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State of West Virginia
Department of Health and Human Resou
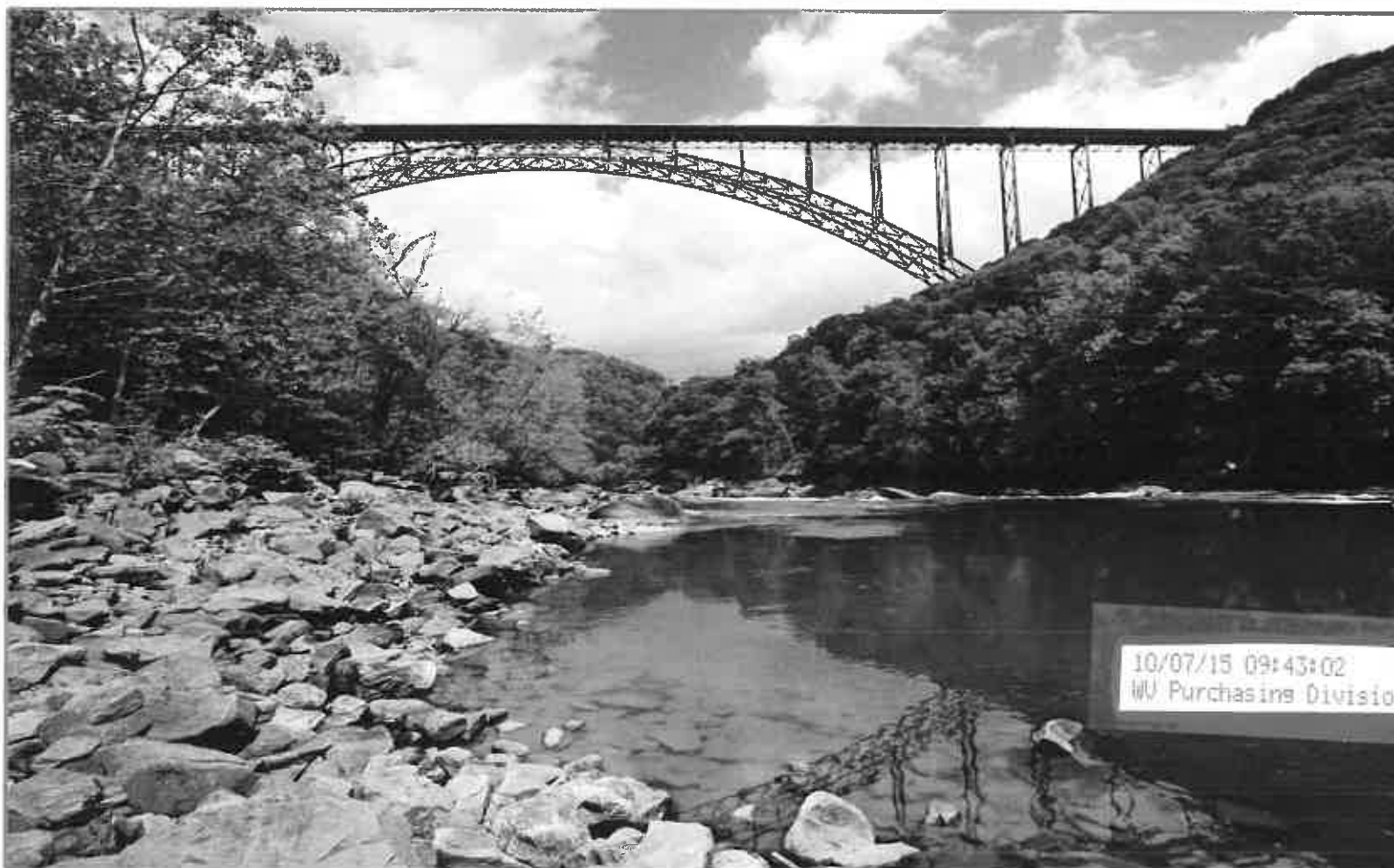
Solicitation No.: CRFP 0511 HHR1600000001   October 8, 2015
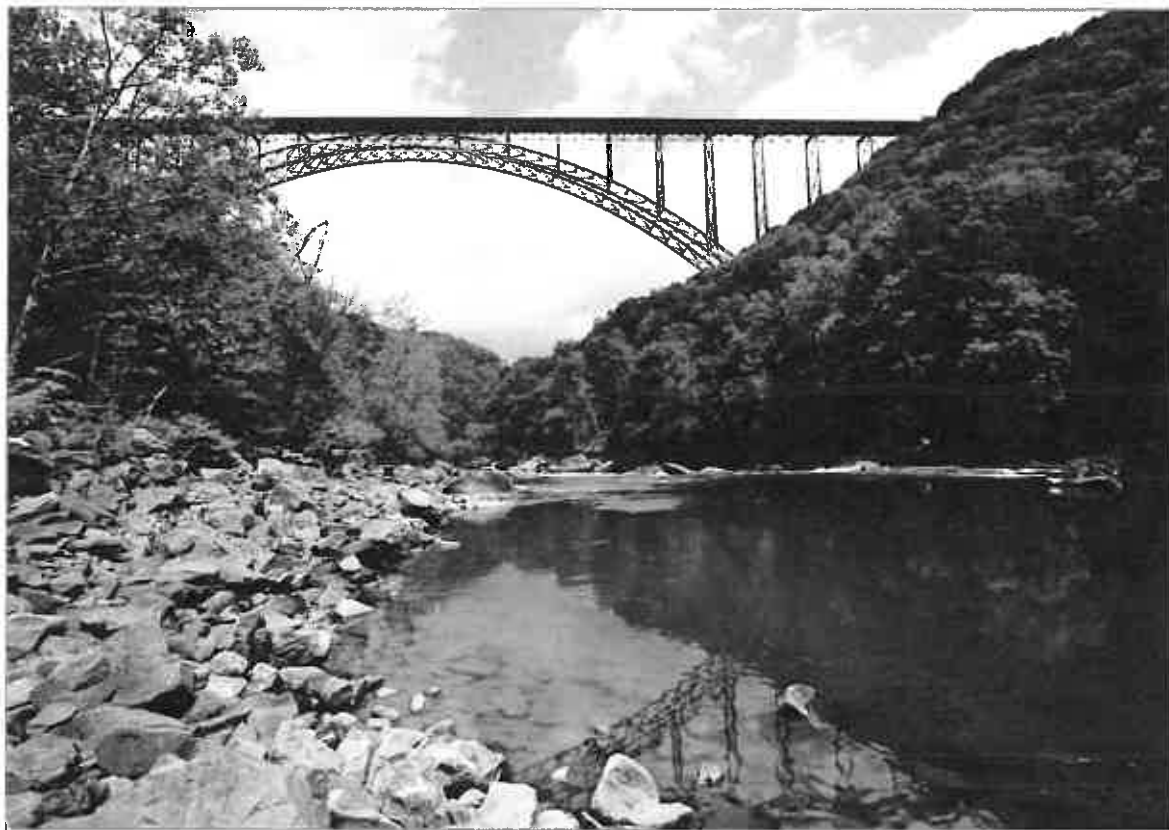Title IV-A Software Maintenance and Modifications (RAPIDS)

Technical Proposal   **Original**

OPTUM

A Proposal for the

State of West Virginia
Department of Health and Human Resources

Solicitation No.: CRFP 0511 HHR1600000001

Title IV-A Software Maintenance and Modifications (RAPIDS)

Technical Proposal

October 8, 2015

Mr. Robert P Kilpatrick, Senior Buyer
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

RE: Management Information Services – RAPIDS Project

Dear Mr. Kilpatrick:

Optum has been providing Maintenance and Operations (M&O) outsourcing services in complex health and human services environments for more than a decade. Our M&O services are a core competency within in our broader portfolio of Information Technology capabilities for our government clients. As a core element in our portfolio, our M&O services are fully supported by ongoing internal investments and a commitment in providing the highest level of M&O capabilities to our clients.

Optum is a $50 billion company with more than 85,000 employees providing health and human services solutions that are used by more than 40 states and the District of Columbia. Our expertise includes system integration, M&O, and care management specific to health and human services environments. We have more than 2,000 Optum employees providing M&O services for our government customers on a variety of Information Technology (IT) platforms. Our most recent successes include seamless M&O takeovers for three state-based health insurance exchanges that were experiencing critical system challenges during the highly visible ACA open enrollment period. These successes are highlighted in the references we are providing.

For more than 15 years Optum, through the Lewin Group, has been providing DHHR health care expertise in managing West Virginia's Medicaid program. We are also nationally recognized for Health and Human Services (HHS) policy and program management. Our track record via the Lewin Group demonstrates long-term commitment to West Virginia.

Our M&O outsourcing and optimization team has notable achievements including:

- Achieving 99.94 percent system availability over multiple years across 650 of our client's most critical applications

- Delivering successful M&O support for 10 years, for mission critical systems for the nation's largest health care organization

- Generating savings of over $400 million through M&O efficiencies over the past 10 years

- Achieving seamless M&O takeover for three state-based health insurance exchanges that were experiencing high system instability during the first critical and highly visible ACA open enrollment period

- Maintaining best practices that exceed ITIL standards, while still allowing for flexibility to meet our client's business needs

Our M&O approach supports continuous business change and end user evolution while adhering to project budgets. Our M&O framework focuses on managing changing systems, data, supporting users, and staying current on state and federal program changes that may affect systems, data and the end user. This competency is why Optum provides best value to DHHR.

Throughout the remainder of our proposal response, we discuss how Optum will deliver best value M&O services to DHHR. Using relevant examples we show how our M&O approach and service framework helps align our capabilities with the specific DHHR M&O services that our local team is prepared to deliver on day one of the contract.

Sincerely,

Paul Miller

Executive Vice President, Finance

Optum

Title Page

RFP Subject

Title IV-A Software Maintenance and Modifications (RAPIDS)

RFP Number

CRFP 0511 HHR1600000001

Vendor's Name

OptumInsight, Inc.

Business Address

701 Pennsylvania Avenue

Washington, DC, 20004

Telephone Number

(770) 329-8101

Fax Number

(202) 383-6412

Contact Person

David Smith

E-mail Address

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_____

Vendor Signature

October 8, 2015

Date

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Attachment A: Vendor Response Sheet

Provide a response regarding the following: firm and staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan; descriptions of past projects completed entailing 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.

3.1. Corporate Qualifications and Experience

Optum brings a decade of Maintenance and Operations (M&O) experience and health and human services expertise in our proposal for Department of Health and Human Resources (DHHR). In addition, our work in 40 states enables us to deliver world-class service and support for the remaining years of the RAPIDS system.

We will demonstrate how our M&O approach and our service framework align with the specific RAPIDS M&O service requirements. Our team is ready to deliver on day one of the contract. Optum provides best value to DHHR for the following reasons:

3.1.1. Maintenance and Operations – An Optum Core Competency

Optum has over 2,000 employees currently providing M&O services for 650 critical applications on a variety of Information Technology (IT) platforms. We have built an extensive body of health and human services system knowledge and have created the necessary supporting methodologies, reports and SLA expectations. Our library of M&O documentation includes staffing plans, data management, enhanced security of health and human services data, user support systems, and processes for infrastructure/application assessments as well as others

Our Strengths

✓ 2,000+ employees delivering M&O services, supporting 650 of our customers' most critical applications

✓ Ten years of successful M&O support delivery for mission critical systems supporting the nation's largest health care organization

✓ Successful M&O takeover for three state health insurance exchanges during the first ACA open enrollment period

✓ Achieved consistent M&O cost reductions over time for our customers

✓ Best practices that exceed ITIL standards, while still allowing flexibility to meet client business needs

✓ Long-term commitment to DHHR based on our 15-year relationship through the Lewin Group

Our best practices exceed the ITIL standards in areas such as incident prevention, problem ticket accountability, change management and availability management. Through years of M&O experience, we built additional capabilities for our customers including peak season readiness, release entry framework, migrations to new systems and platforms, system operating controls, maturity model/application cost analysis, and metrics that matter for system performance and federal reporting.

3.1.2. Superior Service and Uptime

Optum's M&O services support model has evolved over 10 years, which we have continuously enhanced with best practices from other State M&O projects. Our proactive and preventive processes are optimized to provide stability to your platform and help you increase your service levels while decreasing your total cost of ownership.

- Achieving 99.94 percent system availability exceeding industry standards over multiple years across 650 of our client's most critical applications

- Reduction of new incidents by 10 percent year-over-year

- Highly consistent performance for large mission critical systems for Optum customers despite very large change requests and requirements

3.1.3. On-Time, On-Budget Delivery for State Clients

Optum has consistently delivered in a range of State projects where we gained experience highly relevant to the requirements of this RFP. In all the examples below, we met all our delivery obligations to our State clients:

- **M&O experience with State eligibility systems:** Optum became a trusted advisor to States and healthcare.gov when they experienced high system instability during the first critical and highly visible Affordable Care Act (ACA) open enrollment period. We completed seamless M&O takeover and stabilized performance for three State eligibility systems in 2014. We rigorously implemented our M&O methodology in very short timeframes to enable these States to quickly resume enrolling consumers in programs.

- **Business intelligence solutions for health and human services (HHS) programs:** For over 20 years, we have been providing integrated HHS business intelligence and data warehousing solutions to state governments. We know the value to a state HHS agency of an integrated program that provides a holistic view of individuals and families. Understanding the integration of Medicaid, public health, and human services into a data warehouse provides us with unique insights at the data level. This includes what data elements from transactional systems are meaningful for effective program management and outcomes.

- **Strategic partnership with West Virginia through the Lewin Group:** Optum's affiliate, the Lewin Group has been a partner to the State for over 15 years, supporting management of the Medicaid managed care program. This relationship enhances our understanding of your program needs and demonstrates our long-term commitment to West Virginia.

3.1.4. Optum Best Value Approach to M&O Services

As a national leader in health care technology with more than 10 years of relevant experience in providing M&O services for government systems, we will work closely with DHHR to achieve the goals of this project. Using our proven M&O methodologies, we have generated significant savings for our clients through tuning efficiencies over the past 10+ years. We consistently reduce these costs over the life of our projects our clients, and will strive to achieve the same for DHHR.

Our support activities are developed and organized in a manner that focuses on managing ever-changing data, supporting continuous user growth, and staying current on state and federal program changes that may affect both the data and the end user. In doing so, we maintain and improve system performance while looking for efficiencies to reduce overall costs. This is the fundamental reason that Optum provides best value to DHHR.

Optum has both the understanding and experience with West Virginia specific data, systems, and business users to maintain RAPIDS for the remaining system life. Optum offers the best value for DHHR, and we look forward to continuing our long and successful working relationship.

3.1.5. Firm History

> The Agency requests that the vendor provide the following information.

> a. **Change in ownership** within the previous five years;
>
> b. Current office headquarters;
>
> c. **Background** of the parent and/or subsidiary company, its size, lines of business, and personnel and technical resources;
>
> d. Date established;
>
> e. **Primary business;**
>
> f. **Total number of employees;**
>
> g. **Number of individuals involved in human services** computer systems maintenance, transfer, and development; and
>
> h. **Litigations and Claims** made against professional liability insurance (pending or settled) or the collection of performance bonds which have occurred within the past three years.

Change in Ownership

The Vendor/Bidding entity, OptumInsight, Inc. ("Optum") has not had any changes in ownership during the past five years.

Current Office Headquarters

Our corporate headquarters are located at 11000 Optum Circle, Eden Prairie, Minnesota.

Background

Our ultimate parent company is UnitedHealth Group, Incorporated, a publicly traded Minnesota (U.S.) corporation, with shares listed on the New York Stock Exchange (NYSE:UNH). UnitedHealth Group is not an insurer. As shown in Figure 3-1, our operations are completely separate from the health care insurance business provided through UnitedHealthcare.

Figure 3-1: *UnitedHealth Group's Two Lines of Business.* UnitedHealth Group has two distinct lines of business that work separately to help improve the health care system.

UNITEDHEALTH GROUP*

Named World's Most Admired Company
by *Fortune* in 2011–2014

Ranked 14th
of the Fortune 500

$130.5B
FY14 revenue

Health Benefits

UnitedHealthcare

Helping people live healthier lives

Health Services

OPTUM

Helping to make the health system work better for everyone

$50B+ FY 15E revenue   85,000+ Employees

At Optum, our mission is to help make the health system work better for everyone. We began more than 20 years ago with individual, specialized business units offering targeted health care services, technology tools, and data analytics. Over the years, we became a single, integrated company focused on solving the biggest and the most complex challenges facing health care.

Today, our employees connect and serve the entire health system: Those who provide care, those who pay for care, and most importantly, those who need care. Our scale and impact is broad and continues to grow. Every day, we turn health data into insight to power our customers' decisions and improve the millions of lives they touch. In 2014, we engaged in more than 75 million interactions with more than 40 million individuals about their health choices. Figure 3-2 shows the customers we serve in the health care system.

Figure 3-2: *Optum Customers.* Optum serves the entire health care system: those who need care, those who provide care, and those who pay for care.

1. People
Unmatched health care expertise
80,000 professionals

4. Action
Scale to mobilize and achieve results globally

Powering Modern Healthcare

2. Technology
Comprehensive solutions
System-wide scale serving the unique needs of health care

3. Data
Insights that drive decision
Two decades of longitudinal data

Helping:

30 million people get the medicines they need

1 million people receive home visits to guide them to the right care

40 states expand coverage and make the most of their budgets

3 million people utilize health savings accounts

25 million people receive services in international markets

18 federal agencies deliver technology enabled health care

Process 500k documents per day by computer-assisted coding

50% of Fortune 500 companies increase employee wellness

2 million people access care at local care delivery clinics

Tens of thousands of physicians leverage our data platform to provide smarter care

Our 40 state government clients include direct relationships with Medicaid and HHS agencies. It also includes indirect relationships with managed care organizations that provide services to Medicaid and Medicare beneficiaries. Our comprehensive capabilities for government include:

- Technology and operations to maintain and modernize infrastructure
- Analytic services to manage programs and improve outcomes
- Care delivery and management services to support new delivery models.

Date Established

Optum was incorporated in the state of Delaware, October 13, 1993, and is authorized to conduct business in all 50 states.

Primary Business

Optum encompasses health and human services, technology and data analytics, and pharmacy benefit management. We have a comprehensive portfolio of products and services, enabling us to serve government, commercial payers, providers, and consumers while driving improvements for the broader health and human services system.

Optum focuses on population health management, care delivery, and improving the clinical and operating elements of the entire health care system. Optum has offices around the world, including North America, South America, Europe, Asia Pacific, and the Middle East.

Total Number of Employees

With a combined workforce of over 85,000 people, Optum serves the entire health and human services ecosystem.

Number of Individuals Involved in Human Services Computer Systems Maintenance, Transfer, and Development

Optum has more than 12,000 technology professionals. Over 2,000 of those professionals have skills sets relevant to the ones being asked for in this RFP.

Litigations and Claims

Claims have been made against our corporate insurance policies. Specific details regarding these claims are considered confidential. A summary of material litigation is provided within our quarterly financial statements. Optum has not had a claim made against any of our performance bonds.

3.1.6. Corporate Experience

The vendor should provide credible, detailed evidence of four projects which used its related experience and capabilities in implementing and maintaining web-based enhancements to other IV-A systems, as well as data warehousing, Enterprise Service Bus (ESB), Business Rules Engine (BRE) and Master Data Management (MDM) experience. Of these four references, three (3) should be current customers and one should be a former customer. The Agency is not interested in a voluminous description. A concise, but thorough, description of relevant experience is required. Descriptions should also include the size and complexity of the systems the vendor designed, implemented, or for which it provided ongoing support, including the number of screens and reports, total number of programs and lines of code, transaction volume, system response times, etc. The description should also include project manager name and contact information.

As previously mentioned, we have over 2,000 employees providing M&O services on a variety of Information Technology (IT) platforms. These platforms include multiple technologies such as web based enhancements, Integrated Eligibility for TANF, SNAP, Medicaid and other programs, data warehouses, ESBs, Business Rules Engines and Master Data Management components.

Our four evidence projects include a variety of M&O takeovers that were all done with very tight timeframes and high local and national visibility. All of these projects had a requirement for data management.

- For Maryland Health Benefit Exchange, we took over an existing Business Rules Engine (Curam) and ESB (EXACT), successfully completed the integration of these existing components and established M&O procedures for ongoing management.

- For Vermont Health Connect, Optum assumed M&O for their Exchange, which enabled Vermont Health Connect (VHC) to meet CMS security requirements and re-open the VHC website by the November 15, 2014 open enrollment start date. For VHC, Optum assumed management and operation of the Oracle ESB, Oracle Policy Automation (OPA) Business Rules Engine, and Oracle Identity Management.

- In Massachusetts, we assumed M&O of the existing website and technology framework, which included a Fuse ESB. We are leveraging the Drools business rules engine for the Health Connector.

- For HHS and CMS, Optum is the Prime contractor for the Federal Data Hub managing data transactions and multiple technologies to manage the national service bus. In 2013,

Optum was selected to provide website enhancements for healthcare.gov. We leveraged Oracle Identity Management as the identity management component of healthcare.gov. Following the short-term assignment as General Contractor, Optum was awarded additional work to be the Senior Advisor for healthcare.gov.

Additionally, our business intelligence and data warehousing solution for Medicaid, public health, and human services programs in over a dozen states has given us an in-depth understanding of these programs and the way they interrelate. We know the value to a state HHS agency of an integrated program that provides a holistic view of individuals and families. This is our approach to designing, developing, implementing and maintaining an integrated HHS solution.

Health and Human Service System Support Expertise

Optum has successful experience with very large, complex, highly visible, HHS technology projects. Often these engagements had very strict deadlines and zero tolerance for error. Our experience is on a national scale – we have been recognized for our unique ability to manage very complex implementations while focusing on the operational, business, and customer impacts of the new technology. Because our company's primary focus is health and human services program integration, we have the expertise and insight to address your program concerns of today and the vision to help you anticipate the challenges of tomorrow.

Optum and our affiliates serve the entire HHS and IV-A spectrum. This includes 16 million individuals insured through Medicaid and the Children's Health Insurance Program (CHIP). We work with Medicaid health plans in 26 states to provide integrated behavioral health benefits and services. These integrated programs cover clients in Temporary Assistance for Needy Families (TANF), CHIP, Aged, Blind and Disabled (ABD), Long Term Care (LTC), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and Dual Eligible (Medicare-Medicaid enrollees) Plans.

Today, our government customers use our solutions to manage, monitor, measure, and improve their Medicaid, public health, and human services programs and operations. We have worked closely with the states to deliver remarkable financial results and outcome-based improvements. Our state customers have realized many of these savings by leveraging their solutions to improve program efficiency and flexibility; reduce program fraud, waste, and abuse; and improve the health of their citizens.

We are also the network administrator for human services programs in the State of Idaho and Pierce County, Washington. We understand how to build systems to effectively determine eligibility, support programs, and serve individuals and families.

Data Warehouse and Master Data Management Experience

Optum is a significant provider of data warehouse solutions to over a dozen state government clients. We have delivered these engagements on time and within budget for our clients. Many use similar technologies as DHHR. We use Oracle and Cognos as part of our solution in over a dozen states, including Arkansas and New Jersey. We know the social programs from a domain perspective; have access to policy expertise from our affiliate - the Lewin Group; and have significant systems integration experience working on highly complex health care projects. This makes us confident of our ability to successfully assist West Virginia with an integrated eligibility solution.

Understanding the integration of many different HHS programs into a data warehouse provides us with unique insights at the data level. This includes what data elements from transactional systems are meaningful for effective program management and outcomes.

In addition, the task of Master Data Management (MDM) is very important to our work in state enterprise data warehouses. Any single individual can be identified across their enrollment in any plan or program. In other words, the harmonization of an individual identifier across all source systems supports recognition of people who have different identifiers on different source systems. They can be recognized and tracked at the unique individual level, not as separate people on separate systems.

We have achieved this in states including Michigan and New Jersey, and have greatly simplified the cross-program analysis work in those states. In fact, we built the State of Michigan's Unique Client Identifier (UCI) using the Fellegi-Sunter algorithm before MDM solutions were commercially available. In 2013, we migrated the Michigan data warehouse UCI over to the IBM Initiate platform. We can effectively support your MDM effort and add value based on our experience.

Enterprise Service Bus Experience

In Maryland, EXACT was the custom developed ESB. The purpose was to connect both COTS products, CURAM and Connecture, as well as to make calls out for internal and external web service verification calls. We made sure it all service calls went out and applied updates as needed. The Vermont Health Connect utilized the Oracle Service Bus to broker calls between COTS product OneGate, Siebel, external verification services and internal Financial, Legacy System ACCESS and Enrollment Systems. The Massachusetts Health Connector utilizes Fuse ESB to perform plan loading and broker calls to the Federal Data Service Hub (FDSH) for citizen verification.

We are responsible for delivering and verifying the service calls. For healthcare.gov, an Optum group, QSSI, developed the Federal Data Service Hub (FDSH) to broker calls out to external government agencies. The four critical agency calls were to the Internal Revenue Service, Social Security Administration, Department of Homeland Security and Experian. The FDSH is used by States who need verification for their citizens.

Business Rules Engine Experience

Key applications we support together execute 50,000 to 55,000 rules each day. This includes successfully moving Medicaid business/processing membership rules of legacy platforms including COBOL.

Other functional areas where we have completed complex rules migration include Appeals and Grievances, Behavioral Health, Clinical, Compliance, Encounters, Enrollment/Eligibility, Finance, Fraud, Waste and Abuse, Human Capital, Legal, Medical Home/Health, Member Experience, Network, Payment Models/Incentives, Pharmacy and Prior Authorizations.

Some of our large rules migration projects include:

- Migrating Medicaid rules from the Commonwealth of Massachusetts' legacy Medicaid application into the vendor application that Optum used to replace Massachusetts' exchange system. Optum was the System Integrator for this effort and drove the execution of rules requirement gathering, analysis, extracting and testing phases.

- Optum is the lead systems integrator for the State of Vermont's exchange, the Vermont Health Connect (VHC). Optum is driving VHC's Change of Circumstance Business Process that updates account information and triggers a re-determination of eligibility for Medicaid/CHIP or a re-determination of the Subsidy. The Change of Circumstance process allows Individuals to report a change, re-determines their eligibility for QHP or Medicaid/CHIP and recalculates subsidy.

Our other Business Rules Engine experience includes IBM's Operational Decision Manager (ODM) (formerly known as iLog or JRules). ODM is used extensively in many of our Optum commercial products. Over 10 Optum commercial products (e.g. Claims Editing System, Contract Manager, Prospective Fraud, etc.) leverage ODM. We have trained Pega experts and developers in providing a consistent understanding and appropriate usage of Pega technologies.

Maintenance and Operations Competency

Optum has more than 2,000 employees currently providing M&O services for 650 critical applications on a variety of Information Technology (IT) platforms. We currently lead M&O for eligibility systems for the Commonwealth of Massachusetts and the State of Vermont.

We have built an extensive body of health and human services system knowledge and have created the necessary supporting methodologies, reports and SLA expectations. Our library of M&O documentation includes staffing plans, data management, enhanced security of health and human services data, user support systems, and processes for infrastructure/application assessments as well as others.

Our best practices exceed the ITIL standards in areas such as incident prevention, problem ticket accountability, change management and availability management. Through years of M&O experience, we built additional capabilities for our customers including peak season readiness, release entry framework, system operating controls, maturity model/application cost analysis, and metrics that matter for system performance and federal reporting.

Figure 3-3 shows the M&O capabilities and some of our documented M&O experience we will bring to the RAPIDS project.

Figure 3-3: *Optum M&O Services.* Optum offers the resources, scalability and scope of services required to effectively support the RAPIDS project.

Demographics
- 2200+ Application M&O workforce
- 24x7x365 SLA-based support
- Four countries, 65 locations
- Diverse workforce

Processing scale
- 1B claims processed per year
- 84,000+ batch jobs each day
- 1,500+ URLs/websites
- 30,000 concurrent users with sub-second responses
- 1B mainframe CICS transactions per day
- 120,000 incoming calls/day

Platforms
- Claims processing
- Clinical systems
- Provider systems
- Customer service systems
- Eligibility Determination
- Web portals and sites
- Mobile applications
- Knowledge bases and analytics applications

Technologies
- Mainframe technologies
- Microsoft technologies
- Java technologies, ESB
- Oracle products
- Data warehouse
- BRM Facets, Pega, Corticon
- Cloud services
- Client-Server technologies

- Application Maintenance consists of both operations and maintenance functions.
- The elements of operations conform to ITIL standards. The elements of maintenance are based on the IEEE Standard for Software Maintenance (IEEE Standard 1219-1993).
- Additional best practices and standards have evolved through more than 10 years of experience and augment the ITIL and IEEE standards.

OUR MISSION
- To proactively prevent incidents and outages and, if they occur, to minimize the impact to ALL our customers
- To leverage efficiencies on our services and use those efficiencies to improve availability and stability on all supported applications and to strengthen our relationships with our customers by focusing on metrics that matter to them

> *"Things are marvelously boring. A few minor issues were resolved quickly. Most notably, the teams are operating together as one – the State of Vermont, Optum, and subs. There is a confidence at VHC that has been absent for a long time."*
>
> *"The impact of a smooth renewal process cannot be overstated. For too long the project has been solely measured by the IT, and by that measure considered a failure instead of incomplete. Delivering the customer service that Vermonters deserve, while progressing on the IT in a way that doesn't affect them, is the key. Having Optum's IT and operational support has been a critical difference."*
>
> Lawrence Miller, Senior Advisor, Chief of Health Care Reform
>
> Office of the Governor, State of Vermont

Relevant Project Experience

We have successfully managed Maintenance and Operations (M&O) engagements of similar complexity with similar requirements as those stipulated in the RFP. The following projects demonstrate our extensive and successful experience in providing ongoing systems M&O for successful implementations of similar complexity to DHHR's RAPIDS project. These include three current customers and one former customer.

Current Customers

Project Title: Massachusetts Health Connector	
Client's Organization:	Commonwealth of Massachusetts, Massachusetts Health Connector
Project Manager Name: **Phone Number:** **Email Address:**	Lenny Driscoll (781) 716-5612 Lenny.driscoll@optum.com

	The Massachusetts Health Connector engaged Optum to provide Maintenance and Operations (M&O) and technology support beginning in January 2014. In March 2014, the Commonwealth of Massachusetts decided to replace CGI with Optum as the primary systems integrator. Objectives included:
	
	• Operations and technology assessment
	• Short and long term technology solution options
	• Technology and operations transition management
	• Vendor management
	• Technology, resource, and management support for manual workarounds
	• Supporting the overall system integration, project management, policy consulting, and on-going development and support of the health insurance exchange (HIX) solution
	
	The Massachusetts Health Connector engaged Optum to provide technology services, including:
	
	• Assessment
	  – Completed initial assessments of the Connector's IT and operations performance, solution, program processes, and operations
	  – Assessed long-term options, resulting in CMS approval of a two part strategy—creating a new state-based exchange while concurrently preparing for migration to the FFM as a contingency

Project Title: Massachusetts Health Connector	
	strategy
	● Maintenance and Operations (M&O)
	– Led activities for the Connector including but not limited to: Application maintenance and enhancement services, incident management, program management, quality management, change management, release management, event management, capacity management, availability management, knowledge management, master data management, and access integration services
	– Reduced vulnerability of the systems and data by implementing best practices
	– Assumed maintenance and operations of the existing website and technology framework which included a Fuse ESB and Drools Business Rules Engine
	● Exchange Solution Development
	– Replaced CGI as the prime systems integrator
	– Implemented new solution to support the exchange marketplace in less than six months
	– Implemented the rules engine for the individual marketplace supporting both QHP and Medicaid enrollments including MassHealth specific eligibility rules ahead of schedule
	● Hosting
	– Hosted the Connector solution on the Optum Cloud, a highly scalable and flexible Web environment that meets CMS, IRS and state security requirements for protecting consumer information
	Supported 334,108 unique visitors to the Connector's website in the first full week of Optum Cloud operations, meeting all website performance standards
Description of the Work:	Optum provided a rapid, comprehensive technical assessment and proposed recommendations for improvement to the Massachusetts Health Connector. We assisted with obtaining CMS approval of a dual track, new state-based exchange and potential transition to the FFM as a contingency plan. Optum was named the systems integrator to completely rebuild another vendor's HIX system. We integrated the Medicaid and HIX eligibility intake and determinations, and resolved challenges and risks that surfaced during the 2014 open enrollment.
	● Assessment and Remediation
	– Conducted a technical assessment of the initial HIX/Medicaid solution (legacy MEP environment), program processes, and operations, and implemented immediate Massachusetts Operational Command Center (MOCC) with governance processes and 24/7 monitoring to address production stabilization
	– Employed an Emergency Operations team to complete enrollments by the open enrollment deadlines for 2014 and 2015
	– Completed a long-term options assessment, resulting in CMS

Project Title: Massachusetts Health Connector	
	approval of the state-based exchange and migration to FFM as a backup plan
	– Revamped all program and SDLC processes
	– Provided thought leadership and independent evaluation on technology solution options
	• Transition, Hosting and Building
	– Hosted legacy infrastructure operations during the transition phase while the new infrastructure was built
	– Provided break/fix support for production issues for users and contact center agents
	– Designed an end-to-end process to monitor and resolve escalated applications and applications requiring life-event changes
	– Conducted assessment of Health Connector and MassHealth operational readiness for the 2015 open enrollment; provided recommendations to improve areas at risk specific to the HIX environment hosted in Optum data centers
	– Built a technical team of ~300 people to handle the HIX platform build and implementation
	• Security
	– Worked alongside the Commonwealth's IT team to assist with HIX data security and their security services
	– Passed a comprehensive on-site review of the Optum Data and Operations Centers in Minnesota as part of the Commonwealth's Security Management Program team, which verified the strong technical and operational controls in place
Size and Complexity:	• Replaced the HIX solution in 6 months and launched the website for a successful 2015 open enrollment:
	– Received 57,208 unique website visits during open enrollment's "opening weekend"; resulting in ~13,700 accounts created, 8,336 applications submitted, and 12,000 consumers deemed eligible for coverage
	– Performed 24,132 – 73,396 eligibility system determinations each week, for a total of 536,719 determinations made for MassHealth or Health Connector plans
	– Enrolled ~15,033 consumers each week from 11/2014 – 2/2015, with the largest gain from 12/18/14 – 12/23/14 with 47,398 people enrolling
	– Marked the first time in Commonwealth health care reform history that consumers could use a "single front door" to find which programs they qualified for, and shop, select and pay for a health plan
	– Experienced 4,833,894 unique website visitors with 100% up-time
	• Hosted the Massachusetts Health Connector solution on the Optum Cloud, meeting CMS, IRS and state security requirements to protect consumer information

Project Title: Massachusetts Health Connector

	• Improved the online consumer experience (per 12/2014 data):
	– Browsed health plans anonymously – average of 8,556 anonymous browsers daily
	– Created a new account – 135,390 new accounts created
	– Compared plans, insurance premiums, co-pays, benefits, and other important details
	• Selected plans successfully and paid for premiums

Project Title: Vermont Health Connect

Client's Organization:	Vermont Health Connect
Project Manager Name: **Phone Number:** **Email Address:**	Bob Daub (952) 205-7191 Bob.daub@optum.com
Description of Related Experience:	VHC contracted with Optum in June 2014 for the following technology responsibilities: • Maintenance and Operations (M&O) – Led M&O activities for VHC including: application maintenance and enhancement services, incident management, program management, change management, release management, disaster recovery, event management, capacity management, availability management, knowledge management, service asset and configuration management, escalations, Siebel services, master data management and access integration services, identity and access management services, and enterprise content management services – Assumed management and operation of the Oracle ESB and Oracle Policy Automation (OPA) Business Rules Engine • Assessment – Partnered with VHC to complete Heath Insurance Exchange (HIX) reviews for: system code; transaction monitoring; system architecture; quality assurance; system integrator's plans; and capabilities for ongoing maintenance and operations – Reviewed program management and provided a recommended project plan for closing gaps, improving stability and availability, and disaster recovery improvement • Project Management – Delivered a project management team for oversight and support of IT development, testing, release management, training, documentation, contract compliance, invoice approval, and SLA monitoring metrics – Assessed current state of all deliverables – Managed vendor to enable service delivery according to planned timeframes and mitigated delays – Provided continuous process improvement

Project Title: Vermont Health Connect	
	• DDI – Planned system development activities, including improved system architecture, quality assurance, release management, M&O, and documentation • Integrated contact center operations delivery with Optum IT to leverage Siebel Optum performed a wide range of IT and operational support to the VHC. We assessed technology and operations of the original VHC contact center solution, and provided thought leadership for solutions to problem areas. In August 2014, VHC terminated its contract with CGI for DDI and M&O and named Optum as the prime systems integrator starting in October 2014. We assumed responsibility for all DDI and M&O activities and began implementing system and process improvements.

Description of the Work:	Optum provided a rapid, comprehensive technical assessment and proposed recommendations for improvement to VHC. We led the DDI for new system functionality, completing full system testing in only two months. We assisted VHC with remediating outstanding CMS security requirements in four weeks, enabling our customer to reconnect to the Federal Hub prior to 2015 open enrollment.
	
	• DDI
	
	   – Performed new system functionality for VHC: 1) remediated defects found during the system integration test and user acceptance test phases; 2) developed new system functionality with VHC; 3) planned, executed and managed implementation, including evaluation of the impact of planned deployments; 4) prepared user training plan and materials for cut-over activities; and 5) assisted and/or performed release management in packaging code for environment transfer
	
	• M&O
	
	   – Led ongoing M&O activities for VHC including: application maintenance and enhancement services, incident management, program management, change management, release management, disaster recovery, event management, capacity management, availability management, knowledge management, service asset and configuration management, escalations, Siebel services, master data management and access integration services, identity and access management services, and enterprise content management services
	
	• IT Security
	
	   – Implemented security services including: security testing, architectural consulting, remediation best practices, governance and reporting processes, and program and project management services

Size and Complexity:	• Led operations recovery assessment and provided findings to insurance commissioner and team • Replaced original prime systems integrator and led successful start and completion of the 2015 open enrollment period • Transitioned DDI activities successfully from CGI and implemented

Project Title: Vermont Health Connect	
	and tested new functionality for rapid production release
	• Enabled VHC to achieve system performance and enrollment goals quickly with best practices in program management, release management, and testing
	• Enrolled 87 consumers successfully on the first day of 2015 open enrollment, which was more people in one day than in the previous year's total from the start of 2014 open enrollment through January 2014
	• Provided rapid response security consulting, enabling VHC to meet CMS security requirements and re-open the VHC website by the November 15, 2014 open enrollment start date
	We increased contact center productivity tenfold, with throughput increasing from processing 50 service requests per day to over500 per day. We redesigned the Service Request (SR) process. We implemented processing targets for benefit program specialists who processed the SRs through the development and deployment of an error management report.
	Through our training program, we developed eight job aids and process flows for the 2015 renewal season. This allowed us to complete 28,748 renewals in 2014 and complete 92 percent of new cases (7,858) assigned after December 2014.
	We facilitated change of circumstance processing by placing 51,566 outbound calls, handled 22,426 inbound calls; our original commitment was 10,000 calls. We managed our productivity by developing productivity metrics by person that included special projects impact. This provided visibility whether agents were meeting, exceeding, or falling short of production targets (and allowed us to adjust our staffing accordingly to maintain the production targets). Our productivity goal was set at two changes of circumstances per day. We actually achieved an average of 2.75 per day throughout the project. Our quality goals were set at 90 percent. With implementation of our quality improvement plan, we exceeded those goals and achieved 91 percent quality rating.
	Statistics for Vermont:
	• 2,000 to 3,000 average inbound/outbound calls handled per month for Interim Change Processes (ICP), which include Change of Circumstance (COC) and life events
	• 3,000 to 5,000 average monthly data entry tasks
	• 3,000 to 5,000 average monthly application-like transactions for COCs and annual renewals

Project Title: CMS Center for Consumer Information and Insurance Oversight Data Services Hub project	
Client's Organization:	U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services
Project Manager Name:	Karlton Kim
Phone Number:	(410) 274-5835
Email Address:	Karlton.kim@optum.com

Project Title: CMS Center for Consumer Information and Insurance Oversight Data Services Hub project	
Description of Related Experience:	Optum is the prime contractor for the CMS Center for Consumer Information and Insurance Oversight (CCIIO) Data Services Hub project. The Data Services Hub is part of the Federal Exchange Processing System (FEPS) built to support the Patient Protection and Affordable Care Act (PPACA) mandate to provide a series of consumer choices and insurance competition through health benefit Exchanges. Exchange is state-based marketplaces that accepts applications and determine eligibility, as well as, participation and enrollment into affordable health insurance and insurance affordability programs.
Description of the Work:	In September 2011, Optum became the prime contractor for the CMS CCIIO Data Services Hub project. This is one of a number of important healthcare.Gov projects for Optum.
	In October 2013, Optum took responsibility for leading site improvements for healthcare.gov. The government turned to Optum based on our unique experience in data and technology, management of large, complex projects and successful implementation of the federal Data Services Hub. By December 1, 2013, healthcare.gov was a stable and robust site and supported more than 1.8 million daily users.
	Upon taking on the expanded role of general contractor, Optum immediately put in place a team of on-site technology and program management experts, prioritized a defined list of issues to be solved and established a rigorous management structure with real time, 24/7 decision making. Because of this work, performed in collaboration with CMS, healthcare.gov achieved substantially improved functionality, leading to improved customer experience and significant increases in online enrollments. Today, Optum continues to serve as senior advisor for future marketplace enhancements.
	Optum built the Data Services Hub to facilitate the routing of enrollment verification requests between the Federally Facilitated Exchange, State Based Exchanges, Medicaid/Children's Health Insurance Program agencies, and authoritative data sources (Federal agencies). The Data Services Hub also routes enrollment transactions from the FFE (including Small Business Health Options Program) to issuers.
	The Data Services Hub:
	Simplifies operations on all State Based Exchanges so they have one point to go through to interact with multiple Federal agencies including SSA, IRS, OMB, TRICARE, Homeland Security, Peace Corps, and Medicare
	Focal point for all issuers for the Federally Facilitated Exchange
	Provides standard interface and transaction set for all eligibility verification and enrollment transactions
Size and Complexity:	The Data Services Hub was built in accordance with CMS' Technical Reference Architecture (TRA) using the Agile development methodology. The Data Services Hub is a large-scale SOA implementation, designed and developed on the Software-as-a-Service (SaaS) – Platform-as-a-Service (PaaS) – Infrastructure-as-a-

Project Title: CMS Center for Consumer Information and Insurance Oversight Data Services Hub project	
	Service (IaaS) model. To deliver this solution, we developed detailed requirements in the form of user stories, and designed, built, and tested the Data Services Hub.
	By December 1, 2013, healthcare.gov was a stable, robust site for more than 1.8 million daily users. Average response time dropped to approximately half a second (compared to 8–20 seconds) and error rates consistently were well below one percent (compared to 6 percent).
	Original federal goal of seven million enrollments surpassed eight million by end of open enrollment.

Former Customer

Project Title: Maryland Health Benefit Exchange	
Client's Organization:	Maryland Health Benefit Exchange
Project Manager Name: Phone Number: Email Address:	Brian Wilbon (301) 977-7884 x584 Brian Wilbon (bwilbon@qssinc.com)

Description of Related Experience:	**Project Objectives:** The Maryland Health Benefit Exchange (MHBE) engaged Optum to provide operations and IT support beginning in December 2013. The IT-related responsibilities included:
	
	• Assessment
	  – Assessed current state of the Maryland Health Connection, including technical and business implementation, alternate resources, and system-related operations with recommendations to improve the end-to-end consumer experience
	  – Reviewed current architecture and code of all MHBE systems, and identified gaps with current implementation against required business needs and mandates
	  – Evaluated current environments, infrastructure components, performance, throughput, and system uptime, as well as crisis management, communications, root cause analysis for an event, and approach to triage, categorizing and prioritizing production events
	
	• Project Management
	  – Provided daily oversight and project management of the technical teams, including contractors and vendors, for adherence to scope, schedule and cost
	  – Facilitated collaboration and communication between the technical and operational teams
	  – Assisted MHBE in drafting documents and reports required for the management of the project, for the legislature, or for federal agencies

Project Title: Maryland Health Benefit Exchange	
	– Assisted with CMS gate reviews and sign-offs
	• Design, Development and Implementation (DDI)
	– Supported interface between the Maryland Health Connection and external systems, including enrollments and payments to issuers, eligibility verifications with the Federal Data Services Hub, and other local state sources
	– Established, implemented, and monitored effective processes and procedures for software development, implementation, operations and maintenance with MHBE and the prime integration contractor
	• Maintenance and Operations (M&O)
	– Provided analytic, management and outreach support to improve Issuer experience and relations
	– Provided in-depth data analysis and support data clean-ups as required
	– Aided MHBE in reviewing change requests for other existing IT contracts, including establishing cost reasonableness
	– Took over and managed an existing Business Rules Engine (Curam) and ESB (EXACT); successfully completed the integration of these existing components and established M&O procedures for ongoing management
	• Hosting
	– Hosted the exchange solution on the Optum Cloud, a highly scalable and flexible Web environment that meets CMS, IRS and state security requirements for protecting consumer information
	Optum provided overall leadership for system stabilization, new project/release management and testing processes. We performed a technical assessment of the initial system and evaluated potential options for supporting MHBE. Optum maintained system functionality and assisted with charting the course for the next Open Enrollment period. Optum oversaw data analytics and reporting to CMS and IRS, and provided overall leadership for system issues, operational support, and testing processes.
Description of the Work:	Optum was engaged to provide a technical assessment, fixes and recommendations for MHBE in December 2013 and became the prime contractor in February 2014. The IT support provided by Optum required an assessment of the existing IT solution, which resulted in a recommendation to transition to an alternative platform. Our evaluation of costs and risks for five scenarios specified by the State resulted in the State's selection of the Connecticut transfer solution for the 2015 open enrollment period. In February 2014, Optum replaced Noridian as the prime systems integrator and instituted leadership for system stabilization, DDI and M&O, new project/release management and testing processes, data analytics reporting/oversight, and operations. Key focus areas included eligibility analytics support, life events processing, verifications, and renewals support. MHBE requested that Optum takeover the full life events end-to-end processing operation as well.

Project Title: Maryland Health Benefit Exchange	
	Optum continued support for the MHBE, with emphasis on supporting the open enrollment period and maintaining necessary system functionality. Optum's renewal support activities tracked consumer renewals from the existing system to the new CT system, as well as consumers who are renewed without financial assistance.
Size and Complexity:	• Completed technical and process assessment with fixes and recommendations • Provided MHBE with short and long term IT solution options • Provided IT transition planning and complete IT vendor management • Conducted assessment and recommended transition to alternative platform • Provided staff, IT and management support for manual workarounds • Conducted policy analysis and consulting • Implemented new project/release management, and testing processes • Oversaw data analytics and reporting to CMS & IRS • Designed a process to execute change in circumstance changes that leverages the Optum contact center, the exchange call center, navigators and the Exchange's existing CRM system • Matched data identifiers manually, with 98,332 processed since 11/18/14 • Continued HBX EDI and carrier support with 180 errors processed (cumulative since 11/24/14) and 3,235 cancellations of passively renewed consumers processed (cumulative since 1/1/15) • Maintenance and operation of MHBE website

3.1.7. Company References

> The vendor should submit names, mailing addresses, email addresses, and current telephone numbers of individuals from at least three separate organizations who can be used as corporate references for work performed within the past five years in the area addressed by this RFP or closely related areas. These references should be able to provide information on overall performance, punctuality in submitting reports, staff competence, cooperation and communication with the contracting Agency, and reputation.

Optum is pleased to provide the following references who can attest to our capabilities to successfully provide operation and maintenance support to the DHHR RAPIDS project.

Project Title: Massachusetts Health Connector	
Client's Organization:	Massachusetts Health Connector
Client Reference	Louis Gutierrez
Title:	Executive Director, Mass Health Connector
Phone Number:	(617) 933-3060
Email Address:	Louis.gutierrez@state.ma.us
Contract Start and End Dates:	January 26, 2014 - current

Project Title: Vermont Health Connect	
Client's Organization:	Vermont Health Connect
Client Reference	Lawrence Miller
Title:	Chief, Health Care Reform
Phone Number:	(802) 989-0569
Email Address:	Lawrence.miller@st.vt.us
Contract Start and End Dates:	June 9, 2014 - current

Project Title: Maryland Health Benefit Exchange	
Client's Organization:	Maryland Health Benefit Exchange
Client Reference	Carolyn Quattrocki
Title:	MHBE Executive Director
Phone Number:	(410) 547-1270
Email Address:	Carolyn.quattrocki@maryland.gov
Contract Start and End Dates:	December 16, 2013 - June 16, 2015

3.2. Staff Qualifications and Experience

All key personnel must be assigned 100 percent (full-time) to the RAPIDS Maintenance Project and work on-site for the term of the contract unless noted otherwise. As with all personnel hired for the contract, the Agency will have approval over personnel assigned to the project. The vendor should notify the Agency one calendar month prior to replacing any key staff. The Agency will not prevent termination of employees by the vendor. However the Agency will have the right to approve replacements. If key personnel remain with the vendor but are not assigned to the RAPIDS Project after they are proposed, replacements must meet or exceed qualifications of the proposed staff. The state reserves right of refusal of any contractor staff.

Job descriptions for key staff are listed below. Vendor should provide resumes for the staff being recommended for these positions.

Staffing is an important aspect of any project, and having the right people with the right skills and appropriate background and experience for a position is critical. Optum is well aware of this fact, and we staff our projects with personnel who have displayed the aptitude and ability to successfully perform the roles for which they are being proposed. Optum understands, agrees, and will comply with the requirements for key personnel, including:

- All Optum key personnel will be assigned 100 percent (full-time) to the RAPIDS Maintenance Project and work on-site for the term of the contract unless noted otherwise.

- Department of Health and Human Resources (DHHR) will have approval over personnel assigned to the project.

- Optum will notify DHHR one calendar month prior to replacing any key staff.

- DHHR will not prevent termination of employees by Optum, but will have the right to approve replacements.

- If key personnel remain with Optum, but are not assigned to the RAPIDS Maintenance Project after they are proposed, replacements will meet or exceed qualifications of the proposed staff.

- The State reserves the right of refusal of any Optum staff.

In this section, we address the job descriptions for key staff as listed in the RFP, and we provide a brief biography for the staff being recommended for these positions. In Appendix 1, we provide resumes for each of our proposed staff.

The Optum team comprises individuals with deep knowledge in their respective areas of expertise. We have strong experience in HHS IT systems. Additionally, the team has a robust background in IT M&O delivery operations meeting the RFP requirements for resources. One of the advantages of Optum is our deep bench strength and over 2,000 IT professionals to support DHHR. Figure 3-4 provides a high-level summary of the RFP requirements for Automated IV-A system experience, Public Assistance Program experience, Education and summary of team's overall years of technical experience.

Figure 3-4: *Staffing Qualification Summary.* The Optum team meets or exceeds RFP qualifications.

	Automated Integrated Eligibility Systems		Public Assistance Program		Education		Technical Experience Summary	Meets RFP Criteria
	RFP	Optum Team	RFP	Optum Team	RFP	Optum Team	Optum Team	Optum Team
	Years of Experience		Years of Experience				Years of Experience	
On-Site Project Manager	5	5+			Bachelor Degree	Bachelor Degree	20+	✓
On-Site Deputy Project Manager	3	3+			Bachelor Degree	Master Degree	13+	✓
Application Manager					Bachelor Degree	Dual Master Degree	18+	✓
Technical Manager					Bachelor Degree	Bachelor Degree	12+	✓
Track Managers (7)	2	2+			Bachelor Degree	Bachelor – Master Degrees	7-15+	✓
DBA (2)					Bachelor Degree	Bachelor Degree	7-8+	✓

	Automated Integrated Eligibility Systems		Public Assistance Program		Education		Technical Experience Summary	Meets RFP Criteria
	RFP	Optum Team	RFP	Optum Team	RFP	Optum Team	Optum Team	Optum Team
	Years of Experience		Years of Experience				Years of Experience	
Web Application Server Admin			1	1+	2 yr. Post Secondary	Bachelor Degree	10	✓
Sr. Programmer: Mainframe (2)			3	3+	Bachelor Degree	Bachelor – Master Degrees	8-10+	✓
Sr. Programmer: Java (3)			3	3+	Bachelor Degree	Bachelor – Master Degrees	9-11+	✓
Sr. Programmer: Corticon			3	3+	Bachelor Degree	Bachelor Degree	13+	✓
Programmer Analysts: Mainframe (5)			1	1+	Bachelor Degree	Bachelor – Master Degrees	9-17+	✓
Programmer Analysts: Java (8)			1	1+	Bachelor Degree	Bachelor – Master Degrees	5-14+	✓
Programmer Analysts: Adobe			1	1+	Bachelor Degree	Master Degree	7+	✓
Programmer Analysts: Corticon			1	5+	Bachelor Degree	Master Degree	9+	✓
Programmer Analysts: ESB			1	1+	Bachelor Degree	Master Degree	10+	✓
Programmer Analysts: MDM			1	1+	Bachelor Degree	Bachelor Degree	16+	✓
Programmer Analysts: Cognos (2)					Bachelor Degree	Bachelor – Master Degrees	8-10+	✓

	Automated Integrated Eligibility Systems		Public Assistance Program		Education		Technical Experience Summary	Meets RFP Criteria
	RFP	Optum Team	RFP	Optum Team	RFP	Optum Team	Optum Team	Optum Team
	Years of Experience		Years of Experience				Years of Experience	
Programmer Analysts: ETL					Bachelor Degree	Master Degree	7+	✓
Batch Monitor					2 yr. Post Secondary	Bachelor Degree	8+	✓
Data Custodian - MDM			1	1+	Bachelor Degree	Bachelor Degree	11+	✓

Gray box indicates role did not require experience listed.

3.2.1. On-Site Project Manager (one position)

The project manager should be the primary point of contact with the Agency's project director for activities related to contract project management and scheduling, correspondence between the Agency and the vendor, and deliverable reviews. This position is considered key personnel and should not serve in any other key personnel position for another client. The project manager should be assigned 100 percent (full-time) to the RAPIDS Project, should be present from the first day of the contracting period through the elected option years, and should be housed on-site full-time. The project manager should have the following qualifications:

1. Two (2) or more years of project management experience on a system comparable in complexity to RAPIDS;

2. Five (5) years of system analysis, including design, development, and implementation on an automated IV-A system comparable in size and complexity to RAPIDS; and

3. A Bachelor's Degree.

Rob Johnson

Optum proposes Mr. Rob Johnson as the On-Site Project Manager. Optum acknowledges, understands and agrees that the On-Site Project Manager will:

- Be the primary point of contact with DHHR's project director for activities related to contract project management and scheduling, correspondence between DHHR and the vendor, and deliverable reviews

- Not serve in any other key personnel position for another client

- Be assigned 100 percent (full-time) to the RAPIDS Maintenance Project

- Be present from the first day of the contracting period through the elected option years

- Be housed on-site full-time

Mr. Robert Johnson is an information technology professional with over 20 years of experience building and leading diverse teams in the areas of application development, application support, project portfolio management, and overall service delivery. He brings a record of success in leading composite teams of in-house and outsourced resources while maintaining a high level of collaboration and cooperation with business units in support of strategic goal achievement. His primary areas of strength include leadership, process improvement, solution creation and delivery, team building, and program/project management.

Mr. Johnson has the following specific qualifications that meet or exceed RFP requirements:

- He has more than two years of project management experience on a system comparable in complexity to RAPIDS. He has 20 years of project management experience on several different complex platforms including his recent work leading the Vermont HIX Maintenance and Operations Team.

- Mr. Johnson has more than five years of system analysis, including design, development, and implementation on an automated system comparable in size and complexity to RAPIDS. He has a diverse background that includes large, complex systems processing more than one million transactions per day within Optum.

- He earned his Bachelor of Business Information with a concentration in MIS from Western Connecticut State University.

3.2.2. On-Site Deputy Project Manager (one position)

The person in this position is to be responsible for the functional area of the contract, such as production maintenance or software changes/enhancements. This individual should supervise the track managers as well as backup the project manager. The deputy project manager is considered key personnel, should be full-time to the RAPIDS Project, and should be housed on-site full-time. The deputy project manager should have the following qualifications:

1. Management experience in one (1) or more projects involving the development or maintenance of an automated, integrated IV-A system for a federal or government Agency;

2. Three (3) years of analysis and design experience on an IV-A statewide system similar to RAPIDS;

3. Two (2) years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame;

4. Two (2) years of CICS/DB2 experience in the last *five* (5) years with the last twelve

5. (12) months being with DB2 Version 9 or greater;

6. Two (2) years of experience with *Java* enterprise application development projects; and

7. A Bachelor's Degree.

Devraj Karkee

Optum proposes Mr. Devraj Karkee as the On-Site Deputy Project Manager. Optum acknowledges, understands and agrees that the On-Site Deputy Project Manager will:

- Be responsible for the functional area of the contract, such as production maintenance or software changes/enhancements

- Supervise the track managers

- Backup the project manager

- Be devoted full-time to the RAPIDS Project

- Be housed on-site full-time

Mr. Karkee is a highly motivated, self-directed professional with more than 13 years of IT experience, helping to drive large enterprise solutions, lead complex projects, and manage diverse teams. He has focused on service management, with a keen eye for continuous improvement for enhancing outcomes. Mr. Karkee brings exceptional collaboration abilities, as well as a commitment to building successful operations through team development, innovative strategies, and technical expertise. He currently serves as a Service Delivery Manager with Optum for the Vermont HIX project. He leads a staff of 45 in the maintenance and operation of the Vermont Health Connect health insurance exchange. This includes application availability, reliability, and stability on a 24x7 basis, as well as the delivery of enhancements requested by the State.

Mr. Karkee has the following specific qualifications that meet or exceed RFP requirements:

- His management experience in projects involves the development and maintenance of an automated, integrated system for a federal or government agency. His role on the Vermont HIX project meets this requirement.

- He has more than three years of analysis and design experience on a statewide system similar to RAPIDS. He has in-depth analysis and design experience in many enhancement projects for a UnitedHealth Group Consolidated Eligibility System project from 2008 to 2014.

- Mr. Karkee has more than two years of experience working with users to define their needs and produce outputs to satisfy those needs in a pre-determined time frame. He has more than four years of intensive experience in work order enhancement projects in for a Consolidated Eligibility system.

- He has more than two years of CICS/DB2 experience in the last five years, with the last twelve months being with DB2 Version 9 or greater. He worked on a Consolidated Eligibility System (2008-20014), CSTAMP (2006-2008) and Cooperative Bank (2003-2006) that were mainframe based projects using COBOL, CICS, DB2, VSAM, and JCL.

- Mr. Karkee has more than two years of experience with Java enterprise application development projects. He is currently managing the Vermont HIX project using a Java platform.

- He earned a Master of Computer Application (M.C.A) degree, CCS University, Meerut, UP, India, and a Bachelor of Science (B.Sc.) degree, Lucknow University, Uttar Pradesh, India.

3.2.3. Application Manager (one position)

The application manager/senior application developer is the primary point of contact for all software design and support functions of RAPIDS. This includes but is not limited to the implementation of system modification enhancements as well as software defect resolution.

Responsibilities include quality review and sign off of Business Requirements and contribute materially to the development of functional design. Leads development of source code, including descriptions, for Software Components in accordance with the Detailed Software Requirements Specification, the functional design and technical design documents.

Measures and analyzes code for quality. Verifies the developed source code by reviews. Manages maintenance of applications and performs technical change requests scheduled according to Release Management processes. Verifies integrated software components by unit and integrated software testing according to the software test plan. Software test findings must be resolved.

This individual is considered key personnel and should not serve in any other key personnel positions for another client. Any additional assignments must have the approval of the Agency. The application manager should have the following qualifications:

1. Ten (10) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Six (6) years of experience designing, documenting, and communicating technical architecture for Java enterprise application development projects;

3. Six (6) years of experience architecting and designing scalable, robust, and secure browser-based enterprise applications to support over 2,000 users;

4. Three (3) years of experience designing architecture and solutions that includes Web Services, XML, SOAP, object persistence methodologies and application integration;

5. Two (2) years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and WebLogic;

6. Two (2) years of experience integrating Enterprise Information Portals and systems Integration;

7. Three (3) years of experience using DB2 Version 8 or greater; and

8. A Bachelor's Degree in Information Technology or a related field.

Mohan Maddi

Optum proposes Mr. Mohan Maddi as the Application Manager. Optum acknowledges, understands and agrees that the Application Manager will:

- Be the primary point of contact for all software design and support functions of RAPIDS, including but is not limited to the implementation of system modification enhancements as well as software defect resolution

- Be responsible for quality review and sign off of business requirements and contribute materially to the development of functional design

- Lead development of source code, including descriptions, for software components in accordance with the Detailed Software Requirements Specification, the functional design and technical design documents

- Measure and analyze code for quality

- Verify the developed source code by reviews

- Manage maintenance of applications and perform technical change requests scheduled according to Release Management processes

- Verify integrated software components by unit and integrated software testing according to the software test plan, and make certain software test findings are resolved

- Not serve in any other key personnel positions for another client, and any additional assignments must have the approval of DHHR

- Be housed on-site full-time

Mr. Maddi brings more than 18 years of experience in the IT industry with a focus on application development, quality assurance, and process improvement. His background includes system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and producing outputs satisfying those needs in a pre-determined time frame. His key strengths are managing large and diverse teams (30+ resources) and managing multiple complex projects. He brings exceptional collaboration abilities as well as a commitment to building successful operations through automation, hiring and retaining high performing teams, innovative strategies, and technical expertise.

Mr. Maddi brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- He has more than six years of experience designing, documenting, and communicating technical architecture for Java enterprise application development projects, and more than six years of experience designing scalable, robust, and secure browser-based enterprise applications to support over 2,000 users. He has five years of experience working as a technical lead for a web-based distributed enterprise application built on Java with Springs framework (CAMS). The web portal of the application supported more than 50,000 users. For part of the project, Mr. Maddi was responsible for designing, documenting, and communicating the technical architecture for setting up new pharmacy vendors, payment systems, and real-time eligibility. Mr. Maddi also has two years of experience working as a technical manager for the enterprise clinical web application developed to interface with Siebel. For part of the project, he was also responsible for designing, documenting, and communicating the technical architecture for receiving the extracts from Siebel and displaying them on the web portal for the users to generate custom reports. The web portal supported 3,500 users.

- He has more than three years of experience designing architecture and solutions that includes web services, XML, SOAP, object persistence methodologies, and application integration. He brings five years of experience as a technical lead where he was part of the group to design real-time eligibility verification functionality. The functionality was built by integrating several applications with XML and SOAP-based web services.

- Mr. Maddi has more than two years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and WebLogic. He has five years of experience as a technical lead where part of the project was to design, develop, and implement a payment system feed using Oracle SOA and Corticon. The enterprise web application was built in Java and used WebLogic as its web server.

- He has more two years of experience integrating Enterprise Information Portals and systems Integration. Mr. Maddi brings five years of experience as a technical lead for a distributed Java application. His responsibilities included the design, development, and

implementation of an Enterprise Information Portal that included interfaces with other internal mainframe applications and web portals.

- Mr. Maddi has more than three years of experience using DB2 Version 8 or greater and four years of experience with DB2.

- He earned a Bachelor's Degree in Mathematics, a Master's Degree in Computer Applications and a Master's Degree in Operations and Information Technology.

3.2.4. Technical Manager (one position)

The technical manager/senior technical architect is the primary point of contact for all technical functions of RAPIDS and should be available to work closely with the State Office of Management Information Services (OMIS) staff, the Governor's Office of Technology staff, the RAPIDS database administrators (DBAs), and the technology administrator.

Responsibilities include quality assurance, monitoring, code reviews, and ensuring RAPIDS meets specified response times, system changes and upgrades; routine program reviews; technical documentation update; migrations of any tool sets, environments, or software; and disaster recovery. Responsibilities for this position also includes monitoring and providing DASD usage and implementation, performance and statistics, and CPU projection for CICS DB2 and the application servers.

This individual is considered key personnel and should not serve in any other key personnel positions for another client. Any additional assignments must have the approval of the Agency. The technical manager should have the following qualifications:

1. Ten (10) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Six (6) years of experience designing, documenting, and communicating technical architecture for *Java* enterprise application development projects;

3. Six (6) years of experience architecting and designing scalable, robust, and secure browser-based enterprise applications to support *over* 2,000 users;

4. Three (3) years of experience designing architecture and solutions that includes Web Services, XML, SOAP, object persistence methodologies and application integration;

5. Two (2) years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and Weblogic;

6. Two (2) years of experience integrating Enterprise Information Portals and systems Integration;

7. Three (3) years of experience using DB2 Version 8 or greater; and

8. A Bachelor's Degree in Information Technology or a related field.

Vijay Wazir

Optum proposes Mr. Vijay Wazir as the Technical Manager. Optum acknowledges, understands and agrees that the Technical Manager will:

- Be the primary point of contact for all technical functions of RAPIDS

- Be available to work closely with the State Office of Management Information Services (OMIS) staff, the Governor's Office of Technology staff, the RAPIDS database administrators (DBAs), and the technology administrator

- Be responsible for quality assurance, monitoring, code reviews, and making sure RAPIDS meets specified response times, system changes and upgrades; routine program reviews; technical documentation update; migrations of any tool sets, environments, or software; and disaster recovery

- Be responsible for monitoring and providing DASD usage and implementation, performance and statistics, and CPU projection for CICS DB2 and the application servers

- Not serve in any other key personnel positions for another client, and any additional assignments must have the approval of DHHR.

- Be housed on-site full-time.

Mr. Wazir is a Technical Manager with more than 12 years of experience in J2EE architecture, application design, development and implementation, and application maintenance and operations of large-scale enterprise applications. He has experience managing large-scale, customer-facing web portals and broad technical understanding of OOAD, JEE, SOA, integration and middleware.

Mr. Wazir has the following specific qualifications that meet or exceed RFP requirements:

- He has more than 10 years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has more than 12 years of development experience where he was involved in the full SDLC of a project starting with creating business requirement documents and functional specification documents through interacting with the business owners directly, understanding the requirements and coming up with a technical architecture analysis.

- Mr. Wazir has more than six years of experience designing, documenting, and communicating technical architecture for Java enterprise application development projects. He has extensive experience with technical architecture design for Java-based enterprise application development projects. This includes a claims management system for Cummins, large health care portals for UnitedHealth Group, and a large electronic cash management system for Union Bank.

- He has six years of experience designing scalable, robust, and secure browser-based enterprise applications to support over 2,000 users. He has strong experience with scalable and secure applications with a user base of more than 10,000. His applicable experience includes large health care portals for UnitedHealth Group, and a court management system for the California Administrative Office of Courts. He has extensive experience performing tuning and security testing using Fortify and is Fortify certified.

- Mr. Wazir has more than three years of experience designing architecture and solutions that include Web Services, XML, SOAP, object persistence methodologies and application integration. Almost all of Mr. Wazir's projects provided extensive experience with Web Services, XML, SOAP, and application integration and object persistence. His work on the electronic cash management system for Union Bank is a good example of his application integration experience. In addition, his current Massachusetts Health

Connector health insurance exchange project involves managing the integration of different systems such including the MMIS, Dell, and the Federal Hub.

- He has more than two years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and WebLogic. He has more than eight years of extensive web based development experience on Oracle SOA and WebLogic. He also has very strong experience with FUSE, CAMEL, and IBM Data Power, which are similar to the Corticon rules engine.

- Mr. Wazir has more than two years of experience integrating Enterprise Information Portals and systems Integration. He brings five years of extensive experience with portals developed using BEA Aqualogic (acquired by Oracle).

- His DB2 experience is through integration of applications in his projects with DB2, including the health care portals project, and the electronic cash management system project.

- He earned a Bachelor's Degree in Engineering (Electronics and Telecomm), University of Mumbai, India.

Mr. Wazir's other applicable qualifications include:

- Extensive work on Web and Persistence frameworks such as springs, Struts, Hibernate, JSP, Servlets, Tiles, Tag Library, JavaScript, HTML, DHTML, AJAX, and XML and has a working knowledge of JSF

- Experience in BEA Aqualogic user interface, IBM WebSphere, BEA WebLogic, Jakarta-Tomcat, Jboss and Apache Tomcat

- Experience deploying web and J2EE enterprise applications in WebSphere, and Apache Tomcat

- Experience in SOA implementation, XML Web services standards, JAX-RPC, Soap based web services and XML processing APIs (JAXB, XmlBean, JAXP, DOM, SAX and SAAJ)

- Experience using performance monitoring tools like Vantage Analyzer, Agentless, yourkit, jprofiler, JRMC

- Familiar with Version Control tools like SVN, VSS, Win CVS and Rational ClearCase

- Expertise in Object Oriented Analysis and Design (OOAD) based on Unified Modeling Language (UML, Rational Rose 2000, Rational Unified Process [RUP])

3.2.5. Track Managers (seven positions)

The track managers are responsible for one or more RAPIDS subsystems or areas of assignment serving a customer base. Assignments should have the approval of the Agency. Track managers should supervise the work of senior programmer analysts and programmer analysts. These persons are considered key personnel and should be housed on-site full-time. The track managers should the following qualifications:

1. Management experience in one (1) or more projects involving the development or maintenance of an automated, integrated IV-A system for a government Agency;

2. Two (2) years of analysis and design experience on a IV-A statewide system comparable in size and complexity to RAPIDS;

3. Three (3) years of system analysis experience, with special attention given to design, programming, testing, and implementation;

4. Two (2) years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame; and

5. A Bachelor's Degree.

Optum proposes the following staff for the seven Track Manager positions:

- Chandra Reddy
- Kannan Ayyanar
- Varun Palle
- Jennifer R. Willette
- Pavan Kumar Ravela
- Srija Vutukuru
- Swetha Reddy

Optum acknowledges, understands and agrees that these seven Track Managers will:

- Be responsible for one or more RAPIDS subsystems or areas of assignment serving a customer base
- Have Agency approval for respective assignments
- Supervise the work of senior programmer analysts and programmer analysts
- Be housed on-site full-time

Below we provide a brief biography for each of our proposed Track Managers.

Chandra Reddy

Mr. Reddy has 15 years of experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. He has excellent domain skills in government programs like Medicaid, CHIP, TANF, HIX, adult care programs, disability services, and food aid programs. He has demonstrated proficiency in the eligibility and case management business areas. Mr. Reddy has proven relationship management skills, and guiding teams effectively during the project development lifecycle, and delivering solutions within time, cost and quality parameters. Mr.

Reddy is a proactive and innovative team player with proven success working under tight deadlines, and managing multiple projects.

He has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for state government agencies through positions on Maryland, Kentucky and Texas projects; through his work in these three states he also brings:
  - More than two years of analysis and design experience on an integrated eligibility statewide system comparable in size and complexity to RAPIDS
  - More than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame
  - More than three years of system analysis experience with special attention to design, testing and implementation
- A Bachelor of Technology degree from Maharastra University, India

Other key qualifications Mr. Reddy brings to the West Virginia project include:

- Experience in facilitating JAR/JAD sessions for gathering and documenting business and functional requirements, translating requirements into specifications, and developing use cases

- Experience creating Functional Specification Documents, and as-is and to-be workflows

- Experience developing in all phases of testing activities including development of Test Plans, development of test scenarios and use cases, development of test scripts, execution of all phases of testing, analyzing test results, and resolving errors identified during testing

Kannan Ayyanar

Mr. Ayyanar brings more than13 years of experience in the IT industry focusing on business analysis, application development, object oriented design and development, database design, performance tuning, testing, documenting and implementation. His experience includes more than five years as a Functional Lead supporting the Maryland integrated eligibility system.

He has played several diverse roles on projects. These ranged from a functional lead/manager, technical analyst to a team lead, for strategic clients in various industries, including public sector health and human services, information technology, and banking. Mr. Ayyanar has strong project management, leadership, mentoring, coordination, and problem management skills. He is capable of quickly learning new technologies and methodologies and successfully applying them to projects.

Mr. Ayyanar has the following specific qualifications that meet or exceed RFP requirements:

- He has management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. He worked on the Client Automated Resource and Eligibility System (CARES) for the State of Maryland. This system determines eligibility and issues benefits for public assistance programs including Temporary Case Assistance (TCA), food stamps (SNAP) and medical assistance. CARES maintains individual and case level information, produces management reports, and interfaces with internal and external entities. It also identifies,

tracks, and provides timely notification to workers and supervisors for all actions required to complete case processing.

- He has more than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS. Mr. Ayyanar's experience with the Maryland CARES system meets this requirement.

- With more than three years of system analysis experience, with special attention given to design, programming, testing, and implementation, Mr. Ayyanar is proficient in developing mainframe and web applications, and has strong development experience in online as well as batch program development, data problem and integrity analysis, report generation and project support. He has knowledge of RDBMS concepts and skilled at writing SQL and stored procedures. He has strong backend design and development skills using SQL Server, DB2, and Oracle databases.

- He has more than two years of experience working with users to define their needs and produce outputs to satisfy those needs in a pre-determined time frame through his roles on multiple projects.

- Mr. Ayyanar earned a Bachelor of Engineering degree (Computer Science and Engineering), University of Madras, India.

Mr. Ayyanar's other relevant qualifications include:

- Strong experience in all phases of SDLC and Agile methodology including upgrade and maintenance/support phases

- Experience designing and developing n-tier architecture, .NET web services and working knowledge of object-oriented programming concepts

- Successful experience providing production support for applications, and providing timely problem resolution

- Experience with unit testing, integration testing and performance testing of applications

- Experience in Big Data Ecosystems (e.g., Hadoop, HIVE, Sqoop, MapReduce)

- Extensive experience in handling multiple projects and working with multiple software system in parallel

- Ability to understand team member strengths and leverage their skills for greater efficiency

Varun Palle

Mr. Palle has 11 years of experience in application management and architecture. He has excellent domain knowledge in government health and human service programs such as TANF, HIX, children and family health, adult care, disability services, and Medicaid. He has experience working with customers to improve efficiency and increase citizen satisfaction with these health and human services programs.

He has specialized knowledge of technology project management with a background in both enterprise architecture and application architecture across multiple platforms including web, mainframe, content/document management, information management, ESB, Integration, data modelling and voice/IVR.

He is a proactive and innovative team player who is able to work under tight deadlines and capable of managing larger teams across multiple projects. He has a record of accomplishment

in designing and delivering reliable, scalable systems. This includes systems in areas such as: reporting, Internet/Intranet, customer relationship management, contact center, campaign management, business intelligence (e.g., data marts, data warehousing, ETL and visualizations), transactional risk management, application integration (e.g., web, DataPower, MQ, Legacy), data integration, content management, printing, document management, and ESB/ BPM/SOA/web services.

Mr. Palle has the following specific qualifications that meet or exceed RFP requirements:

- He possesses management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. This is demonstrated by his work in multiple projects, including those for the states of Connecticut and Washington. His management experience includes overseeing teams of more than 25 staff across multiple, geographically dispersed teams.

- He has two years of analysis and design experience on a statewide system comparable in size and complexity to RAPIDS, as particularly demonstrated by his work for the states of Connecticut and Washington.

- Mr. Palle has three years of system analysis experience, with special attention given to design, programming, testing, and implementation. This is particularly demonstrated by his work for the states of Maryland, California, Washington, and Connecticut.

- He has two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. This is demonstrated by his work for the states of Maryland, California, Washington, and Connecticut.

- He earned a Bachelor of Engineering, Vellore institute of Technology, India.

Mr. Palle also has the following relevant qualifications:

- Experience collaborating with vendor, platform, data and infrastructure architects to deliver products on time, within cost and quality parameters

- Expertise working closely with enterprise architects and IT/business governance groups

- Experience documenting business requirements, functional specifications and design documents for major health and human service programs like such as SNAP, TANF, childcare, and Medicaid

- Proven skills in managing relationships with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters

- Demonstrated proficiency in the eligibility and case management business area

- Expertise with several ESB products, including Mule, Fuse ESB, Oracle OSB, WebSphere ESB (WESB)

- Extensive experience in implementing Core and J2EE Design Patterns (e.g., Singleton, Factory, MVC, Front Controller, Session Facade, Value Object, Service Locater, DAO)

- In-depth knowledge and experience in implementing EIP, J2EE design and Java patterns

Jennifer R. Willette

Ms. Jennifer Willette brings more than seven years of experience in integrated eligibility systems. She worked from 2008 to early 2015 for the Minnesota IT Services, Department of Human Services as a business analyst working on requirements gathering and system design for Minnesota's integrated eligibility system. That system supports TANF, SNAP, Medicaid, General Assistance, Group Residential Housing, IV-E Foster Care, SSI supplement, and childcare programs. She also served in business analyst and project management roles in small to medium projects including annual system updates due to federal poverty level changes.

Ms. Willette has the following specific qualifications that meet or exceed RFP requirements:

- From her work with the Minnesota eligibility system, Ms. Willette has more than two years of analysis and design experience on an integrated eligibility statewide system comparable in size and complexity to RAPIDS. She also has more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. Ms. Willette's work in Minnesota also meets the requirement for management experience in one or more projects involving the development or maintenance of an automated integrated eligibility system for a government agency.

- Ms. Willette currently works as a business analyst consultant with Optum where she is a lead business analyst for Integrated Eligibility system development. Functional areas supported include TANF, SNAP, Medicaid, CHIP, and QHP programs. She also plays a business analyst role in Agile SDLC and hybrid Waterfall/Agile projects, developing and documenting detailed business requirements, including leading requirement and design meetings, identifying, assessing, and validating solutions to meet project goals, collaborating with technical staff to identify design options, and performing system testing to ensure compliance with functional design and business requirements.

- Ms. Willette holds a BA in Political Science from the California State University-Fullerton, and an MA in Political Science from the University of California-Riverside.

Pavan Kumar Ravela

Mr. Ravela brings 13 years of experience in information technology with extensive experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. He has excellent domain knowledge in government social services programs like TANF, HIX, Children and Health family program, adult care programs, disability services, and Medicaid and children health programs. Mr. Ravela has demonstrated experience with 'as-is' and 'to-be' business processes, and the conversion of those requirements into technical specifications and test plans. He has proven skills in relationship management, and guiding teams through the entire project development life cycle.

Mr. Ravela has the following specific qualifications that meet or exceed RFP requirements:

- He brings management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. He worked on the California Department of Social Services TANF and IE implementation project from 2002-2013. As a Functional Track Lead, he participated in the design, development and implementation phases of the modernization project for all eligibility programs such as SNAP, TANF, childcare and Medicaid. He also helped prepare training materials for training business users on the new system. He also worked as a

Functional Lead for an MMIS DDI project (MERP - Medicaid Enterprise Restructuring Project) for the State of Maryland.

- Through his California Department of Social Services TANF and IE implementation experience, he brings more than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS. He also has analysis and design experience through his work on the Maryland Medicaid Enterprise Restructuring Project, and through his current position on the Maryland HIX implementation. He worked as Track Leader in the California Department of Social Services and California-MMIS for the state of California. He is experienced in documenting business requirements, functional specifications and design documents for all major social benefit programs like such as SNAP, TANF, childcare and Medicaid.

- Through these same three projects, he brings more than three years of system analysis experience, with special attention given to design, testing, and implementation. He has demonstrated familiarity with eligibility policies and mandates, facilitated Joint Application Design (JAD) or other design sessions with various stakeholders, wrote test cases, created test scenarios, or participated in testing activities for new functionality in an eligibility system. He also wrote policy or procedure handbooks/manuals for use in an eligibility business operation. He also helped in providing a technical solution and pseudo-code in technical system design documents.

- He has more than two years of experience working with users to define their needs and produce outputs to satisfy those needs in a pre-determined time frame. He has demonstrated deep proficiency in the eligibility and case management business area policies and domain knowledge in eligibility programs such as SNAP, TANF, childcare and Medicaid. He has prepared training materials for training business users on the new system, and he provides status updates to the client during weekly status meetings.

- He holds a Bachelor of Science in Engineering from Vesvesvaraya Technological University in Belgaum, India.

Srija Vutukuru

Ms. Vutukuru has 10 years of experience in information technology with extensive experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. She brings extensive experience implementing various Medicare and Medicaid programs in federal and state governmental agencies. She has excellent domain knowledge in government social services programs like TANF, adult care programs, disability services, SNAP, and Medicaid and children health programs. She also brings proven skills in relationship management with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters.

Ms. Vutukuru has the following specific qualifications that meet or exceed RFP requirements:

- With management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency, she worked on the California Department of Social Services TANF and IE implementation project from 2005-2012. As a Functional Track Lead, she participated in the design, development and implementation phases of a project to modernize the eligibility determination process for programs including SNAP, TANF, childcare, and Medicaid.

- She has more than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS through her California Department

of Social Services TANF and IE implementation experience. She also has analysis and design experience through her work on the Connecticut Health Insurance Exchange Project, and through her current position on the Maryland Health Benefit Exchange project.

- Ms. Vutukuru has more than three years of system analysis experience, with special attention given to design, testing, and implementation, and more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. This is demonstrated by her work on the California, Connecticut, and Maryland projects.

- She holds a Bachelor of Technology degree from Jawaharlal Nehru Technological University in India.

Swetha Reddy

Ms. Reddy has eight years of experience in information technology in the health care field. She has excellent domain knowledge in government social services programs like TANF, SNAP, HIX, adult care programs, disability services, and Medicaid and children health programs. She is adept at system development life cycle (SDLC) development, with experience in all phases of development from requirements gathering, business case development and maintenance, and defining strategic solutions to meet business needs. She brings experience with the Rational Unified processing (RUP), Waterfall, and Agile methodologies.

Ms. Reddy has the following specific qualifications that meet or exceed RFP requirements:

- Ms. Reddy has management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. She currently works as a Functional Manager for the state of Texas TIERS-HHSC (TANF) Implementation. Prior to that, she was the Functional Lead for the State of Arkansas TANF implementation. Before the TANF implementation project, Ms. Reddy was the Functional Lead for the State of California HIX implementation. All of these projects were an eligibility re-design system for various state assistance programs.

- Ms. Reddy's work on these three projects provided her with more than two years of analysis and design experience on an eligibility statewide system comparable in size and complexity to RAPIDS. She also gained more than three years of system analysis experience, with special attention to design, testing, and implementation, as well as more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined timeframe.

- Ms. Reddy holds a Bachelor of Technology degree from Jawaharlal Nehru Technological University in India.

Other highlights of Ms. Reddy's background include:

- Extensive experience in interacting with stakeholders, gathering requirements and creating Business Requirement Documents (BRD), User Requirement Specifications, Technical and Functional Requirement Specifications, System Requirement Specification (SRS), Test Plan, analyzing and creating use cases, use case diagrams, activity diagrams, and system workflow diagrams

- Extensive experience in conducting Joint Requirement Planning (JRP) sessions, Joint Application Development (JAD) sessions, and Rapid Application Development (RAD) sessions with a committee of SMEs, business groups, senior management and IT groups

- Well versed with UML and process modeling

- Experience conducting business functional testing, unit testing, integration testing, system testing, performance testing, regression testing, ad hoc testing, user acceptance testing and end-to-end testing

- Excellent in performing GAP analysis to check the compatibility of the existing system infrastructure with the new business requirements and move from the as-is towards the to-be scenario

- Proficient in writing detailed use cases, developing test cases, and working with QA teams during testing

- Strong analysis and problem solving skills and strong verbal and written communication skills

3.2.6. Database Administrator (two positions)

The database administrator's responsibilities include the design, development and support of database structures; regular monitoring of production, training, and acceptance performance; and database performance tuning. Any additional non-DBA assignments should have the approval of the Agency. These persons are considered key personnel, should not serve in any other key personnel position for another client and should be housed on-site full-time. The database administrators should have the following qualifications:

1. Five (5) years of Z/OS DB2 database version 8 or above administration experience on a system comparable in size and complexity to RAPIDS;

2. Four (4) years of experience using CA ERwin Data Modeler for development and maintenance of data models and PLATINUM DB2 products;

3. Five (5) years of Oracle database version 8 or above administration experience on a system comparable in size and complexity to RAPIDS;

4. Five (5) years of experience with DB2 COBOL stored procedure development;

5. One (1) year of experience in DB2 Native SQL procedure development;

6. Two (2) years of data warehouse experience using ETL tool OWB; and

7. A Bachelor's Degree.

Optum proposes the following staff for the two Database Administrator positions:

- Sudeep Reddy

- Kishore Kumar Perikala

Optum acknowledges, understands and agrees that these positions will:

- Be responsible for the design, development and support of database structures; regular monitoring of production, training, and acceptance performance; and database performance tuning

- Have the approval of DHHR for any additional non-DBA assignments

- Not serve in any other key personnel position for another client

- Be housed on-site full-time

Below we provide a brief biography for each of our proposed Database Administrators.

Sudeep Reddy

Mr. Reddy is a highly experienced Oracle DBA and brings 8 years of Oracle database version 8 or above administration experience on systems comparable in size and complexity to RAPIDS.

His experience as an Oracle DBA includes hands on experience in database administration, installation, patching, migration, configuration, upgrades, performance tuning, backup and recovery, space management, cloning, memory management, database security, and auditing. Mr. Reddy has experience with the following Oracle components: Real Application Clusters (RAC), Data Guard, Oracle Enterprise Manager grid control and cloud control, and GoldenGate.

He has worked on the installation and administration of Oracle versions 12c/11g/10g/9i on OEL, RHEL, Windows, HP-UX, IBM-AIX and Sun Solaris platforms. This experience supported both OLTP and OLAP environments. He has also worked in high availability 10g and 11g environments with 2-, 3- and 5-node RAC databases on HP-UX and Linux, and in very large database environments. He also has experience performing upgrades from Oracle versions 10g and 11g to 12c.

Mr. Reddy also has extensive experience providing performance monitoring and tuning services for Oracle database solutions.

He also has three years of data warehouse experience using the Extract, Transform, and Load (ETL) Tool OWB.

Mr. Reddy received his Bachelor's degree from Kakatiya Institute of Technology and Sciences, Warangal, India in the field of Computer Science.

Kishore Kumar Perikala

Mr. Perikala brings more than seven years of experience with z/OS DB2 as a DBA with a large DB2 shop. He has experience with mainframe application DB2 support, such as DB2 packages, DB2 threads, application DB2 performance tuning; and he is familiar with DataStudio 4.1 and using the Visual Explain tool. He also has exposure in developing/testing Native as well as COBOL DB2 stored procedures. He has worked on DB2 versions 8, 9 and 10 on several projects that are comparable to the RAPIDS system in size and complexity.

He brings strong z/OS DB2 object management experience, including partitioned tables, UTS, triggers and stored procedures, as well as experience with all DB2 utilities including Back-up, Reorg, Recovery, and Runstats. He has proven experience using the BMC toolset, IBM Data Studio, DB2 Connect, TSO/ISPF, Z/OS JCL, REXX, Omegamon, Explain Reports, and MISC Reports. He is also proficient in COBOL, JCL, DB2, VSAM, and CICS.

Mr. Perikala has four years' experience creating logical and physical data models with CA ERwin Data Modeler. He is an expert in using database tools like SPUFI, PLATINUM, DB2 File-Aid, and RPG IV. He has experience in implementing data models, database designs, data access and table maintenance codes, and has worked with other information architects and database designers to implement the physical data model.

He brings more than seven years of experience with DB2 COBOL stored procedure development, and more than one year of experience in DB2 Native SQL procedure development.

Mr. Perikala received his Bachelor's degree from Rajiv Gandhi Memorial College of Engineering and Technology, Nandyal, India in the field of Electronics and Instrumentation Engineering.

3.2.7. Web Application Server Administrator (one position)

The web application server administrator's responsibilities include the analysis, design, development and unit testing of J2EE code in an enterprise environment. This individual should support web application buildings and deployments on clustered environments.

This person is considered key personnel and should be housed on-site full-time. The web application server administrator should the following qualifications:

1. Three (3) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Four (4) years of J2EE programming experience with the last six (6) months using Core Java, EJB, MVC Architecture, Design Patters & JSPs;

3. Four (4) years of programming experience in writing service and UI components;

4. Three (3) years of experience in writing automated build and deployment scripts using ANT;

5. Four (4) years of experience on WebLogic application environments;

6. Two (2) years of experience with Red Hat Linux environments;

7. One (1) year of experience with public assistance programs such as TANF, SNAP and Medicaid, experience developing stored procedures, and experience with Corticon and Oracle ESB; and

8. Two (2) years of post-secondary education in a related field.

Shiva Dutt

Optum proposes Mr. Shiva Dutt as the Web Application Server Administrator. Optum acknowledges, understands, and agrees that the Web Application Server Administrator will:

- Be responsible for the analysis, design, development and unit testing of J2EE code in an enterprise environment

- Support web application buildings and deployments on clustered environments

- Be housed on-site full-time

Mr. Dutt has 10 years of experience in system analysis and programming. He has proven to be adaptive to team environments and capable of independently completing complex tasks. He brings over nine years of expertise on IBM Middleware products including WebSphere Application Server, WebSphere Portal Server, WebSphere Enterprise Service Bus, IBM Tivoli Identity Manager, IBM Tivoli Access Manager, Tivoli Federated Identity Manager, Tivoli Directory Server, License Metric Tool, Adobe LiveCycle, IBM HTTP Server, Jboss FUSE ESB, and Oracle WebLogic Server.

He also has expertise in installing, configuring and troubleshooting applications on multiple platforms. He brings expertise in migrating server and ESB applications to new versions, and he has successfully deployed J2EE applications, SCA Modules, .NET applications, BPR files, and Curam applications using WebSphere Console and wsadmin scripts.

Mr. Dutt meets or exceeds the RFP requirements for the Web Application Server Administrator position:

- He has more than three years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. From 2008 through the present, he has worked in various web application server administrator positions, including: WebSphere Administrator for the Department of Children and Families, State of Wisconsin; Senior WebSphere Administrator, Oakland County Information Technology, Pontiac, Michigan; Senior Curam Administrator, State of Indiana; and his current position as Curam Implementation Lead for the State of Maryland. All positions required system analysis and programming on large-scale systems.

- Mr. Dutt has four years or more of J2EE programming experience, with the last six months using Core Java, EJB, MVC Architecture, Design Patters and JSPs. He has deployed new Enterprise J2EE applications in respective development, system, staging and production environments. In his last two positions, he used Core Java, EJB, MVC Architecture, Design Patters and JSPs.

- He has four years or more of programming experience in writing service and UI components. As the WebSphere Administrator for the Department of Children and Families, State of Wisconsin, he used JSP as the UI component for troubleshooting, and he has written Java classes to handle the logs and service implementation of log management. As the Curam Implementation Lead for the State of Maryland, he managed and customized the Curam out of the box user interface component. He also has written custom scripts that handle the deployment logic.

- He possesses three years or more of experience in writing automated build and deployment scripts using ANT. As the Senior Curam Administrator for the State of Indiana, he executed the Curam deployment and build process using ANT scripts provided by the product but customized to meet the needs of the project. As the Curam Implementation Lead for the State of Maryland, he implemented the project on a WebLogic server and was responsible for implementation and maintenance on the WebLogic server.

- Mr. Dutt has four or more years of experience on WebLogic application environments. The Curam project for Indiana was implemented on a WebLogic server. He configured Curam out of the box on WebLogic Application Server. He installed, configured, administered and supported WebLogic Application Server, IBM Tivoli Directory Server, EXACT, ActiveVOS, Informatica, Jboss FUSE, Zookeeper, Apache jUDDI portal and Hadoop. He also configured the WebLogic Application Server to support the Curam framework.

- He has two years or more of experience with Red Hat Linux environments. Mr. Dutt worked as the Senior Curam WebSphere Administrator for a project in the State of Indiana. This project included servers installed on the Linux environment. On his most recent project for the state of Maryland, he worked with Curam product implementation on Linux servers.

- He has one or more years of experience with public assistance programs, such as TANF, SNAP and Medicaid, developing stored procedures, and Corticon and Oracle ESB. Mr. Dutt's work on the State of Indiana project involved implementation of

Medicaid, TANF, Food Stamps and MAGI products. His current position with the state of Maryland involves the implementation of Medicaid that supports State MAGI products.

- Mr. Dutt holds a Bachelor's in Engineering in Computer Science, India.

3.2.8. Senior Programmer Analysts - Mainframe (two positions)

The mainframe senior programmer analysts' responsibilities include the analysis, design, development and unit testing of COBOL, CICS, DB2 code in a mainframe environment. These persons are considered key personnel and should be housed on-site full-time. The mainframe senior programmer analysts should have the following qualifications:

1. Seven (7) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame;

2. Seven (7) years of COBOL programming experience with the last six (6) months using COBOL OS/390 and VM or z/OS;

3. Seven (7) years of DB2 Version 8 or greater programming experience;

4. One (1) year of CICS programming experience (TELON development experience preferred);

5. Seven (7) years of TSO/ISPF experience;

6. Three (3) years of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

7. A Bachelor's Degree.

Optum proposes the following staff for the two Senior Programmer Analysts - Mainframe positions:

- Sudheer Bollapu
- Amit Tyagi

Optum acknowledges, understands, and agrees that these Senior Programmer Analysts - Mainframe will:

- Be responsible for the analysis, design, development and unit testing of COBOL, CICS, DB2 code in a mainframe environment
- Be housed on-site full-time

Below we provide a brief biography for our two proposed Senior Programmer Analysts – Mainframe.

Sudheer Bollapu

Mr. Bollapu is an IBM Certified Mainframe professional with over 10 years of experience in the information technology industry. He has worked on all phases of the software development life cycle, including analysis, design, development, testing, implementation and documentation. He brings strong experience in developing applications using mainframe technologies, including COBOL, JCL, DB2, CICS, SAS, VSAM, MQ Series, Easytrieve, and FILE-AID. He has worked on designing and maintaining CICS screens and CICS with SOAP on a wide basis to develop front-end screens. Mr. Bollapu also has experience with mainframe tools, such as TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File Manager, ENDEAVOR, CHANGEMAN, and

debugging tools XPEDITOR and Viasoft. Mr. Bollapu has experience with EDI-based transactions (ANSI X12 files) as well as excellent Medicaid and Medicare domain knowledge.

Mr. Bollapu brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- He has more than seven years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and provide product outputs satisfying those needs in a pre-determined time frame. He has worked on both the Virginia and California MMIS projects, as well as a number of commercial projects for WellPoint Health Networks.

- Mr. Bollapu has 10 years of COBOL programming experience, using COBOL OS/390 and VM or z/OS in the last six months.

- He has 10+ years of DB2 Version 8 or greater programming experience, more than four years of CICS programming experience, and seven years of TSO/ISPF experience.

- Mr. Bollapu has three years of experience with Medicaid and Medicare.

- He holds a Bachelor of Computer Science from Kakatiya University, Telangana, India, and a Master's Degree in Computer Applications from the University of Madras, Chennai, India.

Other highlights of Mr. Bollapu's background include:

- Solid experience in all phases of SDLC, including Waterfall and Agile methodologies

- Extensive experience in the analysis, design, development, customization, and implementation of software applications

- Strong experience in production support

- Proficient in analyzing and translating business requirements into technical requirements and architecture design

- Strong database skills and proficient in writing complex SQL queries

- Excellent organizational skills and ability to handle multiple projects while delivering high quality results

- Strong interpersonal, verbal, and written communication skills

Amit Tyagi

Mr. Tyagi brings nearly eight years of IT industry experience with a skill set of IBM Mainframe technologies and a strong knowledge of insurance and health care public assistance programs. He has extensive experience with the analysis, design, development, and implementation of software applications using COBOL, JCL, DB2, CICS, VSAM, REXX, SAS, FILE-AID, and XPEDITER. He is proficient in analyzing and translating business requirements to technical requirements and architecture. He has executed health care projects, and he possesses good communication and interpersonal skills. He is energetic, self-motivated, a quick learner, and a team player.

Mr. Tyagi brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- His more than seven years of system analysis and programming experience on large-scale systems includes working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. His

work has been in the mainframe environment working on large, complex systems for UnitedHealth Group.

- He has seven years of COBOL and DB2 programming experience, using COBOL OS/390 and VM or z/OS experience within the last six months.

- All of his projects over the past seven years have involved COBOL, VM, CICS, and DB2 environments.

- He has more than one year of CICS programming experience and seven years of TSO/ISPF experience.

- All of Mr. Tyagi's experience has been with UnitedHealth Group in insurance, public, and medical assistance programs.

- He holds a Bachelor of Technology, Computer Science and Engineering from Uttar Pradesh Technical University, India, and a Diploma in Computer Science and Engineering from the Board of Technical Education, Lucknow Utter Pradesh, India.

3.2.9. Senior Programmer Analysts - Java (three positions)

The Java senior programmer analysts' responsibilities include the analysis, design, coding and testing of J2EE code in an enterprise environment. These individuals are considered key personnel and should be housed on-site full-time. The Java senior programmer analysts should have the following qualifications:

1. Seven (7) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame;

2. Seven (7) years of J2EE programming experience with the last six (6) months using Java, EJB, MVC Architecture, Design Patterns & JSPs;

3. Four (4) years of programming experience in writing Services and UI components;

4. Three (3) years of experience on a WebLogic application server;

5. Three (3) years of experience with public assistance programs such as TANF, SNAP and Medical Assistance;

6. Three (3) years of experience developing stored procedures; and

7. A Bachelor's Degree.

Optum proposes the following staff for the three Senior Programmer Analysts - Java positions:

- Mr. Amit Kumar

- Mr. Sahil Varma

- Mr. Srini Polagani

Optum acknowledges, understands, and agrees that these positions will:

- Be responsible for the analysis, design, coding and testing of J2EE code in an enterprise environment

- Be housed on-site full-time

Below, we provide a brief biography for each of our proposed Senior Programmer Analysts – Java.

Amit Kumar

Mr. Kumar brings more than 10 years of information technology software experience with emphasis on all stages of the software development lifecycle in an application development environment. His work has been primarily in application design development, framework analysis, database designing, and development, and management of full life cycle commercial applications. His strong software development expertise includes designing and modeling using the UML concept.

He is proficient in developing web-based, database driven applications. Mr. Kumar is experienced with WebSphere Application Server and backend the DB2 database using Hibernate. His programming experience includes Java, Spring, WebSphere Portal, Portlet Factory, WebSphere Message Broker, Hibernate, JSP/Servlet, J2EE platform, EJB, Struts, SQL, HTML, Oracle, DB2. Mr. Kumar also has strong knowledge in scheduling tools, such as Tivoli Workload Scheduler and SOS Berlin Scheduler.

Mr. Kumar brings strong analytical, debugging, and problem solving skills. He possesses excellent communication skills. His functional experience includes strong knowledge in the health care domain, especially in invoicing, enrollment, health exchanges, client interaction, and understanding health care business processes and Use Case modeling.

Mr. Kumar brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- His more than 10 years of system analysis and programming experience on large-scale systems includes working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. Mr. Kumar worked as a Java developer in all of his previous projects, including his current assignment. In his current work for the Massachusetts Health Insurance Exchange he has been involved in directly with customers for both the legacy application and the newly implemented application. The legacy application was a large integrated J2EE application that involved extensive use of components, such as Portals, Spring, Core Java, JSPs, and Servlets.

- Previously, Mr. Kumar was the Service Coordinator for an eServices billing application. He worked for nearly two years in the role of a Java Lead/Service coordinator. This application supported approximately $40 billion of invoice transactions. As part of his responsibilities, he gathered requirements and technical analysis for code changes and modifications to meet the changing business rules and customer and business requirements. He was involved in all design documentation and coding during the application implementation phase, and was the single point of contact for all the technical deliverables for the application.

- Mr. Kumar has also worked on large applications, such as SkyB, which was an application for Sky Network, U.K., one of the largest networks in the U.K. He also worked as a Java Developer for Mothercare Project, one of the largest companies in the U.K. for baby products.

- He has previously worked on the UPID-EAS project, which was an Enterprise Application developed using JSPs, Servlets, Struts, Hibernate, and Core Java to facilitate all the day to day working of the Uttar Pradesh, India State Government online rather than using physical files. Mr. Kumar was involved right from the beginning including requirement gathering and analysis to analysis and design and finally in the development, testing and deployment activities for the application.

- He has more than 10 years of programming experience working in J2EE technologies; he has worked on Struts and Springs frameworks that use MVC architecture. Mr. Kumar

has experience using Core Java, EJB, MVC Architecture, Design Patterns, and JSPs within the last six months. For front-end applications, he has worked with JSP, HTML, and Flex. Core Java has been a common feature of all of the applications. He has worked on EJBs and has expertise in using Stateless Session Beans in J2EE applications. He has used various designs, such as Factory patterns, Singleton patterns, and façade patterns.

* His more than three years of programming experience in writing Services and UI components includes writing Spring Web Services Code and handling all related issues. All of the applications he has worked on involved UI components.

* Mr. Kumar has more than three years of experience with Medicare and Medicaid. He was a Java Developer for an enrollment, billing, and fulfillment application for Medicare and Medicaid customers. He worked as a Senior Java and Spring Web services developer for the Application Next Generation Policy System, which is used for enrollment, billing, fulfillment and other requirements for Medicare and Medicaid customers. He also worked as a Senior Java Developer for Application Government Policy Administration, which was used to calculate and manage the commissions of agents and employees working for Medicare and Medicaid policies. His work for the Massachusetts Health Connector application also supports enrollment for Medicaid.

* He holds a Bachelor of Engineering in Civil Engineering from the Visvesvaraya National Institute of Technology (Formerly REC, Nagpur) in India.

Sahil Varma

Mr. Varma is an information technology professional with more than 11 years of experience. He offers a high level of Java/J2EE development proficiency as well as expertise in IT Service Management (ITSM) processes. He has managed incident, problem, change, and configuration management for a top-tier application in UnitedHealth Group supporting government public assistance programs. He has also worked with an Agile-based (Scrum) product lifecycle management project to upgrade one of the largest databases in UnitedHealth Group. He is currently working as Service Coordinator for the Optum MassHealth (Commonwealth of Massachusetts) project.

Mr. Varma brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

* His more than 11 years of system analysis and programming experience on large-scale systems includes working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. He has worked with large, critical applications with companies such as Fidelity Investments and UnitedHealth Group. He has provided subject matter expertise to business analysts and systems analysts during requirements gathering. Mr. Varma has worked on design specifications to provide proper translation of client needs, and conducted customer walkthroughs of the design to validate their requirements.

* He has more than 11 years of programming in J2EE technologies with the last six months using Java, EJB, MVC Architecture, Design Patterns, and JSPs; his experience also includes:

    - 11 years of Java/J2EE, MVC Architecture, Design Patterns, and JSPs

    - 9 years of Oracle

    - 6+ years of Spring 1.2

    - 5 years of EJB

- Mr. Varma has more than four years of programming experience in writing services and user interface components. He has worked on independent modules tied to time-bound production release schedules using Java/J2EE technologies with Struts/Spring framework. He has written Java (business and action) classes, JSPs/Servlets, XMLs, Sybase/Oracle-specific stored procedures, Flex ActionScripts, Flex MXMLs, JRules, and JUnit test cases.

- His five years of experience with WebLogic application server includes serving as a Subject Matter Expert in configuring WebLogic server for the application for local setup. He has worked on version upgrades, and configuring servers with the infrastructure team. Mr. Varma has worked to troubleshoot and provide information to the infrastructure team during critical and priority issues. He has also worked as a subject matter expert from the application side with the infrastructure team on certificate upgrades and database configuration on the server.

- He has more than six years of experience with consumer driven health plans and Medicaid program.

- He has more than six years of experience developing stored procedures for UnitedHealth Group. Mr. Varma has written complex Oracle database stored procedures. He created a template procedure for the team to perform mass updates on various entities through a single program. Mr. Varma also wrote complex Sybase database stored procedures for three years for a complex financial system at Fidelity Investments.

Mr. Varma's educational background includes the following degrees:

- Bachelor of Science (Computer Science) from Acharya Narendra Dev College, University of Delhi, New Delhi

- Post Graduate Diploma in Computer Application (PGDCA) from Jamia Hamdard, New Delhi

- Masters in Computer Application (MCA) from Maharishi Dayanand University, Rohtak

Srini Polagani

Mr. Srini Polagani brings nine years of experience in analysis, design, and development of enterprise applications using Oracle SOA, Oracle BPM, Oracle B2B, Oracle AIA, Oracle BAM, Oracle Service Bus, Web Services, Java, J2EE, and Database technologies. He has extensive experience in large-scale SOA implementations using Oracle Fusion Middleware Oracle SOA Suite, Oracle BPM, Oracle AIA, Oracle BAM, Oracle Service Bus, Oracle B2B, and Oracle Web logic. He is an expert at working with Oracle SOA Suite SCA composites and components like BPMN Process, BPEL process, Mediator, Business Rules, Human Workflow, and activities in JDeveloper. He has extensive experience in the health insurance exchange process through his work on Vermont Health Connect.

Mr. Polagani brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- He has more than nine years of experience in the information technology industry with a focus on application development, quality assurance, and process improvement. His background includes system analysis and programming experience on large-scale systems. He has worked directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame.

- He has seven years of experience working as a technical lead for the web-based distributed enterprise application built on Java with MVC frameworks, such as the Springs framework and Struts framework. The web portal of the application supported over 1,000 users, and he was responsible for designing, documenting, and development for this project. Other project experience includes development of an authentication framework using Java, Spring, iBatis, and LDAP. In addition, he has followed design patterns to develop Java applications.

- He has more than four years of programming experience writing Services and UI components. Mr. Polagani has three years of experience working as a web services developer. He has three years of experience working as a developer for an enterprise clinical web application developed to interface with JSF and JSPs. He has four years of experience as a developer for SOAP web services and REST services. He also has seven years of experience on XML, XSLT, WSDL's XPATH, and XQuery.

- Mr. Polagani has more than six years of experience on a WebLogic application server, with three years on Oracle SOA/BPM and B2B. He has six years of experience as a SOA lead for Vermont Health Connect, where he designed, developed, and implemented a payment system and carrier integrations using Oracle SOA running on WebLogic. The enterprise web application was built in Java and used WebLogic as its web server. He is an Oracle SOA/BPM Certified Specialist and has two years of experience on WebLogic server administration.

- His three years of experience with EDI 834/820 transactions includes his work on the Vermont Health Connect solution that processed transactions for the Medicaid and CHIP plans. He also worked on self-service applications for pre-screening for public assistance programs in Vermont.

- Mr. Polagani has four years of experience developing stored procedures and complex SQL queries development.

- He holds a Bachelor of Technology, Sir C.R. Reddy College of Engineering, Andhra University in Visakhapatnam, India.

3.2.10. Senior Programmer Analyst – Corticon (one position)

This senior programmer analyst's responsibilities include configuring/implementing the business rules in the enterprise software package known as Corticon. This individual is considered key personnel and should be housed on-site full-time. The Corticon senior programmer analyst should have the following qualifications:

1. Seven (7) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Seven (7) years of J2EE programming experience with the last six (6) months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs;

3. Four (4) years of programming experience in writing Services and UI components;

4. Two (2) years of experience configuring/ implementing business rules in the enterprise software package known as Corticon;

5. Three (3) years of experience with public assistance programs such as TANF, SNAP and Medical Assistance;

6. Three (3) years of experience developing stored procedures; and

7. A Bachelor's Degree.

Satya Bhaskar Kolachana

Optum proposes Satya Bhaskar Kolachana as the Senior Programmer Analyst – Corticon. Optum acknowledges, understands and agrees that is position will:

- Be responsible for configuring/implementing the business rules in the enterprise software package Corticon

- Be housed on-site full-time

Mr. Kolachana is a highly skilled professional who brings more than 13 years of experience in the IT industry. He has been involved in all phases of the systems development life cycle, including system analysis, design, development, implementation, testing, maintenance and support.

Mr. Kolachana meets or exceeds the RFP requirements for a Programmer Analyst – Corticon:

- He has more than seven years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has 13 years of programming and system analysis experience, with a specialization in Corticon programming. He is able to communicate effectively with clients and stakeholders to understand business requirements and determine how to best leverage technology to support those requirements in developing effective solutions.

- Mr. Kolachana has seven or more years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has expertise in Java, J2EE, JDBC, JSP, EJB, JMS, Spring, and Hibernate technologies. He designs solutions that follow technical standards and established enterprise architectural patterns and guidelines.

- He has four or more years of programming experience in writing Services and UI components. He led a Customer Portal team in implementing a new self-service system, one piece of an entire IE system implementation. He has used AJAX controls to update the data at selected places in the UI, and developed AJAX components to dynamically load content for different user types. He has used JavaScript and .NET validation controls for client-side validation and made extensive use of web services to integrate and communicate with multiple applications. He provided technical leadership and guidance to the development team, including mentoring and code reviews for SOA Integration, quality control and auditing of information, including working directly with the clients and developers.

- He has more than two years of experience configuring/ implementing business rules in the enterprise software package known as Corticon. Mr. Kolachana has been in Corticon programming positions since 2008 in either the insurance industry or state government. He is a highly efficient Corticon specialist with over five years of experience in Medicaid, SNAP, and TANF application processing, and review of casework to confirm the correct issuance of benefits. He has used Corticon Rules Designer Studio 4.1 and 4.2 for writing business rules for Standard Filing Unit (SFU) and Eligibility Determination and Benefit Calculation (EDBC) modules. He has designed and developed complex enterprise rules with Corticon Rules Engine 5.0 and integration with BizTalk Server 2010. He also brings expertise in defining and implementing eligibility rules and working on eligibility determination services and engines like Corticon.

- Mr. Kolachana has more than three years of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He has excellent domain skills in government programs like Medicaid, TANF, HIX, children and family health programs, adult care programs, disability services, and food aid programs. He is a highly efficient Corticon specialist with over five years of experience in Medicaid, SNAP, and TANF application processing and review of casework.

- He has more than three years of experience developing stored procedures. He has written stored procedures and packages for data storing, management and retrieval in Oracle 10g. He has written stored procedures and triggers in SQL Server 2000, and SQL Server 2005.

- He holds a Bachelor of Engineering (B.E.) from Karnatak University in India.

3.2.11. Programmer Analysts – Mainframe (five positions)

The programmer analysts' responsibilities include the analysis, design, coding, and documentation of modifications to RAPIDS software. These persons are considered key personnel but do not have to be housed on-site full-time. The mainframe programmer analysts should have the following qualifications:

1. Five (5) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Five (5) years of COBOL programming experience with the last six (6) months being with COBOL OS/390 & VM or z/OS;

3. One (1) year of CICS programming experience (TELON development experience preferred);

4. Five (5) years of DB2 Version 8 or greater programming experience;

5. Five (5) years of TSO/ISPF experience;

6. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

7. A Bachelor's Degree.

Optum proposes the following staff for the five Programmer Analysts - Mainframe positions:

- Anil Sadanandan Vijayamma
- Venkatesh Nichanametla
- Kranthi Kotagiri
- Raghuveer Lanka
- Sambasiva Kosuru

Optum acknowledges, understands and agrees that these Programmer Analysts - Mainframe will:

- Be responsible for the analysis, design, coding, and documentation of modifications to RAPIDS software

- Be housed in a location bested suited to meet project requirements

Below we provide a brief biography on each of our proposed Programmer Analysts – Mainframe.

Anil Sadanandan Vijayamma

Mr. Vijayamma brings 17 years of IT industry experience encompassing a wide range of skill sets, roles and industry verticals. He has strong subject matter understanding of health care claims processing systems, and is experienced in leading and managing teams. He has acted in multiple IT roles, including business system analyst, project lead, subject matter expert, application architect, developer, and SQA practitioner. He brings extensive experience with system analysis, design, development, testing, implementation and support of IBM mainframe application software. He is proficient in business requirements gathering, functional specification preparation, analyzing, and translating business requirements to technical requirements.

Mr. Vijayamma meets or exceeds RFP requirements for the Programmer Analyst – Mainframe position, as illustrated below:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. Since 2002, he has worked as an application architect, a senior systems analyst, and a business system analyst. Through these and prior roles he has strong system analysis and programming experience on large-scale systems.

- Mr. Vijayamma has more than five years of COBOL programming experience with the last six months being with COBOL OS/390 and VM or z/OS. He has been programming in COBOL and CICS since 1997.

- He has more than one year of CICS programming experience. He has been programming in COBOL and CICS since 1997. He has programmed new complex components or modified existing components that involve CICS, IMS DB/DC and IDMS. He has also developed new application modules, and performed conversion of existing applications of the client's system from ADS/O – IDMS to CICS-DB2.

- Mr. Vijayamma has more than five years of DB2 Version 8 or greater programming experience. He has prepared detailed design, coding and unit testing of components involving COBOL, JCL, DB2 and VSAM technologies.

- He has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He is currently working on the California MMIS project. He has strong experience in the NASCO Claim Processing System (NPS) and the California Medicaid Claim Processing System (CA-MMIS), as well as strong experience in the DRG (Diagnosis Related Group) Inpatient Claim Reimbursement Methodology. He provides CA-MMIS/Medicaid SME knowledge for developing requirements for new projects for the California MMIS project.

- Mr. Vijayamma holds a Bachelor of Technology in Applied Electronics and Instrumentation from the University of Kerala in India.

Venkatesh Nichanametla

Mr. Venkatesh Nichanametla is a mainframe IT professional with nine years of experience in the IT industry. He has worked on the TANF implementation for the state of Minnesota since 2013. His background meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and provide product outputs satisfying those needs in a pre-determined time frame. He has worked as a developer, a test lead and as a technical lead on various IT mainframe projects. He is experienced at providing work estimates and creating documents like requirement specifications, analysis documents, problem statement documents, project description documents, test cases documents, minutes of meetings, and review check lists.

- Mr. Nichanametla has more than five years of COBOL programming experience with the last six months being with COBOL OS/390 & VM or z/OS. He has more than eight years of extensive experience in the IT industry with IBM Mainframes z/OS, subsystems (e.g., DB2, IMS CICS) and languages (e.g., COBOL, JCL, VSAM, and REXX). He has performed detailed design, coding and unit testing of components involving technologies COBOL, JCL, DB2, and VSAM. His experience includes preparation of functional specifications, technical specifications, programming, system testing, enhancements, bug fixing, production support and maintenance. He has developed new procedures/JCL for use across application teams.

