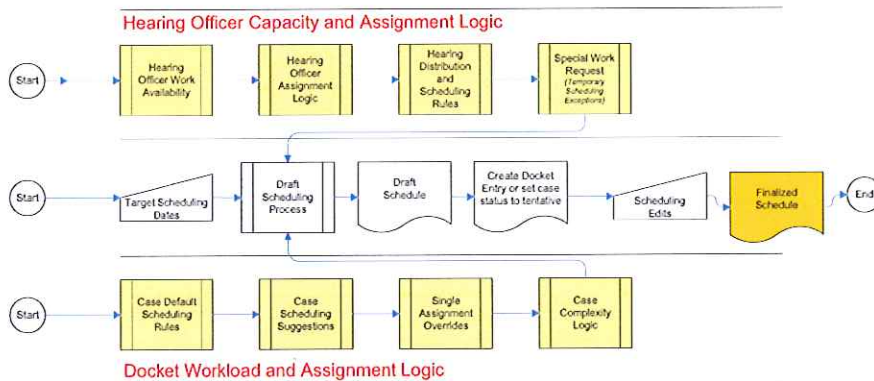
Vendor Response (Describe how you will meet the above specification)

Functional Description

The business process surrounding this can best be described by Manual Override/Confirm function. Auto Scheduling System incorporates the scheduling rules like ALJ and BOR member capacity and workload (case preferences) to draft/tentatively schedule hearings. UC-BOR users with elevated privileges have the authority to manually review tentatively scheduled hearings and override or confirm the hearing schedules to create a hearing in the ALJ and BOR calendar.

Process

This process includes scheduling tentative hearings to the ALJ and BOR members by incorporating the scheduling rules. Auto Scheduling System provides the data tools/screens to review the cases that are tentatively scheduled and manually override or confirm the scheduled hearing. This access is given to a certain group of UC-BOR members like Scheduler (person-role).



Design

- Auto Scheduling System reads all the cases with the status ready for scheduling from the UC-BOR system database.
- Auto Scheduling System incorporates the scheduling rules to schedule tentative hearings to the ALJ and BOR members.
- Auto Scheduling provides the screen to the UC-BOR members to manually override or confirm the hearings.
- Finalizing the tentative hearings creates hearings into ALJ and BOR members' calendar, changes the case status to "Waiting for Hearing". Auto Scheduling system generates and mails the Hearing Notices to all the recipients with the mail flag set to "Yes".
- Overriding or Rejecting the tentatively scheduled hearings deletes the hearing records from the hearing table and resets the case to the ready for scheduling for the next auto scheduling run.

Screen

The screenshot shows the 'UC BOR Case Management' web application. At the top, there is a green header bar with the 'west virginia' logo on the left and 'Welcome user [Sign Out]' on the right. Below the header is a navigation menu with tabs: 'Home', 'Case Management', 'My Calendar', 'HO Calendar', 'Hearing Call In', 'Search Cases', 'Scheduling', and 'More'. The 'Search Cases' tab is active. Below the navigation menu is a search section titled 'Search Cases For Scheduling'. It includes a 'Search' button, a 'Reset' button, and a 'Schedule' button. There are dropdown menus for 'Case Level' (set to 'All'), 'Case Number' (set to 'All'), 'Case Issue' (set to 'All'), 'Location' (set to 'All'), 'Hearing Date' (set to 'All'), and 'Time Lapse' (set to 'All'). Below these are radio buttons for 'Sort By' (set to 'Case Level') and 'Ascending' (selected) or 'Descending'. A 'Total Cases: 358' is displayed. Below this is a table with columns: 'Case Number', 'Case Level', 'SSN', 'Name', 'Mass Title', '30 Days', '45 Days', and '90 Days'. The table shows 10 rows of data, each with a checkbox in the first column. At the bottom of the page, there is a footer with 'For questions, comments, or suggestions about this site, [Contact Web Team](#)' and a timestamp 'Monday, Jun 25, 2011 5:54:44 PM'.

Case Number	Case Level	SSN	Name	Mass Title	30 Days	45 Days	90 Days
<input type="checkbox"/> 2010091791	C	123121234	JOHN SMITH		03/26/2010	04/12/2010	05/27/2010
<input type="checkbox"/> 2010000623	C	123121234	JOHN SMITH		03/19/2010	04/02/2010	05/19/2010
<input type="checkbox"/> 2010003162	CP	123121234	JOHN SMITH		12/23/2009	01/07/2010	02/19/2010
<input type="checkbox"/> 2010002438	H	123121234	JOHN SMITH		12/31/2009	01/15/2010	03/03/2010
<input type="checkbox"/> 2000005328	H	123121234	JOHN SMITH		09/24/2009	10/08/2009	11/25/2009
<input type="checkbox"/> 2009001137	H	123121234	JOHN SMITH		12/17/2008	01/15/2009	02/27/2009
<input type="checkbox"/> 2010000490	H	123121234	JOHN SMITH		01/14/2010	01/29/2010	03/15/2010
<input type="checkbox"/> 2010000376	H	123121234	JOHN SMITH		01/22/2010	02/05/2010	03/23/2010
<input type="checkbox"/> 2009006249	H	123121234	JOHN SMITH		09/18/2009	10/02/2009	11/18/2009
<input type="checkbox"/> 2000006247	H	123121234	JOHN SMITH		09/04/2009	09/18/2009	11/04/2009

12. Add parties to schedule hearings.

Vendor Response (Describe how you will meet the above specification)

Functional Description

UC-BOR system creates the case for the appeals and dockets the case. Case related information like Claimants, Employers, Representatives, Subpoenas, and others are stored in the UC-BOR application database.

Assumption 1: If UC-BOR system has the functionality to manage Additional parties, Auto Scheduling System will leverage this information while scheduling the hearings.

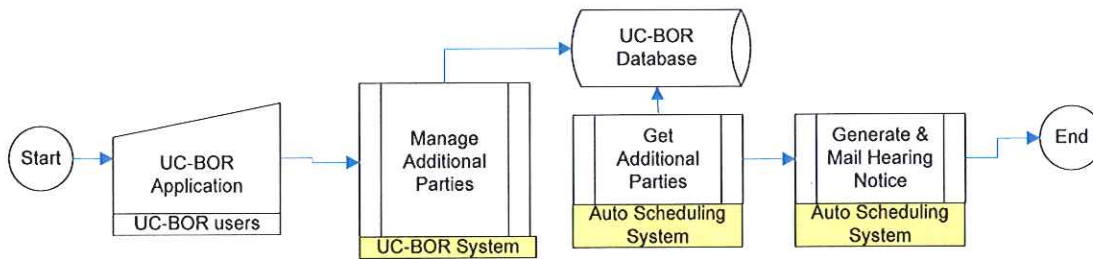
Assumption 2: Auto Scheduling System can easily provide functionality/screens to allow UC-BOR users to manage additional parties. The system will collect and store this information in the database.

Auto Scheduling System obtains the list of additional parties with the mailings "Yes" from the UC-BOR database or the Auto Scheduling System application database, generates and mails the hearing notices to the additional parties after scheduling the hearings to the ALJ and BOR members.

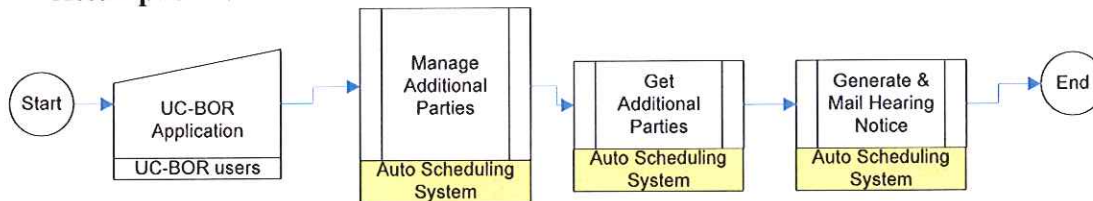
Process

This process includes providing the functionality to add additional parties to the case after scheduling the hearing. UC-BOR system currently manages all the case related information like Claimant, Employers, Appellants, Representatives and others. If UC-BOR system has the functionality to manage additional parties, Auto Scheduling System will interface with the UC-BOR system to get information about the additional parties and if the additional parties mailing indicator is set to "Yes", the system will generate and mail the Hearing Notice to the additional parties. Otherwise, Auto Scheduling System will provide the data tools/screens to manage additional parties and generate and mail the hearing notices for the scheduled hearings.

Assumption 1:



Assumption 2:



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Representatives, Appellants, Representatives and others.
- Validate if the UC-BOR system provides the functionality to manage additional parties. If “Yes”, Auto Scheduling System will interface with the UC-BOR system to get the list of additional parties and if the mailing flag is set to “Yes”, Auto Scheduling System will generate and mail the Hearing Notices to the additional parties for the scheduled hearings.
- If UC-BOR system doesn’t provide the functionality to manage additional parties, Auto scheduling System will provide the data tools/screens to manage additional parties to the UC-BOR users, the ALJ and BOR members. Auto Scheduling System will collect this information and store it in the database.
- Auto Scheduling System will get the list of additional parties with the mailing flag set to “Yes”. The system generates and mails the Hearing Notices to the additional parties for the scheduled hearings.

Screen

Additional Parties Screen similar to Copy Request to manage additional parties



13. When scheduling a case to have the system present the next available date and time for a single judge or multiple judges.

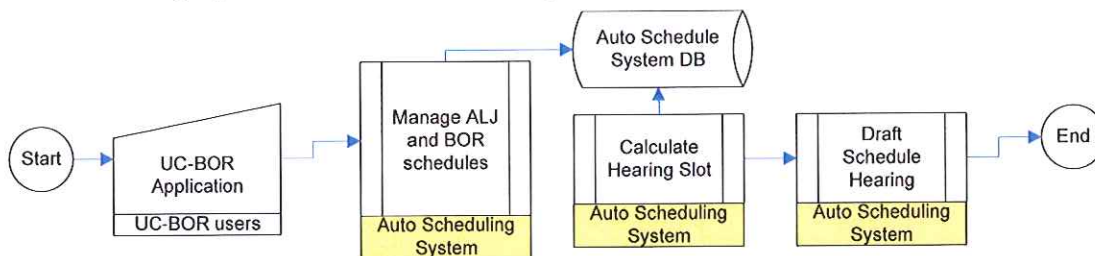
Vendor Response (Describe how you will meet the above specification)

Functional Description

Auto Scheduling System provides the functionality to draft a tentative hearing to the ALJ and BOR members using Auto Scheduling process or Schedule the hearing to the ALJ and BOR members using the Manual Scheduling process. Schedulers (person-role) using Manual Scheduling function, select hearing date and the ALJ and BOR members to schedule. The system will determine the next hearing date, time/slot from the information collected for the ALJ and BOR members related to the working hours, preferences and calendar events. The Scheduler will be presented with the next available hearing date and time to select. The Scheduler selects hearing location, room number, date and time. Auto Scheduling process uses scheduling rules like calculating the hearing date, determining the hearing slot like morning, afternoon or evening, hearing intervals and hearing length for the next available date and time available for the ALJ and BOR members to schedule the hearings.

Process

This process provides the functionality to schedule the hearing through Manual Scheduling process. Schedulers (person-role) use Manual Scheduling process to select the hearing date, the ALJ and BOR members and the case. Auto Scheduling System will check the ALJ and BOR members hearing schedule leveraging the data collected in the hearing officer work hours table, hearing officer preference table, hearing officer evening schedule table, calendar events tables and presents the UC-BOR users with the available time slots for the selected ALJ and BOR members. Auto Scheduling System will schedule hearings based on these business rules.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Representatives, Appellants, Representatives and others.
- Auto Scheduling System provides the data tools/screens to manage ALJ and BOR members' Working Hours, Hearing Preferences and Non-Hearing Events along with Case related preferences like Hear with, Hear with Back-to-back, Avoid dates, Avoid ALJ and BOR members, Not Available and Agreed schedules.
- Auto Scheduling System provides Manual Scheduling and Auto Scheduling process to schedule the cases.
- Scheduler's (person-role) do manual scheduling by selecting the Case, Hearing date and ALJ and BOR members. Auto Scheduling System presents the available hearing slots for the ALJ and BOR members by validating the information collected in the tables like working hours, preferences etc.

Screen

The screenshot shows the 'UC BOR Case Management' web application. At the top, there is a green header with the 'west virginia' logo and the text 'UC BOR Case Management'. Below the header is a navigation bar with tabs: Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Schedule Hearings, Scheduling, and More. The 'Schedule Hearings' tab is active. Below the navigation bar, there is a search section with the text 'Search Cases For Scheduling > Schedule Hearings'. It includes a 'Hearing Date' dropdown set to '05/12/2010', a 'Hearing Officer' dropdown set to 'JOHN SMITH', and a 'Start Time' dropdown set to '08:00 AM'. A 'Schedule' button is next to the start time. Below these fields, it says 'No cases selected.' and 'No scheduled hearings'. At the bottom of the page, there is a footer with a link to 'Contact Web Team' and a timestamp 'Monday, Jun 25, 2012 3:10:10 PM'.

14. View a summarized calendar showing previously assigned events/hearings and total hours used.

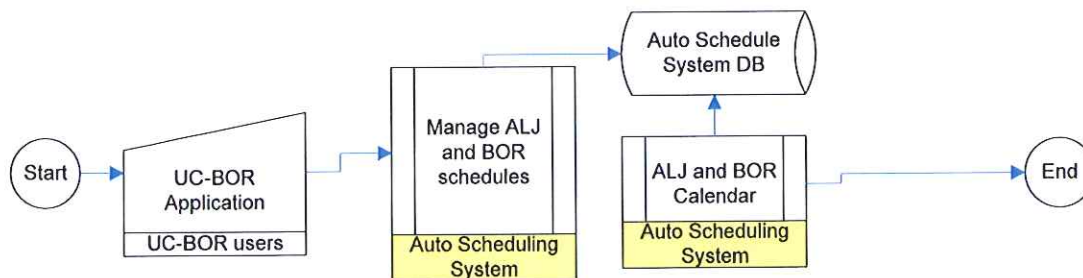
Vendor Response (Describe how you will meet the above specification)

Functional Description

Auto Scheduling System provides the data tools/screens that summarize the calendar information of the ALJ and BOR members by daily, weekly and monthly views which include hearing events (location, room number, date and time) and total time. The scheduling information (working hours, preferences and non-hearing events) of the ALJ and BOR members are collected and persisted/stored in the Auto Scheduling System database.

Process

This process provides the functionality to manage the ALJ and BOR members working hours, preferences and non-hearing events. Auto scheduling system collects and stores this information in its database. UC-BOR users can view the summary of the ALJ and BOR members' calendar information by daily, weekly and monthly views which include hearing events and the total number of hours of hearing.

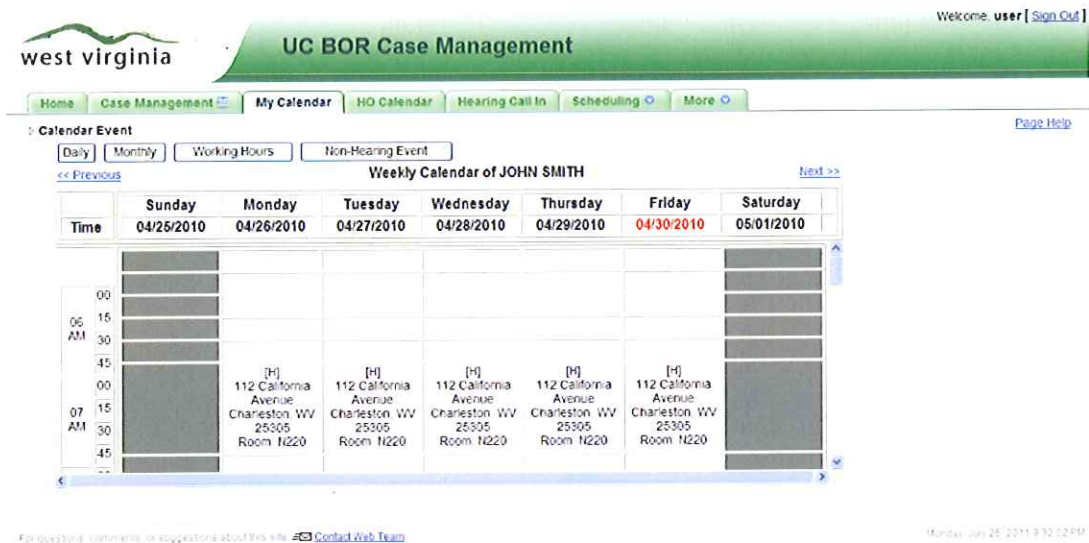


Design

- UC-BOR system manages all the case related information like Claimant, Employers, Representatives, Appellants, Representatives and others.
- Auto Scheduling System provides the data tools/screens to manage ALJ and BOR members Working Hours, Hearing Preferences and Non-Hearing Events.

- Auto Scheduling System fetches calendar related information querying the tables from the Auto Scheduling System database in order to summarize the calendar information of the ALJ and BOR members by daily, weekly and monthly views that show the hearing events and total number of hours of hearing.

Screen



15. Print calendars in both summary and detailed formats.

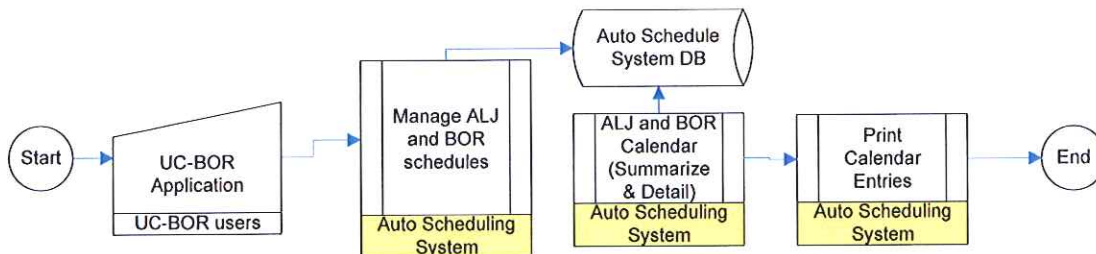
Vendor Response (Describe how you will meet the above specification)

Functional Description

Auto Scheduling System provides the data tools/screens to view and print the ALJ and BOR members calendar entries. The view can be summary or detailed calendar information of the ALJ and BOR members. Printing can be done to the local or the remote printer on the network.

Process

This process provides the functionality to view and print the summary or detailed view of ALJ and BOR members' calendar on a local or remote printer on the network.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Representatives, Appellants and others.
- Auto Scheduling System collects and stores the ALJ and BOR members' calendar information in the database.
- Auto Scheduling System provides the users with the options to select the summary or detailed view of the calendar entries of the ALJ and BOR members.

- Auto Scheduling System, based on the selection, either generates summarized or detailed view of the ALJ and BOR members calendar and the functionality to print the calendar view on the local or remote printer.

Screens

The screenshot shows the 'UC BOR Case Management' web application. The header includes the 'west virginia' logo and a 'Welcome, user [Sign Out]' message. The navigation bar has links for Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Scheduling, and More. The 'Calendar Event' section has tabs for Daily, Monthly, Working Hours, and Non-Hearing Event. The main view is the 'Weekly Calendar of JOHN SMITH' for the week of 04/25/2010 to 05/01/2010. The calendar shows a hearing on Friday, 04/30/2010, at 07:00 AM in Room N220, 112 California Avenue, Charleston, WV 25305. The event is labeled '[H]'. The calendar also shows a 'Daily Calendar of JOHN SMITH' for Friday, 04/30/2010, with a time slot from 00:00 to 04:00 PM labeled '[NH] (00:00 AM - 04:00 PM) test'.

The screenshot shows the 'UC BOR Case Management' web application. The header includes the 'west virginia' logo and a 'Welcome, user [Sign Out]' message. The navigation bar has links for Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Scheduling, and More. The 'Calendar Event' section has tabs for Weekly, Monthly, Working Hours, and Non-Hearing Event. The main view is the 'Daily Calendar of JOHN SMITH' for Friday, 04/30/2010. The calendar shows a time slot from 00:00 to 04:00 PM labeled '[NH] (00:00 AM - 04:00 PM) test'.

