

Call for Expressions of Interest

Date of Issue	31/07/2019
Expected Completion Date	TBC
Project Title	Support Engineers Rostering
Company	Capital One
Contact Person	Madhu Prashanth
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Project Background information

Capital One uses a Build-it-Own-it support model where the team that developed and implemented the software is also responsible for ongoing support and maintenance. The engineers in the team or a set of teams provide support for one week at a time. Three roles are assigned as part of the allocation primary engineer, secondary engineer and escalation manager. The rota is being manually maintained usually by the manager and the ask of this project is to automate the rota based on certain criteria.

1. The associate must not be in their probation period usually 3 months after joining.
2. The associate must have a performance rating of 'Strong' or 'Above Strong' Where the associate had a performance rating of Strong and then dropped to 'Below Strong' they can no longer participate on the support rota. However, if they move to 'Strong' in the next quarter, they would be allowed to participate in the rota.
3. The associate must not be on holiday during their rota week.
4. The associate must not be on holiday immediately before their rota week.
5. The associate must not be the implementer of any overnight deployments during their rota week.
6. The associate must appear no more than once every 'n-2' weeks (given there are 'n' associates on the rota)

The rota must also allow for short and sudden changes - i.e., if the associate is off sick during their rota week, it must be possible for the manager to choose another person on the rota.

The system should be able to produce a report on how many times an engineer has been on support.

As a stretch challenge, the project can be extended to automatically email the manager when an associate has completed their on-call week and request for approval. This will enable the manager to process the approval and notify payroll proactively.

Requirements

Group must provide:

Description of skills that make the team suitable to complete the project

- Knowledge on how to represent a solution (rota)

<ul style="list-style-type: none"> • Techniques on how to construct an initial solution and a way to evaluate it according to the constraints highlighted in the project description • Front end development to develop a suitable interface • Knowledge of heuristics 	
Expected Skills	
Highly Desirable	Desirable
Rostering	Java Development
Scenario modeling	Web Development for UI
	Optimisation knowledge
Date of Submission of EOA	Requirement gathering
Date of Pitch	
Notification of award	

For any further information the team representative should in the first instance email the contact person stated above at the email address provided.