- He has more than one year of CICS programming experience. He has worked with CICS online screens and has exposure to both online and batch testing.

- Mr. Nichanametla has more than five years of DB2 programming experience in Version 8 or higher. Since 2007, all of his positions were in a mainframe DB2 environment. He is also an IBM Certified Database Associate DB2 UDB V7.1 Family.

- He has more than five years of TSO/ISPF experience. He has good hands on experience on the mainframe tools TSO/ISPF, and more than eight years of experience with TSO/ISPF commands, ACF2 commands and ISPF File Tailoring. He has experience in handling all mainframe tools and utilities like RDz (Rational Developer for System z), ChangeMan ZMF, File Manager, Fault Analyzer, Debug tool, Performance Analyzer, ACF2, CA Jobtrac Scheduling, TSO/ISPF commands, ACF2 commands, and ISPF File Tailoring.

- Mr. Nichanametla has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He has demonstrated deep proficiency in the eligibility and case management business area policies and domain knowledge in eligibility programs such as SNAP, TANF, childcare, and Medicaid.

- He holds a Bachelor of Technology from Vellore Institute of Technology (VIT), Tamilnadu, with specialization in Electrical and Electronics Engineering.

Kranthi Kotagiri

Mr. Kotagiri brings excellent domain knowledge in and government health care. He has extensive experience in system migration and system redesign, preparation of business process and system flow charts and preparation of training materials. He has an in-depth understanding of the as-is and to-be business processes and experience in converting these requirements into technical specifications and preparing test plans. He also brings proven skills in relationship management with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters. He is a proactive and innovative team player proven to work under tight deadlines, capable of managing multiple projects and can work efficiently as an individual.

Mr. Kotagiri meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe position:

- He has 11 years of experience in design, development and implementation of information system solutions of varying complexities across the health care domain. He brings more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame.

- Mr. Kotagiri has experience in developing applications using mainframe technologies, including COBOL, JCL, DB2, CICS, SAS, VSAM, MQ Series, Easytrieve, and FILE-AID. He has more than five years of COBOL programming experience with the last six months being with COBOL OS/390 and VM. He has prepared detailed design, coding, and unit testing of components involving COBOL, JCL, DB2 and VSAM technologies.

- He has more than one year of CICS programming experience. He has worked on designing and maintaining CICS screens and CICS with SOAP on a wide basis to develop front-end screens using the concepts of channels and containers to process large amount of data.

- Mr. Kotagiri has more than five years of DB2 Version 8 or greater programming experience. He has modified and upgraded COBOL, CICS, JCL, and Sequential file application code according to software change requests. He has tested and validated COBOL, CICS, VSAM, DB2, JCL, and sequential file application code according to quality standards.

- He has more than five years of TSO/ISPF experience. He brings good hands-on experience with mainframe tools TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File Manager, ENDEAVOR, CHANGEMAN and debugging tools like XPEDITOR and Viasoft.

- Mr. Kotagiri has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He is currently working as a Functional Manager for the Maryland Health Benefit Exchange for the State of Maryland. He brings excellent domain knowledge in government social services programs like TANF, HIX, children and family health programs, adult care programs, disability services, food aid programs, Medicaid, and children health programs. He has demonstrated deep proficiency in the eligibility and case management policies and domain knowledge in eligibility programs, such as SNAP, TANF, childcare and Medicaid.

- He holds a Master of Engineering (M.Tech) in Manufacturing Systems Engineering, Birla Institute of Technology and Science (BITS) in India, and a Bachelor of Engineering from Andhra University in Visakhapatnam, India.

Raghuveer Lanka

Mr. Lanka is an IT professional with 14 years of experience in software development supporting IBM mainframe online and batch applications. He brings strong analysis, programming and problem solving capabilities, and the ability to deliver fast results under tight deadlines. He is a mainframe developer and analyst who uses his technical and domain expertise to develop, maintain, implement and enhance data processing solutions from inception through implementation, providing efficient and effective solutions in support of the business objectives. He has adapted excellent quality procedures after working six years with companies all rated at CMM Level 5.

Mr. Lanka meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe position:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has 14 years of experience in software development supporting IBM mainframe online and batch applications.

- Mr. Lanka has more than five years of COBOL programming experience with the last six months using COBOL OS/390 and VM or z/OS. He is a results-oriented software engineer who adapts easily to requirements in IBM Mainframe technologies, such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON, and various mainframe utility tools. He has experience coding programs using COBOL, DB2, and IMS, and in identifying enhancements and preparing design for new COBOL-CICS programs.

- He has more than one year of CICS programming experience. He is a results-oriented software engineer who adapts easily to requirements in IBM Mainframe technologies, such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON and various mainframe utility tools. He has been involved in the development and unit testing of new CICS programs.

- Mr. Lanka has more than five years of DB2 Version 8 or greater programming experience. He has experience coding enhancements using COBOL, CICS, and DB2, and is experienced in IBM Mainframe technologies such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON and various mainframe utility tools.

- He has more than five years of TSO/ISPF experience. He has good hands-on experience on Mainframe tools TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File manager, ENDEAVOR, CHANGEMAN, and the debugging tools like XPEDITOR and Viasoft.

- Mr. Lanka has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. Since 2013, he has been a Senior Systems Analyst working on the Virginia MMIS program where his responsibilities include coding programs using COBOL, DB2, and IMS.

- He holds a Bachelor of Technology in Mechanical Engineering, JNTU, India, and a Masters of Engineering in Automobile Engineering, Anna University, India.

Sambasiva Kosuru

Mr. Kosuru is an IT consultant with more than 17 years of experience dedicated to data processing on mainframe-based systems for complex information needs. He has performed multiple consulting roles during his career including that of senior programmer/analyst. He specializes in COBOL, CICS, VSAM, DB2, SQL, EDI, IDMS, ADS/o, IMS, Teradata database, QMF, SPUFI, SYNCSORT, REPLIDATA, FILE-AID, JCL, and MVS. He has substantial experience in health care services industry business processes.

He has the following specific qualifications that meet or exceed RFP requirements:

- Mr. Kosuru has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and provide product outputs satisfying those needs in a pre-determined time frame. He has more than 17 years dedicated to data processing on mainframe based systems for complex information needs. This has included the areas of health care, Medicaid, finance, transportation, manufacturing, and utility industry business processes. He has

been involved in many phases of the system development life cycle, such as analysis, design, implementation, testing and user training.

- He has more than five years of COBOL programming experience with the last six months using COBOL OS/390 and VM or z/OS. He has more than 10 years of experience in COBOL and IDMS. He has over six years of experience in VS COBOL II, CICS, DB2, JCL, VSAM, File-Aid, QMF, SPUFI, SYNCSORT, IDCAMS, IEBGENER, IEFBR14, IEBCOPY, TSO, ISPF, SAR, and MVS. He analyzes user business requirements specifications and prepares a level of effort to develop the requirement; he designs, develops, enhances, maintains, reviews, codes walkthrough activities, and supports batch programs for COBOL II, IDMS, and ADSO.

- Mr. Kosuru has more than one year of CICS programming experience. He has worked on designing and maintaining CICS screens and CICS with SOAP to develop front-end screens. He has also worked developing, enhancing, maintaining and supporting Micro Focus COBOL, IDMS, DB2, VSAM, CICS, ADS/o batch programs and online applications.

- He has five or more years of DB2 Version 8 or greater programming experience. He has experience analyzing user requirement specifications and release changes. He then develops, enhances, maintains, review, conducts code walkthroughs and supports batch programs and online applications for Micro Focus COBOL, DB2, CICS, and VSAM programs. He has experience unloading test data from production DB2 tables and loading data into test DB2 tables. He also has experience running RUNSTATS on DB2 test tables after loading test data into DB2 test.

- Mr. Kosuru has five or more years of TSO/ISPF experience. He is experienced in testing DB2 applications using QMF, SPUFI from TSO and ISPF and has been involved in developing test plans and test data using QMF, SPUFI for DB2 applications from TSO and ISPF.

- He has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He has excellent domain knowledge in government health and humans service programs, such as Medicaid. He currently works as a Senior Mainframe Consultant supporting the North Carolina MMIS.

- Mr. Kosuru holds a Bachelor of Technology degree from Maharaja Sayajirao University in India.

3.2.12. Programmer Analysts – Java (eight positions)

The programmer analysts' responsibilities include the analysis, design, development and unit testing of J2EE code in an enterprise environment. These persons are considered key personnel but does not have to be housed on-site full-time. The Java programmer analysts should have the following qualifications:

1. Five (5) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Three (3) years of J2EE programming experience with the last six (6) months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs;

3. Two (2) years of programming experience in writing Services and UI components;

4. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

5. A Bachelor's Degree.

Optum proposes the following staff for the eight Programmer Analysts - Java positions:

- Chandu Guntupally
- Ram Tuniki
- Divya Sadhineni
- Anudeep Pottipati
- Jitender Kaswan
- Kumar Konakalla
- Nithin Reddy
- Ravikumar Dandamudi

Optum acknowledges, understands and agrees that these Programmer Analysts – Java will:

- Be responsible for the analysis, design, development and unit testing of J2EE code in an enterprise environment
- Be housed in a location bested suited to meet project requirements

Below, we provide a brief biography on each of the proposed Programmer Analyst – Java personnel.

Chandu Guntupally

Mr. Guntupally is a highly experienced IT professional who brings a wide range of skills to the RAPIDS project. He is experience in analysis, design and development of application and system software using object-oriented design and programming, design patterns, UML methodologies, various enterprise level custom frameworks and Service Oriented Architecture. He has hands-on experience using ANT and Maven for project builds, Log4j for logging, JUnit for unit testing and XMLSPY for XML validation. He brings a strong working knowledge of Dimensions, CVS, SVN, and MS Team Foundation Server for version control. He is proficient on developing build scripts, application building, and deploying the applications using ANT, Maven, GIT and Jenkins.

Mr. Guntupally meets or exceeds the RFP requirements for the position of Programmer Analyst – Java:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He brings over nine years of experience in all facets of application development, from business analysis to system design, business modeling, business process orchestration, development, testing, implementation and maintenance. He has worked as an Application Developer, Lead Developer, Technical Lead, Project Lead, and Systems Analyst with specialization in Java/J2EE and SOA technologies.

- Mr. Guntupally has more than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has extensively worked on web application and distributed programming with J2EE

Architectural Frameworks (e.g., IBM EAD4j, Struts2, Spring, Hibernate, iBatis, myBatis, JPA, Servlets, EJB, JMS, web services, MQ, and JDBC). He has strong experience in Spring frameworks or modules, such as MVC, AOP, IOC, DAO, ORM, Spring Batch, JDBC, DTO, JTA, Security and Context. He is proficient in application development using Multi-Threading, Collections, Interfaces, and Exception Handling. He brings strong experience in SOA, BPEL, SOAP & RESTFul Web services, application integration, messaging technology and middleware technologies, and strong knowledge of Enterprise Service Bus (ESB), Orchestration, Rules Engine, Business Process Execution Language (BPEL), and BPMN.

- He has more than two years of programming experience in writing Services and UI components. He is proficient in client side development using technologies, such as Angular JS, JQuery, JavaScript, JSP, JSTL, XML, HTML, DHTML, CSS and AJAX. He has designed and developed web services (SOAP) client using AXIS to send service requests to web services.

- Mr. Guntupally has more than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is experienced in Medicaid estate recovery and QHP 834 EDI Transaction handling. He has worked on the Maryland Health Benefit Exchange project, and worked for an HIE and integrated eligibility project for over a year.

- He holds a Master's in Computer Applications, Osmania University in India.

Ram Tuniki

Mr. Tuniki is a highly experienced IT professional with expertise in managing the entire deployment life cycle from development to production deployment, which includes release management, build management, incident management and change management. He has experience in team leadership and in preparing developer guidelines and user guides. He is proficient in the Agile software development environment.

Mr. Tuniki meets or exceeds the RFP requirements for the Programmer Analyst – Java position:

- He has over five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. He has over 10 years of professional experience in the IT field with expertise in enterprise application development with increasing responsibilities involving analysis, architectural design, development, prototyping, implementation, and testing. He has strong programming skills in designing and implementing multi-tier applications using Java, J2EE, JDBC, JSP, JNDI, JMS, RMI, JSTL, HTML, JSF, Struts, Spring, Hibernate, JavaScript, Servlets, JavaBeans, CSS, EJB, XSLT, JAXB, and Junit. He is also experienced in web technologies like AJAX, HTML, DHTML, FreeMarker, CSS, JSON, JavaScript, JQuery, and Angular JS.

- Mr. Tuniki has more than three years of J2EE programming experience with the last six months using Java, EJB, MVC Architecture, Design Patterns and JSPs. He has over 10 years of experience in Java/J2EE programming, Servlets, JSP, JMS, JNDI, and JDBC. He has an in-depth understanding of Java/J2EE and EIP Design patterns - MVC, Singleton, Session Facade, Factory and Inversion of Control, DAO, Splitter, Aggregator, Enricher, and Wire Tap. He has experience with JBoss Fuse ESB, Apache Camel, Active MQ, and he has worked extensively with ORM tools like Hibernate, JPA, and Ibatis. He has developed components using Spring MVC, Spring IOC and Spring

Security for securing services, and been involved in establishing authentication and authorization of the application using LDAP and SAML.

- He has more than two years of programming experience in writing Services and UI components. He brings five years of experience with Frameworks including Struts 1.0 and 2.0, Spring IOC, Hibernate, and JPA. He has developed components using Spring MVC, Spring IOC and Spring Security for securing services. He has been responsible for analyzing and updating the schema and WSDL changes for runtime services. He has been involved in the development of SOAP web services methods and testing with SOAP-UI. He has also used JSP/Servlets, HTML, CSS and JavaScript for front-end development.

- Mr. Tuniki has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He is currently working on the Maryland Health Benefit Exchange as a Senior Java Technical Lead. He also worked for two years as a Senior Java Technical Lead on the Texas Integrated Eligibility Redesign System (TIERS). He has worked with a team in delivering a Medicaid and dental enrollment process, performed analysis and design for the 270 and 271 Medicaid eligibility transactions, and designed and developed modules in Java/J2EE related to SNAP and TANF.

- He holds a Master's Degree in Computer Science, Osmania University, India.

Divya Sadhineni

Ms. Divya Sadhineni is an IT professional responsible for coding, implementing and unit testing various J2EE related projects. She has experience using web markup languages like HTML, XHTML, DHTML, CSS, XML for developing interactive user interfaces, and knowledge in ORM frameworks, such as Hibernate. She has extensive experience in programming in Java, J2EE using Eclipse and RAD tools. She brings good knowledge in Java architecture and developing applications using Java/J2EE design Patterns such as MVC, Singleton, Factory, Transfer Objects, Front Controller and Data Access Objects (DAO). She has experience in RDBMS such as Oracle, MySQL and writing stored procedures triggers, cursors, and optimizing queries using SQL. She possesses excellent analytical, problem solving, leading and learning skills as well as a keen interest in emerging technologies.

Ms. Sadhineni meets or exceeds all of the RFP requirements for the Programmer Analyst – Java position:

- She has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. She has more than five years of IT experience in the areas of analysis, design, development, coding, implementation and testing of web based multi-tier applications using Java/J2EE technologies.

- Ms. Sadhineni has more than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. She is experienced in developing highly transactional websites using J2EE technologies and handling design/implementation using UML/Eclipse. She has extensive experience in Java J2EE technologies using Core Java, Java collection, JDBC, Threads, Spring Framework, Struts Framework, Hibernate, Servlets, DHTML, CSS, XSLT, JMS, and JSTL. She also has extensive experience working on all tiers of J2EE n-tier Architecture. She is experienced in Servlets and JSP using the Struts /JSF framework in the web tier and EJB as business tier.

- She has more than two years of programming experience in writing Services and UI components. She has experience in working with SOAP web services using client proxy classes, and experience in integrating J2EE based Applications with web services by creating Web Service Proxy Clients. She has experience in the development of enterprise applications using Fast4j, JSF, Struts, Spring, Spring Security and Hibernate, and experience in XML technologies including XML, XSLT, XPath, DTD, XML-Schema, XML Beans, JAXB, SAX and DOM parsers. She has good web page design skills using HTML, CSS, Java Script, and AJAX.

- She has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. She currently works for the state of Georgia on the Next Gen application used by the public, brokers, small businesses and the State's customer service representatives to determine eligibility for health care plans and enable them to shop and enroll in the eligible plans. The system also enables the users to manage their payments, report changes and manage all other information related to selected plans.

- Ms. Sadhineni holds a Bachelor of Technology, Jawaharlal Technology University, India.

Anudeep Pottipati

Mr. Anudeep Pottipati is a highly experience IT professional who brings a wide range of experience and skillsets to the RAPIDS project. He has experience in object-oriented programming in client/server, enterprise/web n-tier distributed applications using Java/J2EE, JDBC, JMS, JTA, JNDI, Java Mail API, IBM MQ Series, RMI and Web Services. He brings expertise on object oriented design and programming concepts, design patterns, design, architecture, gathering functional requirements. He has experience in application development frameworks like Struts 2.0/1.x, spring 2.5/2.0/1.0, Hibernate 2.0/3.0, JSF Frameworks and on validation plug-ins like Validator frameworks and web technologies. He also brings experience working on MAGI (Modified Adjusted Gross Income) programs and has a good understanding of Medicaid and Children's Health Insurance Program (CHIP).

Mr. Pottipati brings experience with software development methodologies like Agile, and experience in developing applications using IBM IDEs like IBM WSAD 5.1.2, IBM RAD 6.0/7.0 and Oracle JDeveloper. He has excellent knowledge of the use of Gang of Four design patterns and J2EE design patterns in the development of multi-tier distributed enterprise applications. He also has experience in implementing web projects using IBM WebSphere Application Server, BEA Web Logic, Jakarta Tomcat, JBOSS, and experience in web design using HTML, DHTML, Swing, XML, Tiles, CSS, AJAX, and JavaScript.

Mr. Pottipati meets or exceeds all RFP requirements for the Programmer Analyst – Java position:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He has worked as a Java Developer since February of 2010 and for the past year has been a Java Developer on the Maryland Health Benefit Exchange project.

- Mr. Pottipati has more than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. As a Java Developer, he implemented Core Java, Factory and Singleton pattern, implemented Spring based MVC architecture, and used EJBs for message beans. As Java Developer on the Maryland Health Benefit Exchange project, he has been using the Curam framework that is based on Struts MVC architecture, uses core Java, J2EE, Pattern like

factory, Singleton, DAO, Façade and Business pattern. The architecture involves, JSP as the front end, Java beans and Data object java beans for Entity access.

- He has more than two years of programming experience in writing Services and UI components. As Java Developer for HCL America, he implemented UI changes on the project and has written the back end façade and business process that implement the business logic. He has experience in web design using HTML, DHTML, Swing, XML, Tiles, CSS, AJAX and JavaScript. He has extensive knowledge in using JMS and MQSeries as a middleware for commercial messaging and queuing, and experience in Service Oriented Architecture using SOAP, WSDL, LDAP, JAXB and Web Services and knowledge of Apache Axis. He also has experience in developing UI Web applications using Spring MVC framework and Hibernate.

- Mr. Pottipati has more than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He currently works on the Maryland Health Benefit Exchange project using Curam framework. The project is to implement the eligibility system for the Medicaid MAGI product and Curam framework includes functionality for TANF and SNAP.

- He holds a Bachelor in Computer Science Engineering from Anna University, India.

Jitender Kaswan

Mr. Kaswan brings strong communication and relationship management skills and is an enthusiastic and self-driven IT professional with a high degree of commitment to his profession and to his clients. He meets or exceeds the RFP requirements for the Programmer Analyst – Java position:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has six years of strong IT experience in all phases of software development lifecycle processes and holds a Senior Software Engineer position with UnitedHealth Group.

- Mr. Kaswan has More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has hands on experience in Java, J2EE, Oracle ADF and Oracle WebCenter Portal systems development, which includes system analysis, system design, programming, debugging, defect fixing, testing, application performance analysis and deployment. He brings expertise in Oracle Fusion Middleware products like WebCenter, JDeveloper, WebLogic, and Oracle ADF Development (ADF Security, ADF Faces, ADF Task Flows, ADF Exception Handling, ADF Loggers, and Business Components) with web services.

- He has more than two years of programming experience writing Services and UI components. This includes experience in developing web services using SOAP and WSDL, and developing DTDs, XSD schemas for XML. He has experience in Java design patterns such as Session Façade, Singleton, Data Access Objects (DAO), and Business Delegate. He has strong working knowledge with content management systems like Oracle WebCenter Content and Adobe CQ5 (AEM), and has strong experience in source control tools like SVN and various IDEs, such as JDeveloper 11g, Eclipse and PL/SQL developer.

- Mr. Kaswan has one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He is currently working on an integrated eligibility portal. This portal is being developed to update legacy integrated eligibility systems or replace

current processing for state and federally funded programs to remain compliant with the current Affordable Care Act requirements.

- He holds a Master of Computer Application from University of Rajasthan and a Bachelor of Computer Application from Kurukshetra University.

Kumar Konakalla

Mr. Kumar Konakalla has extensive experience in system analysis and programming. This includes five years of experience designing, developing and maintaining web based and business applications using Java, J2EE technologies. He has experience developing public assistance eligibility applications for food assistance, medical assistance, special assistance and cash assistance programs.

Kumar has the following specific qualifications that meet or exceed RFP requirements:

- He has five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. This is demonstrated by assignments, such as a Java/J2EE developer from 2010 through the present for First National Bank, Sprint Nextel, HCSC Health Services Corporation, NC FAST, and Wycan UI Tax and Benefit System.

- Mr. Konakalla has three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. This is demonstrated by assignments as a Java/J2EE developer from 2010 through the present. Since February 2015, his responsibilities have included implementing Spring MVC architecture using Java/J2EE programming, and JSP for the front end.

- He has two years of programming experience in writing Services and UI components. This is demonstrated by assignments as a Java Developer for Sprint Nextel and HCSC Health Services implementing UI using JavaScript, JSP, and writing business layer classes using the Spring framework.

- Mr. Konakalla has one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. This is illustrated by assignment as a developer for NC FAST, North Carolina Department of Health and Human Services, which includes the Food and Nutrition Service, medical assistance, special assistance and cash Assistance programs.

- He holds a Bachelor's in Engineering in Computer Science, JNTU, India.

Nithin Reddy

Mr. Reddy has seven years of software development experience specializing in the analysis, design, development, and testing of client server and n-tier applications using Java/J2EE. He has successful experience in multiple life cycle development methodologies including Agile, OOAD, and Waterfall. Mr. Reddy is also proficient in the use of multiple design and development tools. He has proven success as both an individual performer, and as a key member of a larger development team.

Mr. Reddy has the following specific qualifications that meet or exceed RFP requirements:

- Mr. Reddy's seven years of system analysis and programming experience exceeds the requirement for five years' experience. His experience is with large-scale systems, including a medical practice management system, a state-based health insurance exchange, a private insurance customer service and order management system, and a

student progress tracking system for a major university in California. All projects required work directly with customers to define their needs, and the development of solutions within a pre-determined time frame to meet the defined needs.

- He has more than three years of J2EE programming experience within the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. His experience includes using the MVC Architecture to design applications using JSP, Java Beans, Servlets and EJB. He also has extensive experience using JavaScript, HTML/DHTML, DOM, XHTML, jQuery, CSS, Ajax, and IDE tools like Eclipse, Notepad++, and Sublime. He has experience deploying developed applications to JBoss, IBM WebSphere, WebLogic and Apache Tomcat application servers.

- He has more than two year of programming experience in writing services and UI components. His seven years of programming experience has included the development of Services and extensive work on the design, development, testing, and implementation of user interface components.

- Mr. Reddy has two years of experience with applications that support public assistance programs. His work for the Maryland Health Benefit Exchange includes application development supporting eligibility determination and enrollment for medical assistance programs, like Medicaid, CHIP, and other public assistance programs.

- He has one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. As a Java developer for QSSI, he implemented the Curam Framework that was solution for State Medicaid, Food Stamp, TANF and childcare solutions.

- Mr. Reddy holds a Bachelor of Science in Computer Science, JNT University, Hyderabad, India.

Ravikumar Dandamudi

Mr. Dandamudi brings over 14 years of experience in object-oriented analysis and design and development, maintenance, and support of large-scale N-tier enterprise applications using Java, J2EE, Struts, Servlets, EJB, JMS, Spring, Hibernate, and JDBC. He is well versed in both server-side and client-side programming using Java and J2EE technologies. He has expertise in developing applications using Core Java concepts like OOPS, Inheritance, Collection, etc., and he is experienced in working with various frameworks like Struts, Spring and Hibernate.

He is adept in implementing dynamic web applications using web and application servers such as IBM WebSphere, Jboss, Web Logic, Apache Tomcat and deploying in various environments such as Windows and IDEs such as Eclipse, Rational Application Developer (RAD). He has experience in Java/ J2EE, OOD including Java, JSP, Servlets, JDBC, Struts MVC, Hibernate, Spring MVC, JUnit, JavaScript, CSS, and HTML.

Mr. Dandamudi is a highly skilled Java resource that meets or exceeds the RFP requirements for the Programmer Analyst – Java position:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He has worked as a Java and/or J2EE Developer in several positons since 2000, making him a highly experienced Java resource. He has experience designing and estimating business requirements, and he has worked with business teams to determine the business needs, and then gather, analyze and document requirements.

- Mr. Dandamudi has more than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. As a Senior Programmer Analyst, he implemented Java/J2EE using Spring MVC framework, using JSP and various design patterns, mainly façade, service and DAO pattern.

- He has more than two years of programming experience in writing Services and UI components. As Java Developer, he worked on the UI using the JSP pages and implemented the server side programing for various business workflows.

- Mr. Dandamudi has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. As Java Developer for the Maryland Heath Insurance Exchange, he worked on a project that involves the implementation of a Medicaid, state-based exchange program. As Senior Java/J2EE Developer for the state of Georgia, he was involved in a project for the implementation and maintenance of Medicaid, TANF, Food Stamps and Child Care.

- He holds a Master of Science in Computer Applications from Andhra University and a Bachelor of Science in Computer Sciences from Nagarjuna University.

3.2.13. Programmer Analyst - Adobe (one position)

The Adobe programmer analyst's responsibilities include configuring/designing forms, writing processes for life cycle and production print, maintaining templates, generating statistics, and supporting the development of correspondences for RAPIDs. This person is considered key personnel but does not have to be housed on-site full-time. The Adobe programmer analyst should have the following qualifications:

1. Two (2) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Two (2) years of experience with Adobe LiveCycle Enterprise Suite focusing on LiveCycle Designer, LiveCycle Workbench, LiveCycle Forms, and LiveCycle Production Print;

3. Two (2) years of experience with Adobe Acrobat Professional;

4. Two (2) years of experience of JavaScript Programming;

5. Two (2) years of experience with XML design and programming;

6. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

7. A Bachelor's Degree.

Ramya Gaddam

Optum proposes Ramya Gaddam as the Programmer Analyst - Adobe. Optum acknowledges, understands and agrees that is position will:

- Be responsible for configuring/designing forms, writing processes for life cycle and production print, maintaining templates, generating statistics, and supporting the development of correspondences for RAPIDs

- Be housed in a location best suited to meet project requirements

Ms. Gaddam is a strong IT professional who brings a wide range of capabilities and skillsets to the RAPIDS project. She has experience working on an integrated eligibility project supporting

many public assistance programs, and for a state-based health insurance exchange. She is an Oracle certified Java Programmer Associate with over seven years of experience in requirements analysis, design, development, implementation, production and support of Java, J2EE, Adobe, HTML, CSS, JavaScript, JQuery and client-server technologies. She brings experience in using Spring framework to create JMS client application and incorporated the concept of dependency injection using Spring IOC container. She is experienced using Mule, Fuse/Apache ServiceMix as integration platform and Apache ActiveMQ as messaging platform. She brings knowledge of using Apache Camel through Fuse Mediation Router, and is experienced in integrating freemarker editing, Smooks in camel routes. She has developed and deployed multi-tier Enterprise Applications using Tomcat, WebSphere 8.0, and 8.5 Web and application servers.

Ms. Gaddam has also installed and deployed enterprise components using shell script into Fuse ESB UNIX box and through Apache Karaf web console. She is experienced in implementing Session Facade, Abstract Factory, Singleton, Value Object, DAO, Business Delegate, Transfer Object and Service Locator design patterns, and experienced in implementing Enterprise Design Patterns, such as Aggregator, Splitter, Message Router, Message Translator, and DeadLetter Channel. She has written Apache ANT scripts for generating and moving JAR files.

Ms. Gaddam meets or exceeds the RFP requirements for the Programmer Analyst – Adobe position:

- She has more than two years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. She brings more than seven years of experience in systems analysis and programming on large-scale systems with languages, such as Java, J2EE, Adobe, HTML, CSS, JavaScript, and JQuery. She is currently working on the Maryland Health Benefit Exchange project.

- Ms. Gaddam has more than two years of experience with Adobe LiveCycle Enterprise Suite focusing on LiveCycle Designer, LiveCycle Workbench, LiveCycle Forms, and LiveCycle Production Print. She has developed Adobe templates using Adobe LiveCycle Designer on Adobe LiveCycle Workbench, and deployed Adobe templates on Adobe LiveCycle workbench. She has generated LiveCycle Archives and deployed through Adobe LiveCycle administrative console. She has also worked on changing the configuration on the Adobe LiveCycle administrative console to improve performance.

- She has more than two years of experience with Adobe Acrobat Professional. She has developed serializable data objects to transfer to web services hosted on Adobe LiveCycle Workbench using byteStreams. She has designed XML schema to be used as the data connection to the Adobe LiveCycle Designer, and he has developed Adobe templates using Adobe LiveCycle Designer as per the design document from the client.

- Ms. Gaddam has more than two years of experience of JavaScript Programming. She has performed UI development using HTML, CSS, Java Script and JQuery. She has employed JQuery in user interface development and Integration of REST services. She has developed applications using HTML, Java Script, Extended JS, JSP, Servlets, JavaBeans, EJB 3.0, JSTL, JSP Custom Tag Libraries, JDBC, JMS publish/Subscribe, Active MQ, JNDI, JavaScript, XML, XSLT, and JAXB.

- She has two or more years of experience with XML design and programming. She has implemented XML data formats to transfer data between layers in the form of XML streams. She has designed XML schema to be used as the data connection to the

Adobe LiveCycle Designer. She has also used dozer bean mapper to convert application data objects to JAXB objects generated from XML schema.

- Ms. Gaddam has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. She implemented a solution in the State of New Mexico that manages eligibility for several public assistance programs, including Medicaid, food assistance, and cash assistance. She also has experience on the Maryland Health Benefit Exchange project where she designed and developed the Medicaid Estate Recovery Interface, which sends files to Medicare and the MMIS.

- She holds a Masters in Computer Science, University of Texas, India.

3.2.14. Programmer Analyst - Corticon (one position)

The Corticon programmer analyst's responsibilities include configuring/implementing the business rules in the enterprise software package known as Corticon. This person is considered key personnel but does not have to be housed on-site full-time. The Corticon programmer analyst should have the following qualifications:

1. Five (5) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame; Three (3) years of J2EE programming experience with the last six (6) months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs;

2. Two (2) years of programming experience in writing Services and UI components;

3. Two (2) years of experience configuring I implementing business rules in the enterprise software package known as Corticon;

4. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

5. A Bachelor's Degree.

Aditya Guda

Optum proposes Aditya Guda as the Programmer Analyst - Corticon. Optum acknowledges, understands and agrees that is position will:

- Be responsible for configuring/implementing the business rules in the enterprise software package known as Corticon

- Be housed in a location bested suited to meet project requirements

Below we provide a brief biography on our proposed Programmer Analyst – Corticon.

Mr. Guda is a Programmer Analyst with over nine years of experience in the health care information technology (IT) industry. His key strengths are in business and requirement analysis, design, development, and testing. Mr. Guda is a team-oriented professional with extensive experience in quality assurance for state and federal automated data systems. He possesses excellent oral and written communication skills. Mr. Guda offers over five years of experience in Medicaid, SNAP, and TANF application processing, as well as review of casework to ensure correct issuance of benefits. He also managed the authoring of over 2,000 pages of Business System Design deliverables and led a testing team that is responsible for the test preparation and execution of the Medicaid, TANF, SNAP, and CHIP components of an integrated eligibility solution.

Mr. Guda brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- He has more than nine years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He is also experienced in system testing and working with clients to define system requirements for their specific settings. He has also worked on the design, development, and implementation phases (business or technical) of a modernization for an eligibility business area.

- Mr. Guda has three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has experience in Java, J2EE and Struts, Spring MCV, SpringCore, SOAP, and REST Services. His expertise includes implementing GoF Patterns, JEE Patterns, and Integration Patterns.

- He has two years of programming experience in writing Services and UI components; he has experience in implementing Web Services in service-oriented architecture. He has also worked on requirements gathering for eligibility determination. He has designed rules by using collective information from various federal web services, such as SSA Composite, IRS income verification, MABS income verification, and Verify Lawful presence.

- Mr. Guda has two years of experience configuring and implementing business rules in the enterprise software package known as Corticon. His expertise with Corticon includes defining and implementing eligibility rules and working on eligibility determination services with this business rules engine.

- He has more than five years of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He brings extensive knowledge of policy and procedural guidelines for public assistance and benefits. His experience includes monitoring SNAP benefits received by residents of group homes, including drug and alcohol treatment centers. He led efforts for developing functional requirements using knowledge of LIHEAP rules, procedures, and operations, as well as significant knowledge of TANF and SNAP, for Medicaid program projects. His public assistance experience also includes TANF application processing and review of casework to ensure correct issuance of benefits.

- Mr. Guda holds a Master's Degree in Industrial Pharmacy from Long Island University.

Mr. Guda's additional qualifications include:

- Extensive experience in working with Unified Modeling Language (UML) for business modeling (work flows) and object modeling

- Expertise in gap analysis and translating requirements into optimized designs, and identifying design alternatives and implications on functionality, effort, performance and operations

- Experienced in identification of business requirements, functional design, process design (including scenario design, flow mapping), prototyping, testing, training, and defining support procedures

- Extensive experience in working with Requirements Management and Traceability Tools such as HP Quality Center and IBM RequisitePro and IBM Rational Requirements Composer

- Experience with Prototyping tools, such as iRise and Business Process Modeling tools such as ARIS

3.2.15. Programmer Analyst - Enterprise Service Bus (one position)

The Enterprise Service Bus (ESB) programmer analyst's responsibilities include the analysis, design, development and unit testing of ESB software components in an enterprise environment. This person is considered key personnel and should be housed on-site full-time. The ESB programmer analyst should have the following qualifications:

1. Five (5) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Five (5) years of J2EE programming experience with the last six (6) months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs;

3. Two (2) years of programming experience in writing Services and UI components;

4. Two (2) years of experience in Oracle SOA suite, must include configuration, building and maintaining interfaces on Oracle SOA suite;

5. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

6. A Bachelor's Degree.

Ramakrishna Pendem

Optum proposes Mr. Ramakrishna Pendem as the Programmer Analyst – Enterprise Service Bus (ESB). Optum acknowledges, understands and agrees that the Programmer Analyst - ESB will:

- Be responsible for the analysis, design, development and unit testing of ESB software components in an enterprise environment

- Be housed on-site full-time

Mr. Pendem brings over 10 years of experience in analysis, design, development and implementation of software applications using ESB, SOA and middleware technologies. Core expertise is in the area of SOA, ESB, EAI/BI, B2B, web services and Internet/Intranet technologies. He has over eight years of experience in IBM Middleware ESB technologies, IIB, WBI Message Broker, WebSphere Enterprise Service Bus, WebSphere Process Server and WBI InterChange Server. He also has hands-on experience in WebSphere enterprise service bus (WESB) and WebSphere Process Server (WPS) technologies. He has strong debugging and problem solving skills with excellent understanding of system development methodologies, techniques and tools.

He has worked with Data Handlers like fixed width, Delimited, Name Value, XML and developed Custom Data Handlers and custom nodes in Message Broker. He has experience with Application Connectors/Adapters like SAP, Siebel and Technology Connectors like JText, JDBC, JMS, web services, MQ and XML. He has in-depth knowledge in using Map Designer, Relationship Designer, Process Designer, Business Object Designer. He brings extensive experience in developing Maps, Relationships, Business Objects, and Collaboration templates. He also has a working knowledge in the setup and configuration of WBI ICS and WBI MB in windows and UNIX environments with IBM DB2 UDB as repository.

Mr. Pendem meets or exceeds the RFP requirements for the Programmer Analyst – Enterprise Service Bus (ESB) position:

- He has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has over 10 years of IT industry experience in systems analysis and programming roles on large-scale systems.

- Mr. Pendem has more than five years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. As an ICS Consultant for Michelin North America, he implemented Java/J2EE programs using the EJB-JMS for the interface messaging. As an ESB Consultant for the North Carolina Department of Health and Human Services (DHHS), he develops Java/J2EE programs for various State interfaces, using EJB-JMS for messaging. He has strong application development skills using Java, JSP, Servlets, XML with IBM DB2, SQL Server and Oracle as the backend.

- He has more than two years of programming experience in writing Services and UI components. He has used Java/J2EE to write the interface programs, and has used the JSP/HTML pages as frontend for the inputs for the SOA architecture. He has expertise in web services implementations and strong WSDL and XML skills.

- Mr. Pendem has more than two years of experience in Oracle SOA suite, including configuration, building and maintaining interfaces on Oracle SOA suite. As an ESB Consultant for the North Carolina Department of Health and Human Services, he has worked on a statewide Oracle SOA implementation. The tasks he performed included configurations, script writing and maintenance of the Oracle SOA suite. He also has experience in WESB administration, writing deployment scripts and scripts for WESB admin console configurations.

- He has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. The project he is currently working on in North Carolina is an implementation of Food Stamp, Medicaid, TANF, Childcare and MAGI programs.

- Mr. Pendem holds a Master of Science in Information Technology, Chennai, India.

3.2.16. Programmer Analyst - Master Data Management (one position)

The Master Data Management (MDM) programmer analyst's responsibilities include the analysis, design, development and unit testing of MOM code in an enterprise environment. Responsibilities also include the configuring Siperian SIF web services for real time data integration. This person is considered key personnel and should be housed on-site full-time. The MOM programmer analyst should have the following qualifications:

1. Five (5) years of experience in Informatica (Siperian) MDM and Informatica ETL or comparable software;

2. Five (5) years of experience in Oracle Database, procedures, and SQL;

3. Five (5) years of Java development experience;

4. Two (2) years of experience with integrating Informatica MOM or comparable software with Oracle SOA Suite;

> 5. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and
>
> 6. A Bachelor's Degree.

Bharat Moola

Optum proposes Bharat Moola as the Programmer Analyst – Master Data Management (MDM). Optum acknowledges, understands and agrees that is position will:

- Be responsible for the analysis, design, development and unit testing of MDM code in an enterprise environment

- Be responsible for configuring Siperian SIF web services for real time data integration

- Be housed on-site full-time

Mr. Moola brings over 16 years of experience in the study, design, analysis, development and implementation of software applications under different environments. This includes more than eight years of experience using DSS/OLAP (data warehousing) tools and MDM. He has almost eight years of experience in BusinessObjects, including BOXI R2 (Designer, DESKI, WEBI, Crystal Reports, CMC) and BusinessObjects 5.x (Supervisor, Designer, Reporter, Broad Cast Agent, and Web Intelligence 2.x). Mr. Moola has eight years of experience in designing/developing Oracle 9i OLAP cubes, and two years of experience in working on the Cognos tool suite. He has experience in designing/developing the user interface (Universe/Data-Model), developing canned and ad hoc reports, and scheduling and processing of reports using Broad Cast Agent and Supervisor.

Mr. Moola is also experienced in Client/Server Technology and RDBMS, he is proficient in various features of ERwin like forward engineering and backward engineering, and he has expertise in Java development for custom development and interfacing solutions.

Mr. Moola meets or exceeds the RFP requirements for the Programmer Analyst – Master Data Management position:

- He has more than five years of experience in Informatica (Siperian) MDM and Informatica ETL or comparable software. He has been working as an MDM Implementation Consultant for the past six years on the Connecticut HIE project. He also has experience with Informatica Powermart 5.x.

- Mr. Moola has more than five years of experience in Oracle database, procedures, and SQL. He is qualified in software development using Oracle and brings good programming skills in SQL. He has eight years of experience in designing/developing Oracle 9i OLAP cubes, and he is certified in BusinessObjects XI R2 and Oracle 9i OCP. He has worked with Oracle 8.x/9x, SQL Server 2000, IBM DB2, and MS Access databases.

- He has five or more years of Java development experience. He brings expertise in Java development for custom development and interfacing solutions. He has developed application framework using Java.

- Mr. Moola has two or more years of experience integrating Informatica MOM or comparable software with Oracle SOA Suite. He has performed application integration with external systems, and integrated with external systems using Java and Informatica. He has used Informatica and Cognos as the ETL and reporting/OLAP tool. He has worked with Oracle 8.x/9x and has experience with Informatica Powermart 5.x.

- He has one or more years of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He brings demonstrated deep proficiency in the eligibility and case management business area policies, and domain knowledge in eligibility programs such as SNAP, TANF, childcare and Medicaid. He is currently working on the Connecticut HIE project.

- Mr. Moola holds a Bachelor of Science in Computer Science and Engineering, Kakaitya University, Hyderabad, India.

3.2.17. Programmer Analyst - Cognos (two positions)

The Cognos programmer analyst's responsibilities include configuration, design, development, testing business intelligence reports at the enterprise level and support Cognos BI content including reports, cubes, packages, dashboards, presentation portals. The Cognos programmer analyst should coordinate/assist/develop Cognos framework manager model adjustments to accommodate new and existing business requirements. This person is considered key personnel and should be housed on-site full-time. The Cognos programmer analyst should have the following qualifications:

1. Two (2) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Two (2) years of Cognos experience developing reports and dashboards, as well as knowledge of data warehousing concepts including dimensional data modeling;

3. Two (2) years of combined or separate experience with J2EE, COBOL, and/or DB2 programming; and,

4. A Bachelor's Degree.

Optum proposes the following staff for the two Programmer Analysts - Cognos positions:

- Bhavya Athota

- Muralidhar Chalasani

Optum acknowledges, understands and agrees that these positions will:

- Be responsible for configuration, design, development, testing business intelligence reports at the enterprise level

- Support Cognos BI content including reports, cubes, packages, dashboards, presentation portals

- Coordinate/assist/develop Cognos framework manager model adjustments to accommodate new and existing business requirements

- Be housed on-site full-time

Below we provide a brief biography for each of our proposed Programmer Analysts – Cognos.

Bhavya Athota

Ms. Athota brings eight years of experience in all facets of application development from business analysis to system design, data analysis, data modeling in data warehousing, development, testing, implementation, and maintenance and incident management. She has worked as an application developer, lead developer, and systems analyst with specialization in the Cognos suite, reporting, ETL, and the Informatica suite of tools.

She brings strong experience in the design, development, implementation and maintenance of data warehouses using the Informatica ETL tool with Oracle, DB2 and SQL server databases on windows and UNIX platforms. She also has expertise in designing, development and deployment of data warehousing and business intelligence applications using Cognos Suite 8/10 and Cognos ReportNet. She is well versed in developing reporting applications using Cognos Business Intelligence components like Report Studio, Framework Manager, Query Studio, Analysis Studio, Metric Studio and Cognos Connection, and is experienced in developing complex and sophisticated reports.

Ms. Athota meets or exceeds RFP requirements for the Programmer Analyst – Cognos position:

- She has over two years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. On the Maryland Health Benefit Exchange project, she serves the role of Senior Cognos and ETL Developer, performing systems analysis and programming functions for the project.

- Ms. Athota has more than two years of Cognos experience developing reports and dashboards, as well as knowledge of data warehousing concepts including dimensional data modeling. In her current position, she develops Cognos reports and packages based on customer requirements, designs and develops complex reports using Cognos 10.1 Report Studio, Query Studio, and Analysis Studio reports. She develops professional reports in Report Studio and ad hoc reports in Query Studio, and has multiple dashboard reports for multiple packages. She also has expertise in designing, development and deployment of data warehousing and business intelligence applications using Cognos Suite 8/10 and Cognos ReportNet.

- She has two years of combined or separate experience with DB2 programming; she has strong expertise in relational database systems, such as Oracle, SQL Server, MS Access, DB2 design and database development using PL/SQL developer, SQL PLUS, and SQL-LOADER.

- Ms. Athota holds a Bachelor in Electronics and Communications Engineering, Nagarjuna University, Guntur, India.

Other highlights of Ms. Athota's background include:

- Expert level experience in Data Integration, Data Warehousing and ODS applications using Informatica Power Center 9.5/9.1/8.6/8.1 (Source Analyzer, Warehouse Designer, Mapping/Mapplet Designer, Sessions/Tasks, Worklets /Workflow Manager)

- Strong domain knowledge in health care and health insurance programs; Experience working with Affordable Care Act, HIX, TANF, Medicaid, CHIP, Centers for Medicare and Medicaid Services (CMS) and 1095A &1095B programs

- Knowledge of Power Exchange for NRT/Mainframe, Power Connect for SAP, Informatica MDM, IDQ, Business Objects, Power Analyzer, OLAP, and OLTP

- Expert-level mastery in designing and developing complex mappings to extract data from diverse sources including flat files, RDBMS tables, legacy system files, and mainframe applications

- Proficient in implementing complex business rules by creating re-usable transformations, workflows/worklets, and mappings/mapplets

- Strong expertise in relational database systems like Oracle, SQL Server, MS Access, DB2 design and database development using PL/SQL developer, SQL PLUS, and SQL-LOADER

- Experience in writing SQL queries and views, and PL/SQL programs, such as functions, procedures, packages, triggers, cursors, and exception handlers

- Expertise in preparing and documenting architectural, high and low level design documents, and functional specifications of SDLC projects

- Expertise in EDI transactions used in the healthcare industry and good knowledge of HIPAA X12

- Demonstrated analytical ability to understand the business requirement/process, convert the business specification to technical document, data management, and developing and integrating solutions to meet the requirement

- Experienced in Java, J2EE, and related frameworks

- Strong in designing, development (coding), testing, implementation and documentation as per industry standards

- Knowledge of Agile tools and methodologies

Muralidhar Chalasani

Mr. Chalasani has over 10 years of IT experience with specialization in business intelligence Tools such as Cognos, Tableau, BusinessObjects and Crystal Reports. He has sound knowledge of reporting using Cognos Report Studio, and he has developed dashboards using Cognos Report Studio. He has designed, developed and maintained Cognos ReportNet solutions and Power Play (OLAP cube reporting) both for client and web versions of software. He is an expert in the development of OLAP Models and Power Cubes using Cognos Transformer, and he has customized the Cognos Connection Portal/reports based on user requirements. Mr. Chalasani has hands-on experience with migration to the Cognos 8 platform in a distributed environment.

He has implemented security using third party LDAP sources (e.g., Sun One, Tivoli) and Cognos Access Manager. He has strong knowledge on installation and configuring the Cognos 10/8/7i tools in distributed environments on Windows and UNIX. He has hands-on experience with migrating legacy projects (i.e., BusinessObjects, Crystal Reports, MS Access) to Cognos BI. He also has extensive experience in Tableau Desktop, Tableau Server, Tableau Reader, Public and Mobile in various versions. He is experienced in creating different visualizations using bars, lines and pies, maps, scatter plots, Gantts, bubbles, histograms, bullets, heat maps and highlight tables.

Mr. Chalasani meets or exceeds the requirements for the Programmer Analyst – Cognos position:

- He has 10 years of system analysis and programming experience on large-scale systems. He worked directly with the customers and finished the given tasks in a timely manner. Companies he has worked for include HSBC, ALICO/MetLife, BASF, Michigan State University (MSU), DuPont, and AIG.

- Mr. Chalasani has 10 years of experience in BI Modeling/Report Authoring using Cognos 10.2/10.1.1 and 8.x Suite, Cognos Report net 1.1 MR3, Cognos EP Series 7.1/7.2/7.3 and Cognos Enterprise Planning. He has sound skills on Cognos 10/8 Framework Manager designing business models (i.e., physical layer, presentation layer),

Star Schema grouping, and dimensions. Mr. Chalasani brings knowledge of MDX (Multidimensional Expression) Coding and SDK, and has excellent knowledge of data warehousing concepts, including Star Schema, snowflake schema. He has worked on both OLAP and OLTP databases.

- He has three years of experience with Java/J2EE and DB2. He designed Cognos Framework Manager Model using DB2 with different views including database view, business view, and presentation view.

- Mr. Chalasani holds a Bachelor's degree from Nagarjuna University, India in the field of Computers. He also received a Master's in Computer Applications (MCA), University of Madras, India.

3.2.18. Programmer Analyst - Extract Transform and Load (one position)

The ETL programmer analyst's responsibilities include data validation, data cleansing, data transformation and calculations using OWB maps, as well as writing and scheduling the load jobs and transferring data from the source DB2 database to Oracle database efficiently. This person is considered key personnel and should be housed on-site full- time. The ETL programmer analyst should have the following qualifications:

1. Five (5) years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame;

2. Two (2) years of Oracle Warehouse Builder and PL/SQL experience to create ETL scripts and mappings for an Integrated Eligibility Data Warehouse, as well as knowledge of Data Warehousing concepts including dimensional data modeling; and

3. A Bachelor's Degree.

Sai Kamasani

Optum proposes Mr. Sai Kamasani as the Programmer Analyst – Extract Transform and Load (ETL). Optum acknowledges, understands and agrees that the Programmer Analyst – ETL will:

- Be responsible for data validation, data cleansing, data transformation and calculations using Oracle Warehouse Builder maps, as well as writing and scheduling the load jobs and transferring data from the source DB2 database to Oracle database efficiently

- Be housed on-site full-time

Mr. Kamasani has more than seven years of experience using DB2 LUW, Teradata, Oracle, ERwin, and Informatica. He also data warehousing experience in the areas of data administration, physical database design, system architecture, database performance tuning, and ETL design and development. He has expertise converting logical data models into physical database designs using IBM Data Architect, ERwin, system implementation, performance tuning, and support. He is skilled in large-scale multi-terabyte initial database load and ongoing update techniques, backup and recovery requirements and is knowledgeable in Informatica, Datastage ETL tool, and UNIX Shell scripting. He has database utility experience including reorg, runstats, rebind, export, import, load, auto-load, backup, restore and recover database utilities.

Mr. Kamasani has hands-on experience with IBM MVS mainframe environment using JCL, TSO and ISPF. He has DB2 system, instance, and database security and auditing experience using table definitions, triggers, data replication, and automated monitoring and alerting of security events recorded by the DB2 Audit Facility.

He brings expertise in development support activities including installation, configuration and successful deployment of changes across all environments as well as expertise in collecting, analyzing and performing system level tuning of databases. He has extensively worked with OLAP tools, such as BusinessObjects 6.5 and Cognos, and has a demonstrated ability in grasping new technical and business concepts and using those concepts. He has excellent communication, interpersonal skills and has a strong ability to work as part of a team, as well as handle independent responsibilities.

He has the following specific qualifications that meet or exceed RFP requirements:

- Mr. Kamasani has more than five years of system analysis and programming experience on large-scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has more than seven years of experience using DB2 LUW, Teradata, Oracle, ERwin, Informatica and also data warehousing experience in the areas of data administration, physical database design, system architecture, database performance tuning, and ETL design and development. He has experience in providing production support to various ETL jobs and developing various UNIX shell wrappers to run database jobs.

- He has more than two years of Oracle Warehouse Builder and PL/SQL experience to create ETL scripts and mappings for an integrated eligibility data warehouse, as well as knowledge of data warehousing concepts, including dimensional data modeling. He has strong experience in SQL, PL/SQL, procedures, functions, and triggers. He also has experience in data modeling using dimensional data modeling techniques like Star Schema modeling and snowflake modeling.

- Mr. Kamasani holds a BTECH in Mechanical Engineering from JNT University, and a Master of Science in Industrial Engineering from Wayne State University.

3.2.19. Batch Monitor (one position)

The batch monitor's responsibilities include monitoring and managing batch jobs using Control-M, analyzing and supporting batch operations by monitoring system resources and response time, and providing first line support for operational problems. This individual executes escalation procedures and maintains an accurate log of events during the shift. This person is considered key personnel but does not have to be housed on-site full-time. The batch monitor should have the following qualifications:

1. Five (5) years of IBM mainframe TSO / ISPF / JCL experience; Three (3) years of experience monitoring nightly batch operations using Control-M or similar job scheduling tools; and

2. Two (2) years of post-secondary education in a related field.

Rooma Chandran

Optum proposes Rooma Chandran as the Batch Monitor. Optum acknowledges, understands and agrees that this position will:

- Be responsible for monitoring and managing batch jobs using Control-M, analyzing and supporting batch operations by monitoring system resources and response time, and providing first line support for operational problems

- Execute escalation procedures and maintain an accurate log of events during the shift

- Be housed in a location bested suited to meet project requirements

Ms. Chandran brings more than eight years of global IT experience leading major development projects in mainframe and web application systems in the retail Industry. She is an IT professional proficient in IBM mainframe operations. She has solid experience in all phases of the Waterfall SDLC model, has excellent mainframe coding skills using COBOL, CICS, DB2, SQL, VSAM, and is experienced in developing web project prototypes using HTML and development skills using J2EE.

Ms. Chandran meets or exceeds the RFP requirements for the Batch Monitor position:

- She has more than five years of IBM mainframe TSO, ISPF, and JCL experience. She brings more than eight years of extensive knowledge and experience in COBOL, CICS, JCL, SQL, DB2, VSAM, FILE-AID, TSO/ISPF, and the CA7 Scheduler.

- Ms. Chandran has more than three years of experience monitoring nightly batch operations using Control-M or similar job scheduling tools. She has run and monitored JCL nightly jobs, set up parameter card libraries and members to be used as input instead of passing the parameters within the JCL, monitored all mainframe system activity for multiple clients, and identified batch failures for select clients, correcting and restarting when possible and escalating to on-call support when necessary.

- She holds a Bachelor of Engineering in Computer Science, Mangolore University, Mangolore, India. She is also an Infosys-certified professional in the Retail Domain and an Infosys-Certified Mainframe Professional.

3.2.20. Data Custodian - Master Data Management (one position)

The MOM data custodian's responsibilities include resolving issue/tickets related to Informatica MOM (or comparable) software, resolving any data issue related to Informatica Id (or comparable) software, Oracle database procedure development, and migration of Informatica (or comparable) code across environment to support deployment. This person is considered key personnel but does not have to be housed on-site full-time. The MOM data custodian should have the following qualifications:

1. Five (5) years of experience with Informatica MDM/Siperian software administration or a comparable software;

2. Three (5) years of experience with Informatica ETL Development administration or a comparable software;

3. Three (3) years of Oracle development/OBA experience;

4. Two (2) years of Java programming experience;

5. One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance; and

6. A Bachelor's Degree.

Bandanawaz Mulla

Optum proposes Mr. Bandanawaz Mulla as the Data Custodian – Master Data Management (MDM). Optum acknowledges, understands and agrees that the Data Custodian – MDM will:

- Be responsible for resolving issue/tickets related to Informatica MDM (or comparable) software, resolving any data issue related to Informatica Id (or comparable) software, Oracle database procedure development, and migration of Informatica (or comparable) code across environment to support deployment

- Be housed in a location bested suited to meet project requirements

Mr. Mulla brings more than 11 years of IT industry experience encompassing a wide range of skill sets, roles and industry verticals. He has extensive experience with analysis, design, development, maintenance and migrations of legacy applications from different technologies. He has work with business SMEs, solution architects, and information architects on finalizing designs and standards. He has been a Metadata Architect responsible for providing metadata strategy and design using Informatica Metadata Manager and InfoSphere Business Glossary. He brings more than four years of data warehousing and data integration solutions experience using Informatica PowerCenter (8.6 and 9.1 versions).

Mr. Mulla meets or exceeds the RFP requirements for the position of Data Custodian – Master Data Management (MDM):

- He has more than five years of experience with Informatica MDM/Siperian software administration or comparable software. He has expertise in improving operations and the decisions making process through MDM, and expertise in Informatica MDM to perform data cleansing, de-duping and data corrections. He has resolved inconsistent and duplicate data to support strategic goals by employing MDM, and cleansed the data using MDM techniques.

- Mr. Mulla has more than five years of experience with Informatica ETL Development administration or comparable software. He has extensively worked in developing ETL programs for supporting data extraction, transformations and loading using Informatica PowerCenter. He has also extensively worked with Informatica performance tuning involving source level, target level and map level bottlenecks. He has over four years of data warehousing and data integration solutions experience using Informatica PowerCenter (8.6 & 9.1 versions). He has worked with several facets of the Informatica PowerCenter tool - Source Analyzer, Data Warehousing Designer, Mapping & Mapplet Designer and Transformation Designer, and been involved in the development of Informatica mappings for better performance.

- Mr. Mulla has more than three years of Oracle development/DBA experience. He is proficient in developing SQL with various relational databases like Oracle, SQL server, Teradata and DB2. He has extensively used ETL to transfer and extract data from source files (flat files and Oracle) and load the data into the target database.

- He has more than two years of Java programming experience. He has more than five years of development experience using Java and Object Oriented Programming. He has created custom adapters using Java and Java Frameworks. He is also experienced with dimensional modeling using Star Schema and snowflake models.

- Mr. Mulla has more than one year of experience with public assistance programs, such as TANF, SNAP and Medical Assistance. He has worked on the California MMIS project for multiple years where he created analysis of source systems, business requirements and identification of business rules. He also worked with WellPoint in its health insurance business.

- He holds a Bachelor of Engineering in Electronics and Communication from Visveswaraiah Technological University in Belgaum, Karnataka, India.

3.2.2.1 Staffing Plan

The vendor should propose a staffing plan for the additional staffing potentially needed for the twenty thousand (20,000) hours for the DHHR-wide initiatives to modernize the existing Child Support, Child Welfare, and Child Care systems. This should include at a minimum the following;

1. **Project Roles and Responsibilities** - summarizes the responsibilities for each role required to conduct the project work
2. **Project Staffing Estimates** - identifies estimated staffing requirements
3. **Acquisition Strategy** - describes when, how, and from what sources staffing will be acquired
4. **Training Plan** - identifies skills gaps and details specific training requirements for each Project Team member
5. **Organizational Chart** -displays project reporting relationships

Our project staffing strategy consists of identifying, qualifying, and assigning experts from Optum to the RAPIDS project. These individuals have experience designing, developing, implementing, maintaining, and operating successful state-aligned Medicaid and Health and Human Services (HHS) solutions similar in scope, magnitude, and complexity to the RAPIDS project.

Optum offers DHHR qualified and experienced personnel with the expertise to satisfy the RAPIDS RFP technical, performance, and contractual requirements.

Optum will staff the RAPIDS project with a team of professionals who have design, development, implementation, operational, and enhancement experience on state Medicaid and Health and Human Service projects. This team will quickly come up to speed on the child welfare, child support, and childcare information systems environment to support the DHHR initiatives to modernize these systems. We will draw the professionals from the pool of individuals within our organization who have in-depth expertise on other Health and Human Services solutions, as well as those with performance management, cost reduction analytical experience with other HHS programs.

Project Roles and Responsibilities

Listed below are the project roles we propose to use on West Virginia modernization projects. Each role has varying levels of experience that can be leveraged for the project to provide an optimal mix of resources to deliver the project requirements.

Role	Role Responsibilities
Applications Development	• Predominately involved in developing business solutions by creating new and modifying existing software applications • Primary contributor in designing, coding, testing, debugging, documenting and supporting all types of applications consistent with established specifications and business requirements to deliver business value
IT Database Design/Analysis	• Designs, implements and maintains all functions of database systems, including access, methods and time, device allocations, validation checks, organization, security, documentation, and statistical methodology

Role	Role Responsibilities
	• Monitors overall standards and procedures, assists in integrating various systems • Consults with users, determine requirements and recommends database establishment and utilization
IT Data Warehousing/ Analytics	• Uses advanced statistical and inferential analysis programs to provide specialized data analysis • Organizes, sorts and filters data in order to distinguish patterns and recognize trends • Develops and maintains data preparation and validation routines to support data mining and has experience in creating complex data mining algorithms • Selects, recommends and applies appropriate analytic and statistical methodologies and techniques to execute against an analysis plan or research objectives • Evaluates new analytics tools and methodologies for possible deployment • Creates data warehouses/marts and/or develops data mining analyses to support business decisions
IT Systems Analysis	• Works in the analysis phase of the system development cycle • Consults with users to evaluate business requirements, identify operating procedures, evaluate existing or proposed systems and prepare detailed specifications from which programs will be written • Function also is intended to include Business Systems Analysts
Product/Software Engineering	• Delivers professional level technical work in support of the development of company products, tools, platforms and services, typically for an external customer or end user • Operates within established methodologies, procedures, and guidelines • Applies knowledge of principles and techniques to solve technical problems • Works closely with other functions to understand customer needs and to develop product roadmaps
Web Development	• Predominantly involved in designing, coding, testing, debugging, documenting and supporting Internet/Intranet applications • Maintains consistency with established specifications and business requirements
Capacity Performance Management	• Uses knowledge of mainframe and/or distributed system operating concepts, as well as knowledge of performance tuning and capacity planning, to effectively manage system resources • Using quantitative methods, statistical data and historical performance data, defines and manages system tuning and workload balance, providing recommendations and changes to system capacity/performance
IT Architecture	• Involved in the development, communication and implementation of the organization's technology architecture and applications plan, including the components required to support it and in the integration of corporate and business architectures and applications

Role	Role Responsibilities
	• Responsible for coordinating, administering and supporting activities related to data planning, data recovery and development and related projects • Includes all types of IT business architects as well as IT technical architects
IT General Management	• Involved in management and administration of multiple IT Functions, or managing general operations that are not specific to one IT Function
IT Network Analysis	• Typically provides network related analysis, design, and integration services • Provides coordination between clients, vendors, and other internal support services and includes both data and voice
IT Operating Systems	• Reviews, analyze, and modify programming systems including encoding, testing, debugging and installing for a large-scale computer system • Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility • Provides expertise in software systems programming, operating software applications • Consults on complex projects/existing applications, and overall operating systems
IT Project Management	• Involved in the definition, management, and implementation of significant technology focused projects • Focuses on IT projects, not for use as project management in non-IT roles • Positions are business specialists and technology generalists that manage, direct and interface with business clients • Aligns technology solutions with business strategies, working primarily with senior management • Proactively identifies opportunities, conducts analyses, needs assessments, cost/benefit assessments and broker other IT services • Includes those involved in release management
IT Quality Assurance	• Involved in developing and implementing efficient and effective test plans for new systems problems and/or enhancements • Includes understanding of QA methodology, processes and associated automated testing tools
IT Security	• Develops and implements information security policies, standards and procedures to secure and protect data residing on systems • Works directly with user departments to implement procedures and systems for the protection, conservation and accountability of proprietary, personal or privileged electronic data
IT Systems Management	• Coordinates the processes and activities that focus on restoring service after an incident occurs • Monitors environment health and the facilitation of high severity incidents to improve the state of service availability and continuity • Includes those who operate and monitor computer and peripheral

Role	Role Responsibilities
	equipment • Coordinates the efforts of all functions to complete scheduled jobs in a timely manner • Documents all problems (hardware, application, facility, etc.) and takes corrective action as required. Interfaces with other departments as required
Subject Matter Experts	• Experts with extensive technical, government, health care, Medicaid and Health and Human Services experience • Business experience with Child Support, Child Welfare, and Child Care systems

Project Staffing Estimates

Our staffing estimates will be commensurate with the size of the task order and skills needed to deliver the requirements. We will work with DHHR resources to lock down requirements, hours, deliverable dates, cost and staffing. Optum will produce an MS project plan, work breakdown structure, and staffing model for DHHR review and approval prior to beginning the project. Once the work begins, we will produce a weekly status report for the effort.

For larger or more complex task orders, we recommend that the effort follows a rigorous, industry-proven system development lifecycle (SDLC), project management, and development methodology. Each DHHR-wide initiative will:

- Follow a defined process
- Pass development gates
- Create and obtain approval for required documentation
- Meet essential operating procedures
- Meet quality objectives before moving into production

Our experience shows that traditional software development methods may not deliver the desired business results within the required timeframe. Optum will work with DHHR-wide initiatives to determine which development methodology is most optimal for each development effort. Examples of our approach using each development process are provided below.

Optum Development Processes

Waterfall: Optum can use a waterfall development process and would follow industry standard software engineering best practices for the development work we perform.

Agile: Optum's Agile model is based upon "Scrum", which encompasses the project management umbrella and "Technical Practices" for software development. The Agile model also incorporates Lean Software Development principles to ensure effective and efficient use of resources.

Both approaches will be tailored as necessary to meet DHHR-wide project requirements. The following narrative discusses both the Waterfall and the Agile methodologies that will be used.

Waterfall Development Approach

Figure 3-5: *Optum uses an industry standard methodology with defined project gates and go/no-go decision points.*

Project Initiation and Planning Phase: Optum will define the project requirements, the solution, and the delivery strategy. Outputs from this phase will include a business requirements traceability matrix (BRTM). All requirements will be captured, reviewed, finalized, and approved, and then tracked in the BRTM. Other outputs from this phase include project requirements, a project solution summary, and the project release strategy. As the business and technology team members explore and document the proposed solution, they may discover additional business requirements, or recognize that a stated business requirement is not applicable or needs modification. Updates to the business requirements may occur concurrently with the development of the solution description.

Requirement Analysis Phase: The Optum Team will review and analyze project requirements and decompose those requirements to the application level. Outputs from this phase will include a system requirements inventory, an application requirements traceability matrix (RTM) and an application interface specification. The BRTM will also be updated as needed.

High Level Design Phase: The Optum Team will review and analyze application specifications to construct functional application and data design. Outputs from this phase will include high-level design documents and data models, and an updated application RTM. The high-level design materials will be input to the next phase.

Detailed Design Phase: During this phase, the Optum Team will identify the detailed behavior of the applications and data for the solution. Outputs from this phase will include detailed technical specifications, physical data models and definitions, an updated applications interface specification, and an updated application RTM. The detailed design will drive the subsequent

development of the solution, so it is critical to thoroughly review and approve that the design before proceeding to the next project phase. For this reason, Optum's methodology has a decision gate at the end of this phase. All detailed design documentation and outputs will be thoroughly reviewed to confirm the design will meets all requirements.

Development Phase: The Optum Team will build and assemble solution components on a release basis. This will require close coordination across the members of the Optum Team as respective team members develop various solution components, and integrate those components to produce a solution release. All solution components will undergo unit test and integration test based on documented technical specifications. The output from this phase will be a set of solution components ready for release testing.

Release Testing Phase: The Optum Team will conduct testing on a complete, integrated set of components (a release) within and across applications to evaluate compliance with specifications. Release testing will include integration testing, performance testing, regression testing, and other testing that may be required to validate the efficacy of the release and make certain that it meets requirements. Outputs from this phase will include an updated application RTM and a release ready for User Acceptance Testing (UAT).

The Optum methodology has a go/no-go decision gate at the end of this phase. All release testing must be completed and confirm that the release is ready for UAT. No release will transition to UAT unless the Optum Team confirms that the release is ready for testing by the user community.

UAT Phase: The Optum Team will work closely with our customers to conduct UAT to verify that the solution meets business requirements and satisfies defined acceptance criteria. The output of this phase will be an approved solution release ready for deployment.

Release Implementation Phase: The Optum Team will execute release deployment activities. The release that UAT has approved will be migrated to the production environment. Optum will have extra support staff available for each release implementation and will address any identified defects. After Optum has implemented the release and validated it as working properly, Optum will request formal acceptance of the release.

Agile Development Approach

Scrum is used for project management; to define, prioritize, and estimate the work and to establish the rhythm or cadence of delivery through various Scrum ceremonies, including release and sprint planning, sprint execution, daily Scrum meetings, sprint demos, and sprint retrospectives. Scrum is not a process or a technique for building products; rather, it is a framework within which various processes and techniques are employed. The role of Scrum is to surface the relative effectiveness of development practices in order to improve upon them while providing a framework within which complex products can be developed. Figure 3-6 is an example of the Agile Scrum Framework used within Optum.

Like other agile development methodologies, Scrum can be implemented through a wide range of tools. Teams have the options of using software tools (i.e., Rally, ALM) or spreadsheets and templates to build and maintain artifacts such as user stories, backlogs, release plans, test scripts, etc.

Technical practices are used by software development teams to deliver smaller changes rapidly and predicatively. A high-quality code-base and automation are required to achieve and sustain this. Extreme Programming (XP) is a discipline of software development based on the values of simplicity, communication, feedback, and courage. It works by bringing the whole team together in the presence of simple practices, with enough feedback to enable the team to see where they are and to tune the practices to their unique situation.

The Agile model also incorporates Lean Software Development principles and values. Lean emphasizes values such as eliminating waste, build in quality early, delivery quickly and respect people.

Figure 3-6: *Agile Scrum Framework.* The role of Scrum is to surface the relative effectiveness of development practices in order to improve upon them while providing a framework within which complex products can be developed.
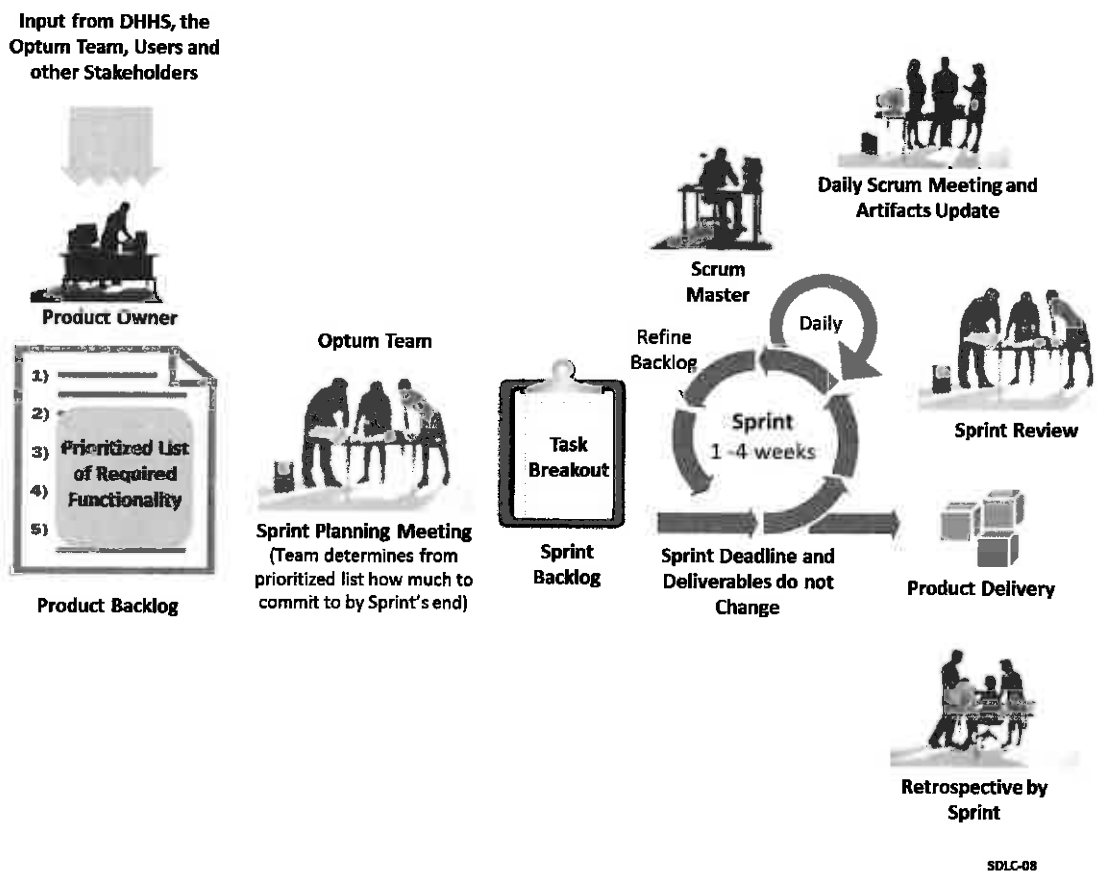
Acquisition Strategy

A foremost Optum responsibility for any project is to identify, attract, hire, train, and retain talented, experienced, and high-performing staff. Our compensation plan, benefits, and other human capital programs provide the appropriate mix of competitive salaries, fringe benefits, and rewards necessary to attract and retain highly qualified and motivated people.

Our goal is to hire people who share Optum core values, which align with many of the values we see in DHHR, coupled with a competitive compensation package. Optum's performance management includes a program that builds a business environment to reward employees for business and performance success and to demonstrate and develop skills and behaviors necessary to verify customer and business success. Figure 3-7 highlights our approach to employee benefits related to the recruitment and retention of exceptionally qualified and performing personnel.

Figure 3-7: *Comprehensive Employee Benefits*. Our industry-competitive benefits package helps attract and retain highly qualified and high-performing employees.

Area	Comprehensive Benefits
Pay for Performance	• Market-based salaries • Premium pay for key skills to accommodate market demands • Incentive/bonus pay tied to program performance
Competitive Benefits	• Health and welfare/life insurance • Short- and long-term disability • Income protection for illness, injury, pregnancy • Holiday and vacation pay • 401(k) and Roth 401(k) • Health Savings Account (HSA) Contributions • Employee discount program • Employee stock purchase plan
Other	• Recognition programs • 24x7 education and training opportunities

Our compensation plan treats employees as economic partners, whose earnings relate to the achievement of individual, team, and organizational goals and strategies that deliver value to our customers and verify business success. An important part of the compensation arraignment is alignment with our customer Net Promoter Score (NPS) that ties directly to the performance and satisfaction of the client. Our NPS score last year was 63.7, which places us among NPS stars like Amazon and Apple, and is much higher than the business-to-business average score of 24.

As a leading provider of health and human service solutions for federal and state departments and agencies, we have a record of accomplishment that demonstrates our ability to recruit, hire, and retain employees who have the skills and talent necessary to meet and exceed our clients' requirements. We have human resources professionals dedicated to employee services throughout the United States. These teams are strategically positioned to meet the staffing requirements of each customer engagement. We also use virtual recruiting through the Internet to provide professional recruitment services anywhere in the country. Additionally, Optum has a strong employee referral program; leveraging our more than 85,000 employees provides an ongoing source of high quality staff.

Optum assigns a human resource representative who leads each project's recruitment and hiring process to address immediate and pending staffing needs and to anticipate staffing needs by forecasting tasks and required resources. Our human resources function supports our managers and fulfills project staffing requirements as far in advance as possible. We understand and recognize the time it takes to onboard an employee in these types of projects.

Our human resources and project teams strive to proactively fill positions with the most qualified candidate rather than reactively meet requirements. Our technology-enabled recruitment process, shown in Figure 3-8, allows us to locate qualified industry candidates and fill open positions efficiently.

Figure 3-8: *Recruitment Process.* Hiring the right people requires demand planning, sourcing, interviewing, selecting, and competitive offers.

Productive Employees

Continuous Improvement

Needs Assessment

Successful Hires

Technology Enabled Recruitment Process

Competitive Offers
High
Acceptance Ratio

**Interviews and
Selection Process**

Sourcing
Referrals
Direct Hires
New Graduates
Internet Resources

**Demand
Planning**

Effective Management
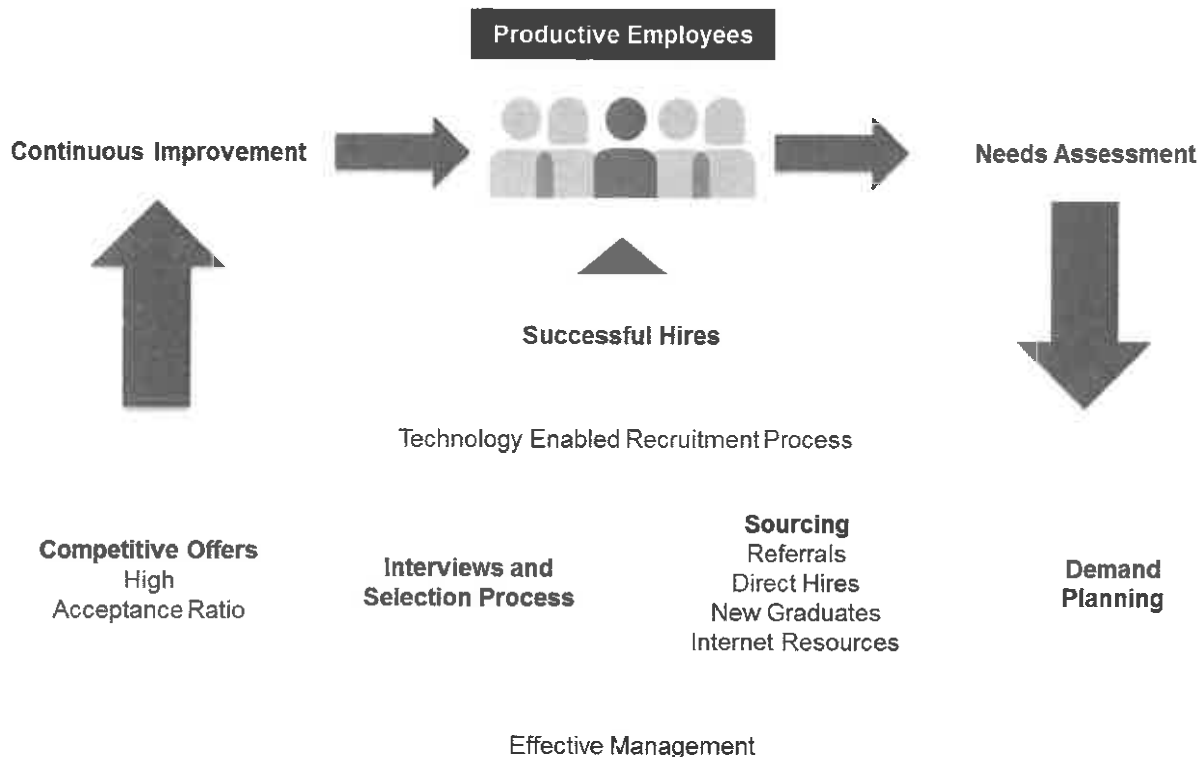
PP-25

Throughout the modernization initiatives, our Optum project director will review the credentials of proposed personnel against contract requirements to verify that their credentials align with contract commitments. When we identify a candidate for a project position, our project manager will gather the candidate's information for an internal independent review that compares the candidate's education and experience background against the contract requirements for the position. Candidates whose education and experience meet or exceed the contract requirements will receive further consideration.

One of the steps in our recruiting and vetting process is qualification verification and background checks. We verify the approved applicant's qualifications and conduct a management interview to get a sense of the individual's skills and to determine if the applicant is an appropriate match for a specific job. If the applicant is successful during the interview, a group of peers conducts an interview to determine skills and approaches. The group prepares questions in advance, seeks to confirm technical or functional skills, and confirms the manner in which the individual will respond to challenging situations. We consider both technical and behavioral responses when we assess the candidate's ability to fit into our project team.

If we decide to proceed with an offer, we conduct an independent third-party background investigation that includes confirmation of employment, salary, educational history, and reference/financial/credit and criminal records checks. We do not schedule any candidates to work on any client contract until we complete the background investigation. Additionally, our background check policy requires all employees to complete an annual background check successfully. A consumer-reporting agency performs this check and reports felony level offenses. This policy reassures our customers that Optum staff members assigned to their projects pass both initial and ongoing background checks.

Training Plan

In today's highly technical world, training is a key factor in retaining employees and helping employees progress in their career. Consequently, our performance management program challenges our employees to perform at higher levels so that they can continue with project assignments that will lead to more training. Employee performance becomes a driver to training, and people who perform the most and continually enhance their skills find that they receive rewards with more opportunities. The link to performance verifies that the training objective is accomplished—using the employee's skills to support customer requirements. Optum offers several training venues that promote career development and job satisfaction. Developing the skills of our employees is fundamental to attracting and retaining talented staff and providing high-quality services. Optum training opportunities include project-specific vendor or product training, project-specific functional training, corporate training programs with instructor led classes, certification programs for technical and functional disciplines, and LearnSource Web-based training where employees can select from a variety of courses to enhance their skills and knowledge, as described below.

Project-Specific Vendor or Product Training

This training will develop the skills necessary to meet DHHR requirements, expose employees to new technologies being deployed, and enhance opportunities for new assignments and career advancement. Optum will develop an employee education plan to confirm support for the identified new technology. These training programs will be scheduled in coordination with DHHR staff to avoid disruption to services or work schedules. All new hires for the modernization initiatives receive the necessary project-specific training required for their job function.

Project-Specific Functional Training

Employees working on specific projects need the opportunity to continually hone and advance their functional skills in order to provide our customers with the best service possible. This training may include:

- **Periodic Education and Training:** Education and training is provided to project staff on a periodic basis to serve as refresher courses on all existing program aspects. In addition to these periodic opportunities, training and education is provided to individual employees who need it, as identified through supervision and monitoring activities.

- **Ongoing Training:** Ongoing training will be precipitated by the observations of leaders as they monitor the performance of individuals and the whole workgroup. When deficiencies are reported, the Optum training team, in collaboration with workgroup leaders, will define the learning objectives and agree on the format and delivery method. Design and deployment will follow the Instructional Systems Design (ISD) methodology, and staff will participate in customized learning experiences. The effectiveness of training will be determined and reported by the leaders as they continue to monitor the performance of staff. The Optum training team will be available to follow up with more learning activities.

Corporate Training Programs with Instructor Led Classes

Optum offers a variety of training classes that are best provided through instructor led classes. These classes are generally offered in a central location and may be up to a week in duration.

Certification Programs for Technical and Functional Disciplines

Many technical, management and health care functional career paths are enhanced through attainment of certification in a particular discipline, such as receiving PMI certification as a project management professional, or receiving technical certification as a Microsoft security

professional. Optum offers a variety of certification venues to allow our employees to enhance their job skills.

Optum LearnSource

Optum is committed to continuous professional development, and learning is fundamental to a career fit at Optum. Optum encourages its employees to take advantage of the extensive knowledgebase for professional development and functional skill enhancement offered through Optum LearnSource, Optum's Web-based training tool. Through the LearnSource course catalog, Optum staff members have an extensive list of courses to choose from on such topics as building strong working relationships, driving change, communicating with impact, advocating for the customer, and promoting innovation. LearnSource also offers a variety of technical courses and technical certification programs for technical staff. Professional development promotes a culture of learning, where individuals are challenged to grow; as a result, the organization is continually revitalized.

Additional New Hire and Annual Employee Training

Additionally, Optum requires all staff members to take annual training on protected health information policies and required procedures, Optum security requirements, and the Optum ethics program. Participation in this annual training is monitored for all employees and includes:

- **Privacy Training:** All Optum employees and contractors are required to be trained on privacy to include their responsibilities of safeguarding the confidentiality of private information. Training is offered through corporate Integrity and Compliance training (Privacy Overview modules) and through their business area's training program. In addition, various resources including Policies and Procedures and the Privacy Office are available to employees to provide guidance and address issues to support ongoing compliance with privacy requirements. In addition, privacy fairs are held at different Optum locations to promote awareness.

- **Security Awareness:** All users of Optum information assets and information technology systems are made aware of and must fully comply with our Information Security Policies. As a part of new hire training, employees and contractors are required to acknowledge their understanding and acceptance of Optum's Information Security Policies. On an annual basis, employees and contractors must acknowledge a continued obligation to abide by these policies.

- **Ongoing Security-Related Training:** This is mandatory ongoing security-related training for all employees and contractors. Training programs are tailored to appropriate audiences.

- **Secure Coding Practices:** The application development team has documented coding standards that all developers are required to follow. Adherence to coding standards is one aspect that is checked by team leads during code reviews, which are performed for all code. The development team has also received training on secure coding practices. Code reviews are scheduled by senior level developers with a focus on programming standards during each software release. These are scheduled early enough in the SDLC so that there is enough time to make programming adjustments, if necessary.

IT Training: Our IT departments have tailored and aligned their teams' training to match current needs and future strategy. Additionally, based on job responsibilities, certain employees obtain technical and security-related professional certifications, such as CISA, CISM, CISSP, CNE, etc. Based on their job function, employees are also required to take various mandatory training courses each year, through Optum's learning management system, LearnSource.

Organizational Chart

Figure 3-9 shows a sample organization chart for project similar to those that might be part of DHHR-wide initiatives to modernize the existing Child Support, Child Welfare, and Child Care systems. This shows example roles and project reporting relationships.

Figure 3-9: *Sample Organization Chart:* Our reporting structure that supports accountability and effective project operations.

Example Resource Pool:	
Applications Development	IT Architecture
Database Design/Analysis	IT Network Analysis
Data Warehousing/ Analytics	IT Operating Systems
IT Systems Analysis	IT Project Management
Product/Software Engineering	IT Quality Assurance
Web Development	IT Security
Capacity Performance Management	IT Systems Management
Business Analysis	Subject Matter Experts

4. Project and Goals

4.1. Goal 1: Management Plan

> The goal of these requirements is to provide regular and frequent communication to the Agency regarding the following: staff resources, management approach for new tasks, adherence to schedules, and problems or issues that could affect successful outcomes of work under the contract. This plan should include, but is not necessarily limited to, meetings (such as who should attend, responsibility for minutes), reports (creation and dissemination of), issues resolution (such as documentation, tracking, resolution, and disposition) and a transition plan (such as project initiation with a new vendor, system documentation, transfer of user acceptance testing, and system conversion). Vendors are encouraged to propose innovative approaches for using communication technology to facilitate and enhance a collaborative and productive exchange of management information between the Agency and the vendor.
>
> **Objective:** To provide constructive meetings with the Agency, to provide reports for monthly production status of all areas of work, to provide a constructive plan for issues resolution, and to facilitate a transition in the event services are terminated for whatever reason.

Optum has been providing Maintenance and Operations (M&O) outsourcing and optimization services for more than a decade. M&O service is an Optum core competency. These services have dedicated corporate investment and oversight, and they are available to the local team in West Virginia. Optum has cultivated this fundamental understanding of M&O services for government systems, underscored it with industry best practices, and aligned it with MITA and the Seven Conditions and Standards.

We will deliver best-value M&O services to the Department of Health and Human Resources (DHHR). Our response provides relevant examples that show how our M&O approach and service framework help align with the specific DHHR M&O services that our local team will deliver day one of the contract.

4.1.1. Relevant Transition Experience

Optum has health and human services systems M&O contracts in more than a dozen states. We have also been successful in transitioning systems integration and maintenance and operations for the Federal government and our state clients from existing vendors. We know your existing vendor has transitioned to subsequent M&O vendors multiple times, so transitioning RAPDIS M&O from the current vendor to Optum should be low risk for DHHR. We will work with DHHR and the existing vendor to establish a smooth transition plan. In addition, we are interested in reducing any transition cost, and we will discuss this with DHHR if this becomes a potential barrier in moving RAPIDS M&O to Optum.

Some recent Optum M&O transition examples are highlighted below. Each of these examples includes eligibility determinations for Qualified Health Plans (QHP), MAGI-Medicaid, and other state-specific Medicaid programs.

Healthcare.gov

In late October 2013, CMS asked Optum to be the General Contractor to lead site improvements for healthcare.gov technical and operational problems. Optum deployed technology and program management experts and rigorous management with 24/7 oversight and decision-making. We initiated an Exchange Operations Center and centralized all healthcare.gov operations. By December 1, 2013, the website was a stable, robust site for more than 1.8 million daily users. Average response time dropped to approximately half a second

(compared to 8–20 seconds) and error rates consistently were well below one percent (compared to 6 percent). Following the short-term assignment as General Contractor, Optum was awarded additional work to be the Senior Advisor for healthcare.gov. The ongoing effort includes ensuring that issuer and financial management systems are performing well in addition to the front-end website.

Massachusetts

Optum took over for the existing Health Connector vendor in February 2014. The transition to Optum took approximately six weeks. We provided thought leadership and independent evaluation on the technology solution options and simultaneously established a Massachusetts Operational Command Center (MOCC) with governance processes and 24/7 project monitoring. Currently, there are approximately 125 Optum staff deployed for M&O to support on-going IT development work, and approximately 200 Optum staff to support operations, for approximately 375 total staff. Optum hosts the Health Connector system in the Optum cloud.

Maryland

Optum took over from the existing Maryland Health Benefits Exchange (MHBE) vendor in December 2013. The transition to Optum took approximately six weeks. We provided overall leadership for system stabilization, new project/release management and testing processes. We performed a technical assessment of the initial system and evaluated potential options. We supported the MHBE by maintaining system functionality, and helping chart the course for the next Open Enrollment period. Optum ran the new platform evaluation process and systems support engagement until the transfer point with the new vendor. Currently, 16 Optum staff are engaged in the continuation of the Tier 2 support work. This team comprises six Optum business analysts, and 10 Optum contact center agents.

Vermont

Optum took over from the existing Vermont Health Connect vendor in August 2014. The transition to Optum took approximately six weeks. We developed training and process documentation protocols leveraging Vermont's existing internal procedures to remediate various types of application backlogs. We ramped up our workforce and expertise to support the Fall 2014 open enrollment period, including a surge of more than 300 Optum staff. We are currently providing ongoing DDI, M&O, and hosting services. There is currently over 200 Optum staff deployed for M&O, supporting on-going IT development work, and operations. We host the Vermont Health Connect system, and the entire Vermont Health Service Enterprise (HSE) platform in the Optum Cloud. The HSE platform was recently transitioned from another vendor successfully.

4.1.2. Overall Communications Plan

Clear, open, and honest communication is the basis of our approach to service and project management. Our organized, open, and transparent approach will allow our teams to quickly grasp, mitigate, and respond to potential issues. In the current, rapidly evolving health and human services environment, systems and organizations must align closely to provide quick and reliable support.

Optum will work with you to plan and implement a communication model that best aligns with DHHR requirements. The Communications Management Plan will address those requirements including M&O and Enhancement and Modernization. We are flexible and can suggest a number of different approaches that have been successful with clients that have different needs.

As an example, the Commonwealth of Massachusetts required an approach that supports the client's broad set of stakeholders and decision-makers. In this case, Optum employed a model that included committees to engage different levels of leadership to prioritize strategic and

tactical communications ensuring all stakeholders received timely, clear and appropriate information. Optum provided weekly status reports, daily status meetings, release-specific status meetings, and facilitated weekly executive steering committee meetings.

In another example, the State of Vermont required a more flexible model for a more consolidated set of leaders with broad accountability. This model employed weekly status reports, weekly status and prioritization meetings, as well as on-demand reporting and real-time dialogue to support the State's time sensitive business needs.

We propose a communication and coordination governance model that allows us to coordinate and adjust to changes in an organized manner, and respond in a way that is effective and transparent. Figure 4-1 shows our Communication and Coordination Governance Model, which enable effective collaboration with DHHR.

Figure 4-1: *Communication and Coordination Governance Model Example.* Our proposed governance model allows us to coordinate and adjust to changes in an organized and thoughtful manner, and respond effectively and transparently.
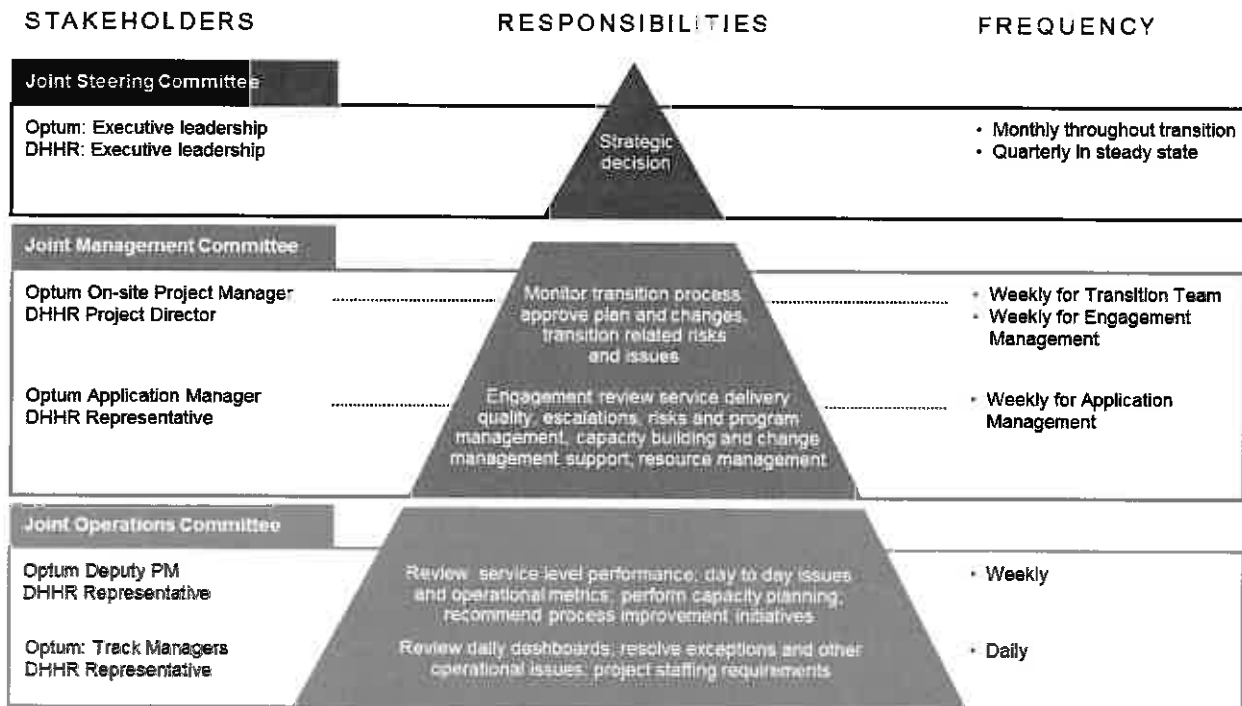
Our three-tier communication model includes a Joint Steering Committee, a Joint Management Committee, and a Joint Operations Committee. These committees will function as follows:

- **Joint Steering Committee:** This committee will include representatives from both Optum and DHHR executive leadership and will provide strategic guidance and decisions.

- **Joint Management Committee:** This committee will include senior delivery leaders such as the DHHR Project Director and Optum Onsite Project Manager and will review the overall health of the engagement.

- **Joint Operations Committee:** This committee will include operating teams from both DHHR and Optum (on-site deputy project manager, track managers) and will provide management of day-to-day operations.

Our communication model facilitates joint opportunities for periodic review of the production status of all areas of work; setting of priorities and goals; transparency, control, and visibility into operations; and review of plans for issue resolution. This model will also provide clear and coordinated oversight at all levels in the event our services are terminated.

We will work as partners to manage the relationship and expectations by:

- Enabling strategic alignment to the DHHR business goals
- Allocating resources to meet business requirements
- Reviewing our approach to new tasks and establishing clear roles and responsibilities for decision making, issue resolution, and service delivery
- Meeting schedules and contractual obligations through SLAs
- Continuously evaluating performance, user satisfaction, and effectiveness
- Providing regular and frequent communication across all DHHR stakeholders

Key aspects of our proposed model include:

- **Increased Collaboration:** Foster true partnership through joint DHHR and Optum committees and relationships
- **Greater transparency:** Provide DHHR complete visibility and control of its operations through real-time access to engagement performance
- **Effective communication:** Provides a mechanism for regular communication and issue resolution

We will work you to define a communication plan that will provide regular and frequent communication to DHHR and be flexible to make changes as we seek to continuously improve and adjust to changing needs and requirements.

Innovative Technologies for Effective, Timely and Visual Communication

CommunicationForce by Optum

Innovation is one of our core values at Optum. DHHR can expect continual innovation in our approach, our people, and our technology. For example, we will leverage our CommunicationForce technology in our engagement with DHHR, illustrated in Figure 4-2.

CommunicationForce is a suite of industry leading Commercial of the Shelf (COTS) products. These include Tableau, DataMeer, Cognos, Impact Communicator, and SharePoint. This technology has been optimized to streamline and enhance all communications and reporting between Optum and our clients.

Figure 4-2: *CommunicationForce Technology*. Our approach streamlines all communications and reporting to the DHHR.
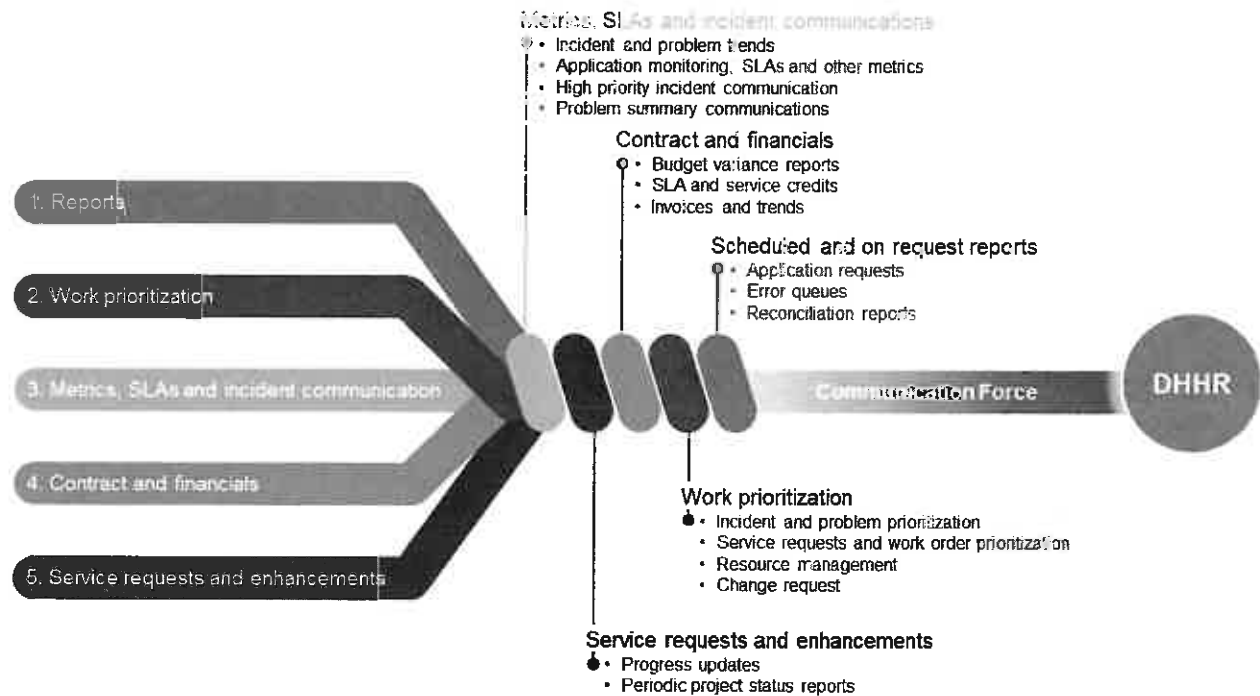
Operational Metrics, SLAs and Incident Communication

Optum's CommunicationForce creates visual reports and communication data points as well as historical trends for all the metrics that are measured. Figures 4-3 and 4-4 provide examples of reports that can be produced to help visualize the current status of project components.

Figure 4-3: *Visual Report Example*. We produce reports that help DHHR more clearly understand current project status as well as trends over time, and to provide visual communication of agreed upon metrics and SLAs.

Figure 4-4: *Visual Report Example.* We produce reports that help DHHR more clearly understand progress in closing incidents and categories of incidents.

Impact Communicator (part of CommunicationForce) for Communicating High Priority Incidents

Effective communication during a high priority incident is critical for ensuring key stakeholders are informed on the progress of resolution activities. Optum developed Impact Communicator for this purpose. Impact Communicator is a subscription-based portal used as the primary means for sending notifications to DHHR IT and business partners about high priority incidents with business impact and planned change activity for business and IT services. All correspondence is stored in a single repository and linked to the service management ticket tracking record. Key features offered by Impact Communicator are illustrated in Figure 4-5.

Figure 4-5: *Impact Communicator.* Impact Communicator facilitates notification across the DHHR enterprise during high priority incidents.

Impact Communicator	Different business notifications

A tool intended to:

1. Facilitate the creation and delivery of :
   - Quality notifications about incidents with business impact by the service level owners (SLO) to business partners
   - Notifications of planned changes by the service level owners (SLO) to business partners
   - Internal IT notifications from the Command Center

2. Allow individuals to subscribe to IT and/or business notifications they wish to receive

3. Provide the ability to receive notifications via email and/or text message

4. Review historical tracking of notifications

- Initial notification
- Update notification
- Restored/summary notification

The most important and frequently used notifications related to high priority incidents

- Priority downgrade notification
- Other notification
- Security alert notification

Figure 4-6 provides an example of an Impact Communicator record of messages sent out during a high priority incident.

Figure 4-6: *Impact Communicator Record of Communication.* Impact Communicator records quickly notify DHHR users of incident status and when the incident is resolved.

Restored / Summary Notification. 07/29/2015 04:13 CT	
HEALTH CONNECT URL http://portal.healthconnect.vermont.gov/ is in error	
Incident ID	IM20475378
Priority	1
Service(s) Impacted	HEALTH CONNECT PORTAL
Location(s)	All
Current Business Status	All services have been restored. We received an official restoration time from the PDC (CGI) of 1:33 EDT. They had a positive test result after repairing the VMDK files. ADP2 and ADP 1 were recycled after this repair, and all services looked to be restored. We had a positive test in accessing the landing page URL at 5:00 EDT after the maintenance page came back down from the nightly standard maintenance window.
Start Time (CT)	07/28/2015 21:10
Restored Time (CT)	07/29/2015 00:33
Duration (dd hh:mm)	00 03:23

Update Notification. 07/29/2015 00:40 CT	
HEALTH CONNECT URL http://portal.healthconnect.vermont.gov/ is in error	
Incident ID	IM20475378
Priority	1
Service(s) Impacted	HEALTH CONNECT PORTAL
Location(s)	All
Current Business Status	All applications continue to be inaccessible. The PDC (CGI) continues to hold a war room to troubleshoot the issue. They are making progress with the rebuild of the corrupted VMDK files. Also the case with VMware has been opened (case # 5720199807).The build of the 2 VM's is also in progress. Since the portal is down for nightly maintenance until 5am EDT, these updates will halt until we reconvene at that time.
Next Update (CT)	07/29/2015 04:30

Update Notification. 07/29/2015 00:16 CT	
HEALTH CONNECT URL http://portal.healthconnect.vermont.gov/ is in error	
Incident ID	IM20475378
Priority	1
Service(s) Impacted	HEALTH CONNECT PORTAL
Location(s)	All
Current Business Status	All applications continue to be inaccessible. The PDC (CGI) continues to hold a war room to troubleshoot the issue. They believe they have identified the root cause and are currently working to repair corrupted VMD files. They are building new VMs in a new location and if the repair of the VMDK files is not success, they will run a system state restore.
Next Update (CT)	07/29/2015 01:21

Update Notification. 07/28/2015 23:21 CT	
HEALTH CONNECT URL http://portal.healthconnect.vermont.gov/ is in error	
Incident ID	IM20475378
Priority	1
Service(s) Impacted	HEALTH CONNECT PORTAL
Location(s)	All

These communication capabilities and others are discussed further in the following section, as they will enhance the overall M&O experience for RAPIDS.

4.1.3. RAPIDS Management Plan

We will work with you at project start to validate project objectives; set milestones and schedules for all project phases; confirm roles and responsibilities; establish clear lines of accountability; and implement a framework for effective project management and control. We will schedule a kick-off meeting and initial working session with appropriate DHHR and current vendor stakeholders and key members of the Optum team. We will develop a comprehensive management plan to guide the project. The management plan will define the processes, methods, tools and resources that we will use to manage all project activities.

> We will employ a proven methodology for the management of the RAPIDS system to achieve identified M&O services and enhancement project objectives.

We will follow all maintenance and operations service management objectives outlined in the RFP. The ITIL service management guidelines will confirm maintenance and operations roles and responsibilities; establish clear lines of accountability; and implement a framework for effective management and control. We will also develop a comprehensive service management plan. This plan will define the ITIL and our customized processes, methods, tools, and resources that we will use to manage all the maintenance and operations services (e.g., incident management, and problem management).

4.1.4. RAPIDS Transition from Current Vendor

The central value proposition of our offering is our people, and their understanding of our mature M&O transition approach. Your M&O team is led by our experienced Maintenance and Operations Manager, Mr. Rob Johnson. Team members are certified in their respective area of expertise, and have a track record of success in health and human services systems and government data management. We understand that the systems we are trusted to maintain and operate belong to DHHR, and each system has unique requirements.

Transferring the maintenance and operational, enhancement and modernization of the RAPIDS system from current vendor requires a thoughtful transition plan. This transition plan will:

- Enable the transition of the RAPIDS system to Optum with minimal or no anticipated degradation of operational levels or service to the residents of West Virginia

- Provide a structure that enables the effective participation of the current vendor, Optum, and DHHR in the transition project

- Describe a specific, finite set of transition activities for each element

- Detail transition elements in the form of a project plan by which the current vendor, Optum, and DHHR can tightly manage scope and schedule

- Establish the guiding principles by which the current vendor will execute the transfer of responsibilities to Optum

This plan provides an overview of transition methodology for effecting the transition to Optum. Figure 4-7 outlines the day-to-day transition activities during the 8-10 week transition period.

RAPIDS Transition Approach (8-10 weeks)

Optum leverages proven transition methodologies, which were utilized during the successful and smooth transition of similar nature of IT systems in record time for the State of Vermont and the Commonwealth of Massachusetts.

Figure 4-7 outlines the phases that we will follow to transition in for the RAPIDS application M&O services. The sequence and duration will be adjusted during the transition planning activity, as necessary, to meet the needs of DHHR. We have estimated an 8-10 week RAPIDS transition period based on the information we have today. We will work with DHHR to establish a mutually agreeable transition timeline.

Figure 4-7: *Optum transition process and steps for a smooth transition of RAPIDS M&O to Optum.*

Step -1 Initiation (1 week)	Step – 2 Planning (1 week)	Step – 3 Knowledge Transfer (2 weeks)	Step – 4 Shadow & Reverse Shadow (6 weeks)	Step – 5 Steady State (Ongoing)
✓ Conduct quick IT system assessment to understand detailed software, hardware, application architecture, complexities, critical components, existing issues, Metrics etc ✓ Prepare the assessment report and transition approach document ✓ Document gaps and action plan to address stability issues ✓ Define transition acceptance criteria ✓ Initiate Resource onboarding	✓ Prepare detailed transition plan including KT sessions, dates, effort, mode, attendees and critical components ✓ Identify metrics data and past SLA reporting related to specific performance, availability and problem management goals ✓ Identify existing M&O processes, protocols, stakeholders & communication channels ✓ Establish baseline functionality, code & associated documentation ✓ Onboard resources	✓ Kick off application transition ✓ Gain Access to system, resources, critical tools & repositories for KT purpose ✓ Participate in Knowledge transfer sessions ✓ Document/update application documentation like run books, Known errors, workarounds, contacts ✓ Understand state specific JIRA processes and reporting ✓ Establish Monitoring & ticket management processes ✓ Asset Inventory consolidation ✓ Conduct Reverse KT sessions to testify gained knowledge	**Shadow** ✓ Implement buddy system ✓ Ownership of deliveries lies with incumbent ✓ Optum shadows what and how of all the work done by incumbent including operational activities and defect resolution ✓ Intake procedures defined - Incidents, problems - Service requests - Change requests **Reverse Shadow** ✓ Optum gains production access ✓ Optum does all M&O work and related enhancement activities. ✓ Incumbent provides coaching/guidance as needed ✓ Monitor SLA's and metrics and adjust the system to perform to the level defined	✓ Optum takes over full ownership of M&O delivery ✓ Optum performs full array of M&O services as agreed upon ✓ Establish & deploy missing operating controls ✓ Proactive monitoring and dashboard metrics reporting ✓ Optimize application thru continuous improvements ✓ Implement best practices to enhance service delivery and improve application stability

Ongoing
Project Communication, Monitoring and Documentation

Initiation: The preparatory phase of transition is where Optum inventories the RAPIDS system. These inventories come in multiple forms, which are categorized as either Artifacts or Digital Assets. For Artifacts, the Optum team will need credential /access to the Artifacts in the current repositories. If the Artifacts are in a current vendor repository, we will need DHHR's help to migrate them to a State data center. For Digital Assets, Optum assumes the current repositories will remain in place at the DHHR data center.

Planning: We prepare a detailed transition plan with inputs from the current vendor and DHHR. Detailed transition plan consists of several Knowledge Transfer (KT) sessions, topics per KT session, effort, attendees, and mode of KT sessions. These sessions help us understand the current M&O processes and procedures, gain access to all required documentation, and analyze the past defects and their resolutions.

Knowledge Transfer: Optum attends KT sessions conducted by the current vendor team. The current vendor grants access to the documentation, tools, resources which are needed to perform successful knowledge acquisition. Optum documents the missing or outdated application knowledge during the KT phase. For example, this could include run books, known error database, entity relationship diagrams, batch jobs, workarounds and contact lists. We also gain access to the service management tool JIRA used by DHHR. We establish the ticket management process and finalize the inventory consolidation.

Shadow: We continue to finalize system documentation. The current vendor starts assigning work to Optum while the current vendor still has the primary responsibility for maintenance of the RAPIDS system. Optum follows the define intake process for incident, problem and change management. We will also update and refine system documentation as required.

Reverse Shadow: Optum takes the primary responsibility for the RAPIDS system as we continue to perform maintenance and operations. We monitor the SLAs and continue to adjust the system to perform at the level defined. The current vendor will provide coaching as needed.

The current vendor's critical resources are available to address queries and handle any unknown critical issues so business is not hampered.

Transition Deliverables

Optum will inventory and baseline the current state of Artifacts documentation of the RAPIDS system. This includes:

- System Design Document
- Database Design Document
- Data Management Plan
- Interface Control Document
- System Security Plan
- Interface Design Specification
- Disaster Recovery and Business Continuity Plan
- Process diagrams related to M&O services
- Application Inventory (code, configuration, reports)
- Production Run Books
- Known issues and workarounds
- All other artifacts or documentation that are required to provide on-going application M&O

Optum will evaluate these documents during the transition period to determine the work effort required to bring these documents up to date. We will make every attempt to revise these documents during the transition period. For those instances where the document does not exist or requires excessive revisions, we will notify DHHR and provide a plan to close the gap.

Optum will also deliver the M&O Transition documents, which will include:

- Finalized M&O transition scope
- Documented baseline/target SLAs and metrics
- Role assignments/responsibilities (RACI)
- Resource Management plans
- Identified service management toolset
- Finalized production support hours
- Finalized M&O dashboard/reporting requirements
- Defined target M&O KPIs/SLAs
- Documented escalation processes
- Documented ITIL processes the Optum's M&O team will follow
- Completed transition plan & acceptance criteria

Optum performs the full array of M&O and enhancement activities during steady state operations. We establish and deploy best practices for M&O including system-operating controls. We optimize the RAPIDS application through a continuous improvement cycle and provide monitoring and dashboards for performance metrics reporting.

4.1.5. RAPIDS Maintenance and Operations-Steady State Phase (one to four years)

Optum understands that DHHR seeks a collaborative partnership founded on a productive exchange of management information. This section describes how we will meet your goal for a management plan that provides regular, frequent, and meaningful communication across all aspects of the engagement. We also explain how we will meet your objectives for conducting constructive meetings with DHHR, providing reports for monthly production status of all areas of work, delivering constructive plans for issue resolution, and facilitating transition at contract end. Through our experience, we recognize the importance of working closely with our partners to create and maintain a management plan that meets our client's expectations.

Our library of M&O plans includes staffing, data management, enhanced security of health and human services data, user support systems, and processes for infrastructure and application assessment, procurement, and version control. For DHHR RAPIDS we offer proven best practices in the areas of staffing, change management, and turnover planning, as well as procedural assets for government operational systems M&O.

Maintenance: Optum has proven and tested procedures that help our local account teams in maintaining and operating systems for their clients. In the area of maintenance, these specific organization assets are:

- Incident management measured by customer-defined Service Level Agreements (SLAs)
- Problem management to get to true root cause and effective remediation of incidents
- Change management processes to control all change promotions through development to testing and ultimately production
- Proactive investigation and testing of applications that show the warning signs of possible future response time issues
- Weekly and monthly metrics at the manager and application level to track progress toward goals
- Proactive capacity and performance management
- System lifecycle management
- Proactive discovery and remediation of security vulnerabilities

Operations: In the area of operations, our corporate culture focuses on successful partnerships with our clients. Success for operations is driven by procedures and processes for the following:

- Effective cross-organization processes (help desk, project management, and various technical support organizations) for incident management, problem management, change management, and crises management (For example, our technical experts maintain relationships with their counterparts on other accounts, Optum at large, and key Original Equipment Manufacturers [OEMs].)
- Effective handoffs from development to production support with participation throughout the lifecycle and through an effective gatekeeper process to minimize incidents and post-release fallout

- Effective communication with business partners on achievement of key metrics and prioritization of work

- Effective relationships with vendor partners, including an outcomes-based delivery model and a strong focus on cultural awareness

These services, which will be provided as part of our RAPIDS M&O solution, are discussed in more detail in Section 4.2, Technical Approach.

4.1.6. RAPIDS M&O Management Model

Optum's management model is based on ensuring clear accountability on management goals and objectives while providing unified communications and visibility into all work. Based on DHHR requirements, we recommend a management model comprising two teams to ensure efficient operations and alignment to primary management goals:

1. Maintenance and Operations Team: This team will focus on executing maintenance and operations services to ensure the system is fully functional and operating optimally as well as practicing continuous improvement to maximize throughput.

2. Enhancement and Modernization Team: This team will focus on working with DHHR to achieve the DHHR goals for modifying its technology platform, as necessary.

Figure 4-8 shows our management model.