16. List a schedule of hearing by, but not limited to, judge, date, room, location.

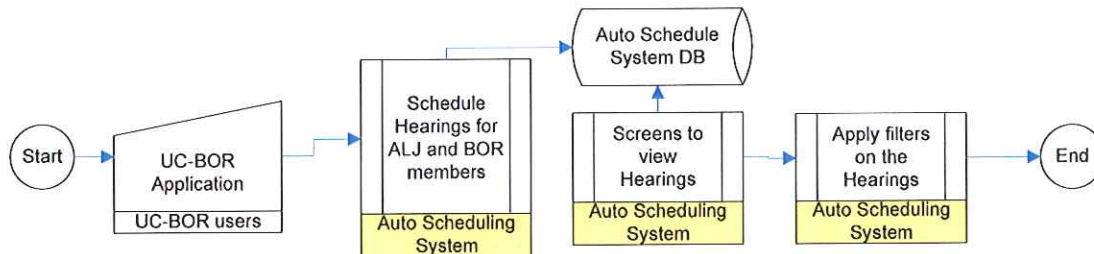
Vendor Response (Describe how you will meet the above specification)

Functional Description

Auto Scheduling System drafts/tentatively schedules the hearings incorporating the scheduling rules. Scheduler (person-role) confirms the hearings. Auto Scheduling system provides the data tools/screens to view all the scheduled hearings and UC-BOR users can apply filters like ALJ and BOR members, Hearing Date, Room Number, Location, Case/Docket Number, Case Issues, Case Level, Time Lapse and others. This filter list is configurable as per business needs.

Process

This process provides the functionality to list the schedules hearings. UC-BOR users can view the desired tentatively scheduled hearing by applying the filters like ALJ and BOR members, Hearing Date, Room Number, Location, Case/Docket Number, Case Issues, Case Level, Time Lapse and others. The hearings information is collected and stored in the Auto Scheduling System database's Hearing table.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto scheduling Systems provides screen to view the list of scheduled hearings, and UC-BOR users to apply filters like ALJ and BOR members, Hearing date, Room Number, Location, Case/Docket Number, Case Issues, Case Level, Time Lapsc and others to view the desired scheduled hearings.

Screen

The screenshot displays the 'UC BOR Case Management' web application. The header includes the 'west virginia' logo and a navigation bar with links: Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Scheduling, and More. The 'Hearing Call-Ins' section is active, showing a table of scheduled hearings. The table has columns for Time, Case Number, Case Name, and Hearing Officer. The data shows hearings scheduled from 06:00 AM to 04:15 PM, all with 'JOHN SMITH' as the hearing officer. A 'Filter' button is present to refine the search. The footer contains a contact link and the date 'Monday, Jun 25, 2011 10:42:52 PM'.

Time	Case Number	Case Name	Hearing Officer
06:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
06:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
06:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003196	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

17. Display all hearings within a case, or sort the hearings and display by status.

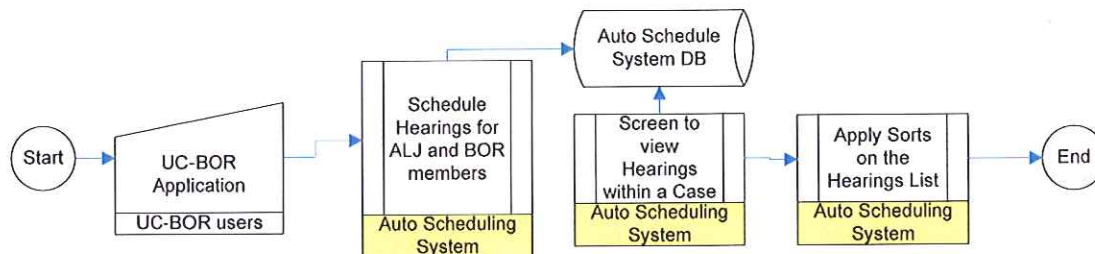
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by the Hearing history screen. Auto Scheduling System provides the UC-BOR users with the list of active hearings and non-active hearings within the case. Users have the ability to sort the hearings list on columns like Case Status, Hearing Dates and others. The attributes/columns used for sorting the hearings list are configurable.

Process

This process provides the functionality to list the hearings that are active and non-active. Auto scheduling system provides the screen to view the hearings within a case. Users are provided with the links (Case Status, Hearing Dates and others) to sort the hearings.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto scheduling Systems provides the screen to view the list of scheduled hearings. UC-BOR users are provided with the list of hearings that are storable by Case status, Hearing Dates and others. The columns/attributes used for sorting the hearings list are configurable.

Screen

Hearing history screen similar to Case history screen



18. Automatically generate notices and letters as a case is scheduled or rescheduled.

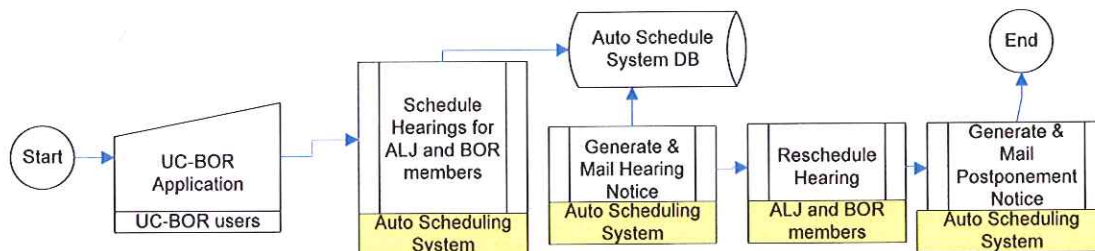
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Notices generation process. Auto Scheduling System incorporates the scheduling rules to schedule tentative hearings. Schedulers (person-role) confirm the hearings. Auto Scheduling System automatically generates and mails the Hearing Notices to all the applicable recipients with the mail flag set to “Yes”. ALJ and BOR members conduct hearings and the outcome of the hearing could be re-scheduled. When the case is re-scheduled, the Auto Scheduling System will generate and mail the Postponement notices to all the recipients with the mail flag set to “Yes”. If no notices are mailed, the system sets the case status to “Ready for scheduling”.

Process

This process provides the functionality to generate and mail Hearing and Postponement notices by the Auto Scheduling System. Auto Scheduling System after scheduling the hearings, collects all the recipients’ information with mailing flag set to “Yes” and other information required to generate Hearing or Postponement notices. The system generates and mails the Hearing Notice to all the recipients after the tentative hearings are confirmed. ALJ and BOR members conduct hearings and when the case is re-scheduled the system automatically generates and mails the Postponement notices to the recipients.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System generates and mails the Hearing Notices to all the recipients with the mailing flag set to “Yes”.
- ALJ and BOR members conduct hearings on the cases and if a case is re-scheduled by the ALJ and BOR members, Auto Scheduling System generates and mails the Postponement Notices to all the recipients with the mailing flag set to “Yes”. The case status is then set to “Ready for scheduling” and the hearing is made in-active.

Screens

Hearing Notices

Case No: H2010-002691	
State of West Virginia Unemployment Compensation Board of Review 112 California Avenue Charleston, WV 25305	
NOTICE OF HEARING Si usted no puede leer esto, llame por favor a 1-800-635-0189 para una traducción	
In re claim of:	Claimant Representatives
MARK L SANCHEZ SSN: 123-45-6789	Kim Wang - a-1 firm
Employer:	Employer Representative:
BROWN FLOWERS INC. UI Acc#: 0978092005	
AMY REID UI Acc#: 1221596002	a-1 firm a-1 firm
Date this notice mailed: November 13, 2010	
HEARING SCHEDULE	
DATE AND TIME: November 13, 2010 at 09:00	
LOCATION: Charleston Air Center	
Hearings are scheduled for 45 minutes or less, depending upon the issue(s). All efforts will be made to complete the hearing in the allotted time, please plan accordingly.	
ISSUES: (References are to the Revised Code of West Virginia, Chapter 4141, unless otherwise noted. Issues pertaining to a specific employer are listed below their names.)	
CORRE Has the Director found an error in an employer's report or a typographical or clerical error in the Director's determination, which supports a corrected decision? If during the benefit year the director finds that a determination was erroneous due to an error in an employer's report, or any typographical or clerical error in the director's determination or as shown by corrected remuneration information received by the director, the director shall issue a corrected determination. This determination takes precedence over the prior decision unless the commission or a court has jurisdiction with respect to that determination. 4141-28 (G) O.R.C.	
COR-REM Has the director received correct remuneration information from the employer which supports a corrected decision? An individual's benefit rights shall be amended upon receipt of correct wage information within the benefit year. Benefits paid to the individual and charged to an employer prior to the receipt of the information shall be adjusted as of the beginning of the benefit year. 4141-28 (B) (1) (b) O.R.C.	
Additional issues may be considered which fall within the purview of West Virginia Administrative Code Rule 4146-5-03.	
IMPORTANT: Please read the information enclosed with this document.	
<i>[Template: Hearing Notice]</i>	
Copies of this Notice were mailed on November 13, 2010 to the following:	
Attn: MARK L SANCHEZ MARK L SANCHEZ 546 SUMMER ST CHARLESTON, WV 43326-1179 United States	
Attn: junior b f am Lorus Lawyers Inc 110 SUMMER AVE SUITE 200 CHARLESTON, WV 43215-0145 United States	

19. Enter unlimited comments about a hearing.

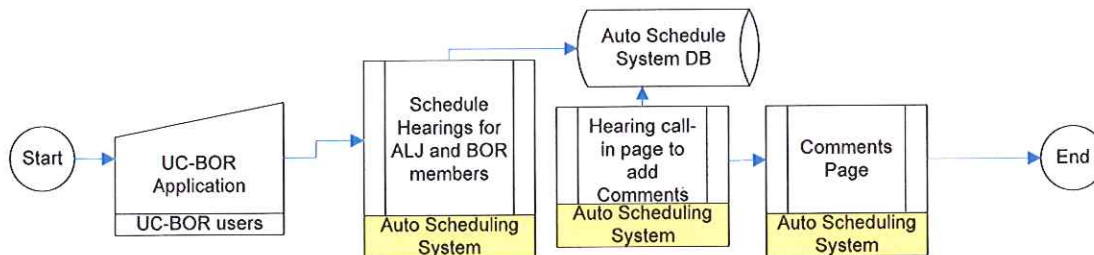
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing call-in and add hearing comments functions. ALJ and BOR members can conduct the hearings leveraging the Hearing call-in page. Auto Scheduling System provides the data tools/screens to capture hearing related information like when the actual hearing started and ended. In addition, ALJ and BOR members can add comments related to the hearings by clicking the add comments button on the hearing call-in page.

Process

This process provides the functionality to capture hearing related information and Auto Scheduling System provides the data tools/screens to the ALJ and BOR members to add hearing comments for the hearings. The comments are tied to the hearings and stored in the comments tables. Auto Scheduling System provides the screen to view the Comments added to the hearing.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the Hearing call-in screen to capture the hearing information like hearing start date, end date, add calling party and hearing comments.
- ALJ and BOR members can add their hearing comments by clicking the comments button and view the comments at the later time.

Screens

Hearing call-in

The screenshot shows the 'UC BOR Case Management' interface. At the top, there's a green header with the 'west virginia' logo and 'UC BOR Case Management' text. Below the header is a navigation bar with links: Home, Case Management, My Calendar, HO Calendar, Hearing Call In (selected), Scheduling, and More. The main content area is titled 'Hearing Call-Ins'. It includes a dropdown menu for 'Display Hearings For' set to 'All Telephone Hearings', a 'Filter On' dropdown set to 'Show All', and a 'Filter' button. Below this is a table listing hearings.

Time	Case Number	Case Name	Hearing Officer
08:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
08:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
08:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003196	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

Hearing call-in detail

The screenshot shows the 'UC BOR Case Management' web application. The top navigation bar includes links for Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Scheduling, and More. The 'Hearing Call In' link is active. Below the navigation bar, the page title is 'Hearing Call-In Detail'. The main content area displays the following information:

- Hearing Officers:** JOHN SMITH (dropdown menu)
- Cases:** H2010-002953 (dropdown menu)
- Buttons:** Start Hearing, Stop Hearing, Submit
- Appellants:**
 - Appellant Name:** JOSEPH E MILLER
 - Appeal Date:** 04/07/2010
- Add Calling Party:** Add (button)
- Caller Name:** (text input field)
- Capacity:** Select One (dropdown menu)
- Phone 1:** (text input field)
- Phone 2:** (text input field)
- On Behalf Of:** Select One (dropdown menu)
- Called In Parties:** None
- Comments:** Add (button)
- Comments:** None

At the bottom of the page, there is a footer with the text: 'For questions, comments, or suggestions about this site, [Contact Web Team](#)' and the date 'Monday, July 25, 2011 11:04:22 AM'.

Hearing Comments

The screenshot shows the 'UC BOR Case Management' web application. The top navigation bar includes links for Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Scheduling, and More. The 'Hearing Call In' link is active. Below the navigation bar, the page title is 'Hearing Comments'. The main content area displays the following information:

- Case Number:** H 2010000443
- SSN:** 123121234
- Name:** JOSHUA E. WAYT
- Case Status:** Waiting for hearing
- Buttons:** Comment, Add Comment, Save
- Comment:** (text input field)
- Type:** General
- Created By:** (text input field)
- Created Date:** (text input field)
- Updated By:** (text input field)
- Updated Date:** (text input field)

At the bottom of the page, there is a footer with the text: 'For questions, comments, or suggestions about this site, [Contact Web Team](#)' and the date 'Monday, July 25, 2011 11:04:54 AM'.

20. Scheduled an unlimited number of hearings per day or define a specific number of hearings scheduled per day.

Vendor Response (Describe how you will meet the above specification)

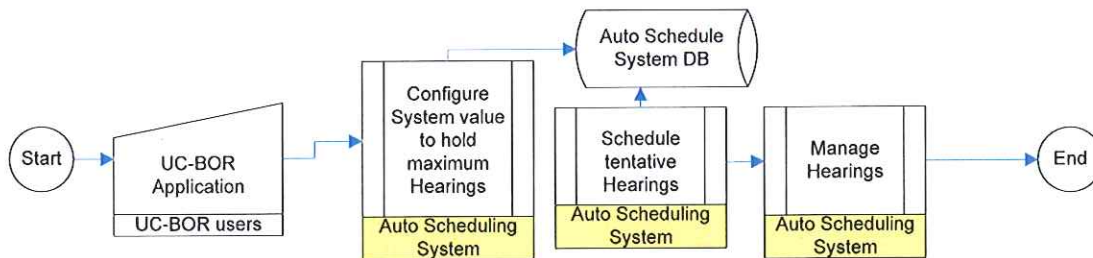
Functional Description

This business functionality can best be described by ALJ and BOR members' hearings capacity. The maximum number of cases that the ALJ and BOR members can be scheduled on a single day is retrieved from a system value that is configurable. Also, the maximum percentage of ALJ and BOR members' day to hold hearing is retrieved from the system value that is configurable.

Process

This process provides the functionality to configure the parameters to hold the number of hearings that can be scheduled per day and maximum percentage of ALJ and BOR members' day to hold

hearings.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules like ALJ and BOR members' capacity, which is a system configurable field in order to schedule the maximum number of hearings to the ALJ and BOR members per day.
- Auto Scheduling System incorporates the scheduling rules like maximum percentage of the ALJ and BOR members' day to hold a hearing. This is a system value and is configurable.

Screens

Not Applicable.

21. Track hearing status and record hearing outcomes.

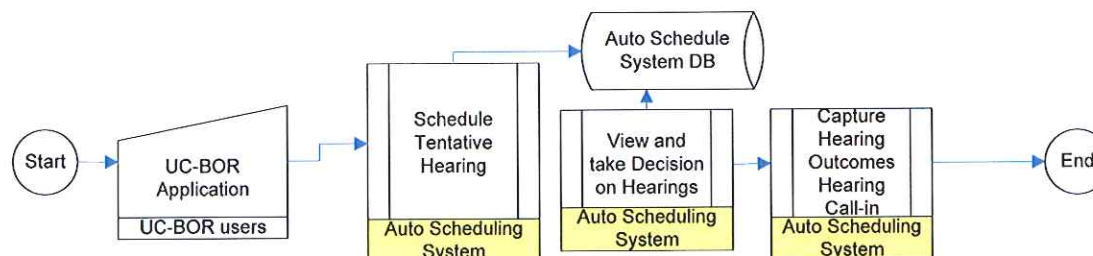
Vendor Response (Describe how you will meet the above specification)

Functional Description

The Hearing and Hearing call-in functions can best describe this business functionality. Auto Scheduling System incorporates the scheduling rules to schedule the hearings to the ALJ and BOR members. The system provides the screens to ALJ and BOR members to view the case hearings to take decisions and Hearing call-in screens to conduct and collect the hearing related (calling parties, comments, start time and end time) information.

Process

This process provides the functionality to view the Hearing details and capture the Hearing outcomes. Auto Scheduling System provides the data tools/screens to view the case hearings status and take hearing decisions. ALJ and BOR members can click on the call-in button to start the hearing, add the calling party information and add hearing comments.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the data tools/screens to view and manage the hearings. ALJ and BOR members can take the hearing decisions like Postponement, Reschedule, Withdrawal, Dismissal, Interlocutory and Decisions from Hearing screens
- ALJ and BOR members can click on the call-in button on the hearing screen to add the calling parties, hearing comments, hearing start time and hearing end time information of the hearings.

Screens

Hearing

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Basic Search Advanced Search Case Summary Claimant Employer Issue **Hearing** More Page Help

Case Number H 2010000441 SSN 123121234 Name JOHN R. SMITH Case Status Waiting for hearing

Hearing Summary

HWB2B Avoid Dates Avoid I/O Not Available Agreed Schedule New Decision

Hearing Location Morning Telephone Hearing Length 45 Update

Hearings:

Date 01/28/2010 Time 08:00 AM Hearing Officer JOHN Smith Case Level H

Call-In

Decision(s) None

Hear-With / Back-to-Back Cases:

Case Number	Type
2010000441	B
2010001050	B

Avoid Dates:

03/16/2010	03/15/2010	03/13/2010	03/12/2010	03/11/2010
03/10/2010	03/09/2010	03/08/2010	03/06/2010	03/05/2010
03/04/2010	03/03/2010	03/17/2010	02/26/2010	02/27/2010

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Hearing call-in

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar **Hearing Call In** Scheduling More

Hearing Call-Ins Page Help

Display Hearings For All Telephone Hearings

Filter On Show All Filter

Time	Case Number	Case Name	Hearing Officer
08:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
08:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
08:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003196	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

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22. Record all persons in attendance at a schedule hearing, including board of review members.

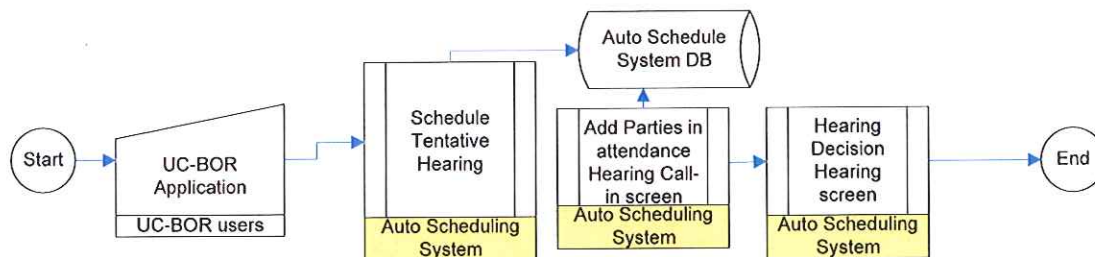
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing call-in detail function. Auto Scheduling System incorporates the scheduling rules to schedule the hearings to the ALJ and BOR members. The system provides the Hearing call-in detail screens to ALJ and BOR members to conduct and add the parties in attendance, comments, hearing start time and hearing end time for the hearings.

Process

This process provides the functionality to view the Hearing details and capture the Hearing outcomes. Auto Scheduling System provides the data tools/screens to view the case hearings status and hearing decisions. ALJ and BOR members can click on the call-in button to start the hearing, add the calling party information, hearing comments, hearing start time and hearing end time.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the data tools/screens to add parties in attendance, comments, hearing start time and hearing end time on the Hearing call-in detail screen. The system persists this information into Hearing Call-in table with a foreign key to the Hearing table on hearing id. ALJ and BOR members can view the parties in attendance and comments on the Hearing call-in detail screen.