Figure 4-8: *Optum's proposed Management Model.* We propose a management model for DHHR that includes a Maintenance and Operations Team and an Enhancement and Modernization Team.
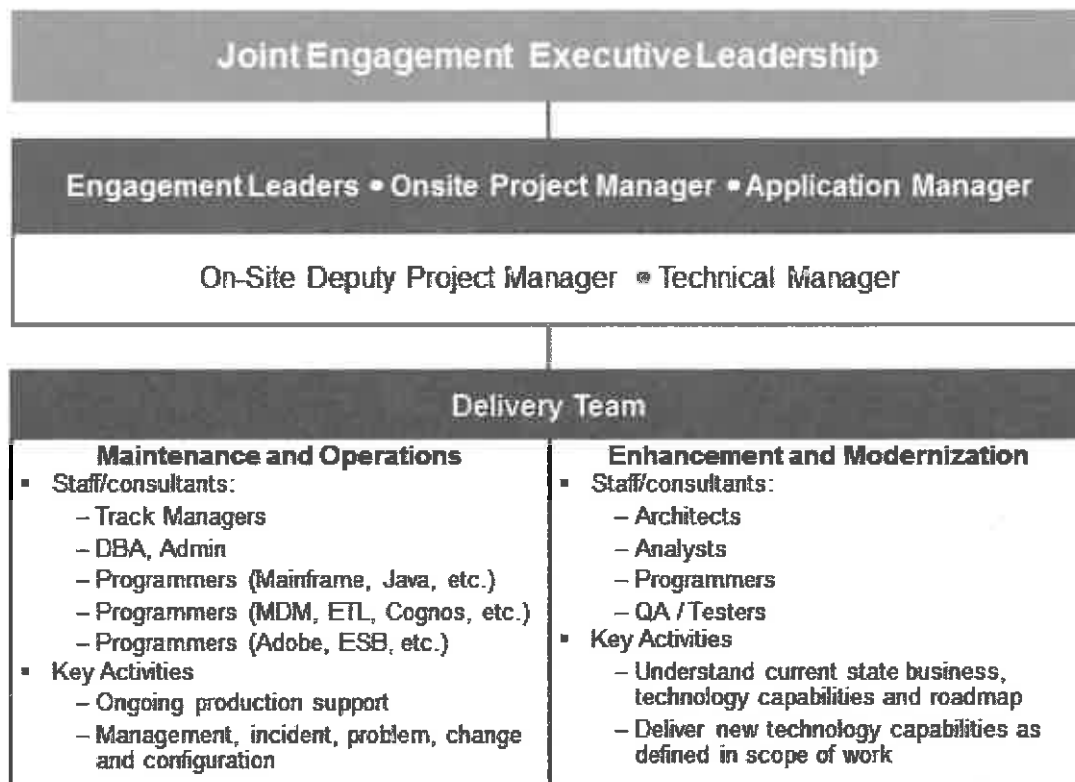
This model supports DHHR requirements for clear alignment with goals and objectives while establishing an approach to communications that supports collaboration with DHHR and

provides DHHR with timely and meaningful information. Figure 4-9 shows this management model, as well as how each will meet the communication goals.

Figure 4-9: *Management Plan Objectives.* Our management model helps teams meet management objectives and facilitates collaboration.

Management plan objectives	Maintenance and operations team	Enhancement and modernization team
Communication: Staff resources	Utilization of 42 resources and resourcing changes	Utilization of 20,000 hours and resourcing changes
Communication: Management approach for new tasks	All service processes from creation to closure	Project initiation to closure process
Communication: Adherence to schedules	Operational problem management tickets tracking	Project schedule and milestone tracking
Communication: Problems or issues that could affect successful outcomes of the contract	SLA management	IRAAD (Issues, Risks, Actions, Assumptions, Decisions) management
Meetings	Review operational metrics, resource planning, prioritization, service issue management	Review modernization roadmap, review project metrics, deliverables approval, resource planning, prioritization, project issue management
Reports	Weekly and daily maintenance and operations dashboard	Weekly project dashboard and daily project standup call
Issue Resolution	Corrective action report and corrective action plan	IRAAD management, escalation management
Transition Plan	Transition strategy supported by plans, complete documentation and trained staff	
Innovative Technologies for Effective, Timely and Visual Communication	CommunicationForce streamlines all communications with DHHR, facilitating rapid communication	

Our maintenance and operations services will support, maintain, and improve the stability and availability of the RAPIDS system. With more than a decade of experience in maintenance and operations of large complex health and human services applications, we have enhanced our processes and procedures beyond the Information Technology Infrastructure Library (ITIL) standards. Our proactive and preventive maintenance processes will help DHHR improve service levels while reducing operational expenses.

Optum understands that the DHHR is in the process of refreshing its technology platform to J2EE and is expanding the data capture fields of the web-based application (inROADS) for the following:

- To enable individuals to apply online for Temporary Assistance for Needy Families (TANF), Children's Health Insurance Program (WVCHIP)
- Medicaid for Pregnant Women and Children (PWC), Supplemental Nutrition Assistance Program (SNAP)

- Medicare Premium Assistance Programs

- School Clothing Allowance (SCA)

- Low Income Energy Assistance Program (LIEAP)

- All West Virginia Medicaid categories as prescribed by the Patient Protection and Affordable Care Act

Our enhancement and modernization services will help DHHR achieve its strategic objectives and provide value for the citizens of West Virginia.

4.1.7. RAPIDS Communication Plan

Optum will provide regular and frequent communication with DHHR regarding staff resources, management approach for new tasks, adherence to schedules, and problems or issues that could affect successful outcomes of work under the contract. Our weekly status reports will provide information about the following.

Staff Resources

DHHR requires 42 key staff positions to support ongoing maintenance and operations for the RAPIDS system. Additionally, Optum will provide staff resources to support up to 40,000 total hours of software modification and/or enhancement activities. Review of engagement resource utilization will be a standard weekly agenda item for status meetings with DHHR. We maintain a resource management plan that contains resource allocation, resource utilization and resource movement and turnover management. If we need to remove an individual in a key position from the project, our on-site project manager will notify DHHR of the impending removal and provide resumes of qualified replacement candidates to you for consideration. We will make the replacement candidates available for you to interview and approval as required. In the event of an extended absence of key personnel, we will provide qualified replacement staff members with commensurate experience for your approval.

Management Approach for New Tasks

We use a standard service management and project management approach that provides a consistent management approach for new tasks. We will work with DHHR to customize the management approach as needed. If a new enhancement or modernization project is initiated, Optum will develop a project work plan for that project. If new tasks are identified for an existing project, those tasks will be integrated into the existing project work plan. In either case, we will constantly monitor project progress against the planned schedule. Figure 4-10 summarizes key aspects of our approach to managing maintenance and operations tasks, as well as enhancement and modernization tasks.

Figure 4-10: *Managing Tasks.* We propose a standardized approach for managing maintenance and operations tasks and also enhancement and modernization tasks.

Task Management Approach - Maintenance and Operations	Task Management Approach – Enhancement and Modernization
During Maintenance and Operations Optum will use information in the following categories to effectively manage M&O related tasks: • Services – Incident management (to restore service) – Problem management (to find the root cause and provide a permanent fix) – Service request (fulfill requests for operations) – Performance management – Availability management • Maintenance and operations roles and responsibilities for all Services • Operating procedures – Scheduled downtime operations – Scheduled processes – Change management process – Backup and recovery procedures • Capacity planning • Monitoring procedure • Break-fix management • Data and database administration • Technical implementation plan	Optum supports Waterfall, Iterative and Agile methodologies for software development and enhancement. Optum's recommended lifecycle for implementing changes or enhancements to Production environments is as follows: • Analysis and verification • Enhancement management • Solution design • Solution development • Solution test • Solution deployment • Release Management

Our subject matter experts and technical leads will develop effort estimates for each individual task item. We will use standardized estimating techniques and tools, such as Function Point Analysis, and leverage our experience in prior projects, to derive task estimates. Optum will work closely with DHHR to prioritize any new tasks or projects and use our resources most efficiently.

Adherence to Schedules

We will provide updates on project activities and schedule information in our project status reports, including: tasks completed during the reporting period; tasks starting during the upcoming reporting period; tasks not completed as scheduled; tasks not started as scheduled; and corrective actions for tasks not on schedule. We use Microsoft Project to develop and maintain project work plans. Microsoft Project allows us to track the progress of the project, and monitor and evaluate resource allocation. We will produce work plan reports including:

- Project schedule
- Critical path
- Milestone dates
- Deliverable dates
- Gantt chart

Additionally, we will provide ongoing reports using Microsoft Project to include in the overall status reports to DHHR. This will ensure that DHHR receives timely updates on the overall progress of the project and visibility into risks and issues to drive proactive management.

In addition to periodic project status reports, we will provide service management status reports that will include updates on operational problem management tickets. They will be reported against their adherence to the schedule as defined in the State Office of Management Information Services (OMIS) Operational Problem Management Policy.

Problems or Issues that Could Affect Successful Outcomes of Work under the Contract

Discussion of issues or risks that could affect the project will be a standard agenda item for weekly status meetings with DHHR. We will provide status on outstanding issues or risks that have to be addressed or mitigated; issue or risk mitigation plans; and issues or risks that have been resolved. If any issue or risk needs executive intervention, we will invoke agreed-upon escalation procedures. Optum also maintains a repository of lessons learned on each project. This allows us to address issues that we have encountered in the past, resulting in quicker resolution.

Service and project status reports will allow Optum to track progress against SLAs and project plans, and report status in a form and format approved by DHHR. This provides a means for us to document and manage project plan risks, issues, and action items. One of our core values is integrity, so open, honest communication with the DHHR is important to us.

Meetings

Our Communication and Coordination Governance Model presented above in Figure 4-1 identifies our approach to meetings at each level, as well as frequency of meetings. We will work with DHHR to customize the meeting schedule. Figure 4-11 summarizes the proposed meetings at each level, the attendees by role, and the types of activities envisioned for each meeting.

Figure 4-11: *Proposed Meetings*. We propose regular meetings at various levels in the engagement to provide complete transparency and open communications.

Joint Steering Committee	Joint Management Committee	Joint Operations Committee
• Provide strategic direction • Define and review long term goals • Develop strategic relationship • Review progress against agreed annual objectives • Continually evaluate Optum objectives with long term State agency strategy • Act as the final decision committee for evaluating overall progress	• Review operational performance reports for monthly production status of all areas of work — SLAs and Key Performance Indicators (KPIs) • Take decisions on actions needed for any escalated items • Manage resource planning • Approve enhancement estimates, priority and overall	• Reporting of process SLAs • Volume and in-process metrics including trends • Issues and escalations • Root cause analysis for all defects • Process improvement ideas • Facilitate comprehensive knowledge transfer • Validate readiness in advance of tollgate review meeting • Monitor and audit Optum

	list • Review outcomes of implemented enhancements and address any unforeseen issues	billing and cost • Joint application design (JAD) of new enhancements • Review estimates of new enhancements • Make decisions on issues and risks; escalate to senior delivery leaders that need attention

For all meetings, we will assign an Optum staff member to take meeting minutes. After the meeting, we will distribute a draft copy of the minutes to attendees for review and any needed corrections. We will incorporate required changes in the minutes, then produce and distribute a final copy. Optum will also store a copy of the final minutes in PDF in a designated repository where they can be accessed later by DHHR or Optum personnel.

Reports

Frequent, timely, and accurate reporting is critical to keeping both DHHR and Optum management current on the status and health of the engagement. We will work with the DHHR and customize these reports. Figure 4-12 summarizes the types of reporting we propose to provide for the RAPIDS project.

Figure 4-12: *Proposed Engagement Reporting.* Optum uses dashboards and other reporting processes to provide a comprehensive view of project activities and status.

Management Reporting	Operations Reporting

• Weekly Maintenance and Operations Dashboard
  – Key Accomplishments
  – Issue, Risks and Escalations
  – Upcoming activities
  – SLA and KPI with details of events not met.
     o Operational Problem Management Trends (Influx, Closed, Outstanding)
     o System Availability Trends
     o System Performance Trends
  – Resource utilization across M&O Services
• Weekly Enhancement Dashboard
  – Enhancement List, Estimates, Prioritization, Timeline, Phases and milestones
  – 5 Block Status for each Enhancement
     o Overall Status (Schedule, Effort, Scope) Green/Amber/Red
     o Estimated vs Actual Effort Estimates, Burn rate, Financials
     o Progress in the current reporting period
     o Key Risk, Action, Issue, Decision, Dependencies
	• Daily Maintenance and Operations Report
	  – M&O Dashboard
	  – Customer Severity List
	  – Watch Report
	  – Work Around List and Frequency
	  – Batch completion report
	• Daily Enhancement Standup call
	  – Tasks completed
	  – Tasks in progress
	  – Key Risk, Action, Issue, Decision, Dependencies
	  – Propose new Enhancement request in the Enhancement list (for JAD sessions later)
	  – Review estimates of prior Enhancement request in the list

o Planned for next reporting period	
• Resource allocation and utilization reports per enhancement	

Some reporting will be produced automatically by the tools we use, while others will be a compilation of data from multiple sources. Optum will work with DHHR to develop a distribution list for all reports so that all stakeholders identified by DHHR will receive the reports. Depending on the report, the output media may be a printed report, a report distributed via email, or a report dashboard that can be accessed online from authorized users' desktops.

Our maintenance and operations services use JIRA to manage the priority of all maintenance tickets and enhancement projects. We generate extracts from JIRA to discuss of tickets, issues, defects during the prioritization calls with DHHR.

RAPIDS Application Metrics - Scheduled Reports and On-Demand Reports

Our maintenance and operations services include a package of application metrics and reporting capabilities for these capabilities. We will use the DHHR standard automated system or tool that monitors performance for all the RAPIDS environments. Optum may augment existing DHHR capabilities with some of our monitoring tools if necessary and desired. The system will typically log the response times for all transactions every day. In addition, we collect data including garbage collection, hung threads, database connections, queue allocation, and depths. The maintenance and operations team review these reports and take appropriate action to maintain the health of all environments. We use this to calculate Performance SLA. Figure 4-13 provides examples of the system performance metrics reporting.

Figure 4-13: SLA *Performance Reporting.* Our SLA monitoring and reporting capabilities provide the tools to maintain performance of RAPIDS within defined thresholds.
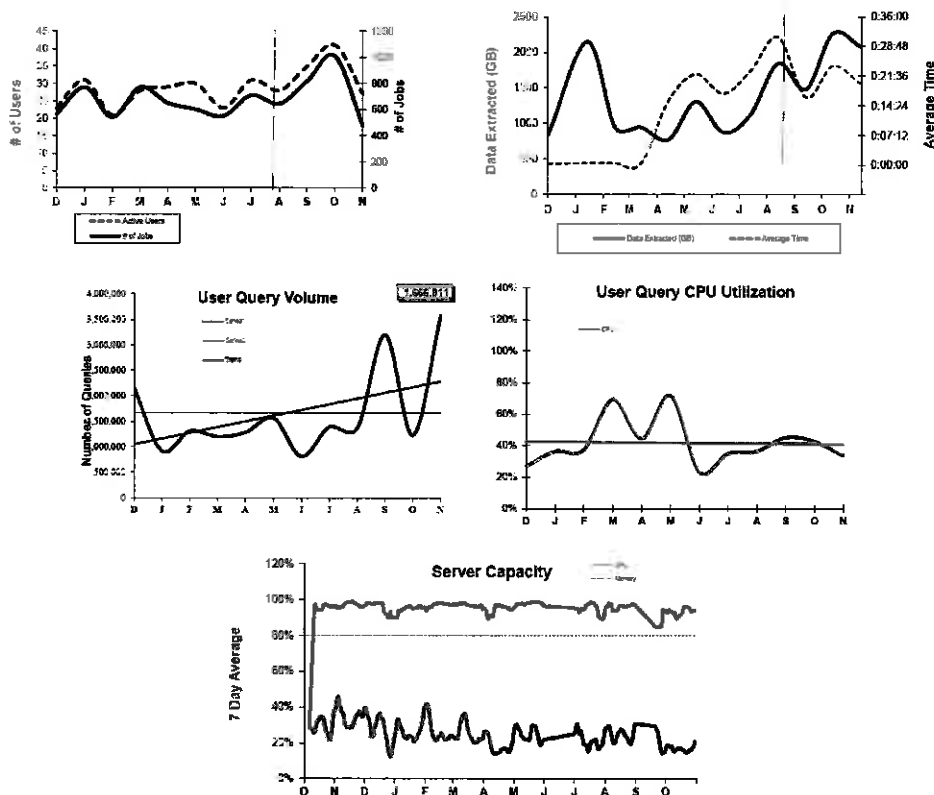
We also use the system availability information from DHHR's service management tool, JIRA. Any downtime of the RAPIDS system is recorded within the incident and is used to calculate the system availability SLA. Figure 4-14 shows and example of the system availability reporting capability.

Figure 4-14: System *Availability Reporting*. This report displays actual system availability performance against the defined SLA over time.

We also log the system batch status information for mainframe and distributed jobs. Figure 4-15 shows an example of the Batch Status History Report.

Figure 4-15: *Batch Status History Report*. This report shows the status of batch processing activity over time, and is helpful to identify trends that could indicate potential detects and processing bottlenecks.
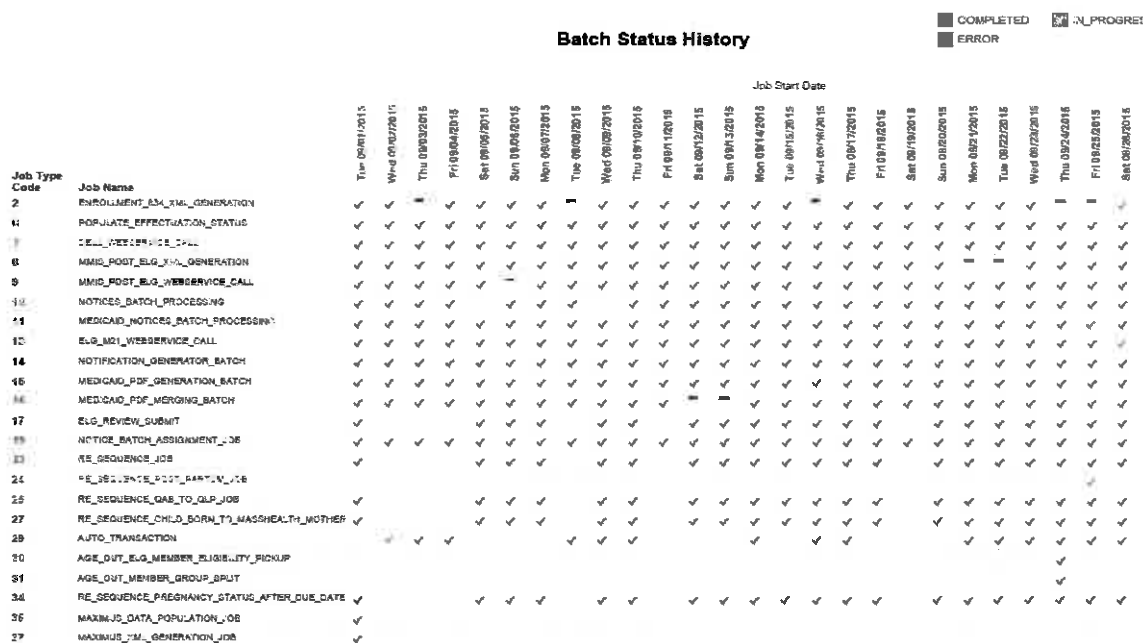
Our maintenance and operations services include a package of operating metrics and reporting capabilities. We use advanced monitoring tools to capture detailed metrics and generate status reports in accordance with requirements relative to frequency, template and content. These reports include KPIs, such as SLA metrics, incident influx, and backlog for high priority incidents. Figure 4-16 summarizes some examples of the types and frequency of reports we generate.

Figure 4-16: *Scheduled Reports*. Optum provides a comprehensive set of scheduled reports to monitor the health and well-being of the applications.

Report Name	Description	Frequency
Monthly Service Level Report	This report includes the incident restoration chart and Optum SLA compliance during the previous month	Monthly
Incident Management Report	Description of incidents that have occurred in prior week/month, status and priority level and whether escalated to DHHR.	Weekly and Monthly
Immediate Priority Level 1/Priority Level 2 Notifications	Notification of any incident opened as priority level 1 or priority level 2 and e-mail message to designated distribution	Upon incident open
Watch Report	Descriptions of all priority level 1 and priority level 2 incidents opened/closed in the past 24 hours, grouped by condition and priority level	Daily

Enhancements Status Report

We produce a weekly status report for RAPIDS enhancements in progress and in the pipeline. Our enhancement team produces this report on a weekly basis. The report includes the following elements: Enhancement List, New Items Estimates, Prioritization, Timeline, Phases and milestones. In addition, for each enhancement, the report includes the following five-block status components:

- Overall Status (Schedule, Effort, Scope) Green/Amber/Red
- Estimated verses Actual Effort Estimates, Burn rate, Financials
- Progress in the current reporting period
- Key Risk, Action, Issue, Decision, Dependencies
- Planned for next reporting period

Figure 4-17 shows an example of the Enhancement Status Report.

Figure 4-17: *Enhancement Status Report.* This report provides status updates on DHHR approved enhancements.

Figure 4-17 enhancement status report template

Contract and Financials

We produce a monthly status report for all financial impact due to SLAs not met as defined in the contract. Figure 4-18 shows a sample Financial Impact Report.

Figure 4-18: *Contract and Financial Report.* This report provides monthly financial impact report on SLA adherence.

SLA	Goal	Actual	Financial Impact
Application Availability - Prod	99.90	100%	None - SLA Met.
Application Incident Notification: Priority 1 & 2 Incidents	100%	100%	None - SLA Met.
Application Incident Restoration: Priority 1 & 2 Incidents	100%	100%	None - SLA Met
Problem Management Debrief: Priority 1 & 2 Incidents	100%	100%	None - SLA Met.
Application Performance	<2.0 sec	100%	None - SLA Met.

4.1.8. Issues Resolution

Optum follows project management best practices for managing risks and issues using tools, such as IRAAD (Issues, Risks, Actions, Assumptions, and Decisions). IRAAD can be deployed on a collaboration workspace, such as a SharePoint portal, with a separate tab for issues, risks, actions, assumptions and decisions. In some instances, an issue or risk may be resolved with a simple note recorded in IRAAD. Issues that affect maintenance and operations, enhancements, cost, or SLAs require more formal, objective decisions with thorough documentation. When we develop a resolution, the owner of the issue will schedule a meeting with the stakeholders responsible for the area affected by the issue. If they approve and complete the recommended solution, the team lead or manager will close the issue and document the resolution in IRAAD. If DHHR needs to sign off on the resolution, Optum will schedule a meeting to review the item and obtain sign-off or alternatively discuss the issue at the regularly scheduled status meetings.

Issue Management Approach

An issues management process must be iterative and ongoing to identify and respond to issues in a timely manner. Important aspects of expedient issue resolution include:

- **Issue Identification:** The source of issues may include existing risks, assumptions, decisions, changes, or previously undocumented factors. Both Optum delivery teams will identify and document issues and the project manager will be responsible to track and close them. This will include documenting issue identifier and date; assigning an issue owner; assessing impact; developing resolution plan and target resolution date; and confirming resolution date with associated updates, including reference to any change control or decision.

- **Issue Prioritization:** We will assign resolution time frames to issues according to their priority. If the issue owner cannot resolve the issue during the initial time frame, we will reassess issue priority. Sometimes low-priority issues may become high-priority issues; at other times, we may need to adjust priorities if the issue effects change because of unforeseen factors. We will provide sufficient resources for timely resolution of issues according to their priority categorization.

- **Issue Escalation:** Our delivery team will resolve many issues at the field level; however, if an issue cannot be resolved at this level, it will be escalated up to senior management as depicted in the escalation chart that follows.

- **Open Communication:** We will facilitate open communications through productive planning sessions in order to proactively tackle possible risks and issues.

Figure 4-19 shows the activities and responsibilities that will occur as part of our issue management process. We will provide transparent communication of issues with DHHR, including frequent status reports related to the identified risks and issues.

Figure 4-19: *Optum's Issue Management Approach.* Our issue management approach identifies, manages, and assigns resolution responsibility for identified issues.
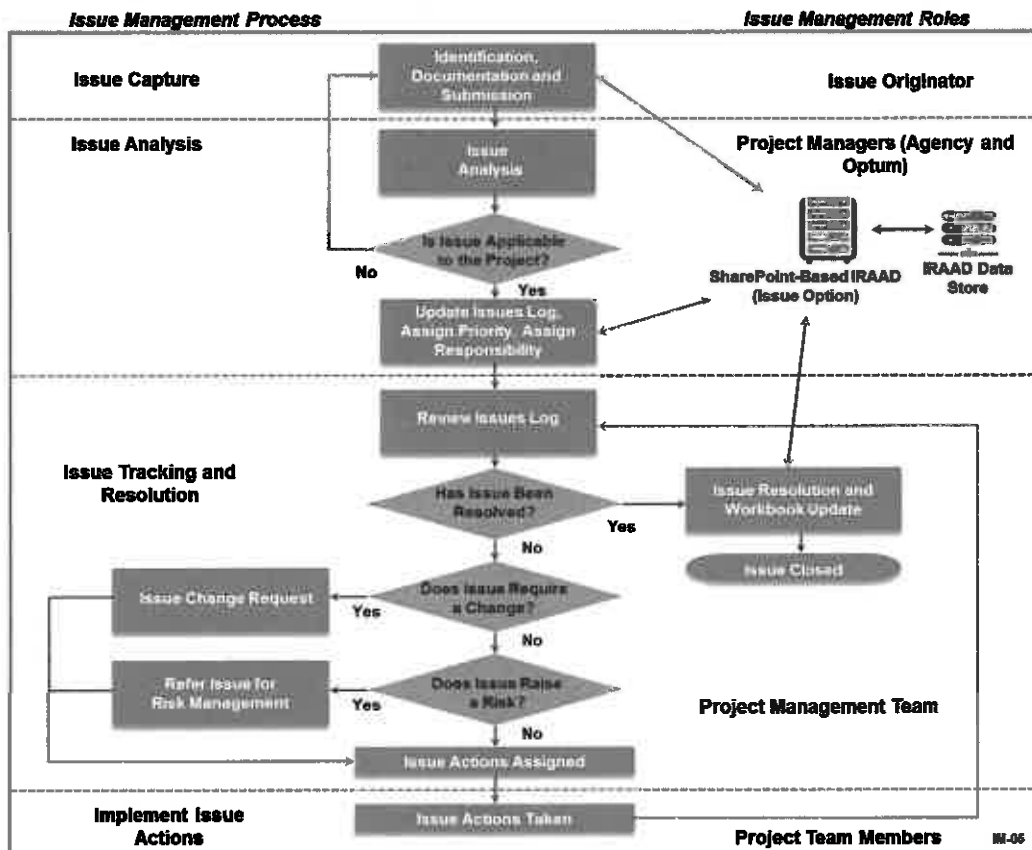
After we have identified and documented an issue, we complete an initial analysis, assign a priority, and simultaneously inform DHHR. Except for critical items that we will escalate immediately, we will normally report on issues in regularly scheduled status meetings or in scheduled status reporting.

Optum's issue escalation process includes defined lines of communication, roles, and responsibilities, and span-of-control parameters. Our issue escalation procedures will define when and how to escalate the issue to the next level. We know that unresolved issues can become a risk when the time frame originally identified for resolution is exceeded or when the resolution is unsatisfactory. When necessary, Optum and DHHR executive management will be involved to expedite the resolution of mission-critical issues. Figure 4-20 shows our issue escalation process.

Figure 4-20: *Issue Escalation Process.* Optum's issue management approach mandates timely communication and proactive monitoring until each issue is resolved.
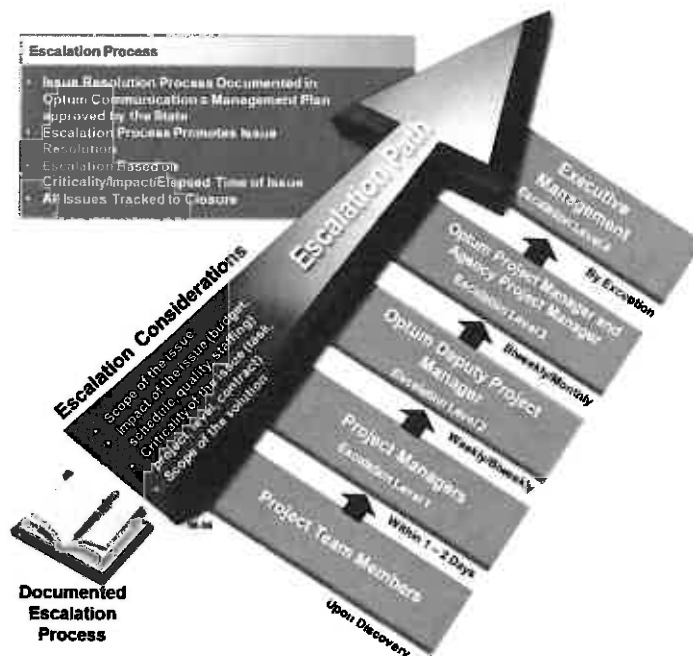
Optum and DHHR will agree upon the escalation process for the RAPIDS M&O project, and this process will be invoked only when conditions and severity of the issue warrant escalation.

Corrective Action Report

When a Key Performance Indicator (KPI) is not met, we will provide OMIS with a written detailed Corrective Action Report (CAR) no later than ten business days from the tenth of month. The CAR will include the missed KPI; full description of the issue; cause of the problem; risks related to the issue; the resolution, including any failed solutions implemented prior to resolution; and proposed corrective action going forward to avoid missing the KPI in the future. For each CAR, we will meet with DHHR, as requested, and present a Corrective Action Plan (CAP).

Corrective Action Plan (CAP)

The CAP will include our proposed corrective action(s) for each designated task. The CAP will also provide a detailed description and ownership of the task; the process for tracking and reporting the status of task completion; planned effectiveness review activities for successful resolution; and planned prevention activities to avoid a recurrence.

Our standard template for presenting this information to DHHR will include:

- Description of all tasks and completion schedules

- Dependencies between tasks, if any

- Resources required (i.e., time, personnel and technology)

- Allocation of responsibility – the individual responsible for overall CAP completion and the individuals responsible for each task

- Plans for monitoring, tracking and reporting progress towards completing the CAP

- Deliverables, measures, and indicators to provide objective evidence that the tasks is successfully completed

- Process for verifying completion and closure of the tasks

- Description of the follow-up effectiveness review to be conducted to ensure successful resolution of the tasks

Three steps will be followed when a CAP is initiated:

1. Accept or Reject: DHHR will review the CAP tasks provided by Optum and accept, conditionally accept with required changes, or reject the CAP. We understand that the State reserves the right to engage an outside contractor for system evaluation purposes. Optum will be responsible for completing State recommended changes at no additional cost.

2. Execute: We will execute the CAP by completing and implementing the tasks. We will track implementation and completion status and communicate to DHHR. This will facilitate timely and adequate resolution of each finding. This will be done according to the accepted plans for monitoring, tracking and reporting progress towards completing the CAP.

3. Closeout: DHHR will evaluate the outcome of each task and the overall CAP to make a determination whether these outcomes are acceptable or unacceptable. In the event of an unacceptable outcome or recurrence, DHHR may continue all or part of the CAP, initiate a new CAP, or institute other tasks according to contract provisions.

4.1.9. Transition Plan

We understand our responsibility to DHHR to consistently and effectively meet the needs of DHHR and RAPIDS stakeholders. If RAPIDS maintenance, enhancement, and operations responsibilities transfer to another vendor, we will uphold our duties to facilitate a transition that is transparent to DHHR.

Our experience in providing health and human services IT solutions results in considerable knowledge and qualifications as both an incoming and an outgoing vendor. This dual perspective gives us a clear understanding of each party's transition responsibilities and the key factors contributing to a successful transition. Our transition plan addresses all the items listed in the FNS Handbook 901 (Section 6.0).

Transition Out Plan – Project initiation with a new vendor

We will cooperate fully with the successor vendor, other contractors, DHHR, and RAPIDS stakeholders to provide all required transition services. We will supply DHHR with existing data and any code and documentation needed to provide continuity of the project. Planning and transfer of operations allows uninterrupted continuation of services. Our transition services will include meeting with the successor contractor and devising work schedules agreeable for both the DHHR and the successor vendor. We have experience in successful transitional activities in New York, Maryland, North Carolina, Mississippi, and Oregon where we supported the State and the new vendor in a proper hand-off of responsibilities on various complex health and human services systems. Performance and relationships are two other core values of Optum. Providing uninterrupted services for DHHR and your citizens is important to us.

Optum will provide a transition strategy supported by plans, complete documentation and trained staff (including dedicated special transition resources, as necessary). Key elements of our transition strategy include:

- Developing a transition plan to assist DHHR in continuing operations throughout the transition period

- Initiating the project with the incoming vendor to identify the services and information we will provide

- Project planning and management

- Turning over all system documentation for the RAPIDS solution under Optum's control

- Transferring Optum system testing to the incoming vendor

- Transferring User Acceptance Testing support to the incoming vendor

- Supporting system conversion activities from Optum to the incoming vendor

- Transmitting or supplying data as directed by DHHR

- Securely destroying all program data held or stored by Optum at the end of contract, following DHHR approval

We have successfully turned over operations in other states without issues. Our transition approach minimizes disruption of ongoing services. We will provide a smooth transition for the DHHR and all project stakeholders. Figure 4-21 shows the process of transitioning to a new vendor.

Figure 4-21: *Optum Transition out plan - project initiation to a new vendor.*

Setup and Documentation (Phase 1) is the preparatory/planning phase of transition where Optum inventories system components and available documentation and transfers project assets to the new vendor. These assets come in multiple forms, which are categorized as either "Artifacts" or "Digital Assets." For Artifacts, Optum will grant access to the Artifacts location for the new vendor. For Digital Assets, Optum will provide the new vendor access to such

repositories. The new vendor will review the existing documentation for maintenance and operations processes, SLAs and metrics.

Deliverables

A sample inventory of documents provided are listed below. Optum will inventory the current state of 'Artifacts' documentation around the following documents of RAPIDS applications.

- System Design Document
- Database Design Document
- Data Management Plan
- Interface Control Document
- System Security Plan
- Interface Design Specification
- Disaster Recovery and business continuity plan
- Process diagrams related to M&O services
- Application Inventory (Code, Configuration, Reports)
- Production Run books
- Known issues and workarounds
- Service management toolset usage documentation (e.g. JIRA)

In Phase 1, we also prepare a detailed transition plan with inputs from new vendor and DHHR. Detailed transition plan consists of number of KT sessions, topics per KT session, Effort, Attendees, mode of KT sessions etc. Provide the current M&O processes & procedures and grant access to all required documentation. Provide the past defects & their resolutions.

Deliverables: Optum will also deliver the M&O Transition documents that will include:

- Finalized M&O transition scope
- Current SLAs and metrics
- Role assignments/responsibilities (RACI)
- Production support roaster
- Current M&O dashboard/reporting requirements
- Escalation processes to DHHR
- Current M&O processes the Optum's team follow
- Completed transition plan & acceptance criteria

At a minimum, our transition plan includes the following content.

Section	Optum's Approach to the Transition Plan
Transition Scope	This section documents provides an overview, purpose and objective of the transition scope along with each component identified.
Delivery Management Components	This section provides a detailed list of the service and project management tools, methods, metrics, production support roaster, procedures and documentation that are needed to support the Transition scope and delivery management.
Strategies	The Approach section provides an overview of the four phases of the transition period and the methods and tools that will be used by the transition team.
State Agency Objectives and	This section documents the specific objectives identified by DHHR, along with detailed metrics for assessing that the transition process was completed

Success Criteria	successfully for each component identified in the Transition Plan.
Transition Modes	This section describes the specific methods (e.g. phone, in person, visual aid) and services that will be used to execute the Transition process.
Transition Resources	This section lists the required resources for successful execution of the transition process across the new vendor, Optum team and DHHR, as well as any other stakeholders that are required to participate in the Transition process. Included within this section is a description of the required skill sets and qualifications for each of the positions included within the scope of the transition.
Detailed Transition Tasks	This section addresses the specialized functional and technical transition tasks. It describes and defines the critical tasks that need to occur in order to facilitate a smooth and orderly transition of functions. In addition, it outlines the resources that are required as part of the transition services and identifies the resources required for the transition, including those from the new vendor, Optum team and DHHR, if applicable.
Timeline and Plan	This section defines the transition activity timelines. In addition, a detailed work plan of the transition services will be included.
Risks and Contingencies	This section outlines the risks and contingencies faced by the transition process with special attention given to mitigating risks.
Assumptions	Any assumptions related to the transition effort are described in this section.

In *Phase 2*, the new vendor attends KT sessions conducted by the Optum. Optum grants access to the Digital Assets, tools, resources which are needed to perform successful knowledge transfer. The new vendor refines documents with the missing or out dated application information during the KT phase (e.g., runbooks, known error database, ER diagrams, Batch jobs, workarounds and contact list). The new vendor also gains access to the service management tool JIRA used by DHHR. They follow the established ticket management process. They consolidate all the system artifacts in this phase.

Phase 2 is also the *"Learn by Doing"* phase in which the new vendor shadows the Optum team and actively participates in the execution of project tasks. Optum believes that hands on experience for the new vendor help fulfill any gaps in knowledge. The new vendor will also learn how components interact, process workflows and where to find additional detail as needed.

Optum will still have the primary responsibility of the RAPIDS system in this phase.

Phase 3 'Prepare for Cutover' is the reverse shadow phase where the new vendor takes the primary responsibility of the RAPIDS system and continues to do the maintenance and operations. They monitor the SLAs and continue to adjust the system to perform at the level defined. Optum will provide coaching as needed. Optum resources are available to address queries and handle any unknown critical issues.

Optum perform the full array of M&O and enhancement activities during Steady State. We establish and deploy best practices for M&O e.g. system operating controls. We optimize the RAPIDS application through a continuous improvements cycle. We monitoring and provide dashboard for metrics reporting. Optum also reviews the key deliverables from the new vendor to DHHR to make sure they meet DHHR expectations.

New vendor performs the full array of M&O and enhancement activities during *Phase 4 'Steady State'*. The new vendor removes Optum access to the Artifacts and Assets. The Optum team is disengaged at this point.

DHHR Staff Support Transition - Transfer of user acceptance testing/Turnover after system conversion to DHHR

Optum understands the importance of a smooth transition of the RAPIDS system support services to DHHR. Our experience shows that providing for an effective and orderly transition is a continuous and phased process. Throughout the project, our team members work closely with DHHR to successfully accomplish transfer of UAT or transfer after system conversion.

Our RAPIDS Transition Methodology provides an in-depth approach to realize a successful system transition. The following figure provides a more detailed overview of our methodology and the deliverables produced during each phase. During the Execution phase, RAPIDS functionality training will be provided as required. This training will prepare the DHHR support team with an understanding of the RAPIDS system to support user acceptance testing or supporting a new system after conversion. Figure 4-22 shows the phases and tasks for a successful transition.

Figure 4-22: *Optum transition to DHHR*. Steps and tasks for a successful transition.
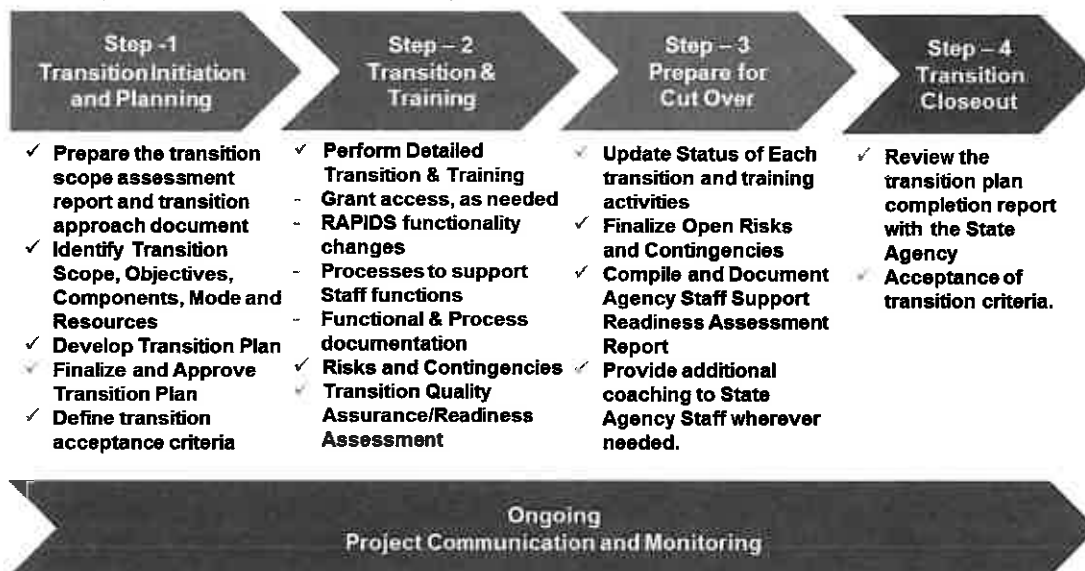
During the Transition Initiation and Planning Phase, we establish the foundation for the entire transition phase. During Transition Initiation, we document the transition scope and approach document. We also identify the transition components, mode of transition and Subject Matter Experts (SMEs) providing transition. We document the business and technology skill sets that are necessary for DHHR to effectively manage the responsibilities of the RAPIDS system. We also assess the overall transition timeline and acceptance criteria. We get approval from DHHR on the transition timeline and acceptance criteria.

During the Planning phase, we draft the transition plan, which has the Knowledge Transfer (KT) sessions, topics per KT session, effort, attendees, mode of KT sessions. We also draft and initial list of risk and contingency plan.

Once DHHR reviews and accepts the transition plan we move to the next phase of Transition and Training.

Deliverables

A sample inventory of documents provided are listed below.

- System User Manual
- Interface Control Document
- System Report Usage Manual
- System Security Plan
- Disaster Recovery and business continuity plan changes
- Known issues and workarounds
- Service management toolset usage changes documentation (e.g., JIRA)

At a minimum, our transition plan includes the following content.

Section	Optum's Approach to the Transition Plan
Transition Scope	This section documents provides an overview, purpose and objective of the transition scope along with each component identified.
Delivery Management Components	This section provides a detailed list of the service and project management tools, methods, metrics, production support roaster, procedures and documentation that are needed to support the Transition scope and delivery management.
Strategies	The Approach section provides an overview of the four phases of the transition period and the methods and tools that will be used by the transition team.
State Agency Objectives and Success Criteria	This section documents the specific objectives identified by DHHR, along with detailed metrics for assessing that the transition process was completed successfully for each component identified in the Transition Plan.
Transition Modes	This section describes the specific methods (e.g. phone, in person, visual aid) and services that will be used to execute the Transition process.
Transition Resources	This section lists the required resources for successful execution of the transition process across the Optum team and DHHR, as well as any other stakeholders that are required to participate in the Transition process. Included within this section is a description of the required skill sets and qualifications for each of the positions included within the scope of the transition.
Detailed Transition Tasks	This section addresses the specialized functional and technical transition tasks. It describes and defines the critical tasks that need to occur in order to facilitate a smooth and orderly transition of functions. In addition, it outlines the resources that are required as part of the transition services and identifies the resources required for the transition, including those from Optum team and DHHR, if applicable.
Timeline and Plan	This section defines the transition activity timelines. In addition, a detailed work plan of the transition services will be included.
Risks and Contingencies	This section outlines the risks and contingencies faced by the transition process with special attention given to mitigating risks.
Assumptions	Any assumptions related to the transition effort are described in this section.

4.1.10. Transition Summary

Given our history of working with you on Health and Human Services projects, we have consistently demonstrated our focus and commitment to develop and deliver an effective outgoing transition plan within the stipulated timeframe. Our transition and training approach will prepare DHHR or the new vendor with an understanding of the RAPIDS system to support user acceptance testing or supporting a new system after conversion.

4.2. Goal 2: Technical Approach

The technical component should be thorough and sufficiently detailed to allow the Agency to fully evaluate proposed operations and to assure the Agency that, if the vendor is selected, RAPIDS will be maintained and properly documented.

Objective: To ensure RAPIDS is maintained and properly documented in regard to the following:

- **Routine maintenance of all environments:** The vendor should describe how it will provide the necessary support and/or maintenance and documentation required for the RAPIDS system of software, including but not limited to, code review, unit test, acceptance test, training region, and production.

- **Emergency maintenance:** The vendor should describe its process for providing emergency assistance to RAPIDS production site 24 hours a day, seven days a week.

- **System changes/enhancements:** The vendor should provide a detailed description of its system development life cycle methodologies and describe how it will manage necessary changes to RAPIDS.

- **Software releases:** The vendor should describe the system of controls and the support for new versions of the RAPIDS software.

- **Software testing.**

- **Change Control:** The vendor should fully describe its proposed Change Management Plan.

- **Program migration.**

- **System management.**

- **Database administration.**

- **Staff support:** The vendor should fully describe the staff support for conferences, maintenance meetings, telephone conferences, etc.

- **System security.**

- **Tracking:** The vendor should describe its plan for a system that would allow for conversion of all current and historical data from the current tracking systems.

- **Network monitoring strategies.**

Optum understands that the Agency is seeking a thorough and detailed technical overview describing how we will meet and exceed your requirements to support, maintain, document, and continuously improve the mission critical RAPIDS system. We have broad experience providing application Maintenance and Operations (M&O) services for other State customers.

In the State of Vermont, Optum leads ongoing application M&O activities for Vermont Health Connect (VHC), including application maintenance and enhancement services, incident management, program management, change management, release management, disaster recovery, event management, capacity management, availability management, knowledge management, service asset and configuration management, escalations, Siebel services, master data management and access integration services, identity and access management services, and enterprise content management services.

In the Commonwealth of Massachusetts, Optum leads ongoing application M&O activities for the Massachusetts Health Connector, including application maintenance and enhancement services, incident management, program management, change management, release management, event management, capacity management, availability management, knowledge management, master data management, and access integration services. We also reduced vulnerability of the systems and data by implementing our best practices.

Optum's application (M&O) services support model has evolved over 10 years, and is continuously enhanced with best practices and lessons learned from other State Agency projects. Our proactive and preventive processes are optimized to provide stability to your platform and help you increase your service levels while decreasing your total cost of ownership. Figure 4-23 summarizes the scope of the support services we currently provide nationwide.

Figure 4-23: *Optum M&O Services.* Optum offers the resources, scalability and scope of services required to effectively support the RAPIDS project.

Demographics
- 2200+ Application M&O workforce
- 24x7x365 SLA-based support
- Four countries, 65 locations
- Diverse workforce

Processing scale
- 1B claims processed per year
- 84,000+ batch jobs each day
- 1,500+ URLs/websites
- 30,000 concurrent users with sub-second responses
- 1B mainframe CICS transactions per day
- 120,000 incoming calls/day

Platforms
- Claims processing
- Clinical systems
- Provider systems
- Customer service systems
- Eligibility Determination
- Web portals and sites
- Mobile applications
- Knowledge bases and analytics applications

Technologies
- Mainframe technologies
- Microsoft technologies
- Java technologies, ESB
- Oracle products
- Data warehouse
- BRM Facets, Pega, Corticon
- Cloud services
- Client-Server technologies

- Application Maintenance consists of both operations and maintenance functions
- The elements of operations conform to ITIL standards. The elements of maintenance are based on the IEEE Standard for Software Maintenance (IEEE Standard 1219-1993).
- Additional best practices and standards have evolved through more than 10 years of experience and augment the ITIL and IEEE standards

OUR MISSION
- To proactively prevent incidents and outages and, if they occur, to minimize the impact to ALL our customers
- To leverage efficiencies on our services and use those efficiencies to improve availability and stability on all supported applications and to strengthen our relationships with our customers by focusing on metrics that matter to them

First and foremost, our mission is to proactively prevent incidents and outages. If an incident or outage occurs, our focus is on minimizing the impact to all customers. We will also leverage our experience and capabilities to improve availability, performance, and stability of all IT

applications supporting DHHR's business processes. Optum provides ongoing care for federal and state government applications in corresponding production environments, and we will bring the same to DHHR. Framed by our planning, processes, and documentation; our support team will use industry standards and tools to effectively monitor and secure your systems.

Our Application M&O activities conform to Information Technology Infrastructure Library (ITIL) standards, and the elements of maintenance are based on the Institute of Electrical and Electronics Engineers (IEEE) standard for software maintenance (IEEE Standard 1219-1993). These standards form the backbone of Optum's service delivery and continuous improvement model as described in Figure 4-24.

Figure 4-24: *Optum Service Delivery Model.* Our comprehensive service delivery model facilitates effective RAPIDS operations and management as well as continuous process improvement over time.
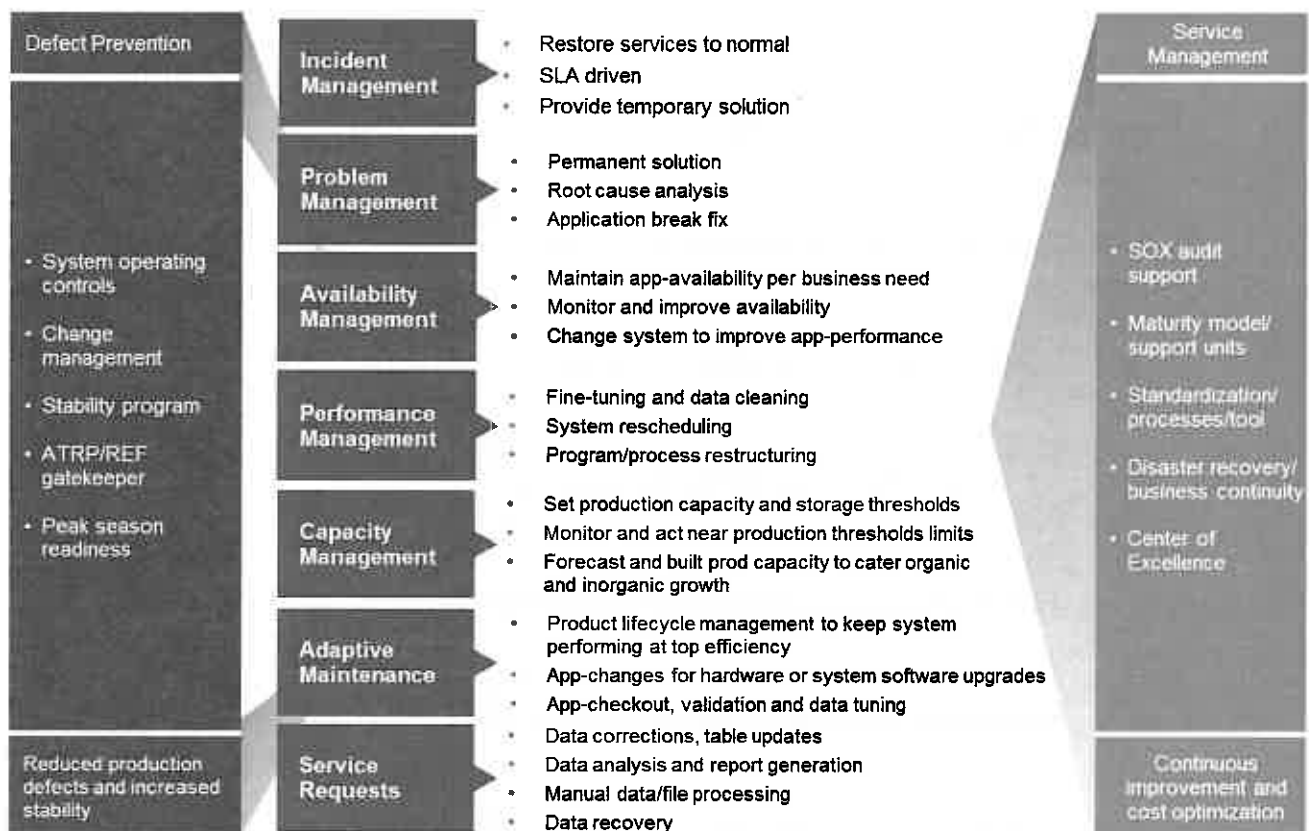
In the sections that follow, we address in detail your specific objectives/requirements for the following:

- Routine Maintenance of all environments
- Emergency Maintenance
- System Changes/Enhancements
- Software Releases
- Software Testing
- Change Control
- Program Migration

- System Management

- Database Administration

- Staff Support

- System Security

- Tracking

- Network Monitoring Strategies

4.2.1. Routine Maintenance of All Environments

We will provide the necessary support, maintenance, and documentation required for the RAPIDS system environments including code review, unit test, acceptance test, training, and production.

Optum has over a decade of experience specifically supporting and managing large and complex health and human services applications. We understand the criticality and importance of periodic maintenance on all application components to reduce the probability of production problems and incidents. Figure 4-25 provides a snapshot of all the activities that will be supported by our routine maintenance services.

Figure 4-25: *Optum Routine Maintenance Services.* Our comprehensive approach to maintenance makes sure that the appropriate controls are in place to maintain a stable, efficient production environment, but also focuses on a disciplined approach to implementing changes to all environments.

RAPIDS Routine System Maintenance and Operations Activities

Core Application and Maintenance Support
- Production Problem Identification, Resolution, Reporting & Resolution
- Root Cause Analysis and permanent fix
- Service Requests (SR)
- RCA & SR code change and testing
- Maintenance Release Management
  - Plan and Finalize Release Scope
  - Perform Impact Analysis
  - Track Development and Testing Status
  - Approve and Deploy to Production
- Policy Changes
  - Health Care Reform
  - New Administration Driven Changes
  - Changes from Advocacy Groups

Break Fixes
- Error log and batch exception monitoring
- Data Modifications

Batch Support/Monitoring
- Support and Monitoring
- Issue Management
- Quality Management
- Process Improvements
- Batch Reports
- Reports Assessment
- File Transfers

Functional Support
- Code Review
- Support UAT & Training Regions
- Database refreshes
- Change & Deployment Management
- Unit Tests and Check-In Validations
- Build and Deployment Automation
- Source Code Management

Availability Management
- Unplanned Downtime
- Reduce with Monitoring
- Eliminate with PLM
- Planned Downtime
- Reduce batch run time
- Eliminate with deployment without outage

Annual Application Support
- Peak Season Readiness
- COLA Update
- Time Sensitive Reference tables
- Annual Batch Reporting Cycle

Documentation
- Maintenance & Operations Manual
- System Release Documentation
- Maintenance Processes documentation

System Health Check and Monitoring
- Application and Database Usage Monitoring
- Custom Monitoring Reports (Garbage Collections, Hung Threads etc.)
- Checking Offline EDBC numbers, queue allocation, depths etc
- Tools Monitoring

Capacity Management
- Capacity Planning Process
- Gathering Capacity Usage Data
- Evaluating Impacts of New Capacity Initiatives
- Collecting Current System Consumption Values
- Component Capacity Management
- Service Capacity Management
- Business Capacity Management

Support Emergency Preparedness and Disaster Recovery
- Disaster Recovery Planning
- Disaster Recovery Documentation
- Table Top exercises
- Backup and Recovery procedures
- Failover Testing

Security
- Architecture Guidelines
- Security Test Plan
  - Static Code Analysis
  - Non-Static Code Review
  - Dynamic Web Scanning
  - Penetration Testing
  - Baseline Scanning
  - Functional Security Testing
- Security Test Results

Application Architecture Management
- Overall architectural design impact due to Maintenance or Enhancements
- Technical Review Sessions
- Technical Review Approvals

Database Management
- Database Performance Monitoring
- SQL Code Reviews
- Analyze SQL Performance reports
- Batch Process Optimization
- Database Backup/Recovery
- Database Design Reviews
- Data Modeling and Normalization of Tables
- Database Patches and Upgrades

Files Management
- Component Capacity Management
- Archiving and Purging of Files
- Monitoring Disk Space Growth
- Managing Environment Specific Online and Batch Configuration Properties
- Managing Batch Data Files
- Managing Batch Framework Tables Configuration

System Performance Management
- Detailed Tuning Requests – Performance Management process
- Report Performance Management Results

Product Lifecycle Management (PLM)
System Patch and Upgrades Management
- Identify the Need for an Upgrade
- Perform Impact Analysis
- Develop and Test Proof of Concept
- Develop Release Plan
- Implementation and Support

Change Management
Manage processes for different types of change
- Standard
- Pre-Approved
- Incident
- Emergency
- Recurring Maintenance Changes

Optum's routine maintenance services encompass more than just a traditional approach to maintaining the production environment. As depicted in the previous diagram, our comprehensive approach includes:

- Core application and maintenance support
- Break fixes
- Batch support and monitoring
- Functional support
- Availability management
- Annual application support
- Documentation
- System health check and monitoring
- Capacity management
- Support emergency preparedness and disaster recovery
- Security
- Application architecture management
- Database management
- Files management
- System performance management
- Product lifecycle management
- Change management

Each element of our routine and emergency maintenance services is described in the following paragraphs.

Core Application and Maintenance Support

Our core application and maintenance support focuses on keeping the lights on for the RAPIDS production application. These include:

- **Incident Management:** We focus primarily on restoring normal service levels as quickly as possible and minimizing adverse impact on the business. The incident management processes relies on incident prioritization determined by business impact and urgency to ensure close alignment with DHHR needs. The core focus of the Optum incident model is on high severity incidents based on prescribed Service Level Agreements (SLAs) and business requirements. We also have processes for high impact quality incidents. We also have a streamline communication process through CommunicationForce-impact communicator, discussed further in Section 4.1, that helps to keep the stakeholders duly informed about the incident.

- **Problem Management:** We identify the root cause of incidents and initiate corrective actions to fully remediate the underlying cause of incidents. Problem management helps minimize service interruptions and prevent future impact. Optum's accelerated problem management helps mitigate the problems causing the greatest impact to DHHR as quickly as possible.

- **Service Requests:** We fulfill the service requests as per requirements specified by DHHR, and the status of the requests is reported accurately. Our end-to-end work flow helps streamline service request management across business processes to ensure process efficiency and system availability. Examples of the service requests are shown below include:
  - Data correction - Reference Data Updates, One Time Data Update
  - Research - Researching denials, missing information or plan code errors
  - Manual file processing - Reprocessing files that have been corrected

Break Fixes

Optum will provide complete maintenance support for the break fixes. A break fix is tracked as a service request ticket and follows a waterfall system development life cycle where we make the code changes to fix the broken component, test, get approval and implement in production environment.

Batch Support / Mentoring

Optum will provide maintenance services for the Development, Integration, Test (Unit Test) environments. These services include:

- **Batch Jobs**: Optum will maintain and run all batch jobs in the production environment. Our process also provides the ability to define custom batch processing schedules for each non-production environment.

- **File Transfers**: Optum will support file transfers (both inbound and outbound) between DHHR and external vendors.

- **Change and Deployment Management**: Optum will implement a rigorous deployment approach, including automated notifications, for changes made to all RAPIDS environments.

Functional Support

We will provide maintenance services and implement continuous integration (CI) environment support. The routine maintenance of the environments will help DHHR perform the following activities seamlessly:

- **Code Reviews**: We will perform needed maintenance activities to support the creation and maintenance of separate branches within the CI environment to help support collaborative code development and peer code reviews. Some of the best practices that we follow are:
  - We have goals for code review, and capture metrics. This helps us judge whether the peer review is truly effective and activing the goals.
  - We use checklists, as they improve results for both authors and reviewers. The things frequently checked are listed in the table below.

Checklist Section	Code Review Considerations
Tools	If automated scans were run, do the results support adherence to coding standards?
Standards	Does the code adhere to the Code Standards of DHHR and Optum? Are all deviations or exceptions to the Coding Standards documented? Do the changes to batch processing conform to DHHR and Optum IT Batch Standards?
Maintainability	Will other developers be able to maintain the code? Is the code well-commented and documented properly?
Clarity	Is the code clear and easy to follow? Can the code be restructured to make it clearer? Is the batch processing documented clearly? Does the batch processing contain complete restart instructions?
Logic	Is logic coded optimally?
Security	Does the code require any special permission to execute outside the norm? Is the code vulnerable to unauthorized access or malicious use or modification? Does code require any special permission for access to tools (e.g., RACF)?
Scalability	Could the code create a bottleneck that prevents the application from growing to accommodate increased load, data, users or input?
Appearance/ Readability	Are there misspellings or typos? Is the Documentation complete and well organized? Is Complex logic well commented?
Efficiency	Does the code make efficient use of memory, CPU cycles, bandwidth or other system resources? Can the code be optimized?
Error/Exception Handling	Has all referenced error handling been defined? Are all errors handled correctly? Has error handling code been tested?
Reusability	Could this code be reused in other applications? Can the code be made more general?

- Code comparison to make sure code changes specific to the change request(s) are implemented in production without deleting existing production code. We use code comparison tools that compare the newly developed code with the existing production code. Figure 4-26 shows the distributed code comparison screenshot and Figure 4-27 shows the mainframe code comparison screenshot.

Figure 4-26: *Code Review - Comparing distributed code.*

Figure 4-27: *Code Review - Comparing mainframe code.*

- **Support UAT & Training Regions**: Our DHHR Support Transition phase helps support the UAT and Training phase. We identify and grant access to the components required in UAT and Training region. We document the business and technology skill sets that are necessary for DHHR to effectively manage the UAT and Training responsibilities of the RAPIDS system. We also perform needed maintenance activities to support the UAT and Training Testers (e.g., data refresh, code deployment, preparing the test bed and test data in these regions). We monitor the environment for performance degradation or any issue that would hamper DHHR activities.

- **DHHR Staff Testing Support**: Production users often need to test new features with production data and often only the production support team is allowed access to such data. Optum will perform needed maintenance activities to help DHHR effectively perform the following activities:

- Pre-production business process testing
- Pre-production file validations and testing
- Vendor integration testing
- Performance testing

Our testing support activities also focus on the important aspect of communication across the maintenance and DHHR teams. For example, we will work with DHHR to develop the appropriate notifications to alert affected team members when code is being deployed to a new environment, or when outages occur in an environment. We deploy automated notification processes wherever possible.

- **Database Backup and Refreshes**: Testing is much more effective when the test data is a true representation of the data that will be used in the production environment. Our approach to testing includes using de-identified production data. We will work with DHHR to set up scheduled database backups and refreshes and implement jobs and processes to provide production-like data in non-production environments.

- **Unit Tests and Check-In Validations**: We will perform needed maintenance activities to support the creation and maintenance of hooks within the CI environment to enable build validation and validation of tests suites and features.

- **Build and Deployment Automation**: We will perform maintenance activities to keep the build and deployment workflows updated with the lessons learned from production environment deployments.

- **Source Code Management**: We will perform needed maintenance to provide appropriate source code management within the CI environment.

Availability Management

We offer a comprehensive availability management solution to help DHHR consistently maintain high availability and resilience of RAPIDS. The core focus of our services and solution is to understand and analyze the cause of the outage, and the time taken to resolve it. Our incident and problem management services provide the required input to help us deliver relevant and appropriate corrective actions. Our approach to availability management is shown in Figure 4-28.

Figure 4-28: *RAPIDS Availability Management.* Optum has a defined process for constant monitoring and proactive management to provide high system availability.
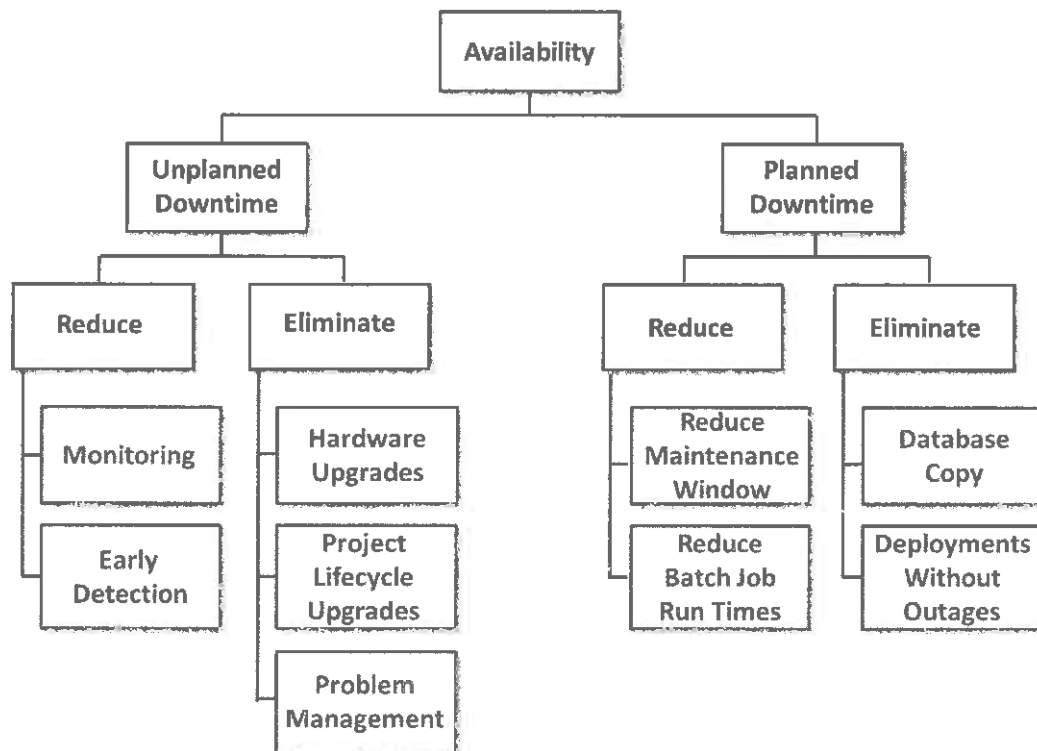
- Unplanned downtime can be reduced by monitoring and early detection or it can be eliminated by product lifecycle management and/or problem management.
- Planned outages can be reduced by improving the batch job run time and reducing the maintenance windows or eliminated by planning deployments without outage.

Annual Application Support

As part of the annual application maintenance cycle we perform peak season readiness. We identify infrastructure services and application services that are in scope to handle the high volume of transaction during the peak season. We forecast for projected increases in transactional load based on last year volume and with inputs from DHHR. The recommended changes to infrastructure services and application services are implemented and performance tested for anticipated transaction load.

During peak season, we monitor and provide daily reporting of transaction load and the performance of all the infrastructure services and application services (e.g., inROADS) to make sure they are performing as expected.

We also do annual maintenance COLA update, time sensitive reference cycle table updates and annual batch reporting.

Documentation

We will create and maintain set of standard technical application documents for the RAPIDS system. Our maintenance and operations provides us the critical and standard documents framework.

Critical Documents include an overview document, interfaces and operating controls, known error and workarounds, maintenance tasks and frequency, business process flow for business functions.

Standard documents include non-production and production environment details, database architecture, system access, component context and interaction diagram, user screens, batch jobs details. In Figure 4-29 we provide the table of contents of the M&O manual that was prepared for our Commonwealth of Massachusetts Health Connector client.

Figure 4-29: *Commonwealth of Massachusetts Health Connector M&O Manual – Table of Contents.*

System health check and monitoring

Optum will provide maintenance services for the Development, Integration, Test (Unit Test, Acceptance Test), Training, and Staging environments. Standard maintenance services include:

- **Application Monitoring and Usage Monitoring**: All environments are monitored to maintain availability, and to make sure each environment is performing as expected. In addition to active monitoring, we have learned that it is equally important to maintain the monitoring and alerts schedule and tools. This additional review is necessary to make sure that the appropriate level of monitoring is occurring, and to make sure the alerts are set properly to identify specific incidents.

- **Custom Monitoring Reports**: Tools in all environments generate custom reports that we monitor for garbage collection, hung threads, database connections, queue allocation, depths. The maintenance and operations team review these and take appropriate action to maintain the health of all the environments.

Capacity Management

Our primary focus of this routine maintenance services so that capacity is optimized to meet both current as well as future business demands. By gathering and analyzing relevant data, we help organizations gain visibility into upcoming requirements, and plan and optimize current utilization as well as forecasted capacity. This enables them to better align cost and capacity with demand. In addition, we analyze performance test data and identify areas or functions with additional capacity requirements.

We create and maintain a capacity plan based on both business and technical needs.

- Business Capacity Management (BCM) helps forecast capacity needs based on enhancement and modernization projects.

- Service Capacity Management (SCM) ensures that capacity levels support established service level targets for RAPIDS performance and availability.

- Component Capacity Management (CCM) ensures that capacity levels are adequate at all the individual IT device level for the entire RAPIDS system.

Our approach to capacity management is shown in Figure 4-30.

Figure 4-30: *Capacity Management Process.* Optum has a defined process to ensure that capacity is optimized to meet both current as well as future business demands.
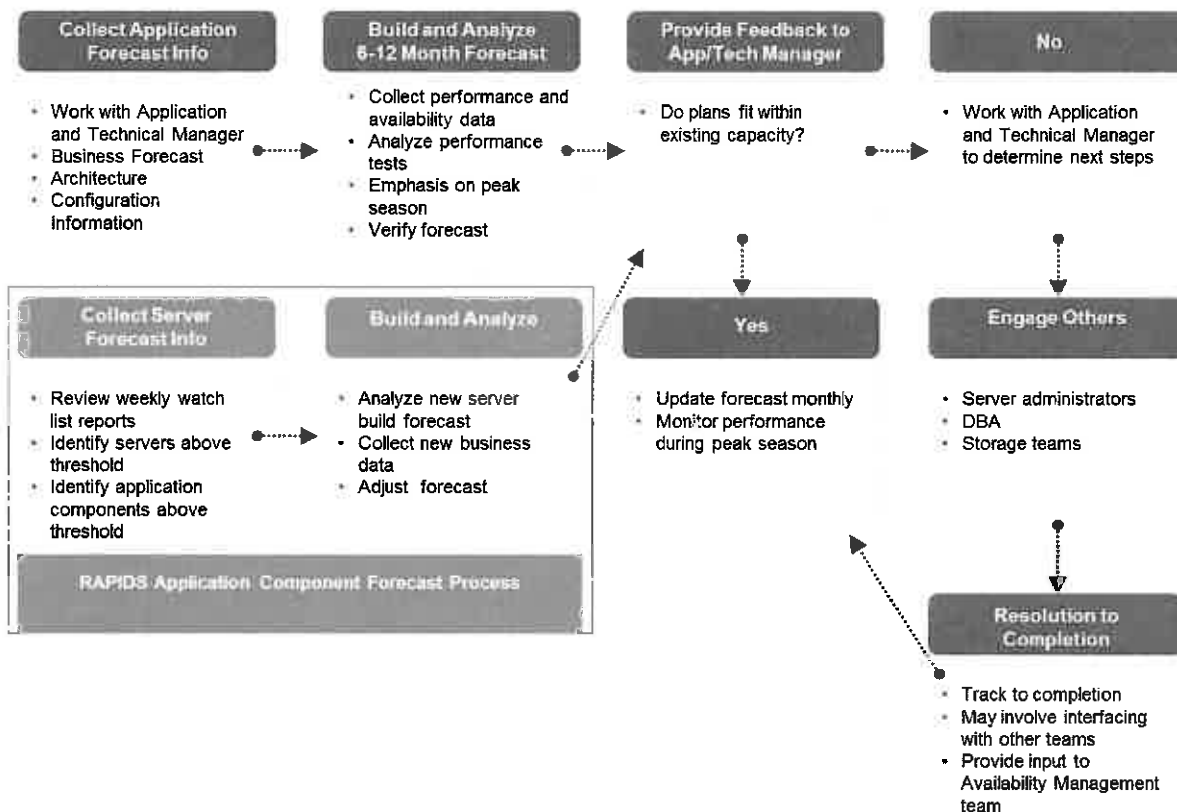
System Emergency Preparedness and Disaster Recovery

We recognize that planning for disaster recovery is essential to mitigating risk. We will provide functional responsibility for RAPIDS maintained modules, including supporting disaster recovery documentation and periodic testing for that recovery.

- **Disaster Recovery Documentation:** We will maintain recovery documentation including a Disaster Recovery (DR) Plan that contains DR scope, backup and recovery plan, critical contact lists, and test scenarios and testing team management. Our DR Plan documentation follows standard maintenance and is refreshed as changes occur, but no less that once per calendar year.

- **Disaster Recovery Strategy:** Our best practice approach to DR is based on the two fundamentals: prevention and protection. We focus on factors under Optum control and balance the combination of disaster prevention and protection that will result in reducing both the probability and impact of a disaster.

  - Prevention

  We invest in creating a combination of people, process and technology that provides the fundamentals for a production method in Optum control like stable, scalable environment for applications to perform at operational excellence.

  - Protection

  DR programs are based on anticipating and planning for the common types of disasters and designing solutions to address them. Disaster Protection (DP) addresses backup and recovery from the most probable disaster scenarios and a worst case "smoking hole" scenario.

- **Disaster Recovery Failover Testing** Periodic execution of failover is planned during the maintenance downtime or part of a maintenance release. Failover testing includes running the application entirely in the secondary site along with the failover of the database to the standby copy. At the conclusion of the failover test, the application and database are returned to the original state.

Security

Throughout the engagement, we will closely work with DHHR to follow appropriate protocols and policies. During this start of the engagement, we will work with you to define, document, and submit the RAPIDS security specifications supporting system security as governed by HIPAA, CMS, other applicable Federal and/or State regulations and contractual requirements for the RAPIDS system.

We will perform security testing of system components to validate that application components are not vulnerable to malicious attack. This testing will be performed by Optum personnel using a variety of tools and techniques.

We have developed architectural guidelines and security test plan to help implement the necessary security.

Application Architecture Review

The application and technical manager review the overall architecture design impact due to a maintenance, enhancement or modernization project. They conduct technical review sessions with the project team and recommend changes in necessary. They present the final change to DHHR for review and approval.

Database Management

Our Database Administrators (DBAs) are responsible for routine maintenance of all the database management systems (DBMS) within the RAPIDS application stack, including those used for enterprise repositories, application transaction databases, metadata repositories, and departmental or tool-based databases. During the software development lifecycle they help with

database design and database modeling. As part of a production release the DBAs helps with SQL code review, analyze the SQL performance reports from the non-production environments. They also help with database backup and recovery operations. They also manage the database server patch and upgrade process for all environments.

File Management

We manage the different file components and perform routine maintenance. We periodically archiving and purging files, monitor disk space growth, manage environment specific online and batch configuration properties, manage batch data files and table configurations.

System Performance Management

Optum leverages a Performance Management System (PMS) called Detailed Tuning Recommendation (DTR). The most important objective of any performance measurement and management system is to replace intuitive decision making with fact based ones. In order to achieve this objective, the DTR system performs the following functions:

- Evaluates the success of a system's implementation to help continuously improve the performance of the system being measured

- Standardizes processes and governance to enable efficient monitoring and reporting

- Provides a comprehensive DTR request with adequate information for all stakeholders to view, understand, and implement without the need for additional time consuming analysis or ancillary processes

The Application, Technical and Track Managers, and DHHR oversee the assimilation and distribution of all performance related data and metrics in the enterprise. This team also oversees the DTR processes and platform that help stakeholders collaborate on performance initiatives. Performance results are measured and reported to the DHHR team. Performance-related financial and operational goals are also measured and reported. Figure 4-31 is description of the DTR process.

Figure 4-31: *DTR Process Flow at Optum*. Optum leverages a Performance Management System (PMS) called Detailed Tuning Recommendation (DTR).

Initiation
Enterprise Utilization Reports are analyzed for unusual trends or trends representing high consumption to determine potential fine tuning opportunities.

Assessment
'The tuner' reviews exception reports of high utilization components for tuning potential

Analysis - Initial
DTR governance team reviews request for required information, assigns DTR serial number, logs DTR, notifies the DTR requestor, and schedules the next DTR technical peer review meeting.

Analysis - Review
DTR Governance team facilitates peer review of proposed DTRs with application SMEs and system performance analysts. DTR is the output of this meeting.

Analysis - Finalization
DTR Governance team ensures approved DTR requests are sent to the Finance team.

Assignment
Approved DTR is assigned to the application/implementation team and a release date is assigned.

Implementation
DTR Governance team verifies implementation and begins measurement of the implemented components.

Measurement
Finally measured hours and cost savings are logged into DTR and reported to Finance.

Product Lifecycle Management

We conduct a detailed review of the RAPIDS software product portfolio on a quarterly basis. We review the published end-of-vendor service and support dates and evaluate new emerging product versions to effectively identify and adjust the life-cycle status of supported software products. The team will works closely with DHHR to schedule an upgrade if needed. We will develop and test proof of concept, a release plan and implement and support them.

We also review new system patches of all RAPIDS software product as part of the routine maintenance process. These are applied to the non-production environment. After testing and sign-off, they are applied to the production environment.

Change Management

We understand that detailed Change Management Plan protects the integrity and performance of RAPIDS system while providing a process to analyze and execute approved changes. Optum employs formal change control processes in all of the projects that we manage and operate. In all cases, we have managed changes within the established contract budget and timeframes within our controls.

The Optum change model provides strict guidelines on change communication and uses tools developed in-house to verify effective communication. In our plan, all change owners are required to send an email to all impacted project managers and application managers with details of the change control and its impact. This step provides information for all impacted teams to be proactively available for application checkout during implementation, or to raise any flags that could have an adverse impact on your service/application. This is a unique process with emphasis on proactivity and transparency in change communication that helps avoid any impact caused by change, thus improving availability of your applications/services.

We manage different types of changes to the production and non-production environments (e.g., standard, pre-approved, incident related, emergency, recurring maintenance change). We have detailed processes to manage these changes.

4.2.2. Emergency Maintenance

We understand that the Agency requires a process for providing emergency assistance to the RAPIDS production site 24 hours a day, seven days a week. We are prepared to provide that support. We know that emergency maintenance is often needed to correct high impact, high priority issues that require different processes than those used for normal maintenance activities. Emergency maintenance can also introduce risk if a disciplined approach is not followed. We understand the fine balance needed to perform emergency maintenance as quickly as possible, while making sure enough due diligence has been given to validate that the change activity will not cause further impact or make the issue worse.

Our emergency maintenance process includes an Emergency Maintenance Due Diligence process and an Emergency Change Advisory Board (ECAB) process.

Emergency Maintenance Due Diligence Process

Our emergency due diligence process is a defined, repeatable process to validate readiness of an emergency change prior to before it is implementation in the Production Environment. Activities in the process include:

- Validation that changes have been deployed successfully in a lower environment that is comparable to production.

- Validation that all critical system, integration, and regression testing have been performed.

- Validation that all batch jobs (or at least critical batch jobs depending on the time available) are producing output that can be compared to the most recent output from production.

- Validation that file size and file records for batch files have been compared with production files.

- Validation that performance testing of vital business functions has been performed.

- Validation that a rollback plan has been created and a dry run has been performed to confirm that changes can be successfully backed out if necessary.

Emergency Change Advisory Board (ECAB) Process

Our ECAB process is triggered when emergency maintenance is required to restore or recover vital business functions. The ECAB process will define:

- The specific types of system functions and services that require emergency maintenance if they are unavailable during specific hours.

- The specific DHHR and Optum decision makers that are required to participate in the ECAB, and their after-hours contact information.

- A definition of the documentation required to support approval from the ECAB. This could include details of the proposed fix, test results from non-production environments, and potential risks.

- The communication required before the emergency maintenance is performed. This includes the specific individuals or groups that need to receive the notification, the method of communication (i.e., email, phone call, banner message), and any follow-up notifications that are required.

We will maintain updates to the emergency maintenance process documentation as DHHR vital business functions, business processes, and business needs change.

Our emergency maintenance process adheres to the following guiding principles:

- Timely, transparent, periodic and accurate communication on remediation progress throughout the duration until the emergency maintenance is complete.

- Best practices cover people, process, and technology to identify business impact, business priorities for emergency maintenance and timely completion of the emergency maintenance.

- Standardized methods and procedures ensure prompt response, efficient analysis, documentation, ongoing management and accurate reporting of the emergency maintenance.

- Feedback post the completion of emergency maintenance helps determine and maintain user satisfaction with the quality of services.

Optum follows five key phases for the emergency maintenance process as shown in Figure 4-32 to manage and complete the event as per business imperatives.

Figure 4-32: *Key phases of the emergency maintenance process.*

Key Phases of Emergency Maintenance

- **Detection and recoding:** The Optum on-call team will be available 24 hours a day, seven days a week and will have the capability to programmatically detect emergency issues through notifications from system and application performance monitors or through direct communication from DHHR. Immediately upon alert of the issue, we record and conduct initial triage of the ticket.

- **Classification and triage:** The on-call team triages the ticket to identify impacted components and alerts the Optum resources required to resolve the ticket. If the emergency maintenance severely impacts or has the potential to severely impact a critical RAPIDS operation, DHHR and Optum senior leadership team is notified.

- **Analysis and diagnosis:** The maintenance and operations team, comprised of technical specialists and subject matter experts (SMEs), perform a detailed investigation of the issue and provide a workaround or solution. The proposed changes and test results are presented to ECAB for approval in a non-production environment.

  - Upon ECAB approval, the changes are deployed to the production environment. After successful completion, the changes are propagated to all non-production environments.

- **Closure:** In this phase, the ticket is closed upon successful implementation of the emergency change. Next, we conduct a post-change review and root cause analysis to understand what should be done for preventing a similar issue in the future.

4.2.3. System Changes/Enhancements

Optum understands that DHHR requires an established system development life cycle (SDLC) methodology that will support the necessary changes to RAPIDS.

Optum's SDLC methodology is focused on quality and has been proven through our successful work in State Health and Human Services projects. Our standard framework and practices for our SDLC provide early and continuous delivery of quality, fully tested software. Our SDLC methodology incorporates our experience, lessons learned, development tools, and templates that span various health and human services projects. The methodology provides a road map to produce a stable, sustainable system while reducing project risks that affect budget, schedule,

and performance. We also understand that DHHR has its own standards and existing procedures. We will adapt our work and tailor our methods to meet your requirements for managing changes to the RAPIDS system.

Our preferred approach is to use an agile or iterative development approach that mitigates risk during the construction process. We have based this recommendation on our experience and lessons learned in successful implementation of similar health and human services projects. We are guided by our knowledge of the integrated eligibility domain, our systems integration expertise, and our deep experience in successfully delivering IT projects.

Our Changes/Enhancements SDLC includes the following phases:

- Analysis and Verification Phase
- Solution Design Phase
- Solution Development Phase
- Solution Test Phase
- Solution Deployment Phase
- Enhancement Management Phase

Figure 4-33 is a flow diagram of the phases and activities of our Changes/Enhancements SDLC.

Figure 4-33: *Optum's Changes/Enhancements SDLC Flow.* Optum defines detailed phases and activities within those phases to effectively manage changes and enhancements.

Analysis and Verification
- Analyze requirements
- Scope of impact
- Need for change to configurable items
- Audit compliance requirements
- Estimates
- Develop schedule

Design
- User Interface design
- Component (functional) design
- Architecture design
- Workflow design
- Design document and supporting docs
- Design Review & Sign-Off

Development
- Develop application components
- Database components
- Testing
- Dry runs and performance validation

Validate and Deploy
- Validate from the State (UAT) and sign-off
- Check performance results and sign-off
- Deployment and back-out plan
- Deploy

Enhancement Management

The following sections provide a more detailed description of our Changes/Enhancements SDLC phases and activities.

Analysis and Verification Phase

During this phase:

- We review and analyze change related requirements. We also define detailed application specific system requirements and application interface specifications (if applicable) to support your requirements.

- We document the application specific system requirements in the System Requirements Inventory (SRI) and Requirements Traceability Matrix (RTM). The RTM includes both traceability to application specific system requirements and business requirements.

- We use the Project Requirements Document (PRD), Solution Summary Document (SSD) and Business Requirements Traceability Matrix (BRTM) to define application specific system requirements.

In addition to defining application specific system requirements, this phase includes performing assessments to determine whether or not any project in the release meets the entrance criteria for maintenance and operations support. The major tasks include:

- Identification of application specific system requirements
- Creation of the System Requirements Inventory
- Establishment the application-specific Requirements Traceability Matrix
- Documentation of application interface specifications
- Estimation of the change

We properly document all tasks performed during this phase. The documentation includes the details of the change, the scope of impact, and the proposed process and estimates. We use our detailed Requirement Request Form to document this information.

Analysis and Verification Phase documents include:

- Project Requirements Document
- Application interface specifications template
- System Requirements Inventory
- Requirements Traceability Matrix
- Application Risk Analysis Report
- Requirements sign-off

The output of this phase is a recommendation and a schedule for the implementation timeline. We will seek your approval before any changes to the business functionality are deployed to production.

Guidelines we use for this phase:

- We will reference requirements documents, use cases, and system user documentation to determine the proposed solution.

- We will track and store artifact versions and approvals using our document management tool.

- We will make release artifacts available for audit post production according to your specific guidelines.

Solution Design Phase

We will perform solution design activities and document the solution design. The solution design phase continues to build upon the activities completed during the Analysis and Verification (Analysis Requirements) phase. We create the Technical Specifications for the components identified during Requirements Analysis and update the Application Interface Specifications as

required. Prior to the start of development, the activities are verified and validated for completeness. The three main components of the design phase are:

1. **User interface design:** We develop detailed designs for all user interface components. This involves a working model of the application, detailed description of each user interface component, and a graphic design. The RTM is an input to the component design in the absence of any other defined design artifact.

2. **Components design:** We create the technical specifications required to develop code components for the release. We use the RTM as input to component design in the absence of any other defined design artifact.

3. **Data architecture design:** We create the data conversion design that helps us to develop the data conversion tools. The physical data model enables the database to be built.

Solution Design Phase documents include:

- User Interface Component Specification
- Data Classification Document
- Logical and Physical Data Model
- Technical specifications
- Use cases
- Solution Summary Document
- Release Entry Framework (REF) checklist
- Design sign-off

Guidelines we use for this phase:

- We will leverage existing solution designs, user interface designs, component designs and data architecture designs.
- We will make sure that the design is reviewed and agreed upon prior to proceeding to the Solution Development Phase. We recommended reviewers include DHHR, the application manager, the technical manager, and the database administrator.

Solution Development Phase

Our development team will use the designs generated during the Solution Design Phase, and create or update the appropriate database and application components. We perform activities that include the coding, code review, and unit testing of all release components (i.e., user interfaces, program code, job control code, databases). Prior to the start of the System Test Phase, we verify that all activities have been completed successfully. If changes to the solution design are identified during this phase we will update the design documents and take the design through the review and approval process again.

Development Phase documents include:

- Code review and defect tracking workbook
- Coding standards addendum
- Test Summary Report

Guidelines we will use for this phase:

- We will document code changes using an automated configuration management tool (e.g., ClearCase, Endevor) or use an Application Change Log. Our development team will verify that source code is protected per the Security Policy.

- We will use output from code scanning tools (e.g., checkstyle, PMD, FindBugs) as appropriate.

- Optum supports automated tools for defect tracking and management as a best practice and has been successful using a variety of tools (e.g., ALM, Jira) with our State clients.

Solution Test Phase

Our Solution Test Phase process includes the test planning and execution activities necessary to confirm that the change is working properly and according to your requirements documented during the Analysis and Verification Phase. We also perform a test verification activity to confirm your acceptance of the test results.

Test planning activities are designed to identify and allocate the required resources, define the test schedule, and develop test scripts for each requirement. We develop test planning activities for unit, system, integration, regression, and performance testing.

The RTM helps identify, verify and create test scripts or conditions that trace back to requirements. The RTM is also updated periodically to make sure that all test cases and the test scripts trace back to the requirements.

For all phases of testing we document the expected results for each test script. As the testers execute each test script, the actual results are documented, and compared against expected results. Each script is then analyzed and assigned a pass or fail designation. Scripts that fail any component of testing are sent back to the development team on a period basis or on a predetermined schedule.

Once testing activities have been successfully completed, we compile the Test Summary Report. This report is submitted for your review and approval before the Solution Deployment Phase begins.

Solution Test Phase documents include:

- Test scripts and plan
- Test Summary Report

Solution Deployment Phase

The activities performed during the Solution Deployment Phase include development of the Deployment Plan, the Back-Out Plan, and deployment readiness activities.

All plans and activities are documented in a Change Ticket. The Change Ticket is part of our change management process and is used to track each change through the approval process. The Change Ticket can be submitted early and updated as the release progresses. However, it must be completed and approved by the Change Approval Board before the production deployment date.

Our Deployment and Back-Out Plans document all activities related to implementation of the change to production, and the steps necessary to back out the change if unexpected issues arise after deployment. Specifically, the plans include:

- The Change Ticket number

- Identification of the systems impacted by the change
- The names and roles of each individual participating in the deployment process
- An itemization of the deployment activities and schedule (date and time)
- The tools and artifacts that will be used during the deployment process
- A Deployment Readiness Checklist that identifies all items to verify, and actions to take to confirm readiness for deployment to the Production Environment
- Documentation of change approval reviews and approvals
- Detailed steps to follow to back-out the change if unexpected issues occur after deployment

Solution Deployment Phase documents include:

- Deployment Plan
- Deployment Readiness Checklist
- Test Summary Report

Guidelines we use for this phase:

- We will bundle multiple enhancements together into a single release and update the following artifacts sections as described:
  - Deployment Plan/Activities
  - Deployment Readiness Activities
  - Back-Out Plan
- If a change/enhancement includes batch applications, we will verify that the Job Control Operations Checklist is included.
- We will track and store artifact versions and approvals using our document management tool.
- We will make release artifacts available for 36 months following deployment to production to support for audit requirements.

Enhancement Management Phase

Optum's lessons learned from past engagements enable us to understand DHHR's need to carefully and surgically implement changes while maintaining and supporting the application in production. We have defined an enhancement management process that defines the activities required to effectively manage the end-to-end process of deploying an enhancement to production. Specifically:

- We will schedule enhancements.
- We will determine and assign a priority for each enhancement.
- We will assign specific resources to specific roles to complete the SDLC and deployment of each enhancement, and that there is no overlap in roles and responsibilities.
- We will manage issues, risks, actions, assumptions, and decisions.
- We will track the enhancement through every phase of the SDLC.

4.2.4. Software Releases

We understand that DHHR requires a system of controls and support for new versions of the RAPIDS software. We have a comprehensive set of processes to support this requirement. They include:

- Release Management Process
- Gatekeeper Process
- Release Entry Framework (REF) Process

Release Management Process

Our Release Management process for RAPIDS software controls and supports all the associated tasks and artifacts necessary for Release Planning, Release Execution and Control, and Release Closure. Although these activities and their artifacts are not specific to the creation and delivery of application functions, we understand that they are critical to the proper guidance and management of the delivery process.

> The Optum Release Management process for RAPIDS software controls all the associated tasks and artifacts necessary for each software release.

Our Release Planning phase initiates the Release Management function and continues through Detailed Design. The Release Plan is our primary artifact of the Release Planning phase. Within the Release Plan, we define the scope and structure, management, execution, and control plans of each release. We tailor the process to the specifics of the release, and obtain sign-off from the appropriate DHHR stakeholders. Figure 4-34 is a diagram of our Release Management process.

Figure 4-34: *Release Management Flow Diagram.* Optum's Release Management process provides tight integration and controls for each phase of the process.

The main phases of our Release Management process include:

- Release Planning
- Release Execution and Control
- Release Closure

These phases are described in the following sections.

Release Planning

The purpose of Release Planning is to initiate release activity, articulate the objectives of the release, and document how these objectives will be accomplished. As documented in the Release Plan, the objectives will be formally reviewed for feasibility and acceptability with your stakeholders. Figure 4-35 is a flow diagram of our Release Planning process.

Figure 4-35: *Release Planning Process Diagram.* Optum defines a repeatable process for effective release planning.
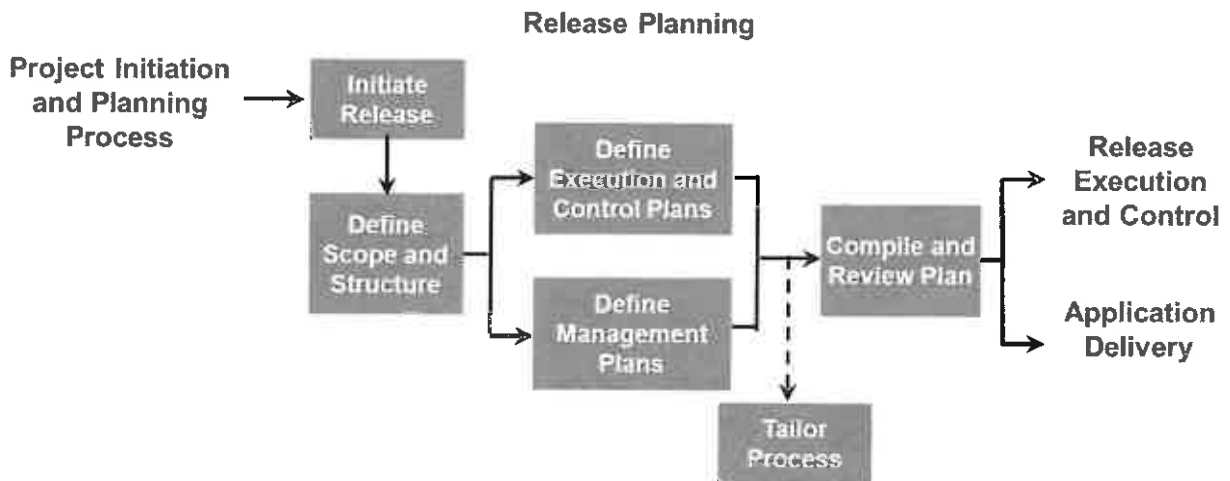
The major tasks within Release Planning include Initiate Release, Define Scope and Structure, Define Management Plans, Define Execution and Control Plans, Tailor Process, and Compile and Review Release Plan.

Our Release Plan is a living document with its own lifecycle. It is the single controlling source for all subsequent life cycle phases. The original draft of the Release Plan may undergo significant changes up until the end of Detailed Design of the Enhancements/Release components. Once Detailed Design is completed, the Release Plan is reviewed by the appropriate DHHR stakeholders and baselined. Subsequent changes to the Release Plan must go through the Change Management Process. Once the Release Plan is approved, it serves as the basis for all release activities. The plan is particularly focused on Release Execution and Control activities.

All RAPIDS system releases are required to maintain their milestone schedule dates. The dates provide management with critical status and planning information to assist with resource management.

Release Execution and Control

The Release Execution and Control phase includes the management activities for the release. The management activities execute and monitor the release tasks and artifacts as defined during Release Planning. Figure 4-36 is a diagram of our Release Execution and Control phase.

Figure 4-36: *Release Execution and Control.* Optum's Release Execution and Control phase provides multi-layered management to reduce risk and provide more control.

Our Release Execution and Control tasks are described in Figure 4-37.

Figure 4-37: *Release Execution and Control Tasks.*

Task	Description
Risk Management	Optum's Risk Management process is designed to identify and minimize possible problems within the release by analyzing, tracking, and managing potential risks. We define risks as potential events derived from "what-if" analyses and we identify the degree of exposure to negative events and their probable consequences. We will work with you to define and implement a Release Risk Log that is maintained and managed throughout the release delivery process. We will perform the following activities within Risk Management. • **Identify Risks:** We will identify risks and categorize as cost, resource, schedule, technical, performance, operational or support risk. • **Analyze Risks:** We will analyze and categorize as technology, requirements, resource, skills, dependency or environment risk • **Plan Risk Response:** We will determine the approach that will be taken, the actions that will be executed, and the team member responsible for executing that approach. • **Execute Risk Response:** We will perform the activities according to the Risk Response Plan. • **Monitor Risks:** We will monitor risks that are remediated for potential re-occurrence. • **Report Risk Status:** We will provide periodic updates to your appropriate stakeholders.
Issue Management	The objective of our Issue Management process is to provide a systematic approach to identify, analyze, resolve, and report issues that threaten the ability to meet the release objectives as defined in the Release Plan. We define an issue as an existing problem that, if not addressed, may impact schedule, quality, cost, direction, or other aspects of a release. We will work with you to define and implement a Release Issue Log that is

Task	Description
	maintained and managed throughout the release delivery process. We perform the following activities within Issue Management: • **Identify Issues:** We will unearth and document situations that might impact the release. We will then further categorize the issue as a technology, resource, skills, business, environment, or dependency issue. • **Analyze Issues:** We will analyze and categorize the issue as critical, high, medium or low. • **Plan Issue Resolution:** We will evaluate options that can be taken, determine the best course of action, and assign responsibility for executing those actions. • **Resolve Issues:** We will execute the action plan to completion in coordination with other teams and other relevant stakeholders. • **Report Issue Status:** We will provide periodic updates and information about the issues to appropriate stakeholders.
Quality Management	Our objective with quality management is to create high-quality artifacts, following approved processes within the appropriate time frame for all lifecycle phases of a release. We will provide quality management by implementing the following steps: • **Proactive Monitoring:** Our release managers will proactively monitor all release activities using a Self-Assessment Checklist. • **Software Quality Assessment (SQA) Reviews:** We will conduct SQA reviews to assess compliance with the process and to verify quality artifacts are produced and delivered on time.
Communications Management	We believe that effective communication management is critical when evaluating the quality of the release activities and artifacts. Optum understands that communicating release metrics and taking corrective action as necessary provides increased effectiveness and productivity for each release. We will work with you to implement a Release Metrics Package that will detail all release communications. The following activities are components of our communication management process: • **Plan Release Metrics:** We will review standard metrics, Identify additional metrics, establish baseline and set metric goals. • **Gather Release Metrics:** We will collect, organize and verify metrics. • **Analyze Release Metrics:** We will compare metrics with baseline and goals, analyze and explain variances, and take corrective actions. • **Execute Communications Plan.** We will execute the Communications Plan at the appropriate time.
Release Change Management	Our Release Change Management process provides the framework for managing proposed changes to scope, schedule, resources or base-lined artifacts for a release. All changes to the base-lined scope are identified, controlled, consistently handled, and traced throughout the development lifecycle. The following activities are included in Release Change Management process: • **Configuration Management:** We will establish an Artifact Library and manage baseline status. • **Identify Change Request:** We will identify and document change requests as needed. • **Validate change Request:** We will set up periodic Release Change Management reviews and review all change requests with appropriate Agency stakeholders.

Task	Description
	• **Perform Impact Analysis:** We will determine the overall impact (if any) of the change request on level of effort, duration and cost. • **Evaluate Change Request Impact:** We will review the Impact Analysis, cost versus benefits, and determine whether to accept, defer or reject the change request. • **Communicate:** We will communicate the Change Request Decision to all affected team members and appropriate stakeholders. • **Complete Change Request:** We will update all base-lined artifacts in a synchronized fashion for baseline integrity. • **Monitor:** We will monitor all change requests and updates.

Release Closure

Our Release Closure phase concludes the release management and delivery functions and archives all release artifacts. The purpose of Release Closure is to close down the release, complete release activities, evaluate the release, and conduct the final closure meeting with DHHR. This process results in the creation and signoff of the Release Closure Memo by the appropriate DHHR representative and the application manager. Figure 4-38 is a diagram of our Release Closure process.

Figure 4-38: *Release Closure Process.* Release Closure concludes the release management and delivery functions and archives all release artifacts.
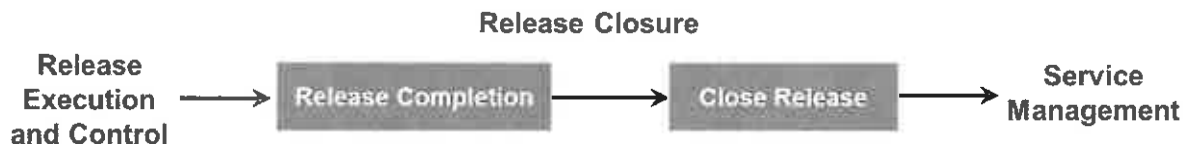
Gatekeeper Process

Optum's Gatekeeper process is where our maintenance and operations team, the Gatekeeper, verifies that the software releases are of good quality. This process assists in controlling new versions of the RAPIDS software releases as they are moved to production. This process is crucial because:

- Maintenance and operations application managers agree that deployments to production need to be of high quality

- Improves the overall quality of production deployments

- It helps to remediate non-compliant issues when a change moves into production without fully meeting the readiness criteria

> **The Optum M&O** Gatekeeper process controls software releases moved to production.

Our Gatekeeper process also decreases deployment fallout (i.e., post-production issues), reduces/prevents high-impact quality issues, enhances maintenance and operations knowledge of the impending change, and saves time for enhancement teams on post-implementation support issues, allowing them to move to their next release sooner.

Our Gatekeeper Review Checklist is also a significant part of the process. The Gatekeeper Review Checklist provides answers to the following questions:

- Are balancing and file controls in place for new or changes to existing files?

- Do new batch jobs comply with standards?

- Do internal and external file transfers conform to standards?

- Have JScans been performed with no issues identified?

- Have security scans been performed with no critical issues identified?

- Has System Testing been completed with all critical defects resolved?

- Has User Acceptance Testing been completed with all critical defects resolved?

- Has Integration Testing been completed with all critical defects resolved?

- Has Regression Testing been completed (all cycles) and have all critical defects been resolved?

- Has Performance Testing been completed with performance results within expected parameters?

- Has the Release Deployment plan been created, are all tasks complete, and has M&O conducted the Go/No Go Meeting with DHHR?

- Has a detailed Back-out Plan been established and attached to the change ticket?

Release Entry Framework

The Optum M&O Team supports new versions of the RAPIDS software releases for all changes moved to production with the Release Entry Framework (REF) process, illustrated in Figure 4-39. REF verifies that the application M&O Team receives knowledge transfer at appropriate intervals to support the change, and for the M&O team to provide feedback to the enhancement/modernization team.

> REF verifies that the M&O team receives the required knowledge transfer to support the enhancement/ modernization releases moved to production.

This feedback process verifies that known issues are not repeated by the enhancement team. For each phase of the development life cycle, REF provides processes and checklists to verify proper support from the M&O team and consistent knowledge transfer for new change.

Figure 4-39: *Release Entry Framework*. The REF is used to facilitate effective communications between the Enhancement Team and the M&O Team, providing an effective transition from enhancement to ongoing operations.
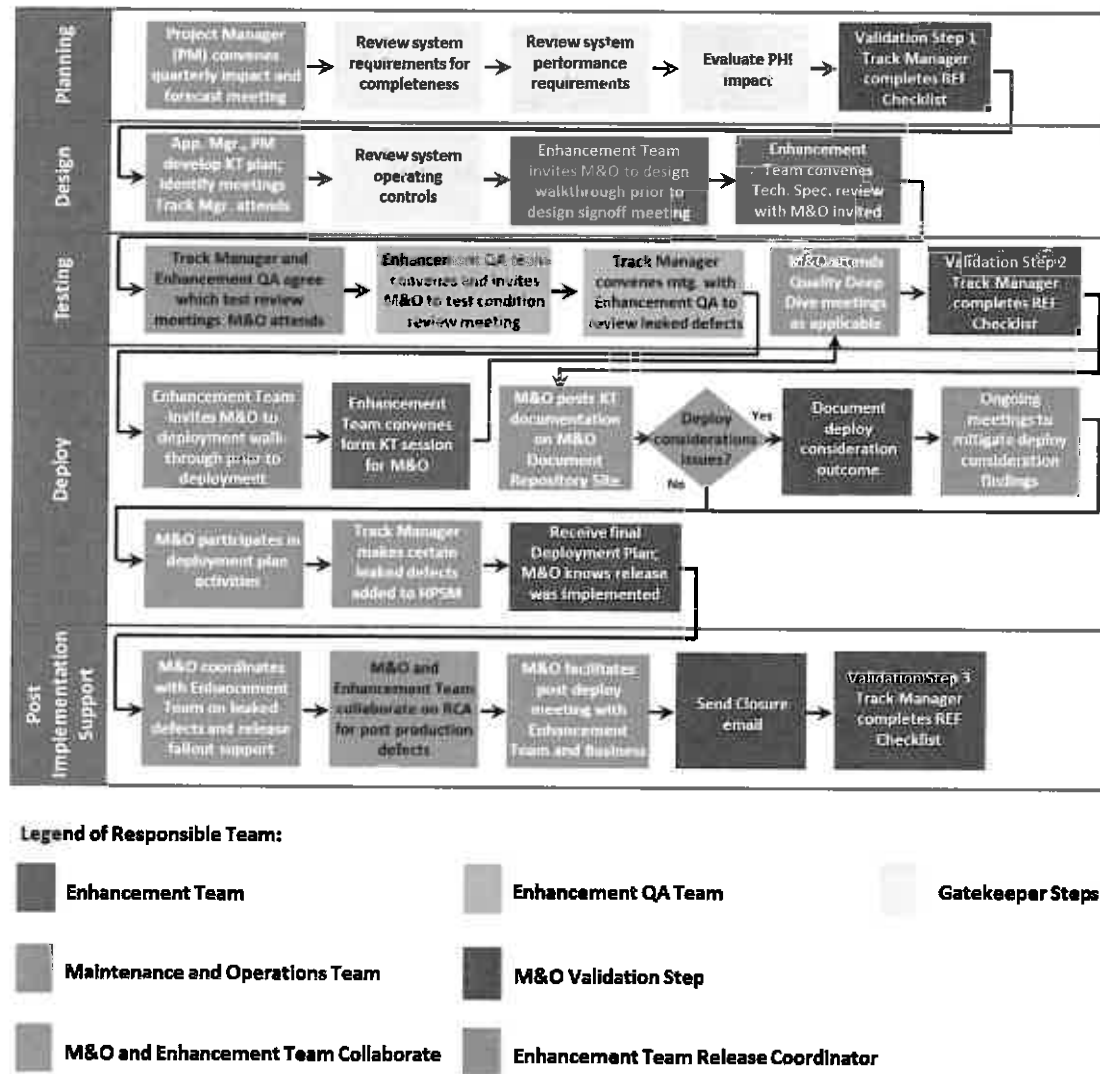
The five phases of REF are:

1. Planning
2. Design
3. Testing
4. Deployment
5. Post Implementation

Planning Phase

During The Planning phase, the Enhancement Team and the M&O Team plan, schedule, and assign leadership and participation resources for the REF process. Planning phase activities include:

- The M&O team receives the Release Plan from the enhancement release coordinator.

- For each release, a programmer and a system analyst are assigned from the enhancement team.

- For each release, support resources are assigned from the M&O Team.

- The project manager convenes a capacity forecast meeting on a periodic basis with the enhancement lead.

- Meetings are planned, and the project manager, M&O Team members, and Enhancement Team members develop a Knowledge Transfer Plan.

Design Phase

During the Design Phase, our M&O team will pioneer the process while delivering ongoing input and feedback. The track manager will determine what impact the new code will have on the release. This includes impacts to users, volume, processing time, and business criticality. Static and dynamic code analysis and security scans will be performed prior to deployment.

The Enhancement Team and the M&O Team will define knowledge transfer requirements and deliverables, review batch, and end-to-end control reports for each interface and file feed (both inbound and outbound), and review error-handling processes. Leaked Defect and Post-Production Defect processes are established. If applicable, the first intended use date and any vital business functions will be identified and updated. Test results will be reviewed and working processes will be confirmed. The M&O Team will use knowledge from prior experience to verify that the correct processes are in place to support a quality product delivery and seamless knowledge transfer.

Testing Phase

During the Testing Phase, the Enhancement Team and the M&O Team will collaborate on a review of the following test results: functionality, errors, abnormal ends (Abends), performance, stress, and volume.

Our track manager and Enhancement Quality Assurance (QA) Team will establish mandatory meetings for the M&O Team. The M&O Team will attend test planning and status meetings to gain information and share gained knowledge and experience.

Deployment Phase

During the Deployment Phase, we will perform a formal knowledge transfer, validate requirements, receive approval, and review the final Gatekeeper Checklist. Some of our checklist items include:

- All responsible parties review deployment considerations

- Usability testing

- Pre-deployment REF checkpoint must pass. That is:
  - Critical defects must be zero
  - A minimum of 85% of test cases must pass
  - The service level target must be met

- Validate testing requirements pass. Defined as:
  - User acceptance testing
  - Load/stress testing
  - Performance testing

- Cross-Application testing
- Validate requirements are defined and met. Includes:
  - File Inventory Control
  - Response time
  - Volume
  - Peak
  - Batch window
  - Security
- M&O validation of deployment plan tasks includes:
  - Checkout
  - Put jobs on hold
  - Run scripts
  - Create a production problem ticket for Leaked Defects as part of the Leaked Defect process

Post-Implementation Phase

During the Post-Implementation Phase, our track manager, the Enhancement Team, and DHHR will attend the post-deployment meetings to review the Leaked and Post-Production Defects status. It will also be a forum for DHHR and the Enhancement Team to discuss any issues encountered.

The M&O Ticket Tracking System confirms that the Enhancement Team is working on defects. The track manager is responsible for managing the assignment of tickets.

If post-deployment work is needed, and if the M&O Team has the capacity, the work will be performed by the M&O Team. The M&O Team and the Enhancement Team will collaborate on the coordination of timelines for defect resolution and will decide on an appropriate release within the agreed upon post-deployment support period. Overall status will be reported to the project manager and the application manager.

Optum will update the Operating Manual and System Documentation to support new versions of the RAPIDS software. The Operating Manual provides the guidelines for operating procedures and SLAs for new versions of RAPIDS. System Documentation is updated to reflect the change or addition of new functionality introduced with the new version of RAPIDS software.

Optum will verify that training is provided for all groups that support RAPIDS, and we will verify that all are trained in the change or addition of new functionality introduced with the new version of the RAPIDS software.

Support New Cognos Reports

Optum has been delivering business intelligence capabilities with our data warehouse solutions to state government clients for more than 20 years. The Cognos solution is a standard component of most of our solutions so we have expertise with this tool developing complex reports that truly convert raw data into actionable information. We also have expertise with most enterprise Extract, Transform and Load (ETL) applications. Our M&O Team will populate the data warehouse with the data elements necessary to support new Cognos reporting required by DHHR. We will enhance this core data service to include:

- **Cleansing:** Data cleansing can be basic, such as the verification of key attributes or the existence of mandatory attributes. However, we will also design and run complex data cleansing, such as name and address lookups and standardization and identity matching services.

- **Standardizing:** We understand that the data warehouse may be viewed as the single source of truth for enterprise information. We place high value on harmonization, integration, and matching processes for standardizing values and formats, and linking related data from various diverse sources.

- **Enrichment:** We will enrich the data from various source systems to the data warehouse through the stewardship of our M&O Team comprising an experienced MDM analyst, data custodian-MDM, and programmer analyst-ETL. We will work within the confines of the overall enterprise architecture to provide stable, high performing data throughput and quality tracking and measurement.

We will create and maintain the production operating manual that contains all governing processes and schedules. This will include ETL routines that are pre-scheduled for periodic data warehouse loads, as well as procedures for on-request jobs and responding to exceptions and data anomalies.

The M&O Team will have overall responsibility for monitoring the progress and health of the ETL processes. Batch operations and system monitors will observe performance indicators and dashboards to verify expected job completion and resource utilization. The M&O Team will respond to alerts and checkpoints according to operating manual procedures. The programmer analyst – ETL and database administrators will respond according to the severity and priority of the incident. They will also verify key performance metrics such as application throughput, load times, storage utilization, and workload volumes. We will actively seek potential performance and usability enhancements based on observing the usage patterns and analyzing operational reports. Proposed performance enhancements will be subject to the normal maintenance and change management processes.

4.2.5. Software Testing

We take a rigorous approach to testing. This is necessary to confirm that all changes introduced into the Production Environment are free from defects, and meet your specific functional and performance requirements. We also maintain our testing strategy to ensure it remains compliant with federally-mandated standards. Additionally, Optum will bring its extensive suite of integrated eligibility test scenarios that were developed for the purpose of testing our IE solutions.

Test Strategy

Our testing approach is comprehensive and covers functional and technical testing including unit, integration, regression and stress tests. We use the following strategies, developed from best practices:

- Use of automated tools to validate that the RAPIDS system complies with industry, State, and federal guidelines.

- Use of security testing to validate that the RAPIDS system complies with security regulations identified within the Health Insurance Portability and Accountability Act (HIPAA) standard.

- Use of platform independent test scenarios to validate the RAPIDS system.

- Use of integrated eligibility test case suites to validate that the solution complies with federal standards. For example, a test case will be used to confirm that TANF eligibility for a household or individual is determined correctly. These test suites have been successfully used in our IE solutions. They verify that the solution adheres to non-financial, financial, compliance and work/employment requirements for TANF recipients.

- Use of conversion data to model production scenarios and validate the results with redacted production data.

- Use of time advancement for testing key scenarios such as case change or redetermination/recertification/renewal scenarios.

- Use of the batch environment to validate the automated eligibility run.

- Use of test harness or stubs to mimic different scenarios to invoke and validate business rules for a quick and thorough rules validation prior to integration with external systems.

- Use of an integration environment to validate scenarios that connect batch triggers such as the verification of social security numbers from the Social Security Administration batch with eligibility results.

Test Methodology

Testing is critical to the success of the project to verify that the project deliverables meet the expectations of DHHR. Optum will develop and maintain a comprehensive package of test data and materials for use in evaluating the RAPIDS system.

Optum will provide quality assurance functions, which includes these configurable items:

- Database reviews
- Documentation reviews
- Code reviews
- System review (both technical and programmatic)
- Test plans

Our review process is to critique the defects during the development phase of the lifecycle. The objectives of our review process are to:

- Evaluate conformance to standards
- Identify defects and issues early in the lifecycle and track them to resolution
- Improve the quality of the software product
- Enhance maintainability of code, documents, and databases
- Suggest improvement opportunities to the developer
- Provide cross training opportunities

We have developed the following best practices for the review process:

- Multiple components related to multiple maintenance and enhancement components can be included in a single review and on one code review worksheet.

- Keep the number of reviewers small and relevant to the code, documents, database being reviewed

- Authors should annotate code, database, documents before the review; this can eliminate defects prior to the review

- Remember - the code itself is under review; not the author

- Do not redesign in the review; make notes and schedule issues for a later time

- Communicate lessons learned to the rest of the team

- Augment manual code reviews with automated code analyzers and tools if possible

- Foster a review culture in which finding defects is viewed positively

Our Test Plan will include the detailed progress path toward achieving readiness for the user acceptance testing. The Test Plan will be updated with each release of the RAPIDS system. Test Plan will include:

- Testing processes, procedures, and acceptance criteria

- How the system will be constructed and tested for various test targets

- Test data to accurately predict all possible conditions in RAPIDS

- Expected results for developed test cases

- Method for employing quality assurance

- Method for evaluation of test results summary

- Risks associated with the test plan that require contingency planning

- The sources and nature of test data

- The roles, responsibilities of system testing participants, including required training

Optum will involve DHHR throughout the testing cycle in reviewing scenarios and sharing results. User Acceptance testing will be carried out based on the scenarios provided by DHHR users, and sign off will be mandatory prior to deployment of release in production.