Screens

Hearing call-in

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar **Hearing Call In** Scheduling More

Hearing Call-Ins [Page Help](#)

Display Hearings For: All Telephone Hearings

Filter On: Show All Filter

Time	Case Number	Case Name	Hearing Officer
08:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
08:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
08:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003195	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

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Monday, July 25, 2011 10:42:52 PM

Hearing call-in detail

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar **Hearing Call In** Scheduling More

Hearing Call-Ins > **Hearing Call-In Detail** [Page Help](#)

Hearing Officers: JOHN SMITH Cases: [H2010-002953](#) Submit

Telephone Hearing Call-In Detail:

Hearing Date/Time: Friday, April 23, 2010 08:00 AM

Hearing Officer: JOHN SMITH

Hearing Status: Not Started

Case Number: H2010-002953

Case Name: JOHN SMITH

Start Hearing

Stop Hearing

Appellants:

Appellant Name: Appeal Date

JOSEPH E MILLER 04/07/2010

Add Calling Party: Add

Caller Name: Capacity: Select One

Phone 1: Phone 2:

On Behalf Of: Select One

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Tuesday, July 26, 2011 8:18:26 AM

Hearing call-in detail continuation

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar **Hearing Call In** Scheduling More

Hearing Call-Ins > **Hearing Call-In Detail** [Page Help](#)

Hearing Officers: JOHN SMITH Cases: [H2010-002953](#) Submit

Start Hearing

Stop Hearing

Appellants:

Appellant Name: Appeal Date

JOSEPH E MILLER 04/07/2010

Add Calling Party: Add

Caller Name: Capacity: Select One

Phone 1: Phone 2:

On Behalf Of: Select One

Called In Parties:

None

Comments: Add

None

For questions, comments, or suggestions about this site, [Contact Web Team](#)

Tuesday, July 26, 2011 8:18:26 AM

23. Print calendars and/or view on-line.

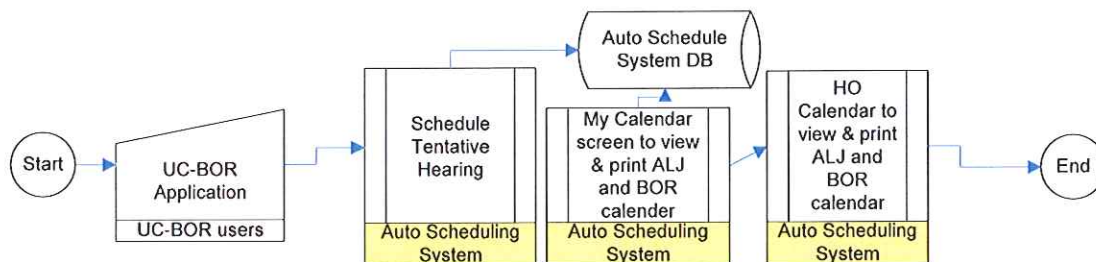
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by My Calendar or HO Calendar functionality. Auto Scheduling System provides the functionality to the ALJ and BOR members to view and print their calendar by daily, weekly and monthly views. UC-BOR users can search the ALJ and BOR members' calendar by clicking on the HO Calendar tab. Select the ALJ or BOR member and submit to view and print the ALJ and BOR calendar entries by daily, weekly and monthly.

Process

This process provides the functionality to view and print the Hearing calendar details of the ALJ and BOR members by daily, weekly and monthly entries.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the data tools/screens like My Calendar to view and print the logged ALJ and BOR members' calendar by daily, weekly, and monthly views.
- Auto Scheduling System provides the data tools/screens like HO Calendar to search the ALJ and BOR members' calendar to view and print the calendar details by daily, weekly, and monthly entries.

Screens

My-Calendar Daily

The screenshot shows the 'UC BOR Case Management' web application. The top navigation bar includes 'Home', 'Case Management', 'My Calendar' (selected), 'HO Calendar', 'Hearing Call In', 'Scheduling', and 'More'. Below the navigation bar, there are tabs for 'Calendar Event', 'Weekly', 'Monthly', 'Working Hours', and 'Non-Hearing Event'. The main content area displays the 'Daily Calendar of JOHN SMITH' for 'Friday 04/30/2010'. The calendar is a grid with time slots from 00:00 to 15:15. A single event is visible at 00:00, labeled '00:00 AM - 04:30 PM test'. The bottom of the screen shows a footer with 'For questions, comments, or suggestions about this site, contact Web Team' and the date 'Tuesday, July 26, 2011 8:33:37 AM'.

My-Calendar Weekly

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Calendar Event: Daily Monthly Working Hours Non-Hearing Event

<< Previous Weekly Calendar of JOHN SMITH Next >>

Time	Sunday 04/26/2010	Monday 04/26/2010	Tuesday 04/27/2010	Wednesday 04/28/2010	Thursday 04/29/2010	Friday 04/30/2010	Saturday 05/01/2010
00:00							
05:15							
06:30							
07:45							
08:00		[H] 112 California Avenue, Charleston, WV 25305, Room N220	[H] 112 California Avenue, Charleston, WV 25305, Room N220	[H] 112 California Avenue, Charleston, WV 25305, Room N220	[H] 112 California Avenue, Charleston, WV 25305, Room N220	[H] 112 California Avenue, Charleston, WV 25305, Room N220	
09:15							
10:30							
11:45							

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Monday, July 25, 2011 10:35:34 PM

My-Calendar Monthly

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Calendar Event: Daily Weekly Working Hours Non-Hearing Event

<< Previous Monthly Calendar of JOHN SMITH Next >>

April 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20 [H] 112 California Avenue, Charleston, WV 25305, Room N220	21	22	23	24
25	26	27	28	29	30 [H] 112 California Avenue, Charleston, WV 25305, Room N220	

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Tuesday, July 26, 2011 9:35:54 AM

24. Create calendars by judge, room, event date, and time, or any combination of these.

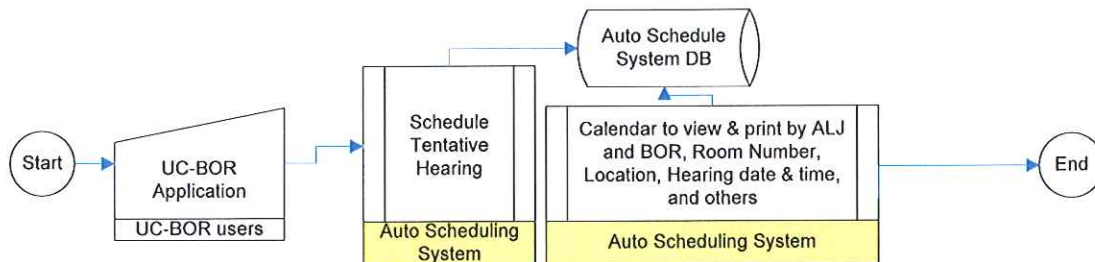
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by My Calendar or HO Calendar functionality. Auto Scheduling System provides functionality to the ALJ and BOR members to view and print their calendar by daily, weekly, monthly and non-hearing events. Also, Room Number, Hearing Date and time and other combinations can be configured to view the calendar. Auto Scheduling System persists hearing scheduling information in the database.

Process

This process provides the functionality to view and print the Hearing calendar details of ALJ and BOR members, Location, Room Number, Hearing date and time or any other combination as this information is persisted in the Auto Scheduling System database.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the data tools/screens like HO Calendar to view and print calendar entries by ALJ and BOR members, Location, Room Number, Hearing date and time and other combinations. This information is persisted in the Auto Scheduling System database.

Screens

HO-Calendar

25. Reschedule one (1) or many hearings at any time.

Vendor Response (Describe how you will meet the above specification)

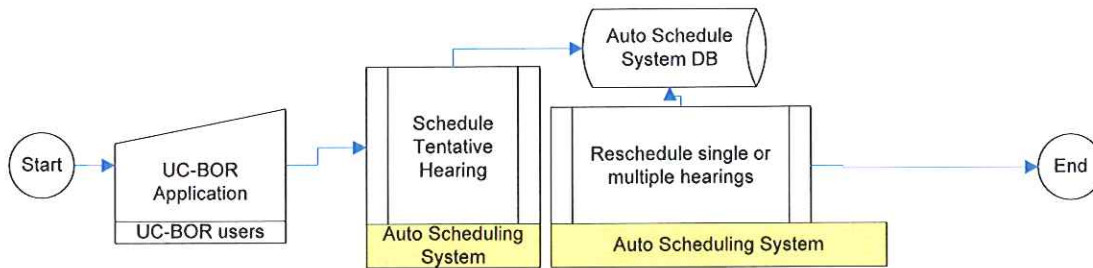
Functional Description

This business functionality can best be described by Reschedule process. Auto Scheduling System provides the functionality to reschedule the hearings that are scheduled by auto scheduling process or manual scheduling process. UC-BOR members' Scheduler (person-role) has the privileges to reschedule the scheduled hearings.

Process

This process provides the functionality to reschedule the hearings that are ready for hearing. UC-BOR users or ALJ and BOR members can reschedule a single case from the Hearing screen. Users

can take action “Reschedule” and the system validates to see if the Hearing Notices have been mailed. If “Yes” System will generate and mail the Rescheduling notices to the recipients and sets the case status to “Ready for Scheduling”. Otherwise, System sets the case status to “Ready for Scheduling” and deletes the hearing record from the hearing table.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings.
- ALJ and BOR members from the hearing screen can take an action Reschedule for single case. System will validate if the Hearing Notices have been mailed. If “Yes” system will generate and mail the Rescheduling notice to all the recipients with the mail flag set to “Yes” and change the case status to “Ready for Scheduling”.
- UC-BOR users can reschedule mass scheduled tentative hearings. Auto Scheduling System provides the screen to view and reschedule tentatively scheduled cases. System will set the case status to “Ready for Scheduling” for rescheduling the hearing and delete the hearing records from the hearing table since no hearing notices have been generated and mailed.

Screens

Hearing page Reschedule single case

west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In **Scheduling** More

Basic Search/Advanced Search Case Summary Claimant Employer Issue **Hearing** More Page Help

Case Number: H 2010000441 SSN: 123121234 Name: JOHN R. SMITH Case Status: Waiting for hearing

Hearing Summary

HWB2B Avoid Dates Avoid HO Not Available Agreed Schedule New Decision

Hearing Location: Morning Telephone Hearing Length: 45 Update

Hearings:

Date: 01/28/2010 Time: 08:00 AM Hearing Officer: JOHN Smith Case Level: H

Call-In Decision(s): None

Hear-With / Back-to-Back Cases:

Case Number	Type
2010000441	B
2010001000	B

Avoid Dates:

03/16/2010	03/15/2010	03/13/2010	03/12/2010	03/11/2010
03/10/2010	03/09/2010	03/08/2010	03/05/2010	03/05/2010
03/04/2010	03/03/2010	03/17/2010	02/26/2010	02/27/2010

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Tuesday, July 26, 2011 8:08 AM

26. Reschedule blocks of hearings from one judge to another.

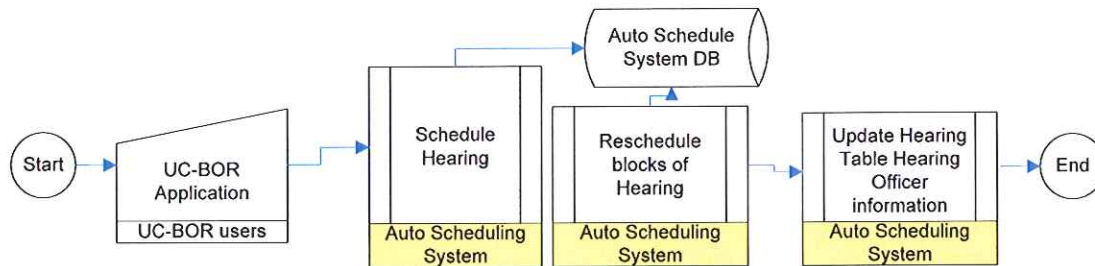
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by the 'reschedule multiple hearings' function. Auto Scheduling System provides the functionality to reschedule/move the blocks of hearings from one ALJ and BOR member to another. System validates the ALJ and BOR members' calendars/conflicts to make sure the hearings can be moved to the desired ALJ and BOR member. Auto Scheduling System updates hearing table with the new ALJ and BOR member's information.

Process

This process provides the functionality to move the blocks of hearings from one ALJ and BOR member to another. System validates the ALJ and BOR members' calendar/conflicts (hearing slot, and others) to accommodate this. Auto Scheduling System updates the Hearing table with the desired ALJ and BOR member's information to complete this move. New hearings will show up in the ALJ and BOR member's calendar.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the screen to move blocks of hearings from one ALJ and BOR member to another. The system validates the calendar/conflicts for the desired ALJ and BOR member to accommodate this. The system updates the Hearing records in the Hearing table with the desired ALJ and BOR member's information.
- Auto Scheduling System will show the new hearings in the ALJ and BOR member's calendar.

Screens

Browse to Reschedule Hearings

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Search Cases Scheduling More

Search Cases For Scheduling

Search Reset Schedule

Case Level Case Number Case Issue Location Hearing Date Time Lapse

Sort By Case Level Ascending Descending

Total Cases: 358

1 - 10 of 358 Next >> Last Go to Page 1

Case Number	Case Level	SSN	Name	Mass Title	30 Days	45 Days	90 Days
<input type="checkbox"/> 2010001791	C	123121234	JOHN SMITH		03/26/2010	04/12/2010	05/27/2010
<input type="checkbox"/> 2010000623	C	123121234	JOHN SMITH		03/19/2010	04/02/2010	05/19/2010
<input type="checkbox"/> 2010003162	CP	123121234	JOHN SMITH		12/23/2009	01/07/2010	02/19/2010
<input type="checkbox"/> 2010002438	H	123121234	JOHN SMITH		12/31/2009	01/15/2010	03/03/2010
<input type="checkbox"/> 2009005328	H	123121234	JOHN SMITH		09/24/2009	10/08/2009	11/25/2009
<input type="checkbox"/> 2009001137	H	123121234	JOHN SMITH		12/17/2008	01/15/2009	02/27/2009
<input type="checkbox"/> 2010000490	H	123121234	JOHN SMITH		01/14/2010	01/29/2010	03/15/2010
<input type="checkbox"/> 2010000376	H	123121234	JOHN SMITH		01/22/2010	02/05/2010	03/23/2010
<input type="checkbox"/> 2009006249	H	123121234	JOHN SMITH		09/15/2009	10/02/2009	11/16/2009
<input type="checkbox"/> 2009006247	H	123121234	JOHN SMITH		09/04/2009	09/18/2009	11/04/2009

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Monday, July 25, 2011 3:22:38 PM

Reschedule Hearing

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Schedule Hearings Scheduling More

Search Cases For Scheduling Schedule Hearings

Hearing Date: 05/12/2010 Hearing Officer: JOHN SMITH

No cases selected.

Start Time: 05:00 AM Schedule

No scheduled hearings

For questions, comments, or suggestions about this site, [Contact Web Team](#)

Monday, July 25, 2011 3:19:18 PM

27. Execute mass rescheduling using individual or combined criteria of judge, room, date, time, event, location and/or calendar.

Vendor Response (Describe how you will meet the above specification)

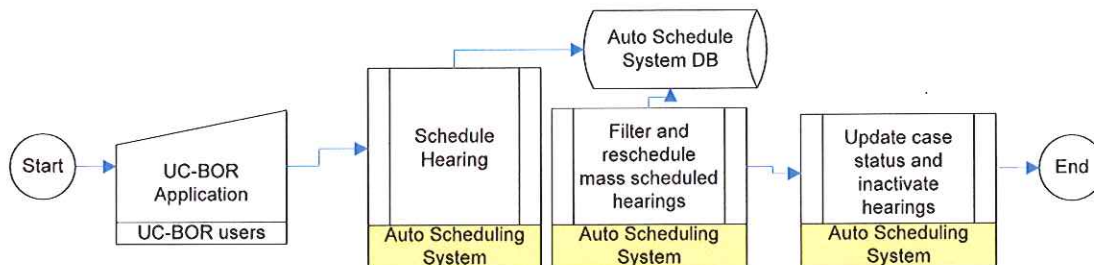
Functional Description

This business functionality can best be described by the Reschedule process. Auto Scheduling System provides the functionality to reschedule the hearings that are scheduled by auto scheduling process or manual scheduling process. UC-BOR members' Scheduler (person-role) has the privileges to reschedule the scheduled hearings. UC-BOR users can filter the cases by applying the filters like ALJ and BOR members, Room number, Hearing date, Hearing time, Event, Hearing

location and/or Calendar. Also, the system provides the functionality to apply combination of filters like Hearing Location and Room number, Hearing Date and Time and other combinations.

Process

This process provides the functionality to reschedule the hearings that are ready for hearing. UC-BOR users or ALJ and BOR members can take action 'reschedule' in order to do mass rescheduling of scheduled hearings. UC-BOR users can select reschedule screen to select the filters like ALJ and BOR members, Room number, Hearing date, Hearing time, event, Hearing location and/or Calendars or any combination of these filters to fetch the list of cases to be rescheduled. Users can check multiple cases and take action 'reschedule.' Auto Scheduling System changes the case status to "Ready to scheduling" for future scheduling of hearings.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the screens to perform mass rescheduling with the option of filters to narrow the list of cases to be rescheduled.
- UC-BOR users can select the filters like ALJ and BOR members, Room number, Hearing date, Hearing time, Event, Hearing location and/or Calendar, or any combination of these filters to get the desired list of cases to be rescheduled.
- UC-BOR users check the cases to be rescheduled and click the rescheduled button.
- Auto Scheduling System sets the case status to "Ready to scheduling" and deletes the hearing record from the hearing table if the hearing notice has not been generated and mailed, Otherwise, the system generates and mails the postponement notice to all the recipients and sets the case status to "Ready for scheduling" for future scheduling of hearings.

Screens

New custom screen will be developed based on the detailed requirement..

28. Query future hearings and activities.

Vendor Response (Describe how you will meet the above specification)

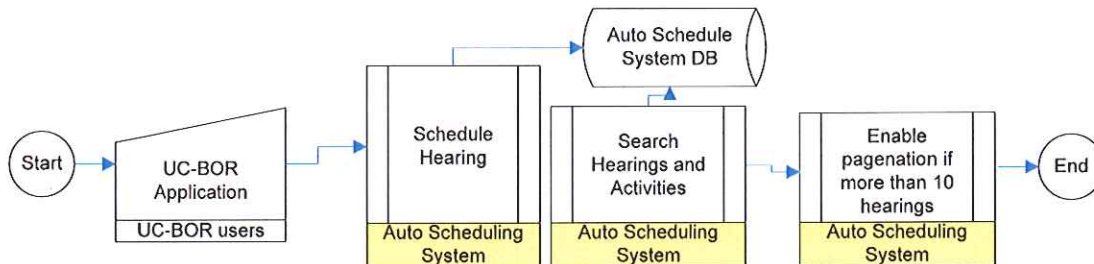
Functional Description

This business functionality can best be described by HO Calendar function. Auto Scheduling System provides functionality to the UC-BOR users to view the hearings of the ALJ and BOR members. UC-BOR users can select the ALJ and BOR members to search the hearing and activities of the ALJ and BOR members. Additional search filters like Hearing date, Location, Room number and others

can be configured to search the future hearing and activities.

Process

This process provides the functionality to view future hearings and activities of the ALJ and BOR members. Based on the search attributes, Auto Scheduling System searches the hearing table to obtain all the hearings. If the search result is more than 10 records then pagination is enabled.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System provides the data tools/screens to view future hearings and activities of the ALJ and BOR members for the selected search criteria.
- Auto Scheduling System searches the Hearing table where all the hearings are staged and returns the future hearings and activities.
- Auto Scheduling System enables pagination if the search returns more than 10 hearings. This value is configurable.

Screens

Select Hearing Officer

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In **Select HO** Scheduling More

Select Hearing Officer Page Help

Active Indicator: Active

1 - 10 of 52 Next >> Last Go to Page 1

Action	Login ID	Hearing Officer Name	Active	Other Work Schedule
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Morning

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Tuesday, July 25, 2011 8:42:43 AM

29. Scheduling for at least fifty (50) venues.

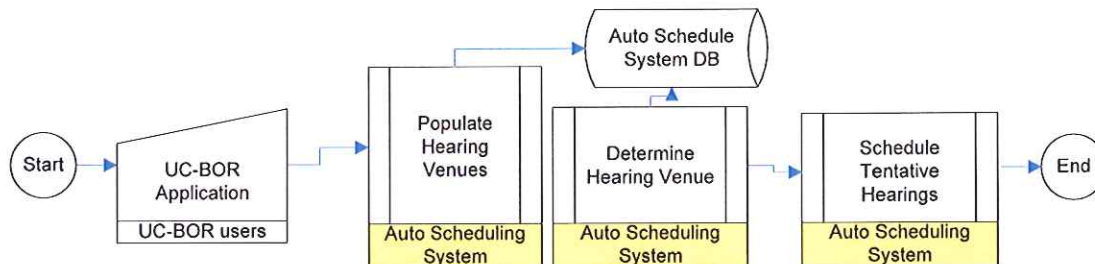
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Auto Scheduling rules. Auto Scheduling System incorporates Scheduling rules to find the hearing slot for the ALJ and BOR members to schedule the hearings, which includes Hearing date, time and Hearing location/venues. Venues information is stored in the Hearing Location Table. System checks for ALJ and BOR preferences and Calendar Event table to determine the hearing venue/location. There are multiple locations/venues where hearings are conducted. The system is flexible to schedule 50 venues and can be extended for additional locations.

Process

This process provides the functionality to schedule hearing to the ALJ and BOR members by incorporating the scheduling rules. ALJ and BOR members' preferences and the calendar events are stored in the Hearing Preference table. Hearing locations information is also persisted in the Hearing Location table. The system leverages ALJ and BOR members' preferences to determine the location and schedules the hearings for the ALJ and BOR members with hearing date, time and locations/venues for at least 50 venues. Venues are based on the entries in the Hearing location and it is not limited to 50 entries but can be extended for more locations.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System leverages the ALJ and BOR preferences to determine the hearing location/venue for scheduled hearing.
- Hearing locations are persisted in the hearing location table. The system will schedule hearing for at least 50 venues or more based on the entries in the hearing location table.

Screens

Not Applicable

30. Display types and number of cases assigned per judge.

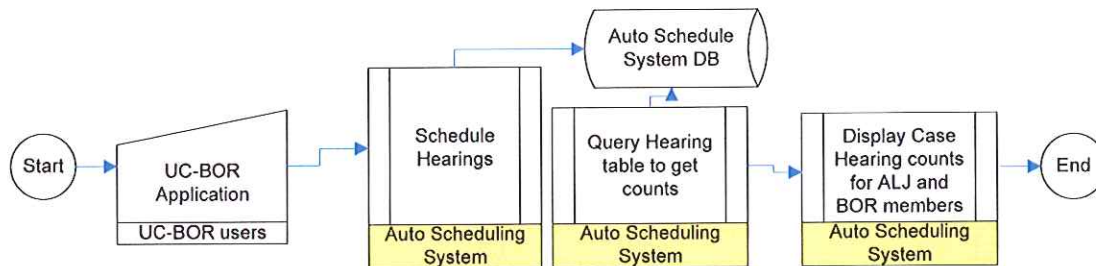
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by the HO Calendar function. Auto Scheduling System provides functionality to view the case hearings by case type/level assigned to the ALJ and BOR members. Scheduled Hearing information tied to the ALJ and BOR members is stored in the Hearing table.

Process

This process provides the functionality to view the case hearing by case type assigned to the ALJ and BOR member. Auto Scheduling System provides the screen to search and view the cases by ALJ and BOR member. The system queries the Hearing table to fetch the count of cases heard by case type/level assigned to the ALJ and BOR members.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System queries the Hearing table to fetch the case hearing count by case type/level and group assigned to ALJ and BOR members.
- Auto Scheduling System provides the screen to display the result and enable pagination if the results are greater than the configured page size.
- HO Calendar page will be extended to implement this functionality.

Screens

Hearing count by Case type and ALJ and BOR member

The screenshot shows the 'UC BOR Case Management' application. At the top, there's a green header with the 'west virginia' logo and the title 'UC BOR Case Management'. Below the header is a navigation bar with tabs: Home, Case Management, My Calendar, HO Calendar, Hearing Call In, Select HO, Scheduling, and More. The 'Scheduling' tab is active. Below the navigation bar, there's a section titled 'Select Hearing Officer'. It includes a dropdown for 'Active Indicator' set to 'Active'. Below this, there's a table with columns: Action, Login ID, Hearing Officer Name, Active, and Other Work Schedule. The table displays 10 rows of data for 'JOHN SMITH' with 'Morning' and 'Afternoon' schedules. Each row has a 'Select' link in the 'Action' column. At the bottom of the table, there's a pagination control showing '1 - 10 of 52' and 'Go to Page 1'.

Action	Login ID	Hearing Officer Name	Active	Other Work Schedule
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Morning
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Afternoon
Select	SMITHU	JOHN SMITH	Y	Morning

31. Create standard reports and Adhoc reports.

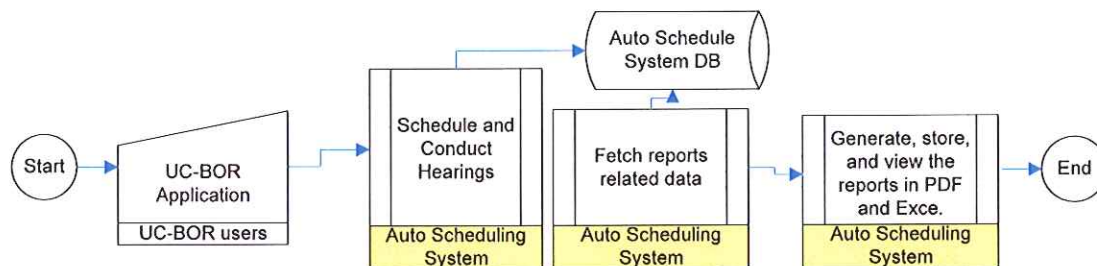
Vendor Response *(Describe how you will meet the above specification)*

Functional Description

This business functionality can best be described by Reports. Auto Scheduling System provides the functionality to generate both standard and Adhoc reports. The system will schedule jobs to generate various reports and data tools/screens to view and generate the reports manually. Some of the reports include ALJ and BOR members' Outstanding Cases Reports, Productivity Summary Reports, Cases Scheduled Reports, Monthly/Weekly Cases Closed and Pending Reports and other Reports.

Process

This process provides the functionality to create, schedule, generate, store and view standard and Adhoc reports. Auto Scheduling System generates various reports like ALJ and BOR members' Outstanding Cases Reports, Productivity Summary Reports, Cases Scheduled Reports, Monthly/Weekly Cases Closed and Pending Reports and other Reports. UC-BOR users can view and manually generate reports on-demand. The system leverages Crystal Reports/Business Objects to generate the reports; however, the system is not limited to these technologies to generate the reports.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to schedule and conduct hearings.
- Auto Scheduling System fetches the reports related data from the Auto Scheduling database to generate, store and view the reports.
- Auto Scheduling System provides the report screen to view the reports. The system enables pagination if the page size is more than the configurable size.

Screens



32. Identify certain venues as telephonic hearing only. If there is a request for an in person hearing by claimant, it should be able to assign the case to a different venue.

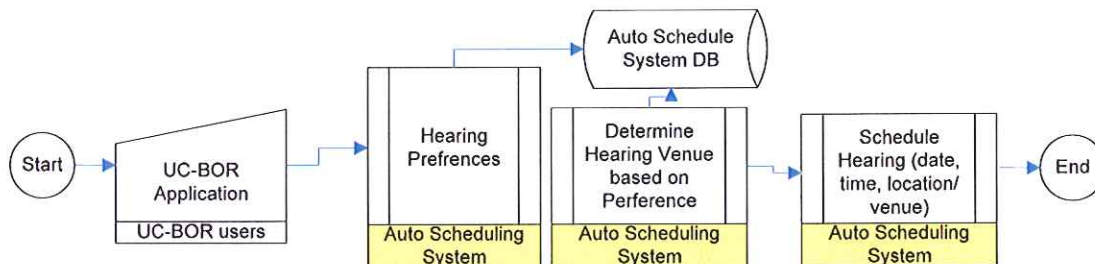
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing preference. Auto Scheduling System, based on the hearing preferences, will schedule the hearing location/venue either as telephonic or in-person. If the preference is telephonic then the hearing will be conducted over the telephone. The hearing parties will call-in where the ALJ and BOR members will conduct the hearings over the telephone. If the request is in-person then based on the ALJ and BOR members' preference, the venue is determined. All the venues information is persisted in the Hearing Location table.

Process

This process provides the functionality to schedule the hearing. System determines the hearing locations/venues based on the hearing preference. If the preference is telephonic, the system schedules the hearing location/venue as telephonic. Hearing parties (Claimant, Employer, Representatives and others) call-in and the hearing is conduct by the ALJ and BOR members over the telephone. If the preference is in-person, the system checks the ALJ and BOR members' hearing preferences and determines the hearing venues/locations, which are stored in the hearing location table.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System fetches the hearing preferences to determine the hearing venues.
- The system checks if the preference is Telephonic and if "Yes", the system schedules a telephonic hearing where all the hearing parties call-in and ALJ and BOR members conduct the hearing over the telephone.
- The system checks if the preference is In-Person and if "Yes", the system determines the hearing venue/location based on the ALJ and BOR members' hearing preferences.
- Auto Scheduling System schedules the hearing to the ALJ and BOR members with hearing date, time and location/venue.

Screens

ALJ and BOR Members' Work Hours

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Working Hours Scheduling More

Working Hours

Update

Hearing Officer: JOHN SMITH HO Search

Core Working Hours:

Day	Start Time	End Time
Monday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Tuesday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Wednesday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Thursday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM
Friday	09:00 <input type="radio"/> AM <input type="radio"/> PM	05:00 <input type="radio"/> AM <input type="radio"/> PM

Evenings:
Monday Tuesday Wednesday Thursday Friday

☐ ☐ ☐ ☐ ☐

Other Working Schedule: ☐ Morning ☐ Afternoon

Page Help

ALJ and BOR Members' Non-Hearing Events

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Non Hearing Events Scheduling More

Non-Hearing Events

Hearing Officer: JOHN SMITH HO Search

2009 October Search Add

Action	Event Description	Date	Start Time	End Time
Edit Delete	Eat breakfast	Oct 30, 2009	08:00 AM	08:30 AM
Edit Delete	test	Oct 30, 2009	09:12 AM	10:34 AM
Edit Delete	Eat lunch	Oct 30, 2009	01:00 PM	02:00 PM
Edit Delete	Eat dinner	Oct 30, 2009	05:00 PM	05:45 PM
Edit Delete	test1	Oct 29, 2009	09:12 AM	10:23 AM
Edit Delete	Hong 5	Oct 29, 2009	05:00 PM	06:00 PM
Edit Delete	Hong Event	Oct 28, 2009	10:05 AM	11:00 AM
Edit Delete	Test3 Hong	Oct 28, 2009	10:10 AM	11:15 AM
Edit Delete	hong2	Oct 28, 2009	01:02 PM	02:00 PM

Page Help

Hearing Locations/Venues

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Hearing Locations More

Hearing Locations

Add Hearing Location Active Indicator All

1 - 10 of 72 Next >> Last Go to Page 1

Action	Hearing Location	Active	Creator	Creator Date	Updated By	Updated Date
Edit	Charleston Call Center	Y	SMTHJ	04/01/2010	SMTHJ	04/01/2010
Edit	sss	N	SMTHJ	11/19/2009	SMTHJ	03/23/2010
Edit	pig farm	N	SMTHJ	11/19/2009	SMTHJ	02/26/2010
Edit	Nirvana	N	SMTHJ	11/17/2009	SMTHJ	11/17/2009
Edit	JOHN loc 4	N	SMTHJ	11/16/2009		
Edit	s'sf	N	SMTHJ	11/13/2009		
Edit	edddd	N	SMTHJ	11/13/2009	SMTHJ	02/26/2010
Edit	sss loc 1	N	SMTHJ	11/13/2009	SMTHJ	11/13/2009
Edit	JOHN Test Description JOHN Test Description JOHN Test Description JOHN Test Description	N	SMTHJ	11/05/2009	SMTHJ	11/13/2009
Edit	123121234 123456789 123121234	N	SMTHJ	11/05/2009	SMTHJ	11/17/2009

Page Help

33. Manual review and Manual override to pull cases out for some reason.

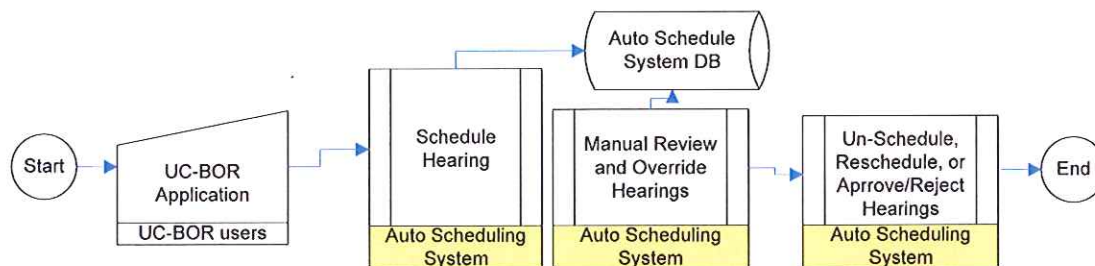
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing Override process. Auto Scheduling System provides the data tools/screens to review the cases that are scheduled for hearings. UC-BOR users can manually review the cases and override the case to move the case to “Ready for scheduling” for future scheduling.

Process

This process provides the functionality to Un-Schedule the scheduled hearings. UC-BOR users can manually review the hearings and override the hearings with actions such as Un-Schedule, Re-Schedule, Approve or Reject the tentatively scheduled hearings. If the override action is Un-schedule, the system checks if the notices have been mailed to the scheduled hearing and if “yes”, the system issues postponement/cancellation notices to all the recipients and moves the case to “Ready for Schedule” status for future scheduling. If the override action is Reschedule, the system moves the case back to “Ready for schedule” status for future scheduling. If the override action is Approve, the system confirms the hearing to the ALJ and BOR members. If the override action is Reject, the system deletes the Calendar Event entries and moves the case back to “Ready for Schedule” status for future scheduling.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to schedule the tentative hearing.
- Auto Scheduling System provides screens to manually review and override the scheduled hearings.
- Users can take action to Un-schedule, Reschedule, Approve or Reject the tentative scheduled hearings.
- If the override action is Un-schedule, the system checks to see if the notices have been mailed out and if “yes”, the system issues Postponement/Cancellation notices and then moves the case back to “Ready for Scheduling” status for future scheduling.
- If the override action is Reschedule, the system moves the case back to “Ready for Scheduling” status for future scheduling.
- If the override action is Approve, the system confirms the tentatively schedules hearings to the ALJ and BOR members.
- If the override action is Reject, the system deletes the Calendar Events entries for the case and moves the case back to “Ready for Scheduling” status for future scheduling.

Screens

Hearing page with an action to Re-schedule

west virginia UC BOR Case Management

Welcome user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling More

Basic Search Advanced Search Case Summary Claimant Employer Issue Hearing More Page Help

Case Number H 2010000441 SSN 123121234 Name JOHN R. SMITH Case Status Waiting for hearing

Hearing Summary

HVB2B Avoid Dates Avoid HO Not Available Agreed Schedule New Decision

Hearing Location Morning Telephone Hearing Length 45 Update

Hearings:

Date 01/28/2010 Time 09:00 AM Hearing Officer JOHN Smith Case Level H

Call-In

Decision(s) None

Hear-With / Back-to-Back Cases:

Case Number	Type
2010000441	B
2010001000	B

Avoid Dates:

03/16/2010	03/15/2010	03/13/2010	03/12/2010	03/11/2010
03/10/2010	03/09/2010	03/08/2010	03/06/2010	03/05/2010
03/04/2010	03/03/2010	03/17/2010	02/26/2010	02/27/2010

For questions, comments, or suggestions about this site, [Contact Web Team](#)

Tuesday, July 26, 2011 8:00:48 AM

34. Print hearing notices, specifying dates and time of hearing and mailing to all interested parties.

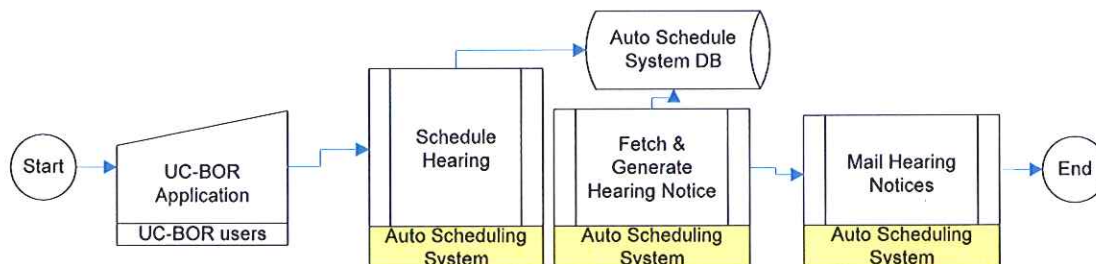
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing Notices process. Auto Scheduling System incorporates the scheduling rules to schedule the hearings. Schedulers (person-role) confirm the hearings to trigger the hearing notice process. Auto Scheduling System automatically generates and mails the hearing notices to all the recipients with the mail flag set to "Yes". Hearing Notices includes recipient details, issues being resolved, hearing date, time, location/venue and other relevant information.

Process

This process provides the functionality to generate and mail the Hearing Notices to all the recipients like (Claimants, Employers, Representatives and others) with the mail flag set to "Yes". Auto scheduling system determines all the recipients to whom the Hearing Notices need to be mailed. The system generates the Hearings Notices by fetching data from the Auto Scheduling System database. Hearing Notices contain information like recipient details, issues being resolved, hearing date, time, location/venue and other details.




Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to tentatively schedule the hearings. Scheduler confirms the hearings to the ALJ and BOR members.
- Auto Scheduling System determines the recipient list and generates hearing notices with recipient details, issues to be resolved, hearing date, time, location/venues and other relevant information.
- Auto Scheduling System generates and mails the Hearing Notices to all the recipients with the mail flag set to "Yes" and schedules hearing to the ALJ and BOR members.

Screens

Hearing Notice

<p>Case No: H2010-002691</p> <p>State of West Virginia Unemployment Compensation Board of Review 112 California Avenue Charleston, WV 25305</p> <p>NOTICE OF HEARING: Si usted no puede leer esto, llame por favor a 1-800-635-6189 para una traducción</p>		
In re claim of:	Claimant Representative:	
MARK L SANCHEZ SSN: 123-45-6789	Kim Wang - a-1 firm	
Employer:	Employer Representative:	
BROWN FLOWERS INC. UI Acc#: 0978092005	a-1 firm a-1 firm	
AMY REED UI Acc#: 1221596002		
Date this notice mailed: November 13, 2010		
<p>HEARING SCHEDULE</p>		
DATE AND TIME: November 13, 2010 at 09:00		
LOCATION: Charleston Air Center		
Hearings are scheduled for 45 minutes or less, depending upon the issue(s). All efforts will be made to complete the hearing in the allotted time, please plan accordingly.		
ISSUES: (References are to the Revised Code of West Virginia, Chapter 4141, unless otherwise noted. Issues pertaining to a specific employer are listed below their names.)		
<p>COR-ER Has the Director found an error in an employer's report or a typographical or clerical error in the Director's determination, which supports a corrected decision? If during the benefit year the director finds that a determination was erroneous due to an error in an employer's report, or any typographical or clerical error in the director's determination or as shown by corrected remuneration information received by the director, the director shall issue a corrected determination. This determination takes precedence over the prior decision unless the commission or a court has jurisdiction with respect to that determination. 4141-28 (G) O.R.C.</p> <p>COR-REM Has the director received correct remuneration information from the employer which supports a corrected decision? An individual's benefit rights shall be amended upon receipt of correct wage information within the benefit year. Benefits paid to the individual and charged to an employer prior to the receipt of the information shall be adjusted as of the beginning of the benefit year. 4141-28 (B)(1)(b) O.R.C.</p> <p>Additional issues may be considered which fall within the purview of West Virginia Administrative Code Rule 4146-5-03.</p> <p>IMPORTANT: Please read the information enclosed with this document.</p> <p><i>[Template: Hearing Notice]</i></p> <p>Copies of this Notice were mailed on November 13, 2010 to the following:</p> <p>Attn: MARK L SANCHEZ MARK L SANCHEZ 546 N SUMMER ST CHARLESTON, WV 43326-1179 United States</p> <p>Attn: Junior b Fam Lotus Lawyers Inc 110 SUMMER AVE SUITE 200 CHARLESTON, WV 43215-0145 United States</p>		

35. Identify conflict(s) between a judge, employer and claimant hence do not assign those cases to those judges.

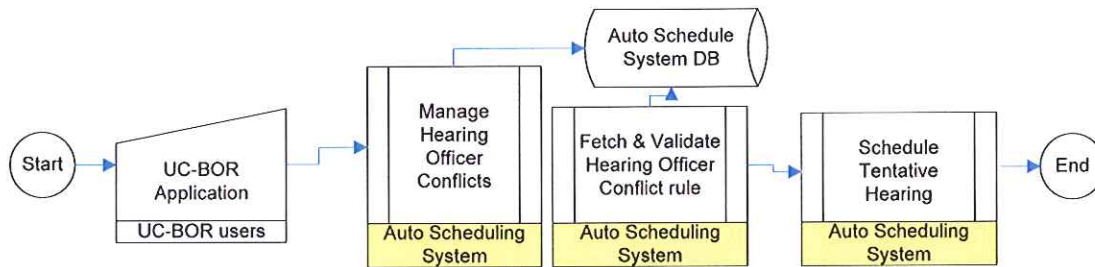
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing Officer Conflicts process. Auto Scheduling System incorporates ALJ and BOR members, Claimant and/or Employer conflict scheduling rules to schedule the hearings. The system fetches the Claimant and Employer hearing officer conflict information and validates the ALJ and BOR members. If there is a match, the system does not schedule the case to the ALJ and BOR members.