Optum will provide for error resolution and technical support throughout system testing activities to facilitate the successful execution.

Test Reports and Status

At the conclusion of the Test Phase, Optum will provide a Test Summary Report that is derived from our standard test documentation. The Test Summary will include test cases and scripts used for the system tests and summaries of their results. Configuration Items (CI) review and a completed checklist for each CI will also be included. The following items will be presented to DHHR to review the quality of the deliverables and readiness for deployment to production systems:

- Results of all tests, including results in variance with expected results or in variance with modification/change/enhancement requirements

- Documentation including test results packages, including who executed each test, the expected and actual results

- Detailed plans for the resolution and correction of all variances

- Detailed plan (with a timeline) to resolve any errors, deficiencies, or other problems identified through the testing period

- CI review checklist

Figure 4-40 is a sample of a Test Summary Report.

Figure 4-40: *Test Summary Report.* Our reports include test cases and scripts used for the system tests and summaries of their results.

Defect Density

Defect % by Root Cause -(All)

Trend Phase Contol - Defect Count by Phase - (All)

- 2012 Q4
- 2013 Q1
- 2013 Q2
- 2013 Q3

Root Cause Analysis
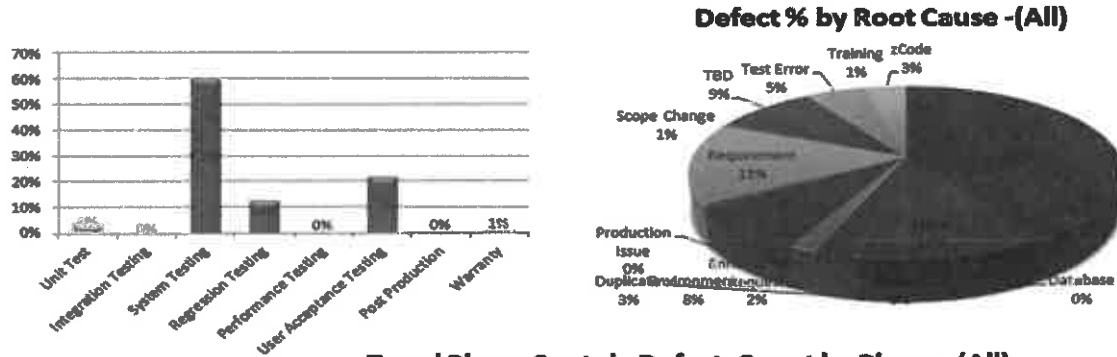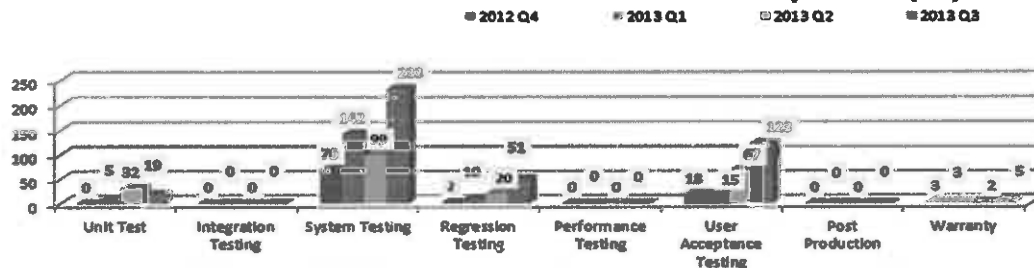
Defect % by Root Cause -(All)
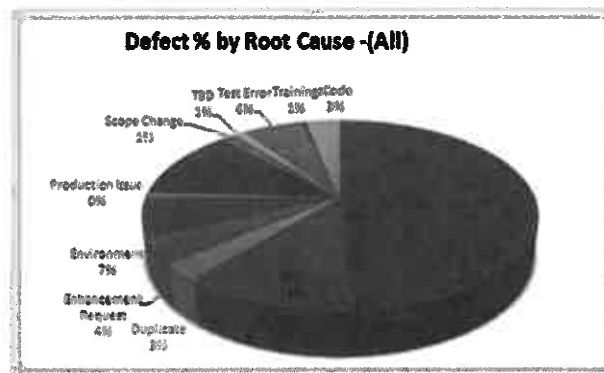
Phase Control - Defect Count by Root Cause -(All)

	Unit Test	Integration Testing	System Testing	Regression Testing	Performance Testing	User Acceptance Testing	Post Production	Warranty	Total
Code	0	0	191	53	0	48	0	1	293
Data	0	0	57	10	0	13	0	2	72
Database	0	0	0	0	0	0	0	0	0
Design	0	0	0	0	0	0	0	0	0
Duplicate	0	0	10	5	0	2	0	0	17
Enhancement	0	0	19	4	0	7	0	1	22
Environment	0	0	21	8	0	14	0	0	43
Production Issue	0	0	0	0	0	1	0	1	2
Requirement	0	0	64	6	0	6	0	0	76
Scope Change	0	0	5	1	0	2	0	0	8
TBD	0	0	1	0	0	5	0	0	6
Test Error	0	0	22	5	0	9	0	0	36
Training	0	0	2	2	0	0	0	0	4
zCode	0	0	11	2	0	4	0	0	18

4.2.6. Change Control

We understand that detailed Change Management Plans protect the integrity and performance of your systems while providing a process to analyze and execute approved changes. Optum employs formal change control processes for all of the systems that we manage and operate. In all cases we have managed changes within the established contract budget and timeframes within our controls.

The Optum change model provides strict guidelines on change communication and uses tools developed in-house to verify effective communication. In our plan, all change owners are required to send an email to all impacted project managers and application managers with details of the change control and its impact. This step provides information for all impacted teams to be proactively available for application checkout during implementation, or to raise any flags that could have an adverse impact on your service/application. This is a unique process with emphasis on proactivity and transparency in change communication that helps avoid any impact caused by change, thus improving availability of your applications/services.

We define a change as any deliberate action that alters the form, fit, or function of configuration items. This is typically an addition, modification, movement, or deletion that affects the M&O services. A CI is any component of the IT environment/infrastructure/ service/application that is under the control of configuration management.

All changes performed to a live or production environment will be captured in a Change Ticket in the IT Service Management System. Valid change types are shown in Figure 4-41.

Figure 4-41: *Types of Changes.* As defined in our Change Control Plan, changes are categorized into one of six types.

Standard
- Approval by CAB
- Approved based on Risk, Impact & Forward Schedule of Change

Emergency
- Cannot wait the necessary time required for CAB approval.
- Approved by Emergency CAB

Incident
- Resolves an open high-severity Incident.
- Only change that can be documented after the fact.

Pre-Approved
- No potential impact to unrelated Cis
- Low risk, documented and repeatable processes, testing, and back out.

Special status request
- Used as a request mechanism for reviewing and approving
  - Pre-approved change templates
  - Recurring maintenance activity
  - Certified changes.

Recurring Maintenance Change
- Previously approved by the CAB as recurring maintenance
- No potential to impact unrelated CI's.

Standard

Standard changes require approval by change approvers or a Change Advisory Board (CAB) if they are to be implemented. Necessary approval is determined based on the impact, risk, the Forward Schedule of Change (FSC), and other factors. The objective of the FSC is to inform stakeholders of the upcoming changes which will be implemented in the next period and beyond.

Pre-Approved

Pre-approved changes are changes that are repeatable and that require approval only from the change owner. Records of all pre-approved changes are contained in the pre-approved change list. These changes have no potential impact to unrelated CIs, are low risk, and have documented and repeatable processes for implementation, testing, and back out.

Incident

Incident changes are necessary to resolve an open high-severity Incident. Incident changes are the only changes that can be documented after the fact.

Emergency

Emergency changes are those that cannot wait the necessary time required for approval by the change approvers or a scheduled CAB. As discussed previously, these changes will require the approval of an ECAB (Emergency Change Advisory Board).

Special Status Request

Special status request changes are used as a request mechanism to change management for the purpose of reviewing and approving pre-approved change templates, recurring maintenance activity, and certified changes.

Recurring Maintenance Change

Recurring maintenance changes are the execution of an activity that had been previously approved by the CAB as recurring maintenance. They are routine scheduled changes with no potential to impact unrelated CI's. They must have documented and repeatable processes for implementation, validation and back out. Figure 4-43 describes valid change types.

Our Change Management process is a sequence of steps and activities that our Change Management teams follow. We provide a structured and comprehensive process that includes organizational and system change management. We will work with you to define a detailed change strategy at contract start to facilitate the success of the change management program. It will focus on the key elements of a change management process that includes clear communication, leadership alignment, stakeholder readiness, training approach, a comprehensive Change Management Plan, and readiness strategy.

The steps of our process are displayed in Figure 4-42 and described in the following paragraphs.

Figure 4-42: *Change Management Flow Process*. Our Change Management process is a sequence of steps and activities that our Change Management teams follow.
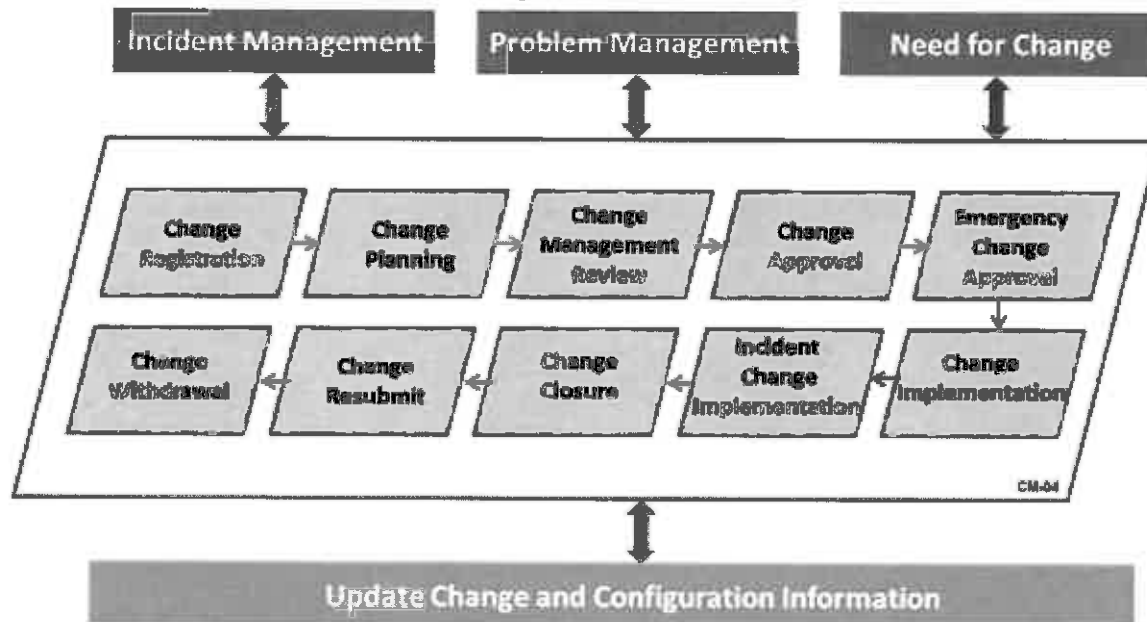
Step 1. Change Registration

The first step in service change management is to register or record a change record.

A need for a change can be identified from one of the following sources:

- Incident or problem management

- Informal requests in the form of an email, phone call, or conversation

  - If the request for change is for resolution of a high-priority incident, the change owner will use the incident change procedures.

  - If the request for change is not resolving a high-priority incident, the change owner checks the request to verify that it does not conflict with internal standards or policies.

- If there is a conflict, the change is rejected and the change requestor is informed of the internal standard or policy with which the request was in conflict.

- If there is no conflict, the change owner searches for a pending change record to which the request can be added. Adding the current change to a pending change record will increase the efficiency of the process. However, if the pending change record has already been approved it will require re-approval.

  - If the change cannot be added to a pending change record, the change owner determines if it is on the pre-approved change list. If it is, the change owner uses the appropriate change template to create a new change record, and adds the request to it. The information in the template contains detailed instructions for the change owner on how to proceed.

  - If the change is not on the pre-approved change list, the change owner registers a new change record.

Step 2. Change Planning

Change planning represents the collection of information to create a change implementation plan that minimizes the risk of a failed implementation and the impact of the implementation on the user community.

The change owner completes the change plan. The activities to finalize the plan include:

- Identification of the planned start and finish dates
- Completing the risk assessment questions
- Identification of the impacted services
- The association of one or more CIs, identification of all CI attributes and relationships affected by the change. The use of an "Undefined CI" will not be allowed for any activity affecting a production system.
- Identification of the time duration for implementation, validation, and back-out activities

The change risk is calculated based on the services identified in the change and the likelihood of the change causing unplanned impact.

All operational documentation (pre-implementation plan, implementation plan, validation plan, and back out plan) must be attached or described in the change record prior to submitting the change.

If the change is pre-approved, no approvals are required.

Step 3. Change management review

The change analyst reviews medium, high, and critical risk changes and special status requests to verify that all required information has been completed. If the change record is found to be insufficient, the change analyst rejects the change and requests additional analysis from the change owner. This returns the change to the register phase.

If the change ticket is found to be acceptable, the change analyst approves the CM Review Approval allowing the change to advance to the Approval Phase.

Step 4. Change approval

Approvers will provide electronic approval or rejection of changes within the change record. If all required approvers indicate their approval, the change proceeds to the change implementation phase. However, if all approvals are not granted, the change returns to the change owner by setting the change record back to the register phase with a status of resubmit.

In addition to the required approvals, any standard change that is medium, high or critical risk, and indicates it can be fully tested prior to implementation will also have a change testing approval that must be approved by an authorized change approver before the change will advance to the implement phase. The change testing approval will serve as confirmation that the test results were reviewed and found acceptable, and the change should be implemented as planned.

Step 5. Incident and emergency change approval

The change analyst adds the required approvals to the change record. Once all required approvers indicate their approval, the change will proceed to the change closure phase.

Step 6. Change implementation

Prior to the implementation of the change, the change owner will evaluate the environment to determine if the change should be implemented. If the environment is not stabie, the change

owner will determine if the change should be rescheduled for a later date and return to the registration phase or if the change should be withdrawn and proceed to the change closure phase.

If the change proceeds with implementation, the change owner is accountable for the change activities during the implementation phase.

Step 7. Incident change implementation

An incident change is the only change that can be implemented prior to the creation of a change ticket and is only used to restore service to a priority 1 or 2 incident.

As part of the implementation, the change owner is accountable for validating the success of the implementation. Once the implementation activities are complete, an incident change is completed. This change must be submitted within 24 hours of service restoration.

Step 8. Change closure

As part of change closure, the change owner is accountable for validating the success of the implementation by selecting the appropriate closure code. A closure code of implemented as planned confirms the validation plan, contained in the change ticket, was executed as described with successful results. Any deviations to the validation plan or expected results must be documented in the closure summary.

If the change is unsuccessful, the change implementation will be evaluated to determine if the change should be backed out or left partially implemented with the required approvals. A closure code of backed out, backed out with issues or implemented with issues will include documentation in the closure summary explaining why the change was not Implemented as planned.

The change owner completes the change with the appropriate closure code and the change status will advance to closed. Changes should be closed as soon as implementation is complete, or within 48 hours of the planned finish time.

After a change owner has completed the change closure details, the data is evaluated to determine if a post implementation quality review is required. If a quality review is not required, the change status will advance to closed.

If a quality review is required, the change analyst will evaluate the change for any process deviations in the change planning, change approval and change implementation phases. The Reviewer will update the results within the change and close it with the appropriate closure code.

Step 9. Change resubmit

A change may be set to resubmit:

- By the change owner or by change management during the review phase, approval phase, or the implement phase.
- By the rejection of any approval during the approval phase.
- Automatically by the system if one or more approvals are not approved when the planned start is reached.

Step 10. Change withdrawal

A change may be withdrawn explicitly by the change owner or by change management during any phase of the change management lifecycle.

4.2.7. Program Migration

Optum understands the need for DHHR to refresh its technology platform to J2EE and expand the data capture fields of the web-based application (inROADS) to enable individuals to apply online for benefits and for all West Virginia Medicaid categories as prescribed by the Patient Protection and Affordable Care Act (PPACA).

We help enterprises minimize disruption and mitigate business risks associated with large-scale program migrations, such as moving from legacy applications to a modern Service Oriented Architecture. A cornerstone of Optum's strategy is to enable business growth through optimized capacity, increased resiliency and IT transformation. These key strategic elements are delivered through a staged lifecycle, iterative delivery, multi-criteria decision-making and retrospection versus mass migrations.

Program Migration Plan

As the duration of the entire program is typically too large to apply this mechanism, we recommend assessing and planning the migration in cycles. Similar to an agile notion of iterations, a migration cycle is a time-bound iteration, and the entire migration program is a set of cycles. In each migration cycle, a set of application components is planned and migrated.

Optum properly defines planning and governance units, as well as the criteria leading to design and sequencing of migration cycles driving success of the entire migration program. For the design and sequencing of the migration cycles, we consider an important prerequisite to establish the set of criteria that guides this activity. We establish these criteria during the migration planning cycle. During assessment, a migration sequencing index is computed using these criteria. The migration cycle are then sequenced accordingly.

In order to balance duration and size constraints, we recommend a migration cycle duration similar to the budgeting and planning cycles of the organization if the program scope and participants are fairly stable and known.

The design of the migration cycles and the order in which these are planned to be released is an area that is impacted by a number of factors. While on the one hand we have the migration elements and their interdependencies, on the other we have to take care of the contextual elements, such as budget, resources and organizational priorities, among others. What follows is one approach for optimally designing and ordering, or sequencing, the logical units of a migration program.

The first set of criteria for the migration sequencing entails:

- **Application dependencies:** Available from software analysis and application repository.
- **Budget and resource availability:** Available from program management groups.
- **Business criticality of applications and interfaces:** Available from program management groups.
- **Availability of the application and interfaces in the development and test environments:** Available from infrastructure teams.
- **Availability of required test data:** Available from infrastructure and testing teams.

Figure 4-43 depicts an example of program/application migration cycles.

Figure 4-43: *Program/Application Migration Cycles.* We recommend a migration cycle duration similar to the budgeting and planning cycles of the organization.

Program Migration - Application Migration Cycle (n)

Planning cycle   Migration Cycles
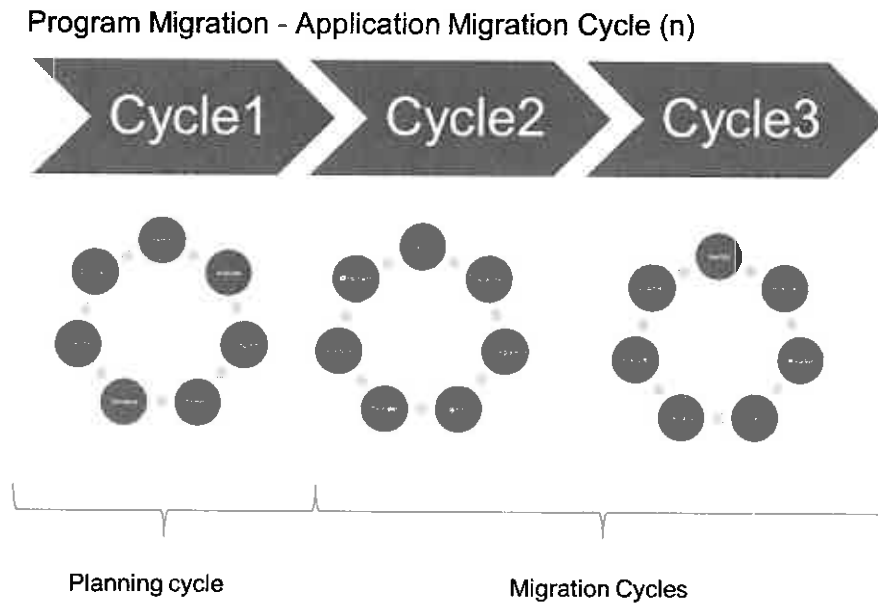
Application Migration Cycle Model

A migration cycle, discussed above, is defined as a logical unit of work composed of the migration elements that must be migrated as a group. The migration process and delivery steps for a migration cycle are shown in Figure 4-44, and described below:

Figure 4-44: Migration Process and Delivery Steps. The Migration cycle includes elements that must be migrated as a group.

Application Migration Cycle (n)
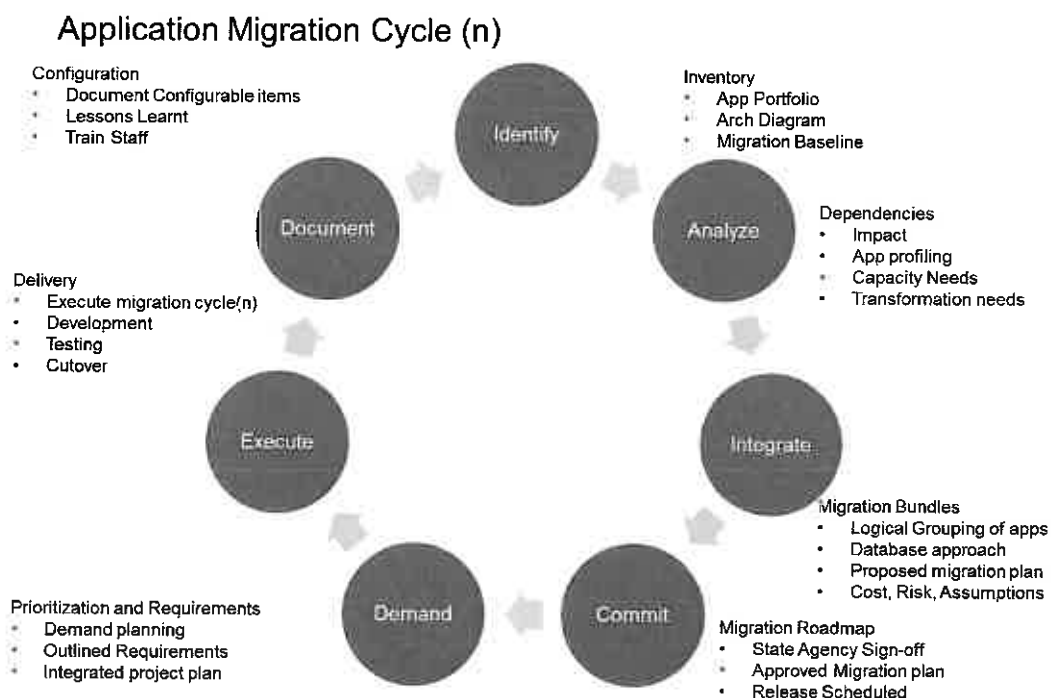
- **Identify** the scope of the migration in the current cycle. This step involves collecting application inventory for delivery in the current planning cycle, application dependencies, internal application dependencies, and other application environment details.

- **Analyze** the application inventory received in the previous step. Validate the feasibility of migrating the application in the current cycle, and analyze all dependencies, establish processes for data and code migration, and determine the level of transformation. Understand the latency impact of moving the applications to the new environment.

- **Integrate,** which involves taking the applications that, passed all the criteria for the current planning cycle and organizing them into closely coupled bundles that can go through the execution as a single entity. Baseline the migration roadmap, and apply Optum architecture policy and process and compliance standards.

- **Recommend/commit** involves taking the various migration bundles identified and organizing them into waves that can be implemented as part of the release schedule. Release schedules facilitate the discussion to assemble the individual roadmaps into a program migration roadmap.

- **Demand** involves capacity and release management process teams creating an execution plan that can be implemented for the current release cycle.

- **Execute** on the plan created in the previous steps and proceed through the various project lifecycle gates until the application go live. Facilitate change requests as needed and verify application readiness.

- **Document/support** involves updating the new configuration in the configuration management database, which is the single source of truth for all of the applications, and documenting lessons learned throughout the migration process. Such documentation helps train staff and simplifies the next application migration cycle.

Best practices during application migration cycle

We parallel test the old and the migrated components (e.g., application and data). The same inputs are entered in both the systems we check for anomalies. We will provide our methodology to compare new and legacy system outputs and to identify discrepancies before beginning parallel testing. These validate:

- The new version of the application performs correctly.

- Consistencies and inconsistencies are the same between the old and the new version.

- The integrity of the new application.

- Verifies if the data format between the two versions have changed.

The results are documented and categorized. Here are some examples of the types of discrepancies found in parallel tests and how we categorize them:

- Data entry/ business process errors: These discrepancies are defects, but not with the new system. They can be addressed by tweaks to the business processes; user training and/ or user guides.

- Explainable and acceptable differences: These discrepancies are caused by the new system but are not defects. These discrepancies require no action.

- Legacy system errors: Sometimes parallel testing reveals existing errors in the legacy system, corrected by the new system. DHHR may wish to do nothing about these

discrepancies or they may wish to train the staff on usage of the system. DHHR might choose to do so depending on the scale of the legacy system error.

- Business Rule configuration errors: Many discrepancies will be due to the fact that there have been slight errors in the configuration of business rules. These discrepancies are defects and we will correct these and re-run the reports to ensure that these errors have been rectified.

4.2.8. System Management

Optum performs system management in the form of Personal Computer Management, and System Disaster Recovery Management. We understand that these services are crucial for the productivity of DHHR.

Personal Computer Management

In order to set up a new Optum employee, the Optum hiring manager or administrative staff will need to provide basic information such as Employee Name, Employee number, Hardware/Software requirements, etc. Computers for new hires are provisioned from our National Fulfillment Center following submission of the New Hire Service Request. This method of distributing hardware for new hires significantly reduces the time associated with new hire onboarding, as the devices are shipped ready for use with all requested software installed.

Optum offers full service support and management of approved third-party software (such as Microsoft Office, Adobe Acrobat) for its employees including purchasing, installation, technical support, application management, security, and software compliance oversight. All managed desktop computers are initially configured with a standard user productivity suite including the Microsoft Operating System, Microsoft Office, Adobe Reader, email, enterprise calendaring, and Internet Explorer. Additional software applications that may be needed can be requested through an internal request process.

The primary mission of Digital Rights Management (DRM) is to verify that software installations on corporate desktops are easily supportable, easily installable and easily removable. This includes deployment requests, project management of those requests, software packaging, integration testing and deployment. The key principle that drives this service is to protect and stabilize the desktop environment, and we minimize the differences that could cause adverse impact to software deployments across supported platforms to verify remote supportability, centralized management, driver compatibility and compliance with Information Risk Management policies.

PC Disaster Recovery

When Optum employees experience an issue with their computer, they contact our Help Desk. After an initial assessment, their incident will be assigned to level 2 support. If the issue is critical, this will include a warm transfer to a 2nd level support analyst. A priority 3 (critical hard down) issue has a 24-hour restoration goal. A priority 4 (non-critical) issue has a 48-hour restoration goal.

As it relates to DHHR PCs accessing the RAPIDS system, Optum will manage issues through our incident management process to restore DHHR PCs access to RAPIDS system.

System Disaster Recovery Management

Optum recognize that planning for disaster recovery is essential to mitigating risk. We will provide functional responsibility for RAPIDS maintained modules, including supporting disaster recovery documentation and periodic testing for that recovery.

Disaster Recovery Documentation

We will maintain recovery documentation including a Disaster Recovery (DR) Plan that contains DR scope, backup and recovery plan, critical contact lists, and test scenarios and testing team management.

Our DR Plan documentation follows standard maintenance and is refreshed as changes occur, but no less that once per calendar year. The Optum application manger will be responsible for making certain that plans are reviewed to identify:

- DR scope: changes in business requirements not reflected in specific DR scope

- Backup and recovery plan: equipment and software updates and changes in backup and recovery procedures

- Critical contact lists: resource changes and changes in testing responsibilities.

- Test scenarios: update to test scenarios based on changes in scope or equipment and software update

- Test scenarios: third-party preparedness to validate against contractual obligations

- Test scenarios: update to inaccurate assumptions or oversights

Disaster Recovery Strategy

Our best practice approach to DR is based on the two fundamentals: prevention and protection. We focus on factors under Optum control and balance the combination of disaster prevention and protection that will result in reducing both the probability and impact of a disaster.

Prevention

We invest in creating a combination of people, process and technology that provides the fundamentals for a production method in Optum control like stable, scalable environment for applications to perform at operational excellence. This investment creates the prevention, which is fundamental to effective DR programs. Prevention is the proactive remediation of known technology exposures.

Protection

DR programs are based on anticipating and planning for the common types of disasters and designing solutions to address them. Disaster Protection (DP) addresses backup and recovery from the most probable disaster scenarios and a worst case "smoking hole" scenario.

The program utilizes a variety of backup and recovery strategies which align to the criticality components of the RAPIDS application. Based on criticality, applications components/sub-components are recovered and validated and follow the Recovery Time Objective (RTO).

We will work with DHHR to finalize the DR protection components recommendations. Here are some of the examples:

- Operational backups that are designed to use high performance disk-to-disk primary copy with virtual offsite second copy tape

- Metrics in the form of Key Performance Indicators (KPIs) are used to derive the "health" of the DR program

Disaster Recovery Failover Testing

Periodic execution of failover is planned during the maintenance downtime or part of a maintenance release. Failover testing includes running the application entirely in the secondary

site along with the failover of the database to the standby copy. At the conclusion of the failover test, the application and database are returned to the original state.

4.2.9. Database Administration

Optum Database Administrators (DBAs) are responsible for all of the database management systems (DBMS) within the RAPIDS application stack, including those used for enterprise repositories, application transaction databases, metadata repositories, and departmental or tool-based databases. They will maintain the configuration, performance, security, and backup and recovery of your application's databases. DBAs will also support RAPIDS system enhancements in the areas of schema changes, performance testing, data loads, system and user test support, and enterprise architecture guidance. They will perform system administration tasks in conjunction with Web Server Administrators as needed. They will enforce enterprise data standards, design for performance guidelines, and quality assurance processes. They will also participate in 24X7 on-call operations and Disaster Recovery operations (both actual and simulated).

The DBA for DB2 on z/OS will operate and maintain the Z/OS-hosted DB2 DBMS. They will act, as the subject matter experts in mainframe operating systems and the integration of DB2, CICS, and supporting utilities. They will apply both mainframe and desktop tools to support operations across all RAPIDS system environments as well as make changes in support of development projects. They will provide technical leadership in the areas of DB2 standards and guidelines, DB2 data modeling/architecture, system resource management, COBOL and mainframe program languages, Stored Procedures, CICS tables and interfaces, mainframe utilities, and mainframe backup and recovery.

The Oracle DBA will manage the development and operations of the data warehouse, including its performance, reliability, recoverability, and enhancement. They will maintain current-version certifications and are experts on Oracle tools and utilities. They will help with Unix administration and scripting, PL/SQL, RMAN, RAC administration, disaster recovery planning, advanced understanding of Oracle tuning techniques including hints, Materialized Views, Partitioning, etc. If applicable, they will use Oracle Warehouse Builder (OWB) to design and implement the application's Extract Transform and Load (ETL) solution. They will develop data intake and conversion routines to process source system data and execute data warehouse load routines on batch cycles or near real-time as applicable. They will have knowledge of emerging technologies and understand how these technologies fit within an enterprise data warehouse environment.

The DBA will create and update the Operating manual and outline all the Database Administration activities. A sample of this is displayed below.

Mainframe

- z/OS DB2 Environments
- DB2 Architecture/Design
- Stored Procedure Name
- Cursors
- Programming standards
- z/OS DB2 Standards and Guidelines
- Mainframe Access
- Procedure to update CICS table

- Backup and Recovery

Archival Retention Period Elapsed

- Removal of Archival Objects

Oracle

- Monitoring Oracle Server
- Oracle Naming Convention
- New Oracle Database request process
- New Oracle Server Database creation
- Oracle Migration procedures
- Backup and Recovery

Data Warehouse

- Database Design
- Components
- ETL System
- Security
- Backup and Recovery

4.2.10. Staff Support

Optum is prepared to provide staff support for conferences, maintenance meetings, telephone conferences, etc. Below is the full description of this job function.

Our staff support positions include more traditional administrative/clerical support roles including: answering telephones, typing/word processing of documents, maintaining calendars, setting up meetings, making travel arrangements, copying, faxing, greeting visitors, setting up files, tracking expenses, and coordinating building and equipment maintenance.

Functional Competency & Description Proficiency Level

Full descriptions of these staff support positions include:

Support/Schedule/Coordinate/Manage Meetings, Events, and Travel

- Create/maintain calendars/coordinate meetings avoiding scheduling conflicts
- Create/prepare meeting materials (e.g., PowerPoint deck; agendas) and verify distribution to appropriate individuals in a timely manner
- Schedule, coordinate, and/or set up resources and technology (e.g., conference rooms; food; WebEx; Telepresence) needed for meetings/events (e.g., training)
- Make travel arrangements (e.g., airline; hotel; ground transportation; office space assignment) for meeting attendees (e.g., external customers; executives)
- Host, coordinate, and/or facilitate meetings/external events as needed (e.g., introduce speakers; manage PowerPoint deck; verify time schedules are adhered to; assist with technology; take notes)

- Verify meeting participants (e.g., external customers; executives) have appropriate access to facilities and systems (e.g., issue security badges; request building access; Internet access)

- Plan and organize logistics of large and/or offsite events, using internal resources as needed

Prepare/Maintain/Manage Office Documentation

- Compile and/or integrate information needed to complete reports and documents

- Prepare and/or format office documentation (e.g., proposals; letters; spreadsheets; reports) needed for various audiences (e.g., clients; executives; internal business partners)

- Review prepared documents to verify accuracy and quality, and revise as needed

- Post relevant documentation (e.g., meeting notes; proposal letters; PowerPoint decks; policies and procedures; general correspondence) onto relevant systems (e.g., SharePoint; eDoc) and communication boards

- Maintain and distribute lists as needed (e.g., organizational charts; email; distribution; vendor; contacts; phone)

- Record/label/file records and documents according to enterprise records management procedures

- Utilize relevant software applications (e.g., Microsoft Project; Word; Excel; PowerPoint; Outlook; Visio; Publisher; Access; Adobe Pro)

- Create and/or maintain administrative desk manual to verify continuity of office operations

- Assist internal partners (e.g., print shop; marketing) with coordination of printed documentation (e.g., flyers; brochures; cutsheets)

- Monitor/oversee internal office communications (e.g., email; calendar; phones) for internal team members and take appropriate action, as needed

Facilitate/Oversee Office Operations

- Maintain awareness of potential issues and/or repairs needed within the office environment (e.g., office equipment; HVAC; cleaning; security; furniture services) and coordinate/oversee maintenance and repair

- Verify common areas and conference rooms are clean and supplied appropriately

- Verify appropriate access of relevant personnel (e.g., maintenance; visitors; service providers) to office space, common areas and conference rooms, working with applicable partners (e.g., Real Estate, vendors)

- Verify employees/contractors receive access and guidance with office operations

- Verify documents, materials, and mail are sorted and/or distributed to appropriate internal and/or external stakeholders

- Perform Business Segment Liaison (BSL) activities, as needed (e.g., hardware/software acquisition/disposal, new employee onboarding)

- Enter and submit purchase orders into relevant systems to purchase office supplies from pre-approved vendors

- Accept deliveries and verify supplies are distributed to the appropriate resources

- Manage/monitor/procure office supplies, goods and services (e.g., process/reconcile invoices, travel and other expenses, payments, and/or reimbursements)

- Assist with and/or perform budget planning

- Perform emergency response team duties (e.g., Floor Marshal)

- Collaborate with facilities management (e.g., attend meetings; communicate impact) regarding potential changes/improvements to the office environment

Establish/Manage Relationships with Office Partners

- Demonstrate understanding of applicable business departments' operations, drivers, and/or procedures

- Communicate/work with vendors to obtain needed information, verify prices are competitive, and/or identify potential cost savings opportunities

- Greet and direct internal and/or external partners (e.g., contractors; auditors; vendors) to appropriate locations and/or staff

- Maintain and/or communicate sensitive and/or confidential information in accordance with internal policies and procedures

- Consult/communicate with internal and/or external customers to identify and/or provide needed resources (e.g., tools; services) or resolve issues

- Research and/or provide needed information to respond to requests in a timely manner

- Establish relationships and collaborate with key internal and/or external resource personnel to facilitate office operations

- Provide coverage (e.g., phone; email; reception) for internal team members as needed

4.2.11. System Security

Throughout the engagement, Optum will closely work with DHHR to follow appropriate protocols and policies. During this start of the engagement, we will work with you to define, document, and submit the RAPIDS security specifications by analyzing State security and industry-leading standards, and relevant regulations.

We will perform security testing of system components to validate that application components are not vulnerable to malicious attack. This testing will be performed by Optum personnel using a variety of tools and techniques.

Optum creates and maintains a Security Test plan for all the application it supports. The intended use of the Security Test Plan is to verify that all stakeholders understand the phases of the security testing life cycle.

The Security Test plan will cover:

- Definition of security testing phases
  - Static Code Analysis
  - Non-Static Code Review
  - Dynamic Web Scanning
  - Penetration Testing

    –   Baseline Scanning

    –   Functional Security Testing

- Purpose of each security testing phase as it pertains to the RAPIDS system

- Time frames in which each security testing phase will occur for the RAPIDS system

- Roles and Responsibilities for performing the security testing for the RAPIDS system

- Testing practices, processes and procedures used during the security testing life cycle for the RAPIDS system

Architecture Guidelines

Security is integrated in our maintenance services and SDLC enabling identification and verification of regulatory requirements and the controls required to meet compliance. Security requirements are met by:

- Identification of applicable security and compliance requirements, system components, functional requirements, internal administrative controls during the requirements gathering phase

- Identification of existing patterns, use cases and gaps analysis during the design phase

- Identification of recommended solution; includes recommendation of acquisition of solutions required to address gaps during the development phase

- Threat and vulnerability management through source code review, and infrastructure and application penetration testing during the QA phase

- Continuous vulnerability scans, flaw remediation and compliance verification during the production phase

4.2.12. Tracking

We understand that DHHR is seeking a system that would allow for conversion of all current and historical data from the current tracking systems. We are prepared to meet and exceed this requirement with the three products mentioned below. We will work with DHHR to set up a new tracking system or continue using the current JIRA system if it meets DHHR requirements.

Maintenance and Operation Issues and Enhancement Project Tracking – JIRA

Optum can continue to use the current DHHR tracking system JIRA to improve flexibility and collaboration and track enhancements and defects from point of identification of need to implementation of solutions into the system. The maintenance and operation team will respond to the trouble tickets reported by the RAPIDS helpdesk and track SLA. We will track changes due to general maintenance and emergency maintenance.

The project team can use JIRA to setup the four level hierarchies: projects, components (logical subsections) and versions (phases/milestones), Issues, Subtasks. We get a quick view of our project at any phase to see outstanding issues and progress towards finishing a milestone. We will report on 'open issues', 'popular issues', user workloads, and more. We can also do activities such as test scenario development/tracking.

In case DHHR decides with a different tracking system, Optum will meet the needs of DHHR with other mature service management tool and project management tools. Please see the rollout plan with an alternate tool.

Rollout Plan (in case of alternate tool)

1. Identify hardware requirements
2. Install instances
3. Register Tenant Service(s)
4. Set up Security Groups
5. Set up Workgroups
6. Rollout to Optum users
   - Preparation Planning
   - Roll out
7. Prepare Tenant Users
   - Train both tools to Optum end-users
8. Prepare the list of the Agency end-users per roles
   - Identify the list of Agency users who will log M&O tickets
   - Get the Agency approval for list of users for logging the tickets
   - Identify the list of Agency users who can view the tickets
   - Get the Agency's approval for list of users for Viewing the tickets
   - Identify the tenant level users for viewing the tickets
   - Get the Agency's approval for list of tenant level users for viewing access
   - Identify the tenant user who can view and approve the changes
   - Get the Agency's approval for list of change approvers/Viewers
   - Identify the list of user who has view only access to change and incidents
   - Get the Agency's approval for list of users for view only access
   - Identify the list of Agency users who will log project requests
   - Get the Agency's approval for list of users for logging the project requests
   - Identify the list of Agency users who will view/update/approve project documentation and milestone
   - Get the Agency's approval for list of users to view/update/approve the project documentation and milestone
9. Prepare Optum Support teams
   - Migrate current data into the HPSM & ServiceNow system
   - Archive historical data
   - Production Rollout
10. Post Production
    - Create Optum reporting capabilities from HPSM & ServiceNow for Governance meetings and communication.
    - Create Optum reporting capabilities from Archival system.

4.2.13. Network Monitoring Strategies

Optum will work with DHHR to get a complete assessment of its network infrastructure and propose network monitoring tools and strategies. We have provided details of our Optum approach to network performance and security monitoring strategies below. We use HP Business Technology Optimization (BTO), aka OpenView, and Dynatrace for our systems. We will leverage DHHR tools for this engagement. We are also prepared to leverage some of the Optum tools to supplement this service as needed.

Network Performance Monitoring Strategies

Optum monitors end-to-end network utilization by tracking the performance, availability and usage of devices along with their interconnected paths. Trend analysis and reporting is performed and results are categorized into different priorities based on service impact of the resource monitored. Error rate and percentage of deviation over different periods is also used to establish severity of alerts. Parameters are periodically reviewed for tuning to adjust categories and thresholds as needed. Traffic capturing and analysis allows Optum to proactively manage the traffic traversing the network infrastructure to identify bottlenecks and provide network performance tuning recommendations. Optum will collect and analyze detailed network traffic at the logical level for reporting on source/destination identification traffic volume and type. Optum will collect, save and decode live or historical data focused on voice traffic with flow collection positioned between data centers and the service providers. Live network data is collected from probes for enhanced packet analysis.

Configuration and software change tracking for many device types is achieved by keeping a network device inventory complete with compliance checks and revision management solutions. Network device access and authentication policies are managed with an isolated ID database to provide an additional hierarchical level for network device access control. A map-driven network automation application is used for automated network discovery, dynamic diagraming and interactive mapping. In addition to identifying network topology, it collects and organizes configuration and design data and monitors dynamic portions of the network for real-time status information.

Network Security Monitoring Strategies

Optum can implement network security tools and strategies to monitor for unauthorized actions to verify information security requirements are met. Optum employs several technologies to maintain the security of the network and devices that connect to it. The various technologies offer a defense in-depth approach to securing and monitoring the network.

Network-based intrusion detection systems could be deployed throughout DHHR's network infrastructure to help verify unauthorized actions that are not regularly attempted or obtained. Real-time detection of known attack characteristics (e.g., denial of service attacks, viruses) is enabled. The intrusion detection systems are tuned on a regular basis to respond to specific threats or based on intruder profiles and patterns. The design of the intrusion detection systems is reviewed periodically to verify that system or network changes have not reduced the effectiveness of the systems.

Optum's Security Operations Center (SOC) consists of Network Security personnel who provide 24/7/365 monitoring of the network via industry standard monitoring tools. The SOC monitors a dashboard that has downstream processes, which are followed to verify the integrity of DHHR's network from intrusions. Accountable technology owners are alerted based on the classification of the event.

5. Attachment B: Mandatory Specification Checklist

5.1. Facilities and Space Requirements (All costs to be included in Attachment C, Pricing Page)

The vendor must provide agreement to establish (or proof of having established), subject to Agency approval, an office to house the RAPIDS Project within a 10-mile radius of 350 Capitol Street, Charleston, West Virginia. This facility must provide security and adequate space to accommodate the required on-site vendor personnel, as well as 25 Agency staff which will be co- located with the *vendor*. Included in the space should be a minimum of five private offices for Agency staff, a reception area, a kitchen, adequate storage facilities, network server room, water fountains, system for hot and cold filtered water, and adequate restroom facilities. Proposed layouts for the facility, including specifications relating to space, leasehold improvements, and support equipment, shall be reviewed and approved by the Agency prior to execution of the office lease.

The vendor shall be responsible for all costs related to the rental and operation of such facility, including, but not limited to, leasehold improvements; utilities; office/building security; telephones with voice mail and caller ID; a toll-free line for the Help Desk telephones with roll *over* and messaging capabilities; office equipment (two fax machines and a networked color copier with scanning capabilities); general office supplies; storage, janitorial services and supplies; and any necessary facility insurance. The vendor will be required to use the Agency's e-mail system.

The Agency shall *have* the option to substitute State space or to accept vendor space for any site. The facility must be operational within 60 calendar days of contract issuance.

- **Conference Rooms**
  The facility must include, at a minimum, two conference rooms to handle meetings of 20-30 people. Each room must be equipped with conference tables, chairs, visual aids (i.e., white boards), a speaker telephone with conference call capabilities, and network connections.

- **Help Desk Area**
  The facility must have a help desk area adjacent to the general work area. The help desk area must house PCs, one printer, one fax machine, and telephones, as well as associated furniture to provide a work area for the three Agency Help Desk staff. This will also include the toll free line with roll over and messaging capabilities.

- **Parking**
  The vendor must make available parking, at no additional cost to the Agency, adjacent to the facility or within 150 yards of the office building for all Agency staff, as well as an additional three spaces to be used as visitor parking. Handicap parking must be made available when the need arises.

- **Kitchen Facilities**
  This facility must have a kitchen area containing, at a minimum, a sink, a microwave, an ice maker, coffee and hot water service for all staff and a refrigerator.

The Optum RAPIDS Project office will meet all of the facilities and space requirements and will be located within a 10-mile radius of 350 Capitol Street, Charleston, West Virginia. The Optum facility will provide security and adequate space to accommodate the required on-site Optum team, as well as 25 DHHR staff. The space will include a minimum of five private offices for DHHR staff, a reception area, a kitchen, storage facilities, network server room, water fountains, system for hot and cold filtered water, and restroom facilities. We will use the following criteria to narrow a search and select the best options for establishing our project office in Charleston:

- ADA accessible

- Class A/Class B office facility owned by reputable and financially stable landlords

- Maximum flexibility in lease terms to support renewals and expansions, as needed, to meet the needs of the RAPIDS project

- Ample available parking

- Easy access to major highways/freeways

- Amenities (restaurants, shops, banking) available in the facility or within walking distance

> Optum has proven experience in rapidly setting up facilities to support our client's operations. Whether it is a temporary facility setup within one week or establishing a permanent location in less than a month, DHHR can have confidence that Optum will be ready to support you on Day 1.

Our approach to facility identification, implementation, and management makes certain that all aspects of the RAPIDS project will be fully supported by well-planned, secure, scalable facilities that meet or exceed the RFP requirements and provide the foundation for future project needs.

As shown in Figure 5-1, all eight facilities that met our specific criteria are located in close proximity to the State offices at 350 Capital Street.

Figure 5-1: *Location of Optum Office options.* All eight options for the Office meet the requirements of the RFP, the Optum standards for corporate facilities, and are within the 10-mile radius of the State offices at 350 Capital Street.
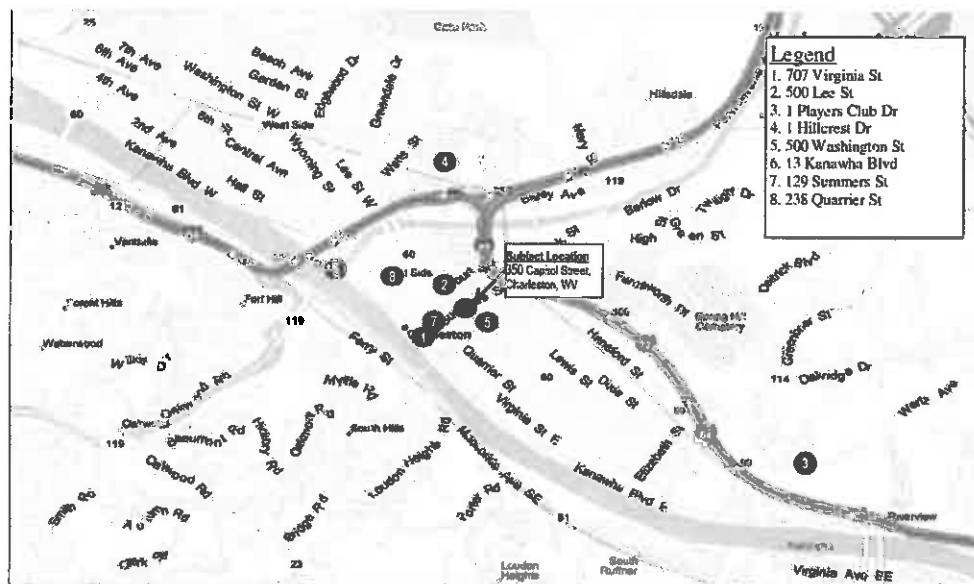
Figure 5-2 provides photographs of and property information about these potential locations.

Figure 5-2: *Potential Optum Office Locations.* Optum has identified eight potential office locations.

	Image	Address	Total Sq. Ft.	Available Sq. Ft.	Parking	Comments
1		707 Virginia Street East, Charleston, WV 25301	271,728	27,030 (2,3,11,14 Floor)	Ample	Secured parking garage connected to the Building on two levels. The Building has an onsite security guard 24/7, with cardkey readers in the elevators for secured access.
2		500 Lee Street East, Charleston, WV 25301	220,000	78,950 (2,4-9, 11,13 Floor)	536 Spaces	Five elevators, parking facility with skywalk entrance, on-site ATM, and on-site property management
3		1 Players Club Drive Charleston, WV 25301	85,000	20,000 (1st Floor)	Ample	Building has two elevators
4		1 Hillcrest Drive Charleston, WV 25301	36,000	24,000 (1st Floor)	Ample	The subject site contains 7.24 acres with two acres usable.
5		900 Washington Street Charleston, WV 25301	30,000	14,000 (3-4 Floor)	Ample	First and second floor to be occupied by the owner MVB Bank
6		13 Kanawha Boulevard West, Charleston, WV 25301	18,000	14,000 (1st Floor)	32 Spaces	Excellent construction
7		129 Summers Street Charleston, WV 25301	13,800	13,800 (1-2 Floor)	Ample	Space feature lobby/concourse, large meeting and training rooms, and commercial kitchen
8		238 Quarrier Street Charleston, WV 25301	210,000	100,000 (Floor TBD)	Ample	Spaces are sub-divisible

Whichever facility we select, we will set up our office space to meet RFP and project requirements. Figures 5-3 and 5-4 provide floor plan examples of how Optum approaches setting up office spaces.

Optum's RAPIDS Project office will reflect our understanding of DHHR's facility requirements and our ability to configure the space accordingly. These are representative examples only.

Figure 5-3: *Floor Plan Example 1.*
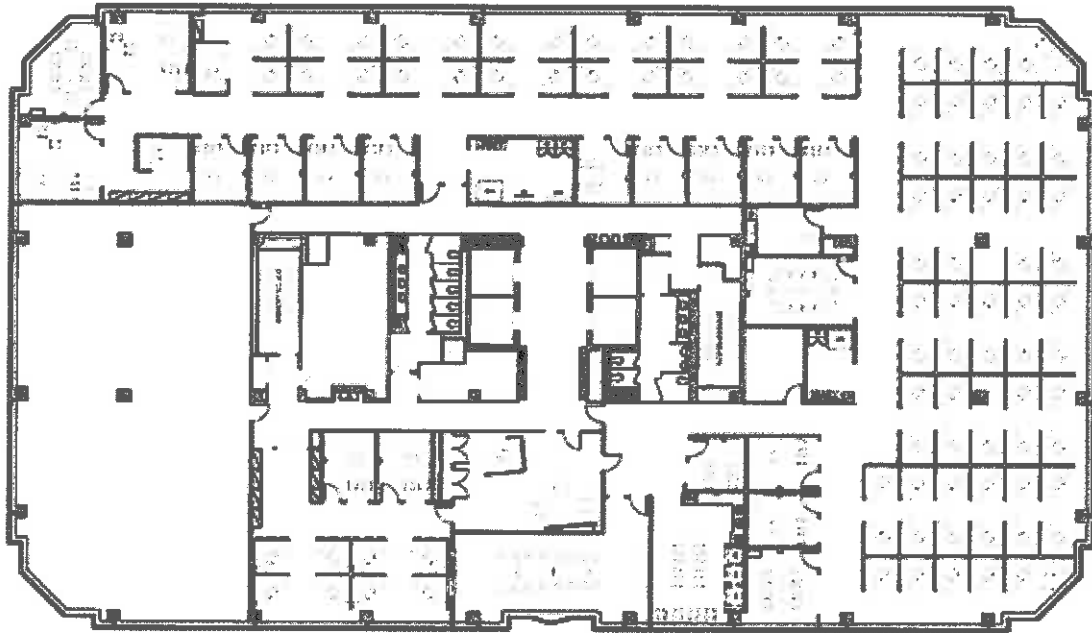
Optum's RAPIDS Project office will reflect our understanding of DHHR's facility requirements and our ability to configure the space accordingly. These are representative examples only.

Figure 5-4: *Floor Plan Example 2.*

Prior to contract award, our project management team and corporate real estate representatives will perform site visits to each location identified in the market survey. Following the site visits,

the option that best meets the requirements of the project will be identified. Details of the selected site will be presented to DHHR for review and approval following contract award.

Optum will be responsible for all costs related to the rental and operation of the facility, including, but not limited to, leasehold improvements; utilities; office/building security; telephones with voice mail and caller ID; a toll-free line for the Help Desk telephones with roll over and messaging capabilities; office equipment (two fax machines and a networked color copier with scanning capabilities); general office supplies; storage, janitorial services and supplies; and any necessary facility insurance. Optum agrees to use the DHHR's email system. Optum agrees DHHR shall have the option to substitute State space or to accept vendor space for any site. Optum acknowledges and agrees that we will have a facility operational within 60 calendar days of contract issuance.

The Optum office will be the primary location in which the RAPIDS project maintenance and operational activities take place, as well as contract administration, key personnel responsibilities, and management activities.

Based on years of experience in maintenance and operations projects, we know that a successful transition and operation of the RAPIDS project is dependent on the successful integration of DHHR and Optum business and technical experts into our project team as they provide the necessary insight and understanding of the priority business goals of the organization. Colocation of key staff will directly enhance the overall effectiveness of communications and daily operations. The Optum facility will provide security and adequate space to accommodate our required on-site vendor personnel, as well as 25 DHHR staff that will be collocated with our staff.

Conference Rooms

Our office will contain two conference rooms with sufficient space to comfortably accommodate at least 20 to 30 people. Each conference room will include a conference table, comfortable seating, white boards, and audio/visual equipment to support electronic presentations and a speaker telephone with conference call capabilities. The two conference rooms can be jointly used by both Optum and DHHR staff; priority in scheduling meetings in these two conference rooms will be determined by DHHR.

Help Desk Area

Incorporated into the design of the chosen facility will be a help desk area adjacent to the general work area. The help desk area will house PCs, one printer, one fax machine, and telephones, as well as associated furniture to provide a work area for the three DHHR Help Desk staff. This will also include the toll-free line with roll over and messaging capabilities.

Parking

Ample parking will be a key component of our search criteria as we identify a facility for the RAPIDS project. Parking will be adjacent to the facility or within 150 yards of the office building and include space for 25 DHHR staff, as well as an additional three spaces to be used as visitor parking. Handicap parking will be made available when the need arises.

Kitchen Facilities

Our RAPIDS project office will include a kitchen area. The kitchen will contain a sink, a microwave, an icemaker, coffee and hot water service for all staff, a refrigerator, adequate tables, and seating.

5.2. Office Furniture and General Office Equipment Requirements

Office Furniture and General Office Equipment Requirements

Vendor must agree to provide a facility with furniture approved by the Agency as being in a suitably new condition. (If not already owned by the State), this equipment shall become the property of the State of West Virginia at the end of the contract. The State will be responsible for providing PCs for the Agency staff. At a minimum, each Agency staff member's cubicle or office must be equipped with the following:

- Desk with drawers;
- Filing Cabinet;
- Table for workstation;
- Touch-tone telephone with outside line, voice mail and caller ID;
- Speaker phone for the five managers' offices; and
- Cabling for PCs

Optum agrees to meet all of the requirements related to office furniture and other equipment including providing each DHHR staff member with a desk with drawers, a filing cabinet, a table for a workstation, touch-tone telephone (including voice mail, and caller ID) a speaker phone for the managers' offices and appropriate cabling for PCs. We will work with the State of West Virginia to transition the office furniture and general office equipment, where appropriate, to the State at the end of the contract.

Optum workspaces are fully equipped and include a phone, desktop computer with standard desktop applications and connectivity to the local network, intranet and Internet. We will include facility features that are considered components of our corporate office standards. These features are meant to enhance the comfort and productivity of the RAPIDS Project staff. Optum acknowledges and will include the items listed in RFP Requirement 5.2. Additional features include:

- Lockable storage at each workstation
- Huddle rooms that support private collaboration for up to four people; Huddle rooms are equipped with a table, chairs, phone, white board, network connections and monitor.
- Secure document storage room
- Common print and document management area
- Secure room for IT and telecommunication equipment

5.3. Project Responsibilities

This section addresses the services the vendor must provide to keep the system operating on an ongoing basis and to implement certain routine maintenance activities. Each item should be accounted for in the Vendor's Technical Proposal.

DHHR seeks an experienced vendor to keep the RAPIDS system operating and to implement routine and emergency maintenance activities. Optum has proven expertise in maintenance and operations (M&O) engagements for multiple state programs. We have a core focus on information technology products and services for the health and human services market, and have provided integrated technology solutions to state governments for more than 20 years. Our

experience includes integrated eligibility solutions, enterprise data warehouses, business intelligence solutions, Medicaid management information solutions, system integration services, and M&O services for our state customers.

As a full service vendor providing maintenance and operations, we provide ITIL services such as incident management, problem management and service requests to keep systems operating as expected. Our proactive and preventative maintenance services include availability management, capacity management, product life cycle management, and performance management. Our best practices exceed the ITIL standards in areas such as incident prevention, problem ticket accountability, change management and availability management.

This section outlines how we will meet project responsibilities for maintaining RAPIDS.

> 5.3. The vendor must analyze the need for software modifications, changes and enhancements and provide the testing and release of all RAPIDS software and software documentation. The vendor must create documentation no later than 30 calendar days from date of change, as well as maintain all system and operational documentation, as necessary.

Optum's software modifications, changes and enhancement model have evolved over 10 years, and are continuously enhanced with best practices and lessons learned from other State M&O projects. We are highly disciplined in following testing best practices and managing release processes with focus on the important aspect of communication across the maintenance and DHHR teams. For the Commonwealth of Massachusetts, Optum produced over 10 critical documents including M&O manual, Knowledge Repository & Management plan, Architecture document, as well as the framework for 11 reports within the agreed upon timeframe. In California, as part of our M&O contract, we produced and maintain 18 contract documents including systems design, training, and security documents.

Analyzing the Need for Software Modifications, Changes and Enhancements

We will analyze the need for software modification, changes and enhancement. This will include conducting analysis of each area that is affected by a change. Change-related requirements will be reviewed and analyzed by the appropriate senior programmer analyst. We will define detailed application specific system requirements and application interface specifications that support the projects requirements.

We will document application specific system requirements in the system requirements and Requirements Traceability Matrix (RTM). The RTM will include both traceability to application specific system requirements and business requirements. The application team will define application-specific requirements in the project requirements document, the solution summary document, and the business requirements traceability matrix. In addition to defining application specific system requirements, we will assess whether the project in the release meets the criteria for maintenance and operations support.

At this time, Optum will present DHHR with a proposed recommendation and implementation schedule. All activities performed during this phase will be properly documented, including the details of the change; the scope of impact; and the proposed process and estimates. We developed a detailed requirement request form to streamline documentation and communication of this information.

We will obtain DHHR's approval before deploying any changes to the business functionality to production.

Testing and Release of Software and Software Documentation

Testing is critical to the success of the project. Our software testing will validate that project deliverables meet your expectations. Optum will develop and maintain a comprehensive package of test data and materials for evaluating the RAPIDS system.

We will provide quality assurance functions that include the following configurable items:

- Database reviews
- Documentation reviews
- Code reviews
- System review (both technical and programmatic)
- Test plans

Solution Testing

During solution testing, we will plan and execute appropriate testing based on DHHR's requirements. This includes:

- **Test Planning**
  - Allocating testing resources
  - Developing testing phases
  - Developing testing activities, including:
    - Unit Test
    - System Test
    - Integration Test
    - Regression Test
    - Performance Test
- **Test Execution**
  - Identifying and documenting expected results
  - Executing test scripts
  - Capturing and documenting actual results
  - Analyzing results
  - Documenting Pass/Fail against each executed script as identified in test planning
- **Test Verification (Sign off)**
  - Obtaining DHHR's sign off on user acceptance testing results

Our software release management process for RAPIDS will support all the tasks and artifacts necessary for release planning, execution and control, and closure. Although these activities and their artifacts are not specific to the creation and delivery of application functions, we understand that they are critical to the proper guidance and management of the delivery process.

Our release planning phase will initiate the release management function and continue through the detailed design phase. The release plan is the primary artifact of this phase. The release

plan will define the release's scope and structure, management, execution, and control plans. The process will be tailored to the specifics of the release and sign off will be obtained from the appropriate DHHR stakeholders.

Creation and Maintenance of System and Operational Documentation

We will create all software documentation no later than 30 calendar days from date of change. We will also maintain all system and operational documentation, as necessary. Our comprehensive list of documents in each phase of the SDLC will include:

- **Requirement analysis phase documents**
  - Project requirements document
  - Application interface specifications template
  - System requirements inventory
  - Requirements traceability matrix
  - Application risk analysis report
  - Requirements sign-off

- **Design phase documents**
  - User interface component specification
  - Data classification document
  - Logical and physical data model
  - Technical specifications
  - Use cases
  - Solution summary document
  - Release Entry Framework (REF) checklist
  - Design sign-off

- **Development phase documents**
  - Code review and defect tracking workbook
  - Coding standards addendum
  - Test summary report

- **Testing phase documents**
  - Test scripts and plan
  - Test summary report

- **Deployment phase documents**
  - Deployment Plan
  - Deployment Readiness Checklist
  - Test summary report

Optum will create and maintain a comprehensive list of documents for operations of the RAPIDS system that addresses the following:

- Interfaces and operating controls

- Known errors and solutions

- Routine tasks, frequency and special instructions

- Emergency maintenance approval procedures

- Business process flow: Detailed diagrams of business functions performed by the RAPIDS system

- Environment-related documents: Details of development, test, production, stage environments

- Database architecture: Data model and data dictionary

- System access

- Component context and interaction diagrams

- User screens

  - Screen images with business purpose

  - Field names, uses and value ranges

  - Function keys and escape codes

  - Error messages and recovery

- Batch jobs: Job flow diagrams with IDs, timing, triggers, dependencies and precedence

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5.4. The vendor must provide functional responsibility for RAPIDS maintained modules, including RAPIDS disaster recovery and periodic testing for that recovery. In addition, the vendor must provide complete functional responsibility for network and PC disaster recovery. The vendor must provide the staff necessary based on the staffing section 3.2 in order to successfully support restoring functionality to RAPIDS service in the event of a disaster. The vendor must maintain disaster recovery documentation including the post RAPIDS corrections and findings and the Office of Technology's findings, recommendations and changes.

Providing Functional Responsibility for RAPIDS Maintained Modules

Optum recognizes that planning for disaster recovery is essential to mitigating risk. We will provide functional responsibility for RAPIDS maintained modules, including supporting disaster recovery documentation and periodic testing for that recovery.

Disaster Recovery Documentation

We will maintain recovery documentation including a Disaster Recovery (DR) Plan that contains DR scope; backup and recovery plan; critical contact lists; and test scenarios and testing team management.

Our DR Plan documentation follows standard maintenance and is refreshed as changes occur, but no less that once per calendar year. The Optum application manager will be responsible for making certain that plans are reviewed to identify:

- **DR scope:** Changes in business requirements not reflected in specific DR scope

- **Backup and recovery plan:** Equipment and software updates and changes in backup and recovery procedures

- **Critical contact lists:** Resource changes and changes in testing responsibilities.

- **Test scenarios:**

  - Updates to test scenarios based on changes in scope or equipment and software update

  - Third-party preparedness to validate against contractual obligations

  - Updates to inaccurate assumptions or oversights

Disaster Recovery Strategy

Our best practice approach to DR is based on two fundamentals: prevention and protection. We focus on factors under our control and balance the combination of disaster prevention and protection that will result in reducing both the probability and impact of a disaster.

Prevention

We invest in creating a combination of people, process and technology that provides the fundamentals for a production method in Optum control, such as a stable, scalable environment for applications to perform at operational excellence. This investment creates the prevention, which is fundamental to effective DR programs. Prevention is the proactive remediation of known technology exposures.

Protection

DR programs are based on anticipating and planning for the common types of disasters and designing solutions to address them. Disaster protection addresses backup and recovery from the most probable disaster scenarios and worst-case scenarios.

The program uses a variety of backup and recovery strategies that align to the critical components of the RAPIDS application. Based on criticality, applications components/sub-components are recovered and validated and follow the recovery time objective.

We will work with DHHR to finalize the DR protection components recommendations. Examples include:

- Operational backups that are designed to use high performance disk-to-disk primary copy with virtual offsite second copy tape

- Metrics in the form of Key Performance Indicators (KPIs) that are used to assess the health of the DR program

Disaster Recovery Failover Testing

Periodic execution of failover will be planned during the maintenance downtime or part of a maintenance release. Failover testing includes running the application entirely in the secondary site along with the failover of the database to the standby copy. At the conclusion of the failover test, the application and database will be returned to the original state.

PC Disaster Recovery

When Optum employees experience an issue with their computer, they contact our Help Desk. After an initial assessment, the incident will be assigned to Optum PC technical level 2 support. If the issue is critical, this will include a warm transfer to a second PC technical level support analyst. A priority 3 (critical hard down) issue has a 24-hour restoration goal. A priority 4 (non-critical) issue has a 48-hour restoration goal.

As it relates to DHHR PCs accessing the RAPIDS system, Optum will manage issues through our incident management process to restore DHHR PCs access to RAPIDS system.

5.5. The vendor must populate the data warehouse with the data elements necessary to support reports which are created with Cognos.

Optum has expertise with most enterprise Extract, Transform and Load (ETL) applications and data warehouse platforms. We built and maintain over a dozen health and human services data warehouses for state clients. Many of these have passed a CMS certification process. Our maintenance and operations team will populate the data warehouse with the data elements necessary to support Cognos reporting. We will enhance this core data services to include:

- **Cleansing:** Data cleansing can be basic, such as the verification of key attributes or the existence of mandatory attributes. We also design and run complex data cleansing, such as name and address lookups and standardization and identity matching services.

- **Standardizing:** We understand that the data warehouse may be viewed as the single source of truth for enterprise information. We place high value on harmonization, integration, and matching processes for standardizing values and formats, and linking related data from various diverse sources.

- **Enrichment:** We will enrich the data from various source systems to the data warehouse through the stewardship of our maintenance and operations team, specifically the data custodian – MDM and the programmer analyst – ETL. We will work within the confines of the overall enterprise architecture to provide stable, high performing data throughput and quality tracking and measurement.

We will create and maintain the production operating manual that contains all governing processes and schedules. This will include ETL routines that are pre-scheduled for periodic data warehouse loads, as well as procedures for on-request jobs and responding to exceptions and data anomalies.

The maintenance and operations team will have overall responsibility for monitoring the progress and health of the ETL processes. Batch operations and system monitors will observe performance indicators and dashboards to verify expected job completion and resource utilization. The maintenance and operations team will respond to alerts and checkpoints according to operating manual procedures. The programmer analyst – ETL and database administrators will respond according to the severity and priority of the incident. They will also verify key performance metrics such as application throughput, load times, storage utilization, and workload volumes. We will actively seek potential performance and usability enhancements based on observing the usage patterns and analyzing operational reports. Proposed performance enhancements will be subject to the normal maintenance and change management processes.

Figure 5-5 is an example of Optum Cognos dashboards and summary reports in production that we support today. These dashboards and reports are generated and maintained using the process described above.

Figure 5-5: *Example of Cognos Dashboards and Summary Reports.*
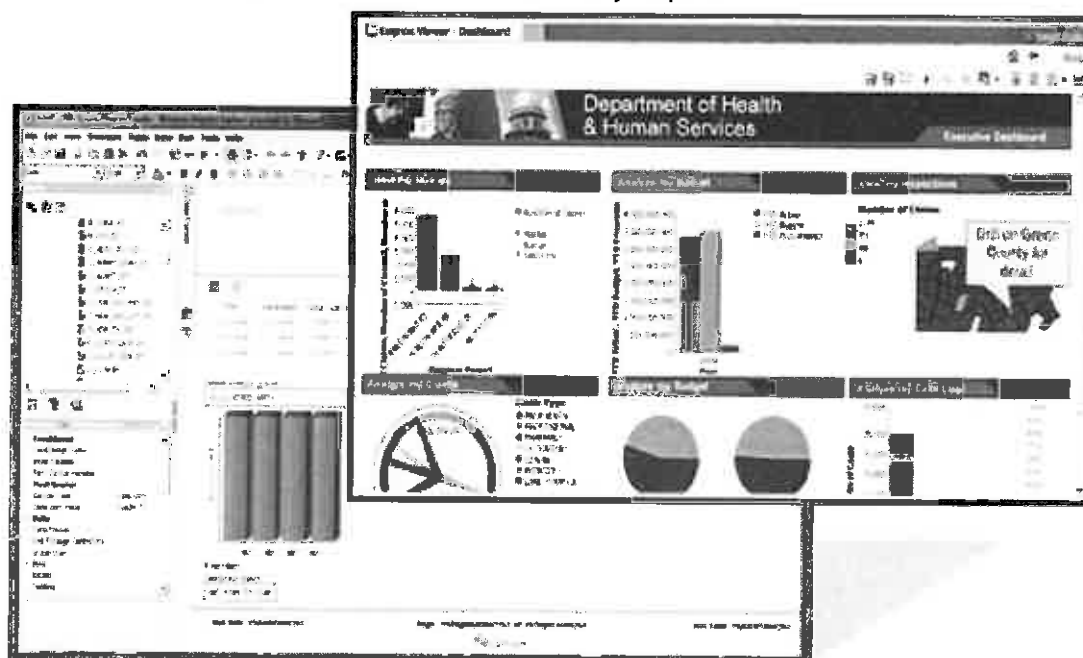
> 5.6. The vendor must provide the support required to distribute new versions of the RAPIDS software.

Optum will provide the support required to distribute new versions of the RAPIDS software releases for all changes moved to production as follows:

- Our release management process for RAPIDS software will control all the associated tasks and artifacts necessary for release planning, release execution and control, and release closure.

- Our maintenance and operations gatekeeper process will control software releases moved to production.

- Our maintenance and operations team will support new versions of the RAPIDS software releases for all changes moved to production with the Release Entry Framework (REF) process. REF provides knowledge transfer to the maintenance and operations team at appropriate intervals to support the change.

- Our change management process will provide clear guidelines on change communication and uses tools developed in-house for effective communication across the board. This is a unique process with an emphasis on proactive and transparent change communication that helps avoid any impact caused by change. This improves availability of the applications/services.

- We will provide the training support required to distribute new versions of the RAPIDS software. This includes train-the-trainer sessions; setting up test data for training support; component level capacity management (e.g., server memory, space, and so forth); and service availability during training.

5.7. The vendor must maintain a comprehensive package of testing data and materials for use in evaluating RAPIDS. The test data and materials shall be able to accurately predict all possible conditions, plus expected results, for base test and other installations. The vendor must provide quality assurance functions. This includes, but is not limited to:

- Database reviews,
- Documentation reviews,
- Code reviews,
- System review (both technical and programmatic), and
- Test plans.

We take a rigorous approach to testing. This is necessary to confirm that all changes introduced into the Production Environment are free from defects, and meet your specific functional and performance requirements. We also maintain our testing strategy to make sure it remains compliant with federally mandated standards. We have an extensive suite of integrated eligibility scenarios in our test repository that we will leverage for this project.

Quality Assurance

With our broad experience in the health and human services projects, we have the capability to provide the right team, assets and innovations for Quality Assurance (QA) function.

Our QA team will work with the development team during project initiation phase, helping tailor the QA processes, deliverables, and artifacts to align with DHHR project requirements. Our SDLC process defines the QA and Quality control standards, which provides mechanism to verify deliverables as per project requirement and control and manage risk that might arise during QA or Quality control phase.

The functional test team will work with development team to understand the project requirements and design to meet these requirements. It consists of test lead who is subject matter expert for eligibility system, and profession testers who have worked on previous eligibility system implementation.

QA activities are planned, tracked, and reported throughout the project to validate the execution and effectiveness of the release management process. The Quality Lead identifies and collects suggestions for improvement. The Quality Lead may also recommend periodic modifications to the plan.

The Quality Lead periodically reviews the Release Management Plan (RMP) to verify ongoing compliance with the standards identified in this RMP, including working with the Optum project lead to help ensure that the approved implementation plans are accounted for in the schedule. Where deficiencies persist, the Quality Lead reports process non-conformances as part of the review process. The Quality Lead may also initiate a process improvement initiative, designed to improve compliance

Test Strategy

Our testing approach is comprehensive and covers functional and technical testing including unit, integration, regression and stress tests. We use the following strategies, developed from best practices:

- Use of automated tools to validate that the RAPIDS system complies with industry, state, and federal guidelines.

- Use of security testing to validate that the RAPIDS system complies with security regulations identified within the Health Insurance Portability and Accountability Act (HIPAA) standard.

- Use of platform independent test scenarios to validate the RAPIDS system.

- Use of integrated eligibility test case suites to validate that the solution complies with federal standards. For example, the test cases are used to confirm that TANF eligibility for a household or individual is determined correctly. They verify that the solution adheres to non-financial, financial, compliance and work/employment requirements for TANF recipients.

- Use of conversion data to model production scenarios and validate the results with redacted production data.

- Use of time advancement for testing key scenarios, such as case change or redetermination/recertification/renewal scenarios.

- Use of the batch environment to validate the automated eligibility run.

- Use of test harness or stubs to mimic different scenarios to invoke and validate business rules for a quick and thorough rules validation prior to integration with external systems.

- Use of an integration environment to validate scenarios that connect batch triggers, such as the verification of Social Security numbers from the Social Security Administration batch with eligibility results.

Review Process (inclusive of Database, Documentation, Code, and System)

Our review process is to critique the defects during the development phase of the lifecycle. The objectives of our review process are to:

- Evaluate conformance to standards

- Identify defects and issues early in the lifecycle and track them to resolution

- Improve the quality of the software product

- Enhance maintainability of code, documents, and databases

- Suggest improvement opportunities to the developer

- Provide cross training opportunities

- Evaluate system performance and accuracy

- Look for indicators of successful development

- Verify that functional requirements were met

- Ensure that all policy to be administered through the system is accurate

- Analyze data capture and integrity, edits, and calculations

We have developed the following best practices for the review process:

- Multiple components related to multiple maintenance and enhancement components can be included in a single review and on one code review worksheet.

- Keep the number of reviewers small and relevant to the code, documents, and database being reviewed.

- Authors will annotate code, database, and documents before the review; this can eliminate defects prior to the review.

- Remember - the code itself is under review, not the author.

- Do not redesign in the review; make notes and schedule issues for a later time.

- Communicate lessons learned to the rest of the team.

- Augment manual code reviews with automated code analyzers and tools, if possible.

- Foster a review culture in which finding defects is viewed positively.

Test Plan

Our Test Plan will include the detailed progress path toward achieving readiness for the user acceptance testing. The Test Plan will be updated with each release of the RAPIDS system. Test Plan will include:

- Testing processes, procedures, and acceptance criteria

- How the system will be constructed and tested for various test targets

- Test data to accurately predict all possible conditions in RAPIDS

- Expected results for developed test cases

- Method for employing quality assurance

- Method for evaluation of test results summary

- Risks associated with the test plan that require contingency planning

- The sources and nature of test data

- The roles, responsibilities of system testing participants, including required training

Optum will involve DHHR throughout the testing cycle in reviewing scenarios and sharing results. User acceptance testing will be carried out based on the scenarios provided by DHHR users, and sign off will be mandatory prior to deployment of release in production.

Optum will provide for error resolution and technical support throughout system testing activities to facilitate the successful execution.

5.8. The vendor must meet the requirement by the Office of Management Information Systems (OMIS) for monitoring the vendor's performance during operations using a performance reporting system to be implemented by the vendor. The following Service Level Agreements (SLA) presented below establish the performance level expected by OMIS in a particular area. Key Performance Indicators (KPIs) are identified within each SLA and are to be measured and reported each month by the vendor. The specific areas for Service Level Agreements are:

1. System Availability
2. System Performance
3. Operational Problem Management

The vendor agrees to accept the Service Level Agreements as presented in Section Four, Subsection 5.8.

Optum will meet the requirement by OMIS for monitoring our performance during operations. We will use our CommunicationForce performance reporting system.

CommunicationForce uses technologies like Tableau and DataMeer to create a visual performance reporting system for current, as well as historical, trends for all the SLAs and KPIs that are measured. These will be measured and reported monthly and periodically in overall and individual areas. *For a more detailed discussion of SLAs and Performance Monitoring, Monthly Reporting, Periodic Reviews, and Corrective Action, please refer to proposal Section 4.1 Management Plan.*

Optum accepts the SLAs as presented in RFP Section Four, Subsection 5.8. We agree with the process identified in Section Four, Subsection 5.8 of the RFP under Periodic Reviews that prior to commencement of operations, OMIS and Optum are to review all established KPIs to determine if revisions are needed. Optum suggests that we work together to determine the current performance baselines for the system for an agreed period.

We will mutually agree to Service Levels based upon baseline system performance.

5.9. The vendor must ensure RAPIDS online availability window of 7:00 a.m. to 7:00 p.m. EST, Monday through Friday and 7:00 a.m. to 6:00 p.m. on Saturday and Sunday as required at the request of the State.

Optum will provide RAPIDS online availability from 7:00 a.m. to 7:00 p.m. EST, Monday through Friday and 7:00 a.m. to 6:00 p.m. on Saturday and Sunday as required at the request of the State.

We offer a comprehensive availability management solution to help DHHR consistently maintain high availability and resilience of RAPIDS. The core focus of our services and solution is to understand and analyze the cause of the outage, and the time taken to resolve it. Our incident and problem management services provide the required input to help us deliver relevant and appropriate corrective actions. Our approach to availability management is shown in Figure 5-6.

Figure 5-6: *Availability Management.* Optum has a defined process for constant monitoring and proactive management to provide high system availability.
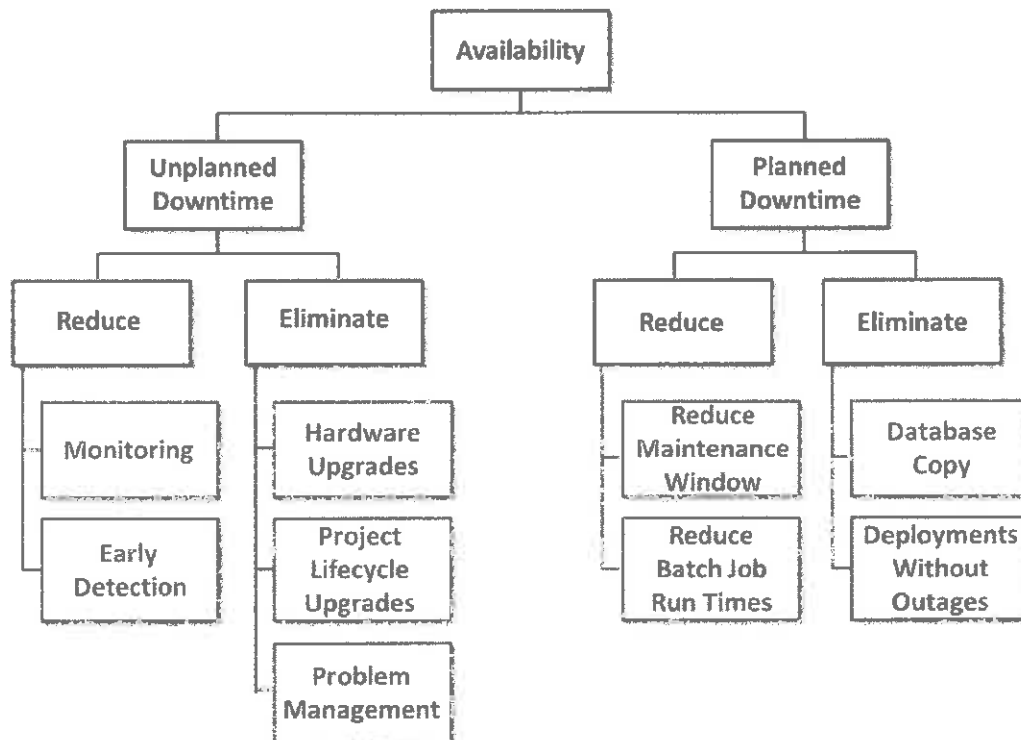
Unplanned downtime can be reduced by monitoring and early detection, or it can be eliminated by product lifecycle management and/or problem management.

Planned outages can be reduced by improving the batch job run time and reducing the maintenance windows or eliminated by planning deployments without outage.

> 5.10. The vendor must implement periodic mass changes which update eligibility and benefit determinations on all or part of the RAPIDS caseload and periodic mass mailings which notify customers of information pertinent to their situation. These include, but are not limited to, reference table mass changes such as COLAs or other changes to eligibility parameter tables. Mass changes may also be used to implement software changes that affect large segments of the RAPIDS caseload. All resulting mass mailings and notices must meet State requirements.

Optum will implement periodic mass changes on all or part of the RAPIDS caseload. We will also provide periodic mass mailings to notify customers of information pertinent to their situation. All resulting mass mailings and notices will meet State requirements

We will work with DHHR to document these standardized mass change processes. We will create data load templates as needed to help standardize collecting and updating mass data. We will process the entire data load or a sample data load subset in the non-production environment and review with DHHR so that it meets your requirements. We will also benchmark the performance and time needed to process the mass load. Optum will process the mass load through standard or special batch processing, as needed, based on the performance and time benchmark.

The reporting module will be monitored to handle generation and printing mass notices. Optum will coordinate with the State mailing department to make sure that they have an advance notice on mass mailing of notices. We will follow up with the State mailing department on the successful mailing of notices. We will inform DHHR on all aspects of the mass upload processing and mass mailing process.

Optum maintenance and operations team manages these special events within the IT Service Management event management framework. We are responsible for coordination and technical communication during these events. We utilize a set of reserved toll-free conference bridges to convene the required parties to manage the event. We initiate the event management call by opening the conference bridge and the associated technical support groups for the event join the conference bridge. The team assembles multiple times during the event until it is fully resolved. The maintenance and operations team sends out communication to stakeholders during regular intervals of the event.

> 5.11. The vendor must take measures to utilize the most cost effective operation of RAPIDS which includes but is not limited to data storage costs and batch and non-batch CPU costs such as, but not limited to the following.
>
> a. The vendor must NOT run batch jobs during primetime hours (8:00a.m.- 5:00p.m. EST) unless deemed necessary by the State.
>
> b. The vendor must run SQLs through batch unless otherwise directed by the State.
>
> c. The vendor must review data storage usage and cost such as, but not limited to, ensuring the use of EXPDT/RETPD and RLSE, parameters, State approved GDG limit, and deleting unneeded/empty datasets.

We will provide performance management measures to use the most cost effective operation of RAPIDS system; efficiently manage West Virginia data center resources; and delivery high quality services. This includes the following:

- We will not run production batch jobs during primetime hours (8:00 a.m. - 5:00 p.m. EST) unless deemed necessary by the State.

- We will run SQLs through batch unless otherwise directed by the State.

- We will review data storage usage and cost such as, but not limited to, validating the use of EXPDT/RETPD and RLSE parameters, State-approved GDG limit, and deleting unneeded/empty data sets.

- We will review all SQL performance that will deployed in production validating the use of DB2 EXPLAIN.

Performance Management through Detailed Tuning Recommendation

Optum uses a performance management system called Detailed Tuning Recommendation (DTR). The most important objective of any performance measurement and management system is to replace intuitive decision-making with fact-based ones. In order to achieve this objective, the DTR system performs the following functions:

- Evaluates the success of a system's implementation to help continuously improve the performance of the system being measured

- Standardizes processes and governance to enable efficient monitoring and reporting

- Provides a comprehensive DTR request with adequate information for all stakeholders to view, understand, and implement without the need for additional time-consuming analysis or ancillary processes

The application, technical and track managers, and DHHR representatives will oversee the assimilation, and distribution of all performance-related data and metrics in the enterprise. This team also will also oversee the DTR processes and platform that help stakeholders collaborate on performance initiatives. Performance results will be measured and reported to the finance team. Performance-related financial and operational goals of each business unit will also be measured and reported to the respective functions. Figure 5-7 shows our DTR process flow.

Figure 5-7: *Optum DTR Process Flow.* Our DTR process monitors performance and supports fact-based decision-making.

Initiation
Enterprise Utilization Reports are analyzed for unusual trends or trends representing high consumption to determine potential fine tuning opportunities.

Assessment
'The tuner' reviews exception reports of high utilization components for tuning potential.

Analysis - Initial
DTR governance team reviews request for required information, assigns DTR serial number, logs DTR, notifies the DTR requestor, and schedules the next DTR technical peer review meeting.

Analysis - Review
DTR Governance team facilitates peer review of proposed DTRs with application SMEs and system performance analysts. DTR is the output of this meeting.

Analysis - Finalization
DTR Governance team ensures approved DTR requests are sent to the Finance team.

Assignment
Approved DTR is assigned to the application/implementation team and a release date is assigned.

Implementation
DTR Governance team verifies implementation and begins measurement of the implemented components.

Measurement
Finally measured hours and cost savings are logged into DTR and reported to Finance.

5.12. The vendor agrees to conform to the State's Information Technology Procedures which include, but are not limited to, data set naming conventions, transaction naming conventions, and program naming conventions.

Optum will conform to the State of West Virginia's IT procedures when designing, developing and maintaining code and will document them in the operating manual. These include, but are not limited to, data set naming conventions, transaction naming conventions, program naming conventions, coding standards, and job naming conventions.

5.13. The vendor, upon request by the State, must schedule database backups, reorgs, runstats, and other database utilities.

Optum will schedule and execute periodic database backup, reorgs, runstats, and other database utilities that are documented in the Optum maintenance and operations operating manual. Additionally, upon request by the State, we will schedule database backups, reorganizations, runstats, and other database utilities.

Appendices

Appendix 1: Resumes of Key Staff

Name: Robert B. Johnson

On-Site Project Manager

Experience Summary

Mr. Robert Johnson is an information technology professional with over 20 years of experience building and leading diverse teams in the areas of application development, application support, project portfolio management, and overall service delivery. He brings a record of success in leading composite teams of in-house and outsourced resources while maintaining a high level of collaboration and cooperation with business units in support of strategic goal achievement. His primary areas of strength include leadership, process improvement, solution creation and delivery, team building, and program/project management.

Mr. Johnson has the following specific qualifications that meet or exceed RFP requirements:

- More than two years of project management experience on a system comparable in complexity to RAPIDS. He has 20 years of project management experience on several different complex platforms including his recent work leading the Vermont HIX Maintenance and Operations Team.

- More than five years of system analysis, including design, development, and implementation on an automated system comparable in size and complexity to RAPIDS. He has a diverse background which includes large complex systems processing more than one million transactions per day within Optum.

- Bachelor of Business Information with a concentration in MIS from Western Connecticut State University.

Work Experience

2010-Present	**Senior Service Director, Optum Technology Software Development & Support Services, Connecticut**

Key responsibilities for this role include:

- Responsible for providing operations and maintenance consulting, capabilities, and solutions to various State clients.

- Served as the Optum Operations and Maintenance lead in several State exchange assessments. He is currently the Engagement Lead for the Vermont HIX Maintenance and Operations project.

- Responsible for the ongoing maintenance and asset management of more than 50 mission critical applications encompassing an overall annual budget of $40 million. These applications included eligibility, contracting, EDI, claims processing and provider maintenance.

- Responsible for a portfolio of applications that processed 18 billion transactions per year, achieving an average system availability of 99.9 percent. For these applications he managed 30,000 incidents and 1,800 problem tickets while achieving SLA adherence of 95 percent.

- Partnered with the business leadership team to align technology services with strategic business goals.

- Developed and instituted a process to significantly improve inventory control of IT

assets.

- Manages and maintains appropriate staffing levels in a challenging environment to achieve desired financial results including leveraging a global workforce.
- Functions as the single point of contact and overall facilitator for quality and performance issues occur. He makes certain that all necessary parties are engaged and manages recovery and remediation activities to successful conclusion.

2004-2010

Director of IT Claim Operations, Optum Technology Software Development & Support Services, Connecticut

- Information technology lead for several claim-related platforms. Key responsibilities of this role included:
- Maintained, developed and enhanced applications within the provider, health care services, claims processing and claims payment functional areas.
- Managed the IBM WebSphere upgrade from version 5.3 to version 6.1. This upgrade involved migrating more than 40 critical internal and external applications across 8 UNIX servers. The project was completed on time and on budget with no impact to daily operations.
- Managed the Sybase upgrade to version 5.3. Sybase is a third party tool used to perform mapping primarily for our EDI transactions. This upgrade involved more than 50 different maps impacting all of our EDI applications.
- Managed the Oracle 10g Pulse Database upgrade from version 9.3 to version 10.2. This project encompassed all of the core databases supporting the Pulse platform. Coordinated the application development teams to support a smooth implementation during testing and the production upgrade.
- Partnered with business leaders to understand and contribute to the development of the company's strategic goals, and identify the initiatives to realize benefits and savings/growth opportunities.

1999-2004

Manager – Application Development, HEALTH NET, Connecticut

- Responsible for maintenance and support of all core system supporting business operations for Connecticut, New York, New Jersey, and Arizona while maintaining a $5.5 million budget. Other key responsibilities for this role included:
- Mobilized IT resources to efficiently deliver technology services for appropriate business opportunities that supported the strategic needs of the company. Managed service delivery using a mix of onshore, offshore and in-house resources.
- Evaluated proposed projects for projected benefits and validated that post implementation growth and savings were realized.
- Provided status and received feedback from executive management teams on all aspects of IT services including enterprise initiatives, project portfolio, problem tickets, and major service issues to foster continuous improvement in service levels.
- Managed a complex portfolio including project prioritization, requirements gathering, design, build, test, and implementation activities. Interacted with personnel representing all levels of the corporate structure to support alignment with business strategy and goals.
- Developed new solutions to support strategic business opportunities.

- Assembled and led teams focused on providing high levels of customer service. Teams consisted of program/project managers, analysts, developers, resources from vendor partners as well as business units. Supported areas included enrollment, billing, provider, general ledger, claims adjudication and payment, broker commissions, and interfaces to corporate financial systems.

- Heavily involved in system consolidation initiatives to reduce overall operating expenses by eliminating redundant or similar systems in the computing environment.

- Participated in the initiative to outsource application development to Cognizant Technology Solutions leading the way to substantial reductions in IT operating costs.

1984 – 1999	**Additional Relevant Experience**

- From 1984 through 1999, Mr. Johnson held other relevant information technology positions including:

- Manager, SAP Technical Implementation, Starter Sportswear, Connecticut

- Team Lead, Caldor Corporation, Connecticut

- Development Manager, Steinbach Inc., Connecticut

Education

Bachelor of Business Information with a concentration in MIS, Western Connecticut State University, Danbury, Connecticut

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	IBM Mainframe, IBM AS/400, UNIX, Sun, Oracle, Pick Basic, COBOL, Java, J2EE, RPGIV, ECM, BI Publisher, OPA, SOA, Siebel, LifeRay
Training	Six Sigma Green Belt Training

Name: Devraj Singh Karkee

On-Site Deputy Project Manager

Experience Summary

Mr. Karkee is a highly motivated, self-directed professional with more than 13 years of IT experience, helping to drive large enterprise solutions, lead complex projects, and manage diverse teams. He has focused on service management, with a keen eye for continuous improvement for enhancing outcomes. Mr. Karkee brings exceptional collaboration abilities, as well as a commitment to building successful operations through team development, innovative strategies, and technical expertise. He currently serves as a Service Delivery Manager with Optum for the Vermont HIX project. He leads a staff of 45 in the maintenance and operation of the Vermont Health Connect health insurance exchange. This includes application availability, reliability, and stability on a 24x7 basis, as well as the delivery of enhancements requested by the State.

Mr. Karkee has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in projects involving the development and maintenance of an automated, integrated system for a federal or government agency. His role on the Vermont HIX project meets this requirement.
- More than three years of analysis and design experience on a statewide system similar to RAPIDS. He has in-depth analysis and design experience in many enhancement projects for a UnitedHealth Group Consolidated Eligibility System project from 2008 to 2014.
- More than two years of experience working with users to define their needs and produce outputs to satisfy those needs in a pre-determined time frame. He has more than four years of intensive experience in work order enhancement projects in for a Consolidated Eligibility system.
- More than two years of CICS/DB2 experience in the last five years, with the last twelve months being with DB2 Version 9 or greater. He worked on a Consolidated Eligibility System (2008-20014), CSTAMP (2006-2008) and Cooperative Bank (2003-2006) that were mainframe based projects using COBOL, CICS, DB2, VSAM, and JCL.
- More than two years of experience with Java enterprise application development projects. Mr. Karkee is currently managing the Vermont HIX project using a Java platform.
- Master of Computer Application (M.C.A) degree, CCS University, Meerut, UP, India, and a Bachelor of Science (B.Sc.) degree, Lucknow University, Uttar Pradesh, India.

Work Experience

2014–Present   **Service Delivery Manager, Optum, Vermont Health Connect Health Insurance Exchange Project**

Responsible for maintenance and operations of Vermont's state-based health insurance exchange. This includes application availability, reliability and stability on a 24x7 basis. He is responsible for the delivery of enhancements (i.e., work orders). Other responsibilities include:

- Manages the relationship with the State of Vermont and IT vendors who are part of the state exchange.
- Manages a group of 45 individuals including subject matter experts.
- Manages application-specific production support processes.

- Provides second level application support, coordinating the involvement of business and/or development resources in problem resolution.
- Manages the implementation and maintenance of application monitoring tools and real-time application performance dashboards.
- Oversees the product lifecycle management process to manage changes in the environment, COTS products, operating systems, databases, and hardware configurations.
- Manages overall application performance and stabilization activities, disaster preparedness and recovery, Sarbanes-Oxley compliance, and the coordination of infrastructure changes.
- Assists with problem triage, categorization (i.e., break/fix verses enhancement), root cause analysis, problem replication.
- Coordinates prioritization for scheduled maintenance across all applications.
- Recommends, develops, and implements improvements in website management, operating efficiency, and user experience.
- Manages preventive maintenance activities to improve supportability, operability and performance of applications. Develops the supporting business case for suggested improvements.
- Managed the release management process with automated scripting support for deployments, deployment procedures, change logs, release package creation, and version control.
- Manages project budget and forecasts. Participates in the budget planning processes including the justification of planned staffing levels.

| 2014-2014 | **Project Manager – Environment and Architecture Projects, CIGNA, Connecticut** |

Mr. Karkee managed the EQA (Enterprise Quality Assurance) Environment and Architecture IT cross-functional project initiatives. Major components of this project included the EQA DevOps Center of Enablement, EQA Continuous Test Automation (CI), EQA Automation Decentralization, and the EQA HP UFT tool upgrade. Responsibilities included:

- Accountable for defining, planning, and delivering a set of strategic initiatives.
- Worked closely with IT management to identify in-house verses COTS application development solutions, and the integration of those solutions.
- Managed the software development life cycle for all new applications, or modification to existing applications. Applied Agile and Waterfall development methodologies.
- Developed automated test procedures to maintain compliance with company standards and development best practices.
- Coordinated issue identification and resolution activities during all phases of testing.
- Provided written and oral feedback on requirements documentation, design documentation, code level reviews and other key development artifacts.
- Developed communication plans and managed interfaces with matrix teams, IT leadership, EQA managers, and external vendors/partners.
- Served as a subject matter expert and routinely briefed key stakeholders on project activities.
- Coordinates department and cross-department meetings, including weekly EQA Staff Meetings, Town Hall Meetings, and EQA/TSG QA Lead Meetings.

- Accountable for continuous process improvement for all processes and templates created to enhance efficiency of the organization.
- Monitored performance against SLAs and managed problem resolution activities. Developed risk management and escalation processes.
- Managed project budget activities including budget development, monitoring, regular and ad hoc reporting, and forecasting.

2008-2013   **Service Delivery Manager Consolidated Eligibility System, UnitedHealth Group, Minnesota**

Mr. Karkee managed the operations and maintenance of the Consolidated Eligibility System (CES). CES is a strategic platform that manages consumer/member eligibility information and related coverage. Core functional areas of CES include receiving eligibility files from different programs/customers, storing demographic and coverage information of a member, and interaction with claims processing engines and other downstream applications. Mr. Karakee's responsibilities included:

- Managing operations and maintenance processes including change and release management, architectural reviews, coordinating monthly releases, and notification of release and change activities.
- Led a team of 8 technical resources who managed requirements gathering, estimation, design, development, testing, implementation and support of work order modifications to the system.
- Led the incident management process including problem/defect logging, triage, prioritization, and resolution.
- Led the release management process including development of automated deployment scripts, development of a load verification process, implementation of change logs, and test results reporting for each release.
- Managed a continuous improvement process to identify application performance improvement, functionality enhancement, and team competency improvements.

2002-2008   **Additional Relevant Experience**

Mr. Karkee held the following additional relevant information technology positions:

- Team Lead – Retail and Institutional, Fidelity Investments, Gurgaon, India
- Senior Software Engineer, The Cooperative Bank, Manchester, UK
- Software Engineer – Fleet Management and Examination Information, Pro Software Worldwide, New Delhi, India
- Software Engineer – Web Application Development, Prestige Network, New Delhi, India

Education

Master of Computer Application (M.C.A), CCS University, Meerut, UP, India
Bachelors of Science (B.Sc.), Lucknow University, Uttar Pradesh, India

Technical Skills

Hardware,			
	■ Oracle 8/8i/9i/10g	■ VB 6	■ Clarity

Software, Languages, Operating Systems, etc.			
■ DB2	■ PL/SQL	■ Planview
■ SQL-Server	■ Alchemist	■ MS Office
■ Unix Scripting	■ VSS	■ HP Quality Center
■ ASP	■ COBOL	■ HP ALM
■ VBScript	■ CICS	■ HP Service Manager
■ JavaScript	■ JCL	■ Oracle IDM
■ HTML/CSS	■ FileAid	■ SOA
■ Crystal Reports 8.0	■ Xpediter	■ Siebel CRM
■ PeopleSoft CRM	■ MQ Series	■ Exeter OneGate
■ SQL Navigator	■ CSF	■ ThunderheadNOW
■ IIS 5.0	■ Microsoft Visio	■ ECM WebCenter
■ C/C++		■ EDI Transactions

Certifications Mr. Karkee holds a Project Management Professional (PMP) active certification achieved in February 2014, and is a member of the Project Management Institute (PMI).

Training UnitedHealth Group Manager Program in 2008
ITIL Training in 2013
PMP Training in 2013
Functional Point Estimation Workshop in 2007

Name: Mohan Maddi

Application Manager

Experience Summary

Mr. Maddi brings more than 18 years of experience in the IT industry with a focus on application development, quality assurance, and process improvement. His background includes system analysis and programming experience on large scale systems, including working directly with customers to define their needs and producing outputs satisfying those needs in a pre-determined time frame. His key strengths are managing large and diverse teams (30+ resources) and managing multiple complex projects. He brings exceptional collaboration abilities as well as a commitment to building successful operations through automation, hiring and retaining high performing teams, innovative strategies, and technical expertise.

Mr. Maddi brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- More than six years of experience designing, documenting, and communicating technical architecture for Java enterprise application development projects, and more than 6 years of experience architecting and designing scalable, robust, and secure browser-based enterprise applications to support over 2,000 users. He has five years of experience working as a technical lead for a web-based distributed enterprise application built on Java with Springs framework (CAMS). The web portal of the application supported more than 50,000 users. For part of the project, Mr. Maddi was responsible for designing, documenting, and communicating the technical architecture for setting up new pharmacy vendors, payment systems, and real-time eligibility. Mr. Maddi also has two years of experience working as a technical manager for the enterprise clinical web application developed to interface with Siebel. For part of the project, he was also responsible for designing, documenting, and communicating the technical architecture for receiving the extracts from Siebel and displaying them on the web portal for the users to generate custom reports. The web portal supported 3,500 users.

- More than three years of experience designing architecture and solutions that includes web services, XML, SOAP, object persistence methodologies, and application integration. He brings five years of experience as a technical lead where he was part of the group to architect real-time eligibility verification functionality. The functionality was built by integrating several applications with XML and SOAP-based web services.

- More than two years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and Weblogic. He has five years of experience as a technical lead where part of the project was to design, develop, and implement a payment system feed using Oracle SOA and Corticon. The enterprise web application was built in Java and used WebLogic as its web server.

- More two years of experience integrating Enterprise Information Portals and systems Integration. He brings five years of experience as a technical lead for a distributed Java application. His responsibilities included the design, development, and implementation of an Enterprise Information Portal that included interfaces with other internal mainframe applications and web portals.

- More than three years of experience using DB2 Version 8 or greater. He has four years of experience with DB2.

- A Bachelor's Degree in Mathematics, a Master's Degree in Computer Applications and a Master's Degree in Operations and Information Technology.

Work Experience

2011-Present

Service Manager, Diabetes Prevention and Control, Optum Technology, Minnesota

Service Level Owner responsible for 24X7 operations support for production and non-production environments of an external facing application built on Ruby on Rails platform. The application was designed to predict occurrence of pre-diabetes by analyzing existing claims for the members. The web-based application supported approximately 40,000 bilingual participant users and approximately 10,000 vendor users by providing prevention and control modules (DPP, DCP, Join) that allowed tracking participant progress, submitting claims, and issuing Health Insight rewards.

Key accomplishments in this position include:

- Stabilized Current Operations: Stabilized within two months and met the SLA with a record of 96.8 percent over the last 4 years. Implemented Optum Operations and Maintenance (O&M) processes of incident and problem management and corrective maintenance. Helped business to create SOPs with the vendors to reduce errors from vendor file feeds. Streamlined batch job scheduling to reduce errors and implemented job dash board.

- Established O&M Support Tools and Processes: Introduced and implemented automated scripts for deployments. Implemented automated log analysis and incident creation.

- Implemented Application and Infrastructure Monitoring: Implemented O&M processes for preventative maintenance. Created custom scripts to monitor Nginx (later on Apache), Phusion Passenger, Unicorn, and MySQL Database. Implemented geographically separated MySQL Database replication, Database backup, and Database refreshes. Implemented automated incident creation, email, and page out of alerts for capacity warnings and capacity level breaches. Implemented disaster recovery processes with multiple data centers. Oversaw and set up monitoring tools vantage analyzer and DCRUM that helped in proactive monitoring. Provided real-time monitoring dashboards.

- Managed Performance Improvement Projects: Implemented automated performance testing to establish transaction baseline. Optimized 3-day running eligibility load jobs to complete within 6 hours. Implemented multi-threaded architecture using Resque, Redis, and Mongo Database. Migrated long running jobs to use the multi-threaded architecture and reduced job run times from on an average 18-24 hours down to 3-5 hours. Managed and implemented performance improvement PLM projects and migrated application server from Unicorn to Phusion Passenger, and the web server from Nginx to Apache. Migrated application from ruby 1.8.7 to 1.9.3 and implemented rbenv to handle multiple ruby versions during the transition. Migrated application from Rails 2 to Rails 3.

- Collaboration with the Development Team: Established change management and created processes for Support Team in an Agile development. Created and implemented a process for active participation of support resources during SDLC. Implemented production gatekeeper processes and production dry runs using staging. Provided operational testing support for break-fixes and development releases.

2009-2011

Service Manager, Diabetes Prevention and Control, Optum Technology, Minnesota

Service level owner responsible for 24x7 operations support for production and non-production environments for one of the top 5 applications of UnitedHealth Group hosted across 17 servers (7 Web, 7 Application, and 3 Database servers) with approximately 19TB of data, serving 3.7 million members and processing 450,000 claims every day on an average and up to 1.2 million/day at peak volume. This was one of the first distributed applications in UHG to deeply integrate with all legacy source applications providing online and real time capabilities for claim submissions, balances, payments, and adjudication. With claim payment of approximately $1.3 million daily, this is one of the

most business critical applications for UnitedHealth Group.

Key accomplishments in this position included:

- Incident Management: Increased Incident SLA from 60 percent to over 90 percent. Application turned around from worst performer to one of the best in the organization. Incident backlog reduced from an average of 190 to an average of 40 incidents. Ensured better business service. Reduced effort/incident from 12 hours to 7 hours for an annual savings of $130,000. Created and Implemented Known Error Database and Root Cause Analysis processes for the team. Core member and advisor for organization-wide Six Sigma black belt project for improving Incident Management Key Performance Indicators.

- Product Lifecycle Management: Managed upgrade of one of the largest databases (~19TB) for the organization. First time in the organization an application moved to Oracle 12c. Project measured 3,000 hours and required coordination with business, infrastructure, and other application teams with a budget of $2.7 million. Managed performance upgrades by increasing capacity.

- Change Management (as Change Owner): Created and streamlined change management process for team. Implemented processes for getting all approvals, including from the Change Advisory Board and extended senior leadership. Reduced change window time. Provided external systems integration support.

- Configuration Management (as Configuration Coordinator): Led and represented application during CMMI services certification audit. Ensured team had lowest non-compliance rate organization-wide.

- Problem Management (as Release Manager): Established process for the team and help set up this segment in the application. Created and implemented processes for work prioritization across 15 business units. Implemented processes for development hand-off and post-release business checkout. Introduced and implemented problem code fix effort estimation model for the application. Established Sarbanes–Oxley (SOX) audit process and set up each problem fix to comply with the full cycle of SOX documentation.

- Resource/Team Management (as Resource Manager): Mentored and shaped aligned resources' effort and performance. Responsible for presenting monthly Project Management Review to senior and quality assurance management. Responsible for presenting team budget forecast and ensuring productive utilization of each resource on the team.

2006-2009	**Delivery Manager, Keane, Minnesota** **Client: United Health Group, Inc. (UHG)**

Account manager from Keane for UHG with responsibility of delivery across multiple projects using Keane resources. On-site delivery manager for all Minnesota-based Keane resources. Increased revenue from $4 million/year to $6.8 million/year by procuring more work based on quality delivery and meeting all project milestones.

Key accomplishments in this position included:

- Managed planning, preparation, and execution of enterprise-wide integration projects
- Directly managed 43 onshore and 26 offshore resources between Definity and Pacific Care projects
- Helped with the setup and hiring of resources in UHG India and managed transition of work from onshore to offshore
- Managed Development, SA, and QA resources
- Managed timeline, budget, and schedule for projects

2005-2006	**Development Manager, Boston Scientific (Formerly Guidant Technologies), Minnesota**
	This was a consulting position with Boston Scientific.
2005-2005	**Quality Assurance Manager, Allianz Life Insurance, Minnesota**
	This was a consulting position with Allianz Life Insurance.
2004-2004	**Technical Lead, Toyota Motor Corporation, California**
	This was a consulting position with Toyota Motor Corporation.
2003-2004	**Quality Assurance Manager, T-Mobile, Georgia**
	This was a consulting position with T-Mobile.
2003-2003	**Lead QA Engineer, Toyota Motor Corporation, California**
	This was a consulting position with Toyota Motor Corporation.

Education

Bachelor of Science, Mathematics – St. Xavier's College, Gujarat, India

Master's Degree, Computer Applications – L.D.C.E., Gujarat, India

Master's Degree, Operations and Information Technology, Worcester Polytechnic Institute, Boston, MA

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Languages: Ruby, Simple Macro Language (SML), C, C++, Visual Basic, Java, J2EE, SQL, PL-SQL, Shell Scripts, 'make' utility

Databases: MS-Access, Oracle, SQL Server, DB2, DBVisualizer, MySQL

Testing Tools: Rational Test Manager, Rational Robot, Silk Test, Win Runner, Load Runner, Test Director, Quick Test Pro (QTP)

Browsers: Netscape, Internet Explorer, AOL

Defect Tracking Tools: Test Director, PVCS Tracker, Lotus Notes, Clear Quest, Remedy

Version Control Tools: ClearCase, PVCS, VSS, Documentum WebTop 5.3, Documentum SmartSpace

Servers: Apache, JRun, Stronghold, Tomcat Web Server, BEA Web Logic, WebSphere, Reports Application Server, Content Application Server, Alert Application Server, Mailstore Application Server

UNIX Environment: Solaris, HP-UX, AIX, Linux

Security Components: Novell Client, Novell eDirectory, Netegrity SiteMinder, Novell DirXML Drivers, Microsoft Active Directory

Name: Vijayinder Wazir

Technical Manager

Experience Summary

Mr. Wazir is a Technical Manager with more than 12 years of experience in J2EE architecture, application design, development and implementation, and application maintenance and operations of large scale enterprise applications. He has experience managing large-scale, customer-facing web portals and broad technical understanding of OOAD, JEE, SOA, integration and middleware.

Mr. Wazir has the following specific qualifications that meet or exceed RFP requirements:

- More than 10 years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has more than 12 years of development experience where he was involved in the full SDLC of a project starting with creating business requirement documents and functional specification documents through interacting with the business owners directly, understanding the requirements and coming up with a technical architecture analysis.

- More than six years of experience designing, documenting, and communicating technical architecture for Java enterprise application development projects. Mr. Wazir has extensive experience with technical architecture design for Java-based enterprise application development projects. This includes a claims management system for Cummins, large health care portals for UnitedHealth Group, and a large electronic cash management system for Union Bank.

- Six years of experience architecting and designing scalable, robust, and secure browser-based enterprise applications to support over 2,000 users. He has strong experience with scalable and secure applications with a user base of more than 10,000. His applicable experience includes large health care portals for UnitedHealth Group, and a court management system for the California Administrative Office of Courts. He has extensive experience performing tuning and security testing using Fortify and is Fortify certified.

- More than three years of experience designing architecture and solutions that include Web Services, XML, SOAP, object persistence methodologies and application integration. Almost all of Mr. Wazir's projects provided extensive experience with Web Services, XML, SOAP, and application integration and object persistence. His work on the electronic cash management system for Union Bank is a good example of his application integration experience. And, his current Massachusetts Health Connector health insurance exchange project involves managing the integration of different systems such including the MMIS, Dell, and the Federal Hub.

- More than two years of experience developing web-based applications in an integration environment such as Oracle SOA, Corticon, and Weblogic. He has more than eight years of extensive web based development experience on Oracle SOA and WebLogic. He also has very strong experience with FUSE, CAMEL, and IBM Data Power, which are similar to the Corticon rules engine.

- More than two years of experience integrating Enterprise Information Portals and systems Integration. He brings five years of extensive experience with portals developed using BEA Aqualogic (acquired by Oracle).

- His DB2 experience is through integration of applications in his projects with DB2, including the health care portals project, and the electronic cash management system project.

- A Bachelor's degree in Engineering (Electronics and Telecomm), University of

Mumbai, India.

Mr. Wazir's other applicable qualifications include:

- Extensive work on Web and Persistence frameworks such as springs, Struts, Hibernate, JSP, Servlets, Tiles, Tag Library, JavaScript, HTML, DHTML, AJAX, and XML and has a working knowledge of JSF

- Experience in BEA Aqualogic user interface, IBM Websphere, BEA Weblogic, Jakarta-Tomcat, Jboss and Apache Tomcat.

- Experience deploying web and J2EE enterprise applications in Websphere, and Apache Tomcat

- Experience in SOA implementation, XML Web services standards, JAX-RPC, Soap based web services and XML processing APIs (JAXB, XmlBean, JAXP, DOM, SAX and SAAJ)

- Experience using performance monitoring tools like Vantage Analyzer, Agentless, yourkit, jprofiler, JRMC

- Familiar with Version Control tools like SVN, VSS, Win CVS and Rational ClearCase

- Expertise in Object Oriented Analysis and Design (OOAD) based on Unified Modeling Language (UML, Rational Rose 2000, Rational Unified Process [RUP])

Work Experience

2014-Present **Maintenance and Operations Service Coordinator, Massachusetts Health Connector**

Massachusetts Health Connector is the Commonwealth's marketplace for health and dental insurance. The Health Connector helps people enroll in insurance plans from leading health insurers in the state. A Massachusetts resident can also find out through the Health Connector if they are eligible for any programs that help pay for health insurance premiums and lower our out-of-pocket health care costs.

As part of the Massachusetts Health Connector production support team, Mr. Wazir is responsible for:

- Interacting with state stakeholders on daily basis. This includes meeting with Connector and Mass Health state teams
- Discussing high priority defects on daily basis and providing the end dates as per the severity defined
- Attending war room call for priority 1 and 2 issues
- Managing the vendor team (hCentive) that involves daily defect tracking, and daily updates from them
- Creating resource utilization reports and sharing with the higher management
- Instrumental in setting up ITIL standards
- Reviewed and recommended ITIL process improvements
- With different teams involved (hCentive, Optum and Commonwealth), making sure of seamless application support
- Setting up monitoring tools like vantage analyzer, DCRUM that helped in proactive monitoring of the application
- Setting up 24/7 support model by having a team with mix of people spread across different time zones
- Providing status to Commonwealth on daily basis on application issues like high priority defects, current ongoing issues, and impacted users
- Instrumental in automating the manual monitoring and control reports that are sent to state every day
- Started the initiative to construct the HIX Admin module that will be a one stop shop

for all reporting needs like error reporting for Mass Health and Medicaid enrollment numbers

- Identifying and coming up with workarounds for Dell and Mass Health making sure that defects that can cause high impact are taken care of with a workaround till the code fix goes into production
- Part of a team that at any given point is running and managing 6-7 workarounds on daily basis mitigating the high volume impact

2014-2014   DevOps Lead, Micro Strategy, California

MicroStrategy, Inc. is a provider of business intelligence (BI), mobile software, and cloud-based services. Mr. Wazir worked with different clients like American Express, Peak, and American Express Business travel to understand their upgrade needs and provide the complete end to end solution.