Process

This process provides the functionality to not create the Hearing to the ALJ and BOR members if there is a conflict between the ALJ and BOR members, Claimant and/or Employer. Auto scheduling System provides the screen to add/update/delete the conflict between ALJ and BOR members, Claimant and /or Employer. System incorporates this business rule to auto schedule the hearing and gets the information of ALJ and BOR members, Claimant and/or Employer. If there is a match in the Hearing Officer Conflict table, then system doesn't schedule the hearings to the ALJ and BOR member and skips to the next ALJ and BOR member.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules hearing officer conflict between ALJ and BOR members, Claimant and/or Employer.
- Auto Scheduling System provides screen to manage the hearing officer conflicts between ALJ and BOR members, Claimant and/or Employer.
- Auto Scheduling System fetches the hearing officer conflict information for ALJ and BOR members, Claimant and/or Employer. If there is a match in the Hearing Officer Conflict Table, then the system doesn't schedule the hearing to the ALJ and BOR member and skips to the next ALJ and BOR member.

Screens

New screen will be developed based on the detailed requirements to manage conflicts.

36. Block out time for specific board of review members, including non-case related time.

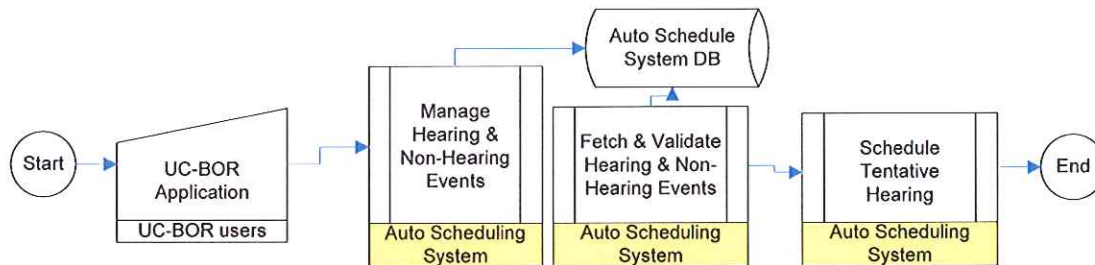
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Non-Hearing events. Auto Scheduling System provides the screens to manage the ALJ and BOR members hearing and non-hearing events. ALJ and BOR members can block the calendar for a specific date and set the Non-Hearing Indicator to “Yes”. Auto Scheduling System will skip these days while scheduling the hearings to the ALJ and BOR members.

Process

This process provides the functionality to manage the Hearing and Non-Hearing events. This information is persisted in the Calendar Events table. Auto Scheduling System fetches this information to schedule the hearing. If the Non-hearing Indicator is set to “Yes”, the system skips these days while scheduling the hearings to the ALJ and BOR members.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules of ALJ and BOR members' Non-Hearing events.
- Auto Scheduling System provides screens to manage the Non-Hearing Events (vacations, conference, personal time and others). This information is persisted in the Calendar Event table.
- Auto Scheduling System fetches the ALJ and BOR members' non-hearing events and skips scheduling the hearing for the ALJ and BOR members whose Non-Hearing indicator flag is set to “Yes” or whose calendar is blocked for a specific time during a day.

Screens

Non-Hearing Events

west virginia UC BOR Case Management

Welcome, user | [Sign Out](#)

Home Case Management My Calendar HO Calendar Hearing Call In **Non Hearing Events** Scheduling More

Non-Hearing Events

Hearing Officer: **JOHN SMITH**

2009 October

Action	Event Description	Date	Start Time	End Time
Edit Delete	Eat breakfast	Oct 30, 2009 08:00 AM	08:30 AM	
Edit Delete	test	Oct 30, 2009 09:12 AM	10:34 AM	
Edit Delete	Eat lunch	Oct 30, 2009 01:00 PM	02:00 PM	
Edit Delete	Eat dinner	Oct 30, 2009 06:00 PM	06:45 PM	
Edit Delete	test1	Oct 29, 2009 09:12 AM	10:23 AM	
Edit Delete	Hong 5	Oct 29, 2009 05:00 PM	06:00 PM	
Edit Delete	Hong Event	Oct 28, 2009 10:05 AM	11:00 AM	
Edit Delete	Test13 Hong	Oct 28, 2009 10:10 AM	11:15 AM	
Edit Delete	hong2	Oct 28, 2009 01:02 PM	02:00 PM	

For questions, comments, or suggestions about this site, [Contact Web Team](#)

Monday, July 25, 2011 5:48:19 PM

37. Print docket sheets listing which cases the Judge will hear that day including the time.

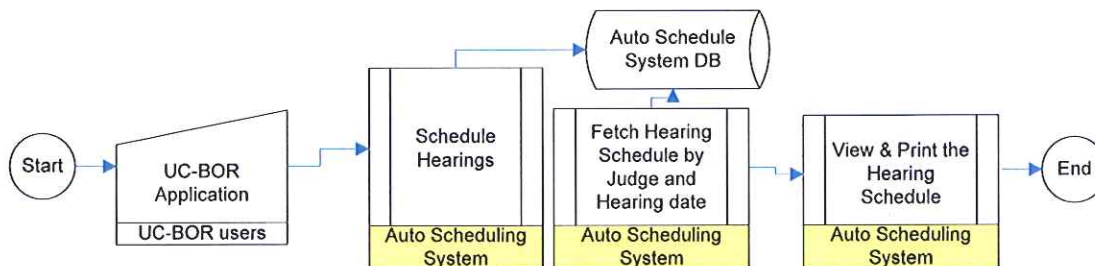
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Hearing events for ALJ and BOR members. Auto Scheduling System schedules the hearings to the ALJ and BOR members. Hearing information and the Calendar events are persisted in the Hearing and Calendar events table. Auto Scheduling System provides the UC-BOR users to search (by Judge ID and hearing date), generate and print the ALJ and BOR members hearing schedule (date, time and hearing venue/location) for any given day.

Process

This process provides the functionality to generate and print the Hearings Schedule report for the ALJ and BOR members for any given day. This information is persisted in the Hearing table. Auto Scheduling System fetches the data from the Hearing table for the matching ALJ and BOR member ID and Hearing date. The system renders the results and UC-BOR users can view and print the ALJ and BOR members hearing schedules, which include ALJ and BOR member's name, hearing date, time, location/venue and other information.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System incorporates the scheduling rules to schedule hearings for ALJ and BOR members.
- Auto Scheduling System fetches the hearings scheduled for the ALJ and BOR members along with the hearing date from the Hearing table.
- Auto Scheduling System renders the list of Hearings for the day. UC-BOR members can view and print the hearings schedule.

Screens

Hearing Call-in is extended to view and print Docket sheet

The screenshot displays the 'UC BOR Case Management' web application. The header includes the 'west virginia' logo and a green navigation bar with the title 'UC BOR Case Management'. A secondary navigation bar contains links: Home, Case Management, My Calendar, HO Calendar, Hearing Call In (selected), Scheduling, and More. The main content area is titled 'Hearing Call-ins' and features a dropdown menu set to 'All Telephone Hearings'. Below this is a 'Filter On' section with a 'Show All' button and a 'Filter' button. A table lists the following hearing schedule:

Time	Case Number	Case Name	Hearing Officer
08:00 AM	H2010-002953	JOHN SMITH	JOHN SMITH
08:00 AM	C2010-003200	JOHN SMITH	JOHN SMITH
08:45 AM	C2010-003195	JOHN SMITH	JOHN SMITH
09:30 AM	C2010-003196	JOHN SMITH	JOHN SMITH
10:15 AM	C2010-003197	JOHN SMITH	JOHN SMITH
11:00 AM	C2010-003198	JOHN SMITH	JOHN SMITH
04:15 PM	H2010-002940	JOHN SMITH	JOHN SMITH

At the bottom of the page, there is a footer with the text 'For questions, comments, or suggestions about this site, [Contact Web Team](#)' and a timestamp 'Monday, July 25, 2011 3:32:14 PM'.

38. Identify cases with attorneys that are set last on the day and/or give more time.

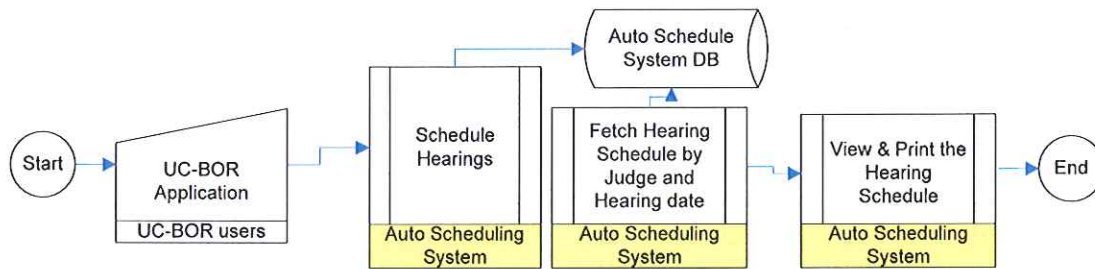
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Claimant and Employer Representatives function. UC-BOR system will be managing the Attorneys representing the Claimants or Employers for each case. Auto Scheduling System fetches the Attorneys representing Claimants or Employers from the UC-BOR database. If there are any Attorneys representing, the system will incorporate this business rule while scheduling the hearing for this case to the ALJ and BOR members.

Process

This process provides the functionality to schedule the hearing to the ALJ and BOR members at the end of the day or more hearing time in the event there are Attorneys representing the Claimants or Employers. Auto Scheduling System fetches this information from the UC-BOR database. If there are attorneys representing the Claimant or Employers, the system will schedule the case hearing towards the end of the day or allocate more hearing time i.e. hearing time length will be more than the default time (15 minutes vs 45 minutes). The hearing length time is configurable based on business requirement.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives and others.
- Auto Scheduling System fetches the Attorneys representing Claimants or Employers information from the UC-BOR system.
- Auto Scheduling System checks if there are Attorneys representing the Claimants or the Employers and if there are any, this business rule is incorporated in the scheduling of the hearing.
- If attorneys are representing claimants or employers, Auto Scheduling System schedules the hearing towards the end of the day or allocates more hearing time to the ALJ and BOR members.

Screens

Not Applicable

39. Identify the correct issues to be heard in the hearing and print it correctly on the hearing notice.

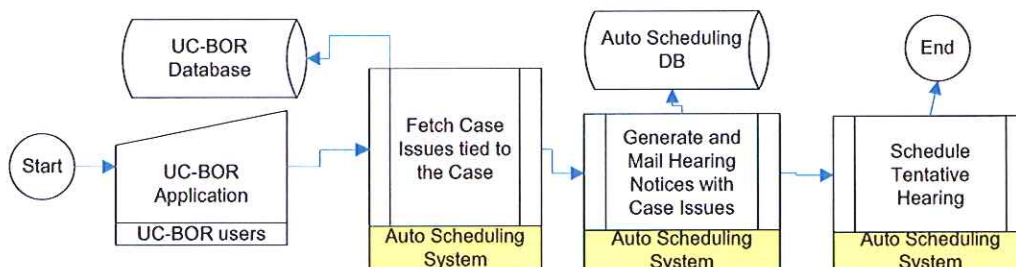
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business functionality can best be described by Case Issues function. UC-BOR system manages all the information related to the issues tied to the case. ALJ and BOR members resolve the issues (Show cause issue, Timeliness issue and others) while conducting the hearing. Auto Scheduling System fetches this information from the UC-BOR database and renders this information on the Hearing Notice.

Process

This process provides the functionality to fetch all the case issues that will be resolved for the scheduled hearings. Hearing notice is generated and mailed to all the recipients with the case issues like Show cause, Timeliness and others listed in the notice.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives, Case Issues and others.
- Auto Scheduling System fetches Case Issues tied to the case to generate and mail Hearing Notice.
- Auto Scheduling System gets the information required to generate Hearing Notice like Claimants, Employers, Hearing Date, Time, Location/Venue, Case Issues (BEN-WH, COR-ER, COR-REM) along with all recipients names and their addresses.
- Auto Scheduling System generates and mails the Hearing Notice to all the recipients whose mailing address is set to "Yes".

Screens

Case No: H2010-002691	
State of West Virginia Unemployment Compensation Board of Review 112 California Avenue Charleston, WV 25305	
NOTICE OF HEARING Si usted no puede leer esto, llame por favor a 1-800-635-0189 para una traducción	
In re claim of:	Claimant Representatives
MARK L SANCHIZ SSN: 123-45-6789	Kim Wang - a-1 firm
Employer:	Employer Representative:
BROWN FLOWERS INC. UI Acct#: 0978092005	a-1 firm
AMY REID UI Acct#: 1221596002	a-1 firm
Date this notice mailed: November 13, 2010	
HEARING SCHEDULE	
DATE AND TIME:	November 13, 2010 at 09:00
LOCATION:	Charleston Air Center
Hearings are scheduled for 45 minutes or less, depending upon the issue(s). All efforts will be made to complete the hearing in the allotted time, please plan accordingly.	
ISSUES: (References are to the Revised Code of West Virginia, Chapter 4141, unless otherwise noted. Issues pertaining to a specific employer are listed below their names.)	
COR-ER Has the Director found an error in an employer's report or a typographical or clerical error in the Director's determination, which supports a corrected decision? If during the benefit year the director finds that a determination was erroneous due to an error in an employer's report, or any typographical or clerical error in the director's determination or as shown by corrected remuneration information received by the director, the director shall issue a corrected determination. This determination takes precedence over the prior decision unless the commission or a court has jurisdiction with respect to that determination. 4141.28(G) O.R.C.	
COR-REM Has the director received correct remuneration information from the employer which supports a corrected decision? An individual's benefit rights shall be amended upon receipt of correct wage information within the benefit year. Benefits paid to the individual and charged to an employer prior to the receipt of the information shall be adjusted as of the beginning of the benefit year. 4141.28(B)(1)(b) O.R.C. Additional issues may be considered which fall within the purview of West Virginia Administrative Code Rule 4146-5-03.	
IMPORTANT: Please read the information enclosed with this document	
<i>[Template: Hearing Notice]</i>	
Copies of this Notice were mailed on November 13, 2010 to the following:	
Attn: MARK L SANCHIZ MARK L SANCHIZ 546 N SUMMER ST CHARLESTON, WV 43326-1179 United States	
Attn: junior b Fann Lotus Lawyers Inc 110 SUMMER AVE SUITE 200 CHARLESTON, WV 43215-0145 United States	

2.4.1 Provide multi-level Security Component for the proposed solution.

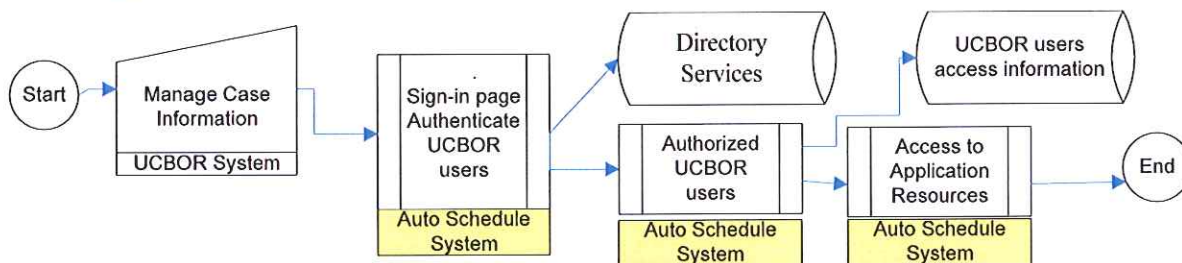
Vendor Response (Describe how you will meet the above specification)

Functional Description

This business requirement can best be described by Authentication and Authorization. Auto Scheduling System provides Authentication using Directory Services such as Microsoft Active Directory. UC-BOR users are added to the user groups like Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others. Users are added to different groups to get access to various application resources. The system also provides role based Authorization. The system determines user level access to the application resources based on the authorization. The system provides screens to manage access level at user level and this information is persisted in the Auto Scheduling System's database.

Process

This process provides functionality to implement Authentication and Authorization by finalizing the LDAP groups for the Authentication (example: Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) and adding the users to different access groups based on the business needs. Users are authenticated against these groups while signing into the Auto Scheduling System. The system uses JNDI API's to authenticate the users against the Directory Services. The system documents the security matrix for Authorization, which includes defining the application resources (web pages within the application), defining access types (Read Only, Full, No Access), defining roles (like Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) and mapping all of these in the security link table. Auto Scheduling System determines the access level/authorization to the resources based on this information. The system provides the screens to manage user level access. This access is provided to users under System Admin group, which is configurable per business needs.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives, Case Issues and others.
- Auto Scheduling System identifies the access groups and creates the access groups (example: Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) in the Directory Services. The system adds the users to access groups based on the business needs.
- UC-BOR users log in to system using sign-on page. Auto Scheduling System leverages JNDI APIs to authenticate the users against the directory service.
- Auto Scheduling System documents the security matrix to map user roles, application resources and access type and persists into security link table.

- Auto Scheduling System fetches authorization information from the Auto Scheduling System database to determine the users access level to the application resources.

Screen

Users Summary

west virginia **UC BOR Case Management** Welcome, user [[Sign Out](#)]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling **Users** More

Users [Page Help](#)

[Add](#) User Active Indicator:

1 - 10 of 166 [Next >>](#) [Last](#) Go to Page:

Action	Login ID	Full Name	Active	Created By	Created Date	Updated By	Updated Date
Edit	SMITHJ	JOHN SMITH	Y	SMITHJ	12/16/2009 03:18 PM	SMITHJ	03/05/2010 02:40 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	04/05/2010 03:31 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	01/13/2010 10:19 AM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	04/05/2010 03:32 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	03/05/2010 02:40 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	06/19/2009 09:37 AM	SMITHJ	02/11/2010 04:29 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	02/19/2010 04:32 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	02/11/2010 04:29 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	02/11/2010 04:29 PM
Edit	SMITHJ	JOHN SMITH	Y	SMITHM	08/20/2008 08:14 AM	SMITHJ	02/11/2010 12:46 PM

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Edit User Profile

west virginia **UC BOR Case Management** Welcome, user [[Sign Out](#)]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling **Users** More

Users [Page Help](#)

[Update](#)

User Profile:

Active: ☒

Login ID:

Name:

Type:

Voter Title:

Created By: SMITHJ Created Date: 12/16/2009 03:18 PM

Updated By: SMITHJ Updated Date: 03/05/2010 02:40 PM

Hearing Officer Profile:

Active: ☒

Disallowed Program Codes **Allowed Program Codes**

E10
TE10013 E10C Au
mp

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Edit User Profile Continuation

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Users More

Users » Edit User

Update

Disallowed Program Codes

Allowed Program Codes

Disallowed Issues

Allowed Issues

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Thursday, July 28, 2011 3:01 PM

2.4.1.1 Complete access and the ability to setup additional users with more limited access capabilities.

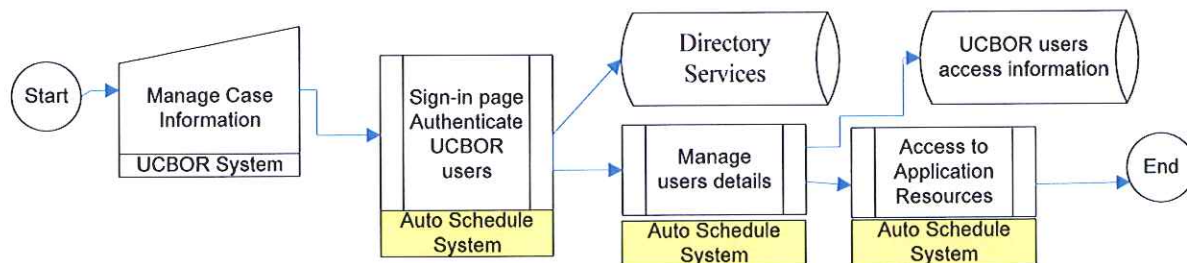
Vendor Response (Describe how you will meet the above goal)

Functional Description

This business requirement can best be described by edit user details function. Auto Scheduling System provides data tools/screens to edit user details. This access is currently given to the users belonging to System Admin access group and not limited to this group but configurable as per business needs. Auto Scheduling System provides the functionality to change the following: make user inactive, change user type (example from Hearing Officer to Typist), allow users to hear specific program codes and issue codes.

Process

This process provides functionality to manage/edit user details. Auto Scheduling System provides the functionality to make a user inactive and change the user type from Hearing Officer to another type. If the user is a Hearing Officer, the system allows the user to hear specific program codes and issue codes.



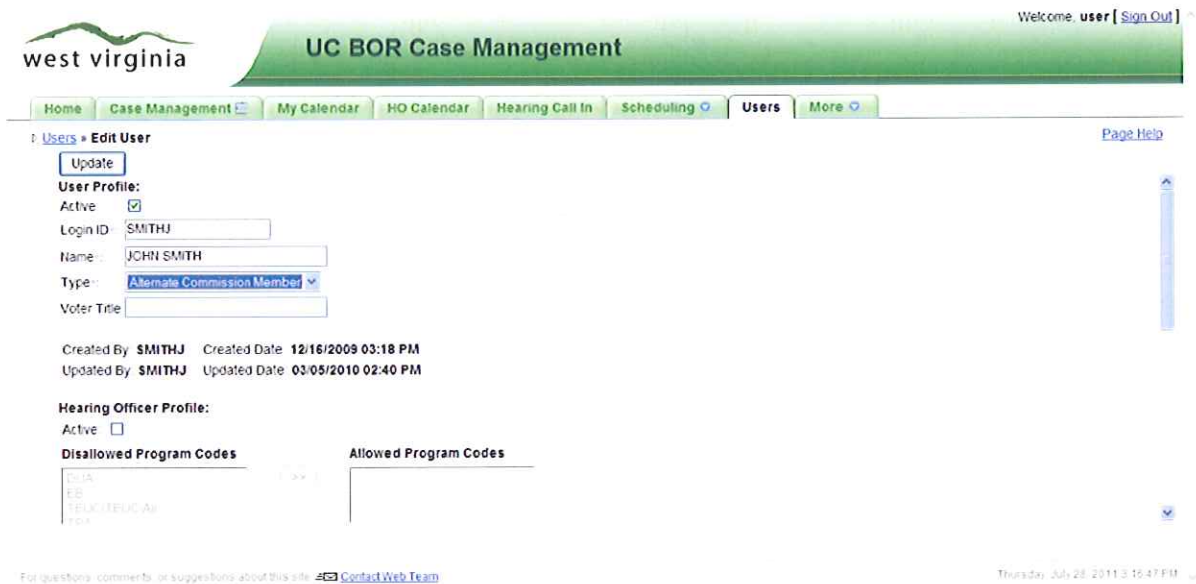
Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives, Case Issues and others.

- Auto Scheduling System identifies the access groups and creates the access groups (example: Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) in the Directory Services. The system adds the users to access groups based on the business needs.
- UC-BOR users log in to system using sign-on page. Auto Scheduling System leverages JNDI APIs to authenticate the users against the directory service.
- Auto Scheduling System validates if the user belongs to System Admin group. If “Yes”, the system provides link to edit the user’s details screen where the user profile like inactivating the user, changing user type etc. can be changed.

Screens

Edit Users Profile



west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Users More

Users » Edit User Page Help

Update

User Profile:

Active ☒

Login ID: SMITHJ

Name: JOHN SMITH

Type: Alternate Commission Member

Voter Title

Created By: SMITHJ Created Date: 12/16/2009 03:18 PM

Updated By: SMITHJ Updated Date: 03/05/2010 02:40 PM

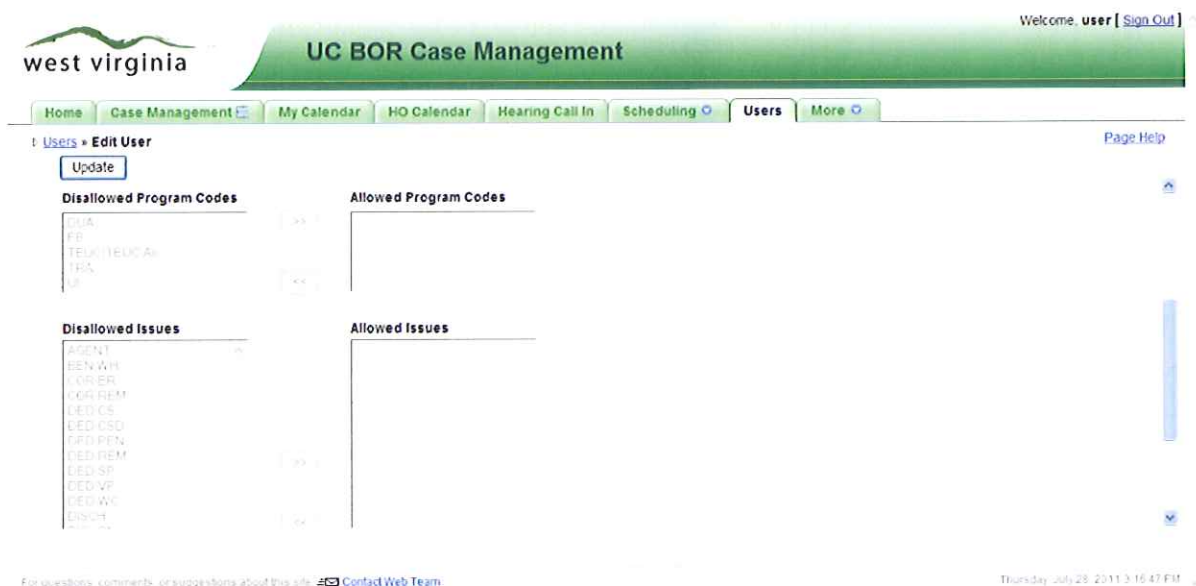
Hearing Officer Profile:

Active ☐

Disallowed Program Codes **Allowed Program Codes**

CUA
FB
TEU(TEDC A)
TRG
UR

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west virginia **UC BOR Case Management** Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Users More

Users » Edit User Page Help

Update

Disallowed Program Codes **Allowed Program Codes**

CUA
FB
TEU(TEDC A)
TRG
UR

Disallowed Issues **Allowed Issues**

AGENT
BEN WR
FORER
COR REM
DED CS
DED CSD
FRD PEN
DED REM
DED SP
DED VP
DED WC
ENCH

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2.4.1.2 Access to the rest of the applicable staff to read, write and change all the records.

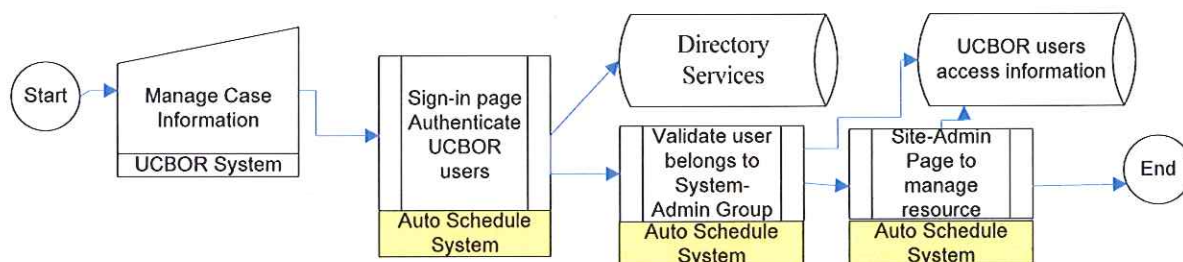
Vendor Response (Describe how you will meet the above goal)

Functional Description

This business requirement can best be described by Authorization. Auto Scheduling System provides data tools/screens to the System Admin group and users belonging to the System Admin group have privileges to access these screens. Authorization is done at the application resource level like accessing the hearing screen, hearing call-in screen, tentatively scheduling screen to override/confirm the scheduled hearings and other resources within the application. Access type determines the access levels like Read Only, No Access and Full Access.

Process

This process provides functionality to authorize the users to manage access to the application resources based on access role and access type. Based on the security matrix, Auto Scheduling System maps the user roles, access type and resources to the security link table, which persists user level access to each resource within the application. Auto Scheduling System provides the screens to manage resources within the application. User must belong to System Admin group to add/delete/update application resources to the users.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives, Case Issues and others.
- Auto Scheduling System identifies the access groups and creates the access groups (example: Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) in the Directory Services. The system adds the users to access groups based on the business needs.
- UC-BOR users log in to system using sign-on page. Auto Scheduling System leverages JNDI APIs to authenticate the users against the directory service.
- Auto Scheduling System validates if the user belongs to System Admin group. If "Yes", the system provides site-admin screen to add/update/delete application resources and add the resources to different user roles and the access type. This information is persisted in the Security link table.
- After users are successfully authenticated, Auto Scheduling System fetches the user authorization information from the security link table and renders applicable pages with in the application.

Screen

New site-Admin screen needs to be created to manage application resources

2.4.1.3 Role-based, multi-tiered security structure that at a minimum supports individual and group permissions.

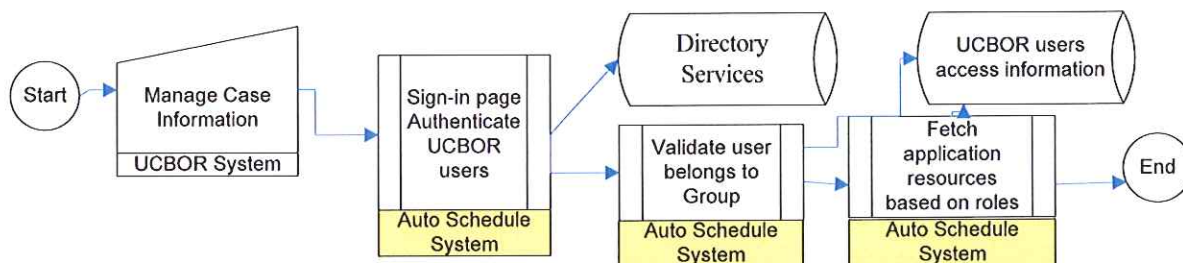
Vendor Response (Describe how you will meet the above goal)

Function Description

This business requirement can best be described by role-based authorization. Auto Scheduling System identifies all the applicable roles that are configured in the Directory Services and the roles persisted in the roles table in the Auto Scheduling System database. Roles include Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others. Users are added to multiple groups within Directory Services for authentication and for authorization users are added to the access group from the Edit Users screen. This information is persisted in the User table.

Process

This process provides role-based functionality to authorize the users. Roles are created in the Directory Services for authentication and persisted in roles table for authorization. Auto Scheduling System provides access to the application resources. The actions taken by the users are determined by the user roles. Users can be added to multiple roles. For example a user can be in a Hearing Officer role but not in a Scheduler role. This user can conduct hearings but cannot see the Scheduler tab to manually schedule the hearings.



Design

- UC-BOR system manages all the case related information like Claimant, Employers, Appellants, Representatives, Case Issues and others.
- Auto Scheduling System identifies the access groups and creates the access groups (example: Commissioner, Chief HO, Senior HO, Hearing Officer, Administrative Supervisor, Administrative Staff, Scheduler, System Admin, Read Only and others) in the Directory Services. The system adds the users to access groups based on the business needs.
- Roles are created in Directory Services for Authentication.
- Roles are persisted in the Roles table in the Auto scheduling system database for Authorization.
- Users are added to the roles. Auto Scheduling System provides User details screen to manage this information.
- Mapping between roles, user access type and resources are persisted in the security link table in the Auto scheduling system database.
- Auto Scheduling System fetches the user authorization information from the security link table and renders applicable pages with in the application.

Screen

Edit Users

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Users More

Users Edit User Page Help

Update

User Profile:

Active ☒

Login ID: SMITHJ

Name: JOHN SMITH

Type: Hearing Officer

Voter Title:

Created By: SMITHJ Created Date: 12/16/2009 03:18 PM

Updated By: SMITHJ Updated Date: 03/05/2010 02:40 PM

Hearing Officer Profile:

Active ☒

Disallowed Program Codes

Allowed Program Codes

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Thursday, July 28, 2011 3:01:41 PM

Edit Users Continuation

west virginia UC BOR Case Management

Welcome, user [Sign Out]

Home Case Management My Calendar HO Calendar Hearing Call In Scheduling Users More

Users Edit User Page Help

Update

Disallowed Program Codes

Allowed Program Codes

Disallowed Issues

Allowed Issues

For questions, comments, or suggestions about this site, [Contact Web Team](#)

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2.4.2 Provide Training and System Documentation that provides in depth detail for each function/component of the solution.

2.4.2.1 Workforce West Virginia staff a train-the-trainer and training materials provided in an electronic format.

Vendor Response (Describe how you will meet the above goal)

A detailed training curriculum is supported by this documentation so that users, supervisors and administrators may each make efficient and effective use of the application. The following summary provides an overview of the Auto Scheduling System training plan. The primary objective of the training

plan is to ensure a smooth and timely transition to Auto Scheduling System with an emphasis on enhancing the individual's productivity and effectiveness. Typical curriculum includes course objectives, classroom presentation, hands-on exercises, quick reference materials and proficiency assessments.

Basic Training

Intended for those responsible for ensuring that evidence is properly entered and maintained until it is returned or destroyed, this 1½-day course provides students with an overview regarding the design, look, feel, nomenclature and processes involved with Auto Scheduling System. Hands-on exercises are used to familiarize users with activities such as:

- Docketing
- Scheduling
- Generating Notices, decisions and reports
- Print calendar

Discipline Specific Training

Targeted at individuals responsible for performing functions including docketing and scheduling cases into the system, performing reviews and producing reports, this ½-day course trains examiners in the proper use of their discipline-specific worksheets and report generation techniques. Hands-on exercises are used to reinforce the presentation, including:

- Preparing a case
- Scheduling a case
- Generating notices, decisions and analytical reports

Advanced Training

This 1-day course is intended for section supervisors and technically savvy individuals and demonstrates advanced techniques that can be used to increase productivity and throughput. Attendees should include those responsible for assigning work, tracking progress, reviewing and approving results, assuring compliance and managing section activities. Topics include:

- Workload Management and Case Assignment
- Case preparation
- Quality Assurance
- Management Reports
- Reference Library

Documentation

Comprehensive Auto Scheduling System documentation is provided in both paper and online versions. Auto Scheduling System also includes on-line access to context-sensitive help that provides specific information regarding each screen and the procedures required to effectively use the system. All documentation is kept up-to-date with the most recent version of the application and is built into the application screens.

2.4.2.2 Hands-on Administrator Level Training for a limited number of individuals from Workforce West Virginia. Any material produced to accommodate this requirement would become the property of Workforce West Virginia with permission to reproduce the documentation as necessary.

Vendor Response (Describe how you will meet the above goal)

Administrator Training

This 2-day course is intended for application administrators and IT Staff. Individuals responsible for managing day-to-day operations of the system, data reliability, security, user support and ongoing performance/configuration of the database should attend. Topics include:

- Client and Database Management
- Worksheet & Analysis Report Design
- Management Report Design
- UC data interfaces

USG will provide training material to accommodate this requirement and the training material/s will become the property of Workforce West Virginia.

2.4.3 Provide Project Management and Implementation Schedule for the proposed solution.

Vendor Response (Describe how you will meet the above goal)

Project Management and Implementation Methodology

a) Approach

USG will follow the project management approach defined by the Project Management Institute (PMI) for the delivery of Auto Scheduling System.

PMI is an internationally recognized organization of project managers. The Project Management Body of Knowledge (PMBOK) is a set of project management guidelines that was created by PMI. The purpose of these guidelines is to help increase the success rate of projects,

USG will organize the solution approach into several distinct phases as defined in PMBOK during the engagement.

The PMI Processes



The five phases for the delivery of Auto Scheduling System will include:

- Initiation
- Planning
- Execution
- Control
- Close-out

A description of each phase as it relates to the Auto Scheduling System is as follows:

Initiation

This is first phase of Auto Scheduling System Project. It is during this initial time that USG's project manager will work with the UC-BOR stakeholders to fully determine how to measure the success of the project once all work is complete.

This will allow USG's project manager and UC-BOR stakeholders to agree on the Auto Scheduler Project scope. The project scope will include project goals, budget, timelines and any other variables that can be used for success measurement once we reach the final phase, which is Closing out.

USG's project manager will create a Project Charter. This document will include a list of goals and a short statement, like a mission statement, providing a detailed overall goal. Within this statement, USG's manager will also include a definition of success.

The Auto Scheduling System project kick-off meeting will be scheduled in order to get key UC-BOR stakeholders to the table and communicate on the above deliverables.

Planning

USG's project manager in coordination with the UC-BOR manager will lay the project groundwork to create a specific list of things that need to happen in order for the Auto Scheduling System goal to be met.

Execution

USG's technical team will perform code development, modification, integration and testing during this phase. These tasks will be based as part of the detailed project schedule. During this phase USG's project manager will track the project progress and communicate with the UC-BOR manager on regular basis. Also during the Execution phase, USG's project manager spends a considerable amount of time communicating in order to ensure the requirements are being developed in accordance to the UC-BOR needs.

Control

USG's project manager will continue to monitor and communicate the project status towards meeting the original project goal and ensure that the Auto Scheduling System sticks within the original project scope.

Close-out

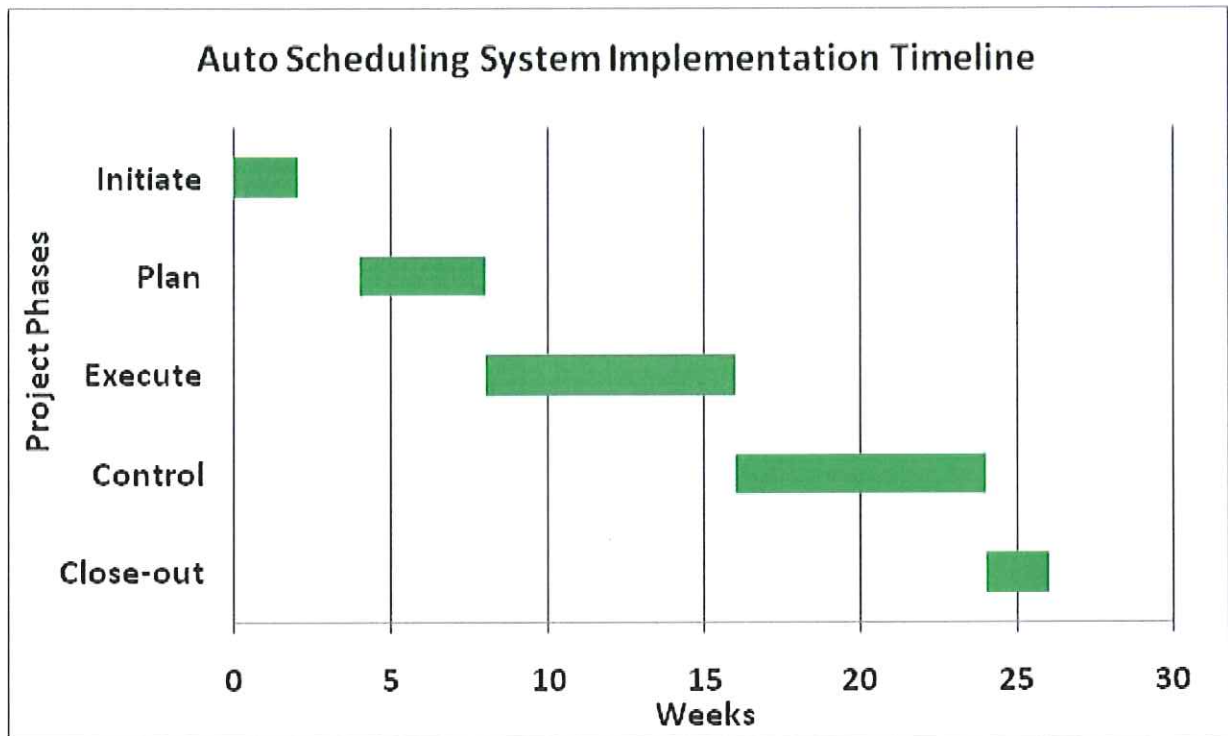
The Close-out phase will include training, final configuration and production deployment. USG will provide hands-on training for end-users in preparation for a timely rollout and deployment.