Mr. Wazir was responsible for:

- Interacting with the stakeholders extensively and gathering requirements, and analyzing the needs of the end users
- Creating the project plan as per the requirements
- Working with the data modelers for creating dimensional model based on the requirements
- Adding new functionalities like PDF export, setting up single sign on using ping identity by leveraging MicroStrategy SDK. In this case Microstrategy ESM was updated to support PING SSO.
- Designing various kinds of reports like Scorecards & Dashboards, Operational Reports, Business Reports, and Ad-hoc Reports.
- Creating various monthly Dynamic Dashboard Documents with multiple panel stacks, selectors, and customized widgets.
- Scheduled reports, reports services documents and dashboards using Schedule Manager.
- Working extensively on Narrowcast Server in creating various Narrowcast objects.
- Distributing reports to different users and user groups using Narrowcast Server.
- Creating the on call support model for the users spread across different geographies
- Defining SLA's for the issues based on their priorities

2012-2014   Technical Lead, Union Bank, California

Electronic Cash Management is a seam based web application that is used to send billions of dollars of the bank's money to other banks through wires. The GUI has been built to run on Firefox and IE. Web2 functionality has been added via RichFaces which offers a wealth of components and its own version of Ajax, Seam and Richfaces wrap JSF to make it easy to use. ECM is deployed to JBOSS allowing it to use EJB's build into JBOSS.

ECM supports different type of wires such as Intracompany, Draw, Book, Domestic and International payment. ECM being the main system performs the mammoth load of work with wires and account transfers including transfer templates, transfer reports, account preferences. To prevent fraud, ECM intercepts all the responses from its system of records and send it to a third party tool called Actimize which internally, based on

different patterns, detects a fraud wire before it leaves the bank.

Mr. Wazir was responsible for:

- Design and development of web services (JAX-WS) that were exposed to dashboard for retrieving data from ECM application such as Pending Wires alerts, Templates List, Account List and Pending Wires search
- Design and development of fraud prevention module for ECM application and its integration with Actimize using MDB, Struts2, Hibernate3, MQ, JMS and JBOSS.
- Working on admin module for enrolling a user to a specific entitlement, rendering xslt pages to show user pages and data transformation was done using xml.
- Requirement gathering and functional spec documentation.
- Updating the POM files to support the Jenkins enterprise version.
- Estimating different components
- Onshore/Offshore coordination that involved handling a team of 12 resources
- Preparing SOW and TAA.
- Maintaining Microsoft Project Management plan.
- Coordinating with different dependent applications, testing team and business.
- Budget forecasting, identifying risks and risk mitigation planning.
- Providing weekly and monthly status updates to business and other stake holders.
- Being on call (24/7) for any production support related issues.
- Zero client escalations and meeting all project requirements within the allocated budget.
- Managing the resource attrition without impacting the project deadlines.

2011-2012 **Java/J2EE Lead, Pfizer, California**

Mr. Wazir worked on an Intelligent Storefront project. Intelligence Storefront is an online gateway to applications within Business Objects. It is a one stop shop for different kinds of reports, utilities and dashboards. It gives user an ability to view all reports that user have access to under one umbrella, schedule multiple reports, giving an ability to managers to assign delegates for dashboard management and many other advanced features . It makes reporting simpler by providing additional features that doesn't come out of the box within Business Objects.

Some of Mr. Wazir's key responsibilities included:

- Designing and developing Java-based components like crawler, Messages inbox that were integrated into iStore front
- Designing and developing Delegate Manager module to overcome the Sarbanes Oxley compliance issue. Front end development was done using struts2, JSP and backend was done using Hibernate3
- Using Ajax and HTML5 to avoid the full loading of the page to give user a seamless UI experience
- Involved in database design of the delegate manager application
- Writing webservices for Xcelcius dashboard for submitting data into database
- Identifying performance bottlenecks in the code
- Making sure that all the Pfizer standards are followed during the code development
- Load testing and making sure that there are no memory leaks and initial target of 700 concurrent users is achieved

- Doing POC's for business to make sure that the intended functionality is achievable like creating offline version of iStorefront

- Doing manual code analysis to make sure that no major security vulnerabilities are exposed

2010-2011 **Senior J2EE Developer, Administrative Office of Courts - State of California, California**

This project dealt with the Court Management System. The CCMS-V4 Core application was used by the court personnel for daily operations of the court and complete case lifecycle processing acting as the system of record for the case data. CCMS-V4 Core application is built on top of the CCMS-V3 application that has the processing logic for cases of Civil, Small Claims, Probate and Mental Health case categories. CCMS-V4 Core extends the support to Family Law, Juvenile Dependency and Delinquency, Felony, Misdemeanors and Infractions.

Some of Mr. Wazir's key responsibilities included:

- Identifying framework component issues and re-coding of framework components like BeanUtils, Purify and transformation.

- Successfully migrated BeanUtils from 1.6 to 1.8.

- Implementing framework component for transferring files over SFTP and FTP.

- Handling complex functionality as enhancements on efiling documents screens for Marriage Law, Appeals.

- Identifying performance bottlenecks in code using tools like yourkit and jProfiler and fixing the code issues.

- Identifying security bottlenecks using Fortify and fixing those defects.

- Optimizing JSP code for better page load time.

- Daily monitoring and analyzing load test results like GC , Heap and method hotspots

- Providing suggestions on implementing right GC policy and tuning other JVM parameters for better system throughput and response time.

- Workingon web service (JAX-RPC) framework that is the bridge between the CCMS data Exchange and ISB.

- Working on Entity Beans and Session Beans for data exchange between CCMS business layer and web services frame work component and error handling component.

- Configuring JMS topics and queues and developed message driven beans

- Working on identifying security vulnerabilities using FORTIFY and made necessary code changes to fix those vulnerabilities

2007-2010 **Project Lead, UnitedHealth Group, California**

The purpose of this project was to create a contact management solution to meet the needs of the new Health Advisor (HA) role. A Health Advisor can be compared to a 'super user' with the ability to service almost any Client call need. This project built a one stop resolution, with an end state to streamline the HA's processes for accessing multiple applications, while providing a quick and efficient way to utilize a variety of systems and alerts (PHI, security) without repeatedly asking for information the client already provided.

Some of Mr. Wazir's key responsibilities included:

- Design and development of different modules like Provider and Eligibility
- Extensively used Hibernate for data persistence, Spring web flow for building front end components and Spring IOC for injecting dependencies at run time
- Configured most of the functionalities related to portal, i.e. personalization, visitor entitlements, Campaigns, delegated administrators
- Handled interportlet communication using Ajax
- Extensively used JUNIT for unit testing
- Used JavaScript, CSS to build and modify UI web pages and also used JavaScript for client side validation
- Instrumental in finding bottlenecks in code using tools like PMD and doing regular code reviews
- Was able to find method/transaction level bottlenecks using tools like Vantage Analyzer and then tuning them to the desired level
- Used OS cache for database and JSP caching that helped in performance improvement
- Monitoring and performance tuning 12 WebSphere 6.1 servers
- Successful in building application maintenance team from scratch and used my expertise to ramp up application from 100 users to 5000 users
- Daily review of Test Director/ Quality Center defects with QA team
- Creating Disaster Recovery documents and participated in DR testing
- Joining Priority 1 (1 hour SLA) and Priority 2 (4 hour SLA) and resolving the issues within the defined SLA
- Daily application monitoring using Compuware suits of application like Agentless and Vantage analyzer.
- Development of work orders or change request from Business.

2006-2007	**Development Lead, Cummins**

The FITS System has been developed to provide the assignment of claims that have been analyzed against failure issues (with unique root causes).

Various claims are filed daily by Cummins' distributors and dealers across North America. These claims are filed in different systems such as Rapidserve and BMS. The parts in these claims are requested through the WRAP system and tracked by ASOMS. The parts received are analyzed by Cummins Engineers as well as the Suppliers who had supplied that part. The analysis is recorded into the RPS which is a notes database. However, all these systems are not seamlessly integrated thus needing a lot of manual efforts for correlating this information. A six sigma initiative was undertaken to streamline this process. The current plan includes correlating the information in various systems

Some of Mr. Wazir's key responsibilities included:

- Provided overall redesign in architecture design and completed the specifications documentation Provided RUP SDLC and Agile methodology in detailed project plan and generated test plan for the new version of the FITS application.
- Implementedclient side validation using JavaScript and Struts validation framework.
- Used Tiles framework for creating customizable UI.

- Used Hibernate for data persistence.
- Provided analysis, design, creation, debug, test, deploy FITS EAR on to WebSphere 5.0.
- Hands-on design, documentation and Hands-on coding while leading the debug and code review session twice a week. Lead design session once a month. Lead the analysis and design for the integration of crossing platform, browser, languages, technologies, countries, and systems.
- Provided post implementation support

| 2006-2006 | **Senior Developer, Synovate** |

Synovate is a market researching company. The objective of the Novartis BPSZ – BLISS Blood Pressure Longitudinal Investigation of Success program, known as "BLISS", was to gather patient naturalistic hypertension (high blood pressure) data.

Synovate will design an maintain a contact management system with interfaces to multiple data input sources, and create output to various sources within Synovate to support data collection or notification of doctors and patients. Synovate project is being done at iGATE as part of Synovate extension team.

Mr. Wazir designed and developed the intranet application of Novartis for Synovate.

| 2005-2005 | **Developer, State of Maine, Maine** |

The Client Maintenance Application was developed for the users of State of Maine Inland Fisheries and Wildlife Department. It takes input from authorized users to give licenses to new clients or existing clients, moving licenses from one client to another client and also searching and updating the client information.

Mr. Wazir was responsible for design and coding of assigned modules and creating unit test cases.

| 2004-2005 | **Developer, ActionAid** |

The Donor Management System (DMS) is a toolkit that can keep track of all donors and their respective contributions. Extreme Programming practice was adapted for the first time in vmosha to develop this toolkit.

Mr. Wazir was responsible for understanding and analyzing the client requirements and breaking them into different stories.

| 2004-2004 | **Developer, IBM Software Labs** |

Mr. Wazir worked on the LinuxC4EB project. The goal of this project was to make all IBM eBusiness websites accessible and compatible with respect to Mozilla on Linux. This project met with the strictest standards of US Federal Laws under Section 508 and IBM Quality Standards for Compatibility. In order to achieve this goal, an automated testing tool called WebKing 4.1 is used. This tool tests websites against the rules defined in them by the QA team and generates reports. Based on these reports, the web pages are bug fixed and resent to the QA team for approval.

Mr. Wazir was responsible for developing the rules for WEBKING using Java and JavaScript.

Education

Bachelor's degree in Engineering (Electronics and Telecomm): University of Mumbai, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Mr. Wazir worked extensively on:

- J2EE
- Oracle10g,Oracle9i
- STRUTS1.1
- Hibernate3
- SOA
- Portel/Portlets

- JAVA
- JAVASCRIPT
- Spring Webflow, DI
- JSP
- BEA Aqualogic (Now Oracle WCI)
- Websphere 5.0, 6.0 and 6.1
- Microstrategy 9.4.1

His technical environment experience includes:

- Operating Systems: Windows 9x/Xp,
- Languages: Java 6.0, JSP, JSF, JSTL, Struts 1.1, Spring Webflow, Hibernate 3.2.5 JavaScript 1.3, HTML 4.0, CSS 2, XML, J2EE (JDK 1.4 – 6.0, JDBC, EJB, JSP, SOAP, Servlet), AJAX, SQL, UML, ANT and Maven
- Application Servers: JBoss , WebSphere 5.0 – 6.1, Weblogic10.3, Apache and/or Tomcat 5.0, Jboss 4.2.3. Jboss 5.1
- Tools: RAD, Eclipse, Toad, Agentless, Vantage Analyzer, Hpsd, YourKit, Jprofiler
- RDBMS: ORACLE 10G ,Oracle 9i
- Web Server(s): Tomcat 5.0.28, Websphere 5.0-6.1

Certifications

Mr. Wazir is working toward ITIL certification, with a planned completion date of December 2015

Training

Mr. Wazir has had training classes in Fortify, Jboss Camel, Microstrategy, SDK Development and Reporting, Datapower, Peoplesoft, MQSeries and ColdFusion.

Name: Jennifer R. Willette

Track Manager

Experience Summary

Ms. Jennifer Willette brings more than seven years of experience in integrated eligibility systems. She worked from 2008 to early 2015 for the Minnesota IT Services, Department of Human Services as a business analyst working on requirements gathering and system design for Minnesota's integrated eligibility system. That system supports TANF, SNAP, Medicaid, General Assistance, Group Residential Housing, IV-E Foster Care, SSI supplement, and child care programs. She also served in business analyst and project management roles in small to medium projects including annual system updates due to federal poverty level changes.

Ms. Willette has the following specific qualifications that meet or exceed RFP requirements:

- From her work with the Minnesota eligibility system, Ms. Willette has more than two years of analysis and design experience on an integrated eligibility statewide system comparable in size and complexity to RAPIDS. She also has more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. Ms. Willette's work in Minnesota also meets the requirement for management experience in one or more projects involving the development or maintenance of an automated integrated eligibility system for a government agency.

- Ms. Willette currently works as a business analyst consultant with Optum where she is a lead business analyst for Integrated Eligibility system development. Functional areas supported include TANF, SNAP, Medicaid, CHIP, and QHP programs. She also plays a business analyst role in Agile SDLC and hybrid Waterfall/Agile projects, developing and documenting detailed business requirements, including leading requirement and design meetings, identifying, assessing, and validating solutions to meet project goals, collaborating with technical staff to identify design options, and performing system testing to ensure compliance with functional design and business requirements.

- Ms. Willette holds a BA in Political Science from the California State University-Fullerton, and an MA in Political Science from the University of California-Riverside.

Work Experience

2015-Present   **Business Analyst Consultant, Optum Technology, Minnesota**

Ms. Willette is the Lead Business Analyst for Integrated Eligibility system development at Optum. This system manages the eligibility determination process for TANF, SNAP, Medicaid, CHIP, and QHP programs. Her responsibilities in this role include:

- Business analyst activities using an Agile and hybrid Waterfall/Agile development methodology.
- Develops and documents detailed business requirements, including leading requirement and design meetings.
- Identifies, assesses, and validates solutions to meet project goals.
- Collaborates with technical staff to identify design options.
- Performs system testing to comfirm compliance with functional design and business requirements.

2008-2015	**Information Technology Specialist 3, Business Analyst (November 2014-March 2015), State Program Administrator, Principal, Senior Business Analyst (August 2012-October 2014)** **Income Maintenance Program Advisor, Business Analyst (January 2008-August 2012), Minnesota IT Services, State of Minnesota Department of Human Services**

Key responsibilities in these three roles with the State of Minnesota Department of Human Services included:

- Requirements gathering and system design for Minnesota's integrated eligibility system that includes TANF, SNAP, Medicaid, General Assistance, Group Residential Housing, IV-E Foster Care, SSI supplement, and child care programs.
- Business analyst and project management roles in small to medium projects including annual system updates due to federal poverty level changes.
- Business analyst role in large projects using Waterfall and hybrid Waterfall/Agile methodologies.
- Worked with business and policy teams to gather and document detailed user requirements, including leading requirement and design meetings.
- Worked with cross functional teams to monitor requirements compliance from design through programming, testing, and implementation.
- Performed as-is and to-be requirements and process analysis and gap analysis to meet new business needs.
- Collaborated extensively with technical staff to identify design options.
- Wrote detailed functional design documents to accurately communicate system needs to technical team members.
- Performed system testing to confirm compliance with functional design and business requirements.

2002-2008	**Financial Assistance Specialist, Employment & Economic Assistance (E&EA), Dakota County, Minnesota**

Key responsibilities for this role included:

- Performed initial and ongoing eligibility determination for clients applying for public assistance programs in-person and by mail.
- Obtained policy knowledge of TANF, SNAP, Medicaid, General Assistance, Group Residential Housing, and SSI supplement programs.
- Advised co-workers on computer and other technology issues as requested.
- Mentored newly-trained financial workers to use state software systems.
- Trained veteran staff on eligibility and servicing cases for clients receiving MA waiver services.
- Participated as an active member of the Electronic Document Management System (EDMS) Users Group, including mentoring co-workers on the use of new computer technology and advising with implementation of add-on systems.
- Managed workload increase of over 100 percent over a 3-year period.
- Acted as the co-chair of the E&EA Diversity Committee.

2000-2002	**Office Manager/Recruitment Associate, Carlson Food Careers, Minnesota**

Key responsibilities for this role included:

- Database management and managing the flow of information.
- Extensive use of EDMS for the management of resume processing.

- Managed client contact and coordinated travel and interview scheduling.
- Coached candidates on interpersonal skills and interviewing techniques.

1999-2000   **Payroll Specialist, Accounting Department, Dungarvin, Inc., Minnesota**

- Processed biweekly payroll for approximately 400 hourly employees across three states.
- Managed the internal customer service process to resolve payroll problems and concerns.
- Reconciled general ledger accounts related to payroll.

Education

MA, Political Science, University of California-Riverside
BA, Political Science, California State University-Fullerton
AA, Liberal Studies, Fullerton College

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Browsers: Netscape, Internet Explorer, AOL, Chrome, Firefox
Defect Tracking Tools: JIRA, Clear Quest
Language: Natural
Operation Systems: Windows

Awards

- State of Minnesota Emerging Leaders Institute Graduate, April 2014
- State of Minnesota Achievement Award for exceptional work on the MA Early Expansion project (2012)
- Dakota County Award: "Support of Dakota County's Mission Statement" (2004 and 2007)
- Dakota County Award: Group Award, Singles Medical staff (2007)
- Training: Business Analysis and Fundamentals, Watermark Learning, February 2014
- Training: BA Methods and Techniques, Advanced Strategies, February 2009
- Highly skilled in Microsoft Excel, Outlook, PowerPoint, SharePoint, Visio, and Word

Name: Chandra Reddy

Track Manager

Experience Summary

Mr. Reddy has 15 years of experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. He has excellent domain skills in government programs like Medicaid, CHIP, TANF, HIX, adult care programs, disability services, and food aid programs, and has demonstrated proficiency in the eligibility and case management business areas. He has proven relationship management skills, and is effective at guiding teams during the project development life cycle, and delivering solutions within time, cost and quality parameters. Mr. Reddy is a proactive and innovative team player with proven success working under tight deadlines, and managing multiple projects.

He has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for state government agencies through positions on Maryland, Kentucky and Texas projects. Through his work in these three states he also brings:
    - More than two years of analysis and design experience on an integrated eligibility statewide system comparable in size and complexity to RAPIDS
    - More than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame
    - More than three years of system analysis experience with special attention to design, testing and implementation
- A Bachelor of Technology degree from Maharastra University, India

Other key qualifications Mr. Reddy brings to the West Virginia project include:

- Experience in facilitating JAR/JAD sessions for gathering and documenting business and functional requirements, translating requirements into specifications, and developing use cases
- Experience creating Functional Specification Documents, and as-is and to-be workflows
- Experience developing in all phases of testing activities including development of Test Plans, development of test scenarios and use cases, development of test scripts, execution of all phases of testing, analyzing test results, and resolving errors identified during testing

Work Experience

2013-Present	Functional Manager, Maryland Health Benefit Exchange (MDHBE), State of Maryland, MD

Mr. Reddy's responsibilities for MDHBE include:

- Scheduling requirements meetings with stakeholders and gathering system requirements to produce the Business Requirement Document (BRD). The BRD is created when a change, update, fix or enhancement is need for the current eligibility system for TANF (cash assistance), SNAP (food stamp program), Medicaid ABD programs. Foster Care programs, LTC programs and Refugee programs. Once the BRD is completed a final sign off is needed from our Stakeholders.
- Scheduling meetings with client to gather and provide a functional description of the

solution/proposed change to the system and create the Business Design Specification Document (BDSD). Once the BDSD is completed a final sign off is needed from our Stakeholder

- Working with multiple sources (subject matter experts, department managers, business leads) to capture base requirements and customization needs and create BRD's and BDSD utilizing MS Word.
- Completing Requirements Traceability Matrix (RTM) and use cases

2013-2014	**Functional Manager, State of Kentucky TANF Implementation**

Mr. Reddy's responsibilities for the Kentucky TANF implementation included:

- Working on a contract in designing a new computer system for TANF, SNAP, Medicaid, and Childcare eligibility.
- Reviewing decision table rules for various programs
- Talking with system developers about Service Request and working with the developer to fix the discrepancy in the system
- Updating decision tables with the correct rules and action the system should apply once the developer putting the code is in the system to fix the discrepancy
- Having knowledge of all Medicaid programs the State has chosen to implement
- Acting as point of contact for the State Medicaid personnel regarding Medicaid eligibility

2000-2013	**Functional Manager, Texas Health and Human Services Commission (HHSC)**

Mr. Reddy's responsibilities for HHSC included:

- Providing expertise in public assistance programs (TANF, SNAP, and Medicaid) in order to develop and design a new state interactive computer system for the State
- Providing key technical support
- Evaluating and writing rules and decision tables
- Submitting change requests and designing test cases to provide accurate determination of eligibility
- Communicating with client to gather feedback on system functionality
- Reviewing conversion data to see if the new system is handling the converted data appropriately
- Collaborating with the client to streamline testing, conversion, interface, and other aspects of new system design
- Resolving issues discovered within testing environment and during conversion of information from the old system to the new system
- Mapping design documents to thoroughly illustrated system functionality

Education

Bachelor of Technology degree from Maharastra University, India

Technical Skills

Hardware, Software, Languages, Operating	Operating System: Windows NT/95/98/2000/XP./Linux
	Languages: SQL, HTML, XML, .Net
	Database/Access Method: DB2, SQL Server, MS Access 2000
	Software: MS Office (Word, Excel, PowerPoint), Adobe Acrobat, Rational Rose, Microsoft

Systems, etc.	**Visio.**
	EDI Tools: Edifecs, Transaction Management, Ramp Management, EAM, XE Server and X Engine
	SDLC Methodologies: Agile, Waterfall.
	File Transfer: XMIT, SFTP, FTP.

Name: Kannan Ayyanar

Track Manager

Experience Summary

Mr. Ayyanar brings more than13 years of experience in the IT industry focusing on business analysis, application development, object oriented design and development, database design, performance tuning, testing, documenting and implementation. His experience includes more than five years as a Functional Lead supporting the Maryland integrated eligibility system.

He has played several diverse roles on projects. These ranged from a functional lead/manager, technical analyst to a team lead, for strategic clients in various industries, including public sector health and human services, information technology, and banking. Mr. Ayyanar has strong project management, leadership, mentoring, coordination, and problem management skills. He is capable of quickly learning new technologies and methodologies and successfully applying them to projects.

Mr. Ayyanar has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. He worked on the Client Automated Resource and Eligibility System (CARES) for the State of Maryland. This system determines eligibility and issues benefits for public assistance programs including Temporary Case Assistance (TCA), food stamps (SNAP) and medical assistance. CARES maintains individual and case level information, produces management reports, and interfaces with internal and external entities. It also identifies, tracks and provides timely notification to workers and supervisors for all actions required to complete case processing.

- More than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS. Mr. Ayyanar's experience with the Maryland CARES system meets this requirement.

- More than three years of system analysis experience, with special attention given to design, programming, testing, and implementation. Mr. Ayyanar is proficient in developing mainframe and web applications, and has strong development experience in online as well as batch program development, data problem and integrity analysis, report generation and project support. He has knowledge of RDBMS concepts and skilled at writing SQL and stored procedures. He has strong backend design and development skills using SQL Server, DB2, and Oracle databases.

- More than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame through his roles on multiple projects.

- Bachelor of Engineering degree (Computer Science and Engineering), University of Madras, India

Mr. Ayyanar's other relevant qualifications include:

- Strong experience in all phases of SDLC and Agile methodology including upgrade and maintenance/support phases

- Experience designing and developing n-tier architecture, .NET web services and working knowledge of object-oriented programming concepts

- Successful experience providing production support for applications, and providing timely problem resolution.

- Experience with unit testing, integration testing and performance testing of applications

- Experience in Big Data Ecosystems (e.g., Hadoop, HIVE, Sqoop, MapReduce)

- Extensive experience in handling multiple projects and working with multiple software system in parallel
- Ability to understand team member strengths and leverage their skills for greater efficiency

Work Experience

2010-Present	**Functional Manager, Maryland CARES,Department of Human Resources, Elkridge, MD**

Environment: Java, JSP, Javascript, HTML, Web Services, Cobol, JCL, Telon, DB2, VSAM, Endevor, Xpeditor, File-Aid, Abend-Aid, TSO/ISPF, QMF, Rational Tools, Datawatch Online Report, SharePoint.

HIX (Health Insurance Exchange): Maryland has committed to creating a modernized health and human services platform by aiming to achieve a completely integrated eligibility and enrollment application, including all programs that are Modified Adjusted Gross Income (MAGI) and Non-MAGI.

CARES (Client's Automated Resource and Eligibility System): This system determines eligibility and issue benefits for public assistance programs including Temporary Case Assistance (TCA), Food Stamps (SNAP) and Medical Assistance. CARES is a fairly complex system that maintains individual and case level information, produces management reports and interfaces with internal and external entities and identifies, tracks and provides timely notification to workers and supervisors for all actions required to complete case processing used in online and batch processes.

CSES (Child Support Enforcement System): CSES is an automated system used for establishing, enforcing and tracking in-state and interstate child support cases, recording case child support financial activity and for generating data for federal reporting. CSES interfaces with State, Federal and private agencies for the purpose of locating missing parents, maintaining current participant demographics, payment collection, and disbursement and enforcement of court orders.

Responsibilities include:

- Gathering requirements from the customers and prepared business design specification document
- Performing analysis, design, and systems development and application maintenance and support
- Preparing time and cost estimates, resource requirement for new projects.
- Using analysis and mathematical models to predict and measure outcome and consequence of design
- Interacting with management to explain each phase of the system process and address concerns
- Solving technical problems that arise.
- Designing and developing online screens using Telon, DB2 and Cobol
- Performing unit testing, integration testing and performance testing.
- Providing system and production support on rotation basis.
- Designing and developing CSES online screens using Java, JSP, HTML and Javascript.
- Improving CSES system performance using data archival process which identifies the most resource intensive and largest DB2 table's data and moved to archival tables.
- Conducting status meeting, technical performance review meeting, and code reviews.
- Identifying, managing and mitigating the project risks.

2005-2009   **Senior Analyst, New HEIGHTS, Department of Health and Human Services (DHHS), Concord, NH**

Environment: Cobol, JCL, CICS, DB2, VSAM, Java, HTML, CSS, JavaScript, XML, AJAX, Stored Procedure, SQL Server 2005, Endevor, Intertest, ZEKE, Microsoft Visio, TSO/ISPF

New HEIGHTS is a large-scale, client/server, interactive welfare system for the state of New Hampshire that automates: Client Registration (CR), Application Entry (AE), Standard Filing Unit (SFU), Eligibility Determination & Benefit Calculation (EDBC), Benefit Issuance, Benefit Recovery, Caseload Management, Security Maintenance, Work Programs, Client Notices, Employment & Training for the Temporary Assistance for Needy Families (TANF), State Adult Cash Programs, food Stamps, Child Care, Foster Care, Adoption Subsidy and Medical Assistance Programs. The system also interfaces with Child support, MMIS, Managed Care, Electronic Funds Transfer (EFT), Electronic Benefits Transfer (EBT), NADA and many federal data exchanges. The system also provides an automated facility for the administration of various public assistance programs and supports the information needs at the office and State level. The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports rather than mainframe reports.

Title of the various Subprojects worked:

1. New HEIGHTS Incremental (Aug 08 – Present): New HEIGHTS Incremental is a conversion of existing Mainframe application to web application. The existing PowerBuilder front-end application converted into web application using HTML, JavaScript, Java and AJAX. Involved in Mainframe backend application support for the conversion.

2. NH EASY (Oct 07 – Jul 08): NH EASY is a transfer and customization of the Massachusetts IE&R solution. NH EASY is designed to capture applications for Medical Assistance, Cash Assistance, QMB/SLMB, Food Stamp Benefits and Child Care. The implementation of a NH EASY solution will help reduce the approximately 1,300 paper applications received through the mail each month.

3. TANF Reauthorization: The Federal government introduced new programs to support temporary assistance for needy family. The existing application business logic has been modified to incorporate the new enhancement.

Responsibilities included:

- Responsible for developing Cobol application to convert data from NH EASY web application to New HEIGHTS mainframe application
- Design and Coded Cobol, CICS, DB2 programs and common subroutine programs
- Performed Data Analysis and created Spufi to fix the production problem
- Involved in Migrating the component using Endeavour from one region to other region
- Scheduled the production jobs using ZEKE and ran the daily batch cycle
- Monitored production batch cycle and performed production support
- Performed code review and submitted code review forms
- Communicated issues and status information concerning system development activities to the Project Manager to make certain that project milestones were met
- Actively involved in Unit Testing, Integration Testing and Performance Testing
- Gathered requirement from client and created design documents based on the requirement
- Created rules engine to convert PowerBuilder screen into Java screen

2003-2005   **Lead Developer, NIIT Technologies Ltd., India**

Client: Sabre Airline Agency (USA)

Environment: Cobol, JCL, VSAM, CICS, DB2, PL/1, CA7, Oracle, JavaScript, HTML, XML, FTP, Visual Interdev, OS/390, MVS, QMF, GDG, Endevor, File-Aid, TSO/ISPF, Windows

2000, ASP

Sabre is one of the GDS (Global Distribution System) in the Airlines domain, which provide information about Airlines, Hotels, Car Rentals used by Travel Agent, Airline Reservations Offices and Wholesalers. Abacus is a Airline Travel Agent located in Singapore that transferring the offline data files from Sabre thru the MVS/TSO environment. To support Abacus current business need, we wish to implement the transferring of data files via a more flexible and efficient method i.e. via the use of FTP server.

Responsibilities:

- Participated in design and development for the Abacus Airline agent
- Automated file transferring process using FTP server
- Gathered requirements from client
- Performed code review and created Unit test cases

2003-2004   **Programmer Analyst, NIIT Technologies Ltd., India**

Client: KBC Bank (Brussels)

Environment: OS/390, MVS, JCL, Cobol, VSAM, CICS, DB2, IMS DB/DC, GDG, Endevor, File-Aid, QMF, TSO/ISPF, JavaScript, HTML, XML, CSS, Visual Interdev

KBC Bank is a merger of KBC Bank, CERA Bank and ABB Insurance. To improve the process of credit granting, a RAK (Risk analysis for credits) tool was developed to calculate the risks automatically. This tool consist of three parts are EDF, LGD and EL. The EDF (Expected Default Frequency) is the probability that a particular counter party will default within a certain period. In this context, default means being overdrawn or in arrears for at least three months. EDF calculated on the basis of financial information, Qualitative information, and Behavior scores.

Responsibilities included:

- Involved in EDF system application to calculate the risk
- Written functionality to calculate financial information, qualitative information and behavior score
- Handed change request and new enhancement for the Rick module
- Performed code review and created unit testing cases
- Designed and developed Cobol, DB2 programs for the new enhancements
- Designed and developed knowledge portal application using ASP, HTML, XML

2002-2003   **Programmer Analyst, Arman Infotech System, India**

Client: RecruitMax

Environment: Cobol, CICS, JCL, DB2, TSO/ISPF, Endevor, ASP.NET, XML, Oracle, JavaScript, HTML, Stored Procedure, POP3, Index Server, Visual Interdev

Description: IntelliRecruit is a hiring management system that aims to streamline an organization's recruitment function. It is a secure web-based system that would simplify and automate recruitment process in an enterprise. The system offers a sharp increase in overall hiring productivity. The product has been customized for two clients namely RecruitMax and Concorde.

Responsibilities included:

- Coded back end programs using Cobol and Db2
- Prepared requirement specifications and Layout Screen Design using ASP.NET, HTML, XML
- Involved in design and developed database table and stored procedure in Oracle
- Implemented e-mail programs similar t outlook express and provided facility to

Import/Export from Outlook express
- Configured Index Server to enable user to search document faster

2000-2002   **Programmer Analyst, Pentasoft Technologies Ltd., India**

Client: Jackys & Hewlett-Packard

Environment: ASP, IIS, SQL Server, JavaScript, HTML, FTP, VBScript, CSS, Dream Weaver

Description: Hp-estore is an e-tailer program, which inherits the merchant business model that specializes in HP products. The modes of payments available are credit card and cash on delivery and checks. The site offers an online shopping cart that keeps track of the items purchased and can be checked out at the user's disposal. The transactions are secured through the secured sockets layer by means of Verisign.

Responsibilities:
- Designed and developed web pages using ASP, HTML, JavaScript, CSS
- Designed and developed User entry screen and layout screens
- Performed unit testing, System and on-line testing
- Designed and developed data dictionary using HTML, JavaScript, CSS and Dream Weaver

Education

Bachelor of Engineering (Computer Science and Engineering), University of Madras, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

- Technologies: Hadoop, HIVE, Pig, Sqoop, MapReduce, Flume, Microsoft .NET, J2EE, Legacy Mainframe
- Programming Languages: Java, C#, VB.NET, C, C++, COBOL, JCL, Visual Basic
- Scripting Languages: JavaScript, VBScript
- Web Development Tools and Technologies: JSP, ASP, Web Services, CSS, ASP.NET, HTML, JSON
- Application servers: WebSphere 8.x-5.x, Apache Tomcat 6.0, IBM Liberty Profile
- Web Servers: Apache Web Server, IBM HTTP Web Server and Microsoft IIS Server
- Operating Systems: Windows 95/2000/NT/XP/VISTA/7/8, UNIX, LINUX, Z/OS, DOS
- Databases: DB2 9.x, Oracle 10g/9i/8i, MS SQL Server, MS Access
- Middleware: JDBC, ODBC, NETWISE, CTG (CICS Transaction Gateway), Web Services, CICS, Web Support
- XML Technologies: XML, XML DOM, XSLT, XPATH, DTD, XHTML
- IDE Tools: RAD (8.x-5.x), Eclipse 3.x, Visual Studio, Dream weaver, TSO/ISPF
- UML Modeling Tools: Microsoft Visio and Rational Rose
- Testing Tools: IBM Rational Software and JUnit
- Source Control Systems: CA7, Endevor and Clear Case

OPTUM

- Methodologies: Waterfall Model, Iterative Development, Agile, Scrum
- Microsoft Office Tools: MS Word, Excel, Access, Power Point, Visio, Project
- Other tools: File-Aid, Abend-Aid, ZEKE, Xpediter, Intertest, Telon, VSAM, CICS, QMF, FTP, SharePoint, Log4j, PL/SQL, Crystal Reports, Joomla

Certifications / Training	
	■ Tackling the Challenges of Big Data – MIT
	■ Hadoop Big Data Ecosystem
	■ Web Master from World Wide Web Institute, Chennai, India
	■ Certified in HTML, JavaScript, ASP

Name: Pavan Kumar Ravela

Track Manager

Experience Summary

Mr. Ravela brings 13 years of experience in information technology with extensive experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. He has excellent domain knowledge in government social services programs like TANF, HIX, Children and Health family program, adult care programs, disability services, and Medicaid and children health programs. Mr. Ravela has demonstrated experience with 'as-is' and 'to-be' business processes, and the conversion of those requirements into technical specifications and test plans. He has proven skills in relationship management, and guiding teams through the entire project development life cycle.

Mr. Ravela has the following specific qualifications that meet or exceed RFP requirements:

- He brings management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. He worked on the California Department of Social Services TANF and IE implementation project from 2002-2013. As a Functional Track Lead, he participated in the design, development and implementation phases of the modernization project for all eligibility programs such as SNAP, TANF, child care and Medicaid. He also helped prepare training materials for training business users on the new system. He also worked as a Functional Lead for an MMIS DDI project (MERP - Medicaid Enterprise Restructuring Project) for the State of Maryland.

- Through his California Department of Social Services TANF and IE implementation experience, he brings more than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS. He also has analysis and design experience through his work on the Maryland Medicaid Enterprise Restructuring Project, and through his current position on the Maryland HIX implementation. He worked as Track Leader in the California Department of Social Services and California-MMIS for the state of California. He is experienced in documenting business requirements, functional specifications and design documents for all major social benefit programs like such as SNAP, TANF, child care and Medicaid.

- Through these same three projects, he brings more than three years of system analysis experience, with special attention given to design, testing, and implementation. He has demonstrated familiarity with eligibility policies and mandates, facilitated Joint Application Design (JAD) or other design sessions with various stake holders, wrote test cases, created test scenarios, or participated in testing activities for new functionality in an eligibility system. He also wrote policy or procedure handbooks/manuals for use in an eligibility business operation. He also helped in providing a technical solution and pseudo-code in technical system design documents.

- He has more than two years of experience working with users to define their needs and produce outputs to satisfy those needs in a pre-determined time frame. He has demonstrated deep proficiency in the eligibility and case management business area policies and domain knowledge in eligibility programs such as SNAP, TANF, child care and Medicaid. He has prepared training materials for training business users on the new system, and provides status updates to the client during weekly status meetings.

- He holds a Bachelor of Science in Engineering from Vesvesvaraya Technological University in Belgaum, India.

Work Experience

2014-Present

Functional Manager – Maryland Health Benefit Exchange Implementation

The Maryland Health Benefit Exchange is the state-based marketplace that allows residents of Maryland to select health care coverage. Per requirements of the Affordable Care Act the marketplace supports enrollment in Medicaid, MCHP, and private insurance options. Mr. Ravela performed the role of Functional Manager. Key responsibilities of his role include:

- Gather requirements from various stakeholders
- Facilitate Joint Application Design (JAD) or other design sessions with various stakeholders
- Write use cases, create process flows, and create system architecture diagrams and sequence documents
- Translate requirements into functional design specifications
- Create technical specifications to be used by developers
- Write test cases, create test scenarios, and participate in testing activities for new functionality
- Extract business rules for requirements and document in the Requirements Traceability Matrix
- Create estimates for change requests and enhancements

2013-2014

Functional Lead, Maryland MMIS – Medicaid Enterprise Restructuring Project

This project involved the design, development, and implementation of a web-compatible platform to replace the existing Medicaid Management Information System. As the Functional Lead, Mr. Ravela's responsibilities included:

- Development of policy and procedure manuals for use in an eligibility business operation
- Management of the discovery and communications processes for issue identification and resolution and risk identification and mitigation strategies
- Application of quality standards for project delivery artifacts
- Development of design specifications for correspondence, reports, and interfaces
- Designed screen layouts and navigational flows for the MMIS' User Interface for both multiple user views
- Gathered requirements by facilitating JAD sessions
- Performed code reviews and reviewed unit test results
- Managed the code migration process into the production environment
- Documented the technical solution, including pseudo-code in the technical system design documents

2002-2013

Functional Track Lead for the California Department of Social Services TANF and IE Implementation

For the TANF and IE Implementation Project Mr. Ravela demonstrated deep proficiency in the eligibility and case management business area supporting SNAP, TANF, child care and Medicaid. His responsibilities in the Functional Track Lead role included:

- Led the implementation of policy changes for new eligibility programs into current business operations
- Participated in the design, development and implementation activities related to modernizing the eligibility processing for SNAP, TANF, child care and Medicaid

- Created training materials used to train users on the new system
- Provided status updates during weekly client status meetings
- Supported system migration testing and user acceptance testing

Education

B.S. in Engineering from Vesvesvaraya Technological University, Belgaum, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Operating Systems:** MVS, VM, OS/390, z/OS, Windows XP
	Languages: COBOL, PL/1, JCL, PDL, REXX, SQL
	Database/Access Methods: DB2, VSAM, IMS DB
	Tools: Rational RequisitePro, Microsoft SharePoint, Requirements Traceability Web, Microsoft Visio, Enterprise Architect, CA7, SCLM, Rational Portfolio Manager, Clear Quest, Changeman, IBM Query Management Facility (QMF), IBM SQL SPUFI, IBM Debugger, QMF, XFR, TWSZ, SPUFI, Xpeditor, Filemanager, Rational Team Concert, CA-View, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Outlook
	SDLC Methodologies: Agile, Waterfall
	File Transfer: XMIT, SFTP, FTP, Netview FTP
Certifications	**Certified Six Sigma Yellow-belt and Six Sigma Lean professional with implementation experience**

Name: Srija Vutukuru

Track Manager

Experience Summary

Ms. Vutukuru has 10 years of experience in information technology with extensive experience in business analysis, business process management, project management, client engagement, stakeholder management, requirements management and training. She brings extensive experience implementing various Medicare and Medicaid programs in federal and state governmental agencies. She has excellent domain knowledge in government social services programs like TANF, adult care programs, disability services, SNAP, and Medicaid and children health programs. She also brings proven skills in relationship management with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters.

Ms. Vutukuru has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. She worked on the California Department of Social Services TANF and IE implementation project from 2005-2012. As a Functional Track Lead, she participated in the design, development and implementation phases of a project to modernize the eligibility determination process for programs including SNAP, TANF, child care, and Medicaid.

- More than two years of analysis and design experience on a statewide eligibility system comparable in size and complexity to RAPIDS through her California Department of Social Services TANF and IE implementation experience. She also has analysis and design experience through her work on the Connecticut Health Insurance Exchange Project, and through her current position on the Maryland Health Benefit Exchange project.

- More than three years of system analysis experience, with special attention given to design, testing, and implementation, and more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. This is demonstrated by her work on the California, Connecticut, and Maryland projects.

- Bachelor of Technology degree from Jawaharlal Nehru Technological University in India.

Work Experience

2013-Present | **Functional Lead, Maryland Health Benefit Exchange Implementation**

The Maryland Health Benefit Exchange is the state-based marketplace that allows residents of Maryland to select health care coverage. Per requirements of the Affordable Care Act the marketplace supports enrollment in Medicaid, MCHP, and private insurance options. Ms. Vutukuru's key responsibilities in the role of Functional Lead include:

- Gather requirements from various stakeholders
- Facilitated Joint Application Design (JAD) sessions with various stakeholders
- Write use cases, create process flows, and create system architecture diagrams and sequence documents
- Translate requirements into functional design specifications
- Create technical specifications to be used by developers

- Write test cases, create test scenarios and participate in testing activities for new functionality
- Extract business rules for the requirements and document in the Requirements Traceability Matrix
- Create estimates for change requests and enhancements
- Create business process flows, business service definitions, business requirements, and user stories for the design and development of systems interfaces associated with appeals of eligibility determinations made by the Federally-facilitated Exchange and State-partnership Exchanges
- Provide consultative and technical assistance to states on eligibility appeals policy and in the development of operations and systems to support eligibility appeals functions for Exchanges
- Provide technical assistance to support coordination between the Exchange and the Medicaid and Children's Health Insurance Programs to support decisions made through appeals adjudication

2012-2013   **Functional Lead, State of Connecticut Health Insurance Exchange**

In his role as the Functional Lead supporting the Connecticut Health Insurance Exchange, Ms. Vutukuru's key responsibilities included:
- Developed policy and procedure manuals for use in an eligibility business operation
- Managed the discovery and communications processes for issue identification and resolution, and risk identification and mitigation strategies
- Applied quality standards to project delivery artifacts
- Developed design specifications for correspondence, reports, and interfaces
- Gathered requirements by facilitating JAD sessions among various stakeholders
- Reviewed code and unit test results
- Managed the code migration process into the production environment
- Documented the technical solution, including pseudo-code in the technical system design documents

2005-2012   **Functional Track Lead for the California Department of Social Services TANF and IE Implementation**

For the TANF and IE Implementation Project Ms. Vutukuru demonstrated deep proficiency in the eligibility and case management business area supporting SNAP, TANF, child care and Medicaid. Her responsibilities in the Functional Track Lead role included:
- Led the implementation of policy changes for new eligibility programs into current business operations
- Participated in the design, development and implementation activities related to modernizing the eligibility processing for SNAP, TANF, child care and Medicaid
- Created training materials used to train users on the new system
- Provided status updates during weekly client status meetings
- Supported system migration testing and user acceptance testing

Education

Bachelor of Technology, Jawaharlal Nehru Technological University, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Operating Systems: MVS, VM, OS/390, z/OS, Windows XP** **Languages: COBOL, PL/1, JCL, PDL, REXX, SQL** **Database/Access Methods: DB2, VSAM, IMS DB** **Tools: Rational RequisitePro, Microsoft SharePoint, Requirements, Traceability Web, Microsoft Visio, Enterprise, Architect, CA7, SCLM, Rational Portfolio Manager, Clear Quest, Change man, IBM Query Management Facility (QMF), IBM SQL SPUFI, IBM Debugger, QMF, XFR, TWSZ, SPUFI, Xpeditor, File manager, Rational Team Concert, CA-View, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Outlook** **SDLC Methodologies: Agile, Waterfall** **File Transfer: XMIT, SFTP, FTP, Netview FTP**
Certifications	**Certified Six Sigma Yellow Belt and Lean Professional with implementation experience.**

Name: Swetha Reddy

Track Manager

Experience Summary

Ms. Reddy has eight years of experience in information technology in the health care field. She has excellent domain knowledge in government social services programs like TANF, SNAP, HIX, adult care programs, disability services, and Medicaid and children health programs. She is adept at system development life cycle (SDLC) development, with experience in all phases of development from requirements gathering, business case development and maintenance, and defining strategic solutions to meet business needs. She brings experience with the Rational Unified processing (RUP), Waterfall, and Agile methodologies.

Ms. Reddy has the following specific qualifications that meet or exceed RFP requirements:

- Ms. Reddy has management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. She currently works as a Functional Manager for the state of Texas TIERS-HHSC (TANF) Implementation. Prior to that she was the Functional Lead for the state of Arkansas TANF implementation. Before that Ms. Reddy was the Functional Lead for the state of California HIX implementation. All of these projects were an eligibility re-design system for various state assistance programs.

- Ms. Reddy's work on these three projects provided her with more than two years of analysis and design experience on an eligibility statewide system comparable in size and complexity to RAPIDS. She also gained more than three years of system analysis experience, with special attention to design, testing, and implementation, as well as more than two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined timeframe.

- Ms. Reddy holds a Bachelor of Technology degree from Jawaharlal Nehru Technological University in India.

Other highlights of Ms. Reddy's background include:

- Extensive experience in interacting with stakeholders, gathering requirements and creating Business Requirement Documents (BRD), User Requirement Specifications, Technical and Functional Requirement Specifications, System Requirement Specification (SRS), Test Plan, analyzing and creating use cases, use case diagrams, activity diagrams, and system workflow diagrams.

- Extensive experience in conducting Joint Requirement Planning (JRP) sessions, Joint Application Development (JAD) sessions, and Rapid Application Development (RAD) sessions with a committee of SME's, business groups, senior management and IT groups.

- Well versed with UML and process modeling

- Experience conducting business functional testing, unit testing, integration testing, system testing, performance testing, regression testing, ad hoc testing, user acceptance testing and end-to-end testing

- Excellent in performing GAP analysis to check the compatibility of the existing system infrastructure with the new business requirements and move from the as-is towards the to-be scenario

- Proficient in writing detailed use cases, developing test cases, and working with QA teams during testing

- Strong analysis and problem solving skills and strong verbal and written communication skills.

Work Experience

2012-Present

Functional Manager, Texas Health and Human Services Commission TIERS Eligibility System Project

For the Texas TIERS eligibility system re-design project, Ms. Reddy is the Functional Manager. Her key responsibilities in this role include:

- Participates in Joint Application Development (JAD) sessions, product presentations and conducts interview sessions to collect information.
- Performs GAP analyses to identify missing benefit service elements based on benefit summary documentation.
- Provides technical and procedural support for systems integration testing and user acceptance testing.
- Manages the prioritization of business requirements with the integration and testing teams.
- Documents all use cases in the requirements management and testing verification tool.
- Coordinates the defect management process to include re-testing and validation against use cases.

2009-2012

Functional Lead, Arkansas Department of Human Services Eligibility System Re-design Project

For the Arkansas eligibility system re-design project, Ms. Reddy is the Functional Lead. Her key responsibilities in this role include:

- Implemented a Secure EDI project to automate the secure transfer of data with trading partners who provide data to the system.
- Created functional specifications for HIPAA transactions related to enrollment files containing benefit change information.
- Participated in Joint Application Development (JAD) sessions, product presentations, and conducted interviews to collect information.
- Provided technical and procedural support for user acceptance testing.
- Managed the prioritization of business requirements with the integration and testing teams.
- Documented all use cases in the requirements management and testing verification tool.
- Coordinated the defect management process to include re-testing and validation against use cases.

2007-2009

Functional Lead, California Health Insurance Exchange (HIX) Project

Ms. Reddy's key responsibilities as the Functional Lead for the California HIX implementation included:

- Developed the overall test plan, test cases, and test data for HIPAA EDI transactions.
- Facilitated (JAD) Joint Application Development sessions to identify business rules and requirements and then document them in a format that can be reviewed and understood by both business and technical teams
- Developed the Business Requirement Design document and Change Requirement Design Document

Education

Bachelor of Technology, Jawaharlal Nehru Technological University, India.

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Operating Systems: Windows 2000, XP, 98, UNIX, LINUX

Application Software: MS Office Suite (MS Word, MS Excel, MS PowerPoint), Rational Suite, MS Project

Databases: SQL Server, Oracle, MS Access, DB2

Web Technologies: HTML, XML

Methodologies: Rational Unified Process, Object Oriented Analysis and Design, UML & Business/Data Modelling, Entity-Relation Modeling

Requirement Management Tools: Requisite Pro, MS Visio

Testing Tools: Test Director, Quality Center, Win Runner, Quick Test Pro, DOORS

Varun Palle

Track Manager

Experience Summary

Mr. Palle has 11 years of experience in application management and architecture. He has excellent domain knowledge in government health and human service programs such as TANF, HIX, children and family health, adult care, disability services, and Medicaid. He has experience working with customers to improve efficiency and increase citizen satisfaction with these health and human services programs.

He has specialized knowledge of technology project management with a background in both enterprise architecture and application architecture across multiple platforms including: web, mainframe, content/document management, information management, ESB, Integration, data modelling and voice/IVR.

He is a proactive and innovative team player who is able to work under tight deadlines and capable of managing larger teams across multiple projects. He has a record of accomplishment in designing and delivering reliable, scalable systems. This includes systems in areas such as: reporting, Internet/Intranet, customer relationship management, contact center, campaign management, business intelligence (e.g., data marts, data warehousing, ETL and visualizations), transactional risk management, application integration (e.g., web, DataPower, MQ, Legacy), data integration, content management, printing, document management, and ESB/ BPM/SOA/web services.

He has the following specific qualifications that meet or exceed RFP requirements:

- Management experience in one or more projects involving the development or maintenance of an automated, integrated eligibility system for a government agency. This is demonstrated by his work in multiple projects, including those for the states of Connecticut and Washington. His management experience includes overseeing teams of more than 25 staff across multiple, geographically dispersed teams.

- Two years of analysis and design experience on a statewide system comparable in size and complexity to RAPIDS, as particularly demonstrated by his work for the states of Connecticut and Washington.

- Three years of system analysis experience, with special attention given to design, programming, testing, and implementation. This is particularly demonstrated by his work for the states of Maryland, California, Washington, and Connecticut.

- Two years of experience working with users to define their needs and product outputs to satisfy those needs in a pre-determined time frame. This is demonstrated by his work for the states of Maryland, California, Washington, and Connecticut.

- Bachelor of Engineering, Vellore Institute of Technology, India

Mr. Palle also has the following relevant qualifications:

- Experience collaborating with vendor, platform, data and infrastructure architects to deliver products on time, within cost and quality parameters

- Experience working closely with enterprise architects and IT/business governance groups

- Experience documenting business requirements, functional specifications and design documents for major health and human service programs like such as SNAP, TANF, child care, and Medicaid.

- Proven skills in managing relationships with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters

- Demonstrated proficiency in the eligibility and case management business area

- Expertise with several ESB products, including Mule, Fuse ESB, Oracle OSB, WebSphere ESB (WESB)

- Extensive experience in implementing Core and J2EE Design Patterns (e.g., Singleton, Factory, MVC, Front Controller, Session Facade, Value Object, Service Locater, DAO)
- In-depth knowledge and experience in implementing EIP, J2EE design and Java patterns

Work Experience

2013-Present	**Application Development Manager, MHBE, State of Maryland**

Project Name: Maryland HIX implementation

Description: Maryland Health Benefit Exchange (MHBE) is the State Based Marketplace (SBM) to implement the Affordable Care Act in Maryland. This project provides health care coverage to the residents through Medicaid, MCHP, and private insurances. Eligible residents receive advanced premium tax credits when enrolled in the health insurance plans through the Marketplace.

Responsibilities include:

- Collaborating with key stakeholders and internal teams to define exchange architecture principles, standards and guidelines.
- Mentoring various development team members (designers and developers) and driving code reviews
- Performing requirements definitions, system analysis and design, interface and data architectures, lifecycle cost analysis and estimation, and governance
- Leading a team of 20 plus resources
- Demonstrating proficiency in the eligibility and case management business area Policies and domain knowledge in eligibility programs such as SNAP,TANF, child care , and Medicaid.
- Driving requirements gathering sessions, communicating with subject matter experts to facilitate exchange of domain knowledge, and leading design review discussions.
- Creating and distributing object-oriented architecture that allowed multiple teams to develop different sections without need to communicate between teams
- Establishing clean architecture that enabled technical staff to rapidly isolate and resolve system issues
- Addressing several integration issues
- Playing several key roles including implementation manger and technical manager
- Demonstrating understanding of several technologies such as ESB, WebServices, design patterns, EDI, WTX.
- Making certain that the project team had everything needed to work efficiently and that every team member was clear on the short and long-term goals
- Creating work breakdowns, resource estimates, schedules, and planning
- Using project planning tools and methods advocate for technology innovations to improve information tracking and analysis, workflow automation, internal collaboration, and communication within IT department

2012-2013	**Application Architect, Blue Shield of CA, California**

Project Name: HIX implementation – CA

Description: Blue Shield of California is a health care payer company that coordinates care and coverage. It covers more than 3 million members in California.

Responsibilities included:

- Led vendor evaluations, proof of concept development and providing architectural

solutions for HIX and ICD 10 projects

- Managed a large team of resources both onsite and offsite
- Led cross-domain application integration with different tools such as Message Broker, DataPower, Sterling File Gateway, MQ, Edifecs, and WTX
- Led application design and development deliverables and worked with system and UAT testing for EDI platform end-to-end testing.
- Responsible for coordination, task assignment, task management within the team
- Served as architect and lead for impact analysis and providing solutions for efforts including CA-Health (HIX), ICD-10 .and other health care mandates
- Responsible for project scope, release, change, requirement, issue, risk, time and financial management in the entire SDLC process from requirement definition, analysis, design, build/coding, testing until deployment stage
- Communicated effectively and regularly with business/IT senior executive management
- Promoted effective communication between project managers, developers, business analysts, quality assurance analysts and project team members

2009-2012	**Application Architect, Group Health Cooperative, State of Washington**

Project Name: HIX and IE Integration with state of WA

Description: Group Health Cooperative is a consumer-governed, nonprofit health care system that coordinates care and coverage. Based in Seattle, Wash., Group Health and its subsidiary health carriers, Group Health Options, Inc. and KPS Health Plans, serve more than half a million residents of Washington State and Idaho.

Responsibilities

- Project Lead/Architect managing a team of 10 developers
- Responsible for the integration of the trade partners with internal applications and the Web in Message Broker using HTTP , WSDL ,XML and SOAP
- Architected EDI integration solution using WTX ,WMB and Edifecs
- Designed and architected the solution for 5010 project, which is considered to be a cost effective solution across the organization
- Designed the proactive strategy to accept the ICD 10 codes without any changes in the backend systems; a step down converter is designed in the middleware to convert the ICD 10 to ICD 9 codes

2004-2009	**Application Lead, TANF implementation, State of Connecticut**

Project Name: TANF implementation

Description: To create an web application to determine eligibility and deliver health and human services programs such as Medicaid, State Children's Health Insurance Program (S-CHIP), SNAP, Child Care, and TANF.

Responsibilities

- Documented business requirements, including functional specifications and design documents for major health and human service programs
- Documented the AS-IS and TO-BE business processes and converted these into technical specifications
- Prepared estimation for the change requests and enhancements
- Extracted business rules for the requirements in requirements traceability matrix
- Provided technical solution and pseudo-code in technical system design documents
- Reviewed the code and unit test results
- Designed screen layouts and navigational flows for web application for both

consumers and workers

- Directed and led technical teams through implementation

Education

Bachelor of Engineering, Vellore Institute of Technology, India

Technical Skills

Hardware,
Software,
Languages,
Operating
Systems, etc.

Domain Expertise & Solutions

- IBM Message Broker, BIZTALK, IBM DataPower, IBM WTX, IBM MQ Series, Health Insurance Industry, HIPAA Gateway, Application Management, HIPAA EDI X12, HL7, EPIC, Facets

Programming & APIs

- Visual Basic, VB script, VB.net, C#.net, MS Dos, XML, Core Java, J2EE

Tools

- Message Broker, IBM WebSphere Transformer Extender (WTX), Facets, EDIFECS EAM, EDIFECS Spec builder, EDIFECS map builder, EDIFECS Transaction Management, AXWAY Gateway, AXWAY integrator, HIPAA Gateway, MQ series, EC map, Crystal Reports 6 and 11

Databases

- Sybase 12.5, SQL Server 2000,

Operating Systems

- Unix, Windows 2000/XP/NT

Process/Methodologies

- Waterfall, SCRUM, AGILE

Name: Kishore Kumar Perikala

Database Administrator

Experience Summary

Mr. Perikala brings more than seven years of experience with z/OS DB2 as a DBA with a large DB2 shop. He has experience with mainframe application DB2 support such as: DB2 packages, DB2 threads, application DB2 performance tuning; and he is familiar with DataStudio 4.1 and using the Visual Explain tool. He also has exposure in developing/testing Native as well as COBOL DB2 stored procedures. He has worked on DB2 versions 8, 9 and 10 on several projects that are comparable to the RAPIDS system in size and complexity.

He brings strong z/OS DB2 object management experience, including partitioned tables, UTS, triggers and stored procedures, as well as experience with all DB2 utilities including Back-up, Reorg, Recovery, and Runstats. He has proven experience using the BMC toolset, IBM Data Studio, DB2 Connect, TSO/ISPF, Z/OS JCL, REXX, Omegamon, Explain Reports, and MISC Reports. He is also proficient in COBOL, JCL, DB2, VSAM, and CICS.

Mr. Perikala has four years' experience creating logical and physical data models with CA ERwin Data Modeler. He is an expert in using database tools like SPUFI, PLATINUM, DB2 File-Aid, and RPG IV. He has experience in implementing data models, database designs, data access and table maintenance codes, and has worked with other information architects and database designers to implement the physical data model.

He brings more than seven years of experience with DB2 COBOL stored procedure development, and more than one year of experience in DB2 Native SQL procedure development.

Mr. Perikala received his Bachelor's degree from Rajiv Gandhi Memorial College of Engineering and Technology, Nandyal, India in the field of Electronics and Instrumentation Engineering.

Work Experience

2012-Present | **Application Architect and DB2 Database Administrator, American Express**

Project Title: IM-Information Management

Client Description: American Express is a global service company, providing customers with access to products, insights and experiences that enrich lives and build business success. A leader in global payments, American Express is the largest card issuer by purchase volume and operates a worldwide network that processes millions of merchant transactions daily. AMEX offers the broadest array of payment, expense management and travel solutions for consumers, small businesses, mid-size companies and large portions.

About Project: IM (Information Management) Group for American Express is based in Phoenix. It is responsible for design, development and administration/maintenance of all American Express databases. The TCS DBA team, which is part of AMEX IM group, provides database administration services to American Express Technologies. The project involves database design and development, creation of new databases, support for application development teams for database maintenance, data migration, data refresh, production database monitoring for size, estimating their growth and taking necessary action to prevent the database from filling up, ensuring regular backups are being taken on all databases, performance tuning of the databases and also SQL queries of the applications, fixing database related issues in production and constantly looking at ways to improve the database availability and to optimize performance.

Mr. Perikala's responsibilities as Application Architect and DB2 Database Administrator include:

- Creating DB2 Objects depending upon the application requirement.
- Alteration of Objects using BMC Change Manager.
- Responsible for regular Backup and Recovery Activities.
- Starting and Stopping DB2 Objects.
- Involved in day to day database administration tasks like running REORG, RUNSTATS, BACKUPS, RECOVERY, LOAD and UNLOAD etc.
- Handles the authorizations of DB2 Objects to users, applications and utilities.
- Troubleshooting common SQL codes and error messages.
- Involved in performance tuning and problem solving.
- Creating physical design documents from logical design using ER Studio
- Capacity planning using ER Studio to obtain space parameters and design table spaces
- Creating databases, table spaces, and tables in test regions from physical design
- Creating DB2 utility jobs like image copy, reorg, and Run stats
- Migrating database structures from user acceptance to production region
- Using IBM File Manager or BMC DASD Manager for space monitoring and space
- Calculation for test region databases
- Releasing DB2 utility JCLs into production region for maintenance of objects
- DB2 backup/recovery in test regions
- DB2 plan/package maintenance in test regions
- Testing the utility jobs in development and system test regions
- SQL query tuning and identify opportunities for betterment of SQL query tuning and identify opportunities for betterment or advise application team for performance enhancement as required.
- Preparing the user acceptance test databases to hold production volume in support for application volume testing.
- Database development
- Supporting Pega development and production databases
- Worked on the PEGA upgrades starting from Version 5.5 to Till Pega 7.1.7 or higher.
- Database maintenance
- Database migration
- Performance optimization and tuning
- Configuring high availability solutions
- Backup and recovery strategies
- Decommissioning of old database
- Gathering database statistics
- Creating DB2 Objects depending upon the application requirement.
- Alteration of Objects using BMC Change Manager.
- Responsible for regular Backup and Recovery Activities.
- Starting and stopping DB2 Objects.
- Involved in day to day database administration tasks like running REORG, RUNSTATS, BACKUPS, RECOVERY, LOAD and UNLOAD etc.
- Handles the authorizations of DB2 Objects to users, applications and utilities.
- Troubleshooting common SQL codes and error messages.
- Involved in performance tuning and problem solving.
- Creating physical design documents from logical design using ER Studio
- Capacity planning using ER Studio to obtain space parameters and design table

spaces
- Creating databases, table spaces, and tables in test regions from physical design
- Creating DB2 utility jobs like image copy, reorg, and run stats
- Migrating database structures from user acceptance to production region
- Using IBM File Manager or BMC DASD Manager for space monitoring and space
- Calculation for test region databases
- Releasing DB2 utility JCLs into production region for maintenance of objects
- DB2 backup/recovery in test regions
- DB2 Plan/Package maintenance in test regions
- Testing the utility jobs in development and system test regions
- SQL query tuning and identify opportunities for betterment or advise application team for performance enhancement as required
- Preparing the user acceptance test databases to hold production volume in support for application volume testing
- Sound knowledge in COBOL-DB2 Stored Procedure as well as Native Stored Procedures.

Solution Environment: IBM S/390, COBOL, JCL, VSAM, DB2, IMS and File-aid for VSAM and DB2 V10, V11, AIX, Linux, Unix

Tools: BMC Catalogue Manager, ER Studio, COBOL, DB2, Explain, DATACOM

| 2008-2012 | **Application Architect and Developer and DB2 Database Administrator, JP Morgan Chase** |

Project Title: CAF-Chase Auto Finance (1.CALS 2.QUEST 3.TCS 4.DCS)

Client Description: JPMorgan Chase & Co. (JPMorgan Chase), incorporated on October 28, 1968, is a financial holding company. The Company is a global financial services firm and a banking institution in the United States, with global operations. The company is engaged in investment banking, financial services for consumers and small businesses, commercial banking, financial transaction processing, asset management and private equity. JPMorgan Chase's principal bank subsidiaries are JPMorgan Chase Bank, National Association (JPMorgan Chase Bank, N.A.), a national bank with the United States branches in 23 states, and Chase Bank USA, National Association (Chase Bank USA, N.A.), a national bank that is the Company's credit card-issuing bank. The Company's wholesale businesses consist of Corporate & Investment Bank, Commercial Banking, and Asset Management segments.

Project Description:

CALS

Chase Auto Leasing System (CALS) is a major servicing system used by CAF-PS to process leases, from time of booking to the time of pay-off or charge-off. Also, a small portion of Heritage Bank-One leases remain on a servicing system, called Auto Leasing System (ALS)

All leases are considered indirect, via CAF-PS's network of dealers. CALS supports subvention relationships with many manufacturers, for rate and/or residual value. CALS processes dealer reserve accounting, multiple accruals per dealer, various disbursement options, flexible charge-back definition by time or payments made.

Quest

Quest is a CAF-PS's client server Retail and Lease Customer Service System. It is used by the Auto Call Centre staff, for back-office operations, and by the staff in Collections and Custom Finance. It allows access to auto accounts serviced in ALS, VLS and CALS. Quest has a PC component (Visual Basic 6) and a mainframe component (COBOL, VSAM and DB2).The PC component provides scripting and work-flow functionality for a wide range of auto-specific tasks; the mainframe component serves as a broker for accessing the Auto accounts for non-CAF-PS applications such as CA and e-CAF (web) integrated into Enterprise cross-sell (DSO) and Customer Information (CIS) via RSI (Retail Shared

Infrastructure).

TCS: The Collection System

The Collection System (TCS) is used for collecting end-of-term loans for Auto Leases and Balloon Loans.

TCS provides Online and Batch features that allow collectors to resolve delinquent or problem accounts.

TCS allows the collection staff to control the collection process while

(DCS): Data Scan

The Data Scan application suite utilized by Dealer Commercial Services (DCS) consists of four application modules. The applications in production are the WMS or Wholesale Management System, the CMS or Collateral Management System, the SAM or System Administration Manager and DAS or the Dealer Access System (Web portal).

Mr. Perikala's responsibilities as Application Architect and Developer and DB2 Database Administrator included:

- Support Datacom databases
- Query execution using the Datacom Query Editor
- Error handling
- Database development
- Database maintenance
- Database migration
- Performance optimization and tuning
- Configuring high availability solutions
- Backup and recovery strategies
- Decommissioning of old database
- Gathering database statistics
- Creating DB2 Objects depending upon the application requirement.
- Alteration of Objects using BMC Change Manager.
- Responsible for regular Backup and Recovery Activities.
- Starting and Stopping DB2 Objects.
- Involved in day to day database administration tasks like running REORG, RUNSTATS, BACKUPS, RECOVERY, LOAD and UNLOAD etc.
- Handles the Authorizations of DB2 Objects to users, applications and utilities.
- Troubleshooting common SQL codes and error messages.
- Involved in performance tuning and problem solving.
- Creating physical design documents from logical design using ER Studio
- Capacity planning using ER Studio to obtain space parameters and design table spaces
- Creating databases, table spaces, and tables in test regions from physical design
- Creating DB2 utility jobs like image copy, reorg, and run stats
- Migrating database structures from user acceptance to production region
- Using IBM File Manager or BMC DASD Manager for space monitoring and space
- Calculation for test region databases
- Releasing DB2 utility JCLs into production region for maintenance of objects
- DB2 backup/recovery in test regions
- DB2 plan/package maintenance in test regions
- Testing the utility jobs in development and system test regions
- SQL query tuning and identify opportunities for betterment or advise application team for performance enhancement as required
- Preparing the user acceptance test databases to hold production volume in support

for application volume testing

Solution Environment: IBM S/390, COBOL, JCL, VSAM, DB2 V9 V10 CICS, File-aid for VSAM, Linux, Unix, AIX

Tools: BMC Catalogue Manager, ER Studio.

2008-2008	**Team Member / Developer, CITI Bank**

Project Title: 1.AMS & 2.AIIRS

Client Description: Citibank was founded in 1812 as the City Bank of New York by a group of New York merchants. Citibank is now the consumer and corporate banking arm of financial services giant Citigroup, the largest company of its kind in the world. It is the third largest bank by holdings behind Bank of America and JP Morgan Chase & Co. Citibank has operations in more than 100 countries and territories around the world. More than half of its 1,400 offices are in the United States, mostly in the New York City, Chicago, Miami, and Washington DC metropolitan areas, as well as in California. In addition to the standard banking transactions, Citibank offers insurance, credit card and investment products. Their online services division is among the most successful in the field, claiming about 15 million users. Its annual revenues were $89.6 billion USD for year 2006.

Project Description:

AMS and AIIRS are the front end JAVA Applications that are maintained by the Citibank Employees. The Mainframes part involves verification of the details and processing the request details.

Mr. Perikala's responsibilities as a Team Member/Developer included:

- Understanding the applications.
- Took knowledge transfer sessions from the client.
- Documentation of the program analysis (Induction Manual, System Overview Document, Inventory Analysis Document).
- Worked on e-Cobol Compilation and testing of the existing modules.

Solution Environment: IBM S/390, COBOL, JCL, VSAM, DB2 and File-aid for VSAM.

Tools: MS-VSS (for source code control)

2007-2008	**Team Member / QA Test Engineer, AVIS BUDGET CAR RENTAL GROUP, New Jersey, USA**

Project Title: AVIS – Constraint Relief

Client Description: Avis Rent A Car System, Inc. and its subsidiaries operate the world's second largest general-use car rental business, providing business and leisure customers with a wide range of services at more than 1,700 locations in the United States, Canada, Australia, New Zealand and the Latin American/Caribbean region.

The front office systems (reservation and rentals) are handled by the 'Wizard' (mainframe) system. The Back-Office Functions are Sales, Marketing, Yield, Fleet and Finance.

The TCS team replaced/augmented the existing client teams. The TCS team is involved in maintaining daily support, handling change requests for the front and back office modules and also implementing new enhancements as per business requirements.

This project aims to expand and eliminate the constraints on Location Number, Mnemonic code, Motor Vehicle asset number and Invoice Number.

This project will also implement a strategic solution that eliminates the constraints i.e. fields Within the current IMS database and the other requirement is to move the current database from the existing Hierarchical databases (IMS) to relational databases (DB2).

Current system programs in each Deployment Group (DG) needs to be changed to accommodate data with new length and few calls to IMS database and needs to be

changed to access migrated DB2 database

Changed the declaration of fields (Location Number and Mnemonic code) and Positions as per business requirement and unit tested these components.

Mr. Perikala's responsibilities as a Team Member / QA Test Engineer included:

- Involved in Coding, Testing of the various Modules.
- Involved in generating JCLs for loading and unloading of DB2 tables and executing those JCLs on mainframes.
- Involved in testing of batch as well as online programs.
- Involved in the preparation of the UTP's and UTR's.
- Involved in the preparation of the STP's and STR's.
- Involved in the QAT Team.
- Involved in the preparation of the QA Test Plans and Test Results.

Solution Environment: IBM S/390, COBOL, JCL, VSAM, DB2, IMS DB/DC, ENDEVOR, XPEDITER, File-aid, File-aid for IMS, SPUFI, QMF.

Tools: MS-VSS (for source code control)

| 2006-2007 | **Team Member / Production Support Executive, ABN AMRO, Netherlands** |

Project Title: ABN AMRO (BUNL) – Mahuko

Description: ABN AMRO is an international bank with European roots. We have a clear focus on consumer and commercial clients in our local markets and focus globally on select multinational corporations and financial institutions, as well as private clients. Our business mix gives us a competitive edge in our chosen markets and client segments.

ABN AMRO ranks 11th in Europe and 20th in the world based on tier 1 capital, with over 3,000 branches in more than 60 countries, a staff of over 105,000 full-time equivalents and total assets of EUR 975.1 billion (as at 31 March 2006).

Mr. Perikala's responsibilities as a Team Member / Production Support Executive included:

- Production support for Mahuko application.
- Co-ordination with the onsite team and the client regarding the Work Requests
- Involved in development and implementation of work requests.
- Coding and review.
- Preparing Unit Test Plan, and involving in unit testing.
- Preparing System Test Plan, and involving in system testing.
- Interaction with business users and SME's for sorting out the queries.
- Impact analysis of the given change requests.

Solution Environment: COBOL, JCL, DB2, IMS DB/DC, ISPW, ADVANTAGEN

Tools: TCS-ABN AMRO Harvest Portal, SMILE, File-aid, File-aid IMS, VSS

| 2006-2006 | **Team Member / Test Engineer, MasterCard** |

Project Title: GCMS

Description: GCMS is the Global Clearing Management System. This Master Card Management System manages the clearing process of credit transactions and debit transactions (in offline mode). GCMS is a centralized clearing facility owned and operated by MasterCard for the daily processing and routing of worldwide financial transactions between MasterCard and its members.

Mr. Perikala's responsibilities as a Team Member / Test Engineer included:

- Testing of various programs.
- Preparing Unit Test Plans, and involved in Unit testing.
- Testing of programs with the prepared unit test plans and to compare the test results with the expected results.
- Reporting Bugs to the development team during Testing.

Solution Environment: COBOL, JCL, DB2, VSAM

Tools: File-aid, XPEDITER

Education

Degree and Date: Bachelor of Technology in Electronics and Instrumentation Engineering-June (2003)

Institute: Rajiv Gandhi Memorial College of Engineering and Technology, Nandyal, Affiliated to JNT University

Major and Specialization: Process Control Instrumentation, Electronics Devices and Circuits, Bio Medical Instrumentation

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Hardware/Operating systems: IBM Mainframes, Z/OS MVS (OS390), MS Windows 2K/NT/9X,IBM AIX,UNIX,LINUX
	Software Products: COBOL, JCL, DB2, CICS, IMS-DB/DC, MQ Series and VSAM, PEGA, Putti
	Tools: IBM Utilities, Serena Change man, Performance monitor, BMC Catalog Manager, BMC SQL Explorer, BMC Utilities, BMC Apptune, CDB Utilities, Manage Now, Application Inventory Management, Meta Data Management, Zeeke, Control-M, Jobtrac, CA7, ER Studio. Endevor, Xpediter, Smile, TSO/ISPF, Panvalet, QMF, SPUFI, ZEKE, EORS, Service Center, Alarmpoint, DB2, File-Aid for DB2.

Name: Sudeep Reddy

Database Administrator

Experience Summary

Mr. Reddy is a highly experienced Oracle DBA and brings 8 years of Oracle database version 8 or above administration experience on systems comparable in size and complexity to RAPIDS.

His experience as an Oracle DBA includes hands on experience in database administration, installation, patching, migration, configuration, upgrades, performance tuning, backup and recovery, space management, cloning, memory management, database security, and auditing. Mr. Reddy has experience with the following Oracle components: Real Application Clusters (RAC), Data Guard, Oracle Enterprise Manager grid control and cloud control, and GoldenGate.

He has worked on the installation and administration of Oracle versions 12c/11g/10g/9i on OEL, RHEL, Windows, HP-UX, IBM-AIX and Sun Solaris platforms. This experience supported both OLTP and OLAP environments. He has also worked in high availability 10g and 11g environments with 2-, 3- and 5-node RAC databases on HP-UX and Linux, and in very large database environments. He also has experience performing upgrades from Oracle versions 10g and 11g to 12c.

Mr. Reddy also has extensive experience providing performance monitoring and tuning services for Oracle database solutions.

He also has three years of data warehouse experience using the Extract, Transform, and Load (ETL) Tool OWB.

Mr. Reddy received his Bachelor's degree from Kakatiya Institute of Technology and Sciences, Warangal, India in the field of Computer Science.

Work Experience

2014-Present **Sr. Oracle / Goldengate DBA, AT&T, Richardson, TX**

Mr. Reddy's responsibilities as a Senior Oracle / Goldengate DBA include:

- Monitoring and maintenance of Oracle 10g/11g RAC and standalone databases on HP-UX and Linux environments including ASM and Non-ASM.
- Applying PSU 22 on 11gR1 on various platforms HP-UX (Itanium & RISC), LINUX by creating scripts which automate the patch apply process.
- Installing 12c multitenant on lab environment for testing.
- Upgrading 10g/11g databases to 12c lab environment and converted them to pluggable databases.
- Plugging and unplugging databases from container.
- Managing 12c databases using CDB views.
- Golden gate installation and performed Golden gate and Database upgrades.
- Performing roll forward using incremental backup for fixing up many standby databases which are out of sync from primary.
- Working on a daily basis on various reports related to tablespaces management, Goldengate, DR, etc.
- Involved in the failover test, to troubleshoot issues and perform the database health.
- Tested and performed data guard switchover and failover tests using DGMGRL and manually.

- New Cluster and database builds on Linux environments with 11gR2.
- Installing 12c OEM Agents on all assigned servers.
- Working on Oracle advanced replication setup on 11gR1 to replicate tables from Source to target.
- Applying one off patches to ORACLE RDBMS, GRID, and OEM AGENTS.
- Configuring Golden gate Uni-Directional and Bi-Directional Table Replication.
- Configuring various Extracts, Pumps, and Replicates depending upon the client's requirement to replicate data across all markets.
- Working on the High availability of golden gate creating the golden gate VIPs and creating services for RAC databases. In case of one node getting failed Golden gate will be failover to other node.
- Configuring Emcli setup, which relocates the OEM targets when failover is done on S2S metro cluster when SA failovers the package.
- Data guard setup using DGMGRL and FSFO.
- Working on critical and warning tickets on a daily basis.
- Optimization and tuning long running SQL queries using STA, Access advisor, SQL Profiles ADDM, AWR, ASH and EXPLAIN PLAN.
- Database refreshes using Full BCV backups and RMAN DUPLICATE.
- Performing database migrations from old to new hardware to meet the standard.
- Monitoring the table growth, database growth, current users, and system resource usage.
- Implementing data guard to provide high availability of database for many MC applications.
- Sizing the SGA, sizing the db-buffers, shared SQL area, log buffer based on the requirements.
- Performing Daily Monitoring of Oracle Instances, monitor users, and table spaces, Memory Structures, Rollback Segments, Logs and Alerts.
- Performing rolling patch upgrades on RAC environment for bug fixing.
- Implementing ASM on RAC and stand-alone databases. Managing disks and disk groups with ASM.
- Working with oracle on various issues related to database hang/crash, used system state dump and hang analyze to gather information of the hung process.
- Working on call Tier2 production support 24X7.

Environment: Linux, HP-Ia64, HP-RISC, Solaris, 10g/11g RAC, standalone, Goldengate, Dataguard, 12c OEM

2014-2014   **Oracle DBA, Novartis, East Hanover NJ**

Mr. Reddy's responsibilities as an Oracle DBA included:
- Installation of OEM 12c on UNIX and Linux platforms with RAC 2 node
- Installation of SSL certificate from PKI on oracle Enterprise Manger 12c Webserver
- Installation and creation of oracle RAC cluster database 11gR2 on UNIX and Linux box
- Installing Oracle 12c Agents on both Unix and Linux environments
- Performing CRS and database upgrades from 11.2.0.2 to 11.2.03
- Applying one off patches to RDBMS, CRS, and AGENT
- Preparing documentation on OEM 12c complete installation
- Working with Oracle on various issues related to SSL certificates and Oracle Wallet during OEM 12c installation

Environment: Linux, HP-UX, OEM, RAC 11gR2

2012-2014   **Oracle DBA, Hewlett Packard, Houston, TX**

Hewlett-Packard Company (NYSE: HPQ) or HP is an American multinational information technology corporation headquartered in Palo Alto, California, United States. It provides products, technologies, software, solutions and services to consumers, small- and medium-sized businesses (SMBs) and large enterprises, including customers in the government, health and education sectors.

Mr. Reddy's responsibilities as an Oracle DBA included:

- Working on 2-node to 5-node RAC databases from 50 GB-20tb on both HP-UX and Linux
- Monitoring and maintenance of Oracle 10g and 11g databases on HP-UX and Linux environments including ASM and Non-ASM
- Performing conversion non-RAC single instance to Real Application Cluster (RAC) database instances
- Performing CRS and database upgrades from 11.1.0.7, 11.2.0.2 to 11.2.03
- Installing Binaries and creating databases on different versions of Oracle 10g/11g
- 11g Agent installations and upgrades
- Applying patches to RDBMS, CRS, and AGENT
- Configuring Golden gate Uni-Directional and Bi-Directional Table Replication
- Having hands-on experience on implementing, upgrading and configuring the Golden Gate software for Oracle Database
- Installed and configured Veridata for monitoring the golden gate replication used during the 10g to 11gR2 upgrade
- Worked on Mysql and Mongodb on testing on lab environments
- Worked on the high availability of Goldengate creating the Goldengate VIPs and creating services for RAC databases. In case of one node getting failed Goldengate will be failover to other node
- Worked on RAC S2S Metro cluster, where the database will be failover from site1 to site2 using service guard package
- Configured Emcli setup for databases, which relocates the OEM targets when failover is done on S2S metro cluster
- Restoration and recovery from backup
- Involved in the process of tuning and refining queries of various applications
- Optimization and tuning long running SQL queries using STA, Access advisor, TRACE FILE, Sql Profiles, TKPROF and EXPLAIN PLAN
- Extensive usage of ADDM, AWR, ASH, features of 10g
- Database refreshes using Full Expdp and Impdp, RMAN DUPLICATE, DBPITR and Cloning
- Performed TSPITR to recover a particular table space to sometime in the past
- Schema refresh, table refresh using data pump IMPDP, EXPDP
- Performed Database migration, which includes migrating data from SQLServer 2008r2 to oracle 11203 HP-UX. loaded data into oracle tables using SQLLDR
- Created DBlinks between Oracle and SQL Server using database gateway for SQL Server
- Performed database migrations from old to new hardware to meet the standard using RMAN Duplicate
- Monitoring the table growth, database growth, current users, and system resource usage
- Implementing data guard to provide high availability of database for many MC and Tier 0 applications
- Sizing the SGA, sizing the database buffers, shared SQL area, log buffer based on the requirements

- Involved in the performance tuning of various MC applications having long running queries
- Perform daily monitoring of Oracle Instances, monitor users, and table spaces, Memory Structures, Rollback Segments, Logs and Alerts
- Performed rolling patch upgrades on RAC environment for bug fixing
- Implemented ASM on RAC and stand-alone databases. Managing disks and disk groups with ASM
- Worked with Oracle on various issues related to database hang/crash, used system state dump and hang analyze to gather information of the hung process
- Worked on production support 24*7 on an 8 hr. shift basis

Environment: Linux, HP-UX, SQL Server R2 2008/2012,SQL OEM, SQL, SQL LDR, Golden Gate, Toad, Mysql, mongodb, Oracle 9i/10g/11g Oracle RAC 10g/11g, OEM 12c

2011-2012   **Oracle DBA, FedEx, Coraopolis, PA**

FedEx Corporation, originally known as FDX Corporation, is an American global courier delivery Services Company headquartered in Memphis, Tennessee.

Mr. Reddy's responsibilities as an Oracle DBA included:

- Providing production support for all the databases with 10g and 11g during the regular business hours.
- Carried out export/import operations of schemas on all the production/development/stress and integration databases.
- Monitored the performance of database during stress testing from OEM (Oracle Enterprise Manager).
- Performance tuning via OEM, STATSPACK/AWR for 10g.
- Monitoring of queries with high response time and high disk reads per execution i.e., Top SQL using OEM and tuning the same using Explain Plan.
- Tuned all the production/development/stress/UAT databases supporting the application using Statspack/AWR.
- Working knowledge of installation and configuration of Goldengate in Linux environment
- Installed Goldengate and configured Extract and Replicate.
- Configured Goldengate high availability for the RAC nodes using oracle services.
- Upgraded from 10g to 11gR2 with golden gate with less downtime. Installing golden gate and configuring Extract, Replicate.
- Performed user management by creating, monitoring and management of database users.
- Daily incremental backup and weekly full backup of databases using RMAN
- Performed day-to-day activities such as creating users, roles, schemas, tables, views, indexes and rebuilding Indexes and running scripts given by the clients.
- Implemented materialized views, database links.
- Installation, configuration and maintenance of Oracle RDBMS and client software in various environments.
- Daily, weekly table and schema refreshes from prod to test/Dev environments using EXPDP/IMPDP.
- Created and maintained table spaces.
- Database, Agent upgrades, patching on various environments.
- Table space monitoring, performance monitoring and tuning for performance improvement.
- Scheduling automated jobs in Crontab for database monitoring.
- Installed and configured Oracle Enterprise Manager with grid control to manage

OPTUM

databases.
- Created database objects like tables, views, stored procedures, indexes, etc.
- Configuration of Physical Standby database for maximum performance mode – Oracle Data Guard.
- Wrote PL/SQL blocks and stored procedures for the tasks of user addition to databases and user auditing based on the user ids required functions and assigned roles, privileges, etc.
- Maintained and administered Oracle database security by granting and revoking system/object privileges, roles, auditing user actions in the database.

Environment: Oracle 9i/10g/11g on Linux/Solaris, Toad, PL/SQL Developer, Golden Gate, OEM, VI editor, AWR/ADDM/ASH

| 2008-2010 | **Oracle DBA, FedEx, T-Mobile, Atlanta GA** |

Mr. Reddy's responsibilities as an Oracle DBA included:
- Implemented Oracle Database 10g Two node Real Application Cluster (RAC) using Oracle Cluster-ware and responsible for high availability and load balancing.
- Achieved High Availability, Data protection and Maximum performance by maintaining both physical and logical standby databases.
- Restoration and Recovery of databases at the times of occurrence of critical failures.
- Responsible for installing, upgrading and configuring the Oracle environment by creating databases, storage structures and objects, database backup and recovery, monitoring and optimizing database performance.
- Design and implementation of new product databases.
- Database backup configured implemented and using RMAN Catalog.
- Creation and maintenance of development and test database
- Creating the database, tables, table spaces, data objects, setting privileges, indexes, user logins, passwords (security).
- Deciding the naming conventions of data file, redo log files, table spaces, and segments.
- Review data load processes and suggest enhancements and quality checks
- Used TOAD, PL/SQL developer tools for faster application design and developments.
- Extensive use of Oracle Data pumps Exports/Imports utility for moving data among the servers
- Monitored the performance of database during stress testing from OEM (Oracle Enterprise Manager).
- Used Automatic Workload Repository (AWR) for analyzing the database performance.
- Worked on recovering tables and databases using Flash Recovery.
- Cloned schemas, objects and data on new server using exports from 9i database and imported in 10g using Oracle data pump.
- Experienced in performing point in time recovery using RMAN.
- Estimate growth of database size by detail analysis of the company's future policies and generating reports for the management to act in advance.
- Clear documentation was prepared on all the processes like program specification, bugs fixing logs and change requests for future reference.
- Automatic diagnostic package and automatic tuning package is used for performance tuning of queries. It is a database that has outstanding performance when dealing with querying data. This is a relation database, but there are no

constraints that are set on the tables, which allow very fast querying.

- Developing hot, cold and logical backup scripts to automate the backup procedures.
- Optimal configuration of SGA and PGA.
- Checking for Alert log file for errors and monitoring the Hit ratios.

Environment: Oracle 9i/10g/11g, SQL plus, Toad, Linux, A/X, OEM, RMAN, AWR/ADDM/ASH, DATAPUMP.

Education

Bachelor of Technology in Computer Science from Kakatiya Institute of Technology and Sciences.

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Operating Systems:** OEL, RHEL 2.1, 3.x, 4.x, 5.x, HP-UX (10.x, 11.x), Sun Solaris 9.0/10.0, AIX 5.1, 5.2 and Windows 2000/2003/2008.
	RDBMS: Oracle 9i/10g/11g, Oracle RAC (10g/11g), 12c, MYSQL, MONGO DB
	Languages: SQL, PL/SQL, C, C++, UNIX Shell Scripting
	Tools/Utilities: RAC, OEM Grid Control, SQL* Loader, ASM, SQL Server, Export/Import, RMAN, TOAD, ODBC, Sqlplus Export/Import, Data Pump, Data Guard, Golden Gate VERITAS Net Backup, VMware, Crontab, Veridata, Director.
	Tuning Tools: TKPROF, EXPLAINPLAN, STATSPACK, STA, SAA, SQLPROFILES, SQL BASELINES, RAT, ADDM, AWR
	Terminal Emulation: Putty, putty manager, Telnet, FTP, MobaXterm

Name: Shiva Dutt

Web Application Server Administrator

Experience Summary

Mr. Dutt, has 10 years of experience in system analysis and programming. He has proven to be adaptive to team environments and capable of independently completing complex tasks. He brings over nine years of expertise on IBM Middleware products including WebSphere Application Server, WebSphere Portal Server, WebSphere Enterprise Service Bus, IBM Tivoli Identity Manager, IBM Tivoli Access Manager, Tivoli Federated Identity Manager, Tivoli Directory Server, License Metric Tool, Adobe LiveCycle, IBM HTTP Server, Jboss FUSE ESB, and Oracle WebLogic Server.

He also has expertise in installing, configuring and troubleshooting applications on multiple platforms. He brings expertise in migrating server and ESB applications to new versions, and he has successfully deployed J2EE applications, SCA Modules, .NET applications, BPR files, and Curam applications using WebSphere Console and wsadmin scripts.

Mr. Dutt meets or exceeds the RFP requirements for the Web Application Server Administrator position. Mr. Dutt has:

- More than three years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. From 2008 through the present he has worked in various web application server administrator positions, including: WebSphere Administrator for the Department of Children and Families, State of Wisconsin; Senior WebSphere Administrator, Oakland County Information Technology, Pontiac, Michigan; Senior Curam Administrator, State of Indiana; and his current position as Curam Implementation Lead for the State of Maryland. All positions required system analysis and programming on large scale systems.

- Four years or more of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patters and JSPs. He has deployed new Enterprise J2EE applications in respective development, system, staging and production environments. In his last two positions he used Core Java, EJB, MVC Architecture, Design Patters and JSPs.

- Four years or more of programming experience in writing service and UI components. As the WebSphere Administrator, Department of Children and Families, State of Wisconsin, he used JSP as the UI component for troubleshooting, and has written Java classes to handle the logs and service implementation of log management. As the Curam Implementation Lead for the State of Maryland, he managed and customized the Curam out of the box user interface component. He also has written custom scripts that handle the deployment logic.

- Three years or more of experience in writing automated build and deployment scripts using ANT. As the Senior Curam Administrator for the State of Indiana, he executed the Curam deployment and build process using ANT scripts provided by the product but customized to meet the needs of the project. As the Curam Implementation Lead for the State of Maryland, he implemented the project on WebLogic server and was responsible for implementation and maintenance on the Weblogic server.

- Four or more years of experience on WebLogic application environments. The Curam project for Indiana was implemented on a WebLogic server. Mr. Dutt configured Curam out of the box on WebLogic Application Server. . He installed, configured, administered and supported WebLogic Application Server, IBM Tivoli Directory Server, EXACT, ActiveVOS, Informatica, Jboss FUSE, Zookeeper, Apache jUDDI portal and Hadoop. He also configured the WebLogic Application Server to

support the Curam framework.

■ Two years or more of experience with Red Hat Linux environments. Mr. Dutt worked as the Senior Curam WebSphere Administrator for a project in the State of Indiana. This project included servers installed on the Linux environment. On his most recent project for the state of Maryland, he worked with Curam products implementation on Linux servers.

■ One or more years of experience with public assistance programs such as TANF, SNAP and Medicaid, experience developing stored procedures, and experience with Corticon and Oracle ESB. Mr. Dutt's work on the State of Indiana project involved implementation of Medicaid, TANF, Food Stamps and MAGI products. His current position with the state of Maryland involves the implementation of Medicaid that supports State MAGI products.

■ Mr. Dutt holds a Bachelor's in Engineering in Computer Science, India.

Work Experience

2013-Present	**Curam Implementation Lead, State of Maryland, Baltimore, MD**

Responsibilities include:

■ Installing, configuring, administered and supported WebLogic Application Server, IBM Tivoli Directory Server 6.3, EXACT M12/15, ActiveVOS, Informatica, Jboss FUSE ESB 7, Zookeeper, Apache juddi portal and Hadoop

■ Configuring WebLogic Application Server to support Curam framework 6.0.5.4

■ Working in Service Oriented Architecture (SOA) environment

■ Configuring Single Sign on for WebSeal and shared Application Servers

■ Configuring Session Management, Transaction timeout, LTPA time outs based on business requirement

■ Involvement in LDAP and WebSeal configuration for Authentication

■ Involvement in ITIM, ITAM and ITFIM configuration for Single Sign on

■ Administering ITIM, ITAM and ITFIM WebLogic

■ Providing expertise in Curam Work flow related issues

■ Setup build deployment server and supported deployment procedures in non-production and production

■ Experience in Curam incremental and regular builds

■ Familiarity with runDBDiff, disableForeignKeys, dbDiffAlterExecute, dbDiffDataExecute, enableForeignKeys, post.dbpreserve, Update properties and Grant permissions executions

■ Experience in Incremental Builds, Integration builds, troubleshooting build issues and SVN check out issues

■ Troubleshooting SSL Certificate issues for ITIM, ITAM, ITFIM, WebSeal and LDAP

■ Troubleshooting Authentication and Authorization issues with the users

■ Involvement in User provisioning and manage policies

■ Installing Signer and Personal Certificates on WebLogic Application Server, ITIM, ITAM, ITFIM, WebSeal and TDS

■ Familiarity with keystores like kdb, jks, p12 and SSL Certificate issues

■ Familiarity with command line Fixpack updates and command line certificate imports and exports

■ Working with SAML and LTPA authentication

■ Installing, configuring, administering and supporting Foglight and new relic monitoring tools

■ Supporting Cognos and Informatica

- Deploying FUSE esb deployable files and bpr files on ActiveVOS
- Installing and configuringDocument systems, Audit systems and Notification systems
- Configuring Buses, Message Engines, JMS providers, Queues, Topics, Destination and Activation Specification
- Deploying and executing batches for Income Verifications, Outstanding Verifications, Eligibility Analytics, IRS Benchmark and MMIS batches on non – prod and prod environments.
- Demonstrating understanding of Curam batch executions and familiarity with batch class files and jar files
- Troubleshooting batch related issues
- Creating proxy services for web services end points
- Expertise in deployment and troubleshoot skills
- Involvement in Hadoop infrastructure implementation
- Analyzing Thread and heaps dumps using IBM Support Assistant tool
- Integrating foglight and new relic to WebLogic Application Server profiles for monitoring
- Applying fix packs for WebLogic Application Server, IBM Tivoli Directory Server 6.3, Tivoli Identity Manager and Tivoli Access Manager
- Providing 24/7 support for production and non- production environments.

Environment: WebLogic Application Server ND 7,8, Jboss FUSE ESB, Connecture, EXACT M12, Apache juddi Portal, Zookeeper, IBM Tivoli Directory Server 6.3, Tivoli Identity Manager v5.1/6, Tivoli Access Manager for Single Sign On, Tivoli Federated Identity Manager, Curam Social Program management 6.0.5.4, WebSeal, Cognos, Informatica, DB2 9.7, SVN, Cruise Control, Hadoop, Foglight, New relic, Content Management, Doc System, ActiveVOS, IBM Sterling b2b integrator, Sterling Secure proxy, Sterling File gateway

2012-2013	**Senior Curam Administrator, State of Indiana, Indianapolis, Indiana**

Responsibilities included:

- Migrated WebLogic Application Server on Windows 2008
- Installed, configured, administered and supported WebLogic Application Server, Tivoli Directory Server 6.3, Licensing Metric Tool 7.5, Adobe Live Cycle ES3
- Installed and Migrated IBM HTTP Server 7 to 8 on Suse Linux and Windows
- Configured and setup LiveCycle ES3 on WebLogic Application Server
- Installed agents on all servers for Licensing metric tool
- Experience in Service Oriented Architecture (SOA) environment
- Installed Resource Adapters and configured J2C Connection Factories
- Installed and configured Apache proxy servers and proxy rules
- Configured WebLogic Application Server ND to support Curam framework 5.2SP3 and 6.0.5.2
- Familiarity with Registry.jar, curam-license.jar, CuramSample.keystore and CryptoConfig.jar
- Configured Curam login modules for Curam Authentication on WebLogic
- Deployed Shared library for SCA modules
- Configured Single Sign On for shared Application Servers.
- Configured Buses, Message Engines, JMS providers, Queues, Topics, Destination and Activation Specification
- Configured JDBC Providers, Datasources, and connection properties
- Played key roles during Major Production releases

- Administered IBM HTTP Server and proxy apache servers
- Configured Curam Out of the Box on WebLogic Application Server
- Familiarity with WebLogic and Curam properties like Soap, Sas, Server-policy, Application and Bootstrap properties
- Familiarity with WebLogic and Curam 5.2/6 encryptions
- Configured Author instance and Publish instances for Adobe LiveCycle ES3
- Configured Manage assets and crx repository for Adobe LiveCycle
- Applied fix packs for WebLogic Application Server, WebLogic Enterprise Service Bus and security patch for Adobe LiveCycle
- Create Self signed certificates and install Signer certificates with ikeyman and openssl
- Applied security patches for Suse linux
- Experience with Curam Runtime, Batch, Lob Manager, Database build, DBTOJMS
- Wrote jacl scripts for ripple starts, stop servers, start servers, log rotations
- Nightly Integration builds, day time incremental builds and update release notes every day for deployments in all non-prod environments
- Administered SCOM and Nagios monitoring tools
- Provided troubleshooting for Batch related issues for Curam applications
- Installed Tivoli Directory Server 6.3 and configured LDAP for WebLogic Application Server
- Familiarity with Federatory repository realm, LDAP attributes and LDAP entity types
- Documented day to day activities and trained operators
- Provided 24x7 on Call Support

Environment: WebLogic Application Server, WebLogic Enterprise Service Bus 7/7.5, Adobe LiveCycle ES2/ES3, Curam 5.2 SP3, Curam 6.0.5.2, Tivoli Directory Server 6.3, Cognos Reporting tool, Licensing Metric Tool 7.5, Captiva DB, IBM Mainframe, DB2, IBM Content Manager, Windows 2003/2008, Suse Linux, AIX

2010-2012   **Senior WebSphere Administrator, Oakland County Information Technology, Pontiac, MI**

Responsibilities included:

- Migrated WebSphere Application Server base and Network Deployment v6.0.2, 6.1 to v7 on Suse Linux and Windows
- Installed, configured, administered and supported WebSphere Applciation Server 7
- Deployed new Enterprise J2EE applications in respective Development, System, Staging and Production environments
- Created datasources for the applications involving SQL server 2003/2005/2008, Oracle 11g/10g and DB2 V9.1/V9.5/V9.7
- Created users and groups on linux and granted permissions to users
- Supported WebSphere Application Server base 6.1/6.0 and WebSphere Application Server Network Deployment 6.0
- Configured session management, virtual hosts, JDBC providers, datasources and shared library
- Deployed .NET application using Tortoise tool
- Installed and configured APM on Linux servers
- Integrated Wily to WebSphere Application Server for monitoring purpose
- Worked with Ant scripts to backup and install applications on different environment
- Worked on DMZ servers, Cloudscape or Derby database
- Worked from Scratch to live Production
- Documented regular activity and trained junior administrators and operators

- IIS Administration on Windows 2003 and 2008
- Supported critical web based applications
- Installed SSL certificates to IIS WebServer
- Participated actively in weekly project meetings and provided input/task updates
- Provided 24x7 production support

Environment: WebSphere Application Server ND 6.0.2/7, WebSphere Application Server base 6.0.2/6.1, Oracle 8i,9i,10g,11g, SQL Server 2000/2005/2008, Microsoft AD, IIS WebServer 6,7.5, Microsoft Windows Server 2003/2008

2008-2010   **WebSphere Administrator, Department of Children and Families, State of Wisconsin, Madison, WI**

Responsibilities included:

- Migrated existing WebSphere environments v5.1 to v7
- Installed and configured WebSphere Application Server ND v7.0, WebSphere Enterprise Bus v7, Apache webserver on AIX and Windows Server 2008 in a multi-clustered high availability environment
- Deployed new Enterprise J2EE applications in the shared WAS environment
- Installed and Configured IBM HTTP webserver and Plug-in
- Created data sources for the applications involving DB2 and Oracle 11g/9i
- Set up new WebSphere Application Servers in a clustered environment
- Integrated Wily APM 9 with WebSphere Application Server 7
- Set up Environment for Application packaging and deploying
- Implemented SSL security between client & Webserver and between Webserver and Application Server
- Application Server performance monitoring of resources like web container connections, JDBC connection pools, thread pools, system load like CPU utilization, Memory utilization, garbage collection and JVM heap size.
- Analyzed logs, Java Core & Heap dump & raised tickets with IBM(PMR)
- Configured WebSphere Application Server on multiple platforms for both horizontal and vertical scaling to make the applications highly available and fine-tuned Load balancing with server weights
- Successful implementations of Workload Management (WLM) using clustering techniques for failover and backup/recovery processes
- Used Tivoli Performance monitoring tool and Wily Introscope to monitor application resources and WAS runtime resources to identify performance bottlenecks including application memory leaks, server process degradation, database connections & http threads
- Created new customized Wily dashboards, management modules and deployed
- Migrated Wily Introscope 8.x to APM 9 in cluster environment along with agent upgrade to 9
- Provided assistance during load testing and trouble shooting on issues such as Out of memory, 100% CPU Usage, hung thread sessions, session replication, JVM crashes
- Developed scripts to automate everyday Administration tasks such as backup procedure, system cleanup, every days system tasks, log rotation, etc
- Installed IBM Tivoli Directory Server and configured LDAP for user authentication
- Experience working on Datapower appliance Administration
- Effectively interacted with the users on a daily basis, decreasing downtime and increasing user productivity

- Managed cron jobs, batch process and job schedules
- Automated application install, uninstall and application enhancements through shell scripts JACL, Jython scripts using cron and at jon scheduling utilities
- Documented all procedures and any other important issues and provided 24x7 on call support of middleware applications as part of rotating team coverage

Environment: IBM WebSphere Application Server 7/5.1, IBM WebSphere MQ 7, IHS WebServer 7, Oracle 11g/9i, Wily APM 9, Suse Linux

| 2005-2008 | **System Administrator, V1 Technologies** |

Responsibilities included:

- Installed, configured , administered and supported WebSphere Application Servers 6 and 6.1 and HTTP Server 6
- Migrated WebSphere Application Server v5 to v6 on Windows platforms
- Used Deployment Manager implemented load balancing through clustering
- Configured the session management, virtual hosts, websphere variables and transports for WebSphere Application Servers
- Configured WebSphere resources including JDBC providers, JDBC data sources and connection pools
- Configured and setup Secure Sockets Layers(SSL) for data encryption and client authentication
- Maintained and configured JMS Service providers and Resource adapters
- Worked on configurations and troubleshooting issues for TAI and TAM
- Set up and configuration for openSSL and ikeyman utilities for certificate generation and management
- Implemented standard backup procedures for WebSphere and applications
- Provided 24x7 production support, best practice troubleshooting, monitoring, capacity planning, performance tuning, naming standards, security and maintenance

Environment: IBM WebSphere Application Server 5.1/6, IBM HTTP Server, DB2,SQL Server, Sun One Directory Server 5.3,

Education

Bachelors in Engineering in Computer Science, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Enterprise Servers:** WebSphere Application Server 5/6/6.1/7/8, WebSphere Enterprise Service Bus 7/7.5, Oracle WebLogic Server, WebSphere Portal Server, Licensing Metric Tool 7.5, Adobe Live Cycle ES2/ES3, Jboss Fuse ESB, JBOSS 5.3
	Web Servers: Apache 2.x, MS IIS Server 5.1/6/7.5, IBM HTTP Server 7/8, Sun One 6, WebSeal
	Programming: Java, J2EE, C, C++, SQL/PL,HTML
	Operating Systems: Windows XP/2003/2008, HP Unix, Sun Solaris, Red Hat Linux Suse Linux, z/OS,IBM AIX
	Scripting: JACL, Jython, wsadmin, Shell Script, Perl, Java Script, Ant, Maven
	Databases: MS SQL Server 2000/2005/2008, DB2, Sybase, MYSQL, Cloudscape, Oracle
	Monitoring Tools: Wily Introscope 6/7/8, APM, Tivoli Performance Viewer, Foglight, Splunk, Manage Engines, New Relic

Frame Work: Struts, Curam, J2EE Design Patterns, MVC

IDE: Eclipse, JBuilder, Editplus, WSAD, NetBeans, Oracle Java Developer

Security Servers: IBM Tivoli Directory Server 5/6.3, Microsoft Active Directory, ITIM, ITAM, ITFIM

Networking: TCP/IP Protocols, DNS, Socket Programming

Other Tools: RAD 7, Rational Rose, ClearCase, Cruise Control, SVN, ClearQuest, JUnit, WID, Zookeeper, Apache Juddi Portal, Hadoop

Certifications

IBM Certified on WebSphere Application Server Network Deployment V6.1 Core Administration

IBM Certified on WebSphere Application Server Network Deployment V7.0 Core Administration

IBM Certified on WebSphere Application Server Network Deployment V8.0 Core Administration)

Name: Amit Tyagi

Senior Programmer Analyst – Mainframe #2

Experience Summary

Mr. Tyagi brings nearly eight years of IT industry experience with a skill set of IBM Mainframe technologies and a strong knowledge of insurance and health care public assistance programs. He has extensive experience with the analysis, design, development, and implementation of software applications using COBOL, JCL, DB2, CICS, VSAM, REXX, SAS, FILE-AID, and XPEDITER. He is proficient in analyzing and translating business requirements to technical requirements and architecture. He has executed health care projects, and brings good communication and interpersonal skills. He is energetic, self-motivated, a quick learner, and a team player.

Mr. Tyagi brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- Over seven years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. His work has been in the mainframe environment working on large, complex systems for UnitedHealth Group.

- Seven years of COBOL programming experience.

- COBOL OS/390 and VM or z/OS experience within the last six months.

- All of his projects over the past seven years have involved COBOL, VM, CICS, and DB2 environments.

- Seven years of DB2 programming experience.

- More than one year of CICS programming experience and seven years of TSO/ISPF experience.

- All of Mr. Tyagi's experience has been with UnitedHealth Group in insurance, public, and medical assistance programs.

- A Bachelor of Technology, Computer Science and Engineering from Uttar Pradesh Technical University, India, and a Diploma in Computer Science and Engineering from the Board of Technical Education, Lucknow Utter Pradesh, India.

Work Experience

2008-Present	**Senior Software Engineer, UnitedHealth Group Information Services Pvt. Ltd, Noida, India**

As a Senior Software Engineer, Mr. Tyagi is responsible for analysis, design, development, testing, and implementation of customized mainframe applications for upgrades and new implementations of the UnitedHealthcare Community and State Strategic Platform (CSP). CSP helped community plan leaders build strategic partnerships in their communities with key Federally Qualified Health Centers, practices, and hospitals. The CSP supports their transformation to a proactive model of care, using population registries, public assistance programs, health information exchange, and technology tools to drive process improvement.

Key accomplishments in this position include:

- Responsible for delivering new and complex high quality solutions to clients in response to varying business requirements.

- Translated customer requirements into formal requirements and design documents, and establish specific solutions.

- Responsible for managing the project scope, planning, tracking, and change control.

- Utilized in-depth knowledge of functional and technical experience in mainframe technologies and other leading-edge products and technology in conjunction with industry and business skills to deliver solutions to customer.

- Responsible for maintaining the production environment in terms of deployment activities and providing post-deployment warranty support.

- Fixed application bugs by analyzing incidents.

- Mentored new team members regarding the application architecture and infrastructure.

- Adhered to quality procedures established for the project to meet quality goals.

- Developed tools to automate the project-related activities.

- Active as a member of the Mainframe Center of Excellence (MFCoE).

2008-2014	**Software Engineer and Senior Software Engineer, UnitedHealth Group Information Services Pvt. Ltd, Gurgaon, India**

Mr. Tyagi was involved in a number of projects during this timeframe, and these projects are summarized below.

Project Title: Summary Check

Organization: UnitedHealth Group

Software: COBOL, JCL, VSAM, DB2

Team size: 10

Line of Business: Development and Maintenance

Project Description: Multiple mainframe batch applications worked together to create the EOBs, Checks, and Health Statements. These applications utilized medical and consumer account claims data from upstream systems (UNET, PLAN-D, GFLX and CAMS) for the purpose of creating member and provider claim adjudication communications. These communications consisted of Explanation of Benefits, Checks, provider electronic remittance advises, and member health statements, which were created via a series of mainframe batch processes.

Roles and Responsibilities:

- Worked on alerts, service calls, work orders and problem tickets, which involved coding and testing mainframe applications.

- Made code fixes in COBOL programs and jobs for the recurring job abends.

- Resolved Production issues that involved handling job abends, loopholes in the application, defects in the production release, preparing application monitoring reports for business, and postproduction checkouts.

- Made enhancements in the application by adding new jobs and programs.

- Scheduled and monitored special processes in the OPC.

- Imparted functional knowledge to new joiners.

- Involved in special processing (disaster recovery and holiday processing) that were critical processes in the engagement.

Project Title: Overpayment Tracking System

Organization: UnitedHealth Group

Software: COBOL, JCL, VSAM, DB2, CICS

Line of Business: Development and Maintenance

Project Description: Multiple mainframe batch and online applications worked together for tracking/maintaining the overpayment made to members or providers. Provided the interface to the user to view and maintain accounts.

Roles and Responsibilities:

- Worked on alerts, service calls, work orders and problem tickets, which involved coding and testing mainframe applications (now on HPSM only).

- Made code fixes in COBOL programs and jobs for the recurring job abends.

- Resolved Production issues that involved handling job abends, loopholes in the application, defects in the production release, preparing application monitoring reports for business, and postproduction checkouts.

- Made enhancements in the application by adding new jobs and programs.

- Scheduled and monitored special processes in the OPC.

- Imparted functional knowledge to new joiners.

- Involved in special processing (disaster recovery and holiday processing) that were critical processes in the engagement.

Project Title: Payment Systems Mainframe

Organization: UnitedHealth Group

Software: COBOL, JCL, VSAM, DB2

Team size: 5

Line of Business: Development and Maintenance

Project Description: After May 2012, many of the functionalities of the Summary Check were transferred to the Payment Engine and Health Statement team. The rest of the functionality was grouped and named the Payment Systems Mainframe, which included the Payment Systems Front End, eHealth.

Roles and Responsibilities:

- Worked on HPSM incidents, service requests, and problem tickets.

- Made code fixes in COBOL programs and jobs for the recurring job abends.

- Resolved Production issues that involved handling job abends, loopholes in the application, defects in the production release, preparing application monitoring reports for business, and postproduction checkouts.

- Made enhancements in the application by adding new jobs and programs.

- Scheduled and monitored special processes in the OPC.

- Imparted functional knowledge to new joiners.

- Involved in special processing (disaster recovery and holiday processing) that were critical processes in the engagement.

Education

Bachelor of Technology, Computer Science and Engineering, Uttar Pradesh Technical University, India

Diploma in Computer Science and Engineering, Board of Technical Education, Lucknow UP.

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Operating Systems: Mainframe (IBM OS/390 and Z/OS Sysplex)
	Programming Language: VS COBOL - II, JCL, CICS, REXX, SAS
	Databases: DB2, VSAM
	Tools: TSO/ISPF, DFSORT, Endeavor, File-Aid, Xpediter, ABEND-AID, Fault Analyzer, QMF, SPUFI, Code Coverage, Quick Start, EDI, Mercator and MQ Series
	Domain Knowledge: Health Care
	Processes: UnitedHealth Group's Quality Management System (QMS)
Training	Entry Level Corporate Training on IBM Mainframe Technologies - COBOL, DB2, SQL, JCL, VSAM, CICS, and TSO/ISPF at Mahindra Satyam
	Health Care Orientation Training at UHG India
	Facets Application Training at UHG India
	Endeavor and Facets Libraries at UHG India
	ITG Creation at UHG India
	DB2 Performance Tuning Training at UHG India
	QMS Training at UHG India

Name: Sudheer Bollapu

Senior Programmer Analyst – Mainframe #1

Experience Summary

Mr. Bollapu is an IBM Certified Mainframe professional with over 10 years of experience in the information technology industry. He has worked on all phases of the software development life cycle, including analysis, design, development, testing, implementation and documentation. He brings strong experience in developing applications using mainframe technologies, including COBOL, JCL, DB2, CICS, SAS, VSAM, MQ Series, Easytrieve, and FILE-AID. He has worked on designing and maintaining CICS screens and CICS with SOAP on a wide basis to develop front-end screens. Mr. Bollapu also has experience with mainframe tools, such as TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File Manager, ENDEAVOR, CHANGEMAN, and debugging tools XPEDITOR and Viasoft. Mr. Bollapu has experience with EDI-based transactions (ANSI X12 files) as well as excellent Medicaid and Medicare domain knowledge.

Mr. Bollapu brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- Over seven years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and provide product outputs satisfying those needs in a pre-determined time frame. He has worked on both the Virginia and California MMIS projects, as well as a number of commercial projects for WellPoint Health Networks.
- Over 10 years of COBOL programming experience with using COBOL OS/390 and VM or z/OS in the last 6 months
- Over 10 years of DB2 Version 8 or greater programming experience
- Over four years of CICS programming experience
- Seven years of TSO/ISPF experience
- Three years of experience with Medicaid and Medicare
- Bachelor of Computer Science from Kakatiya University, Telangana, India, and a Master's Degree in Computer Applications from the University of Madras, Chennai, India

Other highlights of Mr. Bollapu's background include:

- Solid experience in all phases of SDLC, including Waterfall and Agile methodologies
- Extensive experience in the analysis, design, development, customization, and implementation of software applications
- Strong experience in production support
- Proficient in analyzing and translating business requirements into technical requirements and architecture design
- Strong database skills and proficient in writing complex SQL queries
- Excellent organizational skills and ability to handle multiple projects while delivering high quality results
- Strong interpersonal, verbal, and written communication skills

Work Experience

2013-Present	**Senior Mainframe Developer, Department of Medical Assistance Services, Virginia**

As a Senior Mainframe Developer, Mr. Bollapu works on the Virginia Medicaid Management Information System (VA-MMIS) project. The VA-MMIS handles claims and benefits transactions from healthcare providers and services. Mr. Bollapu also works on

the Transformed Medicaid Statistical Information System (T-MSIS) project, an expansion of the Centers for Medicare & Medicaid (CMS) MSIS extract process. He handled Release 58 of the Commonwealth Coordinated Care (CCC) project that enrolls dual-eligible members in Medicare and Medicaid managed care organizations. In addition, Mr. Bollapu worked on Release 59 of the CMS Modified Adjusted Gross Income (MAGI) rules that replaced the Medicaid/CHIP rules under the Patient Protection and Affordable Care Act (PPACA). He programmed the DMAS system to accept the new applications so coverage became effective on time in January 2014.

Key responsibilities in this position include:

■ Participated in all requirement discussions and technical design discussions in projects to fill gaps in the requirements and technical design.

■ Modified COBOL, CICS, and DB2 programs as part of the VA-MMIS enhancements.

■ Modified CICS map screens to incorporate new requirements for a provider subsystem.

■ Involved in creating the Unit and User Interface test plans and assisted the team with creating test cases and test data.

■ Analyzed the business requirements received in the form of an EWO/Production fix/project by interacting with the client and translating the requirements into a Detailed Design Document (DSD).

■ Developed and Unit tested the application with robust test cases covering all of the scenarios. Performed peer reviews of team member's code.

■ Monitored the first run of jobs after code deployed into Production.

Software: COBOL, JCL, DB2, VSAM, CICS, Viasoft

2011-2013   **Senior Mainframe Developer, California Department of Health Care Services, California**

As a Senior Mainframe Developer, Mr. Bollapu worked on the California Medicaid Management Information System (CA-MMIS) project, which supported the Department of Healthcare Services (DHCS) for Medi-Cal, the state's Medicaid program for 6.7 million members. This medical billing project involved submitting and following up on claims in order to provide payment for services rendered by a healthcare provider. Mr. Bollapu also worked on the following projects for DHCS:

a) APR-DRG (Diagnosis Related Group) Pricing Methodology for Inpatient Claims:

The Medi-Cal Claims Processing system assigned the APR-DRG and calculated payment without a need for the hospital to put the DRG on the claim. Every complete inpatient stay was assigned to a single DRG using an algorithm that accounted for the patient's diagnoses, age, procedures, and discharge status. Each APR-DRG had a relative weight that reflected the typical hospital resources needed to care for a patient in that APR-DRG relative to the average patient.

b) HIPAA 5010:

This HIPAA enhancement replaced the HIPAA transactions standards (Version 4010/4010A1) and NCPDP Version 5.1 pharmacy transactions with the HIPAA 5010 Transactions and the NCPDP D.0 transaction. The scope included accepting the new (or changed) elements/segments coming in from 5010 transactions, validating the transactions, storing them in a repository, and enhancing the CA-MMIS formats, with minimal required changes, as needed by the required by the downstream applications.

c) CCS, GHPP Inpatient Hospital Reimbursement Methodology:

This CA-MMIS project involved reimbursement of inpatient services rendered to CCS-Only, CCS/Healthy Families, and GHPP-Only clients for claims billed with a date of service on or after January 1, 2011, at the California Medical Assistance Commission (CMAC) Contract Rate when the provider had inpatient contract rates.

Key responsibilities in the DHCS position included:

■ Participated in all requirement discussions and technical design discussions in major projects to fill gaps in the requirements and technical design.

- Involved in creating the Unit and User Interface test plans and assisted the team with creating test cases and test data.
- Analyzed the business requirements received in the form of a SDN (change request) by interacting with the client and translating these into a Technical Design Document (TSD).
- Developed and Unit tested the application with robust test cases covering all of the scenarios. Performed peer reviews of team member's code.
- Monitored the first run of jobs after code deployed into Production.
- Prepared mapping document from 4010 to 5010 as part of the HIPAA 5010 project.
- Supported data migration activities as part of project takeover.
- Provided technical support to facilitate fiscal intermediary operations.
- Used DYL280 for report processing.
- Resolved technical issues for business users.

Software: COBOL, JCL, VSAM, CICS, Easytrieve

2009-2011	**Mainframe Developer, WellPoint Health Networks, Bangalore, India**

As a Mainframe Developer, Mr. Bollapu worked on the Electronic Media Claims (EMC) project for a front-end system that was the gateway for receiving claims. He developed functionality for extracting, validating, formatting, and routing the claims to various core systems. He handled routine business operations and performed work for change requests. Mr. Bollapu also worked on the following projects for WellPoint:

a) HIPAA 5010 Transition to Claims Processing System:

This project migrated to the HIPAA ANSI 837 5010 X12 format from the 4010 format. The work transitioned the NY-EDI Pre-Adjudication Process to the new CS90 Adjudication System as part of an Enterprise Consolidation Project.

b) HIPAA 5010- NY Migration Wave1:

This project supported the 5010 claims as part of WellPoint's enabling Trading Partners to upgrade to the 5010 format by implementing a "Step Up/Step Down" functionality at the Enterprise EDI. The project prevented back end adjudication systems from having a negative impact if they were not "5010 ready" in January 2011.

c) POA:

This project dealt with a claim correction process. An indicator showed that the original submitted claim had a POA value in it. All claims were loaded online for the correction process. The mainframe interfaced with an online portal application where diagnosis codes were entered that determined the treatment type. The codes and submitted POA indicators were validated from the CICS programs. Valid and invalid entries of the diagnosis codes and the POA values were checked. A message was sent to the provider to correct the invalid entries.

Key responsibilities in this position included:

- Worked as a Mainframe Developer and test lead in the above project modules.
- Analyzed the business requirements from change requests by interacting with the client and translating the requirements into DSDs.
- Prepared estimates for the work received.
- Facilitated meetings for obtaining the requirements.
- Developed and Unit tested the application with robust test cases covering all of the scenarios.
- Performed peer reviews on the developed application code.
- Delivered the results to the client in a timely manner, obtained approvals, facilitated the code migrations and Production implementations, and met deliverables.
- Ran system test cycles as scheduled.
- Loaded system test claims into an IMS data base for adjudication.

- Maintained the test system by refreshing VSAM files with Production data and DASD clean up.
- Fixed the Production abends without missing the SLAs.
- Prepared the quality documents and delivered them for audits.
- Improved the System testing performance and reduced the cycle time.
- Handled troubleshooting and bottlenecking by testing related issues.
- Coordinated and advised the system test analyst.
- Facilitated regression setup and support.
- Coordinated and executed customer test requests.
- Provided documentation as required.
- Tracked all defects in Clear Quest.

Software: COBOL, JCL, VSAM, DB2, CICS

2009-2011	**Mainframe Developer, WellPoint Health Networks, Bangalore, India**

During this time as a Mainframe Developer for WellPoint, Mr. Bollapu also worked on a project for an 837 Outbound Extract to DMAS. This application extracted all 837 claims from the data warehouse and performed pre-adjudication and edits. Mr. Bollapu provided the Production support activities involved in supporting the jobs that generated these 837 Outbound Extracts from the VA data warehouse for transmission to the Department of Medical Assistance Services.

Key responsibilities in this position included:

- Verified output files from monthly extract jobs and corrected them if "junk" data was found.
- Fixed amended monthly jobs.
- Provided FTP files to the DMAS data warehouse.
- Prepared estimates for changes in the system.
- Designed technical solutions to meet requirements.
- Coded unit testing and monitored first run jobs after code was deployed in the Production environment.

Software: COBOL, JCL, DB2, DYL280

2006-2009	**Mainframe Developer, Morgan Stanley, Bangalore, India**

Mr. Bollapu worked as a Mainframe Developer to support all environments of the GWMG systems of the Morgan Stanley Application Development teams. The GWMG development system was basically a mirror image of the Production environment. IBM managed a series of tasks to synchronize all of the DB2 components for resources needed for each Morgan Stanley application. These components included DB2 objects and non-DB2 datasets, for which the GWMG development team was responsible for refreshing the data between the Production environment and the GWMG systems.

Key responsibilities in this position included:

- Implemented DB2 components structure changes in development systems.
- Provided 24x7 on call support for development environment batch loads.
- Performed ad hoc file and DB2 table refresh requests from Production to development systems.
- Resolved DB2 related problems in GWMG systems.
- Prepared weekly structure / authorization compare reports between other environments and Production and implemented discrepancies.
- Participated in major refresh activities, which involved unloading data over 2,000

tables and 3,000 files from Production and loading into the GWMG system environments.

Software: COBOL, JCL, DB2, DB2-ADMIN Tool, CHANGEMAN, REXX, VSAM.

2004-2006	**Mainframe Developer, Dun & Bradstreet (D&B), Bangalore, India**

Mr. Bollapu performed data programming for D&B for identification of a DUNS number assigned to a company. He linked the DUNS to information about the company's performance, history, risks, and opportunities in their business relationships.

Key responsibilities in this position included:

- Provided requirement analysis, design, coding, quality review, and delivery of customer requests using COBOL.
- Delivered new and complex, high quality solutions to clients in response to requirements.
- Solved technical problems for team members.
- Managed work allocation to team members as a backup to the team lead.
- Tracked that proper quality procedures were followed in all project phases.
- Trained and guided new team members on technical and process areas.
- Maintained documentation for all tasks developed per the client's documentation policy.

Software: OS-390, EZYTRIEVE, COBOL, JCL, VSAM, DB2

Education

Bachelor of Computer Science – Kakatiya University, Telangana, India

Master's Degree, Computer Applications – University of Madras, Chennai, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Languages:** COBOL, JCL, DYL280, EAZYTRIVE, REXX
	OLTP: CICS
	Access Methods: VSAM
	Utility Tools: QMF, SPUFI, XPEDITOR, SYNCSORT, CA7, ENDEVOR, PANVALET, ISPF, FILEAID, INFOMAN, FILE MANAGER, DB2 Admin Tool, WAAPDSUT, Viasoft, Optim for DB2
	Databases: DB2, Teradata
	Mainframe Interfaces: MQ, FTP
	Operating Systems: z/OS, Windows 98/2000/XP
Certifications	DB2 Universal Database V8.1 Family Fundamentals (700)
	DB2 UDB V8.1 Family Application Development (703)
	AHM-250 Healthcare Management: An Introduction

Name: Sahil Varma

Senior Programmer Analyst – Java #2

Experience Summary

Mr. Varma is an information technology professional with more than 11 years of experience. He offers a high level of Java/J2EE development proficiency as well as expertise in IT Service Management (ITSM) processes. He has managed incident, problem, change, and configuration management for a top-tier application in UnitedHealth Group supporting government public assistance programs. He has also worked with an Agile-based (Scrum) product lifecycle management project to upgrade one of the largest databases in UnitedHealth Group. He is currently working as Service Coordinator for the Optum MassHealth (Commonwealth of Massachusetts) project.

Mr. Varma brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- More than 11 years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. He has worked with large, critical applications with companies such as Fidelity Investments and UnitedHealth Group. He has provided subject matter expertise to business analysts and systems analysts during requirements gathering. Mr. Varma has worked on design specifications to provide proper translation of client needs, and conducted customer walkthroughs of the design to validate their requirements.

- More than 11 years of programming in J2EE technologies with the last 6 months using Java, EJB, MVC Architecture, Design Patterns, and JSPs; his experience also includes:

    o 11 years of Java/J2EE, MVC Architecture, Design Patterns, and JSPs
    o 9 years of Oracle
    o 6.6 years of Spring 1.2
    o 5 years of EJB

- More than four years of programming experience in writing services and user interface components. He has worked on independent modules tied to time-bound production release schedules using Java/J2EE technologies with Struts/Spring framework. Mr. Varma has written Java (business and action) classes, JSPs/Servlets, XMLs, Sybase/Oracle-specific stored procedures, Flex ActionScripts, Flex MXMLs, JRules, and JUnit test cases.

- Five years of experience with WebLogic application server, serving as a Subject Matter Expert in configuring WebLogic server for the application for local setup. He has worked on version upgrades, and configuring servers with the infrastructure team. Mr. Varma has worked to troubleshoot and provide information to the infrastructure team during critical and priority issues. He has also worked as a subject matter expert from the application side with the infrastructure team on certificate upgrades and database configuration on the server.

- More than six years of experience with consumer driven health plans and Medicaid program.

- More than six years of experience developing stored procedures for UnitedHealth Group. Mr. Varma has written complex Oracle database stored procedures. He created a template procedure for the team to perform mass updates on various entities through a single program. Mr. Varma also wrote complex Sybase database stored procedures for three years for a complex financial system at Fidelity Investments.

Mr. Varma's educational background includes the following degrees:

- Bachelor of Science (Computer Science) from Acharya Narendra Dev College,

University of Delhi, New Delhi.

- Post Graduate Diploma in Computer Application (PGDCA) from Jamia Hamdard, New Delhi.
- Masters in Computer Application (MCA) from Maharishi Dayanand University, Rohtak.

Work Experience

2015-Present

Service Coordinator, Optum Massachusetts Health Connector (MassHealth) Project, Minnesota

The Massachusetts health insurance exchange (Health Connector) is currently maintained and operated by Optum. The Health Connector web application provides a way for the subsidized and un-subsidized populations of the Commonwealth of Massachusetts to compare and shop for health plans from carriers. As the Service Coordinator, Mr. Varma handles daily issues related to MassHealth member eligibility and enrollment. He provides quick resolution for better service to members.

Key responsibilities in this position include:

- Tracking and monitoring issues for the team through tools such as JIRA and HPSM.
- Tracking and controlling issue backlog so that team response time is minimal.
- Monitoring batches (through IBM TWS workbench) to make certain data flow to other systems is within SLA requirements.
- Performing root-cause analysis for all batch failures and high priority issues.
- Providing live application monitoring with tools such as DynaTrace and HP Performance Manager to proactively handle potential issues.
- Acting as Automation Lead to be sure most of the manual tasks are automated; this enables the team to focus on a permanent fix for new/critical issues instead of requiring recurring manual tasks.

2008-2015

Onshore Service Coordinator/Offshore Project Lead, UnitedHealth Group, Gurgaon (India)/Minnesota

CAMS is an enterprise software solution with the tools and resources to manage a large scale, healthcare network of patients, providers, and health plans. CAMS is designed to service all Consumer Directed Healthcare needs for UnitedHealth Group — from government public assistance programs to client configuration and employer billing. CAMS is singularly responsible for the client configuration, claim adjudication, and account maintenance (contributions, etc.) for all notional accounts (HRA, FSA, etc.) as well as the eligibility for standalone membership.

CAMS is one of the top 5 applications of UnitedHealth Group and has 3.7 million members with 1.8 million active notional accounts. CAMS processes an average of 450,000 claims daily and up to 1.2 million/day at peak volume. This translates to claim payments of approximately $1.3 million/day, and is one of the most business critical applications for UnitedHealth Group.

In his position as Onshore Service Coordinator/Offshore Project Lead, Mr. Varma's key responsibilities included:

- Project Manager/Scrum Product Owner for Product Lifecycle Management, Oracle 12c
  - Managed upgrade of one of the largest databases (~19TB) for the organization and the first time the application was moved to Oracle 12c. This project was based on Agile-Scrum practices and consisted of 3,000 hours coordinated with business, infrastructure, and other application teams. Data belonging to 23 million members with 260 million claims, worth $11 billion in payment record, was at stake.

- o Coordinated testing across 7 non-Production environments covering 11 database server instances.
- o Planned production cutover involving 5 servers and ~1000 hours of quality assurance
- o Worked closely with multiple infrastructure teams, hosting daily calls, interacting with leadership/business, and managing changing requirements and issues.

- ■ **Automation Lead/Individual Contributor**
  - o Drafted common PL/SQL statement/syntax for any mass-change to be done in the database (Oracle 12c). This was tested with 3 million records updated within 60 minutes.
  - o Wrote several UNIX shell scripts to generate automated reports, mailing same to business and mailing logs to the application team.
  - o Created a simple Java-based product to generate back-up scripts for all Production SQL (Oracle) scripts. This was used with all Oracle/SQL DML commands and was easily configurable to any Oracle database.
  - o Reviewed all SQL-based scripts to be executed in Production for the entire application.

- ■ **Incident Manager**
  - o Helped to increase Incident SLA from ~60% to >90%. The application turned from the worst performer to one of the best in the organization.
  - o Reduced backlog from ~190 to ~50 Incidents for better business service.
  - o Gathered total annual savings close to $100,000 through new ideas and automations.
  - o Coordinated all high priority and escalated issues, and was instrumental in reduction of business escalation.
  - o Received two semi-annual organizational awards for implementing an idea that reduced costs and turning around all Key Performance Indicators for incident management.

- ■ **Change Coordinator for Change Management**
  - o Created and streamlined change management process for team. Served as trainer and guide for implementing best practices for other teams.
  - o Managed change for the application.
  - o Obtained all approvals, including those from the Change Advisory Board and extended senior leadership.

- ■ **Configuration Coordinator for Configuration Management**
  - o Led and represented application during the CMMI services certification audit.
  - o Ensured team had lowest non-compliance rate organization-wide.

- ■ **Release Manager for Problem Management**
  - o Established process for the team and help set up this segment in the application.
  - o Handled each step from work prioritization with business to capacity management until the post-release business checkout.
  - o Established effort estimation model for the application.

2006-2008   **Software Engineer/Developer, Fidelity Investments, Gurgaon/Bangalore, India (CMMI 5)**

The Tax Group at Fidelity Investments is responsible for monitoring each mutual fund's compliance with the U.S. Internal Revenue Code and Regulations. The eTax, an AAA (Highly Critical) application, determines the amount of taxable income to be distributed

to shareholders and the character of such income. An analysis is performed on all Fidelity mutual funds (both US and Canadian) and certain investment partnerships. This process involves fiscal year-end dividend calculation, Federal income tax return, excise dividend calculation, excise period tax filing, and compliance testing.

As a Software Engineer/Developer, Mr. Varma's key responsibilities included:

- Worked on independent modules tied to time bound production release schedule using Java/J2EE technologies with Struts and Mapper framework. Wrote Java (Business & Action) classes, XMLs, Sybase-specific Stored Procedures, Flex ActionScripts, Flex MXMLs, JRules, and JUnit test cases for this purpose.
- Worked closely with a business analyst in the U.S. during the SRA phase to deliver the final release in the TRA phase for each release. Received two organizational awards, on client recommendation, for work and technical prowess. Also recognized as a SME for this application.
- Worked in tandem with the release/build team to set-up various WAS install/deploy scripts so that all application environments (from Production to DIT) were up-to-date and running.
- Handled and managed database feeds to this application for both the Production and business testing environments using Ctrl-M. Delivered various training to U.S. and India-based Production support teams.
- Mentored graduate trainees on the complex application and guide them to help them meet deliverables on time.
- Delivered training on Java/J2EE and Struts that were highly attended.

2005-2006	**Software Engineer, Mothersonsumi INfotech & Design (MIND), Noida (CMM level 5), Ohio**
	Worked on a tool management system for an injection-molding machine manufacturer.
2005-2005	**Software Engineer(Java), Excelsior Enterprises (IT Division), New Delhi, India**
	Worked on a production and inventory control system for an international-level logistics service provider; this work was performed across India.
2004-2004	**Software Engineer (Java), Excelsior Enterprises (IT Division), New Delhi, India**

- Worked on an online registration and tracking system for an international-level logistics service provider; this work was performed across India.

Education

Bachelor of Science, Computer Science – Acharya Narendra Dev College, University of Delhi, New Delhi, India

Post Graduate Diploma in Computer Application – Jamia Hamdard University, New Delhi, India

Master of Computer Applications – Maharishi Dayanand University, Rohtak, India

Technical Skills

Hardware, Software, Languages, Operating	Language Platforms/Framework: Java/J2EE, Adobe Flex, Apache Struts, Spring Application Servers: IBM WebSphere, Apache Tomcat, BEA Weblogic IDE: IBM WSAD, Eclipse, JetBrains IntelliJ IDEA Operating Systems: UNIX (AIX, Linux, Solaris), Windows

Systems, etc.

Databases: MySQL, Oracle, Sybase

Database Tools: Toad, RapidSQL, DBVisualizer, Oracle SQL Developer

Revision Control: CVS, Serena PVCS, Rational ClearCase, Apache Subversion

Batch Schedulers: BMC Control-M, IBM TWS

O-R Tools: JFAS (Internal), iBatis, Hibernate

Miscellaneous: IBM WebSphere MQ, Apache Ant, JDOM, SOAPUI, HP Service Manager, HP Project and Portfolio Management, JIRA, SharePoint, SnagIt, MS Office, ILOG JRules

Name: Srinivasarao (Srini) Polagani

Senior Programmer Analyst – Java #3

Experience Summary

Mr. Srini Polagani brings nine years of experience in analysis, design, and development of enterprise applications using Oracle SOA, Oracle BPM, Oracle B2B, Oracle AIA, Oracle BAM, Oracle Service Bus, Web Services, Java, J2EE, and Database technologies. He has extensive experience in large-scale SOA implementations using Oracle Fusion Middleware Oracle SOA Suite, Oracle BPM, Oracle AIA, Oracle BAM, Oracle Service Bus, Oracle B2B, and Oracle Web logic. He is an expert at working with Oracle SOA Suite SCA composites and components like BPMN Process, BPEL process, Mediator, Business Rules, Human Workflow, and activities in JDeveloper. He has extensive experience in the health insurance exchange process through his work on Vermont Health Connect.

Mr. Polagani brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- Over nine years of experience in the information technology industry with a focus on application development, quality assurance, and process improvement. His background includes system analysis and programming experience on large scale systems. He has worked directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame.

- Seven years of experience working as a technical lead for the web-based distributed enterprise application built on Java with MVC frameworks, such as the Springs framework and Struts framework. The web portal of the application supported over 1,000 users, and he was also responsible for designing, documenting, and development for this project. Other project experience includes development of an authentication framework using Java, Spring, iBatis, and LDAP. In addition, he has followed design patterns to develop Java applications.

- More than four years of programming experience writing Services and UI components. Mr. Polagani has three years of experience working as a web services developer. He has three years of experience working as a developer for an enterprise clinical web application developed to interface with JSF and JSPs. He has four years of experience as a developer for SOAP web services and REST services. He also has seven years of experience on XML, XSLT, WSDL's XPATH, and XQuery.

- More than six years of experience on a WebLogic application server, with three years on Oracle SOA/BPM and B2B. He has six years of experience as a SOA lead for Vermont Health Connect, where he designed, developed, and implemented a payment system and carrier integrations using Oracle SOA running on WebLogic. The enterprise web application was built in Java and used WebLogic as its web server. He is an Oracle SOA/BPM Certified Specialist and has two years of experience on WebLogic server administration.

- Three years of experience with EDI 834/820 transactions, including his work on the Vermont Health Connect solution that processed transactions for the Medicaid and CHIP plans. He also worked on self-service applications for pre-screening for public assistance programs in Vermont.

- Four years of experience developing stored procedures; Mr. Polagani has four years of experience on stored procedures and complex SQL queries development.

- Bachelor of Technology, Sir C.R. Reddy College of Engineering, Andhra University in Visakhapatnam, India.

Work Experience

2011-Present   **SOA Developer, Optum Government Solutions, Vermont**

As an SOA Developer, Mr. Polagani works on the Vermont Health Connect project, the health insurance exchange system for the State of Vermont. Once an application for Medicaid has been submitted on the web portal, eligibility is determined, and this system issues the eligibility notice to the member. Once a member has been determined fully eligible, in lieu of a direct interface to the Medicaid Management Information System (MMIS) and Pharmacy Benefits Manager (PBM) system, VHC sends that eligibility data to Vermont's legacy system, ACCESS, so it can be formatted for batch passage to the MMIS and PBM.

Key accomplishments in this position include:

- Translated customer requirements into formal requirements and design documents, established specific solutions, and led the programming and testing that culminated in client acceptance of the results.
- Worked on configuration plans to deploy composites in different environments.
- Developed EDI 834/820 B2B transactions and developed reports based on daily transactions.
- Developed integrations to the Federal Hub to perform income/SSN verifications.
- Developed payment system Benaissance integration and fixed critical production issues.
- Developed MVP, BCBS, and Delta Carrier integrations.
- Developed Lion's renewal process and developed automations.
- Wrote unit test cases for critical SOA composites.
- Participated in code review and design discussions with SOA architects.
- Responsible for leading a project team in delivering solution to our customer.
- Delivered new and complex high quality solutions to clients in response to varying business requirements.
- Responsible for managing scope, planning, tracking, change control, and other aspects of the project.
- Responsible for effective communication between the project team and the customer. Provided daily direction to the project team and a regular project status to the customer.
- Used the various error handling features of SOA Suite 11g (such as Fault Management Framework, catch/catch-all branches, and compensating transactions) to achieve robust error handling.
- Worked extensively on the SOA infrastructure using Web logic console and Enterprise Manager (EM) console to fix some critical performance, memory, and transaction timeout issues in the system.
- Established quality procedure for the team and continuously monitored and audited so team met quality goals.
- Worked on composite instances migration process using Ant script and FAÇADE API.
- Identified and resolved EM performance issues through EM console.
- Worked on composite instances purging process and developed SOAP UI scripts to perform the load testing.
- Worked on self-service application that includes pre-screening for programs such as Supplemental Nutrition Assistance Program and Temporary Assistance for Needy Families.

| 2011-Present | **BPM Developer, Optum, Minnesota** |

As a BPM Developer, Mr. Polagani also works on the Federal Filing Management Application (FFMA) for UnitedHealth Group. This critical application is used by the Medicare and Retiree division of UnitedHealthcare. The FFMA process involves the receipt, assignment, review, and approval of Medicare materials. Mr. Polagani has helped to automate what was a largely manual process within the Ovations Regulatory Affairs unit.

Project: Federal Filing Management

Client: UnitedHealth Group

Solution Environment: Oracle SOA Suite 11g, Oracle BPM 11g, Core Java, Oracle11g, Web services, ADF, Oracle Universal Content Management (UCM)

Key accomplishments in this position include:

- Used the various error handling features of SOA Suite 11g, such as Fault Management Framework, catch/catch-all branches, and compensating transactions for improved error handling.
- Worked extensively on the SOA infrastructure using Web logic console and Enterprise Manager (EM) console to fix critical performance, memory, and transaction timeout issues in the system.
- Worked extensively on the File Adapter and developed XSD Schema to format the data in the extracted file per requirements using pipeline delimiters. Used service components like Mediator, BPEL, and Human Task.
- Used MDS to share common assets, such as XSD, WSDL, Fault Policies, and DVM. Replaced concrete WSDL with Abstract WSDL stored in MDS to avoid dependency problems during server startups.
- Worked on configuration plans to deploy composites in different environments.
- Translated customer requirements into formal requirements and design documents, established specific solutions, and led the efforts including programming and testing that culminated in client acceptance of the results.
- Established quality procedure for the team and monitored results to see that the team met quality goals.
- Redesigned and implemented existing Oracle BPM 10g process to Oracle BPM 11g process using JDeveloper and Process Composer.
- Implemented process flow changes in FFMA process to reduce the business effort on filing reviews.
- Designed and developed dashboards for monthly and yearly reports for upcoming monthly projections using BAM.
- Communicated with stakeholders for project related tasks and status updates; presented monthly BPM performance calls with stakeholders to understand business requirements or issues for BPM application.
- Designed and developed Human Tasks and Mediator components.
- Involved in production deployment activities.
- Configured JMS adapters to migrate the existing Oracle BPM 10g instances to Oracle BPM 11g process instances.
- Worked on ADF task forms.
- Worked on composite instances migration process using Ant script and FAÇADE API.
- Identified and resolved EM performance issues through EM console.
- Worked on composite instances purging process.
- Developed BAM reports for faulted instances to address the issues on a daily basis.

| 2010-2011 | **BPM Developer, Tata Consultancy Services Limited, UK** |

As a BPM Developer, Mr. Polagani worked on the Equity Middle Office Desktop application, a project for Citi Bank CMB. The application handled exceptions from multiple systems that generated equity sales. The exceptions were caught in the Middle Office Desktop and resolved by creating work flows that were worked by the appropriate support group. An ALBPM work process was begun whenever exceptions occurred and was assigned to the appropriate work group for resolution. The application was developed using ALBPM, Web logic 8.1, and web service integration to subsystems.

Client: Citi Bank, UK

Solution Environment: Oracle BPM 10g, Oracle, Web logic 8.1, UNIX, Web services, Jrules, JSP

Mr. Polagani's key accomplishments in this position included involvement in:

- Development of process work flows.
- Development of BAM Reports and creating correlations.
- Development of search functionality based on the external variables through PAPI.
- Configuring the JMS queues for consuming the messages from upstream systems and sending messages to downstream systems; also configured the views in the admin portal to users.
- Configuring the parametric roles in the web console to users.
- Development of screen flows, unit testing, bug fixing, and deployments.
- Design and development of Web Services.
- Presenting product designs and architecture to clients.
- Ensuring development was performed per requirements.
- Quality assurance to create test scripts and scenarios for enhancements and customizations to the core product.
- Communication of activities/progress to project managers, business development, business analysts, and clients.
- Development of implementation and test plans, software acceptance criteria, and coordination with clients to oversee the acceptance and dissemination process.

| 2008-2010 | **BPM Lead, Mahindra Satyam, Hyderabad, India** |

Mr. Polagani had a number of projects that he worked on during this timeframe. A summary of each project is presented below.

Project: Information Technology Resource Request

Client: AT&T, USA

Role: BPM Lead

Solution Environment: Aqua logic BPM 6.0, Aqua logic Service Bus, Core Java, JSP, Oracle 9i, Web logic 8.1, Oracle Service Bus, UNIX

The purpose of this Information Technology Resource Request (ITRR) project was to create a new ITRR module in PRISM to replace the existing ITRR application, as well as add new capabilities that were not accommodated in the existing ITRR application. This new ITRR module in PRISM provided the following functionalities and capabilities:

- Allow a hiring manager to submit a request for new resources and to extend existing resources.
- Track requests through approvals and the sourcing decision.
- Automate the routing to the appropriate delivery organizations.
- Encompass all areas of AT&T IT with customizations, if needed, until the backend processes are consolidated.

Key responsibilities included involvement in the development of:

- Process workflows
- BPM work space customization
- Configuring proxy and business services in OSB
- Web Services using axis
- Transactions using Spring AOP framework
- DAO layer and screen flows

Project: Customer Registry Localization

Client: Cisco Systems, Inc., USA

Role: Developer

Solution Environment: Web Sphere, Java, J2EE, Spring, Apache Lucene Framework, Axis Framework, Oracle

Cisco Systems maintains its customer data as Party Single Source of Truth (PSSOT) in different systems. PSSOT represents all of these systems together. The objective of the Customer Registry Localization project was to provide a foundation to improve the international user experience, increase customer data accuracy, and reduce the footprint of multiple custom solutions for different locales. The project included storage, browsing, and matching of customer name and address data in multiple locales (language and country). The search service provided the ability for invoking systems to search PSSOT parties that existed at the time of invocation in different locales. This service accepted multiple criteria in different locales. The benefit of using this service was to prevent creation of duplicate customer addresses in PSSOT.

Key responsibilities included:

- Involved in index creation by using Apache Lucene API indexer framework.
- Involved in development of DB logging by using log4j JDBC Appender.
- Involved in development of web services for search on Lucene Index using AXIS.
- Developed Sync process for updating the existing indexes with latest data for 10 seconds with Multithreads implementation.
- Developed optimization on synchronized indexes for six every six hours to compress the indexes and reduce the load on the file system.
- Configured business services and Proxy services in Oracle Service Bus.

Project: Customer Partner Account Management

Client: Cisco Systems, Inc., USA

Role: Developer

Solution Environment: Java, Apache Lucene, Web services, Web sphere, Oracle

The Customer Partner Account Management (CPAM) project linked customer accounts to parties and/or partners. CPAM enhanced the searching in EDSG for customer information and created a link between the customer account, party, and partner. Cisco's enterprise customer data was fragmented; data was created and stored in multiple source systems that lacked a common language for exchanging information. EDSG is addressing this challenge by driving the adoption of the Party Single Source of Truth (PSSOT) in the various customer data source systems.

Key responsibilities included:

- Involved in index creation by using Apache Lucene API indexer framework.
- Involved in development of DB logging by using log4j JDBC Appender.
- Involved in development of web services for search on Lucene Index using AXIS.
- Developed Sync process for updating the existing indexes with latest data for 10 seconds and implemented Multithreads.
- Developed optimization on synchronized indexes for six every six hours to compress the indexes and reduce the load on the file system.
- Designed and developed web services.

- Configured business services and Proxy services in Oracle Service Bus.

Project: Sony Product Registration

Client: Sony Electronics Inc., USA

Role: Developer

Solution Environment: Java, J2ee, Servlets, JSP, Spring frame work, iBatis, Web services, Tomcat, Oracle

Sony Product Registration is an easy and secure way for users to register their products. This project was to integrate the product registration site with Sony's backstage portal to give the user a seamless experience with a single URL for both the portal and product registration.

Key responsibilities included involvement with:

- Analysis and design for the requirements
- Front end design and development
- Client side and server side validations
- Development of web service

2006-2008   **Developer, Cognizant Technology Solutions India Pvt Ltd., Chennai, India**

Mr. Polagani had a number of projects that he worked on during this timeframe. A summary of each project is presented below.

Project: Views Portfolio Report

Client: JPMorgan Chase, USA

Role: Developer

Solution Environment: java/j2ee struts framework, JSP, Ajax, JDBC, Web Sphere 5.1

The Views Portfolio Report (VPR) application enabled the JPMorgan Chase clients to access real-time, intra-day, close-of-business and historical reporting with true time series reference data. Clients could run, view, print, or export reports simultaneously into a variety of formats. The application queried the client reporting data hub for investigative research on portfolio activity.

Key responsibilities included developing:

- New run as and quick query screens
- UI screens
- UI Validations
- Unit test cases

Project: 1035 Lock Box Process

Client: Met Life, USA

Role: Developer

Solution Environment: java/j2ee, Core Java, JDBC, Web Sphere 5.1

The bank provided a daily file to identify all 1035 money received in the lockbox. The project involved making changes to MLFS, NEF, and GenAm policies that were issued. Data was stored, awaiting notification of receipt of 1035 money from the other carrier. This bank file information was used to match money to the 1035 exchange information.

Key responsibilities included:

- Client Interaction for understanding the requirements
- Code development
- Working on unit test cases

Education

Bachelor of Technology – Sir C.R. Reddy College of Engineering, Andhra University, Visakhapatnam, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**SOA/BPM Tools: Oracle SOA Suite 12c, Oracle BPM 12c, Oracle AIA 11g, Oracle BAM, Oracle B2B, Oracle SOA Suite 11gR1, Oracle BPM 11gR1/10gR3, Oracle Service Bus 11g, Aqua Logic BPM 6.0/5.7, PRPC 6.2**
	Programming Languages: Java/J2ee
	IDE: JDeveloper 12c/11g, Eclipse, RAD 6.0, WSAD 5.0, Eclipse
	Web Technologies: Web Services, Spring Framework, iBatis, Servlets JDBC, JSP, AXIS, Free marker, Shell Script, XSD
	Databases: Oracle, SQL Server, Sybase
	Servers: Web logic, Web sphere, Tomcat
	Tools: Win SQL, Toad, SQL Developer, Perforce, WIN CVS, Start Team, SOAP UI, SOAP UI Pro, Hermes JMS, Tortoise SVN
	Monitoring Tools: Dynatrace 6.1, HP Business Service Management, HP Site Scope, Splunk
	Ticketing Tools: HP Service Management, JIRA, HP Quality Center
	Agile Scrum Tools: Rally and Planning Poker
Certifications	**Oracle SOA Suite 11g Certified Implementation Specialist**
	Oracle BPM 11g Certified Implementation Specialist
	Certified System Architect 6.2
	DataStax Certified Cassandra Developer
Training	**ICD-9 and Case Management**
	EDI transactions like 834/820
	HIX Process

Name: Satya Bhaskar Kolachana

Senior Programmer Analyst – Corticon

Experience Summary

Mr. Kolachana is a highly skilled professional who brings more than 13 years of experience in the IT industry. He has been involved in all phases of the systems development life cycle, including system analysis, design, development, implementation, testing, maintenance and support.

Mr. Kolachana meets or exceeds the RFP requirements for a Programmer Analyst – Corticon. Mr. Kolachana has:

- More than seven years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has 13 years of programming and system analysis experience, with a specialization in Corticon programming. He is able to communicate effectively with clients and stakeholders to understand business requirements and determine how to best leverage technology to support those requirements in developing effective solutions.

- Seven or more years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has expertise in Java, J2EE, JDBC, JSP, EJB, JMS, Spring, and Hibernate technologies. He designs solutions that follow technical standards and established enterprise architectural patterns and guidelines.

- Four or more years of programming experience in writing Services and UI components. He led a Customer Portal team in implementing a new self-service system, one piece of an entire IE system implementation. He has used AJAX controls to update the data at selected places in the UI, and developed AJAX components to dynamically load content for different user types. He has used JavaScript and .NET validation controls for client-side validation and made extensive use of web services to integrate and communicate with multiple applications. He provided technical leadership and guidance to the development team, including mentoring and code reviews for SOA Integration, quality control and auditing of information, including working directly with the clients and developers.

- More than two years of experience configuring/ implementing business rules in the enterprise software package known as Corticon. Mr. Kolachana has been in Corticon programming positions since 2008 in either the insurance industry or state government. He is a highly efficient Corticon specialist with over five years of experience in Medicaid, SNAP, and TANF application processing, and review of case work to confirm the correct issuance of benefits. He has used Corticon Rules Designer Studio 4.1 and 4.2 for writing business rules for Standard Filing Unit (SFU) and Eligibility Determination and Benefit Calculation (EDBC) modules. He has architected and developed complex enterprise rules with Corticon Rules Engine 5.0 and integration with BizTalk Server 2010. He also brings expertise in defining and implementing eligibility rules and working on eligibility determination services and engines like Corticon.

- More than three years of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He has excellent domain skills in government programs like Medicaid, TANF, HIX, children and family health programs, adult care programs, disability services, and food aid programs. He is a highly efficient Corticon specialist with over five years of experience in Medicaid, SNAP, and TANF application processing and review of case work.

- More than three years of experience developing stored procedures. He has written stored procedures and packages for data storing, management and retrieval in Oracle 10g. He has written stored procedures and triggers in SQL Server 2000, and

SQL Server 2005.

- A Bachelor of Engineering (B.E.) from Karnatak University in India.

Work Experience

2013-Present

Corticon Manager/Architect, Client: MetLife, Morristown, NJ

Integrating BlackRock Trading Platform transactions (Trades, Analytics, Sectors etc.) with MetLife Accounting Systems like PAM, iCAMRA etc.

Integrating Solvency II transactions (InvestmentsBaseData, MurexShockResults etc.) between systems like ODS, YearBook, etc.

Mr. Kolachana's responsibilities as a Corticon Manager/Architect include:

- Estimating project budgets and timelines, resource utilizations, conduct regular team meetings and track progress
- Determining and implementing IT best practices, policies and procedures, strategies to resolve complex problems, implement design patterns, evaluate latest market trends
- Working with business analysts, clients, vendors and other development teams to identify business and technical requirements for integration
- Providing knowledge transfer and detailed design/operational documentation to the client
- System Analysis, Design, Development, Implementation, Testing, Maintenance and Support through all the phases of the application development lifecycle
- Code review, peer review, mentor development team and provide timelines and resource utilization to completion
- Architect and oversee development of complex enterprise rules with Corticon Rules Engine 5.0 and integration with BizTalk Server 2010

2012-2013

Corticon Architect, Client: Tallan Inc., Rocky Hill, CT

Covidien Integration Practice is an organization wide upgrade process to MS BizTalk 2010 and aligning to industry best practices. Integrating BPCS, ACS, SPM, GLIS, SM.PD, JDE World, JDE One, Commerce Gateway Server, Oracle Agile solutions.

Mr. Kolachana's responsibilities as a Corticon Architect included:

- Determine and implement IT best practices, policies and procedures, strategies to resolve complex problems, implement design patterns, evaluate latest market trends
- Provide technical leadership and guidance to the development team, including mentoring and code reviews for SOA Integration, quality control and auditing of information, including working directly with the clients and developers
- Analyze requirements and create specifications for software development. Analyze requests for new applications/features; determine the appropriate technology and software design to meet the need and to provide accurate implementation time estimates, participation in solution design, functional and technical requirements definition and documentation
- Designing solutions that follow technical standards and established Enterprise architectural patterns and guidelines
- Provide proof of concepts and demonstrate product capabilities to emerging business groups within the organization to implement integration solutions across business units

2011-2011

Corticon Architect, Client: Preferred Mutual Insurance Company, New Berlin, NY

Automated Quote Issuance – Rewrite is an upgrade project from existing legacy

communication platforms to SOA based BizTalk architecture to improve the rate of policy issue and lower downtimes for agency management systems.

Mr. Kolachana's responsibilities as a Corticon Architect included:

- System Analysis, Design, Development, Implementation, Testing, Maintenance and Support through all the phases of the application development lifecycle with Agile Software Development Life Cycle model
- Used Guidance Automation Packages to create Data Access Factory Classes in C# to read and update the database through stored procedures
- Use Visual Studio 2010 to create maps and orchestration to exchange data and orchestrate processes requiring multiple systems.
- Write stored procedures and packages for data storing, management and retrieval in Oracle 10g
- Used Microsoft Test Framework, FXCop and Code Analysis Tools to increase efficiency of the code, eliminate development bugs and control runtime system exceptions
- System analysis, Design and Development, preparing related ES (Enhancement Specification) documents, Technical Specification Document for ISO Reports WCF Service.
- Designing, developing and testing orchestrations, maps, schemas, pipelines, itineraries using Microsoft Visual Studio 2010 using BizTalk Development Tools and ESB Toolkit 2.1 for Test Driven Development to implement business processes for loading policy documents, policy issue, policy lookup, quote rate process for home owners and personal auto line of businesses.
- Consume WCF based service on the metadata document to communicate with Mainframe for policy issuance and lookup services for home owners and personal auto line of businesses.
- Define schemas to describe the format of the messages to be processed by the orchestration.
- Define and configure the orchestration ports to receive and send messages
- Publishing and consuming web services using BizTalk Tools
- Configuration of physical ports using BizTalk Administration Console
- Deploying BizTalk artifacts using BizTalk Deployment Framework BTDF 5.0
- Monitoring tracking and debugging services and messages using BizTalk 2010 HAT Tool
- Developing Views, Activities and Tracking Profiles with Excel and Tracking Profile Editor for BAM (Business Activity Monitoring)

Environment: Visual Studio 2010, Microsoft .Net 4.0, ASP.NET, Mainframe, SQL Server 2005, 2008, BizTalk 2006 R2 and BizTalk 2010, ESB 2.1

2008-2011   **Senior Corticon Developer, Client: State of PA, Harrisburg, PA**

ICIS (Integrated Client Information System) is a web based ASP.NET Application that accepts and stores Non-financial, Resource and Income information of the Pennsylvania families who need cash, food stamps and medical assistance due to disability, temporary unemployment, etc. The system uses this information to determine eligibility of each individual of the household depending on various factors like age, relationship, deprivation, income, etc. to create appropriate budgets.

Mr. Kolachana's responsibilities as a Senior Corticon Developer included:

- System analysis, design, development, implementation, testing, maintenance and support through all the phases of the application development lifecycle
- Develop web pages, code business logic and maintain solutions using Visual Studio 2008
- Used Windows Communication Foundation (WCF) to expose services to clients to

consume business rules authored in Corticon Rules Engine Studio 4.2

- Used Guidance Automation Packages to create Data Access Factory Classes in C# to read and update the database through stored procedures
- Implemented various layers of application like Business Workflow Components (BWCs), User Interface (UIs), Process Controller (PCs), Presenters etc. in VB.Net
- Use Corticon Rules Designer Studio 4.1 and 4.2 for writing business rules for Standard Filing Unit (SFU) and Eligibility Determination and Benefit Calculation (EDBC) modules
- Expertise in defining and implementing Eligibility rules and have worked on Eligibility determination Services and Engines like Corticon.
- Lead the Customer Portal team to an implementation of a new self-service system, one piece of an entire IE system implementation.
- Determined initial and ongoing eligibility for Medicaid and Food Stamps for the aged, blind, and disabled.
- Worked on Eligibility rules for Temporary Assistance to Needy Families (TANF) and Food Stamps
- Use Visual Studio 2008 to create maps and orchestration to exchange data and orchestrate processes requiring multiple systems.
- Write stored procedures and packages for data storing, management and retrieval in Oracle 10g
- Used Galio to run tests with MBUnit framework and Rhino Mocks to increase efficiency of the code, eliminate development bugs and control runtime system exceptions

BizTalk Responsibilities

- Designing orchestrations for integrating Mainframe Legacy systems to exchange client data and execute SFU and Eligibility for Cash, MA and Food Stamp benefits.
- Consume a WCF service based on the metadata document to communicate with multiple applications
- Define schemas to describe the format of the messages to be processed by the orchestration.
- Define the orchestration ports to receive and send messages
- Define and configure adapters like Sql Server 2005 and MSMQ for sending and receiving data from various business processes
- Developing Views, Activities and Tracking Profiles with Excel and Tracking Profile Editor for BAM (Business Activity Monitoring)

Achievements

- Proof of Concept "Comparing the feasibility of Adobe Flash 9.0 vs. Microsoft Silverlight 2.0 vs. WPF 3.5" for COMPASS .Net Application
- Proof of Concept "Comparing the feasibility of Corticon Business Rules Engine 4.1 vs. Deloitte Rules Engine 2.0 vs. IBM ILOG" for eCIS SFU and EDBC System
- Prototype "Integration of Adobe Flex with .Net WCF Web Services" for seamless integration among Flash based applications with web services for COMPASS.Net
- Proof of Concept "Corticon Business Rules Engine 4.1 Load Testing" for eCIS SFU and EDBC
- Designed web pages in Adobe Flex Builder 3.0 for LIHEAP and eCIS Application
- Involved in GSD and DSD Phases for both LIHEAP and eCIS Applications using IBM Architect
- Designed and developed rules for SFU module for Cash and Food stamps Assistance for eCIS Application in Corticon Business Rules Studio
- Designed and developed Eligibility Determination and SFU in .NET 2.0, WCF, BizTalk Server Orchestration for SFU and EDBC for eCIS

Environment: .NET 35, Visual Studio 2008, C#, VB.NET, ASP.NET 2.0, AJAX, ADO.NET, PL-SQL, Oracle 10g, IIS 6.0, Team Foundation Server, XML, Webservices, XSLT, BizTalk

Server 2006 R2, IBM Mainframe, Open-TI, Windows Presentation Framework (WPF)

2005-2008	**Project Lead, Verizon Data Services**

"EWIS" Enterprise Workflow and Integration Services is an ordering middleware for processing orders to fulfillment and billing systems placed in Verizon.com retail markets.

Mr. Kolachana's responsibilities as a Project Lead included:

- Interacted with Requirement Analysis and Development (RAD) team, Business-Analysts, Internal Business Clients along with development team to analyze business requirements and developing models.
- Design and implement orchestrations, maps, schemas in Visual Studio 2005 for OneSource and Verizon.com for telephone registration/tn validation, address validation, credit verifications and many more
- Proof of concepts for new business implementations in Verizon demonstrating improvements in performance, tracking, decrease time to deployment in production, maintenance, configuration, security
- Creating policies and rules for determination of workflow paths, constantly changing business policies, evaluate delay timings
- Creating test plans using BizUnit 3.0 and 4.0 for automated testing to reduce risk in developments

Environment: SQL Server 2005, Visual Studio 2005, C#, ASP.NET, Microsoft Windows Server 2003

"ROBOTS" is a front-end application that collects redlights (failed orders) from various points of failures among various applications and presents it to the users. The user uses the application to view, modify, submit, reflow orders to its respective application and publish reports on the activities of the orders and the team performance.

Mr. Kolachana's responsibilities included:

- System analysis, design, development, implementation, testing, maintenance and support.
- Designed and developed Web Forms with web user controls, third party controls with look and feel bibliography like Cascading Style Sheets (CSS), Themes and Skins for achieving a good look and feel.
- Extensive use of XSLT, XML, Document Object Model (DOM) for message communication and order transformations.
- Extensive use of Java Script and Validation Controls for client side validations.
- Extensive use of Web Services to integrate and communicate with multiple applications taking full advantage of a new breed of communications infrastructure Window Communication Foundation (WCF).
- Used Gallio to run tests with MBUnit framework and Rhino Mocks to increase efficiency of the code, eliminate development bugs and control runtime system exceptions
- Extensive use of Windows Services for engine processing by taking advantage of .Net Remoting, Reflection and threading to co-ordinate and effectively handle Exceptions and State of work-items with asynchronous processing.
- Responsible for maintaining the source code and its various versions and project related documents on the Team Foundation Server 2005.
- Developed new classes in the business layer using C#.
- Have written a number of stored procedures and triggers in SQL Server 2005.
- Used AJAX controls to update the data at selected place in the UI as and when needed.
- Used DataSet, GridView, Repeaters, DataTable and SqlDataAdapter for binding data

from database to the various Web-Forms in ADO.NET.

- Used Sql Server Reporting Services 2005 for graphical and statistical representation of data.
- Performed regular code reviews and also performed unit testing such that efficient output is achieved.

Environment: .NET 2.0, Visual Studio 2005, C#, VB.NET,ASP.NET 2.0, AJAX, ADO.NET, T-SQL, PL-SQL, SQL Server 2005, Sql Server Reporting Services 2005, IIS 6.0, Visual Source Safe 6.0, XML, Webservices, Remoting, Threading, XSLT.

"ECORS" is a powerful tool for managing fallout orders that are placed on http://www.verizon.com

Mr. Kolachana's responsibilities included:

- Closely interacted with business analyst and development team to analyze business requirements and developed a prototype model
- Designed and developed Web Forms comprising of reusable controls
- Designed custom styles and themes giving a very good look and feel to the Application
- Involved in the design and implementation of user interface, middleware business components and Database
- Have used JavaScript and .NET Validation Controls for client-side validation
- Developed AJAX components to dynamically load content for different user types
- Responsible for managing source code and project management documents in Visual source safe.
- Involved in verifying Logical and Physical Data Model of the database
- Extensively used Data Adapter, Data Set, Data Table, Data Grid, Data List, Data Repeater and Data Reader for binding data from database to the various web forms in ADO. Net
- Wrote several Stored Procedures, Triggers in SQL Server 2000
- Conducted periodical code-reviews, peer-to-peer testing and defect prevention and tracking.

Environment: .NET 2.0, Visual Studio 2005, C#, ASP.NET 2.0, AJAX, ADO.NET, T-SQL, PL-SQL, SQL Server 2000, IIS 6.0, Source Code Management with Clear Case, .Net Webservices, .Net Remoting

2004-2005	**Software Engineer, HCL Technologies/Standard Chartered, India**

An information system aided with Scanning Capability to capture details about the customer. Each transaction of the new and old customers with the bank worldwide is captured into the system and stored in the back-ends.

The documents transferred to the hub from each spoke worldwide are delivered through IBM MQSeries. The documents that are sent as image files are processed for OCR to be stored in IBM Content Manager and Database DB2. The other files transferred as XML are catalogued as Data that requires being committed into DB2 by the Commit Agent.

Mr. Kolachana's responsibilities as a Software Engineer included:

- Actively participated in collecting the requirements along with the team lead. User and User group meetings, existing systems and various other source of information were analyzed
- Designed and developed a windows interfaces and web interfaces
- User Interface screens were designed and developed using C#, VB.NET and ASP.NET
- Used MS SQL Server 2000 as back-end database, complete control using front-end based windows-interface

- Wrote SQL queries and Stored Procedures in SQL Server 2000
- Used Win 2K platform to develop the entire application
- Used SQL Data adapter objects, Dataset, Data Table objects for manipulating data in the SQL data source using ADO .NET
- Used MS Project to effectively manage the time lines and resources
- Developed Crystal Reports to show customer reports
- Used Visual Source Safe to maintain the code versions

Environment .NET 1.1, Visual Studio 2003, C#, ADO.NET, T-SQL, PL-SQL, SQL Server 2000

| 2002-2004 | **Developer, SuryaJyothi InfoTech Pvt. Ltd., India** |

RAR is a transport company having a fleet of vehicles, which includes trucks and trailers. It is engaged in bulk transportation across Saudi Arabia The entire project deals with accepting customer orders, execution of work orders, details of subcontracted vehicles, payments to subcontractors, receipts from customers, finance, HRMS, Inventory and reports.

Mr. Kolachana's responsibilities as a Developer included:

- Participated in end user meetings to gather input and acceptance for the system requirements and design of account information automation system
- Created, managed and populated the SQL 2000 database
- Developed user-friendly interfaces with VB
- Developed web interface using ASP.NET
- Developed various reports including general and customized reports

Environment: IIS 5.0, SQL Server 2000, JavaScript, CSS, ASP.NET 1.1, Windows 2000 Server, Crystal Reports, C#, .NET 1.1

Automation of Administration functions. This consists of Nominal Roll & Bio Data, DAK, CGHS, LTC, TA/DA, Service Records, Pay Roll, Tax, Pension, System Administration, etc.

Mr. Kolachana's responsibilities included:

- Participated in end user meetings to gather input and acceptance for the system requirements and design of account information automation system
- Created, managed and populated the SQL Server 2000 database
- Developed web interfaces, session management, mail management using ASP 3.0, HTML and COM Components
- Developed various reports including general and customized reports in Crystal Reports 6
- Written multitude of stored procedures, triggers, views and functions in SQL Server 2000 database
- Managed users, authentication and authorization with SQL Server 2000 database

Environment IIS 5.0, SQL Server 2000, JavaScript, CSS, HTML, ASP 3.0, Windows 2000 Server

Education

Bachelor of Engineering (B.E.) from Karnatak University, India in 2001

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Microsoft .NET (ASP.NET and other web technologies like JavaScript, WCF, C#)** **Corticon Rules Engine 4.2 and 5.0** **BizTalk Server 2006/2010** **SQL Server 2005/2008** **Microsoft SharePoint 2010 Integration**

Name: Venkatesh Nichanametla

Programmer Analyst – Mainframe (Not On-site Full Time)

Experience Summary

Mr. Venkatesh Nichanametla is a mainframe IT professional with nine years of experience in the IT industry. He has worked on the TANF implementation for the state of Minnesota since 2013. His background meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe. Mr. Nichanametla has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has worked as a developer, a test lead and as a technical lead on various IT mainframe projects. He is experienced at providing work estimates and creating documents like requirement specifications, analysis documents, problem statement documents, project description documents, test cases documents, minutes of meetings, and review check lists.

- More than five years of COBOL programming experience with the last six months being with COBOL OS/390 & VM or z/OS. He has more than eight years of extensive experience in the IT industry with IBM Mainframes z/OS; subsystems (e.g., DB2, IMS CICS) and languages (e.g., COBOL, JCL, VSAM, and REXX). He has performed detailed design, coding and unit testing of components involving technologies COBOL, JCL, DB2, and VSAM. His experience includes preparation of functional specifications, technical specifications, programming, system testing, enhancements, bug fixing, production support and maintenance. He has developed new procedures/JCL for use across application teams.

- More than one year of CICS programming experience. He has worked with CICS online screens and has exposure to both online and batch testing.

- More than five years of DB2 programming experience in Version 8 or higher. Since 2007 all of his positions were in a mainframe DB2 environment. He is also an IBM Certified Database Associate DB2 UDB V7.1 Family.

- More than five years of TSO/ISPF experience. He has good hands on experience on the mainframe tools TSO/ISPF, and more than eight years of experience with TSO/ISPF commands, ACF2 commands and ISPF File Tailoring. He has experience in handling all mainframe tools and utilities like RDz (Rational Developer for System z), ChangeMan ZMF, File Manager, Fault Analyzer, Debug tool, Performance Analyzer, ACF2, CA Jobtrac Scheduling, TSO/ISPF commands, ACF2 commands, and ISPF File Tailoring.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He has demonstrated deep proficiency in the eligibility and case management business area policies and domain knowledge in eligibility programs such as SNAP, TANF, child care, and Medicaid.

- A Bachelor of Technology from Vellore Institute of Technology (VIT), Tamilnadu, with specialization in Electrical and Electronics Engineering.

Work Experience

2013-Present   **Technical Lead, Tata Consultancy Services , MN**

MN DHS Implementation of TANF, State of MN

Mr. Nichanametla's responsibilities as a Technical Lead include:

- Enhance the common modules as per the requirements from the application teams

adhering to coding standards.

- Develop the new procedures/JCL to use across the application teams.
- Preparation of detailed level analysis/problem statements documentation from the issues raised by the application teams.
- Provides major support for customization and testing for all the system level changes like Sysplex split; IPL, Disaster Recovery testing and tool upgrades.
- HALDB ANALYIS for the major application modules.
- Analyzing the system logs and started tasks for any system failure to detect the cause of the abend/issue and resolve the same.
- Analysis of the various workbench tools issues and provides the technical assistance related to Mainframe queries to all the application teams.
- Analysis on compile options and CPU reduction techniques.
- Code Cleanup activities and detecting the incorrect procedures to ensure there no errors for all the CDO teams.
- Analyzing the storage issues in the job abends.
- Responsible for coordination, task assignment, task management within the team.
- Preparation of Test Result Documentations for Unit, Integration and system testing.
- Environment: IBM Mainframes – COBOL,JCL, DB2, Tools And Utilities, MQ, Connect Direct , Pacbase, Rational Developer for system Z, TWS

| 2011-2011 | **Technical Lead, Tata Consultancy Services, Bangalore, India** |

Technology Infrastructure - Engineering & SE tools, Ameriprise Financial, Inc MN USA

Mr. Nichanametla's responsibilities as a Technical Lead included:

- Analysis of the various issues and provides the technical assistance related to Mainframe technologies to all the application teams.
- Provides major support and testing for all the mainframe tool upgrades.
- Responsible for coordination, task assignment, task management within the team
- Code Review to ensure the Code configurations are adhered to Standards and Best Practices
- Share code review recommendations report to the respective System Application Directors.
- Developers Workbench panel modifications as per the requirement.
- Customization and verification of IBM PD tools during the installation.
- Experience in complete life cycle of design, development, maintenance and documentation of the conversion process. Worked with datasets and VSAM files
- Testing the system at Unit, Integration and System Test level. Preparation of Test Result Documents of the tested cases at Unit, Integration.
- Environment: IBM Mainframes – COBOL, JCL, DB2, Tools And Utilities, Pacbase.

| 2008-2011 | **Developer and Technical Lead, Cognizant Technology Services , Bangalore, India** |

EDA Claimsphere Data Extract Phase1, Health Net, Inc. California , USA

Mr. Nichanametla's responsibilities as a Developer and Technical Lead included:

- Preparation of High level and Low level designs from the business requirements
- Involved in HIPAA 5010 Requirement, Analysis and Design stage.
- Assist management in project planning and resource planning by providing Task Estimations.
- Responsible for coordinating between various teams for integration testing of the product.

- Further responsibilities also comprise of ensuring top quality deliverables from CTS to client and collection of project metrics.
- Structuring the Complex queries technique in creating the Driver file for Providers Data module.
- Development of FTP and SFTP processes
- Solved many Issues in Claims and Provider modules by possessing extra ordinary knowledge in those modules
- Coordinated well with the offshore team members to solve the issues as a techno functional consultant in HN Analytics - Data Extract
- Developed a level of competency, which helps to anticipate issues and solve them in advance.
- Imparting domain and technical knowledge to fellow team members
- Responsibility includes the execution and tracking of the stream activities and the timely delivery of the modules
- Team Management & Client interaction through meetings & presentations
- Proactive in Defect Tracking using HP Quality Center and brings to closure in a short span of time
- Environment: IBM Mainframes COBOL, JCL, DB2 ISPF; File-Aid; IBM and DB2Utilities;FTP and SFTP process

| 2007-2008 | **Mainframe Test Lead, Cognizant Technology Solutions, Chennai, India** |

CLASS, SallieMae USA

Mr. Nichanametla's responsibilities as a Mainframe Test Lead included:

- Preparation of High level and Low level designs from the requirements
- Impact analysis of proposed changes in existing components
- Perform impact analysis for new Change Requests to application developed.
- Team Management & Client interaction through meetings & presentations
- Responsible for managing the client relationship in a business critical and high visibility of the project during SIT and UAT phase.
- Responsible for coordinating between various teams for integration testing of the system
- Responsibility in re-scheduling the nightly batch job sets, solving job abends and has always ensured SLA 100% compliance for the processing of these jobs on time to meet the business urgency
- Ensured to solve the user requests and respond to them on time
- Well understood the Business processes within a short time and also been proactive in providing solution for Issues raised in production caused due to data processing and others
- Exposure to CICS Online Screens.
- Exposure to both Online and Batch testing.
- Fully responsible for Testing in different types of tasks like Enhancement, Work Authorizations, and Maintenance
- Environment; IBM Mainframes OS/390, JCL, DB2, CICS-Online screens

| 2006-2007 | **Mainframe Developer, Cognizant Technology Services , Chennai, India** |

AT&T –MPS, CSC AT&T

Mr. Nichanametla's responsibilities as a Mainframe Developer included:

- Prepared technical design, tests (Unit/System), and supported user acceptance testing.

- Error handling.
- Handling contentions & Space issues.
- Provide overrides & Restarting jobs.
- Preparation of Low level designs from the requirements
- Analysis, Design and Development of new business requirements.
- Defect Analysis and Defect Logging and tracking
- Involved in the preparation of various technical and functional documents.
- Managing the application, enhancing those modules to meet business agility, preparation of test cases and responsible for all offshore deliverables for the application
- Environment: IBM Mainframes COBOL ,JCL, Remedy, ISPF; File-Aid; IBM Utilities

Education

Bachelor of Technology from Vellore Institute of Technology (VIT), Tamilnadu, with specialization in Electrical and Electronics Engineering.

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	IBM Mainframes: COBOL, JCL, VSAM, CICS, z/MQ, Sterling Connect Direct Databases: DB2 V10.0, IMS Tools/Utilities: HP Quality Center, CMR Remedy, SERVICE NOW,JIRA Mainframe Utilities: RDz, CHANGE MAN, IBM FILE MANAGER FOR DB2 AND IMS, JOBTRAC Scheduling, ACF2, IBM Performance Analyzer, Work load Simulator, SPUFI, TSO/ISPF, REXX ,Jobtrac, JHS, Fault Analyzer, IBM Debugger, STROBE, SORT and all other IBM utilities.
Certifications	IBM Certified Database Associate DB2 UDB V7.1 Family Brain bench Cobol certification ISTQB certification – Level 1
Training	Trained in IBM Rational Developer for system z Trained in ITIL Foundations

Name: Anil Sadanandan Vijayamma

Programmer Analyst – Mainframe (Not On-site Full Time)

Experience Summary

Mr. Vijayamma brings 17 years of IT industry experience encompassing a wide range of skill sets, roles and industry verticals. He has strong subject matter understanding of health care claims processing systems, and is experienced in leading and managing teams. He has acted in multiple IT roles, including business system analyst, project lead, subject matter expert, application architect, developer, and SQA practitioner. He brings extensive experience with system analysis, design, development, testing, implementation and support of IBM mainframe application software. He is proficient in business requirements gathering, functional specification preparation, analyzing, and translating business requirements to technical requirements.

Mr. Vijayamma meets or exceeds RFP requirements for the Programmer Analyst – Mainframe position, as illustrated below:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. Since 2002 he has worked as an application architect, a senior systems analyst, and a business system analyst. Through these and prior roles he has strong system analysis and programming experience on large scale systems.
- More than five years of COBOL programming experience with the last six months being with COBOL OS/390 and VM or z/OS. He has been programming in COBOL and CICS since 1997.
- More than one year of CICS programming experience. He has been programming in COBOL and CICS since 1997. He has programmed new complex components or modified existing components that involve CICS, IMS DB/DC and IDMS. He has also developed new application modules, and performed conversion of existing applications of the client's system from ADS/O – IDMS to CICS-DB2.
- More than five years of DB2 Version 8 or greater programming experience. He has prepared detailed design, coding and unit testing of components involving COBOL, JCL, DB2 and VSAM technologies.
- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is currently working on the California MMIS project. He has strong experience in the NASCO Claim Processing System (NPS) and the California Medicaid Claim Processing System (CA-MMIS), and well as strong experience in the DRG (Diagnosis Related Group) Inpatient Claim Reimbursement Methodology. He provides CA-MMIS/Medicaid SME knowledge for developing requirements for new projects for the California MMIS project.
- Bachelor of Technology in Applied Electronics and Instrumentation from the University of Kerala in India.

Work Experience

2012-Present   **Business System Analyst, California Medicaid Management Information System (MMIS) Maintenance and Operations Project**

Mr. Vijayamma's key responsibilities in the Business System Analyst role include:

- Gather, document, and analyze business and functional needs and requirements for California Medicaid (CA-MMIS) IT projects.
- Facilitate JAD/Elicitation sessions with business users, business analysts and

technical teams.
- Create Business Requirements Documents.
- Provide CA-MMIS/Medicaid SME knowledge for developing requirements for new projects.
- Provide SME required support in the development of accurate new project estimates.
- Analyze and confirm that the proposed solutions are technically feasible.
- Write physical system designs, flow charts and diagrams to address the requirements.
- Responsible for the production of the Functional Design document and working with the development and testing team to ensure that the project is implemented successfully.
- Interface with business users to prepare and update the requirements and business rules.
- Perform architecture analysis and design.
- Extraction and documentation of business process logic/rules from legacy programs to understand the actual business logic in production as opposed to the business rules believed to be in place.
- Write high-level design and low-level design documents.
- Develop and maintain the application components. Validates and verifies the code and test results developed for conformance to requirements.
- Participate in performance testing, regression testing to make sure that the new functionality has no negative impact on the existing functionality or performance.
- Participate in unit testing, system integration testing and user acceptance testing.
- Support testing team in data validation and functionality testing, providing data from a mainframe system.
- Participate in project planning sessions, assist in root cause analysis and resolutions.

2010-2012	**Senior System Analyst for BCBS of Massachusetts Total Plan System Maintenance and Operations Project**

Mr. Vijayamma's key responsibilities in the Senior System Analyst role included:
- Subject Matter Expert for Blue Cross Blue Shield of Massachusetts (BCBSMA) Total Plan System (TPS) Claims Backend System.
- Project Lead / Maintenance and Enhancement Lead of Claims Application Area.
- Project Lead for Phase II NASCO Migration Project.
- Defined requirements, managed process improvement, defined project scope, performed gap analysis, configuration design, testing, documentation and deployment.
- Performed detailed design, coding and unit testing of components involving COBOL, JCL, DB2 and VSAM technologies.
- Participated in system integration and user acceptance testing.
- Managed the incident ticket intake and monitoring processes.
- Provided on-call production support to resolve production issues that occurred during batch processing cycles.
- Performed requirements gathering and documentation of the client's business process.
- Involves in the post go-live support and stabilization process.
- Participated in the ongoing performance improvement and process to suggest and implement business value add solution services. These included implementing permanent fixes to the recurring problems, automation of routine tasks, and

activities to improve the overall stability and performance of the system.

2007-2010	**Senior System Analyst, National Account Service Company (NASCO) Claims System Maintenance and Operations Project.**

Mr. Vijayamma's key responsibilities in the Senior System Analyst role included:

- Analyzed requirements and translated into Detailed Design Documents.
- Develop customized solutions to meet quality management requirements.
- Analyzed business processes, flows and functions of legacy system.
- Prepared detailed design, coding and testing of components involving COBOL, JCL, and VSAM technologies.
- Developed code for new complex components and modified existing components.
- Performed unit testing of newly developed code.
- Performed system testing, integration testing, and user acceptance testing; coordinated activities and problem resolution with the testing teams.
- Performed implementation activities including preparation of production-ready components, creation of change control requests, staging, implementation and validation.
- Provided domain and technical expertise to the project team.

2002-2007	**Application Architect, Empire BCBS Customer Service Application Maintenance and Operations Project.**

Mr. Vijayamma's key responsibilities in the Application Architect role included:

- Led a project team who implemented change requests for the customer.
- Responsible for effective communication between the project team and the customer. Provided day-to-day direction to the project team and regular project status updates to the customer.
- Translated customer requirements into formal requirements and design documents, led product life cycle activities, including programming and testing, that culminated in the customer's acceptance of the results.
- Prepared high-level and low-level design documents.
- Coded new complex components and modified existing components that involved CICS, IMS DB/DC and IDMS.
- Prepared unit test cases and performed unit testing.
- Participated in system integration testing and user acceptance testing.
- Involved in implementation activities including preparing production-ready components, creating change control requests, staging, implementation and validation.
- Established quality procedures for the team and continuously monitored activities to confirm quality goals were met.
- Monitored production batch cycles.
- Provided on-call production support to resolve issues that arose during batch cycle processing.
- Onboarded and trained new team members.

2001-2002	**Technical Lead, Maintenance and Conversion Project**

- Worked on the maintenance and conversion of the existing application modules for

a Store Field Expansion, and COBOL migration of the client's system.

- Performed an impact analysis for the store field expansion.
- Performed baseline and system integration testing.
- Provided UAT and implementation support.

| 2000-2001 | **Team Lead, Fidelity National Information Services (f/k/a eFunds International) System Implementation Project** |

- Performed application design and maintenance, system integration testing and offshore support during implementation of Purchase Sales and Trade Processing System for the client.
- Coordinated and communicated tasks with developers.
- Confirmed that development activities were performed according to business requirements.
- Communicated activities/progress to project lead.
- Developed implementation and test plans.

| 1999-2000 | **Programmer Analyst, Maintenance and Operations Projects for Provident Bank and UPS** |

- Designed and developed application modules.
- Performed unit and system integration testing.
- Provided UAT and implementation support.

| 1997-1999 | **Application Developer, Maintenance and Operations Project** |

- Designed and developed application modules.
- Performed unit and system integration testing.
Provided UAT and implementation support.

| 1997-1997 | **Programmer, Year 2000 Conversion Project** |

- Designed and developed application modules.
- Performed unit and system integration testing.
- Provided UAT and implementation support.

Education

Bachelor of Technology in Applied Electronics and Instrumentation - 1994, University of Kerala, India.

Technical Skills

| Hardware, Software, Languages, Operating Systems, etc. | **COBOL, CICS, DB2, IDMS, IMS DB, IMS DC, EASYTRIEVE PLUS, FOCUS, REXX, JCL, SQL, ENDEVOR, CHANGEMAN, PANVALET, XPEDITER, INTERTEST, SDF, FILEAID, FILE MANAGER, INFOMAN, DMLO, OLQ, QMF** |

Name: Kranthi Kotagiri

Programmer Analyst – Mainframe (Not On-site Full Time)

Experience Summary

Mr. Kotagiri brings excellent domain knowledge in and government health care. He has extensive experience in system migration and system redesign, preparation of business process and system flow charts and preparation of training materials. He has an in-depth understanding of the as-is and to-be business processes and experience in converting these requirements into technical specifications and preparing test plans. He also brings proven skills in relationship management with clients and effectively guiding teams during the project development life cycle, and delivering the product within time, cost and quality parameters. He is a proactive and innovative team player proven to work under tight deadlines, capable of managing multiple projects and also can work efficiently as an individual.

Mr. Kotagiri meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe position. Mr. Kotagiri has:

- Eleven years of experience in design, development and implementation of information system solutions of varying complexities across the health care domain. He brings more than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame.

- Experience in developing applications using mainframe technologies, including COBOL, JCL, DB2, CICS, SAS, VSAM, MQ Series, Easytrieve, and FILE-AID. He has more than five years of COBOL programming experience with the last six months being with COBOL OS/390 and VM. He has prepared detailed design, coding, and unit testing of components involving COBOL, JCL, DB2 and VSAM technologies.

- More than one year of CICS programming experience. He has worked on designing and maintaining CICS screens and CICS with SOAP on a wide basis to develop front end screens using the concepts of channels and containers to process large amount of data.

- More than five years of DB2 Version 8 or greater programming experience. He has modified and upgraded COBOL, CICS, JCL, and Sequential file application code according to software change requests. He has tested and validated COBOL, CICS, VSAM, DB2, JCL, and sequential file application code according to quality standards.

- More than five years of TSO/ISPF experience. He brings good hands on experience with mainframe tools TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File Manager, ENDEAVOR, CHANGEMAN and debugging tools like XPEDITOR and Viasoft.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is currently working as a Functional Manager for the Maryland Health Benefit Exchange for the State of Maryland. He brings excellent domain knowledge in government social services programs like TANF, HIX, children and family health programs, adult care programs, disability services, food aid programs, –Medicaid, and children health programs. He has demonstrated deep proficiency in the eligibility and case management policies and domain knowledge in eligibility programs such as SNAP, TANF, childcare and Medicaid.

- A Master of Engineering (M.Tech) in Manufacturing Systems Engineering, Birla Institute of Technology and Science (BITS) in India, and a Bachelor of Engineering from Andhra University – Visakhapatnam, India.

Work Experience

2010-Present

Senior Mainframe Developer, Department of Health Care Services, Sacramento, CA

Project Name: California - Medicaid Management Information System (CA-MMIS)

This project is to support the Department of Healthcare Services in Medi-cal, which is responsible for coordinating and directing the delivery of health care services to 6.7 million qualified persons and families. Medical billing is the process of submitting and following up on CLAIM with DHCS in order to receive payment for services rendered by a healthcare provider. The Medical Billing Process is an interaction between a healthcare provider and the insurance company (payer-in this case DHCS) after a Recipient/Beneficiary is treated in a facility.

Mr. Kotagiri's responsibilities include:

- Prepare Technical Specifications (TSD) based on Functional Design (FD) documents.
- Review and provide input to technical specifications, UTP, MTP and System Test Cases.
- Modified CICS Map screens to incorporate new requirements for provider subsystem.
- Maintained the test system like refreshing VSAM files with Prod data and DASD clean up etc.
- Modify and upgrade COBOL, JCL, and Sequential file
- Application code according to software change requests. Test and validate COBOL, VSAM, DB2, JCL, and Sequential Fil.

2009-2010

Senior Mainframe Developer, MEDCO Health Solutions, New Jersey,

Project Name: POS Claims Processing

Medco is a leading pharmacy benefit manager (PBM), with the nation's largest mail order pharmacy operations. Through advanced pharmacy, Medco improves the health and lowers the total cost of care for clients and their members. Administering some 700 million prescriptions each year, the company is a top US pharmacy benefits management (PBM) firm and, through its Accredo Health unit, a leading specialty pharmacy as well.

Mr. Kotagiri's responsibilities included:

- Develop and perform unit testing of the code and ensure all the requirements are met.
- Identify test requirements and check if the test cases were complete to test the business functionality.
- Prepare test plan and testing strategy documents.
- Ensure all the work products meet the internal quality requirements.
- Support code migration and system test activities for enhancements.
- Review functional & technical design documents based on the requirements documentation.
- Responsible for making modifications and enhancements to the applications.
- Master, Change Man, Document Direct and File-Aid, System
- Analysis and Programming Development life cycle 80% Batch, 20% CICS.
- Modify and upgrade COBOL, CICS, JCL, and Sequential file Application code according to software change requests. Test and validate COBOL, CICS, VSAM, DB2, JCL, and Sequential File application code according to quality standards.

2008-2009	**Senior Mainframe Developer, Telstra Corporation, Melbourne, Australia**

Project Name: Mobiles Integrated Customer Accounts (MICA)

Telstra is Australia's largest telecom company for Mobile and landline telephone services. MICA project caters to mobile phone customers and is capable to performing Service Order Activation, Call Pricing, Billing, Payments, Product Provisioning, Dealer Commissions, Customer Treatments and General Ledger. MICA is a complex system made up of a number of different sub-applications and different physical architectures all integrated together to form a single system. The MICA database provides comprehensive information pertaining to each individual service billed to the accounts of Telstra Mobiles Digital customers as well as the significant capability to view past and current billing details.

Mr. Kotagiri's responsibilities included:

- Analyze product impacts and write interface specifications and technical design documents for enhancements and customizations.
- Translate business requirements into technical requirements and design documents, establish specific solutions.
- Review technical specification document based on functional design document.
- Deliver complex business critical solutions to clients in response to varying business requirements.
- Estimation of the effort and project time lines.
- Preparing project status reports and maintaining risk, issue & action logs.
- Mentor new team members.
- Work with test analyst to create test scripts and business scenarios
- Support the installation activities of different projects during release time

Education

Master of Engineering (M.Tech) in Manufacturing Systems Engineering, Birla Institute of Technology & Science (BITS) - Pilani

Bachelor of Engineering from Andhra University – Visakhapatnam, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Operating System: MVS, VM, OS/390, z/OS, Windows XP**
	Language: COBOL, PL/1, JCL, PDL, REXX, SQL
	Database/Access method: DB2, VSAM, IMS DB
	Tools: Rational Requisite Pro, Microsoft SharePoint, Requirements Traceability Web, Rational Requisite Pro, Microsoft Visio, Enterprise Architect, CA7, SCLM, Rational Portfolio Manager, Clear Quest, Changeman, IBM Query Management Facility (QMF), IBM SQL SPUFI, IBM Debugger, QMF, XFR, TWSZ, SPUFI, Xpeditor, Filemanager, Rational Team Concert, CA-View, Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft Outlook
	SDLC Methodologies: Agile, Waterfall.
	File Transfer: XMIT, SFTP, FTP, Netview FTP.

Name: Raghuveer Lanka

Programmer Analyst – Mainframe (Not On-site Full Time)

Experience Summary

Mr. Lanka is an IT professional with 14 years of experience in software development supporting IBM mainframe online and batch applications. He brings strong analysis, programming and problem solving capabilities, and the ability to deliver fast results under tight deadlines. He is a mainframe developer and analyst who uses his technical and domain expertise to develop, maintain, implement and enhance data processing solutions from inception through implementation, providing efficient and effective solutions in support of the business objectives. He has adapted excellent quality procedures after working six years with companies all rated at CMM Level 5.

Mr. Lanka meets or exceeds the RFP requirements for the Programmer Analyst – Mainframe position. Mr. Lanka has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has 14 years of experience in software development supporting IBM mainframe online and batch applications.

- More than five years of COBOL programming experience with the last six months being with COBOL OS/390 & VM or z/OS. He is a results-oriented software engineer who adapts easily to requirements in IBM Mainframe technologies such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON, and various mainframe utility tools. He has experience coding programs using COBOL, DB2, and IMS, and in identifying enhancements and preparing design for new COBOL-CICS programs.

- More than one year of CICS programming experience. He is a results-oriented software engineer who adapts easily to requirements in IBM Mainframe technologies such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON and various mainframe utility tools. He has been involved in the development and unit testing of new CICS programs.

- More than five years of DB2 Version 8 or greater programming experience. He has experience coding enhancements using COBOL, CICS, and DB2, and is experienced in IBM Mainframe technologies such as COBOL, DB2, CICS, JCL, VSAM, IMS, TELON and various mainframe utility tools.

- More than five years of TSO/ISPF experience. He has good hands on experience on Mainframe tools TSO/ISPF, SPUFI, QMF, DB2 Admin, IBM Optim, File manager, ENDEAVOR, CHANGEMAN, and the debugging tools like XPEDITOR and Viasoft.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. Since 2013 he has been a Senior Systems Analyst working on the Virginia MMIS program where his responsibilities include coding programs using COBOL, DB2, and IMS.

- A Bachelor of Technology in Mechanical Engineering, JNTU, India, and a Masters of Engineering in Automobile Engineering, Anna University, India.

Work Experience

2013-Present   **Senior Systems Analyst, VA- MMIS , Richmond, VA**

Description: Department of Medical Assistance Services' (DMAS) furnishes medical assistance to eligible low-income families and to eligible aged, blind and/or disabled people whose income is insufficient to meet the cost of necessary medical services. Medicaid pays for: doctor visits, hospital care, labs, prescription drugs, transportation,

and routine shots for children, mental health and substance abuse services. The VA-MMIS system handles various transactions related to the claims/benefits placed by service providers.

Mr. Lanka's responsibilities as a Senior Systems Analyst include:

- Involved in the requirements gathering, analysis, design, development and testing phases of the projects done
- Involved in study of the impact of different enhancements on the systems supported and their interfaces
- Prepare the design specifications and modified program specifications
- Coding of the programs using COBOL, DB2, IMS
- Taken care of the production moves and monitoring the nightly batch cycle
- Done the scheduling of the jobs for the system enhancements
- Involved in the production support for the nightly batch jobs and online screens
- Participated in all the system improvement activities and Identifying improvements to the system
- Developed specifications for the system improvements
- Participated in the peer reviews and contributed to the success of the project
- Lead the onsite team and was involved in status reporting to the client
- Generate various adhoc and critical reports based on the business and client requirements

Technology: Mainframe, COBOL, VSAM, TSO, JCL, TELON, DB2, CICS, XPEDITOR, Panvalet, File-AID, Stored procedures

| 2010-2013 | **Sr. Programmer Analyst, CLASS system, Sallie Mae, US** |

Description: The CLASS is the loan servicing system for the SallieMae organization. The support involved the monitoring of the batch jobs that run at night as well as resolving issues related to the onlines that are generated by the users. The PIFD project is about having a separate status code for the loans that are fully discharged by a school closure. This needs to be sent to the credit bureau with some specific codes and different letters need to be generated when this is posted.

Mr. Lanka's responsibilities as a Senior Programmer Analyst included:

- Involved in the requirements gathering, analysis, design, and development phases of the enhancements for the system.
- Involved in the study of impact to the system because of the new enhancements
- Prepare the specifications document for the technical changes
- Coding the enhancements using COBOL, CICS, DB2
- Involved in Unit and System testing of the project
- Involved in the production support for the nightly batch jobs and fixing the user calls for the online screens
- Participated in all the system improvement activities, Identifying improvements to the system, developing specifications for them
- Led the offshore team and was involved in status reporting

Technology: COBOL, CICS, VSAM, JCL, DB2, SAS, QMF, SPUFI, INTERTEST, Endevor, File-AID, Stored procedures

| 2008-2010 | **Programmer Analyst, Monetary field expansion of FDR system, First Data, US** |

Description: The project deals with the field expansion for all the monetary fields of the existing systems. The monetary fields were expanded by 5 bytes to support the ongoing requirements. Changes involved the analysis of the existing systems, study the impact

of the change on the system and Interfaces, design, development, unit testing and finally system testing.

Mr. Lanka's responsibilities as a Programmer Analyst included:

- Involved in the study of the impact to the system and interfaces because of the new enhancements
- Involved in identifying the key verbs from the impact analysis
- Involved in design, development, Unit and System testing of the project
- Participated in all the peer reviews contributing to the overall quality of the project
- Took active part in all the quality audits for the team

Technology: COBOL, VSAM, JCL, Endevor, File-AID

2005-2008   **Programmer Analyst, Web Enablement of 3270 screens, First Data, US**

Description: The project deals with web enablement of existing 3270 merchant screens. The legacy CICS screens for the merchant system of the First data were converted to the onlines screens that can be accessed through web. Changes involved the analysis of the existing Assembler programs for the legacy screens, adding additional functionality to support the web and recoding the programs in COBOL for maintainability and testing of the new Cobol CICS codes.

Mr. Lanka's responsibilities as a Programmer Analyst included:

- Involved in the study of the impact to the system and interfaces because of the new enhancements
- Involved in the analysis of the assembler programs for the Legacy screens
- Identifying enhancements to support the web and preparing design for the new COBOL-CICS programs
- Involved in development, Unit testing of the new CICS programs
- Involved in Functional and System testing of the project from the web
- Participated in all the peer reviews contributing to the overall quality of the project
- Took active part in all the quality audits for the team

Technology: COBOL, CICS, DB2, VSAM, JCL, Assembler, QMF, SPUFI, INTERTEST, Endevor, File-AID

2003-2005   **Programmer Analyst, CAP (Customer Account Presentation) Project, First Data, US**

Description: The project deals with the separation of Customer, Account and Plastic instrumentation as 3 different entities, which previously was a single entity, called Account. The entities were separated to make the customer changes easily reflect in all the systems without modifying the programs. So this project involved completely new design of the three entities and their online screens, development, testing and implementation of the new CICS screens.

Mr. Lanka's responsibilities as a Programmer Analyst included:

- Coding of the new CICS screens
- Unit and Black box testing of the new CICS programs
- Integration testing of the interfaces for the project
- Participating in all the peer reviews contributing to the overall quality of the project
- Able to implement the project under tough deadlines with the complexity involved
- Took active part in all the quality audits for the team

Technology: COBOL, CICS, DB2, VSAM, JCL, SPUFI, INTERTEST, Endevor, File-AID

2001-2003	**Programmer Analyst, Euro enabling of IMS systems, IMS Health UK**

Description: The project deals with the Euro enabling of the existing system for the client IMS Health – U.K. This project involved the analysis of the existing system, code changes, writing wrapper programs for conversion of the existing files and finally the system testing.

Mr. Lanka's responsibilities as a Programmer Analyst included:

- Impact analysis of the new changes to the system
- Development and unit testing of the changes
- Writing wrapper programs to convert the existing data to Euros
- Participating in all the peer reviews contributing to the overall quality of the project

Technology: COBOL, JCL, VSAM, REXX

Education

Bachelor of Technology in Mechanical Engineering, JNTU, India 1999

Masters of Engineering in Automobile Engineering, Anna University, India 2001

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Operating Systems: MVS/ESA, MS-DOS, Windows Languages: COBOL, JCL, CICS, TSO/ISPF, SQL, SAS, Assembler Databases: DB2, VSAM, IMS DB Tools, Utilities: TELON, File Aid, Endevor, Sync Sort, IDCAMS, QMF, SPUFI, Stored Procedures, Xpeditor, Intertest, Panvalet, Comparex, Abend-AID, CA-7 scheduler
Certifications	SCJP1.4 (Sun Certified Java Programmer)
Training	Undergone training in the following quality related tools at Wipro: - Veloci-Q: Wipro quality procedures tool - Ipat: Integration process automation tool

Name: Sambasiva Kosuru

Programmer Analyst – Mainframe (Not On-site Full Time)

Experience Summary

Mr. Kosuru is an IT consultant with more than 17 years of experience dedicated to data processing on mainframe based systems for complex information needs. He has performed multiple consulting roles during his career including that of senior programmer/analyst. He specializes in COBOL, CICS, VSAM, DB2, SQL, EDI, IDMS, ADS/o, IMS, Teradata database, QMF, SPUFI, SYNCSORT, REPLIDATA, FILE-AID, JCL, and MVS. He has substantial experience in health care services industry business processes.

He has the following specific qualifications that meet or exceed RFP requirements:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has more than 17 years dedicated to data processing on mainframe based systems for complex information needs. This has included the areas of: health care, Medicaid, finance, transportation, manufacturing, and utility industry business processes. He has been involved in many phases of the system development life cycle, such as analysis, design, implementation, testing and user training.

- More than five years of COBOL programming experience with the last six months being with COBOL OS/390 & VM or z/OS. He has more than 10 years of experience in COBOL and IDMS. He has over six years of experience in VS COBOL II, CICS, DB2, JCL, VSAM, File-Aid, QMF, SPUFI, SYNCSORT, IDCAMS, IEBGENER, IEFBR14, IEBCOPY, TSO, ISPF, SAR, and MVS. He analyzes user business requirements specifications, prepares a level of effort to develop the requirement, and performs design, develop, enhance, maintain, review, code walkthrough activities, and supports batch programs for COBOL II, IDMS, and ADSO.

- More than one year of CICS programming experience. He has worked on designing and maintaining CICS screens and CICS with SOAP to develop front end screens. He has also worked developing, enhancing, maintaining and supporting Micro Focus COBOL, IDMS, DB2, VSAM, CICS, ADS/o batch programs and online applications.

- Five years or more of DB2 Version 8 or greater programming experience. He has experience analyzing user requirement specifications and release changes. He then develops, enhances, maintains, review, conducts code walkthroughs and supports batch programs and online applications for Micro Focus COBOL, DB2, CICS, and VSAM programs. He has experience unloading test data from production DB2 tables and loading data into test DB2 tables. He also has experience running RUNSTATS on DB2 test tables after loading test data into DB2 test.

- Five years or more of TSO/ISPF experience. He is experienced in testing DB2 applications using QMF, SPUFI from TSO and ISPF, and has been involved in developing test plans and test data using QMF, SPUFI for DB2 applications from TSO and ISPF.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He has excellent domain knowledge in government health and humans service programs, such as Medicaid. He currently works as a Senior Mainframe Consultant supporting the North Carolina MMIS.

- Bachelor of Technology degree from Maharaja Sayajirao University in India.

Work Experience

2013-Present

Sr. Mainframe Consultant, NCTracks - MMIS, State of North Carolina

NC Tracks-MMIS is the system that converts the old legacy system into mainframes. It also manages the NC MMIS system by having different subsystems like Recipient, Provider, Claims, Reference, Finance, TPL and Managed Care for handling the MMIS program. MMIS is a medical assistance program administered Division of Medical Assistance (DMA) for certain low-income individuals and families. Medicaid is a health insurance program for low-income individuals and families who cannot afford health care costs. Medicaid serves low-income parents, children, seniors, and people with disabilities.

His responsibilities include:

- Analyzing the user business requirement specifications; preparing LOE; Design, Develop, Enhance, Maintain, Review; code walk through; and supporting Batch Programs for COBOL II, IDMS, ADSO.
- Adhering to technical guidelines and change management processes
- Understanding complex business process and transforms them into programming logic
- Preparing and reviewing JCL, test plans, and test data.
- Conducting unit testing
- Preparing Unit, Regression, Integration and UAT Test Plans and Test Reports for data integration
- Unloading of test data from production IDMS Database and loading into Test IDMS database
- Serving weekly rotation in production support for systems
- Preparing weekly status reports, attending weekly status meetings, discussing status and pending issues regarding to completion of project as per schedule
- Creating, updating and tracking production defects into remedy systems
- Maintaining quality and delivery schedule with ELSEIF, SOX procedures.
- Using utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCLs
- Using SyncSort and FileAid for file manipulations
- Preparing the documentation for design/technical specifications, program specifications, test data and test results
- Preparing the implementation procedure and implementing the same for how to move all tested elements to different stages of endeavor and finally into production environment

ENVIRONMENT: IBM Mainframe/PC, COBOL, JCL, DB2, File Manager, VSAM, Endeavor, IBM Debug tool, IBM DB2 file manager, SPUFI, QMF, FTP.

2007-2012

Senior Mainframe Consultant, Well Point Inc., Richmond, Virginia

He served as a Senior Mainframe Consultant for COBOL II, DB2 COS Financial Claims Development Project for Well Point Inc. (Anthem Blue Cross Blue Shield). This involved development project involves design; systems analysis; program coding; and Unit, Regression, Integration, UAT for Creation of three output files. The files were sent to Midwest through FTP. He created reports like retractions (full and partial), write-offs and solicited and metrics Report showing different category of headings, total claims and total claims amounts for different accounts.

Responsibilities included:

- Established the environment, reporting procedures, standard operating procedures, project planning and management, test protocol and documentation
- Analyzed the user business requirement specifications, Design, Develop,

Enhance, maintain, Review, code walk through and support Batch Programs for COBOL II, DB2, SPUFI, QMF

- Collaborated with users and IT Business Analysts on the definition of requirements and the design of applications
- Transferred technical knowledge to other associates using communications and documentation skills
- Demonstrated understanding of complex business process and transformed them into programming logic
- Prepared and reviewed JCL, test plans and test data
- Conducted unit testing
- Prepared Unit, Regression, Integration and UAT Test Plans and Test Reports for data integration.
- Unloaded test data from production DB2 tables and loaded into test DB2 tables.
- Ran RUNSTATS on DB2 test tables after loading test data into DB2 test
- Prepared weekly status reports, attended weekly status meetings, discussed status and pending issues regarding to completion of project as per schedule
- Created, updated and tracked defects into Test Director 8.0.
- Maintained quality and delivery schedule
- Used SyncSort and FileAid for file manipulations
- Prepared the documentation for design/technical specifications, program specifications, test data and test results
- Prepared the implementation procedure and implemented the same for how to move all tested elements to different stages of endeavor and finally into production environment.

ENVIRONMENT: COBOL II, DB2, CICS, VSAM, SPUFI, SQL, QMF, SYNCSORT, FILE-AID, JCL, SAR, Endeavor, Workbench, Xpediter, Mainframe Utilities, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and an IBM OS/390, MS Word, MS Excel, MS Access and MS Power point.

2004-2007   **Senior Mainframe Consultant, Whirlpool ink, Saint Joseph, Missourri**

He served as Senior Mainframe Consultant for COBOL II, IDMS, SAP BW (SIRIAS), SAS (ONTRAC) MVS Data integration project for Whirlpool Inc. This project involves Systems Analysis, programming and testing integration of SAP BW (SIRIAS) and SAS (ONTRAC) system to integrate data and write into GDG files on mainframe.

Responsibilities included:

- Established the environment, reporting procedures, standard operating procedures, project planning and management, test protocol and documentation
- Analyzed the user requirement specifications, Develop, Enhance, maintain, Review, code walk through and support Batch Programs for COBOL II, IDMS, GDG files SAP and SAS files
- Prepared and reviewed JCL, test plans and test data
- Conducted unit, integration, and regression testing.
- Prepared Unit, integration and User Acceptance Test Plans and Test Reports for data integration
- Prepared weekly status reports, attended weekly status meetings, discussed status and pending issues regarding to completion of project as per schedule
- Maintained quality and delivery schedule
- Used utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCLs
- Used SyncSort and FileAid for file manipulations
- Planned and monitored integration of data from multiple sources into mainframe environment

- Prepared the documentation for program specifications, test data and test results and where source PGMs, JCL , PROCs and Data Files available
- Prepared the implementation procedure and implemented the same for how to move all tested elements to different stages of endeavor and finally into production environment

ENVIRONMENT: COBOLII, DB2, CICS, VSAM, IDMS, SPUFI, SQL, QMF, SYNCSORT, FILE-AID, JCL, SAR, Change Man, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and an IBM OS/390, MS Word, MS Excel, MS Access and MS Power point.

2003-2004

Senior Mainframe Consultant, Telephia Inc., San Francisco, CA

Served as a Senior Mainframe Consultant for Micro Focus COBOL, MVS Data conversion project for Telephia Inc. This project involved systems analysis, programming and testing conversion routines to migrate data from multiple sources (mainframe and relational) into a Teradata base environment.

Responsibilities included:

- Established the environment, reporting procedures, standard operating procedures, project planning and management, test protocol and documentation
- Analyzed the user requirement specifications and release changes; Develop, Enhance, maintain, Review, code walk through and support Batch Programs and on-line applications for Micro Focus COBOL, DB2, CICS, VSAM programs.
- Prepared and reviewed JCL, test plans and test data
- Conducted unit, integration and regression testing
- Prepared Unit, integration, User Acceptance and regression Test Plans and Test Reports for data conversion
- Prepared weekly status reports, attended weekly status meetings, discussed status and pending issues regarding to completion of project as per schedule
- Maintained quality and delivery schedule
- Used utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCLs
- Used SyncSort and FileAid for file manipulations
- Planned and monitored migration of data from multiple sources into Teradata environment
- Updated the wave messages against phone number into Teradata
- Prepared the documentation for Program specifications, test data and test results and where source PGMs, JCL , PROCs and Data Files available

ENVIRONMENT: Micro Focus COBOL, DB2, VSAM, SQL, QMF, SYNCSORT, FILE-AID, JCL, SAR, Change Man, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and VSE/ESA on an IBM OS/390,Windows 2000 and Microsoft Word, Microsoft Excel, Microsoft Access and MS Power point

2002-2003

Senior Mainframe Consultant/Project Lead, Kaiser Permanente, California

Served as Senior Mainframe Consultant for a COB-NCAL, COB-SCAL, FCMS, INDB, ARS, INDT and ILIT Modules for Kaiser Project. Project involved system analysis, maintenance and enhancement of patient billing, Account receivable systems and coordination of insurance benefits, membership and enrollment to health care services for Kaiser Permanente.

- Developed, enhanced, maintained, review, code walk through and support Batch Programs and online applications and on-call support for batch and online applications for COBOL, COBOL II, DB2, VSAM, IDMS, ADS/o, IMS and Easytrieve Plus 6.3
- Estimated, analyzed, and rewrote data conversion for EASYTRIEVE (old) to EASYTRIEVE PLUS 6.3 programs, JCLs

- Prepared test plans and test report for Functional, Unit, integration, User Acceptance and Regression test
- Gathered requirements, analyzed and estimated the code changes and testing programmers for Service requests (SR) and Change requests (CR) for COBN, COBS, FCMS, ILIT, INDT, ARS and INDB applications
- Involved in developing test plan, test data using QMF, SPUFI for DB2 applications from TSO and ISPF
- Used utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCLs
- Involved in documentation and implementation
- Added new fields, modifying existing CSP/AD programs for ILIT and INDT systems
- Responsible for code walk through and testing of CSP/AD maps and on line programs for ILIT and INDT systems
- Prepared for moving the modified programs to production environment.

ENVIRONMENT: COBOL, DB2, CICS, VSAM, IDMS, IMS, ADSO, CSP, MANTIS, EASYTRIEVE, SPUFI, SQL, Unix, QMF, SYNCSORT, FILE-AID, JCL, SAR, CA7, ELIPS, RACF, Focus, Change Man, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and VSE/ESA on an IBM OS/390, MS Word, MS Excel, MS Access and MS Power point

2001-2002	**Senior Mainframe Consultant /Project Lead, PUTNAM Investments, Boston, MA**

Served as a Senior Mainframe Consultant for PUTNAM Financial Investment systems. The project involved system analysis, maintenance and enhancement, and coordination with four main systems: PRIDE, PAY, PLUS and CLIENT CONVERSION GROUP.

Responsibilities included:

- Developed, tested and maintained COBOL II, DB2, VSAM programs,.
- Supported Batch Programs/ on- line applications
- Loaded data from production to test environment to test COBOL II, DB2, VSAM programs
- Enhanced, supported, reviewed, code walk through and test Batch Programs/ applications
- Estimated the user technical requirement specifications and Release Changes for PRIDE, PAY and PLUS systems.
- Prepared weekly, monthly, PMO reports, Power point Project status monthly and presented to project lead
- Acted as SQA and SCM coordinator; prepared Project Plan, SQA Plan & SCM Plan
- Prepared approach documents; Impact Analysis; Unit, Integration, User Acceptance and regression Test Plans and Test Reports for Major enhancements.
- Prepared Unit Test Plans and Unit Test Report and Testing of DB2 applications using QMF, SPUFI from TSO and ISPF. Utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCL
- Involved in documentation and implementation

ENVIRONMENT: COBOL, CICS, VSAM, DB2, MVS, VSE/SP, SPUFI, QMF, SQL, SYNCSORT, REPLIDATA, Oracle, FILE-AID, JCL, Rexx, SAR, CA7, ELIPS, SCLM Library, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and TSO/ISPF on IBM PCs, an IBM 3090 and MS Word, MS Excel, MS Access and MS Power point.

1998-2001	**Senior Programmer/Analyst, AMERICAN PRESIDENT LINES (APL) – Oakland, CA**

Served as Senior Programmer and Analyst for APL Systems. This involved system analysis, development, maintenance and enhancements for APL Systems.

- Developed, enhanced, maintained and supported Micro Focus COBOL, IDMS, DB2, VSAM, CICS, ADS/o Batch Programs/ Online applications
- Performed code review, data Conversion, migration and loading from NOL systems to APL systems
- Responsible for enhancement of Batch Programs / On- Line for new business expansion.
- Loaded data from Production to Test Environments to Batch, online and Gentran maps
- Developed, maintained and tested GENTRAN Maps with partners / customers for EDI systems

For ANSI X12 Transactions

- 300 - Booking, 301 – Booking Confirmation, 310 – Manifesto, 315 – Shipment Status, 322 – Equipment discharge, 810 – Invoice, 820 – Payment Advice, 824 – Application Acknowledge, 850 – Purchase order, 856 – Shipment Notice.

For EDIFACT Transactions

- IFPMBF- Booking, IFPNCS – Manifesto, CUSCAR – Customs Cargo Manifesto, CUSRES– Customs
- Cargo Response, COPRAR – Loading & Discharging Inspection, CODECO – Gate Activity, COARRY –
- Vessel load and Vessel discharge, APERAK – Application Acknowledge
  - Prepare & Review JCL, Maps, test plans & test data, Conduct unit, integration and regression testing
  - Interact with users to obtain requirements and discussions relating to systems.
  - Utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 were used in JCL's
  - Involved in Documentation and Implementation

ENVIRONMENT: Micro Focus COBOL, IDMS, DB2, ADS/o, CICS, VSAM, EDI (Gentran), Unix, MVS, VSE/SP, QMF, SPUFI, SYNCSORT, JCL, File-Aid, Endeavor, SAR, CA7, IDCAMS, IEBGENER, IEBCOPY, IEFBR14 and TSO/ISPF on IBM PCs, an IBM 3090 and MS Word, Excel, MS Access and MS Power point.

1997-1997	**Programmer/Analyst, Heating Assistance Plan System, Detroit, MI**

Served as a programmer/analyst. Responsibilities included:

- Involved in conversion of IMS System to DB2 System Report writer programs not supported in COBOL II were rewritten as COBOL II programs
- Replaced CICS on line modules that were not TELON based with new CICS/DB2
- Command level COBOL to COBOL programs.
- Responsible for data balancing to prove data integrity on conversion of IMS to DB2
- Prepared Unit Test Plans and Unit Test Report for above applications
- Reviewed code walk through, Unit Test Plans and Unit Test Results
- Prepared integration and regression
- Conducted Unit Testing, integration and regression testing and documenting the test case with test results for above applications
- Tested applications and delivered to the client
- Tested of DB2 applications using QMF, SPUFI from TSO and ISPF
- Used utilities IDCAMS, IEBGENER, IEBCOPY and IEFBR14 in JCLs
- Involved in Documentation and Implementation

ENVIRONMENT: COBOL, IMS DB/DC, CICS, VSAM, EDI, MVS, VSE/SP, QMF, SPUFI, SQL, SYNCSORT, File-Aid, JCL, SAR, Pan valet, IDCAMS, IEBGENER, IEBCOPY,

IEFBR14 and TSO/ISPF on IBM PCs, an IBM 3090

1987-1997   **Systems Engineer, Bharath Heavy Electricals Limited (Bhel), India**

Served as a systems engineer. Responsibilities included:
- Involved in system analysis, development and maintenance
- Generated completion schedule for numeric documents and component code for subcontracted Items.
- Developed, maintained, enhanced and supported COBOL, IDMS, VSAM programs, data conversion from Flat/Indexed files to IDMS.
- Conducted modification and new validation checks to various batch programs for PART LIST, SCHEDULE OF PARTS and Material Cards Printing
- Updated Material Codes and Drawing details in PART LIST Master
- Extracted PARTLIST and Schedule of Parts data for different user departments
- Unloaded and loaded work in progress area of PINF-DB
- Loaded data from Production to Test Environments to test COBOL, IDMS programs
- Prepared of Unit, integration and regression Test Plans and Test Reports for above applications
- Reviewed of code walk through, Unit Test Plans and Unit Test Results
- Involved in documentation and implementation

ENVIRONMENT: COBOL, IDMS, TPMS, UNIX and SCL on ICL S 39

Education

Bachelor of Engineering in Electrical engineering
Maharaja Sayajirao University of Baroda, Baroda, India

Technical Skills

Hardware,
Software,
Languages,
Operating
Systems, etc.

- Micro Focus COBOL, COBOL II, CICS, JCL, SQL, JAVA, ASP, VBScript, Jscript, HTML, XML, Unix and Easytrieve.
- IBM 370/3090, IBM PCs, Extra, Windows 95/ 98/2000/XP/NT, Humming bird
- MVS/XA, OS/VS1, VM/CMS, VSE/SP/ESA, OS 390
- EDI (Gentran), File-Aid, Endeavor, Changeman, Pan valet, ELIPS, SCLM Library, XPEDITER, ABEND-AID, SYNCSORT, Focus, CA7, JOBTRAC IDCAMS, RACF, IEBGENER, IEBCOPY, IEFBR14, SQL, SAR, QMF and SPUFI, Lotus Notes.
- DB2, IDMS, IMS, VSAM, Oracle, SQL Server
- CICS, TSO/ISPF, ADS/o

Anudeep Pottipati

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Anudeep Pottipati is a highly experience IT professional who brings a wide range of experience and skillsets to the RAPIDS project. He has experience in object oriented programming in client/server, enterprise/web n-tier distributed applications using Java/J2EE, JDBC, JMS, JTA, JNDI, Java Mail API, IBM MQ Series, RMI and Web Services. He brings expertise on object oriented design and programming concepts, design patterns, design, architecture, gathering functional requirements. He has experience in application development frameworks like Struts 2.0/1.x, spring 2.5/2.0/1.0, Hibernate 2.0/3.0, JSF Frameworks and also on validation plug-ins like Validator frameworks and web technologies. He also brings experience working on MAGI (Modified Adjusted Gross Income) programs and has a good understanding of Medicaid and Children's Health Insurance Program (CHIP).

Mr. Pottipati brings experience with software development methodologies like Agile, and experience in developing applications using IBM IDEs like IBM WSAD 5.1.2, IBM RAD 6.0/7.0 and Oracle JDeveloper. He has excellent knowledge of the use of Gang of Four design patterns and J2EE design patterns in the development of multi-tier distributed enterprise applications. He also has experience in implementing web projects using IBM WebSphere Application Server, BEA Web Logic, Jakarta Tomcat, JBOSS, and experience in web design using HTML, DHTML, Swing, XML, Tiles, CSS, AJAX, and JavaScript.

Mr. Pottipati meets or exceeds all RFP requirements for the Programmer Analyst – Java position. He has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He has worked as a Java Developer since February of 2010 and for the past year has been a Java Developer on the Maryland Health Benefit Exchange project.

- More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. As a Java Developer he implemented Core Java, Factory and Singleton pattern, implemented Spring based MVC architecture, and used EJB's for message beans. As Java Developer on the Maryland Health Benefit Exchange project, he has been using the Curam framework that is based on Struts MVC architecture, uses core Java, J2EE, Pattern like factory, Singleton, DAO, Façade and Business pattern. The architecture involves, JSP as the front end, Java beans and Data object java beans for Entity access.

- More than two years of programming experience in writing Services and UI components. As Java Developer for HCL America, he implemented UI changes on the project and has written the back end façade and business process that implement the business logic. He has experience in web design using HTML, DHTML, Swing, XML, Tiles, CSS, AJAX and JavaScript. He has extensive knowledge in using JMS and MQSeries as a middleware for commercial messaging and queuing, and experience in Service Oriented Architecture using SOAP, WSDL, LDAP, JAXB and Web Services and knowledge of Apache Axis. He also has experience in developing UI Web applications using Spring MVC framework and Hibernate.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He currently works on the Maryland Health Benefit Exchange project using Curam framework. The project is to implement the eligibility system for the Medicaid MAGI product and Curam framework includes functionality for TANF and SNAP.

- **A Bachelor in Computer Science Engineering from Anna University, India.**

Work Experience

2014-Present **Java Developer, Maryland Health Benefit Exchange (MHBE)**

The Maryland Health Insurance Exchange, the Maryland Health Connection, is official Maryland State marketplace for health insurance under Obamacare. Can be used to apply for cost-assistance, compare prices of plans, change plans, and enroll in a plan that best suits you, your family, or your small business. When applying for a plan on the marketplace you'll find out if you are eligible for subsidies which can lower what you pay for premiums and lower the out-of-pocket costs you are responsible for. And Federal Poverty Levels (FPL) is used to see if you qualify for cost assistance when buying insurance through the State or Federal Health Insurance Marketplace.

Mr. Pottipati responsibilities include:

- Designed and implementation of batch with ability to scale the system to accommodate high case volume and product growth.
- Providing support to interface application development and system test team
- Providing design, solution and implementing Non-functional requirements such as batch restart for interfaces.
- Extensively Worked on writing efficient SQL stored procedures to generate outbound files for external systems.
- Mapping interfaces fields to new system database schema.
- Communicating interface dependency with other teams on this project.
- Ensured compliance with the defined process, the quality and time of the team's deliverables.
- Maintain positive client interactions and understanding requirements
- Problem identification and integration of technical skills to address and solve issues.
- Working with functional team to find the fit gaps in requirements.
- Customizing IBM Cúram product solutions to meet the MBHE functional requirements.
- Used core Java and advanced Java API in implementing business layer with respect to functional requirements. Used RSA IDE for modeling.
- Used UML to design various data models including dataflow diagrams, workflow diagrams, sequence diagrams and interaction diagrams.
- Business Layer is configured with the EJB and Spring framework for servicing client requests and DAO layer for providing security based on the user roles
- Knowledge on customizing Cúram IEG (Intelligence Evidence Gathering) script based on the functional requirements.
- Customized classes to interface with IBM Cúram Social Management Tool. Ensured application development while maintaining thorough compliance with product licensing regulations as well as stipulated client specifications.
- Consumed Webservices using Cúram outbound web service connector to generate client stubs from the given Wsdl.
- Worked in Triage defect fixing team, fixing high and other priority defects.
- Used SVN version controls to check in/out files, etc. also responsible for branching, merging the branch to main using Tortoise SVN tool

2012-2014 **Java Developer, University Of Washington, Seattle, WA**

Understanding the Student experience in broad Context University of Washington had

started a project named MYPLAN which is a student academic planned in which students can search the courses, bookmark them and even plan for their academics and register for the courses. Project is a compilation of different frameworks out of which spring and hibernates are in major. Internal frameworks like KRAD is used for front end development. KRAD is a XML based framework which builds the page based on the XML properties defined.

Mr. Pottipati responsibilities included:

- Configured maven dependencies and plug-ins to build.
- Worked on INTELLIJ IDE and used maven dependencies for the project.
- Worked in an intense iteration based agile system.
- Implemented applications using Java, J2EE, JSP, Servlets, JDBC, XML, HTML, Hibernate, Spring and JavaScript on Windows environments.
- Effectively involved in fixing the defects.
- Developed JUnit test cases and validated users input using regular expressions in JavaScript as well as in the server side.
- Mapping Database objects corresponding to DB2 database tables using POJO classes using JDBC.
- Worked with the quality assurance team for detecting bugs in the design of the system
- Involved in intensive performance Testing for the application Using TSUNG tool.
- Involved in JavaScript coding for validations, and passing attributes from one screen to another.
- Used spring core, Spring Context, Spring MVC Framework etc. are used for the application configuration of different components, services in the application.
- Implemented persistence layer using various features of Hibernate framework like HQL queries, Criteria, projections etc.
- Hands on experience of testing services using SOAP UI.
- Documented all stages of the project, generated documentation using Java API Documentation Generator (javadoc).
- Used Freemarker templates for some of the front end pages.

2012-2012   **Java Developer, HCL America, Cary, NC**

Project involved in development of UI based web application using Springs MVC Framework with Hibernates. Project is complex combination of three main Domains IWF, Benefits, and TAX of which Tax is the most complex domain on which I have worked for several modules in it.

Mr. Pottipati responsibilities included:

- Involved in various phases of Software Development Life Cycle (SDLC)
- Generated Use case diagrams, Class diagrams, and Sequence diagrams using Rational Rose.
- Gathered and analyzed the requirements.
- Worked on the UI design, analytical diagrams, and contextual diagrams of the application.
- Designed and developed application using Springs based MVC framework.
- Created tile definitions, Spring-config files, validation files and resource bundles using Springs framework.
- Used the Springs validation and Tiles Framework in the presentation layer.
- Identified action forms and action classes, based on Springs framework, to handle pages.
- Used Spring Framework for Dependency injection and integrated with the Hibernate.
- Designed and developed the presentation layer using HTML, CSS, JavaScript and

JSP.

- Worked extensively in development of BIRT Reports.
- Involved in the development of Session Beans for the Business Logic and Message Driven beans for asynchronous flow of messages.
- Used Hibernate extensively in data access layer to access and update information in the SQL Server 2010 database.
- Designed and developed various SQL Server database Simple and Complex Queries, PL/SQL procedures, Stored Procedures, Trigger and Functions.
- Performed unit testing using JUNIT framework and involved in 508 Testing.
- Used ANT scripts to build the application and deployed on JBOSS Server.
- Developed logging module using Log4j to create log files to debug as well as trace the application.
- Executed test cases manually to verify the system functionality as per user requirements.
- Involved in discussing the effectiveness of test cases written and CR management.

2010-2012 **Java Developer, Chief Commissioner of Land Administration, Hyderabad, India**

The scope of the project was to develop an online system for Revenue Department with login account for petitioners to pose a petition and checking their petition status. And it included another login for employees to view the petition, solving, forwarding, status submission of the petitions. It has provided data transparency to the users (petitioners) by checking their status and quick retrieval of information.

Mr. Pottipati responsibilities included:

- Involved in gathering requirements and built technical specifications from the requirements.
- Involved in Data Analysis and provided the solution sets to work teams.
- Developed front-end screens using HTML Java Applets to serve as data entry screen and Java Servlets for business logic.
- Involved in client-side validations using JavaScript for login and registration forms to both the petitioners and employees.
- Designed UML Class Diagrams and Use Case Diagrams to understand the code easily.
- Used Servlets to implement Business Logic with JSP.
- Involved in developing Java classes for handling petitions and forwarding petitions.
- Provided connections using JDBC to the database and developed SQL queries to manipulate the data.
- Developed the ANT Script for building the application.
- Responsible for deploying the application on to the dev environment.
- Responsible for Production support of Application by proactively looking at production issues.

Education

Bachelors in Computer Science Engineering from Anna University, India

Technical Skills

Hardware, Software,	Operating Systems: Windows Vista/XP/NT/2000
	Java/J2EE Technologies: JDBC2.1/3.0/4.0, Servlets2.4/2.5, JSP2.0, EJB2.0/3.0, JNDI,

Languages, Operating Systems, etc.	JMS, Java Beans, RMI, XML, XSL, XPath, XSLT, Swings, Applets
	Web Technologies: Java Servlets, JSP 2.0, HTML, AJAX, XHTML. CSS, GWT, Flash, Java Script
	Frameworks: Struts1.3/2.0, Hibernate 2.0, JSF, Springs, MVC
	Web Services: SOAP, JAXP, JAXB, Apache Axis
	Databases: Oracle10g/9i,DB2, Derby, MySQL, SQL Server 2008/2005/2000(SSRS,SSIS)
	Languages: Java, J2EE, C++, C, PL/SQL, SQL
	Web Servers: IBM Web Sphere 5.0/6.0/7.0, BEA Web Logic 8.1/9.0/10.3, Apache Tomcat 5.5/6.0
	IDE: Eclipse, JBuilder, Net Beans, RAD 6.0/7.0,RSA
	Tools/Version Controls: UML, Rational Clear case, CVS, SVN
Certifications	Java Standard Programmer Certified Professional – ENU (Oracle Certification).