Following training, users will be given the opportunity to become familiar with the system in preparation for the final data migration and system cut-over.

During this phase, USG's project manager will provide detailed summary reports of deliverables. USG's project manager will communicate the status of production deployment of Auto Scheduling System to UC-BOR project manager. USG's project manager will also ensure that all project documentation is formally handed-off to the Workforce West Virginia staff.

b) Timeline

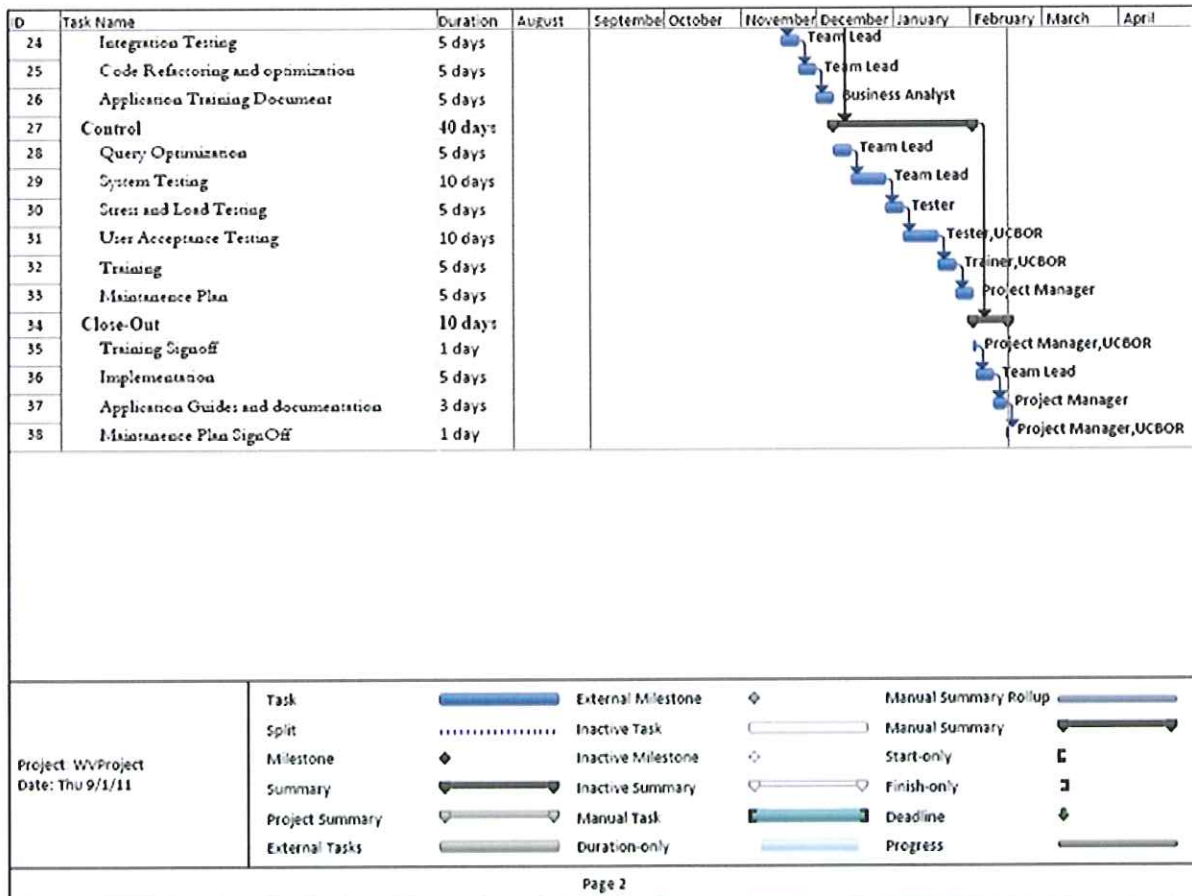
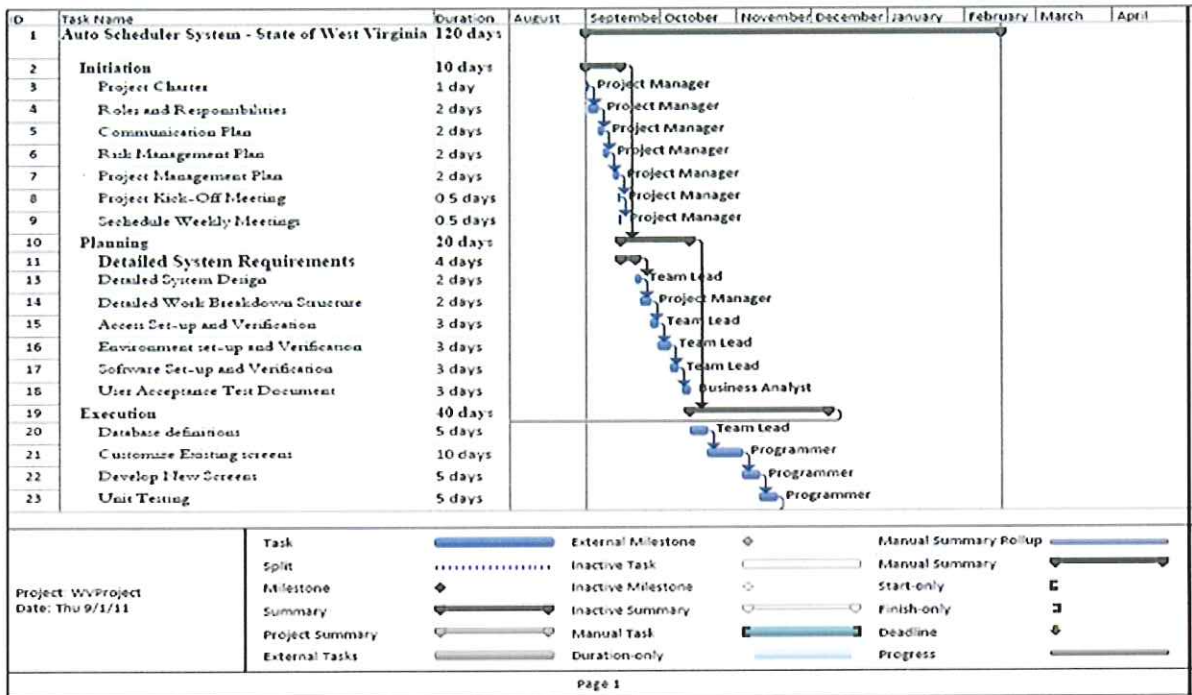
The Project will be divided into work streams within the phases described above occurring in the timeline depicted below. The estimated duration of the project is approximately six (6) months. The following is a high-level view of the implementation timeline of the major Project Phases.



Estimated Project Phase Durations

- Initiate Phase - Two weeks
- Plan Phase - Four weeks
- Execute Phase - Eight weeks
- Control Phase - Eight weeks
- Close-out Phase - Two weeks

Implementation Schedule



c) Key Deliverables and Acceptance Process

The following list of projected deliverables could be formally reviewed and accepted:

Description	Primary Responsibility	Secondary Responsibility	Deliverables
Envision Phase Project Initiation, Project Planning Worksheet/Report Review	USG WV-UC-BOR	WV-UC-BOR USG	Vision Scope & Project Plan List of Worksheets & Reports
Plan Phase System Architecture and Design Planning Worksheet and Report Templates	USG WV-UC-BOR	WV-UC-BOR USG	Architecture Diagram, Detail System Design Worksheet & Report Specifications
Develop & Configure Phase Implement Customizations, Prepare Database Detailed Acceptance Test Plan Define Training, Support and Deployment Requirements Worksheets & Reports	USG WV-UC-BOR	WV-UC-BOR USG	Database Content Test Specification Training, Support & Deployment Plan Worksheet & Report Templates
Stabilize/Acceptance Phase User Acceptance Test Perform System Training	WV-UC-BOR USG	USG WV-UC-BOR	Acceptance Sign-off User & Admin Training
Deploy Phase Product Deployment System Documentation Engagement Summary	USG	WV-UC-BOR	Documentation Project Closure

Deliverable Acceptance Process

At specified milestones throughout the Project, USG will deliver completed Project Deliverables for review and approval. The Deliverable Acceptance Process is described below.

Submission of Deliverables

USG's Project Manager, or his designee, will prepare a Deliverable Acceptance Form and forward it along with the respective deliverable to the Customer Project Manager, or customer designee for consideration.

Assessment of Deliverables

The customer representative will confirm that the deliverable meets the requirements as defined in this Statement of Work and that the deliverable is complete. Additional work on or changes to an accepted deliverable that are requested by the Customer will be managed through the Change Management Process.

Acceptance/Rejection

After reviewing, the customer will either accept the deliverable (by signing and dating the Acceptance form) or provide a written reason for rejecting it and will return the Acceptance Form to the USG team.

Correction of Deliverables

USG will correct in-scope problems found with the rejected deliverable and address the correction of out-of-scope changes according to the Change Management Process. USG will submit a schedule for making changes to the deliverable within two (2) business days of receiving a rejected Deliverable Acceptance Form.

Monitoring and Reporting

USG's team will track deliverable Acceptance. Updates on Deliverable Acceptance will be included in the Weekly Status Report and discussed in the regularly scheduled Status Meeting.

Deliverables shall be reviewed within three (3) business days from the time of submittal for acceptance. Deliverables shall be deemed accepted in the absence of review or response within this specified time. The use or partial use of any deliverable constitutes acceptance. Feedback supplied after the review period will be evaluated as a potential change of scope.

2.4.3.1 The Vendor should describe its experience in using a formalized approach to project management, which is compliant with the PMBOK (Project Management Book Of Knowledge)

Vendor Response (Describe how you will meet the above goal)

USG has implemented over eight (8) projects using the formalized approach to management as defined in the PMBOK. USG utilizes the phased approach, deliverable and planning templates and metrics as defined in PMBOK.

Many of USG's employees are certified PMPs.

USG's project manager for the Auto Scheduling System is a certified Project Management Professional from Project Management Institute. The project manager has over fifteen (15) years of project implementation experience.

2.4.3.2 The Vendor's Project Manager should facilitate status meetings on a regular basis to discuss current project activities and address questions, issues, and concerns.

Vendor Response (Describe how you will meet the above goal)

Communication Plan

A formal process will facilitate communication during the Project. There will be two key vehicles for providing this communication: a weekly status report and a mid-point status meeting.

- USG's Engagement Manager, working in conjunction with the Customer Project Leader, will compile status reports for distribution to both Customer and USG's management.
- Meetings will be held to review overall status, Project schedule and open issues noted in the status report.

Issue/Risk Management Procedure

The following general procedure will be used to manage Project issues and risks:

- Identify and document
- Assess impact and prioritize
- Assign responsibility
- Monitor and report progress
- Communicate issue resolution

A mutually agreed upon issue escalation process will be defined at the outset of the Project.

Change Management Process

During the Project either party may request in writing additions, deletions or modifications to the services described in this Proposal ("Change"). We shall have no obligation to commence work in connection with any Change until the fee and schedule impact of the Change is agreed upon in a written Change Request Form signed by the designated Project Managers from both parties.

Upon a request for a Change, USG shall submit the Change on our standard Change Request Form describing the Change, including the impact of the Change on the Project schedule, fees and expenses. The Change Management Process that will be employed is defined below. Both parties agree to follow this process and to use the Project Change Request Form.

- Identify and document
- Assess impact and prioritize
- Estimate required effort
- Approve or disapprove
- Assign responsibility
- Monitor and report progress
- Communicate change resolution

Within three days of receipt of the proposed Change Request, Workforce West Virginia shall either indicate acceptance of the proposed Change by signing the Change Request Form or advise USG not to perform the Change, in which event USG shall proceed only with the original services. In the absence of either, USG will not perform the proposed Change.

2.4.3.3 The Vendor's Project Manager should maintain and update a detailed project work plan through the full term of the implementation process and submit to Workforce West Virginia's Project Manager on a date and time that are determined during contract negotiations.

Vendor Response (Describe how you will meet the above goal)

USG's project manager will maintain and update the detailed project work plan through the full term of the implementation process. USG's project manager will submit the detailed project plan to Workforce West Virginia project manager on a mutually agreed date and time.

The detailed project plan will include:

- Project Charter
- Project Organization chart
- Communication plan
- Stakeholder Management plan
- Project Schedule
- Risk assessment and mitigation plan
- Test plan
- Change control plan
- Training plan
- Implementation plan

2.4.3.4 The Vendor should provide the anticipated timeframes within which each phase should be completed. Vendor should complete the entire effort as expeditiously as possible after the contract is awarded, but no later than 60 days and training by 90th day.

Vendor Response (Describe how you will meet the above goal)

USG's project manager will provide a detailed project schedule that will contain the anticipated timeframes of each phase. USG's project manager will complete the entire effort as expeditiously as possible after the contract is awarded, but no later than 60 days. Training the users on the system will be completed by the 90th day.

The detailed project schedule will be provided at the time of project initiation. The project schedule will include information like Initiation, Planning, Execution, Control and Close-out phases of the project with details on delivery dates for deliverables.

2.4.4 Provide System Warranty, Maintenance & Support for the proposed solution.

2.4.4.1 Provide all types of standard and enhanced warranties. The State's preferred choices include, but are not limited to: on-site support, second-level technical support, and web-based offerings.

Vendor Response (Describe how you will meet the above goal)

Maintenance & Support Program

United Software Group is committed to customer service in everything it does. In co-operation with Microsoft, USG regularly conducts independent customer satisfaction surveys in an effort to solicit input and suggestions regarding areas for improvement. During the past seven (7) years, the organization has improved its rating. From business development, to project initiation, to application design, deployment and support, USG is committed to ensuring that the customer comes first.

a) Warranty

USG warrants Auto Scheduling System against deficiencies in functionality (as defined in system design and application documentation), defects in operation and deficiencies in meeting the performance criteria specified herewith. This warranty will begin on the date that WV-UC-BOR completes system testing and places the solution into production. The initial warranty period will consist of one (1) year.

In addition, USG warrants the following:

- The medium on which application software is provided will be free from defects
- All software and services are of current design, release and professional knowledge
- It holds sufficient rights and/or title to application software for which it grants licenses

b) Customer/Technical Support

USG provides maintenance and support services from its headquarters located in Dublin, Ohio. USG offers around the clock support using the Client Care portal that captures, tracks and manages all customer care issues. A customer care representative constantly monitors the Client Care portal and is responsible for confirming/clarifying each issue as well as escalating it, if necessary, based on categorization and priority. This "high touch" communication channel provides an average response time of 90 minutes, with approximately 90% of issues being resolved during the same business day.

USG also provides comprehensive application support, including but not limited to onsite, telephone and remote access. USG's Business Hour Annual Maintenance/Service Agreement provides the following:

- Unlimited Tier 1 phone support for named application administrators
 - Application-level support
 - 1 Business Hour Contact response time, limited to business hours
 - Problem recognition and usage assistance
- Unlimited Tier 2 phone support for named application administrators
 - Application bugs, upgrades, changes in functionality and/or scope
 - Account-specific product engineer with Contact response time of 2 Business Hours
 - Problem resolution continued until satisfactorily resolved
 - Scheduled off-hours assistance with product upgrades and preventive maintenance
- Free bug fixes and product upgrades
 - Online access to test/experience pending releases/upgrades
- Discounted access to new product modules
- Timely response to electronically submitted (email) questions and requests for clarification.
- Regularly updated extranet/portal that include FAQ, product planning and feature requests.
- Contact response time of 8 Hours for off-hours support/assistance

On-site Support

While on-site support is not commonly required, USG is willing to provide on-site support and will provide a detailed quotation for such services upon request.

Phone Support

Business day telephone support is provided from 8:00am to 5:00pm EST. One (1) year of phone support has been included as part of this proposal.

System Updates

USG provides a product and support portal where regular product updates, FAQs, documentation and test systems are made available online.

Remote Access

USG has found that support via remote access is the most efficient and cost effective model available. It provides USG with the ability to perform system upgrades, data migrations and maintenance activities during off-hours and without affecting the overall user experience.

Extended Services

In addition, USG provides customized extended service packages. This allows each client to create an offering that specifically addresses his requirements. Popular extended services include:

- Active Database Maintenance - hands-on database monitoring and tuning
- Business Continuity/Recovery Planning - annual disaster recovery plan
- Pre-Paid Services - priority development of product customization and system integration requests
- Custom Management/Statistical Reports

2.4.4.2 Provide one (1) year maintenance period after the system is in production and final acceptance of the system by Workforce West Virginia with no additional cost to the State. During this time the vendor will be required to provide software upgrades and services necessary to keep the system operational. After the maintenance period has expired, the State will require two (2), one (1) year maintenance renewal options.

Vendor Response (Describe how you will meet the above goal)

USG will provide one (1) year Auto Scheduling System maintenance after the system is in production and receives final acceptance from Workforce West Virginia with no additional cost to the State. After the initial software installation is complete, all future updates and upgrades will be performed based on customer requests. This approach will enable USG to easily and rapidly add product features/functionality based on customer requests. Through this method, product versioning is tracked at three distinct levels: version, release and update. The 'version' represents the overall database architecture and design. New 'releases' are generally issued every 3-6 months, providing additional features/functionality. Finally custom 'updates' are performed for individual clients based on their unique requirements.

Under the methodology described above, USG aspires to provide a new 'release' every six (6) months. The content of each release is based on the input and feature requests gleaned from UC-BOR customers. As a result, the future of the product is based almost exclusively on the input, feedback and suggestions from UC-BOR.

Customer 'updates' represent changes to business logic and/or templates that are unique to a client's individual installation. USG will work closely with UC-BOR to implement these changes and deploy them in timely manner to their training/testing database. Upon acceptance, the customer has the ability to activate these updates by adding them to the production server.

2.4.4.3 Any upgrades or system modifications should be installed from the central server to all of the workstations to insure that all machines are functioning on the same version of the software.

Vendor Response (Describe how you will meet the above goal)

Auto Scheduling System is a web based implementation deployed on the central application server. The Auto Scheduling System will be accessed by UC-BOR staff from their desktops via the Internet Explorer. Hence, any upgrades or system changes that are made to the central server will be automatically accessible to the individual workstations. This will ensure all workstations are functioning on the same version of the Auto Scheduling System.

- 2.4.4.4 Ensure that the primary point of a contact for all calls concerning the system is the Help Desk. The maximum acceptable downtime should not exceed the time agreed upon in the service level agreement (SLA) after the award of this contract.**

The following procedure should be followed for all problems being reported concerning the system:

- 2.4.4.4.1 Provide online/telephone system support to Workforce West Virginia offices beginning at 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday.**

Vendor Response (Describe how you will meet the above goal)

USG shall provide a Helpdesk system available, at a minimum, 8:00 am through 5:00 pm Eastern Standard Time Monday through Friday in order to provide online/telephone system support to Workforce West Virginia offices. Support for problem reports or help requests during the remaining time shall be provided using an on-call paging system. USG shall thus ensure 24/7 support for the Auto Scheduling System.