Name: Divya Sadhineni

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Ms. Divya Sadhineni is an IT professional responsible for coding, implementing and unit testing various J2EE related projects. She has experience using web markup languages like HTML, XHTML, DHTML, CSS, XML for developing interactive user interfaces, and knowledge in ORM frameworks such as Hibernate. She has extensive experience in programming in Java, J2EE using Eclipse and RAD tools. She brings good knowledge in Java architecture and developing applications using Java/J2EE design Patterns such as MVC, Singleton, Factory, Transfer Objects, Front Controller and Data Access Objects (DAO). She has experience in RDBMS such as Oracle, MySQL and writing stored procedures triggers, cursors, and optimizing queries using SQL. She possesses excellent analytical, problem solving, leading and learning skills as well as a keen interest in emerging technologies.

Ms. Sadhineni meets or exceeds all of the RFP requirements for the Programmer Analyst – Java position. She has:

■ More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. She has more than five years of IT experience in the areas of analysis, design, development, coding, implementation and testing of web based multi-tier applications using Java/J2EE technologies.

■ More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. She is experienced in developing highly transactional websites using J2EE technologies and handling design/implementation using UML/Eclipse. She has extensive experience in Java J2EE technologies using Core Java, Java collection, JDBC, Threads, Spring Framework, Struts Framework, Hibernate, Servlets, DHTML, CSS, XSLT, JMS, and JSTL. She also has extensive experience working on all tiers of J2EE n-tier Architecture. She is experienced in Servlets and JSP using the Struts /JSF framework in the web tier and EJB as business tier.

■ More than two years of programming experience in writing Services and UI components. She has experience in working with SOAP web services using client proxy classes, and experience in integrating J2EE based Applications with web services by creating Web Service Proxy Clients. She has experience in the development of enterprise applications using Fast4j, JSF, Struts, Spring, Spring Security and Hibernate, and experience in XML technologies including XML, XSLT, XPath, DTD, XML-Schema, XML Beans, JAXB, SAX and DOM parsers. She has good web page design skills using HTML, CSS, Java Script, and AJAX.

■ More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. She currently works for the state of Georgia on the Next Gen application used by the public, brokers, small businesses and the State's customer service representatives to determine eligibility for health care plans and enable them to shop and enroll in the eligible plans. The system also enables the users to manage their payments, report changes and manage all other information related to selected plans.

■ A Bachelor of Technology, Jawaharlal Technology University, India.

Work Experience

2014-Present	**Java Developer, State of Georgia, Atlanta, GA**

Description: The Next Gen application is used by the public, brokers, small businesses and State's customer service representatives of the State of Georgia to determine the Eligibility for HealthCare plans and enable them to shop/enroll in the eligible plans. The System also enable the users to manage their Payments, Reporting Changes and managing all other information related to the HealthCare Plans.

Ms. Sadhineni's responsibilities include:

- Involved in understanding the business and in development of the system.
- Involved in creating class and sequence diagrams using Rational Rose.
- Designed and developed the application based on MVC design pattern.
- Involved in implementing Enterprise Java Beans (EJB's) to access the database.
- Developed, invoking and implemented validations on JSF backing beans.
- Implementing business logic using JAVA, JSF coding / development with EJB.
- Built web-tier components using JSP, JSF, JavaScript and Managed Beans.
- Involved in writing client side validations using Java Script & jQuery
- Worked on creating Web Service Clients and Integrating with Web Services.
- Employed JDBC in persistent service to connect to MySQL and perform database operations.
- Developed DAO's to invoke DAP's (Data Access Programs) to access data from .CSV files and to query MySQL database.
- Designed the WebPages GUI using JSF components, HTML
- Responsible for fixing defects and developing prototypes and implementing the business requirements and unit testing.
- Worked on using logging module-using Log4J to create log files to debug as well as trace application.
- Developed Database Objects like PL/SQL packages, Stored Procedures and Materialized Views.

Environment: JSF, Java, J2EE, JSP, JavaScript, EJB, JNDI, JDBC, JSF, PL/SQL, ,Hibernate,Oracle10g, XML, XSLT, CSS, Log4j, UML, Rational Rose, JBoss6.0, RAD 6.0, PVCS, Clear Quest, SUSE Linux, Shell Script, Windows XP.

2013-2014	**Java Developer, Humana Inc., Louisville, KY**

Description: ANS is a comprehensive order management system for High Volume Pharmacies that manages the dispensing process from the point an order is received until it is shipped to the customer or delivered to the desired facility for distribution. The software allows for a seamless work flow during each step of the process. This efficient system minimizes human intervention, while at the same time provides users comprehensive patient and drug information to ensure high quality service. Worked extensively on the design, development and testing of the policy holders' drugs details based on the prescribed prescription by the physician using JSP, Servlets, Struts, XML, XSLT and JBOSS Server.

Ms. Sadhineni's responsibilities included:

- Involved in Requirement gathering, Analysis and Design using UML
- Implemented design patterns like Singleton, Session Facade, Factory, MVC, DAO etc.
- Worked on Presentation layer used JSP, Servlets, Struts and Java Beans library
- Extensively used Spring framework for Dependency Injection
- Interacted with Developers to follow up on Defects and Issues

- Wrote network client classes to receive status reports and send commands for the drug prescriptions via Java Messaging Service (JMS)
- Used JMeter to do the load test to track the defects and to close the defects
- Involved in configuring and deployments of WAR and JAR files for App Server
- Implemented logging using the log4j
- Responsible for Coding, Unit Testing and Functional Testing and Regression Testing of the systems

Environment: JDK, J2EE(JSP, Servlets, JDBC), Spring frame work, Hibernate, UML, XML, HTML, WebLogic, JavaScript, XSLT, Apache ANT, Eclipse , SQL, PL/SQL, Oracle , Sybase, Windows Vista

| 2011-2013 | **Java Developer, CPIC, Tallahassee, FL** |

Description: This application is used by the agents and underwriters to make application and provide quotes, to make renewals to the existing policies. This system connects to other applications like Self-service (application for the policy holders to view and manage their policy) and, EDS (application to store the documents sent by agents, vendors etc.) via web services.

Ms. Sadhineni's responsibilities included:

- Involved in understanding the business and in development of the system based on MVC pattern integrating JSF with Hibernate and spring frameworks.
- Involved in SDLC Requirements gathering, Analysis, Design, Development and Testing of application developed using AGILE methodology.
- Developed business logic and validations in JSF backing beans and integrated the same with Model Layer.
- Built web-tier components using JSP, JSF, JavaScript and Managed Beans.
- Involved in writing client side validations using Java Script & jQuery
- Implemented Object-relation mapping in the persistence layer using hibernate frame work in conjunction with spring functionality.
- Created configuration files for spring and JSF navigation
- Used multithreading to write the very efficient programs.
- Developed DTOs to communicate Data between different layers of MVC architecture
- Designed the WebPages GUI using JSF components, HTML.
- Used Web services - WSDL and SOAP for accessing data from external sources.
- Responsible for fixing defects and developing prototypes and implementing the business requirements and unit testing.
- Worked on using logging module-using Log4J to create log files to debug as well as trace application.
- Extensively worked on querying the Database using SQL and worked on writing Stored Procedure, and triggers

Environment: Java, J2EE , Servlets 2.0, JSF1.2, JSP 2.1, Spring2.5, CSS, Tiles, Log4J, ANT , Hibernate 3.0, Web services, Apache AXIS 2, JMS, WebSphere6.1, Oracle 10g, Eclipse 3.4, AJAX, Junit, HTML, Linux.

| 2010-2011 | **Java Developer, Molina Health Care, Long Beach, CA** |

Description: Molina Health Care Online System maintains the user's information, provides users to enter the reimbursement claims, facilitates concerned authority to approve and process the claims. The administration module takes care of adding modifying and deleting users and policies used to approve and process claims. The system takes care of mailing the concerned statistics to the users and approving authorities.

Ms. Sadhineni's responsibilities included:

- Design and developed multiple web (UI) pages using JavaScript, JSP and HTML.
- Developed, invoking and implemented validations on JSF backing beans.
- Implementing business logic using JAVA, JSF coding / development with EJB.
- Configured the participating pages and the navigation paths between pages.
- Created several JSP's and populated them with data from databases using JDBC
- Designed and developed EJBs to handle business logic and store persistent data
- Developed server side functionality for Admin Interface features (adding a User, Modifying the User Details, Assigning Roles, Modifying Roles etc.)
- Involved in implementing Enterprise Java Beans (EJB's) to access the database.
- Extensively worked on querying the Database using SQL and worked on writing Stored Procedure, and triggers
- Responsible for the creation and execution of the Unit Test cases.

Environment: JAVA, Servlets, JSP, JavaBeans, Applets, JDBC, JavaScript, CSS, TOMCAT.

Education

Bachelor of Technology, Jawaharlal Technology University

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Programming Languages:** Java, C#, C, SQL
	J2EE: Servlets, JSP, JDBC, JMS, EJB
	Markup/Scripting Languages: JavaScript, JQuery, HTML, XHTML, CSS, XSLT
	XML/Internet Technologies: XML, XML Schema, JSON
	Database: DB2, Oracle9i/10g, SQLite, SQL Server
	ORM Tools: Hibernate
	Application Server: Tomcat, Weblogic, JBOSS
	Build Tools: ANT, Maven
	Frame works: Fast4j, JSF, Struts, Spring, Spring MVC,
	Design Tools(UML): Rational Rose
	IDE(s): RAD, Eclipse

Kumar Konakalla

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Kumar Konakalla has extensive experience in system analysis and programming. This includes five years of experience designing, developing and maintaining web based and business applications using Java, J2EE technologies. He has experience developing public assistance eligibility applications for food assistance, medical assistance, special assistance and cash assistance programs.

Kumar has the following specific qualifications that meet or exceed RFP requirements:

- Five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. This is demonstrated by assignments as a Java/J2EE developer from 2010 through the present for First National Bank, Sprint Nextel, HCSC Health Services Corporation, NC FAST, and Wycan UI Tax and Benefit System.

- Three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. This is demonstrated by assignments as a Java/J2EE developer from 2010 through the present. Since February 2015 his responsibilities have included implementing Spring MVC architecture using Java/J2EE programming, and JSP for the front end.

- Two years of programming experience in writing Services and UI components. This is demonstrated by assignments as a Java Developer for Sprint Nextel and HCSC Health Services implementing UI using JavaScript, JSP, and writing business layer classes using the Spring framework.

- One year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. This is illustrated by assignment as a developer for NC FAST, North Carolina Department of Health and Human Services, which includes the Food and Nutrition Service, medical assistance, special assistance and cash Assistance programs.

- Bachelors in Engineering in Computer Science, JNTU, India

Work Experience

2015-Present   **Java/J2ee Developer, WyCAN UI Tax & Benefits system, Cary, North Carolina**

Wyoming, Colorado, Arizona, North Dakota(WyCAN) Unemployment Insurance(UI) Tax & Benefits System is a benefits and tax service project that will provide a way for unemployed individuals to claim their benefits and access tax services. This application consists of various modules. Claimant Self Service enables customers to file claims to create and maintain their own data. Employer Self Service enables employers and their agents to conduct UI business with no agency staff intervention. This application helps the employees to do the background check.

Responsibilities include:

- Developing detailed business requirements document using UML, Use case diagrams, Class diagrams, and Sequence diagrams for new requirements
- Working in an agile development process based on Scrum.
- Employing Model View Controller as structural framework of application.
- Implementing JSP as facade of application with usage of EL, JSTL and other custom tags.
- Using AJAX and JavaScript to handle asynchronous requests and CSS to keep

uniformity in look of the application.

- Using Apache Tiles plug-in in web application front for composite view pattern to keep the structure consistency
- Implementing Model View Controller (MVC) architecture using Spring Framework.
- Using transaction management based on Spring AOP and Spring IoC Container for independency injection
- Configuring Hibernate to work with different forms of mapping like one to one and one to many relational.
- Handling n+1 issue with Hibernate to avoid multiple trips to fetch data from database
- Configuring Hibernate to work with Spring, by setting up Session Factory in Spring context file
- Building project using Apache Maven build scripts
- Deploying the applications on Jboss application server.

Environment: Spring MVC, JSP 2.0, JSTL, JQuery, JavaScript, XML, SOAP, WSDL,JAX-WS, Hibernate 3.0, HTML, DHTML, JNDI, SVN, MAVEN, Log4J, JUnit, SoapUI

| 2013-2015 | **Java/J2ee Developer, NCFAST, Department of Health & Human Services (DHHS), North Carolina** |

Description: North Carolina Families Accessing Services through Technology (NCFAST).

The NC FAST Program is designed to improve the way NC DHHS and the 100 county departments of social services conduct business. Key aspects of NC FAST program are Case Management, electronic Pre-Assessment Screening, Online Verification and service Delivery Interface. NC FAST includes the Food and Nutrition Service, Medical Assistance, Special Assistance and Cash Assistance programs.

Responsibilities included:

- Performed the build activities to convert the Detailed Design to build artifacts
- Analyzed and enhance the business processes to align with the requirements
- Designed and developed BPOs for the backend system
- Designed and developed Eligibility using Evidence
- Involved in Design & development of IEG scripts using the XML and entity schema (Datastore)
- Involved in design & development of Dynamic Evidences
- Involved in design & development of various Assessments using CURAM Decision Assist and outcome plans
- Involved in design & development of Workflow and task
- Involved in design & development of complex curam batches like SDX, LIS, ACTS
- Performed unit testing of the code with Junit test cases
- Coordinated with testers to help write the manual test scripts

Environment: Curam 6.0 Framework, Java/J2EE, Oracle, SVN, ANT, JIRA, Eclipse

| 2012-2013 | **Java/J2ee Developer, HCSC Health Care Services Corporation, Cary, North Carolina** |

Description: Vantage Application Systems (VAS)

In accordance with the Affordable Care Act (ACA) all health care insurance providers' applications are re-designed to enable individual insurance buyers. This included redesign of VAS.

Responsibilities included:

- Participated in the complete Software development life cycle starting from design phase to the implementation phase

- Extensive use of the different Spring framework features including Spring MVC
- Worked on development of Hibernate, in the persistence layer to interact with the database, including mapping files, configuration file and classes to interact with the database
- Implemented Web Services using SOAP, WSDL, UDDI and XML using CXF framework
- Used SoapUI to test the Web Services
- Developed user interface using JSP, HTML, CSS, JavaScript, JQuery, JQuery UI,JSTL Core Tags, to simplify the complexities of the application
- Used Ajax for intensive user operations and client-side validations
- Ran SONAR to generate report on java files
- Used WebSphere Application Server to deploy applications
- Used Maven to build the project with dependencies
- Wrote the JUnit tests to unit test the components
- Involved in Agile Scrum daily standup meeting throughout the process of development
- Used SVN for software configuration management and version control

Environment: JDK1.6.x, Spring-MVC, Spring annotations 3.1.x, Hibernate-3.5, Hibernate annotations, Hibernate jpa, JSTL, AJAX, JQuery-1.8.3, JQGrid-1.9.2,Jquery-ui-1.9.2, DB2 Database, Java Parser for XML (SAX, DOM), XPATH, XSL, Web Services, using Web Sphere Application Server7.0.x, STS-3.1(Spring Tool Suite) an eclipse based IDE

2012-2012   **Sr. Java/J2ee Developer, Sprint Nextel, Overland park, KS**

Description: Sprint Prepaid Mobile Portal

Sprint Nextel Corporation is a wireless and wireline voice and data Telecommunications Company offers wireless services. Sprint Nextel offers wireless services under the Sprint, Boost Mobile, Virgin Mobile, and Assurance Wireless brands.

Sprint Prepaid Mobile Portal application provides media content to the prepaid subscribers. It supports various categories of media content and it will be rendered to prepaid mobile subscribers in a customized fashion. The content is customizable based on vendor, device and many other parameters. This application provides the entire infrastructure to customize and render this content to various devices. This application also provides a portal management feature which allows Sprint to configure the vendors, devices, layouts, themes and many other administrative features.

Responsibilities included:

- Participated in the complete Software development life cycle starting from design phase to the implementation phase
- Designed the object model for the core platform that includes page, layout, theme, content and device management
- Developed the XSDs to support the object model
- Used JAXB to marshal/unmarshal the XML data
- Built the DAO components using Hibernate to persist and retrieve the various data elements
- Used Spring to wire up the different layers of the application
- Integrated Spring and Hibernate and configured the transactions
- Designed the WSDL for the SOAP based web services
- Developed Top-Down JAXWS web services using Apache Axis 2.0 framework
- Configured the Application security using Spring Security
- Used SoapUI to test the Web Services
- Used JQuery a popular Java Script Library, provides many advanced and cross-

browser functions that can enhance web applications
- Configured Log4j for application logging
- Wrote the JUnit tests to unit test the components
- Configured Apache ivy to resolve dependencies
- Wrote ANT build scripts using Apache Ivy provided tags to compile and build the application artifacts
- Configured Hudson Jobs to call the ANT build script to build the application EAR file
- Involved in Agile Scrum daily standup meeting throughout the process of development.
- Used SVN for software configuration management and version control.
- Involved in developing stored procedures, triggers and cursors using PL/SQL

Environment: Spring MVC, Spring, JSP 2.0, JSTL, XML, SOAP, WSDL,JAX-WS, Hibernate 3.0, JavaScript, HTML, DHTML, JNDI, SVN, ANT, Log4J, JUnit, EJB 3.0,JBoss, Oracle 10g, soapUI,JQuery

2010-2012   **Java/J2ee Developer, First National Bank, Houston, Texas**

Description: Student Loan Processing Application

First National Bank is one of the national financial holding companies that offer services like banking, investment and loans. This application offers various features like creating new accounts of students who apply for loan, managing existing accounts, and processing Student loan applications.

Responsibilities included:
- Involved in various phases like Analysis, design, Implementation and development
- Designed and developed Application based on Struts Framework using MVC design pattern
- Involved in injecting dependencies into code using Spring core module concepts like IOC of Spring Framework
- Used HTML, DHTML, in the presentation layer
- Developed user interface using JSP and Struts Tag Libraries
- Implemented various design patterns in the project such as Model View Controller (MVC), Singleton, Data Access Object (DAO)
- Worked on development of Hibernate, in the persistence layer to interact with the database, including mapping files, configuration file and classes to interact with the database.
- Responsible for developing Stateful and Stateless session beans for developing business logic
- Developed Web Services using SOAP, WSDL, JAX-WS
- Developed Applications based on Data Driven Application Development
- Involved in developing stored procedures, triggers and cursors using PL/SQL
- Monitored the error logs using Log4J and fixed the problems
- Used Maven to build the project with dependencies
- Performed unit testing using JUnit framework
- Involved in Agile Scrum daily standup meeting throughout the process of development
- Used SVN for software configuration management and version control

Environment: Struts, JSP 2.0, JSTL, XML, SOAP, WSDL,JAX-WS, Hibernate 3.0, JavaScript, HTML, DHTML, JNDI, SVN, Maven, Log4J, JUnit, EJB 3.0,WebLogic,MS SQL Server

Education

Bachelors in Engineering in Computer Science, JNTU, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Languages:** Java, J2EE
	Application Frameworks: MVC, Struts,Tiles 2.2, Spring 2.x/3.x, Hibernate 2.x/3.x
	Web Technologies: JSP, Servlets, HTML, JQuery, DHTML, CSS, JSON, JNDI, JDBC, JAVA Beans, JavaScript, Web Services, AJAX, Web Services, SOAP
	Markup and Script languages: XML, XSL/XSLT, XML Parsers, HTML, JavaScript, AJAX, UML
	Application Servers: Web Logic, IBM Web Sphere, JBoss, Apache/Jakarta Tomcat
	Database Servers: MS SQL Server, Oracle 10g / 9i/ 8i, DB2
	IDE / Tools: Eclipse, RAD 7.5, ant, maven
	Configuration Tool: SVN, CVS
	Operating System: Windows XP/2k/NT/98/95, UNIX

Name: Nithin Reddy

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Reddy has seven years of software development experience specializing in the analysis, design, development, and testing of client server and n-tier applications using Java/J2EE. He has successful experience in multiple life cycle development methodologies including Agile, OOAD, and Waterfall. Mr. Reddy is also proficient in the use of multiple design and development tools. He has proven success as both an individual performer, and as a key member of a larger development team.

Mr. Reddy has the following specific qualifications that meet or exceed RFP requirements:

- Mr. Reddy's seven years of system analysis and programming experience exceeds the requirement for five years' experience. His experience is with large scale systems, including a medical practice management system, a state-based health insurance exchange, a private insurance customer service and order management system, and a student progress tracking system for a major university in California. All projects required work directly with customers to define their needs, and the development of solutions within a pre-determined time frame to meet the defined needs.

- He has more than three years of J2EE programming experience within the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. His experience includes using the MVC Architecture to design applications using JSP, Java Beans, Servlets and EJB. He also has extensive experience using JavaScript, HTML/DHTML, DOM, XHTML, jQuery, CSS, Ajax, and IDE tools like Eclipse, Notepad++, and Sublime. He has experience deploying developed applications to JBoss, IBM WebSphere, WebLogic and Apache Tomcat application servers.

- He has more than two year of programming experience in writing services and UI components. His seven years of programming experience has included the development of Services and extensive work on the design, development, testing, and implementation of user interface components.

- Mr. Reddy has two years of experience with applications that support public assistance programs. His work for the Maryland Health Benefit Exchange included application development supporting eligibility determination and enrollment for medical assistance programs like Medicaid, CHIP, and other public assistance programs.

- One (1) year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. As a Java developer for QSSI, he implemented the Curam Framework that was solution for State Medicaid, Food Stamp, TANF and childcare solutions.

- A Bachelor of Science in Computer Science, JNT University, Hyderabad, India

Work Experience

2015-2015   **J2EE Developer, ATG – Admission to Graduation Project for the San Jose State University**

Mr. Reddy's responsibilities in the J2EE Developer role included:

- Developed a prototype of the application and demonstrated to business users to verify the functionality of the application.
- Developed and implemented the MVC Architectural Pattern using Struts Framework

including JSP, Servlets, EJB, Form Bean and Action classes.

- Implemented server side tasks using Servlets and XML.
- Developed page templates using Struts Tiles framework.
- Implemented Struts Validation Framework for Server side validation.
- Developed JSP's with Custom Tag Libraries for control of the business processes in the middle-tier and was involved in their integration.
- Implemented Struts Action classes using the Struts controller component.
- Developed Web Services (SOAP) to interact with other components.
- Integrated Spring DAO for data access using with Hibernate.
- Created and deployed web pages using HTML, JSP, JavaScript and CSS.
- Used JSF framework to develop user interfaces using JSF UI Components, Validator, Events and Listeners.
- Wrote JUnit test cases to perform unit testing.
- Performed bug fixes and provided 24x7production support.
- A summary of the environment supported, and tools used on this project include: IBM WebSphere App Server 6.0, Eclipse v3.5, J2EE 5, HTML, JSP 2.0, Struts 2.3, Tiles 3, Hibernate 3.0, Spring 3.0, XML, JSTL, XSLT, SOAP, WSDL, JAXP, AJAX, Log4J, JUnit, ANT, SVN, PL/SQL, DB2, and Windows XP.

2014-2015	**Java Developer, Maryland Health Benefits Exchange Project**

Mr. Reddy was a Java Developer supporting the Maryland Health Benefits Exchange. The Exchange is a state-based health insurance exchange that manages the intake, eligibility verification, enrollment, and management of clients into health insurance plans. This includes medical assistance programs like Medicaid and CHIP. Mr. Reddy's responsibilities included:

- Worked with project stakeholders to determine requirements for new functionality and modifications to existing functionality. Organized the IEG pages with changes as required by the requirement team.
- Developed application components and performed multiple levels of testing to make sure the application performed according to defined requirements.
- The environment and tools used included:
    - Eclipse was the major Integrated Development Environment (IDE)
    - User interface modifications were made using UIM , VIM and Java
    - Design tools included Rational Software Architect and modeling using UML
    - Created and deployed web pages using HTML, JSP, JavaScript and CSS
    - Designed use case diagrams, class diagrams and sequence diagrams using UML
    - Used CSS style sheets for presenting data from XML documents and data from databases to render on HTML web pages
    - Developed the business layer using Spring, Hibernate and DAOs.
    - Used Apache Tomcat for development
    - Used Weblogic Application Server for deployment in production
    - Unit testing was performed using JUnit
    - Bug tracking and fixing was done using Test Director
    - Used Clover Cenqua for report generation on Unit Testing Percentage of Code

2012-2014   **J2EE Developer, Ecognize Development Project**

Mr. Reddy was a J2EE Developer for Ecognize, a health care product development and consulting company focused on solving strategic and tactical health care business challenges through their key software products. He worked with the EMR product that deals with the day-to-day operations of a medical practice. Mr. Reddy's responsibilities in the role of J2EE Developer included:

- Designing UML use case diagrams, class diagrams and sequence diagrams.
- Implemented SOA on a mainframe by developing service layer programs, presentation layer programs, and messaging copybooks.
- Performed data migration and regression testing using.
- Created user interfaces using JSP, HTML, CSS and JavaScript.
- Performed security code reviews and application risk assessments, audited applications written in multiple languages, including Java/JSP, VB.NET, ASP.NET, C#, C/C++, COBOL, PHP, and Classic ASP. Used OWASP and Ounce Labs formal methodology to conduct code reviews and risk assessments.
- Used CSS style sheets for presenting data from XML documents and data from databases to render HTML web pages.
- Used JavaScript and Struts validation framework for front end and server side validations.
- Used Tiles Framework to create standard, reusable presentation components.
- Developed reports in PDF, XML, and HTML.
- Implemented Design Patterns like MVC, Front Controller, Singleton, and Factory.
- Used Spring MVC framework and integrated it with Hibernate.
- Used the Hibernate ORM tool extensively to map the object view of data into the database and to provide access and update information in the database.
- Developed automated process for build and deployment using tools like Jenkins, Ant, Mavens, and Java.
- Supported the development of database schema and creation of database tables in DB2.

2010-2012   **J2EE Developer, Order Management System Development Project**

Mr. Reddy was a J2EE Developer supporting the development of an order management system for a leading insurance organization. This system was designed to help customers register, and purchase insurance products online. Mr. Reddy's responsibilities included:

- Designed UML use case diagrams, class diagrams and sequence diagrams.
- Developed the user interface including registration and purchasing components. UI development tools used included JSP, JSP Tag libraries, Struts Tag libraries and JavaScript to simply the complexity of the application.
- Implemented Model View Controller (MVC-2) Architecture using Jakarta Struts framework at the presentation tier.
- Developed various Enterprise Java Bean components to meet defined business requirements.
- Designed the database and created tables, wrote the complex SQL queries and stored procedures per the defined requirements.
- Created Action Classes which route submittals to appropriate EJB components and render retrieved information.
- Used Hibernate in data access layer to access and update information in the database.
- Used Spring Framework for Dependency injection and integrated it with Hibernate.

- Implemented the application using several Java/J2EE Design patterns like MVC, Session Façade, and Singleton.
- Developed the Business Tier with Stateless and Stateful Session beans using EJB standards.
- Developed test cases on JUnit.
- Used Log4J for logging and tracing the messages.
- Used CVS to maintain version control.

2009-2010   **Java/J2EE Developer, Energy Management System Development Project**

Mr. Reddy's Java/J2EE Developer responsibilities included:
- Implemented the Spring MVC design pattern for the middle tier of the application.
- Managed the mapping of objects to the relational database using Hibernate, Java objects, and XML files.
- Wrote stored procedures, functions, packages, views, sequences, and triggers using PL/SQL for Oracle database.
- Developed the application front end using JSP, Tag libraries, HTML, and CSS.
- Implemented validations for web pages using the Spring validation framework.
- Used JQuery to simplify the client-side scripting of HTML.
- Tested database connections using MOCK objects for better performance.
- Developed JAX-WSWeb Services using WSDL, CXF, SOAP and XSDs.
- Developed unit test cases using JUnit and DBUnit.
- Implemented the application logging mechanism using log4j framework.

2008-2008   **Java Developer**

Mr. Reddy's responsibilities included:
- Developed the deployment descriptor using XML files.
- Created sequence and class diagrams using Rational Rose and Microsoft Visio.
- Developed the client application using Servlets.
- Implemented MVC, Front Controller, Singleton, Data Access Objects, Value Object Design Patterns.
- Developed the user interface of the application using JSP, HTML, DHTML, XML and XSLT.
- Mentored other developers in the use of tools and methodologies.
- Documented best practices using Java J2EE in application development.

Education

B.S. Computer Science, JNT University, Hyderabad, India, 2004-2008

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Programming Languages:** C, C++, Java, J2EE, SQL, PL/SQL **JDK versions:** JDK 1.5/1.6 **J2EE Technologies:** JSP, Servlets, EJB, JDBC, Hibernate, JMS **Frameworks:** Struts , Hibernate, Spring **Markup/Scripting Languages:** HTML, XML, CSS, XTML, JavaScript

XML Technologies: XLTS, JAXP(DOM,SAX), WSDL, JAXB
Application/Web Servers: WebSphere, WebLogic, JBoss, Tomcat
IDE: Eclipse, NetBeans
Databases: Oracle, MySQL, MS-SQL Server, DB2, MS Access
OS: Windows (NT/2000/XP/Vista/7/Server 2008), UNIX
Testing Tools: JUnit, Log4j
Design Methods: UML, OOAD, J2EE Design Patterns
Build Tools: Maven, ANT
Version Control: CVS, Sub Version(SVN)

Name: Ravi Kumar Dandamudi

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Dandamudi brings over 14 years of experience in object-oriented analysis and design and development, maintenance, and support of large-scale n-tier enterprise applications using Java, J2EE, Struts, Servlets, EJB, JMS, Spring, Hibernate, and JDBC. He is well versed in both server-side and client-side programming using Java and J2EE technologies. He has expertise in developing applications using Core Java concepts like OOPS, Inheritance, Collection, etc., and he is experienced in working with various frameworks like Struts, Spring and Hibernate.

He is adept in implementing dynamic web applications using web and application servers such as IBM WebSphere, Jboss, Web Logic, Apache Tomcat and deploying in various environments such as Windows and IDEs such as Eclipse, Rational Application Developer (RAD). He has experience in Java/ J2EE, OOD including Java, JSP, Servlets, JDBC, Struts MVC, Hibernate, Spring MVC, JUnit, JavaScript, CSS, and HTML.

Mr. Dandamudi is a highly skilled Java resource that meets or exceeds the RFP requirements for the Programmer Analyst – Java position. Mr. Dandamudi has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He has worked as a Java and/or J2EE Developer in several positons since 2000, making him a highly experienced Java resource. He is experienced in designing and estimating business requirements, and has worked with business teams to determine the business needs, and then gather, analyze and document requirements.
- More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. As a Senior Programmer Analyst He implemented Java/J2EE using Spring MVC framework, used JSP and various design patterns mainly façade, service and DAO pattern.
- More than two years of programming experience in writing Services and UI components. As Java Developer he worked on the UI using the JSP pages and implemented the server side programing for various business workflows.
- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. As Java Developer for the Maryland Heath Insurance Exchange, he worked on a project that involves the implementation of a Medicaid, state-based exchange program. As Senior Java/J2EE Developer for the state of Georgia, he was involved in a project for the implementation and maintenance of Medicaid, TANF, Food Stamps and Child Care.
- A Master of Science in Computer Applications from Andhra University and a Bachelor of Science in Computer Sciences from Nagarjuna University.

Work Experience

2015-Present | **Senior Java/J2EE Developer, State of Georgia, (Deloitte) Atlanta, GA**

Project: GA-IES (Georgia Integrated Eligibility System)

Description: GAIES is the new Integrated Eligibility System for State of Georgia which determines eligibility of applicants. Applied for benefits and processes the applications.

Mr. Dandamudi's responsibilities include:

- Developing complex batch job's using spring –Batch Framework for conversion data like Case Merge and Case Client Elimination.

- Involved in designing, estimating business requirements and worked with business team to determine the needs, gather, analyze and document requirements.
- Involved in design of database tables based on new requirements and also on the mappings between legacy and new system.
- Followed Sprint methodology during project development.
- Online web application was developed following MVC design pattern using Java 1.7, JSP, JavaScript, JSON, JQUERY, HTML, CSS, Servlets and EJB 3.0.
- Front end JSPs are developed using custom tag libraries, dynamic tables are generated using JQuery and JSON elements.
- Hosted and consumed web services using SOAP protocol. Worked on defining schemas and WSDL for the web services.
- Used Session and request variables to hold the data between JSPs and EJBs.
- Hosted and consumed JAX-WS web services.
- Involved in performance tuning of the batch as well as online applications by writing and optimizing SQL queries.

Environment: Java 1.7, Core Java, JSP, JSON, JQuery, Ajax, Servlets, EJB 3.0, JAX-WS web services, Spring – Batch Framework, Oracle Database, Eclipse, Web Sphere 8.5, Ant build tool, Log4j for logging, UNIX

2014-2015   **Senior Java/J2EE Developer, State of Maryland, (Deloitte) Camp Hill, PA**

Project: MD-HIX (Maryland Health Insurance Exchange)

Description: Maryland Health Connection is the state-based health insurance marketplace for individuals, families and small businesses to compare and enroll in health insurance, as well as determine eligibility for Medicaid and other assistance programs, federal tax credits and cost-sharing reductions.

Mr. Dandamudi's responsibilities included:

- Developed application using Struts 2 Framework that leverages classical Model View Controller (MVC) architecture.
- Integrating Struts with spring by delegating Struts action management to Spring Framework using proxy. Used Spring Framework for Dependency injection.
- Used Spring AOP for cross cutting concerns and IOC for dependency injection.
- Used Hibernate in data access layer to access and update information in the database.
- Hibernate frame work is used in persistence layer for mapping an object-oriented domain model to a relational database (DB2).
- Implemented J2EE design patterns.
- Implemented various design patterns in the project such as Business Delegate, Data Transfer Object, Data Access Object, Service Locator and Singleton.
- Used SQL statements and procedures to fetch the data from the database.
- Designed and developed the web-tier using Html, JSP's, Servlets, Struts and Tiles framework.
- Used Http compression and AJAX for faster response time.
- Implemented spring security features using AOP Interceptors for the authentication.
- Used Java Scripts for client side validations and validation frame work for server side validations.
- Used log4j for logging messages
- Consumed Web Services (SOAP) from third party for send the emails in bulk. This service is used to send the emails to the customers in bulk as a part of Batch process.
- Deployed the application on to WebSphere application server..
- Used RAD as a IDE and extremely worked with the WAS 7.0(Websphere Application

Server)

Environment: Java/J2EE, Struts 2, Spring, SOAP Web Service, JAX-WS, RAD, Websphere Application Server, DB2 Data Base , JAXB

2011-2014   **Senior Java/J2EE Developer, Sallie Mae Inc. (Navient Inc. now), Fishers, IN**

Project: Manage Your Loans (MYL)

Description: Manage Your Loans (MYL) is the most convenient way to manage student's education loans online. With MYL online account management tool borrowers keep up their monthly payments, update their information and enjoy round-the-clock secure access to their Sallie Mae serviced loans at any time and from any place. Some of the MYL application key features are as follows:

- Review account status and payment history
- Make a payment
- Review repayment options
- Reduce/Postpone payment(s)
- Get loan details
- Monitor the status of loan benefits
- Letters & Documents
- Signup to receive loan information by email
- Update personal file - Change address and other information

Mr. Dandamudi's responsibilities included:

- Gathered end to end business and technical requirements and wrote functional specifications and detailed design documents and topologies
- Responsible in identifying detailed tasks, risks, reviewing and providing estimates for the work plan
- Prepared Technical Design Document by identifying the code changes that are needed Prepared UTP and test cases
- Responsible for day-to-day technical leadership of the project or component build including design, development and testing
- Responsible for smoke testing and preparing test data for various scenarios before delivering the iteration to the QA team
- Involved in deploying MYL application in QA, CAP and PROD environments QA, UAT and Production Support

Technologies Used in this Project included:

- Used Enterprise Architect UML & VISIO tools in application design phase
- Used IoC mechanism to inject objects as and when required
- Used Aspects to handle cross cutting concerns
- Tomcat application server is used for this application deployment
- Eclipse IDE used for developing application components
- Java, Spring, JSP, JSTL, Custom Tags, Servlets, JavaBeans, Spring 2.5/3, Spring MVC, Spring Web Flow, TestNG, JQuery, AJAX, XML, XSL
- Used Spring MVC and Spring Web Flow frameworks in implementing this application
- JDOM parser is used to translate XML responses for SOAP Web services
- Tridion server is used to maintain/manage application static content
- TestNG is used for unit testing the developed business components
- Log4j is used for logging application log
- HP Quality Center is used to keep track of SIT defects
- ANT build-scripts are used for preparing DEV/QA/PROD deployment WAR files
- CA SCM is used for maintaining application code base

Environment: Eclipse, Tomcat Webserver ,Jboss Application server 7.0(QA environment and production Environment) , Spring 3.0, Spring MVC, Spring Web Flow, JSP, Servlet, JavaScript, J, HTML, AJAX, CSS, Junit, CA SCM

2011-2011   **Senior Programmer Analyst, Liberty Mutual Group, Indianapolis, IN**

Project: State Roll out System for ECLPS (AFI states)

Description: ECLPS refers to the program and project teams dedicated to implementation of the enhanced Commercial IQ policy and administration system. Enhanced Commercial IQ is designed to support the lifecycle of a policy from quote to issuance, endorsements, renewals, and finally cancelation. The system will support all nine commercial lines of business sold by Regional Companies Group. Enhanced Commercial IQ will also interface to all of the necessary downstream systems such as billing and claims, as well as interface in real-time to external services such as Experian credit scoring, ISO specific rating and more.

Enhanced Commercial IQ is based on the Commercial Internet Quote (CLIQ) system and the Policy Administration and Rating Information System (PARIS). By combining the strengths of two existing production systems, the team reduced the risk associated with prior implementation of an entirely new system not proven in the Agency Markets environment. Using CLIQ as the user interface reduces the impact of the change on existing agents. PARIS brings a Java based implementation of IBM's Insurance Application Architecture (IAA) to the foundation of enhanced Commercial IQ – reducing the risks inherent in implementing a proprietary data model as the foundation of the policy administration system

Mr. Dandamudi's responsibilities included:

- Designed and developed Domain classes as a means of communication between the service interaction and service processing layers.
- Implemented UI data for all the screens worked on.
- Involved in bug triage and fixing using the Rational Clear Quest.
- A scalable application was implemented using Java technologies including Servlets & Apache Struts front-end components, JMX monitoring functions, JMS messaging interface components.
- Involved in the creating JUnit Test Cases and manual testing.
- Implemented the validation framework using JavaScript, JQuery to extend client side as well as server side validation of application abandonment rules and policies

Environment: RAD 7.0.0.4, Web Sphere 6.1,Struts 2.0, JSP, Servlet, DB2, JavaScript, JQuery, HTML, AJAX, CSS, JDBC ,JMS, Junit, Rational Clear Quest

2008-2011   **Senior Programmer Analyst, General Motors Acceptance Corporation (GMAC), (4CS) Moline, IL**

Project: Core Policy System (CPS)

Description: GMAC Financial Services provide a suite of financial programs including automotive financing, insurance and mortgage operations in approximately 40 countries around the world.

iWarranty, from 4CS, is a comprehensive enterprise solution that proactively and collaboratively manages warranty and cost reduction. It is based on business best practices and complies with industry standards such as Universal Claim Form.

Objective of CPS is to implement the next generation of Warranty System for GMAC, based on iWarranty.

Mr. Dandamudi's responsibilities included:

- Manage requirements at a program level for the new creative environment being designed.

- Author Technical Designs.
- Designed and developed Domain classes as a means of communication between the service interaction and service processing layers.
- Design and development of Use Case Controllers to implement the Business Logic for various Use Cases.
- Implemented UI data for all the screens worked on.
- Involved in bug triage and fixing.
- Work distribution to developers and coordinating with onsite off shore model
- Implemented the validation framework using JavaScript, Drools to extend client side as well as server side validation of application abandonment rules and policies
- Integrated other systems through JMS, XML and XSL. Developed JMX services to be run on WebSphere Apps Server.
- Implemented the Drools Guvnor for allowing change in a controlled fashion, with user friendly interfaces for business analysts also using the Drools Flow using Drools 5.0
- Developed business rules using DROOLS engine.
- Involved in the creating JUnit Test Cases and manual testing.

Environment: RAD 7.0.0.4, Web Sphere 6.1, JSP, Servlet, CLM (4CS) Framework, Spring 2.5, Web Services, JMS, Drools, Oracle10g, JavaScript, Junit, HTML5, CSS

2007-2008

Senior Programmer Analyst/Tech Lead, Subaru of Indiana Inc., Lafayette, IN

Project: Spec Change Functionality

Description: The objective of this application is to allow the SOA associates to change various criteria of a unit such as exterior color, interior color, emissions specs, and certain options (DVD/CD, NAV, etc.) before the unit is lined up here at SIA. This will allow SOA greater flexibility in reacting to vehicle sales trends and changing customer demands.

Mr. Dandamudi's responsibilities included:

- Developed web tier by using JSP, Servlets, Java Beans and HTML.
- Implement the Data Access Layer using the DAO Pattern.
- Involved in designing Class and Sequence diagrams using UML.
- Involved in the creating JUnit Test Cases and manual testing.
- Automated the build process using Apache ANT.

Environment: J2EE (Servlets, JSP), Ajax, JBoss, SQL Server, Eclipse 3.2.3, SVN.

2006-2007

Associate, Ingenix Inc., Chennai, India

Description: Powerful claims editing platform for inpatient and outpatient facility claims Unique Rules Creation Manager enables customization of the software's editing logic to support user-defined rules and contractual reimbursement policies and methodologies Integrates with published CMS regulations and guidelines to provide transparency into edit rationale Customize the application by facility, employer and payment methodology Catch potential overpayments before an APC or DRG is assigned and payment is rendered The Ingenix Claims Editing System for Facility Claims automatically reviews and edits inpatient and outpatient facility claims to streamline claims processing workflows, reduce reimbursement errors, and improve payment integrity .

Environment: J2EE (Servlets, JSP), JSF, Hibernate, ANT, iLOG Jrules studio, JMS,JBOSS App. server , Oracle 9i, XML, My Eclipse 5.0 , CVS

2005-2006	**Associate, SAP Labs India Pvt Ltd., Bangalore, India**

Project: Groupware Integration with CRM

Description: SAP CRM solutions are an integral part of a company's business IT landscape. In addition to integrate the SAP CRM solution with other SAP products such as R/3 and BW, customers wish to link the SAP CRM solution with Groupware systems (Microsoft Outlook, Lotus Notes and others). Groupware is a technology designed to facilitate the work of groups. This technology may be used to communicate, cooperate, and coordinate among groups through the functionalities like email, calendar and task management.

Environment: XML, XSLT, MAP Box, SAP R/3 and Windows

2004-2005	**Java Developer, Solectron Sdn Bhd, Pinang, Malaysia**

Project: Board Failure Analysis (BFA)

2004-2005	**Java Developer, Berjaya Land Berhad, Malaysia, Kualalumpur, Malaysia**

Project: E-newsletter Management System

2003-2004	**Java Developer, Berjaya Land Berhad, Malaysia, Kualalumpur, Malaysia**

Project: eCustomerCentre

2000-2003	**Java Developer, Immense Technologies Pvt Limited (ITPL), Bangalore, India**

Projects: Gold Avenue, Bizway , Auto Policy Endorsement, and Intranet Application for Immense Technologies

Education

M.Sc. in Computer Applications from Andhra University
B.SC in Computer Sciences from Nagarjuna University

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Languages: Java, JavaScript, C++

Java Technologies: JDK, J2EE, EJB 2.0, JavaBeans, JSP, Servlets, JDBC 2.0, RMI, JNDI, JAXP, JNI, JPA, JSF 1.2x.

Frameworks: Spring 2.5x/3.0,Spring MVC, Spring Web Flow Struts 2.0/1.1, Tapestry, Hibernate 3

Platforms: Linux, Windows

Web Technologies: JavaScript, jQuery, HTML, CSS, Ajax, XML, and JSON

Web/Application servers: WebSphere 6.x/7.0/8.5,Tomcat 5.x/4.x, BEA WebLogic 8.x/9.2, JBOSS 3.x/4.x/7.0

Tools: SOAPUI

IDEs: Rational Application Developer [RAD], Eclipse 3.0/2.1.1

Database: Oracle 7.x/8/9i, SQL server, DB2

XML Technologies: XML, XSLT, SAX, DOM, WSDL

Modeling Tools: UML, VISIO

Version Control: Rational Clear Case, SVN, CVS, VSS, CA SCM, tortoisesvn.

Deployment Tools: Apache ANT 1.3/1.5

Rules Studios: iLOG 6.0, Drools 4.0 /5.0,Corticon

Requirement tools: Rational Requisite Pro

Defect Tracking System: Rational Clear Quest, Quick base, HP Quality Center, JIRA, IBM RTC

Certifications   **SCJP 1.5**

Name: Amit Kumar

Programmer Analyst – Java #1

Experience Summary

Mr. Kumar brings more than 10 years of information technology software experience with emphasis on all stages of the software development lifecycle in an application development environment. His work has been primarily in application design development, framework analysis, database designing, and development, and management of full life cycle commercial applications. His strong software development expertise includes designing and modeling using the UML concept.

He is proficient in developing web-based, database driven applications. Mr. Kumar is experienced with Websphere Application Server and backend the DB2 database using Hibernate. His programming experience includes Java, Spring, WebSphere Portal, Portlet Factory, WebSphere Message Broker, Hibernate, JSP/Servlet, J2EE platform, EJB, Struts, SQL, HTML, Oracle, DB2. Mr. Kumar also has strong knowledge in scheduling tools, such as Tivoli Workload Scheduler and SOS Berlin Scheduler.

Mr. Kumar brings strong analytical, debugging, and problem solving skills. He possesses excellent communication skills. His functional experience includes strong knowledge in the health care domain, especially in invoicing, enrollment, health exchanges, client interaction, and understanding health care business processes and Use Case modeling.

Mr. Kumar brings capabilities to the RAPIDS project that meet or exceed the RFP requirements:

- More than 10 years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. Mr. Kumar worked as a Java developer in all of his previous projects, including his current assignment. In his current work for the Massachusetts Health Insurance Exchange he has been involved in directly with customers both for the legacy application and the newly implemented application. The legacy application was a large integrated J2EE application that involved extensive use of components, such as Portals, Spring, Core Java, JSPs, and Servlets.

  Previously Mr. Kumar was the Service Coordinator for an eServices billing application. He worked for nearly two years in the role of a Java Lead/Service coordinator. This application supported approximately $40 billion of invoice transactions. As part of his responsibilities, he gathered requirements and technical analysis for code changes and modifications to meet the changing business rules and customer and business requirements. He was involved in all design documentation and coding during the application implementation phase, and was the single point of contact for all the technical deliverables for the application.

  Mr. Kumar has also worked on large applications, such as SkyB, which was an application for Sky Network, U.K., one of the largest networks in the U.K. He also worked as a Java Developer for Mothercare Project, one of the largest companies in the U.K. for baby products.

  He has previously worked on the UPID-EAS project which was an Enterprise Application developed using JSPs, Servlets, Struts, Hibernate, and Core Java to facilitate all the day to day working of the Uttar Pradesh, India State Government online rather than using physical files. Mr. Kumar was involved right from the beginning including requirement gathering and analysis to analysis and design and finally in the development, testing and deployment activities for the application.

- More than 10 years of programming experience working in J2EE technologies; he has worked on Struts and Springs frameworks that use MVC architecture. Mr. Kumar has experience using Core Java, EJB, MVC Architecture, Design Patterns, and JSPs

within the last six months. For front end applications, he has worked with JSP, HTML, and Flex. Core Java has been a common feature of all of the applications. He has worked on EJBs and has expertise in using Stateless Session Beans in J2EE applications. He has used various designs, such as Factory patterns, Singleton patterns, and façade patterns.

■ More than three years of programming experience in writing Services and UI components, including writing Spring Web Services Code and handling all related issues. All of the applications he has worked on involved UI components.

■ More than three years of experience with Medicare and Medicaid; Mr. Kumar was a Java Developer for an enrollment, billing, and fulfillment application for Medicare and Medicaid customers. He worked as a Senior Java and Spring Webservices developer for the Application Next Generation Policy System which is used for enrollment, billing, fulfillment and other requirements for Medicare and Medicaid customers. He also worked as a Senior Java Developer for Application Government Policy Administration which was used to calculate and manage the commissions of agents and employees working for Medicare and Medicaid policies. His work for the Massachusetts Health Connector application also supports enrollment for Medicaid.

■ A Bachelor of Engineering in Civil Engineering from the Visvesvaraya National Institute of Technology (Formerly REC, Nagpur) in India.

Work Experience

| 2014-Present | **Project Lead, Massachusetts Health Insurance Exchange, Optum, Massachusetts** |

The Massachusetts health insurance exchange web application is used for individuals and small businesses can shop and enroll in private health plans, as well as MassHealth (Medicaid) plans. The Centers for Medicare & Medicaid Services (CMS) Center for Consumer Information and Insurance Oversight (CCIIO) are working with States to provide leadership on standards, technology and policy by administering grants. Subsidies are available for applicants that do not have access to Minimum Essential Coverage (MEC) through employer-sponsored insurance (ESI) or public programs and meet certain income requirements.

Mr. Kumar's key responsibilities in this position include:

■ Resolving customer issues related to their logging, plan shopping, enrollment or other benefits, and working other technical issues related to batches or notices that might impact the SLA.

■ Working on issues that are related to external, system interfaces to the application, such as ECG, Dell, and the MMIS, and resolving them within the SLA.

■ Working on problem and change tickets to resolve any issues due to problems in code or functionalities and getting them resolved within the SLAs.

■ Monitoring of daily/weekly jobs and taking proactive measures so that there are the least possible abnormal terminations (abends) or disruption of services to the applications.

■ Performing checkouts and smoke tests regularly on the applications to check the health of the application.

■ Supporting all production deployments that the development or infrastructure team might perform.

■ Preparing and sending Business Reports on a daily basis to the senior management and Commonwealth partners by performing Web Analytical studies and other queries regarding the business and functional health of the application.

■ Holding discussions with Commonwealth partners to understand their business requirements.

2011-2014 | **Senior Software Engineer, United Health Group, Gurgaon, India**

As a Senior Software Engineer, Mr. Kumar worked on the eServices Billing (eSB) proprietary system developed by UnitedHealth Group. eSB is a collection of applications that provide billing, invoicing, eligibility rates, and accounts receivable capabilities for UnitedHealthcare and its customers. eSB processes over 3 million eligibility records every month and runs over 2,000 batch jobs daily. It supports nine upstream systems, which include: B2B, COSMOS, TOPS, CES, ACIS, PRIME, Orbit, ARM, and CFAS. eSB also has 16 downstream applications, which include: PeopleSoft, Duncan, ESBPP, EBPP, Orbit, VETTS, PRMS, CRS, FSDB, COMCALC, PTAS, Prime Reporter, SIFS, Delta Dental, DDS, and BASICS.

Mr. Kumar's key responsibilities in this position included working on the eSB core applications:

- Master Member Repository (MMR): Repository for member eligibility information to support eligibility billing functionality.
- Invoice Calculation Engine (ICE): Calculates eligibility-based invoices and prepares the invoice lines for PeopleSoft bill invoice.
- Integration Broker (IB): Acts as the interface of eSB converting the data into a format to be transferred across systems. Uses eGate tool to connect applications to external systems.

2010-2011 | **Senior Software Engineer, United Health Group, Gurgaon, India**

Government Policy Administration (GPA) is an application developed to cater to the commission's calculation and realization for brokers on the government side of healthcare. The application takes data from all upstream systems for enrollment data and calculates commissions for UHG brokers catering to Medicare and Medicaid customers based on the business rules defined in the application code. The application used a third-party tool, DCM, which was developed by Trilogy for defining the business logic.

As a Senior Software Engineer, Mr. Kumar's key responsibilities on the GPA project included:

- Developing/exposing interfaces with DCM.
- Fixing bugs and development, unit test, and deployment activities for the SBC application.
- Requirements gathering, analysis and development for SBC application which was basically for onboarding and data maintenance and modifications for the Medicare and the Medicaid customers.
- Writing J-unit test cases.

2009-2010 | **Senior Software Engineer, United Health Group, Gurgaon, India**

Next Generation Policy System (GPS) is an end-to-end health insurance policy administration system developed by UnitedHealth Group for Medicare and Medicare customers. The application has been developed to automate the process of enrollment, billing, and fulfillment, and is a one stop policy management system for all the functionalities for Medicare and Medicaid members.

Mr. Kumar performed the following key responsibilities on this project:

- Developing/exposing business as web service using Spring Web Service framework.
- Gathering requirements and coding, debugging and writing unit cases for enhancements and fixing existing application defects.
- Consuming web services using Spring Web Service framework.
- Working on enhancements/defects of existing web services.

- Writing JUnit test cases.

2008-2009	**Senior Software Engineer, British Sky Broadcasting, Edinburgh, Scotland (U.K)**

British Sky Broadcasting is one of the largest players in digital TV broadcasting in the U.K. The purpose of the project was to replace the current legacy systems using the latest technology stack, integrating all of the disparate systems into a single unified view in one screen across all applications. This project was for business customers, and was an Agile-based development, in which the team used Websphere Portal, spring, Websphere Message Broker, and other similar technologies to integrate the various layers.

As a Senior Software Engineer, Mr. Kumar's key responsibilities included:

- Developing Portlets and JSPs.
- Writing Spring Controllers and Spring Beans.
- Integrating with Middleware (Websphere Message Broker).
- Writing J-Unit test cases.

2008-2008	**Senior Associate Engineer, Mothercare, London, U.K.**

Mothercare was a project that involved migrating from a legacy system to a new system by using Message Broker. The legacy system was using Cobol Copy Books for message communication while the new system was transforming this to a canonical format and then to a XML Schema.

As a Senior Associate Engineer on-site, Mr. Kumar's key responsibilities included:

- Developing Message Flows for the various processes.
- Writing code and software development.
- Writing Esql for the nodes for mapping.
- Writing J-Unit test cases.

2007-2008	**Associate Engineer, GlobalLogic Ltd, Noida, India**

The TRX Correx Contract Management Project involved migrating an existing Weblogic application to a Struts Application. TRX is a company involved in the travel industry, mainly in ticket booking for airlines and roadways.

As an Associate Engineer for design and development, Mr. Kumar was involved in:

- Developing Struts Portlets.
- Coding and developing JSP pages.
- Converting Weblogic flows to corresponding Struts Tags.
- Writing code for Internet Explorer support and Mozilla Firefox support.
- Unit testing the application.

2007-2007	**Associate Engineer, GlobalLogic Pvt Ltd, Noida, India**

The MMA Modeling Application was a proposed system replacement for the existing disparate tools currently used by the MMA analyst. The new Modeling Application provides a one-stop place for preparing data for modeling, defining models, running models, selecting models, and analyzing the model for validity.

In this project, Mr. Kumar helped the team to develop a portal application that helped

customers study the financial market and provide guidance for investments.

As an Associate Engineer, Mr. Kumar's responsibilities included:

- Coding and testing the application.
- Handling client telephone calls.
- Fixing bugs in the application.

2005-2007	**Technical Associate, Tech Mahindra, Mumbai, India**

The Uttar Pradesh Irrigation Department eGovernance project (UPID-EAS) is a large Management Information System application developed by Tech Mahindra to automate the complete functioning of the largest irrigation department in Asia. This application was developed to be a management reporting tool for rapid decision-making.

As a Technical Associate on site, Mr. Kumar's responsibilities included:

- Determining and understanding functions and business rules of the department to enable the required system/application functions.
- Interacting and holding meetings and live conferences with the client to better understand the business.
- Designing a flexible application to capture the various executive and functional changes per government rules.
- Suggesting business improvement ideas and gaining approval from the client.
- Writing use cases (Rational Requisite Pro) and UML diagrams.
- Developing the application GUI.

As a Module Lead (of Revenue Module) for design and development, Mr. Kumar was involved in:

- Defining the logical database for the system in terms of business entities and relationships.
- Conversion of the logical database into the physical database (table structure) by using the technique of data dictionary.
- Developing the user interface prototype for the application.
- Coding and development of Pilot Modules (design and development of business and integration tiers of the application that involve the use of several Java/J2EE design patterns, such as Plain Old Java Objects, Value Objects, Data Access Objects, Business Objects, and Factory classes).
- Unit testing of above development and modifications.

Education

Bachelor of Engineering, Civil Engineering – Visvesvaraya National Institute of Technology, Nagpur, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Java, J2EE, Spring, Hibernate, Struts, Websphere Message Broker, Websphere Portal, Websphere Portlet Factory, EJB 2.0 (Stateless Session Beans), Oracle, DB2
	Rational Software Architect, Rational Application Developer, Oracle JDeveloper, Oracle SQL Developer, Attachmate Reflection SSH Client, Attachmate Reflection SFTP Client, Eclipse
	Analytical tools DCRUM, Akamai, Dynatrace, SeeBeyond eGate
	Basic Understanding of .Net Framework, Oracle Web Content Management

OPTUM

Certifications   **IBM Web Sphere Portal V5.1 Application Developer**
IBM Websphere Portlet Factory V6.0
IBM Websphere Message Broker V6.0
AHM-250

Training   **Mr. Kumar has attended training on specialized J2EE skills (such as EJBs) and Frameworks (Springsa and Struts). He is an IBM-certified Websphere Portal, Portlet Factory, and Message Broker Developer, and also certified on AHM 250.**

Name: Jitender Kaswan

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Kaswan brings strong communication and relationship management skills, and is an enthusiastic and self-driven IT professional with a high degree of commitment to his profession and to his clients. He meets or exceeds the RFP requirements for the Programmer Analyst – Java position. Mr. Kaswan has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has six years of strong IT experience in all phases of software development lifecycle processes and holds a Senior Software Engineer position with UnitedHealth Group.

- More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. He has hands on experience in Java, J2EE, Oracle ADF and Oracle WebCenter Portal systems development which includes system analysis, system design, programming, debugging, defect fixing, testing, application performance analysis and deployment. He brings expertise in Oracle Fusion Midddleware products like WebCenter, JDeveloper, Weblogic, and Oracle ADF Development (ADF Security, ADF Faces, ADF Task Flows, ADF Exception Handling, ADF Loggers, and Business Components) with web services.

- More than two years of programming experience writing Services and UI components. This includes experience in developing web services using SOAP and WSDL, and developing DTDs, XSD schemas for XML. He has experience in Java design patterns such as Session Façade, Singleton, Data Access Objects (DAO), and Business Delegate. He has strong working knowledge with content management systems like Oracle WebCenter Content and Adobe CQ5(AEM), and has strong experience in source control tools like SVN and various IDEs such as JDeveloper 11g, Eclipse and PL/SQL developer.

- One year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is currently working on an integrated eligibility portal. This portal is being developed to update legacy integrated eligibility systems or replace current processing for state and federally funded programs to remain compliant with the current Affordable Care Act requirements.

- A Master of Computer Application from University of Rajasthan and a Bachelor of Computer Application from Kurukshetra University.

Work Experience

2014-Present	**Integrated Eligibility Portal, UnitedHealth Group Information Services Pvt Ltd, Gurgaon, India**

The IE Member Portal provides a citizen-centric solution that expands access and timely enrollment in benefits through a single application. It provides advanced identity management, centralized case management and integration with a flexible rule engine for full eligibility determination. IE Portal is developed to update legacy IE systems or replace current processing for State and federally funded programs to stay compliant with the current Affordable Care Act requirements for Medicaid as well as improve client access to all state-provided benefit programs through a single application, create higher quality results, provide more comprehensive case management, store verification documentation electronically and reduce costs. The functionalities to check the eligibility for self as well as family members based on various criteria to take the

available benefits for primary applicants, non-primary applicants and non-applicants, view saved and draft applications, user account management are core features of this portal. Technologies & Frameworks: Java, Angular JS, Spring, Hibernate, WebServices, Junit, Mule ESB. Tools & Servers: Eclipse, PL/SQL developer, Apache Tomcat, Jetty, JBoss, IBM ODM.

Mr. Kaswan's responsibilities include:

- Analyzing the requirements and involved in high level and low level design documentation.
- Preparing technical documents based on research and development.
- Developing UI pages and working on business logic including design patterns like Business Delegate and Data Transfer Object (DTO), Data Access Object and Service Locator.
- Working on bug fixing and enhancements on change requests.
- Involved in planning process of iterations under the Agile Scrum methodology.
- Managing sprint and defect tracker tools for task and story creation as well as to estimate and identify risks and issues.
- Participating in daily status and scrum calls to discuss, plan and provide update on day to day activities.
- Developing SQL queries and test cases for business logic using JUnit.

2012-2014   **Sapient Consulting Ltd. Gurgaon, India**

Title: Global LifeNet Portal

Client : Siemens, Germany

Description: Global LifeNet portal is a comprehensive portal application meant for Siemens healthcare internal users to manage healthcare equipment details, tickets, service reports, planned activities, administrative services etc. This portal comprises of 8 different ADF applications integrated together in a WebCenter Portal Framework with a dashboard view on the homepage.

Technologies: Java, Oracle ADF, Oracle WebCenter Portal, Oracle 11g, Junit.

Title: Healthcare Release Tool.

Client: Siemens, Germany.

Description: The Health Release Tool utilizes multiple systems and processes to support the review and release process for corporate communication material. The objective of the tool is to address regulatory requirements for all marketing and communication material that needs to be approved for external information consumption. It provides a user interface geared towards easy use for several types of users like submitter, reviewer, approver, external approver etc. It also provides the facility of uploading, downloading, versioning of artifacts, audit trail etc.

Technologies: Java , Oracle ADF, Oracle UCM , Oracle 11g, Junit.

Tools: JDeveloper 11g, PL/SQL developer, Weblogic.

Mr. Kaswan's responsibilities included:

- Created high level and low level design documents.
- Developed UI and business logic using ADF faces and business components with Web Services.
- Developed SQL queries and test cases for business logic using JUnit

2010–2012   **Oracle Banking Platform (NGP - Next Generation Product), Oracle Financial Services Software Ltd. Bangalore, India**

Client: National Australia Bank.

Description: The Next Generation Product is basically related to core banking. This is the overcome to NAB's predecessors. It provides more powerful banking functionalities to different business areas like retail, loans, payment, currency, branch, internet banking, phone banking, messaging, fraud check etc. The next generation platform provides the advanced facilities to all the branches of NAB across the world. It has several modules like:- CASA, PL, GL, ELCM, MIS, Accounting etc. This product is a step towards the standardization of core banking suite of products to serve the demands of a rapidly changing banking industry. Technologies: ADF, JSF, Java, J2EE, Oracle 11g, Hibernate, XML, Log4J, JUnit.

Tools: Eclipse, JDeveloper 11g, PL/SQL developer, Apache Tomcat, Weblogic.

Mr. Kaswan's responsibilities included:

- UI development using ADF faces.
- Developed business logic classes using business components.
- Developed SQL queries and involved in bug fixing.
- Developed test cases for business logic using JUnit and did performance analysis.

2010-2012	**Compass Motorola, Quinnox Consultancy Services. Bangalore, India**

Client: Motorola India Pvt. Ltd.

Description: Compass is secure Intranet and Extranet global collaboration. Compass is considered to be a great value for secure project areas. All of this contributes directly to the knowledgebase and knowledge collaboration efforts promoted throughout Motorola worldwide. Compass currently provides Worldwide accessibility, Multi-level secure access to documents, folders, projects, Communities, Document repository with robust document management, including Blogs, Discussions, automatic versioning, FAQs, and Forums, Favorites, Polling and Forms, Wikis, Workflows Creation, context-sensitive and searchable, Online help, Motorola Expert Exchange etc.

Technologies: JSP, Servlet, JDBC, Unix, JUnit, Log4J, XML, Hibernate, Oracle 11g.

Tools: Eclipse, Apache Tomcat 6, PL/SQL developer.

Mr. Kaswan's responsibilities included:

- Developed Java classes containing business logic.
- Involved in bug fixing and developed test cases using JUnit.
- Involved in build and deployment process and did production support.

Education

Master of Computer Application from University of Rajasthan
Bachelor of Computer Application from Kurukshetra University
Intermediate from Ajmer Board, Rajasthan
Matriculation from Ajmer Board, Rajasthan

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Programming Skills: Java, J2EE, SQL
Web Technologies: Servlets, JSP, JSF, HTML, CSS, JavaScript, XML, AJAX.
Frameworks: Oracle ADF, Oracle WebCenter, Swing, Collection, Junit, Log4J.
CMS: Oracle WebCenter Content, Adobe CQ5(AEM).
ORMs: Hibernate
Database: Oracle 11g.
IDE: Eclipse, JDeveloper 11g, PL/SQL developer
Application Servers: Apache Tomcat, Oracle WebLogic

OPTUM

Source Control: SVN
Operating System: Windows, Unix

Certifications   **Oracle (Sun) Certified Java Programmer**

Name: Chandu Guntupally

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Guntupally is a highly experienced IT professional who brings a wide range of skills to the RAPIDS project. He is experience in analysis, design and development of application and system software using object oriented design and programming, design patterns, UML methodologies, various enterprise level custom frameworks and Service Oriented Architecture. He has hands on experience using ANT and Maven for project builds, Log4j for logging, JUnit for unit testing and XMLSPY for XML validation. He brings a strong working knowledge of Dimensions, CVS, SVN, and MS Team Foundation Server for version control. He is proficient on developing build scripts, application building, and deploying the applications using ANT, Maven, GIT and Jenkins.

Mr. Guntupally meets or exceeds the RFP requirements for the position of Programmer Analyst – Java. Mr. Guntupally has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. He brings over nine years of experience in all facets of application development, from business analysis to system design, business modeling, business process orchestration, development, testing, implementation and maintenance. He has worked as an Application Developer, Lead Developer, Technical Lead, Project Lead, and Systems Analyst with specialization in Java/J2EE and SOA technologies.

- More than three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns and JSPs. He has extensively worked on web application and distributed programming with J2EE Architectural Frameworks (e.g., IBM EAD4j, Struts2, Spring, Hibernate, iBatis, myBatis, JPA, Servlets, EJB, JMS, web services, MQ, and JDBC). He has strong experience in Spring frameworks or modules such as MVC, AOP, IOC, DAO, ORM, Spring Batch, JDBC, DTO, JTA, Security and Context. He is proficient in application development using Multi-Threading, Collections, Interfaces, and Exception Handling. He brings strong experience in SOA, BPEL, SOAP & RESTFul Web services, application integration, messaging technology and middleware technologies, and also strong knowledge of Enterprise Service Bus (ESB), Orchestration, Rules Engine, Business Process Execution Language (BPEL), and BPMN.

- More than two years of programming experience in writing Services and UI components. He is proficient in client side development using technologies such as Angular JS, JQuery, JavaScript, JSP, JSTL, XML, HTML, DHTML, CSS and AJAX. He has designed and developed web services (SOAP) client using AXIS to send service requests to web services.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is experienced in Medicaid estate recovery and QHP 834 EDI Transaction handling. He has worked on the Maryland Health Benefit Exchange project, and worked for an HIE and integrated eligibility project for over a year.

- A Master's in Computer Applications, Osmania University in India.

Work Experience

2013-Present	**Senior Java Technical Lead, Maryland Health Benefit Exchange (MD HIX)**
	Maryland State has made a commitment to operate its own health insurance exchange

(Exchange) under the Affordable Care Act (ACA). The Exchange provides Maryland residents and small businesses with a means to compare and purchase high-quality affordable health plans. In order for the Exchange to be certified by the Centres for Medicare and Medicaid Services (CMS), core eligibility and enrolment functions, and the necessary support service. Maryland requires a modernized, consumer-friendly eligibility and enrollment system to meet its healthcare reform goals and support its Exchange.

Mr. Guntupally's responsibilities include:

- Involved in design and development of the application using J2EE.
- Involved in all phases of the application development Worked mainly on the business orchestration integration services of the project
- Worked with spring and Hibernate configuration files. Created the object relational mappings (ORM) of database tables with Java Beans.
- Used various design patterns for module design and development.
- Work with Medicaid Enrollments in generating 8001 transactions.
- Leverage integration patterns, queues and ESB for all low-level mediations
- Design and developed Web Services (SOAP) client using AXIS to send service requests to Web services. Invoked Web Services from the application to get data.
- Create Camel routes to process and exchange the data at enterprise level for different services
- Designed and developed UI using JSP, Java Script, j Query, HTML, CSS and AJAX.
- Develop the services using JMS, JPA, Struts, Spring, Hibernate, iBatis as needed.
- Expertise in configuring rules related to Medicaid and HIX
- Create the Maven build scripts and Jenkins build for all the services developed
- Deploy the services developed in Fuse ESB and WAS
- Created the build scripts and automation scripts for installation
- Responsible for maintaining the Quality standards in all the phases
- Responsible for meeting project deadlines

Environment: Java, J2EE, SOAP, RESTFul Web services, Active VOS Designer, Screen flow, Fuse ESB, Camel, Freemaker, Web sphere application server 7.0, BPEL, BPMN, WSDL, XSD, XML, XPath, Xquery, Struts 2, Spring 3.0.5, Hibernate, JMS, log4j 1.2.15, Maven, Jenkins, Java script, DB2.

| 2011-Present | **Senior Java Technical Lead, Healthcare – PDX Enterprise Pharmacy System (EPS)** |

The PDX EPS (Enterprise Pharmacy System) Program is an initiative to implement a new enterprise pharmacy system into all Target pharmacies. The new PDX EPS system will help Target stay flexible and competitive in the pharmacy marketplace, improve efficiencies in the pharmacy, and enhance guest safety. Being a replacement to the existing PDX classic system, there are many interfaces required to be changed and newly created at enterprise level.

Mr. Guntupally's responsibilities included:

- As a technical lead analyzed the existing system end to end flow at architectural level
- Interact with Business to understand and analyze the requirements
- Design and developed Web Services (SOAP) client using AXIS to send service requests to Web services. Invoked Web Services from the application to get data.
- Work with vendor and business partners to get end to end knowledge on the PDX EPS Package and requirements to create the business processes
- Prepare architectural design, high level & low level design for customizing the package per the requirements
- Setup the non-production lab to install EPS package on Target systems

- Identify the interfaces to be impacted, new interfaces to be created and define the technical requirements
- Worked on the code changes to setup IVR, Mobile, e-Pharmacy, Rx Data transfer, MQ Client interfaces and various other interfaces
- Setup Active VOS servers and MQ environment to integrate all EPS interfaces
- Develop workflows in Active VOS designer, screen flow
- As an implementation coordinator, worked with business on new EPS system rollout to all Target stores
- Worked with infrastructure teams to setup the environment per the EPS package technical stack
- Created the build scripts and automation scripts for installing the EPS package and interfaces on new Target servers
- Worked smart on preparing the implementation plan for the rollout of a big package which impacts the store operations
- Responsible for maintaining the Quality standards in all the phases

Environment: Java J2EE, Web services, Camel, Active VOS Designer, BPEL, BPMN, SOAP Services, WSDL, XSD, XML, XPath, Xuqery, Spring 3.0.5, JSF 1.2, iBatis, Swing, JMS, log4j 1.2.15, Java script, Elixir Client/Renderer, Oracle 11gR2, Web services, IBM Rational Software Architect 7.5, Team Foundation Server, PMD.

| 2010-2011 | **Senior Java Developer, HIX and IE Integration with State of Washington** |

The intent of this project is to coordinates care and coverage. Based in Seattle, Wash., Group Health and its subsidiary health carriers, Group Health Options, Inc. and KPS Health Plans, serve more than half a million residents of Washington and Idaho.

Mr. Guntupally's responsibilities included:

- Work with Business to get the requirements and provide optimal solution for Business
- Work on high level & low level design documents including UML methodologies.
- Work with ICD Codes and Conversion
- Develop Item look up and Vendor look up Web services
- Code changes to setup MQ at Stores ISP servers to interact with HOST MQ
- Develop MLOG service to setup audits from Stores
- Responsible for application design and development deliverables and working with System and UAT testing for EDI platform end-to-end testing.
- Develop the build and automation install scripts to deploy the application in different environments
- Responsible for maintaining the Quality standards in all the phases

Environment: Spring 2.0.6, EAD4j, iBatis, JSP, JSTL, HTML, DHTML, Rational Software Architect 7.5.0, Microsoft Team Foundation Server, IBM DB2, Microsoft Visual Studio 2008, Web sphere Application server 7.0, and PMD

| 2008-2010 | **Senior Java Developer, Merchandising – Supply Distribution Management End of Season** |

End of Season (EOS) application systematically pushes all remaining inventory out of the Distribution Centres to the stores prior to the markdown start date. This project would provide benefits of Improve End of Season Profitability, Maximize Sales, Reduce Expenses and Reduce HQ Workload.

Mr. Guntupally's responsibilities included:

- Understand the existing Supply Distribution Management application with upstream and down stream

- Prepare functional specifications and low level design per the requirements
- Setup development environment in EAD4j framework
- Develop End of season component screens and integrate with Supply distribution application
- Develop EAD4j action handlers for all the screens and look up services
- Work on Stored procedure mapping for the application
- Work on Flex graphs to depict Mark down details and profitability matrix.
- Develop the build and automation install scripts to deploy the application in different environments
- Co-ordinate with the onsite team on requirements changes and design reviews
- Responsible for maintaining the Quality standards in all the phases

Environment: EAD4j, JSP, Servlets, HTML, Adobe Flex, IBM Rational Application Developer, Team Foundation Server with Team prise plugin, IBM DB2, and Web sphere Application server 6.1

2006-2008	**Java Developer, Merchandising – Warehouse Delivery Schedules (WDS)**

Warehouse Delivery Schedule (WDS) is a merchandising web application that provides a place to house related cycle days, Pickup days and Delivery days which are used to calculate lead time and reorder frequency values for auto replenishment. The cycle, pickup, and delivery days are then used to calculate lead time and reorder frequency values to use for each Auto Order, and to calculate ship/cancel windows and ETA dates on the Purchase Order.

Mr. Guntupally's responsibilities included:

- Work with Business and onsite team to get the requirements and provide optimal solution for Business
- Prepare functional specifications, low level design with UML diagrams per the requirements
- Develop 12 complex screens in JSP using Spring form tags and JSTL tags to display/format data
- Develop Spring Controllers for all the screens and look up services
- Work on Target iBatis configurator and Target iBatis template for iBatis operations
- Work on SQL mapping in iBatis and work with HOST team on stored procedure creation and mapping
- Develop the build and automation install scripts to deploy the application in different environments
- Co-ordinate with the onsite team on design review and code changes to be done
- Responsible for maintaining the Quality standards in all the phases

Environment: Spring, iBatis, JSP, Servlets, HTML, Adobe Flex, IBM Rational Application Developer, Team Foundation Server with Team prise plugin, IBM DB2, and Web sphere Application server 6.0

Education

Masters in Computer Science and Applications from Osmania University

Technical Skills

Hardware, Software, Languages,	Java, J2EE Technologies: MVC Frameworks, EJB, JMS, JDBC, JNDI, Java RMI, Servlets, JSP, JSTL, Swing, Applets, Camel, Fuse ESB, BPEL, BPMN, WSDL
	J2EE Frame Works: EAD4j, Struts, Spring with Hibernate, iBatis, myBatis, JPA and J2EE

Operating Systems, etc.	**Design Patterns**
	Web Services: SOAP, RESTful, Apache AXIS2, CXF, WSDL, JAX-WS, JAX-RS, JAXP, JAXB, Jersey, JSON
	Application Server: IBM Web Sphere Application Server 6.1/7.0, Weblogic 8.1/9.1/10.3, JBOSS and Apache Tomcat
	Databases: Oracle, DB2, MS SQL Server, SQL, PL/SQL, and LDAP
	IDEs & Tools: Websphere Application Developer (WSAD), Rational Application Developer (RAD), Rational Software Architect (RSA), Rational Rose, Rational Team Convert, Eclipse, NetBeans, IntelliJ , Websphere Commerce, Active VOS Designer, Eclipse, JUnit, jQuery, PMD, Websphere Message Broker, MQ, TOAD, SQL Developer, Microsoft Visual studio 2008/10, SOAP UI, XMLSPY, Git, Jenkins, Servicenow, and Jira
	Versioning Tools: SVN, CVS, Dimensions, and MS Team Foundation Server
	Scripts & Libraries: Java Script, AngularJs, Node.js, Freemarker, Groovy, Maven, Ant Scripts, XML DTDs, Xquery, XPath, XSLT, XSDs, JAXP, SAX and JDOM
	Markup Languages: XSLT, XML, XSL, HTML5, DHTML, DOM, CSS, OO CSS, jQuery, AJAX
	Operating Systems: Red Hat Linux 6.2/6.3, Unix, Solaris, Windows 7/8
	Languages: C, C++, Java J2EE

Name: Ram Tuniki

Programmer Analyst – Java (Not On-site Full Time)

Experience Summary

Mr. Tuniki is a highly experienced IT professional with expertise in managing the entire deployment life cycle from development to production deployment, which includes release management, build management, incident management and change management. He has experience in team leadership and in preparing developer guidelines and user guides. He is proficient in the Agile software development environment.

Mr. Tuniki meets or exceeds the RFP requirements for the Programmer Analyst – Java position. Mr. Tuniki has:

- Over five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and providing product outputs satisfying those needs in a pre-determined time frame. He has over 10 years of professional experience in the IT field with expertise in enterprise application development with increasing responsibilities involving analysis, architectural design, development, prototyping, implementation, and testing. He has strong programming skills in designing and implementing multi-tier applications using Java, J2EE, JDBC, JSP, JNDI, JMS, RMI, JSTL, HTML, JSF, Struts, Spring, Hibernate, JavaScript, Servlets, JavaBeans, CSS, EJB, XSLT, JAXB, and Junit. He is also experienced in web technologies like AJAX, HTML, DHTML, FreeMarker, CSS, JSON, JavaScript, JQuery, and Angualr JS.

- More than three years of J2EE programming experience with the last six months using Java, EJB, MVC Architecture, Design Patterns and JSPs. He has over 10 years of experience in Java/J2EE programming, Servlets, JSP, JMS, JNDI, and JDBC. He has an in-depth understanding of Java/J2EE and EIP Design patterns - MVC, Singleton, Session Facade, Factory and Inversion of Control, DAO, Splitter, Aggregator, Enricher, and Wire Tap. He has experience with JBoss Fuse ESB, Apache Camel, Active MQ and has worked extensively with ORM tools like Hibernate, JPA, and Ibatis. He has developed components using Spring MVC, Spring IOC and Spring Security for securing services, and been involved in establishing authentication and authorization of the application using LDAP and SAML.

- More than two years of programming experience in writing Services and UI components. He brings five years of experience with Frameworks including Struts 1.0 and 2.0, Spring IOC, Hibernate, and JPA. He has developed components using Spring MVC, Spring IOC and Spring Security for securing services. He has been responsible for analyzing and updating the schema and WSDL changes for runtime services. He has been involved in the development of SOAP web services methods and testing with SOAP-UI. He has also used JSP/Servlets, HTML, CSS and JavaScript for front end development.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He is currently working on the Maryland Health Benefit Exchange as a Senior Java Technical Lead. He also worked for two years as a Senior Java Technical Lead on the Texas Integrated Eligibility Redesign System (TIERS). He has worked with a team in delivering a Medicaid and dental enrollment process, performed analysis and design for the 270 and 271 Medicaid eligibility transactions, and designed and developed modules in Java/J2EE related to SNAP and TANF.

- A Master's Degree in Computer Science, Osmania University, India.

Work Experience

2014-Present   **Senior Java Technical Lead/Consultant - MARYLAND HEALTH BENEFIT EXACHANGE (MHBE)**

Description: MHBE is a Health information Exchange (HIX) portal will provide Maryland's residents an opportunity to compare rates, benefits, and quality among insurance plans and enroll in products best suited to their needs. This entity will also evaluate eligibility for Medicaid, advance premium tax credits, and other affordability programs designed to deliver more affordable coverage for individuals below 400% of the federal poverty level. The HIX will allow the Exchange to offer individuals and small businesses a modern, consumer-friendly eligibility and enrollment system to evaluate eligibility for affordability programs.

Mr. Tuniki's responsibilities as a Senior Java Technical Lead/Consultant include:

- Responsible for gathering specification, Analyzing & Designing the system, developing the module with the above technologies by Implementing Business Logic, Preparing Unit Test Cases.
- Developing components using Spring MVC, Spring IOC and Spring Security for securing services.
- Involved in setting up Authentication and Authorization of the Application Using LDAP and SAML.
- Designed and developed Dental Carriers plan management module.
- Developing batch process for 8001 using spring batch and invoking informatics service.
- Working with environment team in setting up the security cert for Federal and state service.
- Working with team in delivering Medicaid and Dental enrollment process.
- Analysis and Design for 270 and 271 Medicaid eligibility.
- Using dozer mapping for mapping domain object to transfer object.
- Implemented MQ Listener component using JMS API for MQ Queues and Topics. Used Spring's wrapper JMS Template implementation.
- Implementing database operations using Hibernate framework, JPA, Tuned Hibernate layer (HQL Quires as well as Criteria) for SCRUD operations, association, inheritance and database for performance and written stored procedure and other SQL, PL-SQL routines.
- Implemented Optimistic locking and Pessimistic locking in hibernate.
- Extensively worked on Exposing EJBs as Web services.
- Implemented Web Services using SOA Architecture for data exchange across different systems.
- Apache Camel development and Integration with various systems using SOA.
- Developed and Implemented REST services for data delivery to the UI layer.
- Implemented Spring Method Interceptor and Spring Quartz framework.
- Using Validation framework for client and server side validations configuring and writing validation definitions to Validator-rules.xml and Validator.xml files.
- Used AJAX library to make server calls and update UI components without page refresh.
- Reviewing Impact Analysis documents prepared by team for every change request/feature and Writing corresponding technical documents.
- Communicated with the Offshore Team and helped them understand the Business Requirements.
- Responsible in performing the code reviews and code-quality checks and making the team to incorporate them within the sprint timelines to ensure the user stories are delivered with quality.

- Responsible for client meetings to demonstrate the development tasks.
- Conducting scrum meeting on daily basis, working with development teams on feature enhancement and real time bug fixing.
- Responsible to create release management documents and maintaining the code using version control tools and carrying out code merging activity of different modules.

Environment: Java 1.6, J2EE, Hibernate 3.0, Spring, Struts 2, JNDI, EJB, Fuse-ESB, WTX, Sterling Apache CXF, Apache Camel, IBM DB2, JAX-WS, Active-MQ, Quartz, Oracle 11g, WAS 7.0, HTML, CSS, JavaScript, Ajax, XML, Oracle 11g, IBM DB2, JProfiler, Subversion, Jenkins, Maven, ANT, Linux, Log4j, JUnit, MS Visio.

2012-2014	**Senior Java Technical Lead, Texas Integrated Eligibility Redesign System(TIERS), Austin, TX**

Description: TIERS is a browser-based system that integrates the application process for more than 50 health and human services programs. TIERS has many batch jobs which send out and receive files from third party clients. It has Benefit Issuance and Interface modules. The Benefit Issuance module takes care of issuing the Food Stamp and TANF benefits. The Interface module sends and receives the information regarding the benefits issued and the client information.

Mr. Tuniki's responsibilities as a Senior Java Technical Lead included:

- Designed and developed modules of the application in Java/J2EE related to Food Stamps & TANF.
- Used Spring Framework for Dependency injection and integration with Service objects, DAO etc.
- Involved in requirements, gathering, design, development, and testing various modules of TIERS.
- Develop batch programs and online application.
- Responsible in analyzing and updating the schema and WSDL changes for the runtime services.
- Responsible in generating and configuring the JPA entities from the database
- Involved in developing Triggers, Stored procedures in SQL, PL/SQL.
- Participated in unit testing, performance measuring and tuning the application.
- Extensively worked on feature enhancement and real time bug fixings.
- Integrated Central logging system by using Log4j to capture the log that includes runtime exception and for logging info and are helpful in debugging the issues.
- Used XML, XSL to create PDF documents with data extracted from DB2.
- Involved in deployment of application on multiple application servers.
- Responsible in performing the code reviews and code-quality checks and making the team to incorporate them within the sprint timelines to ensure the user stories are delivered with quality.
- Involved in reviewing the test cases written by the Testing team to validate whether they are in line with the requirements defined and also responsible on giving the sign off on the Integration Testing before the application is moved for UAT testing.
- Worked with the JIRA tool for Quality Center bug tracking

Environment: Java, J2EE, EJB, Eclipse, Cygwin, UNIX, WebServices, Design Patterns, XML/XMI, JUnit, Oracle, UML, Webshpere Developer, RAD, Eclipse-Ganymede, Clear-Case UCM, PL/SQL Developer, Python

2009-2012   **Senior Java/J2EE Developer - Clarity Project Portfolio Manager & RTV, Unilever, Bangalore, India**

Description: Clarity Project Portfolio Manager is an integrated suite of modules that allows organizations to seamlessly manage its services, projects, products, people and financial. It gives your executives a real-time view into their organization's investments, initiatives and resources, and empowers your managers to deliver controlled and predictable execution of projects and programs. Built on top of the core project and portfolio management functionality are solution-specific modules that support the critical processes of IT Governance, New Product Development and Enterprise Program Management.

Mr. Tuniki's responsibilities as a Senior Java/J2EE Developer included:

- Involved in Analysis, Design, Development, Integration and Testing of application modules.
- Used JSP/Servlets, HTML, CSS and JavaScript for front end development.
- Involved in implementing application prototype using JSP, Servlets, JDBC and Struts framework for the presentation layer.
- Prepared Impact Analysis documents and other POC documents related to respective modules.
- Responsible for feature enhancement and bug fixing Using SCRUM Methodology.
- Responsible for estimates, delivery model and presenting to Client.
- Implemented Web sphere MQ for messaging.
- Responsible for maintenance and support of multiple environments (Prod, QA, Dev).
- Developed annotations based SpringMVC modules communicating with Hibernate/JPA backed services.
- Extensively worked with XML using DOM and SAX parsers for transferring the Data between Different Components
- Used Quartz scheduler to schedule email and various system tasks.
- Used XML, XSL to create PDF documents with data extracted from DB2
- Responsible for Build/deploy application in Windows and UNIX environments.

Environment: Java, Struts, Spring MVC, JPA, Hibernate, Unix, Quartz, Websphere Application Server 6.0 (WAS), JUnit,, IBM DB2 and Oracle 10g databases, Eclipse, SVN, LOG4j.

2006-2009   **Senior Java/J2EE Developer - BackTrack, Kalyaniwalla & Mistry, Mumbai, India**

Description: BackTrack is to provide Data Backup/Retrieval Solution for all the computers in LAN to a central server with in the LAN and then from the LAN Central Server to an Internet server which is offsite. The first part of the Backup Solution is provided by a small foot-print client software installed on individual computers within a network. This works through a process of scheduled and period (through the day) Data Backup of select folders (all the files within the folder) on each computer in a network to a LAN Based Backup sever. This second part of the Backup happens to an off-site server provided by QLC at their IDC.

Mr. Tuniki's responsibilities as a Senior Java/J2EE Developer included:

- Responsible for gathering specification, Analyzing & Designing the system, developed the module with the above technologies by Implementing Business Logic.
- Worked on JDO to JPA migration.
- Responsible for monitoring performance of the application with JProfiler.
- Involved in mapping by using JPA annotations.

- Responsible for feature enhancement and bug fixing.
- Leading and guiding team members to accomplish task in accepted time frame by technically supporting.
- Development SOAP web services methods and testing with SOAP-UI.
- Design/Develop detail integration tests with JUnit framework.
- Integrated Struts with Hibernate for data mapping and creating data model.
- Development of complex SQL queries and stored procedures to process and store the data.
- Technical design/architecture for new features/enhancements.

Environment: Java, Struts, Servlets, HTML, FreeMarker, Internet Protocols Ini Files, Oracle, Tomcat, Windows XP, Unix, Quartz, Websphere Application Server 6.0 (WAS), Spring MVC, JPA, Hibernate, JUnit, Ant, DB2 and Oracle 10g databases, Eclipse, SVN, LOG4j.

| 2004-2006 | **Java Developer, DIP Inc., Japan** |

Description: Recruitment Management system is a Job search portal site which will be managed by DIP Inc. Japan. This Web-based application is specially designed and built based on the Online Job Search requirements. Basically this application is divided into four modules.

1. Job Applicant / Employee module: This module will be accessed and used by prospective job applicants. They will be able to search and apply for suitable job listed on the website.

2. Company Module: Companies who registers themselves to the services of this job Portal site after paying the relevant fees will access this module. They will be able to list the Job openings in their company (Branch Company included). Also will be able to search the job applicant's database.

3. Administrator Module: Site administrator will access this module. Administrator will be able to configure various master data required for site. Administrator can also carry out Employee, Company data, Job data administrator.

4. Job Applicant / Employee Module on Mobile Phones: This module will be accessed and used by prospective Job applicants from their mobile phones.

Mr. Tuniki's responsibilities as a Java Developer included:

- Created UML diagrams during design phase.
- Used Struts 1.1 MVC2 implementation for control and flow of application and data beans
- Developed struts actions to specific tasks.
- Worked validation rules using struts validator frame work.
- Developed different access controls for the application.
- Developed an API to write XML documents from a database.
- Involved in implementation of presentation layer logic using HTML, CSS, JavaScript, XHTML JSP forms.
- Responsible for building Data Access Layer, Involved in writing DDL, DML operations.
- Performed usability testing for the application using JUnit Test.
- Used Oracle as Database and used Toad for queries execution and also involved in writing SQL scripts, PL SQL code for procedures and functions.
- Involved in Build and Deployment scripts for the project.
- Actively involved in getting the production issues resolved.
- Automated the build process by using ANT build tool.
- Configured CVS version control. Developed training manual and delivered training to the end users.

Environment: Java Struts 1.1, Servlets, JSP, HTML, DHTML, JavaScript, CSS Tomcat 5.0, Oracle, Sql/Plsql, Ant,, JUnit, Eclipse and LOG4j, SVN.

Education

Master's Degree in Computer Science, Osmania University, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Java/J2EE Technologies: Core Java, JDBC, EJB, Java Beans, Servlets, JSP, JMS, JMX, JNDI, LDAP

Frame works: Struts(1.1, 2.0), Spring (2.0.8), Hibernate(3.3.1), JPA

Web Services: WSDL, UDDI, SOAP, JAX-RPC, JAX-WS, CXF, AXIS, WS-Security

Web and Application Servers: Apache Tomcat, Jetty Server, Websphere, WebLogic, JBOSS

XML Technologies: XML, DTD, XSD, XML, XSLT, SAX, DOM, JAXP, JAXB

Databases: Oracle (9i/10g/11g), IBM DB2, HSQL, MySql, MS SQL Server

IDEs: Eclipse(LUNA,KEPLER,JUNO), RAD, WSAD, Net Beans, JDeveloper, Bugzilla

Integration: Apache Camel, JBoss Fuse ESB, WESB, WSRR

Design Skills: UML (StarUml, Rational Rose, Visio), Object Oriented Analysis and Design (OOAD), GOF Java &J2EE Design Patterns

Build & Deployment: Maven, Ant, Clearcase, Subversion, Hudson, Jenkins

Tools: Junit, SOAP UI, ClearQuest, Putty, TOAD, Oracle Sql Devloper, Beyond Compare, Tortise SVN, JProfiler, JMeter, Xml Spy

Operating Systems: Windows, LINUX

Name: Ramya Gaddam

Programmer Analyst – Adobe

Experience Summary

Ms. Gaddam is a strong IT professional who brings a wide range of capabilities and skillsets to the RAPIDS project. She has experience working on an integrated eligibility project supporting many public assistance programs, and for a state-based health insurance exchange. She is an Oracle certified Java Programmer Associate with over seven years of experience in requirements analysis, design, development, implementation, production and support of Java, J2EE, Adobe, HTML, CSS, JavaScript, JQuery and client-server technologies. She brings experience in using Spring framework to create JMS client application and incorporated the concept of dependency injection using Spring IOC container. She is experienced using Mule, Fuse/Apache ServiceMix as integration platform and Apache ActiveMQ as messaging platform. She brings knowledge of using Apache Camel through Fuse Mediation Router, and is experienced in integrating freemarker editing, Smooks in camel routes. She has developed and deployed multi-tier Enterprise Applications using Tomcat, Websphere 8.0, and 8.5 Web and application servers.

Ms. Gaddam has also installed and deployed enterprise components using shell script into Fuse ESB unix box and through Apache Karaf web console. She is experienced in implementing Session Facade, Abstract Factory, Singleton, Value Object, DAO, Business Delegate, Transfer Object and Service Locator design patterns, and also experienced in implementing Enterprise Design Patterns such as Aggregator, Splitter, Message Router, Message Translator, and DeadLetter Channel. She has written Apache ANT scripts for generating and moving JAR files.

Ms. Gaddam meets or exceeds the RFP requirements for the Programmer Analyst – Adobe position. She has:

- More than two years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and produce outputs satisfying those needs in a pre-determined time frame. She brings more than seven years of experience in systems analysis and programming on large scale systems with languages such as Java, J2EE, Adobe, HTML, CSS, JavaScript, and JQuery. She is currently working on the Maryland Health Benefit Exchange project.

- More than two years of experience with Adobe LiveCycle Enterprise Suite focusing on LiveCycle Designer, LiveCycle Workbench, LiveCycle Forms, and LiveCycle Production Print. She has developed Adobe templates using Adobe LiveCycle Designer on Adobe LiveCycle Workbench, and deployed Adobe templates on Adobe LiveCycle workbench. She has generated LiveCycle Archives and deployed through Adobe LiveCycle administrative console. She has also worked on changing the configuration on the Adobe LiveCycle administrative console to improve performance.

- More than two years of experience with Adobe Acrobat Professional. She has developed serializable data objects to transfer to web services hosted on Adobe LiveCycle Workbench using byteStreams. She has designed XML schema to be used as the data connection to the Adobe LiveCycle Designer, and he has developed Adobe templates using Adobe LiveCycle Designer as per the design document from the client.

- More than two years of experience of JavaScript Programming. She has performed UI development using HTML, CSS, Java Script and JQuery. She has employed JQuery in user interface development and Integration of REST services. She has developed applications using HTML, Java Script, Extended JS, JSP, Servlets, JavaBeans, EJB 3.0, JSTL, JSP Custom Tag Libraries, JDBC, JMS publish/Subscribe, Active MQ, JNDI, JavaScript, XML, XSLT, and JAXB.

- Two or more years of experience with XML design and programming. She has implemented XML data formats to transfer data between layers in the form of XML streams. She has designed XML schema to be used as the data connection to the Adobe LiveCycle Designer. She has also used dozer bean mapper to convert application data objects to JAXB objects generated from XML schema.
- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. She implemented a solution in the State of New Mexico that manages eligibility for several public assistance programs including Medicaid, food assistance, and cash assistance. She also has experience on the Maryland Health Benefit Exchange project where she designed and developed the Medicaid Estate Recovery Interface which sends files to Medicare and the MMIS.
- A Masters in Computer Science, University of Texas, India.

Work Experience

2014-Present | **J2EE Developer, Camp Hill, PA**

Project: Maryland State Health Benefits Exchange
Ms. Gaddam's responsibilities include:

- Worked on 8001 Interface and Consumer Correspondence modules.
- Involved in design and development of 8001 interface to send files to Medicare and Medicaid Information systems (MMIS).
- Developed DB2 views to process all types of transactions from multiple application database tables before sending to MMIS.
- Worked on developing a batch job to process the notice requests from database and process it according to template id and generate the respective notice.
- Integrated application with Adobe LiveCycle workbench to generate the requested template using JAX-WS webservice.
- Integrated application with FileNet server to store the generated notice as Document with required metadata for FileNet server using JAX-WS webservice.
- Implemented XML data formats to transfer data between layers in the form of XML streams.
- Used dozer bean mapper to convert application data objects to JAXB objects generated from XML schema.
- Developed Serializable data objects to transfer to webservices hosted on Adobe LiveCycle Workbench using byteStreams.
- Designed XML schema to be used as the data connection to the Adobe LiveCycle Designer.
- Developed Adobe templates using Adobe LiveCycle Designer as per the design document from Client.
- Deployed Adobe templates on Adobe LiveCycle workbench.
- Employed JQuery in User Interface development and Integration of REST services.
- Generated LiveCycle Archives and deployed through Adobe LiveCycle administrative console.
- Worked on changing configuration on Adobe LiveCycle administrative console to improve performance.
- Developed test harness pages using JSP to unit test the notice generation process.
- Used Spring-Hibernate integration to work with database sessions and perform transactions.
- Implemented Java and J2EE Design patterns like Business Delegate and Data Transfer Object (DTO), Data Access Object and Service Locator.
- Used Hibernate to persist data to DB2 database and wrote SQL and HQL queries. Used Hibernate Annotations to map DB tables to the DTO's.

- Used log4j to perform logging in the applications. Used IRAD as development tool. Used IBM DataStudio as database script editor.
- Configured and deployed web and application components on WebSphere application server.
- Followed Agile Methodology and participated in Scrum Meetings.

Environment: Java, Spring, Hibernate, JAX-WS, JSP, Struts2, Adobe LiveCycle Designer, Adobe LiveCycle Workbench, JAXB, SOAP, WebSphere, SVN, JIRA. IRAD, IBM DataStudio, DB2.

| 2013-2014 | **J2EE/ SOA Developer, QSSI, Columbia, MD** |

Project: Maryland State Health Exchange

Ms. Gaddam's responsibilities included:

- Configured and developed Apache camel routes as per business requirements.
- Installed and deployed enterprise components using shell script into Fuse ESB unix box and through Apache Karaf web console.
- Knowledge of using Open CMIS API in camel routes.
- Applied Enterprise Integration patterns using Apache Camel integration framework.
- Perform UI development using Html, CSS, Java Script and JQuery.
- Configured Apache camel Spring beans.xml and developed Camel routes using Spring DSL.
- Wrote Freemarker templates to convert one form of XML to another.
- Used Smooks to integrate freemarker template into Camel routes.
- Developed and deployed Apache CXF webservices as per requirements.
- Deployed independent components into Fuse ESB unix box.
- Configured and used Apache Active MQ as messaging platform.
- Used JIRA for raising issues and bug tracking and SVN as version control software.
- Expertise in using SOAPUI tool for WSDL-based SOAP testing with comprehensive WSDL Schema parsing and SOAP message generation.
- Used Jenkins for continuous integration, build and releases for deployment.
- Experienced in configuring and using BAM console to monitor active business processes and root down the source of error.
- Working knowledge of developing BPEL workflows in ActiveVOS designer studio and deploying in WebSphere server.
- Experienced writing Groovy scripts for functional testing of web services using Soap UI Pro.
- Work with Curam, Connecture teams to integrate different services at enterprise level
- Create Web services to get the data from different services and Curam, Connecture, SSA, State, and federal level.

Environment: Fuse ESB, Freemarker, Eclipse Kepler, Apache Karaf, Apache Camel, Apache CXF, Apache Active MQ, WebSphere, SVN, JIRA, Groovy, Smooks, Soap UI, Soap UI Pro Enterprise Integration Patterns.

| 2012-2013 | **Java Developer, Santa Fe, NM** |

Project: ASPEN

ASPEN is implemented on the guidelines of BRIDGES [State of Michigan] with the State of New Mexico requirement. This provides different types of programs like Medicaid (MA), Food Assist Program (FAP), CASH, etc. The project aim is to check the eligibility of the people who are eligible for the above benefits with the help of third party agencies.

Applications are filled at the third party agencies and directly send them to the ASPEN to check for the eligibility.

Ms. Gaddam's responsibilities included:

- Creating new web pages and altering business as per requirement.
- Developed and implemented the business logic component in middle tier using EJB framework including stateless session classes and Entity bean classes.
- Eclipse has been used for developing the application and deployed to the WebSphere application server.
- Created tables in SQL for retrieval and data manipulation using Oracle 10g.
- Porting the legacy code from Bridges (Michigan State Project) to the requirement of Current ASPEN
- Resolve Bugs and Change Requests to already existing code.
- Responsible for code review, maintaining application flow, debug, build and deployment.
- Wrote SQL queries for storing and retrieving user profile information from Oracle database.
- Used Rational Clear Case as Version control.
- Involved in the deployment process of the application on WebSphere Application Server.
- Participated in Debug fixing and QA review of the Code before delivering to State.

Environment: Java Beans, Clear Case, Web Sphere Application Server, Struts, JSP, Servlets, JavaScript, CSS, HTML, Java, J2EE, Eclipse, Visio, Oracle, SQL Server, Windows, Clear Case, Clear Quest.

2011-2012	**Java Programmer / Programmer Analyst, Houston, TX**

Project: Electronic Representative Payee System

Ms. Gaddam's responsibilities included:

- Research, Design, Develop, Unit Test, Deployment and Support of Java based Web and Enterprise applications in both windows and UNIX environments.
- Assist the clients and project managers in the technical aspects and to provide technical suggestions and guidance
- Involve in the planning of the systems development as well as the deployment
- Design or redesign of the application using Struts (MVC) 1.2 and 2.0 frameworks
- Develop the user interface using HTML, Java Script, JQuery, XHTML, Servlets, JSP, and other web technologies.
- Use JSTL, as well as the development of Custom Tag Libraries in the presentation tier
- Design and development of the Web Tier using Struts (2.0)
- Design, development and unit testing of the persistence layer using ORM tools such as Hibernate and JPA
- Design and Development of XSD for various transactions between the systems
- Write client programs to parse the xml documents using SAX and DOM Parsers
- Write the SQL queries for CRUD operations, and Stored Procedures
- Develop the applications using Eclipse or Rational Application Developer
- Design and development of the BPM for various synchronous and asynchronous processes and to implement the workflow of the applications
- Develop build scripts using ANT or Maven for the build and deployment
- Write Shell Scripts using UNIX or Linux
- Design and Development of Web Services to integrate with other applications

- Development of SOA Applications using WSDL, SOAP, XML, and XSD etc
- Mentor the Junior Developers and Provide Guidance

Environment: HTML, Java Script, JSP, Struts 1.2, Struts 2.0, Windows, Main Frames, SQL, Rational Team Concert, Rational Application Developer, Web Sphere, JQuery, AJAX, Web Services, JWICS

| 2011-2011 | **Java Developer, Microtech Systems, Hyderabad, India** |

Project: iCAS - Interface to Customer Approval System

Ms. Gaddam's responsibilities included:

- Involved in developing adapters for JAX-RPC&JAX-WS Webservices.
- Involved in developing JAX-RPC Webservices.
- Involved in re-design of database for more efficient use and tracking.
- Trained developers for the new technologies EJB 3.0, JMS, Spring JDBC.
- Involved in developing applications with Stateless Session EJB's and Message Driven EJB's.
- Involved in developing DAO layer with Spring JDBC's features such as SimpleJDBCDaoSupport, JDBCTemplate and DriverManagerDataSource.
- Involved in developing customized workflow using HashMaps, Spring IoC.
- Developed Stateless Session EJBs to make our functionality available to other applications.
- Involved in the development of applications using Spring IoC, AOP.
- Used Spring AOP features such as SpringBeanAutoWiringInterceptor to Inject Spring Beans Context into EJB's.
- Implemented Singleton, ServiceLocator and DAO design patterns.
- Involved in enhancing customer ordering system with Spring MVC, Spring DAO, Spring IoC and Spring AOP.
- Involved in enhancing customer care application with Struts 1.2, Tiles Framework.
- Involved in exposing java beans as ManagedBeans with JMX for monitoring for collecting statistics across the application.
- Involved in developing monitoring application with JMX.
- Involved in build and deployment of J2EE application in dev and qa environments.
- Involved in configuring Weblogic 10.3 for Users, Filestores, JMS Servers, JMS Topics, Queues and Connection Factories.
- Used ClearQuest for defect tracking.
- Involved in build, staging and deployment of J2EE applications on vast number of servers for production with use of WLST and shell scripts.
- Involved in production and support of J2EE applications.
- Involved in developing test cases using JMock and have knowledge in EasyMock
- Involved in fixing the defects through pass 1, 2, 3 of the Integration Testing.
- Involved in upgrading servers to the latest JDK versions.
- Extensively worked on writing JUnit test cases for testing the business components developed in Spring and Java.
- Used Agile-methodology in Development.
- Coding followed Test-driven development.
- Used SOAP UI to test the webservices and mock response for unit testing webservices.

Environment : Solaris, Weblogic 10.3, Struts 2.0, Tiles, Stateless Session EJB, Message Driven EJB, JMS, Design pattern such as Value Objects, DAO, Singleton, ServiceLocator, Session Façade, Oracle 10g, Spring IoC, AOP, JDBC, JMX, JMeter,

JConsole, JManage, JMock, VisualVM, MC4J, XML, XSD, JUnit, ANT, CVS, Eclipse 3.x, Agile, Test-driven development.

2009-2010 **Java Programmer, Educational Management Systems, Hyderabad, India**

Project: Phoenix Next Generation (PNG)

Ms. Gaddam's responsibilities included:

- Using RUP and Rational Rose, developed Use Cases, created Class, Sequence and UML diagrams.
- Involved in developing the complete process flow of PNG system for all the layers.
- Installed and Configured Apache Tomcat 5.x, Eclipse 3.x, WSAD, and AXIS.
- Developed and used JSP custom tags in the web tier to dynamically generate web pages.
- Designed and implemented Struts (MVC Paradigm) components such as Action Mapping, Action class, Dispatch action class, Action Form bean, and a formset for validation.
- Participated in all the phases of the development namely Web Component Creation, Enterprise Bean Creation, Application Assembly and Application Deployment.
- Developed Web-tier authentication consisting of HTTP basic authentication, form-based authentication, and HTTP mutual authentication.
- Configured Web.xml and Struts-config.xml.
- Developed and published webservices using Apache AXIS and good at JAXB, JAX-RPC, WSDL2JAVA, REST, WSDL, and WSDD.
- Used JNDI to lookup for the datasources and EJBs required.
- Implemented Stateless and Stateful Session beans to capture user conversation and to achieve scalability, memory management and transactions, and Entity beans to bring the relational data to the object world.
- Implemented JMS public/subscribe for asynchronous messaging.
- Transfer Object for Lookups, Value List Handler for search and DAO.
- Used WebSphere Studio Application Developer 5.1 to develop and deploy the PNG application
- Deployed entire PNG application on the production and staging servers at different Levels.
- Developing Test Cases and did unit testing using JUnit.

Environment: Java, J2EE, Struts1.1, WebSphere 5.1, WSAD 5.1.2,Servlets, JSP,JMS, JSF, JDBC, EJB 2.0, XML, SAX, JAXB, HTML, DB2, UNIX, UML, JavaScript, CVS, Rational Rose, JUnit, Rational Rose, Jmeter, ANT 1.3/1.4, Apache AXIS, SOAP, WSDL, Eclipse 3.x, Tomcat 5.x, JBoss, PHP

2008-2009 **J2EE Developer, Plateau Systems Ltd, Hyderabad, India**

Project: E-Learning Management System

Ms. Gaddam's responsibilities included:

Worked on the customization of Plateau LMS for the following clients - Canadian Tire:

- Authentication Customization: Worked on customizing the authentication functionality, and provided the API to authenticate the Canadian Tire using the HTTP Post, Struts Framework, Spring Dependency Injection, and LMS standard authentication, so that Canadian tire can access the plateau LMS from their flash portal.
- Involved in writing the Technical Design Document, and design of the LMS

Customizations.

- Worked on the UI Customization, modifying the HTML as well as JSP Pages.
- Applied patches to Plateau LMS, and written consolidated shell scripts to apply all the DB patches.
- Worked on the development of the Plateau Migration Gateway development. Worked on Learner/User migration, Items migration, and Learning History Migration.
- Involved in writing the Packages, functions, processes, and used cursers during the development of PMG.
- Also worked on development of the batch as well as shell scripts for the migration of TXT/CSV files into Plateau LMS Database schema by applying various business rules.
- Worked on the build and deployment of the LMS application in ITE environment, and supported both SIT and UAT.
- Also involved in fixing the bugs, prepared the release notes, and also involved in the delivery of the customization to the customer.
- Also supported the production environments.

Environment: Red Hat Linux, web logic 9.1, Struts, EJB, JSP, Servlets, JSF, Oracle 10g, SQL Loader, Spring Dependency Injection, HTTP Post, XML, Design Patterns such as Singleton, DAO, and Value Objects.

Education

Masters in Computer Science, University of Texas, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**J2EE Technologies:** JSP, Servlets, JavaBeans, Struts, JDBC, ODBC, JNDI, RMI, JSP Custom Tag Libraries, Tiles, XML (SAX & DOM), Java Mail API, JSF, JAXM, JAXP, JAX-RPC, JAXB, ANT, MAVEN, JUnit, JMeter, JDeveloper, RUP, Rational Rose, EJB, Spring, Hibernate.
	Web/App Servers: WebSphere 5.x/4.x, WebLogic 8.x/7.x, Tomcat 5.x/4.x, JRun, JBoss, Apache.
	IDE Tools: WSAD 5.x, WebLogic Studio 8.x/7.x, Eclipse 3.0/2.1.1, JBuilder, Visual Studio, Mule Studio, Fuse IDE, IBM Rational Application Developer, IBM DataStudio
	Web Services: XML, SOAP, WSDL, Apache AXIS, Apache CXF.
	Data Bases: Oracle 8i/9i, DB2, PL/SQL, PostgreSQL.
	Languages: Java, JavaScript, Visual Basic, PL/SQL, HTML, DHTML, XML, UML, C++, COBOL, Groovy.
	Operating Systems: Windows 9x/NT/2000/XP, UNIX, Linux.
	ESB/SOA: Apache Fuse, Mule.
	Utility Software/Tools: Artifactory, Jenkins, Maven, Ant, JIRA , MS Word, MS Excel, MS Access,
	Version Control: SVN, CA SCM, CVS, Adobe LiveCycle Designer, Adobe LiveCycle Workbench.
Certifications	**Oracle certified Java Programmer Associate**

Name: Aditya Guda

Programmer Analyst - Corticon

Experience Summary

Mr. Guda is a Programmer Analyst with over nine years of experience in the health care information technology (IT) industry. His key strengths are in business and requirement analysis, design, development, and testing. Mr. Guda is a team-oriented professional with extensive experience in quality assurance for state and federal automated data systems. He possesses excellent oral and written communication skills. Mr. Guda offers over five years of experience in Medicaid, SNAP, and TANF application processing, as well as review of case work to ensure correct issuance of benefits. He also managed the authoring of over 2,000 pages of Business System Design deliverables and led a testing team that is responsible for the test preparation and execution of the Medicaid, TANF, SNAP, and CHIP components of an integrated eligibility solution.

Mr. Guda brings capabilities to the RAPIDS project that meet or exceed the RFP requirements. He has:

- More than nine years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He is also experienced in system testing and working with clients to define system requirements for their specific settings. He has also worked on the design, development, and implementation phases (business or technical) of a modernization for an eligibility business area.

- Three years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. He has experience in Java, J2EE and Struts, Spring MCV, SpringCore, SOAP, and REST Services. His expertise includes implementing GoF Patterns, JEE Patterns, and Integration Patterns.

- Two years of programming experience in writing Services and UI components; he has experience in implementing WebServices in service-oriented architecture. He has also worked on requirements gathering for eligibility determination. He has designed rules by using collective information from various federal web services, such as SSA Composite, IRS income verification, MABS income verification, and Verify Lawful presence.

- Two years of experience configuring and implementing business rules in the enterprise software package known as Corticon. His expertise with Corticon includes defining and implementing eligibility rules and working on eligibility determination services with this business rules engine.

- More than five years of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He brings extensive knowledge of policy and procedural guidelines for public assistance and benefits. His experience includes monitoring SNAP benefits received by residents of group homes, including drug and alcohol treatment centers. He led efforts for developing functional requirements using knowledge of LIHEAP rules, procedures, and operations, as well as significant knowledge of TANF and SNAP, for Medicaid program projects. His public assistance experience also includes TANF application processing and review of case work to ensure correct issuance of benefits.

- A Master's Degree in Industrial Pharmacy - Long Island University

Mr. Guda's additional qualifications include:

- Extensive experience in working with Unified Modeling Language (UML) for business modeling (work flows) and object modeling.

- Expertise in gap analysis and translating requirements into optimized designs, and identifying design alternatives and implications on functionality, effort, performance

and operations.

- Experienced in identification of business requirements, functional design, process design (including scenario design, flow mapping), prototyping, testing, training, and defining support procedures.
- Extensive experience in working with Requirements Management and Traceability Tools such as HP Quality Center and IBM RequisitePro and IBM Rational Requirements Composer.
- Experience with Prototyping tools such as iRise and Business Process Modeling tools such as ARIS.

Work Experience

2014-Present   **Functional Lead, Connecticut Health Insurance Exchange, Connecticut**

Project Name: Integrated Management Process and Accountability System (ImpaCT) for the State of Connecticut Health Insurance Exchange (CT HIX)

Project Description: ImpaCT will provide a simpler, more accessible eligibility determination process and an integrated platform for the citizens of Connecticut. The CT HIX is an online marketplace designed to help more people get insured, improve health care quality, and increase transparency of healthcare coverage costs.

Key responsibilities in this position include:

- Lead efforts for functional requirements, using knowledge of LIHEAP rules, procedures and operations, as well as significant knowledge of TANF, SNAP, and Connecticut Medicaid.
- Wrote the functional design document, requirements traceability matrix, and other project documentation, and provided support for user acceptance testing and presented high-level training.
- Led a team of functional consultants to design and document over 200 data entry screens for eligibility workers to process applications for assistance through Joint Application Design sessions.
- Managed the authoring of over 2,000 pages of business system design deliverables. Led testing team that is responsible for the test preparation and execution of the Medicaid, TANF, SNAP, and CHIP components of the Integrated Eligibility solution.
- Worked on defining rules for eligibility determination using the Corticon Rules Engine.
- Led over 100 sessions with client and project leadership to elicit requirements, refine design, prioritize defects, and overcome technical challenges.
- Worked on implementing Medicaid Modified Adjusted Gross Income rules along with the Integrated Eligibility and Child Support programs for the next generation solution development.
- Managed a team for the child support solution development and performed business analysis and requirement gathering along with resource allocation to different tasks for timely delivery of the solution that will now be used across five states.
- Coordinated with other functional teams to ensure data is collected properly for use in eligibility rules, reports, notices, and interfaces.
- Led the customer portal team to an implementation of a new self-service system, one piece of the overall integrated eligibility system implementation.
- Determined initial and ongoing eligibility for Medicaid and SNAP for the aged, blind, and disabled population.
- Worked on eligibility rules for TANF and SNAP.
- Authored conversion functional requirements, conversion approach plan, and conversion functional design and conversion technical design deliverables.
- Coordinated large scale end-to-end system testing efforts prior to go-live

deployments.

■ Contributed to gap analysis performed to create a project proposal including key requirements and a technical project plan.

2013-2014 Sr. Business Analyst, Connecticut Health Insurance Exchange, Maryland

Project Name: Maryland Health Insurance Exchange (MHBE)

Project Description: The project for the MHBE is an initiative as part of the Affordable Care Act. The health insurance exchange system is SOA based and has modules, such as Self Registration, Cúram, Connecture, and EXACT.

Key responsibilities in this position included:

■ Worked on eligibility determination component of the project from requirements gathering to designing rules by using collective information from various Federal Web services (SSA Composite, IRS income verification, MABS income verification, and Verify Lawful presence web service).

■ Conducted business process analysis, gathering, and analyzing requirements for multiple data migration projects.

■ Worked on 834 and 8001 enrollment, change reports, cancellations, terminations and reconciliations; also worked on various process and payments reports for the state.

■ Led team meetings, walkthroughs, and peer reviews; involved in preparing the test plan and estimates of the application.

■ Facilitated Joint Application Design sessions between onshore and offshore teams, and designed user experience and functionality.

■ Implemented WebServices under the SOA.

■ Applied quality standards to project delivery artifacts for client delivery; developed design specifications for correspondence, reports, and interfaces.

■ Designed screen layouts and navigational flows for web application for both consumer and state employees; gathered these requirements by facilitating JAD sessions among various stakeholders.

2010-2013 Functional Track Lead, New Hampshire Department of Health and Human Services, New Hampshire

Project Name: New Hampshire Department of Health and Human Services

Project Description: The New Hampshire Department of Health and Human Services provides programs and services for individuals, children, families, and seniors. The Department administers programs and mental health, developmental disability, substance abuse, and public health services.

Key responsibilities for this position included:

■ Demonstrated deep proficiency in the eligibility and case management business area policies and domain knowledge in eligibility programs, such as SNAP, TANF, CHIP, and Medicaid.

■ Responsible for creating and reviewing business requirements, functional specifications, project schedules, technical documentation, and test plans.

■ Conducted individual and group Joint Application Design sessions with business and technical units.

■ Authored conversion functional requirements, conversion approach plan, and conversion functional design and conversion technical design deliverables.

■ Analyzed and documented business requirements and detailed design of the software for full understanding of the business.

2006-2010	**Business Analyst, Oregon Health Plan, Oregon**

Project Name: Oregon Health Plan (OHP)

Project Description: The OHP is the state Medicaid program. This project focused on policy changes and implementation of new eligibility programs into the current business operations for the field and central offices.

Key responsibilities of this position included:

- Participated in the design, development, and implementation phases (business and technical) for the modernization of all eligibility programs, such as SNAP, TANF, CHIP, and Medicaid.
- Prepared training materials for training business users on the new system.
- Provided status updates to the client during weekly status meetings.
- Extracted business rules for the requirements in the requirements traceability matrix.
- Supported system migration testing and User Acceptance Testing.

Education

Master's Degree in Industrial Pharmacy - Long Island University

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Tools: Oracle BPM, Oracle APEX, HP ALM (Quality Center), MS Project , MS Office, Products, Plumtree (BEA Aqualogic), MS Office SharePoint, Enterprise Architect, BIRT Report Designer, Active VOS, Adobe LiveCycle, Rational Rose, Serena, WebTrends, Edifecs
	BPM: BPEL, WS-CDL, XPDL, ARIS, JBPM
	Languages: SQL, HTML, XML, Java, .Net
	Operating Systems: Windows NT/95/98/2000/XP, UNIX, Linux
	SDLC Methodologies: Agile, Waterfall
	DB/Access method: DB2, SQL Server, VSAM, IMS DB

Name: RamaKrishna Pendem

Programmer Analyst – Enterprise Service Bus

Experience Summary

Mr. Pendem brings over 10 years of experience in analysis, design, development and implementation of software applications using ESB, SOA and middleware technologies. Core expertise is in the area of SOA, ESB, EAI/BI, B2B, web services and Internet/Intranet technologies. He has over eight years of experience in IBM Middleware ESB technologies, IIB, WBI Message Broker, Websphere Enterprise Service Bus, Websphere Process Server and WBI InterChange Server. He also has hands-on experience in Websphere enterprise service bus (WESB) and Websphere Process Server (WPS) technologies. He has strong debugging and problem solving skills with excellent understanding of system development methodologies, techniques and tools.

He has worked with Data Handlers like fixed width, Delimited, Name Value, XML and developed Custom Data Handlers and custom nodes in Message Broker. He has experience with Application Connectors/Adapters like SAP, Siebel and Technology Connectors like JText, JDBC, JMS, web services, MQ and XML. He has in-depth knowledge in using Map Designer, Relationship Designer, Process Designer, Business Object Designer. He brings extensive experience in developing Maps, Relationships, Business Objects, and Collaboration templates. He also has a working knowledge in the setup and configuration of WBI ICS and WBI MB in windows and Unix environments with IBM DB2 UDB as repository.

Mr. Pendem meets or exceeds the RFP requirements for the Programmer Analyst – Enterprise Service Bus (ESB) position. Mr. Pendem has:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has over 10 years of IT industry experience in systems analysis and programming roles on large scale systems.

- More than five years of J2EE programming experience with the last six months using Core Java, EJB, MVC Architecture, Design Patterns & JSPs. As an ICS Consultant for Michelin North America he implemented Java/J2EE programs using the EJB-JMS for the interface messaging. As an ESB Consultant for the North Carolina Department of Health and Human Services (DHHS) he develops Java/J2EE programs for various State interfaces, using EJB-JMS for messaging. He has strong application development skills using Java, JSP, Servlets, XML with IBM DB2, SQL Server and Oracle as the backend.

- More than two years of programming experience in writing Services and UI components. He has used Java/J2EE to write the interface programs, and also has used the JSP/HTML pages as front end for the inputs for the SOA architecture. He has expertise in web services implementations and strong WSDL and XML skills.

- More than two years of experience in Oracle SOA suite, including configuration, building and maintaining interfaces on Oracle SOA suite. As an ESB Consultant for the North Carolina Department of Health and Human Services, he has worked on a state-wide Oracle SOA implementation. The tasks he performed included configurations, script writing and maintenance of the Oracle SOA suite. He also has experience in WESB administration, writing deployment scripts and scripts for WESB admin console configurations.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. The project he is currently working on in North Carolina is an implementation of Food Stamp, Medicaid, TANF, Childcare and MAGI programs.

- A Master of Science in Information Technology, Chennai, India.

Work Experience

2011-Present **ESB Consultant, Department of Health and Human Services (DHHS), Raleigh, NC**

Project: NC FAST (North Carolina Families Accessing Services through Technology)

Description: The NC FAST program is designed to improve the way NC DHHS and the 100 county departments of social services provide benefits and services to the people of North Carolina. NC FAST introduces new technology tools and business process that will enable staff to reduce time spent on repetitive and cumbersome paperwork, and allow state and county staff to better focus their efforts on the complex issues presented by the North Carolina families in need.

Mr. Pendem's responsibilities include:

- Provide expert knowledge in creating Enterprise SOA Model for rapid web enabling legacy systems & applications for interoperability
- Create a detailed design implementing WebSphere Message Broker as a Enterprise Service Bus for quick integration capability.
- Identifying development plans for system components; and
- Development of Service Interfaces using Websphere Message Broker.
- Provide inputs and create reusable web services for increased interoperability.
- Develop security policies for Authentication, Authorization & Auditing.
- Develop Performance & Capacity Test Plans of migrating application
- Coding, stress testing and load testing of applications for migration.
- Provide documentation support and best practices.
- Provide production deployment guidelines and execution plan.

Environment: IBM WebSphere Message Broker 7.0.0.5, IIB9/10, WebSphere MQ 7.0/7.5, AIX, ZLinux, Z-OS.

Mr. Pendem worked on the following implementations:

ESB Frameworks

- Designed and developed various framework components that can be used across multiple interfaces. These include Authentication & Authorization, Logging, Availability, Filtering and adapters for specific type of consumers.

CMS Integration

- Designed and developed multiple interfaces for CMS including Account Transfers, FARS, RIPD and verify Medicaid.
- Implemented webservice integrations.
- Implemented two-way authentication with CMS.

AVS (Asset Verification Service)

IRS integration (Designing right now)

- To Support new ACA (Affordable Care Act) regulations that were effective on January 1, 2015, IRS will receive and process information returns reporting on individual's health insurance coverage from insurance companies, self-insured companies and large businesses and businesses that provide health insurance to their employees.
- Deals with 1094/1095-B and 1094/1095-C forms.
- Webservices ws-attachments, MTOM, SSL implementation

2011-2011 **WESB Consultant, Huntington National Bank, Columbus, OH**

Project: Migrate ESS (Enterprise Sales and Services)

Mr. Pendem's responsibilities included:

- He designed and developed WESB mediation services that provides sales party list

information based on various criteria (Like.., PartyListBy TaxID, CustomerName, AccntNumber etc..) from the mainframe system. WESB acts as a web service provider by exposing the sales party list services to front-end ESS portal and to the other internal applications.

- He worked on WebServices implementations, Integrating WESB with mainframe using CICS resource adapter are the key development features along with the design of the mediation modules.

Environment: IBM WebSphere Process Server 7.0.0.3, IBM WebSphere Integration Developer 7.0.0.3,XML, WebServices, Websphere Adapters and RedHat Linux

| 2007-2011 | **EAI Consultant, PMI Group, Walnut Creek, CA** |

Project: PMI's insurance products support the mortgage finance system by providing protection to lenders and investors in the event of borrower default. By protecting mortgage lenders and investors from credit losses, PMI helps to ensure mortgages are available to qualified homebuyers.

Mr. Pendem's responsibilities in the following areas included:

Production Support

- Supported most of the applications on IBM's Websphere suite of products. This involves working on process improvement, problem identification, and problem fixes, upgrade strategies, testing fixes and on call support.

Proof of Concept (POC): As-is migration of a WICS interface to WPS

- The main goal of this POC is to determine the migration path. He developed a POC of as-is migration of WICS interface to WPS (WebSphere Process server) using the migration tool provided by IBM. This attempt was unsuccessful because of the collaboration groups and custom implementations. Finally a decision has been made to develop the WICS interfaces from scratch in WESB.

POC: Mortgage Insurance Workflow (MIWorkflow)

- MIWorkflow provides work flow mechanism for mortgage insurance underwriting. There are various stages in underwriting process and each state of the stage is stored in Business State Machine. MIWorkflow was developed in WPS with Business State Machine and Human Task Manager.

Migration from WICS to WESB

- Involved in the creating infrastructure and deployment environments.
- Trained and lead the team of Four Resources.
- Technical design for the WICS interfaces to implement them in WESB.
- Developed Complex mediation services, includes both inbound and outbound webservice mediations.
- Integrated Peoplesoft Financial application via WebServices Bindings (Both Inbound and OutBound)
- Integrated .Net based proprietary application Via WebServices and JMS/MQ Bindings.
- Implemented MessageLevel security thru UserName Token and created/configured root certificates to the trusted store.
- Integrated Axway Cyclone (B2B tool) via JMS/SIBus.
- Developed custom data handlers.
- Developed automated deployment/configuration scripts using Python scripts.
- Designed and developed error handling mechanism for mediation services.
- Coordinated with IBM support team in resolving some of the issues raised during the development process.
- Unit testing/deployment of mediation flows.
- Coordinating project activities and tasks, as well as dependent deliverables.

- Provided deployment guidelines and execution plan.

Environment: IBM WebSphere Process Server 6.2, IBM WebSphere Integration Developer 6.2, IBM WebSphere MessageBroker 6.1, IBM WBI InterChange Server 4.3, WebSphere Application Server 6.0, WebSphereMQ 6.0, XML, WebServices, Websphere Adapters and RedHat Linux

| 2006-2007 | **EAI Consultant, Michelin North America, Greenville, SC** |

Project: Michelin North America, World Number one tire manufacturer and sells tires for all kinds of vehicles, publishes maps and guides and operates a number of digital services in more than 170 countries.

Description: Michelin North America currently has two integration environments – webMethods and IBM WebSphere Business Integration (WBI). The goal of this project is to rewrite the webMethods applications into WBI, thereby reducing the integration environments to one. And the main intension is to develop reusable solutions in the WBI environment and leverage existing code where possible.

With knowledge of WebSphere Business Integration along with expertise in WebMethods, I was involved as an EAI Designer / Developer with the below responsibilities:

Mr. Pendem's responsibilities included:

- Analysis of the functional specifications originally documented for webMethods and developed detailed design Documents for the new WBI ICS and MB based interfaces.
- Configured WBI ICSv4.3, WBI MB, WBIC and WebSphere MQ on the remote systems through VPN.
- Installed and Configured HTTP Adapter to communicate with WBIC through HTTP Synchronous transport mode.
- Prepared Naming and Coding Conventions to be followed for the ICS and MB interface development in the project.
- Mentored the development team of 6 offshore resources through custom components developed in Java for various interfaces.
- Customized the EDI data handler to receive required parts of the EDI data.
- Developed Custom Plug-In Node for handling Large EDI files greater than 100MB.
- Exposed certain message flows as webServices to be called by external Java / J2EE Clients.
- Prepared Technical Documentation for the developed interfaces.

Environment: WebMethods Integration Server 4.6, IBM WBI InterChange Server 4.3, WebSphere Application Server 5.0, WBI Connect 4.3, WBI Message Broker 5.x, WMQ 5.3, HTTP Adapter, Server Access Framework, Webservices Adapter, Windows 2000 and AIX 5.1

| 2006-2006 | **ICS Consultant, JohnDeere Credit, Johnston, IA** |

Project: JDC UCCFilings Implementations

Description: The goal of this project is to automate the filing process of the UCC Financing statements (UCC1, UCC3) to the different states. Currently this project is done to place the filings for Delaware, Missouri and Iowa states only. Rest of the states the filing process is done manually.

Mr. Pendem's responsibilities included:

- Developed Custom NameHadler and DataHandler.
- Designed and Developed Validation module for UCCFilings (UCC1, UCC3).
- Configured MQ Connector for multiple requests and responses, synchronously and asynchronously.

- ■ Designed and Developed interface for Batch Processing of UCCFilings (UCC1, UCC3).
- ■ Involved in the development interface for implementing online processing of UCCFilings.
- ■ Designed and Developed an Error Handling module.
- ■ Involved in the testing on Model Environment.

Environment: WBI MB 5.5, WBI Adapter Framework 2.6, Windows XP, AIX, WebSphere MQ v5.3, WebSphere MQ Connector 2.6, WebSphere XML DataHandler.

| 2005-2006 | **EAI Consultant, Textron Inc., Dallas FW, TX** |

Project: Teamcenter Engineering WBI Adapter

Description: Teamcenter Engineering is one of the leading PDM (Product Data Management) applications. It facilitates creating, capturing, and sharing knowledge throughout the product lifecycle. It powers new product ideas from concept to reality in product development and manufacturing process.

Teamcenter Engineering WBI Adapter is an application adapter for the Teamcenter Engineering Product Data Management (PDM) application to support IBM's WebSphere Business Integration (WBI) InterChange Server (ICS) middleware. WBI-ICS is the Textron corporate standard for middleware.

Mr. Pendem's responsibilities included:

- ■ Involved in the analysis and Design of the connector.
- ■ Involved in the development of Request Processing and Event Polling mechanisms.
- ■ Designed test cases for unit testing of the connector.
- ■ Involved in complete unit testing for Request Processing.
- ■ Wrote startup script for the connector.

Environment: Teamcenter 9.2.x, WBI Adapter Framework 2.6, WBI ICS 4.3, Windows XP, UNIX, SAP

| 2004-2005 | **Software Developer (offshore, Miracle Software Systems India), Michelin North America, Greenville, SC** |

Project: Michelin North America, World Number one tire manufacturer and sells tires for all kinds of vehicles, publishes maps and guides and operates a number of digital services in more than 170 countries.

Description: Michelin North America currently has two integration environments – webMethods and IBM WebSphere Business Integration (WBI). The goal of this project is to rewrite the webMethods applications into WBI, thereby reducing the integration environments to one. And the main intension is to develop reusable solutions in the WBI environment and leverage existing code where possible.

Mr. Pendem's responsibilities included:

- ■ Developed message flows and complete interfaces in WICS.
- ■ Customized the EDI data handler to receive required parts of the EDI data.
- ■ Developed Custom Plug-In Node for handling Large EDI files greater than 100MB.
- ■ Exposed certain message flows as webServices to be called by external Java / J2EE Clients.
- ■ Prepared Technical Documentation for the developed interfaces.

Environment: WebMethods Integration Server 4.6, IBM WBI InterChange Server 4.3, WebSphere Application Server 5.0, WBI Connect 4.3, WBI Message Broker 5.x, WMQ 5.3, HTTP Adapter, Server Access Framework, Webservices Adapter, Windows 2000 and AIX 5.1

2004-2004	**Software Developer (offshore, Miracle Software Systems India), Miracle Software Systems Offshore Development Center**

Project: National Electronics Warranty Corporation, VA

Description: The project aims at integrating the legacy systems of NEW with their various clients. Involved in the integration of Home Depot and JC Penny. The integration involved handling of various EDI documents like 850, 810, 820, 864 and 997 of versions 3040, 3050 and 4030. These EDI files were picked from the Raptor (FTP Server) and were processed using webMethods Integration Server 6.0 and the data was loaded into the legacy systems. Invoices were generated and were sent to the clients. Trading Networks and EDI technology was extensively used.

Mr. Pendem's responsibilities included:

- Performed detailed analysis of the inbound and outbound EDI documents.
- Designed the EDI Integration Solution Module.
- Configured-processing rules in trading networks to route and validate incoming EDI Documents.
- Developed "VAN-Bridge" that gets files from "Raptor"(FTP Server), delivers files to Sterling Commerce and other related jobs.
- Developed data validation services and error logging services.
- Designed and developed error handling solution.
- 850(Purchase Order-3050, 4030), 810(Invoice-3040, 4030), 820(Remittance Advise, 4030), 864(Text Message-3040) and 997(Functional Acknowledgement) documents were processed/generated.
- Provided migration guidelines from the existing webMethods 4.02 to webMethods 6.0.1

Environment: webMethods Integration Server 6.0.1, Oracle, Trading Networks, Unix, Windows NT

Education

Master of Sciences in Information Technology, Chennai, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

EAI/ESB/SOA Tools

- IIB9.0/10.0
- IBM WebSphere MessageBroker 7.0.0.3/5,8.0.0.2
- IBM WebSphere Integration Developer 6.2, 7.0.0.3
- IBM WebSphere Enterprise Service Bus 6.2,7.0.0.3
- IBM WebSphere Process Server 6.2,7.0.0.3
- WBI MB 5.x, WMB 6.0,6.1
- IBM WBI ICS 4.3
- WebMethods 6.0.1/6.1

Application Servers

- WebSphere Application Server 6.2,7.0
- Apache Tomcat server 4.0
- Java Web Server and Internet Information Server 4.0

B2B Tools

- WBIC
- Axway Synchrony Interchange Server (Cyclone)

- webMethods Trading Networks

Messaging Tools
- MQ Series 5.3/6.0/7.5

Languages
- Java, ESQL
- SQL, PL/SQL
- Visual Basic

Databases
- IBM DB2,
- Oracle 7x, 8x, 9i and SQL Server.

Operating Systems
- MS DOS, AIX
- Windows NT, Windows 2000 and Windows XP.

Development Tools
- Symantec Visual Café
- Edit Plus MS Visual Studio 6.0
- WID 6.2

EDI Standards
- ANSI X12, EDIFACT

XML Standards
- NIEM
- MISMO
- OAGIS

Certifications	IBM Certified Integration Developer - WebSphere Enterprise Service Bus V7.0x
	webMethods 6 Certified Solutions Developer

Training   Attended Corporate Training Program on IBM WBI tools, which includes
- IBM WICS (WebSphere Interchange Server)
- IBM WebSphere MQ Family Products
- IBM WebSphere Business Integration ToolSet (WBI)

Corporate training at PMI (Client)
- IBM Websphere Enterprise Service Bus 6.2.
- IBM Webspeere Process Server 6.2.

Attended IBM Chicago DataPower Event
- IBM DataPower XI50

Attended IBM CastIron training at IBM Detroit, MI

Name: Bharat Moola

Programmer Analyst – Master Data Management

Experience Summary

Mr. Moola brings over 16 years of experience in study, design, analysis, development and implementation of software applications under different environments, including over eight years of experience using DSS/OLAP (data warehousing) tools and MDM. He has almost eight years of experience in BusinessObjects including BOXI R2 (Designer, DESKI, WEBI, Crystal Reports, CMC) and BusinessObjects 5.x, (Supervisor, Designer, Reporter, Broad Cast Agent, and Web Intelligence 2.x), eight years of experience in designing/developing Oracle 9i OLAP cubes, and two years of experience in working on the Cognos tool suite. He has experience in designing/developing the user interface (Universe/Data-Model), developing canned and ad hoc reports, and scheduling and processing of reports using Broad Cast Agent and Supervisor.

Mr. Moola is also experienced in Client/Server Technology and RDBMS, he is proficient in various features of ERwin like forward engineering and backward engineering, and he has expertise in Java development for custom development and interfacing solutions.

Mr. Moola meets or exceeds the RFP requirements for the Programmer Analyst – Master Data Management position. He has:

- More than five years of experience in Informatica (Siperian) MDM and Informatica ETL or comparable software. He has been working as a MDM Implementation Consultant for the past six years on the Connecticut HIE project. He also has experience with Informatica Powermart 5.x.

- More than five years of experience in Oracle database, procedures, and SQL. He is qualified in software development using Oracle and brings good programming skills in SQL. He has eight years of experience in designing/developing Oracle 9i OLAP cubes, and is certified in BusinessObjects XI R2 and Oracle 9i OCP. He has worked with Oracle 8.x/9x, SQL Server 2000, IBM DB2, and MS Access databases.

- Five or more years of Java development experience. He brings expertise in Java development for custom development and interfacing solutions. He has developed application framework using Java.

- Two or more years of experience with integrating Informatica MOM or comparable software with Oracle SOA Suite. He has performed application integration with external systems, and integrated with external systems using Java and Informatica. He has used Informatica and Cognos as the ETL and reporting/OLAP tool. He has worked with Oracle 8.x/9x and has experience with Informatica Powermart 5.x.

- One or more years of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He brings demonstrated deep proficiency in the eligibility and case management business area policies, and domain knowledge in eligibility programs such as SNAP, TANF, child care and Medicaid. He is currently working on the Connecticut HIE project.

- A Bachelor of Science in Computer Science and Engineering, Kakaitya University, Hyderabad, India.

Work Experience

2007-Present	**MDM implementation consultant, State of Connecticut**

ImpaCT will provide a simpler, more accessible eligibility determination process and an integrated platform for the citizens of Connecticut and workers. CT HIE is an online marketplace designed to help more people get insured, improve health care quality, and increase transparency of health care coverage costs.

Mr. Moola's responsibilities include:

- Demonstrated deep proficiency in the eligibility and case management business area Policies and domain knowledge in eligibility programs such as SNAP, TANF, food stamps, childcare and Medicaid.
- Design of reporting solutions for CA products
- Designed, Developed and Maintained Universes by defining joins, cardinalities between tables applying contexts and alias tables to remove cyclic dependencies
- Developed Business Objects Universes with classes, objects and condition objects and developed hierarchies to support drill down reports
- Created complex Condition Objects for easy reporting
- Supported the report developers by helping with understanding the Universe structure for creating new reports
- Extensively used the Business Objects functionality such as Master-Detail, Slice and Dice, Drill Down and Hierarchies for creating WEBI reports
- Created WEBI and DESKI reports using Business Objects functionality like slice and dice drill down, cross tab, master detail tables and formulas, etc.
- Created complex reports by linking data from multiple data providers
- Developed reports using WEBI, DESKI as well as Crystal Reports.
- Perform application integration with external systems.
- Tested all the reports with different scenarios like query balancing, look and feel and formatting of the reports based on the specifications.
- Worked on modifying Business Objects files to create and maintain CA standards.
- Handled Business Objects bugs and issues and Interacted with Business Objects Tech Support in various Occasions and resolved issues related to server and deployment.
- Created a design document and training plan for Business Objects
- Attended BOXI R3 Beta release presentations.

Environment: InfoView, BOXI R2 (CMS, CCM, CMC), Oracle 10g, SQL Server 2005, Oracle 9i, Web Intelligence XI R2, Windows 2000/XP, SQL, PL/SQL, BO scripting, SQL Plus, SQL Server Management Console

| 2006-2007 | Business Objects Designer/OLAP Architect, GE Partnership Marketing Group, IL |

The Business Intelligence platform supports data collection, analysis and reporting needs of various departments within Partnership Marketing Group. The cleaned and aggregated data is available via Business Objects and Discoverer tools to the managers and analysts in various departments. This information is used to track the progress of various sales and productivity initiatives and also for decision support.

Mr. Moola's responsibilities included:

- Information gathering - interacted with the end users to understand the information requirement and select OLAP cube or Business Objects to deliver the needed information
- Analyzed the existing OLTP systems to find the needed information to be moved to the warehouse
- Created mapping document to move the required information from OLTP system to the data warehouse
- Designed and developed universes on multiple OLTP systems hosted on both Oracle and SQL Server databases
- Created complex Condition Objects for easy reporting
- Supported the user community with understanding the universes and creating new reports

- Developed Business Objects Universes Extensively used the Business Objects functionality such as Master-Detail, Slice and Dice, Drill Down and Hierarchies for creating reports
- Created reports using Business Objects functionality like slice and dice drill down, cross tab, master detail tables and formulas, etc.
- Worked in maintenance of multiple universe and document domains for Development and Production Environments.
- Reviewed and tested BO reports
- Created standards for managing the user community and their privileges in supervisor
- Handled Exceptional Errors and Interacted with Business Objects Tech Support in various Occasions and resolved issues related to server and deployment.
- Integrated with External systems using Java, Informatica
- Interacted with Oracle support to solve Oracle OLAP related issues
- Created a high level migration plan for moving reports from BO 5.1.9 to BO XI R2
- Created BOXI R2 Universe and Reports for proof of concept
- Develop Informatica mapping specifications
- Monitor Informatica sessions
- Help Informatica team troubleshoot data load issues

Environment: Business Objects 5.1.x(Supervisor, Designer, Reporter), InfoView, 3 Tier BO, BCA, BOXI R2 (CMS, CCM, CMC), Oracle 9i, Web Intelligence XI R2, Windows 2000/XP, SQL, PL/SQL, BO scripting, PL/SQL Developer, SQL Navigator, Informatica 7

| 2004-2006 | **Business Objects Lead Developer/Designer, GE Consumer Finance, IL** |

GE Consumer Finance owns banks and other financial institutions across the world. The data marts created are mainly used the marketing and finance departments to help make decisions. Most of the user communities create their own ad-hoc reports and IT support is needed to help with complex reporting and also to manage the BO environment

Mr. Moola's responsibilities included:

- Information gathering - interacted with the end users/IT team to understand the business logic and application flow
- Analyzed the existing OLTP systems and designed and managed universes based on the Business Requirements
- Designed, Developed and Maintained Universes by defining joins, cardinalities between tables applying contexts and alias tables to remove cyclic dependencies
- Developed Business Objects Universes with classes, objects and condition objects and developed hierarchies to support drill down reports
- Worked with the data modeling team during the creation of data marts to help optimize the design for reporting
- Supported the end user community in working with the universes and creating new reports
- Created special universe objects to help simplify report design
- Designed complex reports using and in some cases even used obscure Business Objects functionalities and undocumented features of Business Objects
- Analyzed existing reports and identified similar reports and merged them to rationalize the report portfolio
- Maintained multiple universe and document domains for Development and Production Environments.
- Developed universe design standards
- Implemented environment changes like moving the BO server from IIS 5.0 to Apache

- Involved in BO upgrades up to version 5.1.9
- Worked with BO Tech support team to resolve platform issues like using virtual servers for hosting development environment
- Took over the additional responsibility of BO administrator during the absence of the regular BO administrator
- Troubleshooting of Business Objects connectivity and response time issues
- Created BO scripts for automating some of the impact analysis tasks while making modifications to an existing universe
- Studied and delivered a plan for migrating from version 5.1.9 to 6.5

Environment: Business Objects 5.1.x(Supervisor, Designer, Reporter), InfoView, 3 Tier BO, BCA, Windows 2000, SQL, PL/SQL, BO scripting, SQL Navigator

2002-2004 **Business Objects Lead Developer, GE Insurance, IL**

The GE Insurance business provides Life, Casualty and Auto Insurance services. The data warehouse is used primarily by Actuarial and Risk departments to extract reports and analyze the trends. Business Objects is used as the primary reporting tool.

Mr. Moola's responsibilities included:

- Information gathering - interacted with the end users to understand the report requirements and business logic
- Analyzed the reporting requirements and raised universe change requests where needed
- Created complex Condition Objects in the universe for easy reporting
- Trained and supported junior Business Objects developers with technical help
- Created reports with complex formatting using Business Objects functionality like folding sections, hiding unwanted data using cells etc
- Created universe objects using advanced Oracle features like dense ranking etc
- Created complex reports by linking data from multiple data providers
- Developed reports using both Full client and WebI
- Created linked reports to drill down to detail reports
- Developed unit test plans and reviewed the unit test plans created by the other BOI developers
- Tested all the reports with different scenarios like query balancing, look and feel and formatting of the reports based on the specifications
- Created report templates to customize style and structure of the canned reports to maintain company standards.
- Worked with customer in prioritizing report requests for the team and assumed delivery responsibility for all reports assigned to the team

Environment: Business Objects 5.1.x(Supervisor, Designer, Reporter), InfoView, 3 Tier BO, Oracle 8i,Windows 2000, SQL, PL/SQL Developer

2002-2002 **Business Objects Developer, GE Financial Assurance, IL**

GE Financial Assurance provides insurance products and investment products in U.S. and a few other countries. The GEFA data warehouse supported the marketing department with information regarding the progress of a new campaign for a product as well as historical campaign information for analysis purposes. Business Objects reports are created on this data warehouse for helping the marketers get the required information out of the data warehouse.

Mr. Moola's responsibilities included:

- Information gathering - interacted with the end users to understand the technical requirements of the reports
- Reviewed the Business Objects universes and mapped the business requirements to universe elements
- Modified existing Business Objects Universes with new classes, objects and condition objects required for the new reports
- Created reports using Business Objects functionality like slice and dice drill down, cross tab, master detail tables and formulas, etc.
- Created complex reports by linking data from multiple data providers
- Created reports using personal data sources as well as BO universes
- Developed reports using both Full client and Webi.
- Analyzed the issue with drilling in WEBI on ratio objects and discussed with BO Technical support to solve the problem
- Tested all the reports with different scenarios like query balancing, look and feel and formatting of the reports based on the specifications.
- Interacted with end users and collected testing feedback and incorporated into the report fixes/changes as needed
- Involved in scheduling of documents through Broadcast Agent Console
- Created templates for supporting faster development of reports

Environment: Business Objects 5.1.x(Supervisor, Designer, Reporter), InfoView, 3 Tier BO, BCA, Oracle 8i, Windows 2000, SQL, PL/SQL, SQL Navigator

2000-2002	Cognos Lead Developer/Designer, GE Aircraft Engines, OH

GE Aircraft Engines is involved in designing and manufacturing of Engines for commercial and military aircraft. The Customer Relationship Management(CRM) group within GEAE's IT department, envisioned a group of data warehouses / reporting databases to meet the reporting needs of various departments within GE as well as the reporting needs of GE's customers. Informatica and Cognos are used as the ETL and reporting/OLAP tool respectively. Impromptu reports/ Powerplay cubes/visualizer documents are created to support the reporting/dashboard and cockpit requirements.

Mr. Moola's responsibilities included:

- Studied the Siebel CRM system to understand functionality
- Collected reporting requirements from various departments within GEAE
- Participated in the design of reporting databases
- Developed design documents for Cognos reports/catalogs
- Developed application framework using Java
- Developed Cognos Impromptu catalogs and reports
- Developed Cognos Transformer model and reports
- Created Cognos cubes and Powerplay reports
- Analyzed Cognos Visualizer 1.5 functionality
- Created a test plan for testing Cognos 1.5GE functionality (The 1.5GE version was later released as part of Cognos version 6 tool suite)
- Presented the new visualizer 1.5GE tool test results to the customer team along with the impact analysis of the defects
- Managed the rollout of visualizer 1.5GE tool to the users
- Trained users in using the new visualizer 1.5 GE tool
- Coordinated with onshore/offshore teams to deliver reports, cubes and visualizations on schedule
- Published reports/cubes on to intranet and extranet portals

- Created production support plan and disaster recovery plans
- Trained GE's IT team to take over the production responsibility

Environment: Cognos 5 (Impromptu, Transformer, Powerplay, Visualizer), PL/SQL, JAVA, Informatica Powercenter, UNIX shell scripts

| 2000-2000 | **DWH / BO Designer, GE Countrywide, India** |

GE Countrywide is a financial services company based in India. It is involved in the business of personal loans and automobile loans. To support their operations better, a data warehouse was designed which stored both external vendor data as well as internal operational data. Business Objects was chosen as the reporting and analysis tool for the users.

Mr. Moola's responsibilities included:

- Studied the business requirements of the new data warehouse
- Worked as part of the team to create the data warehouse design
- Created the initial database schema
- Worked on ETL strategy document
- Worked on a team to create a document comparing Business Objects /SAS tools
- Created the universe layout

Environment: Oracle 8.0, Business Objects, PL/SQL

| 1999-2000 | **Oracle Express OLAP Designer/Developer, GE Capital Real Estate, TX** |

Oracle Express OLAP Designer/Developer

GE Capital Real Estate based in Dallas, TX (GECRE) is involved in the business of leasing commercial and residential properties across the globe. A client server application called ATLAS collected and stored the information related to the leases. As the current reporting tool was found inadequate for the kind of analysis capabilities desired by the end users, Oracle Express was chosen to provide the needed analysis capabilities. As a technology demonstrator, two cubes are developed for tracking the leasing metrics.

Mr. Moola's responsibilities included:

- Studied the ATLAS application to understand the leasing workflows and metrics
- Discussed with users and collected their requirements and expectations out of the new tool
- Designed and developed the needed OLAP model in Oracle Express
- Developed mockup of the OLAP cubes in ASP to demonstrate the differences
- Presented the cubes to the users and trained the users on its usage
- Worked with the customer IT team to determine the hardware and software requirements
- Developed the extract programs for getting the data from ATLAS
- Developed Express Objects reports based on data from the cube

Environment: HTML, ASP, Oracle 7, Oracle Basic Express, Oracle Express Objects, Personal Express, TOAD

| 1999-1999 | **Quality Assurance Analyst, TCS Quality Assurance Group, India** |

Tata Consultancy Services is a large IT services company. The Quality Assurance Group (QAG) facilitates implementation of organization's quality policies and processes. The

group is also involved in working with project teams to tune the processes to minimize defects in project deliverables. The dissemination of information about new or changed processes is also managed by QAG.

Mr. Moola's responsibilities included:

- Monitored projects to ensure compliance to TCS quality policy and procedures
- Liaised with project managers and group leaders and get their support for new quality initiatives
- Reviewed project plans
- Maintain QAG homepage on TCS intranet
- Led the QAG team preparing for CMM Level 5 audit

Environment: HTML, JAVA, Microsoft Access

| 1998-1999 | **BO Developer, GE Lighting Systems, OH** |

GE Lighting systems has multiple manufacturing facilities. To track costs and inventory information a mainframe system is in place and FOCUS reports are generated by this system. To improve reporting flexibility and reduce the information processing costs, a new data warehouse is developed. Business Objects is used as the reporting tool and Pro*C is used for data loading.

Mr. Moola's responsibilities included:

- Studied and documented the existing FOCUS reports
- Prepared low level design documentation
- Participated in design reviews
- Developed reports using BO/WEBI tools
- Analyzed universe design and raised change requests for universe changes
- Created Pro*C data load programs
- Worked with the UNIX Administrators to schedule the Pro*C program runs.
- Involved in Documentation and Production support

Environment: Business Objects 4, Win NT, UNIX, Oracle 7, Pro*C

| 1998-1998 | **Programmer/Analyst, General Electric Montgomery Ward, IL** |

The project goal is to reengineer the National Parts Center system, which is in IBM 8100 Assembler macro, into an application in CICS, COBOL II with DB2 as the database.

Mr. Moola's responsibilities included:

- Analyzed requirement specifications
- Prepared low level design documents
- Developed the assigned programs
- Prepared unit test plans for the developed components
- Co-developed the system test plan
- Participated in peer reviews and system testing
- Prepared user documentation for specific modules

Environment: VS COBOL II, CICS, DB2, SQL, Expeditor, Endevor

Education

Masters in Electrical Engineering, Kakaitya University, Hyderabad, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Operating System: Unix, Sun Solaris, Windows 95/98/2000/NT, IBM AIX** **Programming Skills: Shell Scripting, PL/SQL, C, C++** **Reporting Tools: Business Objects 4.x/5.x/6.x (Supervisor, Designer, Business objects, Web Intelligence, Broadcast Agent, ZABO) and XI R2 (Desktop Intelligence, WEBI), Cognos tool suite (Impromptu, PowerPlay and Visualizer), Analytic Workspace Manager, Web Development Tools:HTML, ASP, C, C++, Java, PL/SQL, SQL*Loader, Pro*C, COBOL, Fortran** **ETL Tools: Informatica Powermart 5.x** **Databases: Oracle 8.x/9x, SQL Server 2000, IBM DB2, MS Access** **Data Modeling: ERWin 3.5.2 and Erwin r7**
Certifications	**Oracle Certified Professional 9i – Jan 2007** **Business Objects Enterprise XI R2 Certified Professional – Dec 2006** **Project Management Professional (PMP) – Sep 2005** **Certified Software Quality Analyst – Dec 2003** **TCS Six Sigma Green Belt - Sep 2003**

Name: Muralidhar Chalasani

Programmer Analyst – Cognos

Experience Summary

Mr. Chalasani has over 10 years of IT experience with specialization in business intelligence Tools such as Cognos, Tableau, BusinessObjects and Crystal Reports. He has sound knowledge of reporting using Cognos Report Studio, and has developed dash boards using Cognos Report Studio. He has designed, developed and maintained Cognos ReportNet solutions and Power Play (OLAP cube reporting) both for client and web versions of software. He is an expert in the development of OLAP Models and Power Cubes using Cognos Transformer and has customized the Cognos Connection Portal/reports based on user requirements. He has hands-on experience with migration to the Cognos 8 platform in a distributed environment.

He has implemented security using third party LDAP sources (e.g., Sun One, Tivoli) and Cognos Access Manager. He has strong knowledge on installation and configuring the Cognos 10/8/7i tools in distributed environments on Windows and Unix. He has hands-on experience with migrating legacy projects (i.e., BusinessObjects, Crystal Reports, MS Access) to Cognos BI. He also has extensive experience in Tableau Desktop, Tableau Server, Tableau Reader, Public and Mobile in various versions. He is experienced in creating different visualizations using bars, lines and pies, maps, scatter plots, gantts, bubbles, histograms, bullets, heat maps and highlight tables.

Mr. Clahasani meets or exceeds the requirements for the Programmer Analyst – Cognos position. Mr. Clahasani has:

- Ten years of system analysis and programming experience on large scale systems. He worked directly with the customers and finished the given tasks in timely manner. Companies he has worked for include HSBC, ALICO/MetLife, BASF, Michigan State University (MSU), DuPont, and AIG.

- Ten years of experience in BI Modeling/Report Authoring using Cognos 10.2/10.1.1 and 8.x Suite, Cognos Report net 1.1 MR3, Cognos EP Series 7.1/7.2/7.3 and Cognos Enterprise Planning. He has sound skills on Cognos 10/8 Framework Manager to design business models (i.e., physical layer, presentation layer), Star Schema grouping, and dimensions. He brings knowledge of MDX (Multidimensional Expression) Coding and SDK, and has excellent knowledge of data warehousing concepts including Star Schema, snowflake schema, and he has worked on both OLAP and OLTP databases.

- Three years of experience with Java/J2EE and DB2. He designed Cognos Framework Manager Model using DB2 with different views including database view, business view, and presentation view.

- A Bachelor's degree from Nagarjuna University, India in the field of Computers. He also received a Master's in Computer Applications (MCA), University of Madras, India

Work Experience

2013-Present | **BI Developer (Cognos & Tableau), HSBC, Elmhurst, Illinois**

Mr. Clahasani's responsibilities as BI Developer include:

Cognos:

- Understanding and develop business process & Requirements and Interacted with Business Users to identify key performance indicators (KPI).
- Perform analysis of reporting requirements and convert functional specifications

into appropriate technical specifications.

- Involved in peer review process to review the reports created by developers.
- Documented Business requirements, Technical Documents, Test plans, Use cases and Test cases.
- Worked with DW team to add new data items that needs to bring from source data and eventually update the proper data marts for the reporting solutions.
- Designed Cognos Framework Manager Model with different views (Database View, Business View, Presentation View) using DB2.
- Implemented Relational Modeling in Framework Manager
- Implemented security for Data level access, Object level access and Package level access in frame work Manager.
- Created the list, cross tab, repeater and drill-through reports and created the reports in different formats like PDF, XML, HTML, Excel and CSV.
- Created reports ranging from ad-hoc to complex reports using drill through, conditional formatting and cross tab reports
- Created SQL reports using Cognos Report Studio.
- Created jobs and scheduled burst reports using schedule management tool to run daily/weekly and monthly basis and sending reports and report links to users through email.
- Involved in deploying packages and reports from Dev to QA.
- Used Query Analyzer to test/trace the queries performance
- Trained end users in building Ad-hoc reports using Cognos Workspace
- Performed data validation and unit testing of reports.
- Created Tables/Views and Loaded Sample data in Dev Environment using SQL
- Loaded data into staging and Test environments (look-up tables and staging tables)
- Work on HP Quality center tool for creating tickets.
- Tested reports for validity of data against source databases using TOAD / Db Visualizer
- Worked on Business Intelligence and Data warehousing SharePoint website as an Admin.

Tableau

- Preparing Dashboards using calculations, parameters, calculated fields, groups, sets and hierarchies in Tableau.
- Using Multiple Measures like Individual Axes, Blended Axes, and Dual Axes..
- Used Sheet filters to produce multiple chart types in a single view.
- Extensively used calculated fields extensively for different logics for Trend, Extended price calculations for the different cost types.
- Found efficient ways to make tables and graphs which were visually easy to understand and at the same time maintaining the accuracy of the core information content.
- Created dashboards using Tableau desktop and prepared user stories to create compelling dashboards to deliver actionable insights.
- Connected Tableau server to publish dashboard to a central location for portal integration.
- Created visualizations for logistics calculations and departmental spend analysis.
- Participated in the User Acceptance Warranty Testing. Involved in doing security and negative testing of the application.
- Performed Parallel Testing or Production Testing, which ensures that the new system will perform correctly in a production environment and interface correctly with other production systems.
- Created incremental refreshes for data sources on Tableau server.

- Coordinated database middleware issues with DBA's, system performance with System Architects.
- Involved in license management SLA's with Tableau support.
- Migrated/Converted existing Cognos Reports and Xcelsius into Tableau Dashboards
- Defined and created procedures to install Tableau desktop in silent mode.
- Defined best practices for Tableau report development.
- Extensively used Tab admin and Tab cmd commands in creating backups and restoring backups of Tableau repository.

Environment: Cognos BI 10.2/8.4, Cognos Framework Manager, Cognos Workspace, Report Studio, Tableau Desktop 7.0 & Tableau Server ,DB2,Control M, Unix, Toad 11.5 / Db visualizer 6,People Soft, SharePoint

2012-2013

Cognos BI Consultant, ALICO/MetLife, Wilmington, Delaware

Mr. Clahasani's responsibilities as a Cognos BI Consultant included:

- Developed the projects as per agile and RAD methodologies.
- Interacting with business analysts to gather requirements to design and develop the reports.
- Involved in peer review process to review the reports created by developers.
- Worked closely with Business analysts and Data Warehouse team to design the best BI models for reporting and analysis.
- Worked with DW team to add new data items that needs to bring from source data source and eventually update the proper data marts for the reporting solutions.
- Designed and developed Actuarial models in Framework Manager
- Created interactive Dashboards for each client using Cognos Workspace.
- Authored Complex Reports using Report Studio and trained end users in building Ad-hoc reports using Cognos Workspace.

Environment: Cognos BI 10.2/8.4 suite (FM, RS, QS, AS, Cognos Workspace), BSP Meta Manager, SharePoint, SSI, SQL Server 2008 and Windows Server

2012-2012

Cognos BI Consultant, BASF, Raleigh, North Carolina

Mr. Clahasani's responsibilities as a Cognos BI Consultant included:

- Designed Cognos Framework Manager Model with different views (Database View, Business View, Presentation View) using Oracle 9i.
- Implemented stored procedure query subject in Cognos Framework Manager.
- Created users and user groups, assigned user privileges in Access Manager
- Implemented security in Cognos Framework Manager in each level according to business users.
- Interacted with Business Users to identify key performance indicators (KPI).
- Published packages using Cognos Framework Manager to be used for report development.
- Created ad-hoc report using Cognos Query Studio and SQL reports using Cognos Report Studio.
- Created multiple layer reports providing a comprehensive and detail report with drill through facility.
- Created multi-dimensional cubes in Cognos Transformer using Impromptu Query Definition (IQD) generated from Cognos Framework Manager.
- Performed data validation and unit testing of cubes and reports.
- Published cubes to Cognos Connection using Cognos Framework Manager.

- ■ Trained users to make their own ad-hoc reports using Cognos Query Studio.
- ■ Wrote test scripts and queries for reports and cubes to verify data against the database.
- ■ Used PL/SQL scripts to load data from various external files.
- ■ Loaded data into staging and production environments (look-up tables and staging tables).

Environment: Cognos 8.4, 10.1, (Framework Manager, Cognos connection, Analysis studio, Report Studio, Query Studio, Access Manager), Oracle 9i, Toad, Windows

2010-2012   **Cognos BI Consultant, Michigan State University (MSU), East Lansing, Michigan**

Mr. Clahasani's responsibilities as a Cognos BI Consultant included:

- ■ Administer Installation & Configuration of Cognos client Applications , Oracle and PLSQL
- ■ Created metadata model in Framework manager from the data sources such as Oracle and built models using query subjects, query items and namespaces from the imported metadata
- ■ Created data source connections, namespaces, shortcuts and alias in Frame work manager.
- ■ Designed Three Layer model (Database Layer, Business Layer, Presentation Layer) in Framework Manager
- ■ Set the different types of Securities and Setting to the model.
- ■ Used Cognos Framework Manager to build models, packages and publish packages
- ■ Experienced in creating folders, setting permissions and scheduling jobs in the Cognos connection.
- ■ Experienced in Creating Advance / Complex reporting.
- ■ Created Profile reports using Reports studio for HR and Finance deportments
- ■ Participated in discussions with the senior management to Resolve reports issues
- ■ Participated in System testing and Load balance testing and Define Unit Test Scripts
- ■ Migrated Reports from 8.4 to 10.1.1 using Cognos Lifecycle Manager
- ■ Tested and validated the reports and create unit test cases.
- ■ Trained users to create their own ad-hoc reports and standalone reports using Cognos Query Studio and Report Studio.
- ■ Created Tables/Views using SQL
- ■ Verification of the data in the back end database Oracle as well as Frontend SAP HR system
- ■ Maintained version control for Cognos models using Smart CVC and maintained version control for reports.

Environment: Cognos 10.1.1, 8.4 (Framework Manager, Cognos connection, Report Studio, Query Studio), Oracle 11g, PLSQL Developer 7.1, SAP NetWeaver 7.0, Smart CVS 7.1, Windows XP.

2010-2010   **Cognos BI Consultant, DuPont, Wilmington, Delaware (Worked with Infosys)**

Environment: Cognos 8.2, Cognos 7 (Framework Manager, Cognos connection, Analysis studio, Report Studio, Query Studio, Access Manager), Oracle 9i, Toad, Windows, UNIX

2009-2010   **Cognos BI Consultant, AIG Inc., New York, New York**

Environment: Cognos 8.4, 8.4.1 BI Suite (Framework Manager, Cognos connection, Report Studio, Query Studio), Oracle 9i, Windows 2003

2009-2009	**Cognos BI Consultant, QLogic, Aliso Viejo, California**
	Environment: Cognos 8.2 (Frame work Manager, Query Studio, Report Studio, Analysis studio), Business Objects 5.1.3, Oracle 9i, Toad, Windows XP
2008-2009	**Cognos BI Consultant, Guthy-Renker, Palm Desert, California**
	Environment: Cognos 8.2, Cognos 8.3 (Frame work Manager, Query Studio, Report Studio, Analysis studio),Cognos Script Editor, Cognos 7.3(Impromptu, power play transformer), Access Manager, Oracle 9i, TOAD, Windows XP
2008-2008	**Cognos BI Consultant, QLogic, Aliso Viejo, California**
	Environment: Cognos8.2 (Frame work Manager, Query Studio, Report Studio, Analysis studio), Cognos 7.3 (Impromptu, power play transformer), Access Manager, Oracle 9i, Windows XP
2008-2008	**Cognos BI Consultant, Sun Trust Bank, Atlanta, Georgia (Worked with IBM Cognos)**
	Environment: Cognos8.3 (Frame work Manager, Query Studio, Report Studio), Cognos 8.2, SQL server 2005, Windows XP
2007-2007	**Cognos BI Consultant, Kent State University, Kent, Ohio**
	Environment: Cognos8.2 (Query Studio, Report Studio and Framework Manager), Cognos 7 (Impromptu, Power play), Oracle 9i, Sun One Directory Server, TOAD, IIS, windows XP
2005-2006	**Programmer, Everse Corporation, Bangalore, India**
	Environment: PL/SQL, PSP, J developer, Pro * C, UNIX Shell Script, SQL * Loader, JavaScript, Oracle 7.0, Win NT, Sun OS

Education

Master's in Computer Applications (MCA), University of Madras, India.

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**BI Tools:** Cognos 10.2, 10.1.1, 8.x, Cognos EP Series 7i, (Cognos Impromptu, Transformer, Power play, IWR, Upfront, Power play Enterprise server, Access Manager), Cognos Report net 1.1 MR3, Metric Studio, Enterprise Planning, Tableau 7(Tableau Desktop, tabcmd), BO 5.1
	Databases: Oracle 11g, 9i, SQL Server 2000 and 2005, DB2, MS Access 2000
	Operating Systems: Windows XP/2000/NT/9X, UNIX
	Languages: SQL, PL/SQL, C, C++, HTML, XML, Java
	Application Server: Apache Tomcat, Web sphere application server (WAS 6.0)
	Web Servers: Microsoft IIS, IBM HTTP Server (HIS)
	LDAP: Sun One, Tivoli Directory Server
	Migration Utilities: MigS7, Mig Deploy

Other Tools: SAP, Business Objects (BO), Cognos TM1 9.1, SSIS, Data Stage, BSP Meta manager, SharePoint, Toad, MS Visio, Control M

Name: Bhavya Athota

Programmer Analyst – Cognos

Experience Summary

Ms. Athota brings eight years of experience in all facets of application development from business analysis to system design, data analysis, data modeling in data warehousing, development, testing, implementation, and maintenance and incident management. She has worked as an application developer, lead developer, and systems analyst with specialization in the Cognos suite, reporting, ETL, and the Informatica suite of tools.

She brings strong experience in the design, development, implementation and maintenance of data warehouses using the Informatica ETL tool with Oracle, DB2 and SQL server databases on windows and UNIX platforms. She also has expertise in designing, development and deployment of data warehousing and business intelligence applications using Cognos Suite 8/10 and Cognos ReportNet. She is well-versed in developing reporting applications using Cognos Business Intelligence components like Report Studio, Framework Manager, Query Studio, Analysis Studio, Metric Studio and Cognos Connection, and is experienced in developing complex and sophisticated reports.

Ms. Athota meets or exceeds RFP requirements for the Programmer Analyst – Cognos position. She has:

- Over two years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. On the Maryland Health Benefit Exchange project, she acts in the role of Senior Cognos and ETL Developer, performing systems analysis and programming functions for the project..

- Over two years of Cognos experience developing reports and dashboards, as well as knowledge of data warehousing concepts including dimensional data modeling. In her current position she develops Cognos reports and packages based on customer requirements, designs and develops complex reports using Cognos 10.1 Report Studio, Query Studio, and Analysis Studio reports. She develops professional reports in Report Studio and ad hoc reports in Query Studio, and has multiple dashboard reports for multiple packages. She also has expertise in designing, development and deployment of data warehousing and business intelligence applications using Cognos Suite 8/10 and Cognos ReportNet.

- Two years of combined or separate experience with DB2 programming; she has strong expertise in relational database systems such as Oracle, SQL Server, MS Access, DB2 design and database development using PL/SQL developer, SQL PLUS, and SQL-LOADER.

- A Bachelor in Electronics and Communications Engineering, Nagarjuna University, Guntur, India.

Other highlights of Ms. Athota's background include:

- Expert level experience in Data Integration, Data Warehousing and ODS applications using Informatica Power Center 9.5/9.1/8.6/8.1 (Source Analyzer, Warehouse Designer, Mapping/Mapplet Designer, Sessions/Tasks, Worklets /Workflow Manager).

- Strong domain knowledge in health care and health insurance programs. Experience working with Affordable Care Act, HIX, TANF, Medicaid, CHIP, Centers for Medicare and Medicaid Services (CMS) and 1095A &1095B programs.

- Knowledge of Power Exchange for NRT/Mainframe, Power Connect for SAP, Informatica MDM, IDQ, Business Objects, Power Analyzer, OLAP, and OLTP.

- Expert-level mastery in designing and developing complex mappings to extract data

from diverse sources including flat files, RDBMS tables, legacy system files, and mainframe applications.

- Proficient in implementing complex business rules by creating re-usable transformations, workflows/worklets, and mappings/mapplets.
- Strong expertise in relational database systems like Oracle, SQL Server, MS Access, DB2 design and database development using PL/SQL developer, SQL PLUS, and SQL-LOADER.
- Experience in writing SQL queries and views, and PL/SQL programs such as functions, procedures, packages, triggers, cursors, and exception handlers.
- Expertise in preparing and documenting architectural, high and low level design documents, and functional specifications of SDLC projects.
- Expertise in EDI transactions used in the healthcare industry and good knowledge of HIPAA X12.
- Demonstrated analytical ability to understand the business requirement/process, convert the business specification to technical document, data management, and developing and integrating solutions to meet the requirement.
- Experienced in Java, J2EE, and related frameworks.
- Strong in designing, development (coding), testing, implementation and documentation as per industry standards.
- Knowledge of Agile tools and methodologies.

Work Experience

| 2013-Present | **Sr. Cognos and ETL Developer, Maryland Health Benefit Exchange, Maryland** |

Project: Maryland Health Benefit Exchange (MHBE)

Description: The State of Maryland has made a commitment to operate its own health insurance exchange under the Affordable Care Act (ACA). The MHBE provides Maryland residents and small businesses with a means to compare and purchase high-quality affordable health plans. In order for the MHBE to be certified by the Centers for Medicare and Medicaid Services (CMS), core eligibility and enrollment functions, and the necessary support, must be available to consumers.

Key responsibilities in this position include:

- Work with business analysts to correlate business requirements to domain entities and data elements.
- Create functional specifications and work with application technical teams to create the high level and low level design documents.
- Analyze EDI data and validate daily enrollments.
- Analyze all reporting, ETL, and database activities to identify key metadata standards while implementing the architectural decisions.
- Design and develop HIX eligibility rules, TANF, Qualified Health Plans (QHP), and Medicaid enrollment reports.
- Understand QHP and Medicaid application enrollment data and prepare reporting modules.
- Develop Cognos reports and packages based on customer requirements.
- Design and develop complex reports using Cognos 10.1 Report Studio, Query Studio, and Analysis Studio reports.
- Develop professional reports in Report Studio and ad hoc reports in Query Studio; create list reports, cross tab reports, and chart reports.
- Create dashboard reports for multiple packages.
- Use Informatica ETL transformations such as Joiner, Expression, Connected and Unconnected lookups, Filter, Aggregator, Store Procedure, Rank, Update Strategy, Router, and Sequence generator.

- Design and develop mappings, transformations, sessions, and workflows in Power Center to create EDI data from different sources and schedule the batch.
- Use Workflow Manager for workflow and session management, database connection management, and scheduling of jobs to be run in the batch process.
- Work on complex Informatica mappings, mapplets and reusable transformations for different types of studies for daily, monthly, and yearly loading of data.
- Schedule and monitor daily reports and batch jobs for status updates and Carrier acknowledgments.
- Develop flat file and XML reporting packages for 1095A and 1095B functionality to IRS.
- Prepare the implementation plan to deploy ETL jobs and batches in Dev, Test, and Production environments.
- Create UNIX and DOS scripts to connect to SFTP, file system, and file management.
- Work on daily production incidents and triaging the defects.
- Create change requests, problem tasks, and incident management in service now.
- Implement efficient and effective performance tuning procedures.
- Responsible for maintaining the quality standards in all phases.

Environment: Cognos 10 Suite, Informatica Power Center/Power Mart 9.1, Service Now, Workflow Manager, Workflow Monitor, Oracle 11g, PL/SQL Developer, Shell Scripting, and DB2.

| 2011-2013 | **Sr. Cognos and ETL Developer, Target Technology Services – Healthcare** |

Project: Daily Sales Percent

Description: Target Corporation (Target) is a leader in general merchandise retailing and provides exceptional value to its consumers through multiple retail formats, including www.target.com. Target is the second largest general merchandize retailer in the U.S. This project involved calculating, tracking, and reporting on daily sales information in the database.

Key responsibilities in this position included:

- Analyzed source data coming from different sources and working with business users and developers to develop the model.
- Created functional specifications and work with application technical teams to create the high level and low level design documents.
- Interacted with the business to obtain requirements and provide optimal solutions.
- Prepared functional specifications per the requirements.
- Translated requirements into business rules and made recommendations for an innovative IT solution.
- Worked closely with user decision makers to develop the transformation logic to be used in Informatica Power Center.
- Developed Cognos Reports and packages based on customer requirements.
- Developed standard templates, dashboard reports, standard reports, and charts.
- Created jobs to schedule reports in the Cognos connection.
- Created bursting reports and multilingual reports bases using Report Studio.
- Used transformations like Joiner, Expression, Connected and Unconnected lookups, Filter, Aggregator, Store Procedure, Rank, Update Strategy, Router, and Sequence generator.
- Identified and tracked the slowly changing dimensions and heterogeneous sources, and determined the hierarchies in dimensions.
- Used Workflow Manager for workflow and session management, database connection management and scheduling of jobs to be run in the batch process.
- Developed number of complex Informatica mappings, mapplets and reusable

transformations for different types of studies for daily, monthly, and yearly loading of data.

- Fixed invalid mappings and tested stored procedures.
- Created reusable transformations and reusable mapplets for use in Mappings.
- Extensively used environment SQL commands in workflows prior to extracting the data in the ETL tool.
- Used stored procedures to create a standard time dimension, and drop and create indexes before and after loading data into the targets.
- Removed bottlenecks at source level, transformation level, and target level for the optimum usage of sources, transformations, and target loads.
- Worked on daily production incidents and triaging the defects.
- Create change requests, problem tasks, and incident management in service now.
- Implemented efficient and effective performance tuning procedures.
- Tuned source system and target system based on performance details; when source and target were optimized, sessions were run again to determine the impact of changes.

Environment: Cognos 8, Informatica Power Center/Power Mart 9.1, Service Now, Workflow Manager, Workflow Monitor, Oracle 11g, PL/SQL Developer, SQL Server 2008, Mainframe flat files, Shell Scripting, and DB2.

| 2009-2011 | **Cognos and ETL Developer, Target Technology Services - Healthcare** |

Project: Pharmacy Accurate Inventory

Project Description: In addition to general merchandise retailing, Target Corporation (Target) provides retail pharmacy services to consumers. This project involved tracking inventory and reporting for the pharmacy system.

Key responsibilities of this position were similar to those of the Target Technology Services position above and also included:

- Involved in dimensional modeling to design and develop STAR Schemas using POWER DESIGNER to design fact and dimension tables.
- Implemented the DW tables in a flexible way to cater to future business needs.
- Deployed reports, packages, and folders from DEV to UAT and from UAT to PROD environments.
- Developed filters, calculations, prompts, conditions, and created various reports, using Cognos Report Studio for users.
- Worked closely with user decision makers to develop the transformation logic to be used in Informatica Power Center.
- Interfaced with and supported QA/UAT groups to validate functionality.

Environment: Cognos 8, Informatica Power Center/Power Mart 9.1, Power Center Designer, Workflow Manager, Workflow Monitor, Oracle 11g, PL/SQL Developer, SQL Server 2008, Mainframe flat files, Shell Scripting, and DB2.

| 2009-2011 | **Informatica Developer and Analyst, Cisco Systems** |

Project: Product Acceleration and Support Services

Project Description: Cisco Systems, designs, manufactures, and sells Internet protocol and other products related to the communications and IT industry worldwide. This project was to provide services in analyzing, developing, and testing every component of the Cisco product. Quality and reliability were tested with respect to each supplier to satisfy the customer requirements at the end of production.

Key responsibilities of this position included:

- Worked with Power Center Designer tools in developing mappings and mapplets to

extract and load the data from flat files and SQL server (source) to Oracle (target).

- Created different transformations for loading the data into targets using various transformations and also involved in creating data marts.
- Created reusable transformations and mapplets to use the transformation logic in multiple mappings.
- Scheduled sessions on the Informatica server using Informatica Workflow Manager.
- Implemented performance tuning logic on targets, sources, mappings, and sessions to provide maximum efficiency and performance.
- Written data loading stored procedures and functions using PL/SQL from source systems into operational data storage.

Environment: Informatica Power Center/Power Mart 8.6, Power Center Designer, workflow manager, workflow monitor, PL/SQL Developer, SQL Server 2008, Mainframe flat files, Shell Scripting, and DB2.

Education

Bachelors of Science, Electronics and Communications Engineering – Nagarjuna University, Guntur, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	Reporting/BI Tools: Cognos 8.1/8.2/8.3/8.4/10.1 Suite, Framework manager, Report Studio, Analysis Studio, Cognos Connection, Query Studio, Scheduler, COGNOS PowerPlay Transformer
	ETL & Other Tools: Informatica Power Center 9.5/9.1/8.6/8.5/8.1, Power Designer, Informatica Analyst and Data Analyzer, Cognos Reporting, PL/SQL Developer, SQL *Plus, SQL *Loader, TOAD, Putty, WINSCP, Service now, ITSM
	Languages: SQL, PL/SQL, Java, J2EE and Unix scripts, Embedded C
	Methodologies & Techniques: Service Management, Agile Methodologies, Master Data Management, Data migration/cleansing/validation techniques
	Application Server: WAS, JBOSS, Apache Tomcat
	Databases: Oracle 11g/10g/9i/8i, DB2, MS SQL Server
	Markup Languages: XML, HTML, DHTML, DOM, CSS

Name: Sai Kamasani

Programmer Analyst – ETL

Experience Summary

Mr. Kamasani has more than seven years of experience using DB2 LUW, Teradata, Oracle, Erwin, and Informatica. He also data warehousing experience in the areas of data administration, physical database design, system architecture, database performance tuning, and ETL design and development. He has expertise converting logical data models into physical database designs using IBM Data Architect, ERwin, system implementation, performance tuning, and support. He is skilled in large-scale multi-terabyte initial database load and ongoing update techniques, backup and recovery requirements and is knowledgeable in Informatica, Datastage ETL tool, and UNIX Shell scripting. He has database utility experience including reorg, runstats, rebind, export, import, load, auto-load, backup, restore and recover database utilities.

Mr. Kamasani has hands on experience with IBM MVS Mainframe environment using JCL, TSO and ISPF. He has DB2 system, instance, and database security and auditing experience using table definitions, triggers, data replication, and automated monitoring and alerting of security events recorded by the DB2 Audit Facility.

He brings expertise in development support activities including installation, configuration and successful deployment of changes across all environments as well as expertise in collecting, analyzing and performing system level tuning of databases. He has extensively worked with OLAP tools such as BusinessObjects 6.5 and Cognos, and has a demonstrated ability in grasping new technical and business concepts and using those concepts. He has excellent communication, interpersonal skills and has a strong ability to work as part of a team and as well as handle independent responsibilities.

He has the following specific qualifications that meet or exceed RFP requirements:

- More than five years of system analysis and programming experience on large scale systems, including working directly with customers to define their needs and product outputs satisfying those needs in a pre-determined time frame. He has more than seven years of experience using DB2 LUW, Teradata, Oracle, Erwin, Informatica and also data warehousing experience in the areas of data administration, physical database design, system architecture, database performance tuning, and ETL design and development. He has experience in providing production support to various ETL jobs and developing various UNIX shell wrappers to run database jobs.

- More than two years of Oracle Warehouse Builder and PL/SQL experience to create ETL scripts and mappings for an integrated eligibility data warehouse, as well as knowledge of data warehousing concepts including dimensional data modeling. He has strong experience in SQL, PL/SQL, procedures, functions, and triggers. He also has experience in data modeling using dimensional data modeling techniques like Star Schema modeling and snowflake modeling.

- A BTECH in Mechanical Engineering from JNT University, and a Master of Science in Industrial Engineering from Wayne State University

Work Experience

2015-Present
Senior Database Administrator, Massachusetts Health Connector, State of Massachusetts

Mr. Kamasani's responsibilities include:

- Creating primary database storage structures (tablespaces) after application developers have designed the application (MA-health Exchange)
- Developing various backend application programs, such as Views, Functions,

Triggers, Procedures and Packages using SQL and PL/SQL language for the top management for decision making

- Optimizing SQL statements and PL/SQL blocks by analyzing the execute plans of SQL statement and created and modified triggers, SQL queries, stored procedures for performance improvement
- Modifying the database structure(DDL/DML), as necessary, from information given by application developers
- Controlling and monitoring user access to the database
- Monitoring and optimizing the performance of the database, SQL/PL-SQL tuning
- Planning for backup and recovery of database information
- Involved in writing Complex SQL and PL-SQL code to fix production defects.
- Training developer of best practices used in writing SQL and PI-SQL code
- Automating DBA daily tasks and reports generation for higher Management on Space/CPU utilization, dead locks held, daily active/inactive users, healthchk, etc.

2012-2015   **Senior Database Administrator, NYHBE, Computer Sciences Corporation. New York**

Mr. Kamasani worked on the New York Health Benefit Exchange (NYHBE) project. He was involved in developing conceptual, logical and physical data model for plan management, eligibility and enrollment and SHOP modules using IBM InforSphere Data Architect. He gained extensive experience in execution of utilities and tools such as LOAD , EXPORT, REORG, REORGCHK, RUNSTATS, db2advis, db2expln, Data Studio, Optim Performance Manager. He analyzed complex and long running SQL queries using Visual explain and then optimized them using Design Advisor and other tools.

Mr. Kamasani's responsibilities included:

- Performed DB2 LUW Database backup and recovery with online full and incremental backups, online and offline transaction log archiving, restore and roll-forward (including redirected restore), and recover database utilities
- Involved in recommending db2 dbm and db configuration settings to improve performance
- Involved in capacity planning and storage recommendations to support 24/7 shop.
- Maintained and tuned NYHBE Production and Development systems. Supported application development time lines by implementing designs as well as incremental changes to database definition in a timely manner into production and non-production systems
- Involved in creating and maintaining database objects like Schemas, tables, tablespaces, Storage groups, views, Stored Procs, MQTs, Indexes
- Developed shell scripts to capture benchmarks for performance of database. Captured and maintained capacity planning reports including CPU, MEMORY, I/O, Disk Space, and Projected utilization based on future business requirements
- Developed NYHBE database security strategy to provide access to large number of users in production environment.
- Involved in converting hCentive MySql database to DB2 LUW
- Involved in developing database naming standards, DBA operational guide for NYHBE DB
- Performed and monitored deployments to Prod and Non-Prod Environments
- Involved in upgrading DB2 servers to latest fix pack levels, migrating servers, instances, and databases to DB2 v10.1
- Implemented DB2 high availability disaster recover (HADR) across data centers
- Involved in implementing DB2 STT (system-period time temporal tables) to capture historical data
- Involved in weekly, monthly and annual reports design and development using IBM

Cognos
- Provided 24/7 NYHBE OLTP production support

2010-2012

Data Warehouse Administrator/Developer, Computer Sciences Corporation, New York

Mr. Kamasani was involved in meetings to gather information and requirements from the clients and created mappings for the eMedNY Data Warehouse. He was involved in Data Modeling using the ERwin Data Modeling tool and implemented access rights mechanisms to the Data Warehouse using restricted views, macros and roles.

Mr. Kamasani's responsibilities included:

- Managed and monitored Teradata databases using Teradata Manager and Teradata Administrator
- Created and modified Teradata objects like Databases, Users, Profiles, Roles, Tables, Views, Indexes, Macros, and Stored Procedures etc.
- Space management including PERM, TEMP and SPOOL space for the users and databases. Calculating the capacity and forecast the space proactively
- Monitored and maintained a production Teradata database environment, including runtime optimization, capacity management and planning, security, configuration, scheduling, and execution of maintenance utilities
- Created various cntllibs, Proclibs, Jcllibs programs and datasets in mainframe TSO ISPF 6.0.
- Involved in unit testing, systems testing, integrated testing and user acceptance testing.
- Involved in detail design documentation as per the client requirements.
- Provided 24/7 and 365 production Teradata System's troubleshooting support

2008-2009

Senior Teradata Developer, Union Pacific, Nebraska

Union Pacific operates North America's premier railroad franchise, covering 23 states in the western two-thirds of the United States. The projects involve developing Applications for tracking Rail car Utilization and ways to improve utilization, was also involved in developing application for tracking Hazmat cars and reporting the data to various emergency agencies as mandated by federal regulations. The projects involved sourcing data from various heterogeneous sources like Oracle OLTP and Mainframe datasets.

As the Senior Teradata Developer, Mr. Kamasani's responsibilities included:

- Created Fast Load, Fast Export, Multi Load, TPUMP, BTEQ to load data from Oracle database and Flat files
- Developed a number of Informatica Mappings, Mapplets and Transformations to load data from relational and flat file sources into the data mart
- Used Informatica debugging techniques to debug the mappings and used session log files and bad files to trace errors occurred while loading
- Involved in meetings to gather information and requirements from the clients
- Converting Logical models into physical models using data modeling software like Erwin
- Involved in Designing the ETL process to Extract translate and load data from OLTP Oracle database system to Teradata data warehouse
- Used BTEQ and SQL Assistant (Query man) front-end tools to issue SQL commands matching the business requirements to Teradata RDBMS
- Modified BTEQ scripts to load data from Teradata Staging area to Teradata data mart

- Developed scripts to load high volume data into empty tables using FastLoad utility
- Used FastExport utility to extract large volumes of data at high speed from Teradata RDBMS
- Created series of Macros for various applications in TERADATA SQL Assistant
- Performance tuning for TERADATA SQL statements using Teradata EXPLAIN command
- Creating Mainframe datasets, submitting JCL, check the dataset files using File-Aid
- Responsible for trouble shooting, identifying and resolving data problems
- Worked with analysts to determine data requirements and identify data sources, provide estimates for task duration
- Converting existing Oracle/SQL Server data into Teradata
- Gather information from different data warehouse systems and loaded into warehouse using Fast Load, Fast Export, Multi Load, BTEQ, Teradata parallel transporter (TPT) and UNIX shell scripts
- Involved in unit testing, systems testing, integrated testing and user acceptance testing
- Involved in 24x7 production support

| 2008-2008 | **Database Developer, Sprint, Kansas** |

Sprint is one of the leading mobile companies in United States. The data warehouse of sprint is comprised of different databases like Oracle, SQL Server, DB2, Teradata, etc. The basic idea of the project was to make a single data warehouse shutting down all the databases, called One Sprint Financial Information System (OSFIS). The One Sprint FIS data warehouse was built on Teradata.

As a Database Developer, Mr. Kamasani's responsibilities included the following activities:

- Involved in meetings to gather information and requirements from the clients
- Involved in Designing the ETL process to Extract translates and load data from OLTP Oracle database system to Teradata data warehouse
- Sorted the Extraction from heterogeneous source systems, like Oracle, Teradata internal and external flat files and building of the Transformations and Loading formatted data into the Multi-file and Serial files during the intermediate and the final stages of the processes (ETL) using Informatica
- Technical expert in the areas of relational database logical design, physical design, and performance tuning of the RDBMS
- Extensive knowledge in writing Unix shell scripts and experience in Data Warehousing concepts and Data modeling
- Developed logical and physical data models that captured current state/future state data elements and data flows using ERwin
- Performed tuning and optimization of database configuration and application SQL
- Defined database backup and recovery strategies, implement and administer
- Extensively used ETL to load data from Oracle database and Flat files.
- Responsible for trouble shooting, identifying and resolving data problems
- Worked with analysts to determine data requirements and identify data sources,

provide estimates for task duration

- Developed Oracle PL/SQL stored procedures, Functions, Packages, SQL scripts to facilitate the functionality for various modules
- Converted existing Oracle/SQL Server data into Teradata
- Gathered information from different data warehouse systems and loaded into One Sprint Financial Information System Consolidated model using Fast Load, Fast Export, Multi Load, BTEQ, TPT and UNIX shell scripts
- Involved in unit testing, systems testing, integrated testing and user acceptance testing.

2006-2006   **Oracle Developer, Harvard Pilgrim Health Care, Massachusetts**

Harvard Pilgrim Health Care is a not-for-profit, full-service health benefits company serving more than one million members primarily in Massachusetts, New Hampshire and Maine.

As an Oracle Developer, Mr. Kamasani's responsibilities included the following activities:

- Involved in meetings to gather information and requirements from the clients
- Created Custom Triggers, Stored Procedures, Packages and SQL Scripts
- Technical expert in the areas of relational database logical design, physical design, and performance tuning of the RDBMS
- Tuned complex Stored Procedures for faster execution and Developed database structures, according to the requirements
- Created various SQL and PL/SQL scripts for verification of the required functionalities
- Worked on various backend Procedures and Functions using PL/SQL
- Involved in Interacting with users, error fixing by enhancing PL/SQL package
- Involved in converting existing Oracle data into Teradata
- Involved in production support

Education

BTECH – Mechanical Engineering, JNT University
Master of Science – Industrial Engineering, Wayne State University

Technical Skills

Hardware,
Software,
Languages,
Operating
Systems, etc.

Operating Systems: Unix, Windows and MVS
Databases: DB2LUW, Teradata, Oracle and SqlServer
Languages: SQL, JCL, Shell Scripting, C, C++
Tools and Utilities: SQL Assistant, TOAD, Business Objects, IDA, IBM Data studio, db2top, db2mon, db2pd, db2expln, db2exfmt, db2diag, BTEQ, FastLoad, MultiLoad, Teradata Administrator, PMON, Teradata Manager, NetBackup, NetVault, top, vmstat.

Certifications   **Teradata Certified Professional TD12,V2R5**

Oracle Certified Associate OCA

Training   **Received Medicaid Program and eMedNY System orientation and training including an overview of the Medicaid Program and functional description of the NYS eMedNY System**

Completed M102: MongoDB for DBA's training

Name: Rooma Chandran

Batch Monitor

Experience Summary

Ms. Chandran brings more than eight years of global IT experience leading major development projects in mainframe and web application systems in the retail Industry. She is an IT professional proficient in IBM mainframe operations. She has solid experience in all phases of the Waterfall SDLC model, has excellent mainframe coding skills using COBOL, CICS, DB2, SQL, VSAM, and is experienced in developing web project prototypes using HTML and development skills using J2EE.

Ms. Chandran meets or exceeds the RFP requirements for the Batch Monitor position. She has:

- More than five years of IBM mainframe TSO, ISPF, and JCL experience. She brings more than eight years of extensive knowledge and experience in COBOL, CICS, JCL, SQL, DB2, VSAM, FILE-AID, TSO/ISPF, and the CA7 Scheduler.
- More than three years of experience monitoring nightly batch operations using Control-M or similar job scheduling tools. She has run and monitored JCL nightly jobs, set up parameter card libraries and members to be used as input instead of passing the parameters within the JCL, monitored all mainframe system activity for multiple clients, and identified batch failures for select clients, correcting and restarting when possible; escalating to on call support when necessary.
- A Bachelor of Engineering in Computer Science, Mangolore University, Mangolore, India. She is also an Infosys certified professional in the Retail Domain and an Infosys Certified Mainframe Professional..

Work Experience

2015-Present | **Technology Lead, The Gap Inc., Pleasanton, California, USA**

The Gap Inc. is a global specialty retailer operating retail and outlet stores selling casual apparel, accessories and personal care products for men, women and children under the Gap, Banana Republic, and Old Navy brands. The Company operates stores in the United States, Canada, the United Kingdom, France and Japan.

Ms. Chandran's responsibilities include:

- IT Lead in Revenue Accounting (RA) department which is responsible for accounting & operational functions related to Gap Inc.'s revenue recognition.
- Support system which takes care of processing of sale transactions at Gap Inc. stores and feeding the sales, traffic and payroll data to different downstream applications.
- Support system which generate various reports for Business Partners to review on daily, monthly & weekly basis.
- Support system which creates settlement data for transactions to be settled by various banks & settlement vendors.
- Set up parameter card libraries and members to be used as input instead of passing the parameters within the JCL.
- Perform Unit Testing on all batch jobs. Modify and re-compile programs as required to achieve desired results.
- Responsible to complete all the tasks for RA department in the BCP exercise.

2009-2015 **Technology Lead, Delhaize America Shared Services Co., Scarborough, ME, USA**

Delhaize America is a grocery store chain retailer operating with the brand names as Hannaford Bros. Co in the North east USA and Food lion stores in the South East USA. The retailer has implemented various supply chain systems that include a complete automated ordering system in its warehouse and DSD operations, a common supply chain system at Hannaford and Food lion stores during the merger, transitioning the database to DB2 from IDMS etc.

Ms. Chandran's responsibilities included:

- Engage in requirement gathering meetings with IT & Business team for various projects & analyze the outlined requirements.
- Create detailed timeline for each phase of SDLC.
- Create SOWs and responsible for getting required sign-offs to start with the project.
- Create estimates, resource plan & conduct KT sessions to offshore teams.
- Conduct design presentations for IT & Business team.
- Manage offshore teams & get the development done.
- When required, based on workload; take up code development.
- Create detailed system integration & user acceptance test plans.
- Responsible for code reviews and making sure it is efficient & has tuned SQL queries.
- Test the performance of the code in terms of CPU consumption & total execution time.
- Prepare status reports and conduct regular meetings with IT & Business team to get everyone on the same page.
- Run and Monitor JCL nightly jobs.
- Call out showstoppers immediately and figure out the action item & optimal solution without affecting the budget or project timeline.
- Work with DBAs to check the DB2 performance.
- Work with scheduling team to set up new jobs and lay down action items for them at the time of implementation.
- Create detailed documentation for new projects.
- Assist users in User Acceptance Testing.
- Keep track of milestones achieved and share with IT & Business teams.
- When external vendors are involved, conducted regular meetings with them to go over the progress of project and make sure there are no gaps or mismatch with the signed off requirements.
- Every vendor has different requirements, in such scenarios, I always made sure to call out the achievable target for all of them and made sure they all sign off & are happy with the product to be delivered.
- Create detailed training documents for Business & Vendor teams and also train them if it's a new application.
- On-going support provided to IT, Business & Vendor teams after the project implementation.
- Kept an open calendar especially during Thanks Giving & Christmas times to assist Business teams when issues are highly expected.

2006-2009 **Systems Analyst/ Developer, State of Arkansas – MMIS, Little Rock, AK**

Ms. Chandran's responsibilities included:

- Generated operational documents to guide the configuration of deployed applications on mainframe Medicaid MIS (MMIS) for State of Arkansas
- Reviewed business requirements and clarified requirement notes using modeling

language and graphical Visio diagrams
- Created functional design documents to map technical approach to business requirements
- Created technical design documents to detail the technical approach and tools required
- Served as the specialist to construct the technical approach
- Served as application support for automation of Positive Pay and provider disbursements.

Education

Bachelor of Engineering in Computer Science, Mangolore University, Mangolore, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.	**Languages: COBOL, CICS, JCL, Easytrieve, SQL for RDBMS, SHELL scripting, Java, HTML** **SDLC Methodology: Waterfall model** **Domain: Retail** **Specification: Warehouse management system / Supply chain Management** **Application Server: Web Sphere Application Server, Clerity** **Mainframe Tools: TSO, SDF2, SPUFI, Trace Master, Dump master, Workbench, Extra PC Client, Freeze Frames, Abend Aid, IOA, $avers, QW, SMF/RMF, TMON, TSO/ISPF** **3rd party systems / Tools understanding: IBM Data Studio, CAWA Job Scheduler, Serena Dimensions CM, Vista Plus, SAP F&R (Forecasting and Replenishment), Rational Application Developer (RAD), EDI850.** **Data Access and Tools: Flat file, VSAM, QSAM, Arrays, MQ, File aid, Insync** **BMC Utilities: Explain, workload analysis, Catalog Manager, ADUUMAIN, AMUUMAIN** **Database: DB2** **Database processing and techniques: Embedded SQL, Stored procedures, Joins, Cursors, Multi row fetch, ER Studio, Insync, XMIT, Fax** **Microsoft Office Tools: Word, Excel, Visio, Outlook, Presentation, project planner** **IBM Utilities: DFSORT, ICETOOL, ICEGENER, DSNUTILIB, IDCAMS, IEBPTPCH** **Performance Testing Techniques: TMON Reporting, Load runner** **Operating Systems: Windows XP/7/8, Linux, MVS, Z/OS** **Version Control: MS Visual Source Safe, Rational Clear Case**
Certifications	**Infosys certified professional in Retail Domain** **Infosys certified Mainframe Professional**

Name: Bandanawaz Mulla

Data Custodian – Master Data Management

Experience Summary

Mr. Mulla brings more than 11 years of IT industry experience encompassing a wide range of skill set, roles and industry verticals. He has extensive experience with analysis, design, development, maintenance and migrations of legacy applications from different technologies. He has work with business SME's, solution architects, and information architects on finalizing designs and standards. He has been a Metadata Architect responsible for providing metadata strategy and design using Informatica Metadata Manager and InfoSphere Business Glossary. He brings more than four years of data warehousing and data integration solutions experience using Informatica PowerCenter (8.6 and 9.1 versions).

Mr. Mulla meets or exceeds the RFP requirements for the position of Data Custodian – Master Data Management (MDM). Mr. Mulla has:

- More than five years of experience with Informatica MDM/Siperian software administration or comparable software. He has expertise in improving operations and the decisions making process through MDM, and expertise in Informatica MDM to perform data cleansing, de-duping and data corrections. He has resolved inconsistent and duplicate data to support strategic goals by employing MDM, and cleansed the data using MDM techniques.

- More than five years of experience with Informatica ETL Development administration or comparable software. He has extensively worked in developing ETL programs for supporting data extraction, transformations and loading using Informatica PowerCenter. He has also extensively worked with Informatica performance tuning involving source level, target level and map level bottlenecks. He has over four years of data warehousing and data integration solutions experience using Informatica PowerCenter (8.6 & 9.1 versions). He has worked with several facets of the Informatica PowerCenter tool - Source Analyzer, Data Warehousing Designer, Mapping & Mapplet Designer and Transformation Designer, and been involved in the development of Informatica mappings for better performance.

- More than three years of Oracle development/DBA experience. He is proficient in developing SQL with various relational databases like Oracle, SQL server, Teradata and DB2. He has extensively used ETL to transfer and extract data from source files (flat files and Oracle) and load the data into the target database.

- More than two years of Java programming experience. He has more than five years of development experience using Java and Object Oriented Programming. He has created custom adapters using Java and Java Frameworks. He is also experienced with dimensional modeling using Star Schema and snowflake models.

- More than one year of experience with public assistance programs such as TANF, SNAP and Medical Assistance. He has worked on the California MMIS project for multiple years where he created analysis of source systems, business requirements and identification of business rules. He also worked with WellPoint in its health insurance business.

- A Bachelor of Engineering in Electronics and Communication from Visveswaraiah Technological University in Belgaum, Karnataka, India.

Work Experience

2014-Present   **State of California, IBM Global Services**

Description: The client processes payments to health care providers of the Medi-Cal fee-

for-service program, including physicians, pharmacies, hospitals and other providers. The team basically coordinates health care services for more than seven million Medi-Cal beneficiaries from 80,000 health care providers throughout an American State.

Mr. Mulla's responsibilities include:

- Created analysis of source systems, business requirements and identification of business rules.
- Responsible for developing, support and maintenance for the ETL (Extract, Transform and Load) processes using Informatica PowerCenter
- Worked on complex mappings, mapplets and workflow to meet the business needs ensured they are reusable transformation to avoid duplications.
- Extensively used ETL to transfer and extract data from source files (Flat files and oracle) and load the data into the target database.
- Documented Mapping and Transformation details, user requirements, implementation plan and schedule.
- Created Custom Adapters using Java and Java Frameworks.
- Designed and developed efficient Error Handling methods and implemented throughout the mappings. Responsible for Data quality analysis to determine cleansing requirements.
- Worked with several facets of the Informatica PowerCenter tool - Source Analyzer, Data Warehousing Designer, Mapping & Mapplet Designer and Transformation Designer. Development of Informatica mappings for better performance.
- Responsible for Performance Tuning at the Mapping Level, Session Level, Source Level and the Target Level for Slowly Changing Dimensions for Data Loads
- Resolved Inconsistent and Duplicate Data to Support Strategic Goals by employing MDM
- Identify Data Items for Masking Data.
- Configured the sessions using workflow manager to have multiple partitions on Source data and to improve performance. Understand the business needs and implement the same into a functional database design
- Prepared Unit/ Systems Test Plan and the test cases for the developed mappings.
- Responsible for team members' work assignment and tracking.

Tools & Environment: Informatica PowerCenter, Oracle 11g, Java, flat files, Toad, windows, Lotus notes & OS-390

| 2012-2014 | **WellPoint Inc., IBM Global Services** |

Description: WellPoint, Inc. is the largest health benefits company in terms of commercial membership in the United States. Through its networks nationwide, the company delivers a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services, along with a wide range of specialty products such as life and disability insurance benefits, dental, vision, behavioral health benefit services, as well as long term care insurance and flexible spending accounts.

Mr. Mulla's responsibilities included:

- Analyzed the source system and involved in designing the ETL data load.
- Developed/designed Informatica mappings by translating the business requirements.
- Worked in various transformations like Lookup, Joiner, Sorter, Aggregator, Router, Rank and Source Qualifier to create complex mapping.
- Cleansed the data using MDM techniques
- Involved in performance tuning of the Informatica mappings using various components like Key range partitioning to ensure source and target bottlenecks were removed.
- Implemented documentation standards and practices to make mappings easier to

maintain.

- Extensive SQL querying for Data Analysis and wrote, executed, performance tuned SQL Queries for Data Analysis & Profiling. Extracted business rule and implemented business logic to extract and load.
- Worked with Teradata utilities like FastLoad, MultiLoad & Teradata SQL assistance.
- Involved in automating retail prepaid system process. Created packages and dependencies of the processes.
- Used Autosys for scheduling various data cleansing scripts and loading processes; maintained the batch processes using UNIX Scripts.
- Monitor & troubleshoot batches and sessions for weekly and monthly extracts from various data sources across all platforms to the target database.
- Tuned the mappings by removing the Source/Target bottlenecks and Expressions to improve the throughput of the data loads.
- Prepare weekly & bi-weekly reports on CQ & break fix implementation status to business.
- Representing the project/change in Release management meeting, getting all stake holder approvals for production implementation and coordinating production implementation.

Tools & Environment: Informatica PowerCenter, Informatica MDM, Java, Oracle 11g, flat files, Toad, windows, Lotus notes & OS-390

2010-2012

CA-MMIS, IBM Global Services

Following were the responsibilities as an EDI/Gentran specialist and senior system engineer that Mr. Mulla held:

- To make sure Gentran tool is running, configured on each CAMMIS POS(Point Of Service) regions on daily basis.
- Closely monitoring the Real Time (RTE) Gentran/EDI (Electronic Data Interchange) Product for Point of Sale (POS) application transaction and making sure the translation subsystem validates EDI standards, performs compliance checking, performs mapping to and from EDI standards, performs error rejection, completes acknowledgment processing, and enables file splitting.
- When there are rejections in a EDI transaction, work with the business partners/ vendor/providers to update EDI standard rules if required in input data.
- Update the transaction & application mappings in Gentran tool whenever there is business need.
- Analyzing the requirements from the customers, vendors, coordinating with the technical leads and providing resolution of technical issues.
- Helping the development team by clarifying the complex functional/technical queries and understand the business and system.
- Developing the complex functional / technical solutions and code, review and test the enhancements to meet the requirements of the business and delivering and releasing the project deliverables to the management on time.

Environment: Multiple Virtual Storage mainframes, Time Sharing Option/ Interactive System Productivity Facility, Common Business Oriented Language(COBOL), Customer Information Control System(CICS), VSAM, Job Control Language(JCL), Endevor, CA7, IAM, Abend-Aid, File Manager, MQ Series ,Xpeditior, IBM debugger, Socket communication,PM4Data,WAAP Utilities, DYL280

2008-2010

AT&T (LINK-BRMS applications), IBM Global Services

Description: LINK application was developed by SNET in1988 as an Online Sales Tool that displays all aspect of customer information. This application is used by AT &T reps,

Service Consultant & Sales Executives in assisting Connecticut Business Customers. BRMS: Business Reference Manual System was developed in 1988 by SNET and was used as online information manual system that provides Yellow Page heading, Street Address Guide and NPA/NXX feature information for Service representatives and Service Consultants.

Mr. Mulla's responsibilities included:

- Analyzed relationships of Flat Files and to extract the analyzed systems, met with end users and business units in order to define the requirements
- Documented user requirements, translated requirements into system solutions and develop implementation plan and schedule.
- Developed data Mappings between source systems and warehouse components.
- Developed ETL procedures to ensure conformity, compliance with standards and lack of redundancy, translates business rules and functionality requirements into ETL procedures.
- Developed and tested all the backend programs, Informatica mappings and update processes.
- Created and Monitored Batches and Sessions using Informatica PowerCenter Server.
- Responsible to tune ETL procedures and STAR Schemas to optimize load and query performance.
- Extensively worked in the performance tuning of the programs, ETL Procedures and processes
- Written documentation to describe program development, logic, coding, testing, changes and corrections.
- Perform analysis and resolution of Help Desk Tickets and maintenance for assigned applications.
- Received 'IBM- AT &T Global Thanks!' award from onsite SME for successfully. Appreciated by Customers for proposing and implementing a automation for RD1354 which saves time and cost for AT&T.

Tools & Environment: Informatica PowerCenter 8.1/6 (Repository Manager, Designer, Workflow Manager, and Workflow Monitor), Oracle 10g, flat files, Toad, windows XP & Lotus notes

2005-2010   **AT&T (RUSS application), IBM Global Services**

Description: RUSS is the Revenue & Usage Sourcing System and its business function is for Sales and Marketing Needs Analysis. The system is responsible for collecting all billed revenue and minutes of use data for ABS (AT&T Business Services) and South Bell Corporation (SBC). It directly interfaces and is dependent on information from a various number of ABS billing systems to include the Data Warehouse (DW) system, which receives information from other ABS billing systems and the Tailored Journals system. Subsequent to data collection, RUSS performs quality assurances such as field editing, assignment of the Sales Account Assignment and Results Tracking (SAART) Service code and Account Specifications, and produces Trending Analysis reports

Mr. Mulla's responsibilities included:

- Analysis of each business requirement, preparing system requirement and system design of the projects.
- Code reviews, test results reviews and Installation of Projects for new implementations and upgrades for our IBM US customer AT&T, a Leading Telecom Company.
- Estimation for the Maintenance requests, Enhancements (Projects) etc.
- Maintaining the metrics of each project in metrics repository tool.
- Establish Quality Procedure for the team and continuously monitor and audit to ensure team meets quality goals

- ■ Working with IBM project managers to get the project schedules and initial estimation of the projects by applying the skills Function Point Analysis.
- ■ Used RPM to track the each project assigned to team, here I have to ensure that each team member has claimed for the project who is working on it.
- ■ Ensure that DRTT will be updated for each defects found in the software development life cycle.
- ■ Review each deliverable document by applying QMS and Configuration Knowledge.
- ■ As a team lead and a technical expert support the US onsite team for any production related issues.
- ■ Need to monitor the production Job's on daily bases, if any job abends than analyze the cause or assign a team member to find out the cause for the abend.
- ■ Received 'IGSI AT&T account level Performance award' for handling critical SBC merger project for RUSS

Environment: COBOL, JCL, Easytrieve, VSAM, Teradata and REXX, File-Aid

| 2003-2005 | **Client Confidential, MSM Consultant** |

Description: The application mainly focuses on the communication between the customers and the business. The communication is in terms of e-mails, e-mails may be alerting the customers regarding there payment balance, payment due dates, alerting for irregular activities or communication is to send a well come mail to a new member who newly registered to the business. This application reduces paper work of the business Amex. It helps in instant communication with the customer.

Mr. Mulla's responsibilities included:

- ■ Performed coding, Unit and Integration Testing.
- ■ Involved in analysis of the existing programs.
- ■ Maintaining the application, technical support and documentation.
- ■ Training new joiners on Application and mainframe related topics.
- ■ Carrying out Internal Quality audit for other projects within the team, to ensure the quality in deliverables

Environment: COBOL, JCL, VSAM, DB2, File-Aid, and Changeman

Education

Bachelor of Engineering in Electronics & Communication, Visveswaraiah Technological University, Belgaum, Karnataka, India

Technical Skills

Hardware, Software, Languages, Operating Systems, etc.

Operating Systems: Windows & z-OS390(MVS)

Database: Oracle 11g/10g, Teradata, DB2, VSAM & IMS DB

ETL: Informatica PowerCenter 8.6/9.1 & PowerExchange(knowledge)

Languages: SQL, Cobol, JCL, EDI, Java, j2ee

Tools and Utilities: Toad, Teradata SQL assistance, DB2 Editor, QMF, Gentran, CA-7, ChangeMan, SCLM, Xpediter, Endevor, File-Aid, File Manager, IBM debugger, Rational Portfolio Manager & Rational Clear Quest.

Processes: IBM QMS (Quality Management System), IBM OPAL, QPACE (Quality Process Awareness and Competency Evaluation) SE Process (System Engineering)

Appendix 2: Certification and Signature Page

Purchasing Divison
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Request for Proposal
21 — Info Technology

Proc Folder: 131814

Doc Description: RFP IV-A Software RAPIDS

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2015-09-25	2015-10-08 13:30:00	CRFP 0511 HHR1600000001	3

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Name, Address and Telephone Number:

OptumInsight, Inc.
11000 Optum Circle
Eden Prairie, MN 55344
952-833-7100

FOR INFORMATION CONTACT THE BUYER
Robert Kilpatrick
(304) 558-0067
robert.p.kilpatrick@wv.gov

Signature X _____   FEIN # 41-1858498   DATE October 8, 2015

All offers subject to all terms and conditions contained in this solicitation

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

OptumInsight, Inc.
_____
(Company)

Paul Miller, Vice President, Finance
_____
(Representative Name, Title)
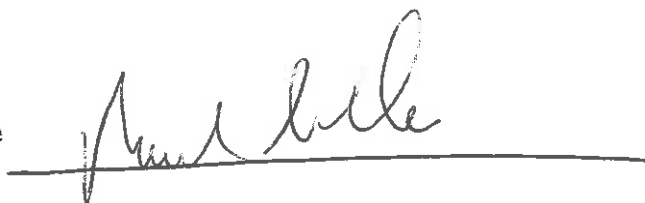
952-205-6089
_____
(Contact Phone/Fax Number)

October 8, 2015
_____
(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form.   Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.
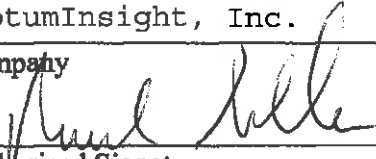
Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1   [ ] Addendum No. 6

[X] Addendum No. 2   [ ] Addendum No. 7

[ ] Addendum No. 3   [ ] Addendum No. 8

[ ] Addendum No. 4   [ ] Addendum No. 9

[ ] Addendum No. 5   [ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

OptumInsight, Inc.
_____
Company

_____
Authorized Signature

October 8, 2015
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 08/01/2015

Appendix 4: Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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 exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: OptumInsight, Inc.

Authorized Signature: _____ Date: **October 8, 2015**

State of Minnesota

County of Hennepin , to-wit:

Taken, subscribed, and sworn to before me this 29th day of September , 2015.

My Commission expires 01/31 , 2017.

AFFIX SEAL HERE

NOTARY PUBLIC Dianna M. LaValle

Purchasing Affidavit (Revised 08/01/2015)

DIANNA M LAVALLE
Notary Public
State of Minnesota
My Commission Expires
January 31, 2017

Appendix 5: Bid Bond

Bond

BID BOND

KNOW ALL BY THESE PRESENTS, That we, OPTUMINSIGHT, INC.

of 11000 Optum Circle, Eden Prairie, MN 55344

(hereinafter called the Principal), as Principal, and

LIBERTY MUTUAL INSURANCE COMPANY   (hereinafter called the Surety),

as Surety, are held and firmly bound unto

STATE OF WEST VIRGINIA,
Department of Administration, Purchasing Division Charleston WV 25305

(hereinafter called the Obligee) in the penal sum of

Five percent of amount bid.   Dollars ($ 5% of Amount Bid   )
for the payment of which the Principal and the Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.
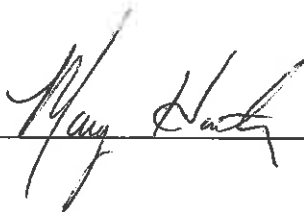
THE CONDITION OF THIS OBLIGATION IS SUCH, That WHEREAS, the Principal has submitted or is about to submit a proposal to the Obligee on a contract for

Title IV-A Software Maintenance and Modifications (RAPIDS) - Solicitation No. CRFP 0511 HHR160000000

NOW, THEREFORE, If the said Contract be timely awarded to the Principal and the Principal shall, within such time as may be specified, enter into the Contract in writing, and give bond, if bond is required, with surety acceptable to the Obligee for the faithful performance of the said Contract, then this obligation shall be void; otherwise to remain in full force and effect.

Signed and sealed this _____ 18th _____ day of _____ September _____, 2015

_____
Witness

OPTUMINSIGHT, INC.   (Seal)
                                                      Principal

_____ Asst. Treasurer
                                                      Title

LIBERTY MUTUAL INSURANCE COMPANY

By_____
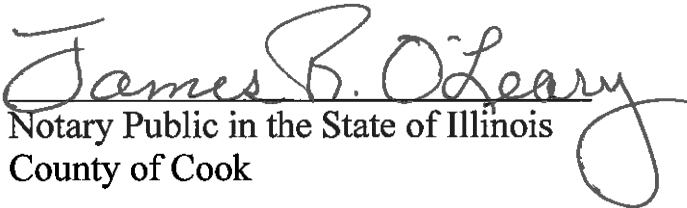Sandra M. Winsted   Attorney-in-Fact

S-1561/GE 10/99

XDP

ACKNOWLEDGEMENT BY SURETY

STATE OF ILLINOIS
COUNTY OF COOK

On this 18th day of September, 2015 before me, James R. O'Leary, a Notary Public, within and for said County and State, personally appeared Sandra M. Winsted to me personally known to be the Attorney-in-Fact of and for Liberty Mutual Insurance Company and acknowledged that she executed the said instrument as the free act and deed of said Company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in the aforesaid County, the day and year in this certificate first above written.

Notary Public in the State of Illinois
County of Cook

OFFICIAL SEAL
JAMES R O LEARY
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES
OCTOBER 9, 2016
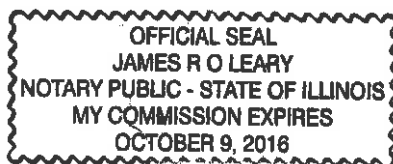
THIS POWER OF ATTORNEY IS NOT VALID UNLESS IT IS PRINTED ON RED BACKGROUND.

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Certificate No 6219939

American Fire and Casualty Company
The Ohio Casualty Insurance Company

Liberty Mutual Insurance Company
West American Insurance Company

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That American Fire & Casualty Company and The Ohio Casualty Insurance Company are corporations duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint,___Debra J. Doyle; Diane M. O'Leary; James B. McTaggart; Jennifer L. Jakaitis; Jessica B. Yates; Judith A. Lucky-Eftimov; Karen L. Daniel; Melissa L. Fortier; Robert E. Duncan; Sandra M. Nowak; Sandra M. Winsted; Susan A. Welsh___

all of the city of _Chicago_ state of _IL_ each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this _23rd_ day of _July_, _2013_.

American Fire and Casualty Company
The Ohio Casualty Insurance Company
Liberty Mutual Insurance Company
West American Insurance Company

By: _Gregory W Davenport_
Gregory W Davenport, Assistant Secretary

STATE OF WASHINGTON   ss
COUNTY OF KING

On this _23rd_ day of _July_, _2013_, before me personally appeared Gregory W. Davenport, who acknowledged himself to be the Assistant Secretary of American Fire and Casualty Company, Liberty Mutual Insurance Company, The Ohio Casualty Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at Seattle, Washington, on the day and year first above written.

By: _KD Riley_
KD Riley, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of American Fire and Casualty Company, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV – OFFICERS – Section 12. Power of Attorney. Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII – Execution of Contracts – SECTION 5. Surety Bonds and Undertakings. Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation – The President of the Company, acting pursuant to the Bylaws of the Company, authorizes Gregory W. Davenport, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization – By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, David M. Carey, the undersigned, Assistant Secretary, of American Fire and Casualty Company, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company do hereby certify that the original power of attorney of which the foregoing is a full, true and correct copy of the Power of Attorney executed by said Companies, is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this _18_ day of _September_ 20 _15_.

By: _David M. Carey_
David M. Carey, Assistant Secretary

To confirm the validity of this Power of Attorney call 1-610-832-8240 between 9:00 am and 4:30 pm EST on any business day.

Appendix 6: Exceptions and Clarifications

<u>Exceptions and Clarifications</u>

This section sets forth the information required by Section 2.11 of the RFP relative to exceptions, clarifications, proposed modifications, reservations or limitations to the Terms and Conditions including, but not limited to, the RFP itself and attachment J.

Optum proposes the following exceptions, clarifications or modifications be part of the eventual contract awarded as a result of the RFP, with the understanding that while Optum has proposed specific wording to address the subject matter of the exception, Optum is also prepared to negotiate a mutually acceptable alternative to the wording proposed:

1. Section Three, 11, Liquidated Damages. While Optum understands that State's desire to seek liquidated damages, the RFP does not provide sufficient specificity as to the "deliverables" or the "milestones". Additionally, this Section should be cross-referenced with Section 2.8 of the RFP to clarify that the start date for calculation of the liquidated damages given the procedures outlined in that Section 2.8 for acceptance of deliverables. Finally, the RFP contemplates both liquidated damages and penalties associated with failure to meet service level standards. Optum is proposing an aggregate cap for these two items. Therefore, Optum requests that this section be modified as follows:

   Vendor shall pay liquidated damages in the amount of $500.00 (Five Hundred Dollars) per work day (not to exceed 180 total days) after ~~established deadlines~~ the Agency's notice of rejection pursuant to Section X, 2.8 ~~(not to exceed 180 total days)~~ for failure to provide a deliverable and/or meet a milestone as listed in a mutually agreed upon delivery and milestone schedule for which the failure to provide a deliverable and/or meet a milestone is the fault of the Vendor and is not caused or contributed to by Agency, its agents or any third party. If and to the extent Vendor is only partially responsible for the failure to provide a deliverable and/or meet a milestone for which there is liquidated damage, the amount of Vendor's liability for such liquidated damage shall correspond to the percentage that Vendor caused the deliverable and/or milestone not to have been met. The liquidated damages are~~,~~ in addition to the Service Level Agreements in CRFP, Section Four, 5.8. ~~This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.~~ If and to the extent Agency elects to assess a liquidated damage, such assessment shall count towards the Aggregate Cap and shall be Agency's sole and exclusive remedy.

   Add the following section:

   [X.] Aggregate Cap means the total amount paid by Vendor for liquidated damages, penalties, assessments and indemnification over the life of the contract. In no event shall the Aggregate Cap exceed one and a half times the amount paid to Vendor.

2. Section Three, 16, Cancellation. Optum understand the State's need to cancel the contract if materials or workmanship do not conform to the contract but requests a cure period. Therefore, Optum requests that this section be modified as follows:

   The Purchasing Division Director reserves the right to cancel this Contract ~~immediately~~ upon written notice to the vendor if the materials or workmanship

supplied do not conform to the specifications contained in the Contract provided that Vendor is given thirty (30) days to cure the materials and/or workmanship. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code State Rules § 148-1-7-16.2.

3. Section Three, 17, Time. Optum requests that this provision be deleted in its entirety because it would mean that any breach, not matter how small or material, would be cause for breach of contract.

4. Section Three, 26, Warranty. Optum stands ready to warrant its work but requests that this section be deleted in its entirety and replaced with the following:

   Vendor warrants that each of Vendor's employees, agents and subcontractors assigned to perform any services under the Contract shall have the proper skill, training, and experience to perform the services, and the services will be performed in a competent and professional manner. Vendor agrees to re-perform any services not in compliance with this warranty that are brought to its attention in writing within thirty (30) days after those services are delivered to Agency. Additionally, Vendor warrants that its mutually agreed upon deliverables shall conform in all material respects to their relevant specifications for a period of ninety (90) days after delivery to the Agency Vendor agrees to correct any such deliverables not in compliance with this warranty brought to its attention in writing within thirty (30) days after delivery to Agency of such deliverable.

   Except as expressly provided in this Agreement, **BIDDER MAKES NO OTHER WARRANTIES OR REPRESENTATIONS RELATING TO THE SOFTWARE, THE DATA PRODUCTS, THE SERVICES, OR THE DELIVERABLES, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIMS THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

5. Section Three, 36, Indemnification. Optum is generally agreeable to this section with the understanding that Vendor's indemnification obligation will not include acts and omissions of the State including, but not limited to, State's misuse or authorized disclosure of Vendor's data.

6. Section Four, 5.8. Optum understands the State's need to assess penalties for failure to meet certain service level standards related to the health and operation of the system. However, in Question & Answers, Question #13 and Answer #13, the State advised that it does not know if the current system performs as the Services Levels listed in the RFP. Therefore, Optum suggests that Section Four, 5.8 be removed in its entirety. Instead, Optum suggests that the parties determine current performance baselines for the system for a mutually agreed period. Thereafter, the parties will then mutually agree to Service Levels based upon baseline system performance.

7. In Questions & Answers, Question #3 and Answer #3, the State advised that it cannot determine precedence with respect to the standard terms and conditions contained in the RFP and Exhibit J. Optum does not believe that Attached J applies because we are not providing software services. However, Optum reserves the right

2

to take exceptions or make modifications and/or clarifications to Exhibit J at the time of award and as the prime contract is being negotiated.

Section Three, 39, Conflicts of Interest. Optum is not subject to any actual conflicts of interest if it were to be awarded a contract resulting from this RFP. Consistent with Subsection 39, Conflicts of Interest, and as a general policy, Optum has included a disclosure of potential organizational conflicts of interest and a detailed mitigation plan as to why no actual conflict of interest arises should Optum be awarded the contract resulting from this RFP. This OCI Disclosure and Mitigation statement is attached in the following Conflicts of Interest Disclosure Statement.

OptumInsight, Inc. ("Optum") is responding to the West Virginia Department of Health and Human Resources ("DHHR") Management Information Services Recipient Automated Payment and Information Data System ("RAPIDS") Project CRFP no. 0511 HHR1600000001 ("RFP"). Through the RFP, DHHR seeks management information services ("MIS") necessary to maintain, modify and refresh its technology platform in RAPIDS, a comprehensive integrated mainframe eligibility system.

Section 39 (Conflict of Interest) of the General Terms and Conditions provides that the selected Vendor "shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder [and that the] Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise." The latter requirement is one that relates to Personal Conflicts of Interests ("PCIs") while the former concerns Organizational Conflicts of Interests ("OCIs").

Optum submits this Conflicts of Interest Disclosure Statement ("Disclosure") to provide assurances to DHHR that a contract award to Optum will not create an actual PCI or OCI. This Disclosure is organized to describe (1) Optum's existing approach to periodically identifying and mitigating PCIs and (2) Optum's analysis of any OCIs s that may be perceived to exist in light of its corporate affiliations.

Optum's Overall Approach to Identifying and Mitigating Personal Conflicts of Interests

Optum and its ultimate parent company, UHG, have developed enterprise-wide policies that address the identification and handling of PCIs. Specifically, the Avoiding Conflicts of Interest Policy applies to any outside activities or relationships that create or appear to create a conflict of interest. These outside activities and relationships fall into four broad areas of (1) outside employment; (2) service on advisory boards; (3) outside investments; and (4) positions of family members. Employees are required to disclose outside activities at the time of hire, during the course of employment and, if the employee is at a certain grade level, annually in response to an enterprise-wide survey. Employees who wish to engage in outside activities covered by the policy must submit a request for review and approval prior to participating in the outside activities. Through these policies and procedures set forth therein, Optum "periodically inquire[s] of its officers, members and employees to ensure that a conflict of interest does not arise."

Optum's Organizational Conflict of Interest Analysis

In order to understand Optum's OCI analysis, it is first necessary to understand its corporate structure and relationships. Optum is part of UnitedHealth Group, Incorporated ("UHG"), a diversified health and well-being company dedicated to improving the health care system in the United States. UHG is organized into seven (7) businesses. Four of those businesses — UnitedHealthcare Employer & Individual, UnitedHealthcare Medicare & Retirement, UnitedHealthcare Military & Veterans and UnitedHealthcare Community & State — provide network-based health care benefits and related services

under the "UnitedHealthcare" brand. The other three (3) businesses operate under the "Optum" brand and include OptumHealth, OptumRx, and OptumInsight. The Optum businesses offer health technology and innovation support services. Although UHG provides certain shared services across the enterprise, Optum and United operate as separate businesses with separate operational structures and separately reported financial results. For more information, please see www.unitedhealthgroup.com and www.optum.com.

In the context of this RFP and for purposes of full transparency, Optum discloses the fact that its corporate affiliates include the following:

- *UnitedHealthcare Community & State ("C&S"):* C&S provides healthcare services through public sector health plans to beneficiaries in Medicaid and CHIP in approximately 24 states, including the District of Columbia. C&S plans are Medicaid Managed Care Organizations serving Medicaid, CHIP, Dually Eligible (Medicaid-Medicare enrollees), Long Term Care and Children with Special Care Needs beneficiaries. C&S contracts directly with state Medicaid agencies to provide health plan and care delivery services to state Medicaid and CHIP populations in exchange for predetermined capitation payments. Although C&S is not a West Virginia Medicaid Managed Care Organization today, should there be future opportunities for C&S to engage with West Virginia, Optum and its C&S affiliate would carefully evaluate any such opportunity for potential conflicts and would work to mitigate or neutralize any such conflicts before pursuing such opportunities.

- *MedExpress:* MedExpress is an OptumHealth company that provides direct health care services. MedExpress has 20 urgent care clinics located in West Virginia and bills Medicaid on a fee-for-service basis.

Optum is not aware of any facts or circumstances that would create an actual OCI if Optum were to be awarded a contract under the RFP. Although Optum might possibly have access to non-public and confidential Medicaid information contained in RAPIDS and other related information systems in order to be able to perform the MIS services required under the contract, Optum has, in the regular course of its business, implemented effective measures that are designed to protect non-public confidential information from unauthorized access by affiliates and other parties. These measures mitigate any potential OCI and include (1) effective information and security firewalls between Optum and its affiliates that serve to prevent unauthorized use or disclosure of protected information and to guard against the risk of even inadvertent disclosure of such information; (2) the use of personnel that is separate and distinct from the staff used by its affiliates, including, for example, C&S and MedExpress: and (3) corporate policies and procedures that provide that only employees with a specific need to have access to confidential information in order to perform his or her work on the specific project will, in fact, have such access.

Conclusion

For the foregoing reasons, no conflict would arise from an award of a contract to Optum under this RFP. Optum understands that, if it were to be awarded a contract under the RFP, it would have a continuing obligation to ensure that no PCI or OCI arises in the course of performing the work. In the event there is a change in facts that would give rise

to a PCI or OCI, Optum will promptly disclose such circumstances to DHHR, along with a mitigation plan, and Optum will not proceed with performing the conflicted work until a mutually acceptable mitigation plan is in place.

OPTUM™ www.optum.com

11000 Optum Circle, Eden Prairie, MN 55344