USG's Helpdesk system shall manage the activities that require response and resolution of incidents, dispatching service requests and requests for information to appropriate resources while providing end-to-end tracking which includes the following: logging, monitoring, recording response and resolution and validating closure. Every call is logged, prioritized and either resolved on the initial call or dispatched to the appropriate technical resource for resolution. The status of a reported problem or a help request is monitored throughout its life, and Workforce West Virginia is periodically provided verbal or written status updates.

USG's Helpdesk shall provide the following key benefits:

- Ownership of problems until resolved to satisfaction
- A complete understanding of Auto Scheduling System and the ability to get Auto Scheduling System back to work as quickly as possible when technology problems occur;
- The provision of high-level Auto Scheduling System service and technical expertise
- A rapid and positive response to all incident reports and inquiries

- 2.4.4.4.2 Workforce West Virginia will contact the vendor and a telephone response should be provided within two (2) hours.**

Vendor Response (Describe how you will meet the above goal)

When Workforce West Virginia contacts USG's Helpdesk system to report problems with the Auto Scheduling System or request help with the system, USG shall assign a Severity Level for each problem as defined below. If Workforce West Virginia disagrees with the Severity level assigned by USG, a change to the Severity Level will be discussed and mutually agreed upon. The Severity levels are detailed below:

- Severity Level 1 - Critical Problem – Auto Scheduling System is unavailable, resulting in a critical impact to operations that require fast resolution.
- Severity Level 2 - Major Problem – Workforce West Virginia designated users can access the Auto Scheduling System; however major functions are not available.
- Severity Level 3 - Minor Problem – Workforce West Virginia designated users can access the Auto Scheduling System; however one or more of the less important functions are not available resulting in a minor impact.
- Severity level 4 - Help Request – Workforce West Virginia designated users need help navigating the auto scheduling system or using a feature within Auto Scheduling System.

USG shall provide telephone response to problems or help requests based on the Severity level as described in the following table. The telephone Response Time begins when Workforce West Virginia reports the problem to USG's Helpdesk System. USG shall ensure that the maximum response time is less than 2 hours even when a Severity Level 4 problem is reported. Upon consultation with and approval by an authorized Workforce West Virginia representative, the times given below can be extended.

Severity Level	Response Time
1	≤ 15 minutes
2	≤ 30 minutes
3	≤ 1 hour
4	≤ 2 hours

2.4.4.4.3 A qualified technician should respond via phone to address all calls in accordance with the importance and criticality of the question being asked and/or the problem being reported. The vendor should provide on-site technical support for problems that cannot be resolved via telephone or remote access.

Vendor Response (Describe how you will meet the above goal)

USG shall provide customer and technical support with professionals dedicated to the following:

- answer questions
- document comments/suggestion
- provide technical or administrative information regarding the system

USG's Helpdesk system shall dispatch the request or report to the appropriate qualified technical resource and the technician shall respond via phone to address all calls in accordance with the importance, criticality and severity level of the report as described in section 2.4.4.4.2.

On-site technical support shall be provided after remote and telephone support services were unsuccessful. If a problem cannot be resolved remotely, an appropriate technical resource will be dispatched to on-site in accordance with the urgency and severity level of the problem.

2.4.4.4.4 No issues should remain unresolved for more than four (4) hours.

Vendor Response (Describe how you will meet the above goal)

When Workforce West Virginia contacts USG's Helpdesk system to report problems with the Auto Scheduling System or request help with the system, USG shall assign a Severity Level for each problem as defined in section 2.4.4.4.2 above.

USG shall resolve problems or help requests based on the Severity level as described in the following table. The Resolution Time begins when Workforce West Virginia reports the problem to USG's Helpdesk System. USG shall ensure that the maximum resolution time is less than 4 hours even when a Severity Level 4 problem is reported.

Severity Level	Resolution Time
1	≤ 30 minutes
2	≤ 1 hour
3	≤ 2 hours
4	≤ 4 hours

2.4.4.4.5 Issues that are not resolved should be directed to the vendor's contract administrator for immediate resolution.

Vendor Response (Describe how you will meet the above goal)

When Workforce West Virginia contacts USG's Helpdesk system to report problems with the Auto Scheduling System or request help with the system, USG shall assign a Severity Level for each problem as defined in section 2.4.4.4.2 above. USG's Helpdesk system shall be designed in such a way that if an issue of a certain severity level is not resolved within the agreed resolution time, it is automatically escalated to USG's contract administrator for immediate resolution. The contract administrator then shall take ownership of the issue and work on resolving the issue by dispatching it to the appropriate technical resource. The contract administrator shall monitor the resolution process until the issue has been resolved and shall also ensure that the issue is resolved in a timely fashion.

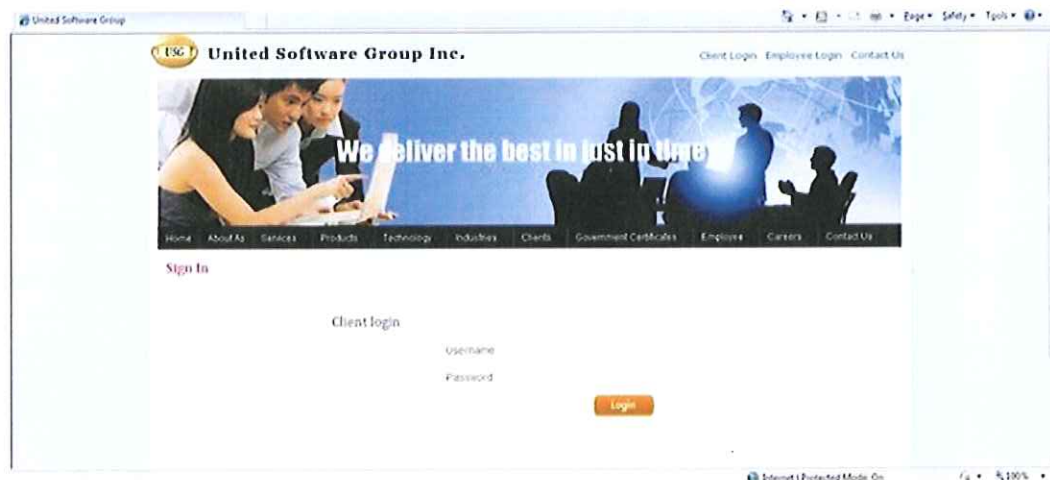
2.4.4.4.6 Each request for service should be assigned a tracking number and include specific information related to the call. The successful vendor should provide a weekly log of trouble calls and the status of the resolution of each issue.

Vendor Response (Describe how you will meet the above goal)

USG shall track all help/service requests and/or system problems. USG shall demonstrate the ability to do the following:

- Log all calls received
- Track all calls throughout the process until the solution or information is relayed back to Workforce West Virginia
- Give every call a unique identification for tracking purposes
- Produce a report of all outstanding calls for service in a given time period
- Produce a report of all closed calls in a given time period
- Track all work requests, complaints, and informative calls
- Provide Workforce West Virginia a weekly log of trouble calls and status of resolution of each issue

USG will use the company web portal to document and report customer service requests. WV-BOR will be provided with a secure access to USG portal. A screen short of USG web portal client access is as below:



2.4.4.4.7 Provide Workforce West Virginia with a reporting mechanism to track the status of all open service calls. Calls should not be closed until the Workforce West Virginia Help Desk approves the resolution of the call.

Vendor Response (Describe how you will meet the above goal)

USG recognizes the importance of tracking customer service calls. Hence, a tracking sheet has been build into the USG portal under the client login tab, which provides detailed information on the Call tracking number, Description, Creation Date, Assigned To and Priority.

This tracking sheet is accessible to UC-BOR staff after they have successfully logged-on to the USG portal. The access control to close the call can be restricted to administrator in order to ensure that calls are not closed until Workforce West Virginia help desk approves the resolution of the call.

A screen shot of the Tracking sheet is attached below.

Open Service Calls				
UCBOR - Customer Service Call Report				
Call #	Description	Creation Date	Assigned To	Priority
BOR100786	Hearing Notice Generated	06/28/2010	John Smith	Urgent-Work Impacted
BOR100790	Claimant Issues	06/29/2010	Shawn Elway	Medium-Work Impacted
BOR100794	Employer Issues	06/30/2010	Jerry Rice	Urgent-Work Impacted
BOR100798	Hearing Notice Generated	06/30/2010	Shawn Elway	Urgent-Work Impacted
BOR100799	Hearing Notice Generated	07/01/2010	Jerry Rice	Urgent-Work Impacted
BOR100881	Appellant Issues	06/30/2010	Shawn Elway	Urgent-Work Impacted
BOR100882	Hearing Notice Generated	06/30/2010	Shawn Elway	Urgent-Work Impacted
BOR100886	Hearing Notice Generated	06/30/2010	Shawn Elway	Urgent-Work Impacted
BOR100888	Hearing Notice Generated	06/30/2010	Shawn Elway	Urgent-Work Impacted
BOR100894	Hearing Notice Generated	06/30/2010	Shawn Elway	Urgent-Work Impacted



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Attachment B

www.usgrpinc.com

Phone : (614) 791-3223 * Fax : (866) 764-1148 * eMail : anju@usgrpinc.com
Address : 555 Metro Place North, Suite 100, Dublin, OH - 43017



Mandatory Specification Checklist

		Yes	No
2.5.1	The proposed solution must be Microsoft Windows-based, and/or compatible with this operating system environment.	√	
2.5.2	The vendor shall describe, the server, network and workstation specifications required to support their system. The State of West Virginia intends to continue hosting and providing backup and disaster recovery services for the solution.	√	

2.6 Mandatory Deliverables: Vendor must comply with these mandatory requirements upon the successful installation of the system.

2.6.1	The vendor must notify the designated contact at Workforce West Virginia of a security breach incident within three (3) hours of first knowledge and must be checked to see if it complies with WV's Breach Law.	√	
2.6.2	The vendor must comply with applicable West Virginia statutes, rules and policies addressing personal data.	√	
2.6.3	The vendor shall provide that no data in its custody will be used for any circumstances other than those agreed to in the contract.	√	
2.6.4	The vendor shall ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code.	√	

Attachment B: Mandatory Specification Checklist

2.5.1 The proposed solution must be Microsoft Windows-based, and/or compatible with this operating system environment.

Vendor Response (Describe how the solution will meet this specification)

The Auto Scheduling System includes two independent browser-based applications hosted in Java EE (Enterprise Edition) Application Server containers such as JBoss and IBM WebSphere Application Server (WAS). Both JBoss and WAS can be installed on Microsoft Windows. The Java-based Auto Scheduling System and its hosting application server containers are platform independent and therefore are compatible with Microsoft Windows-based operating system environment. Auto Scheduling System is standard Web application compatible with major Web browsers such as Microsoft Internet Explorer and Mozilla FireFox. This browser-based application requires only minimum resources on Windows-based workstations without special configuration settings.

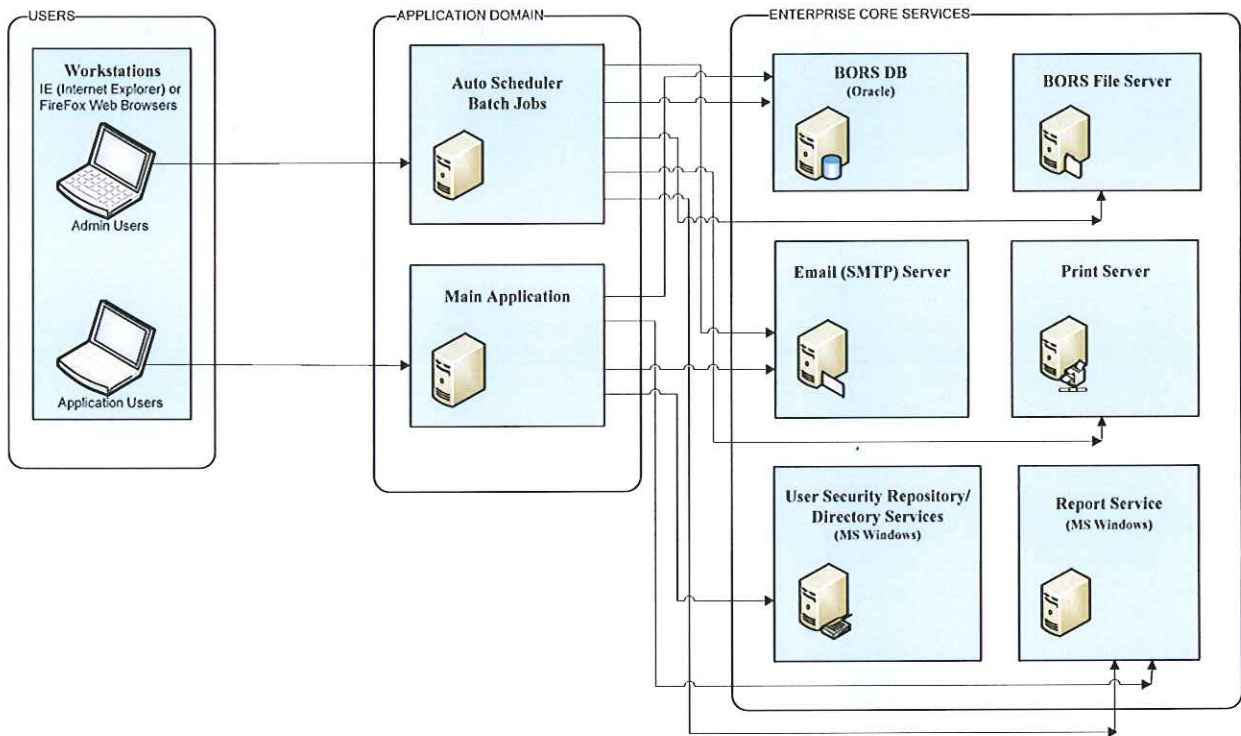
2.5.2 The vendor shall describe, the server, network and workstation specifications required to support their system. The State of West Virginia intends to continue hosting and providing backup and disaster recovery services for the solution.

Vendor Response (Provide the server, network and workstation specifications required to support the system)

As shown in the system diagram, the Auto Scheduling System is architected as an integrated multitier distributed enterprise system in an Ethernet-based Local Area Network (LAN). It relies on existing enterprise shared services such as Microsoft Active Directory (AD), Oracle Database Management System, email (SMTP) service, Reporting service such as Crystal Reports, Printing, and Network file service.

The application domain includes two independent browser-based applications: the Auto Scheduling System Batch Jobs with browser-based administrative console and the main application. The batch jobs administrative console is accessible to administrative users for managing the Auto Scheduling System batch jobs such as setting scheduling parameter, monitoring job status and invoking batch jobs on the fly when necessary. The Auto Scheduling System batch jobs can be scheduled to run automatically according to a pre-defined schedule. They can also be invoked manually from its Web interface at any time. The Auto Scheduling System batch process uses case information and ALJ and BOR members' profile information stored in the BORS database to schedule cases for ALJ and BOR members. The main web application can be accessed by UC-BOR users including ALJ and BOR members and other types of users to view hearing schedules and reports. It can also be used for managing the ALJ and BOR member profiles. This distributed system will be hosted by the State of West Virginia, which also provides backup and disaster recovery services for this solution.

Auto Scheduling System – Physical Overview



2.6 Mandatory Deliverables: Vendor must comply with these mandatory requirements upon the successful installation of the system.

2.6.1 The vendor must notify the designated contact at Workforce West Virginia of a security breach incident within three (3) hours of first knowledge and must be checked to see if it complies with WV's Breach Law.

Vendor Response (Describe how you will comply with the above mandatory)

Upon discovery of a security breach of Confidential Information, USG shall notify Workforce West Virginia within three (3) hours of first knowledge immediately by telephone call plus e-mail or fax of any suspected security incident, intrusion or unauthorized use or disclosure of Confidential Information.

USG shall immediately investigate such actual or suspected Security Incident, Breach, or unauthorized use or disclosure of Confidential Information and notify Workforce West Virginia of the following:

- (a) What data elements were involved and the extent of the data involved in the Breach
- (b) The identity of the unauthorized persons known or reasonably believed to have improperly used or disclosed Confidential Information
- (c) A description of where the Confidential Information is believed to have been improperly transmitted, sent, or utilized
- (d) A description of the probable causes of the improper use or disclosure
- (e) Whether any Federal or State laws requiring individual notifications of Breaches are triggered.

USG will work with Workforce West Virginia to determine additional specific actions that will be required for mitigation of the Breach.

2.6.2 The vendor must comply with applicable West Virginia statutes, rules and policies addressing personal data.

Vendor Response (Describe how you will comply with the above mandatory)

USG shall provide evidence of adequate background checks for individuals who are entrusted by it to work with State of West Virginia's information systems.

USG shall have comprehensive policies and practices to adequately safeguard West Virginia's personal data, and shall clearly identify the sensitivity of the information by documenting in writing. USG's policy shall articulate all safeguards in place for the State information, including provisions for destruction of all data, including backup copies of the data, at the end of its legitimate need to possess the data. USG will contact the Privacy Officer of Workforce West Virginia to obtain related privacy policies, procedures and rules. USG's policies will be drafted taking into account all applicable West Virginia statutes, rules and policies addressing personal data.

2.6.3 The vendor shall provide that no data in its custody will be used for any circumstances other than those agreed to in the contract.

Vendor Response (Describe how you will comply with the above mandatory)

USG will adhere to industry standard best practices in the management of data collected by, or on behalf of, the State. Confidential Information shall only be used or disclosed for the purposes designated in the underlying contract and at no time shall it be disclosed or used for a personal, non-work or non-contract related reason, unless specifically authorized in writing by Workforce West Virginia.

In all circumstances, USG shall have no ownership rights or interests in any data or information, including Confidential Information. In no circumstance shall USG use Confidential Information, or data, in any way detrimental to Workforce West Virginia or to any individual whose records reside in its control.

2.6.4 The vendor shall ensure that the original software, source code, object code, and all modifications, throughout the life of any agreement resulting from the release of this RFP, will be held in escrow, to be released to the agency upon termination of said agreement. It is further understood that the State will retain a perpetual license to the object code.

Vendor Response (Describe how you will comply with the above mandatory)

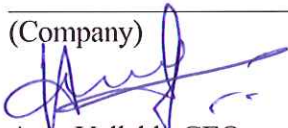
USG shall have a documented policy where all State-owned media including the original software, source code, object code and all modifications will be held in escrow and returned to the State when no longer legitimately needed by USG or upon termination of the agreement. All USG owned devices that contain or transport any State Confidential Information will be encrypted using the AES algorithm, and an industry standard methodology. This includes desktop and laptop computers, personal digital assistants, smart phones, thumb or flash-type drives, CDs, diskettes, backup tapes, etc. USG's policy shall also ensure that the State retains a perpetual license to the object code.

By Signing and dating below the vendor agrees to provide the mandatory deliverables specified in Section 2.6 after the implementation of the proposed solution.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

United Software Group, Inc.

(Company)


Anju Vallabh, CEO

(Representative Name, Title)

(614)-886-2345 / (866)-764-1148

(Contact Phone/Fax Number)

August 02, 2011

(Date)



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Attachment C

(Please refer to the separate sealed envelope)

www.usgrpinc.com

Phone : (614) 791-3223 * Fax : (866) 764-1148 * eMail : anju@usgrpinc.com
Address : 555 Metro Place North, Suite 100, Dublin, OH - 43017



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Purchasing Affidavit

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Address : 555 Metro Place North, Suite 100, Dublin, OH - 43017

RFQ No. WWW11876STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATUREVendor's Name: UNITED SOFTWARE GROUP INCAuthorized Signature: [Signature] Date: 7/27/2011
(ANJU VALLABHANENI)State of OHIOCounty of FRANKLIN, to-wit:Taken, subscribed, and sworn to before me this 27 day of JULY, 2011.My Commission expires 6/28, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Mary Ann Ellis
Notary Public, State of Ohio
My Commission Expires 06-28-2014



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Vendor Preference Certificate

www.usgrpinc.com

Phone : (614) 791-3223 * Fax : (866) 764-1148 * eMail : anju@usgrpinc.com
Address : 555 Metro Place North, Suite 100, Dublin, OH - 43017

Rev. 09/08

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: UNITED SOFTWARE GROUP INC Signed: [Signature]
 Date: 7/27/2011 Title: CEO

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.