ATTACHMENT C

ADPQ VENDOR POOL LABOR CATEGORY DESCRIPTIONS

TEAM ROLES AND BIOS

Solicitation RFI-75001 states:

> "Attachment C - ADPQ Vendor Pool Labor Category Descriptions provides detailed description of the labor categories that are within scope of the ADPQ vendor pool and ADPQ RFOs.

> In satisfying Attachment B - ADPQ Vendor Pool Submission Requirements, Vendors must assemble a multidisciplinary and collaborative team that includes, at a minimum, five of the labor categories as identified in Attachment C - ADPQ Vendor Pool Labor Category Descriptions."

As Exhibit 1 shows, our CA->CareMail project team roles map to the labor categories in the ADPQ Vendor Pool Labor Categories. In addition to role tiles, each bio's bullet list is drawn from these categories.

EXHIBIT 1: PROJECT TEAM ROLES ALIGNED WITH ADPQ VENDOR POOL LABOR CATEGORIES

1 - Product Manager: Susan Lerman (our leader)	7 - Backend Web Developer: Aneesh Pakala, Michael Dominick
2 - Technical Architect: Mudar Bahri	8 - DevOps Engineer: Jonathan Martin
3 - Interaction Designer / User Researcher / Usability Tester: Susie Clare, Laura Roth, Nicole Tressler, Mallory Lancraft, and Garrett Maudsley	9 - Security Engineer: Michael Corby
4 – Writer / Content Designer / Content Strategist: Suzanne Jones	10 - Delivery Manager: Mike Wirth
5 - Visual Designer: Garrett Maudsley	11 - agile Coach: Paola Kulscrud, Nately DeSisto
6 - Front End Web Developer: Steve Sickman	12 - Business Analyst: Nancy Naber

1—SUSAN LERMAN: PRODUCT MANAGER (OUR LEADER)

Susan Lerman (our leader) is a dedicated human service professional who has served as a foster parent to 15 teenage females. She has more than 30 years of experience in the health and human services arenas, 20 years in information technology, and 15 years managing human services programs in private-not-profit and state government positions. Susan's range of managerial and operations experience includes: Project Management, Child Welfare management, operations and system development, Child Care management, operations, and system development; Business Development, Systems design, development, and implementation; Strategic Planning, Functional Assessments, and Community Outreach. She is an active member of the Human Services Information Technology Group (HSITAG), an

enterprise division of TechAmerica. She has experience managing the delivery, ongoing success, and continuous improvement of digital products and/or platforms. Susan is responsible for marketing and business development in all aspects of health and human services.

For our CA->CareMail project, Susan was primarily responsible for the following:

- Responsible for a multi-disciplinary agile delivery team to deliver an excellent new ADPQ Vendor Pool product for OSI and CHHS
- Gathering user requirements based on a communicable understanding of diverse audience groups, including Foster Care SMEs, technical SMEs, and usability testers
- Defining and obtaining stakeholder buy-in for product definition and delivery approach
- Creating effective, prioritized product descriptions and to meet user needs in a cost-effective way
- Interpreting user research in order to make the correct product decisions, noting that users do not always know what they want
- Communicating credibly with a wide range of digital delivery disciplines and talent
- Responsible and accountable for the overall quality of the prototype and artifacts submitted

2—MUDAR BAHRI: TECHNICAL ARCHITECT

Mudar Bahri is an accomplished Enterprise Architect with progressive experience in e-Government, e-Transformation, business/technology alignment, business architecture, and project management in diverse business sectors. He holds a Masters' Degree in IT, along with a Bachelors' Degree in Computer Science. Mudar is a certified TOGAF 9.1 Enterprise Architect with a successful record of implementations across public and private organizations. He is skilled in developing e-transformation strategies and governance structures and frameworks, guidelines, and policies. Mudar is an expert in reviewing architectures to ensure standards compliance. He identifies important business and IT initiatives while preparing strategic roadmaps, conducting business process modeling, allocating resources, and screening vendors to fulfill RFP requirements. He is adept at interacting professionally with diverse groups, executives, C-level managers, and subject matter experts. Mudar has proven analytical and problem-solving abilities as well as skills in identifying challenges, gathering resources for developing solutions, and generating consensus and action to progress further. He is focused, detail-oriented, and willing to take responsibility for driving solutions at an enterprise level.

For our CA->CareMail project, Mudar was primarily responsible for the following:

- Architecting the overall system, by using prototyping and proof of concepts, such as:

- modern programming languages and frameworks
- modern front-end web programming techniques
- relational databases, and "NoSQL" databases
- automated configuration management
- continuous integration/deployment, and continuous monitoring solutions
- Using version control systems, specifically Git and GitHub
- Ensuring strategic alignment of technical design and architecture to meet business growth and direction
- Decomposing business and system architecture to support clean-interface multi-team development
- Developing measurable success criteria, and participating in writing user stories

3—SUSIE CLARE: INTERACTION DESIGNER / USER RESEARCHER / USABILITY TESTER

Susie Clare recently retired as the Executive Director of the Virginia Office of Comprehensive Services where she provided leadership for implementation of Virginia's system of care for at-risk youth and families. In that role, she was responsible for assuring collaboration across the Commonwealth's child serving agencies in the planning and delivery of services within child welfare, behavioral health, and special education. During her tenure, Susie served as a subject matter expert supporting the design of an innovative IT solution to integrate data from multiple state and local systems to facilitate program evaluation and improve child welfare and mental health outcomes through predictive analytics. Susie currently serves as a consultant to the Virginia Department of Medical Assistance Services providing advice and support on children's behavioral health services. She also serves as a coach for the Research and Implementation Center of Virginia Commonwealth University's Center for School-Community Collaboration facilitating school division implementation of Virginia's Tiered Systems of Support. Susie has more than 30 years of professional experience in public school administration, local government human service program management, and state government program implementation.

For our CA->CareMail project, Susie was primarily responsible for the following:

- Participating in user requirements analysis, interaction design, and usability testing
- Participating in iterative design activities, including usability testing and other forms of requirements discovery
- Producing user requirements specifications & experience goals, storyboards, scenarios, and flowcharts

- Effectively communicating research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually

- Participating in collaborative critiques and analysis & synthesis working sessions

- Working closely with development teams to ensure that goals were met and design specifications were delivered upon

- Analyzing and synthesizing the results of usability testing in order to provide recommendations

3—LAURA ROTH: INTERACTION DESIGNER / USER RESEARCHER / USABILITY TESTER

Laura Roth is a Senior Consultant and a Child Support subject matter expert. Her career in Child Support spans over 27 years, beginning as a Child Support officer, and concluding with 14 years as director in El Dorado County. During her tenure as the Director of one of California's top preforming counties, Laura was a pilot for the successful CSE Child Support conversion. California's conversion to a statewide system allowed Laura to experience the client side of conversion activities, and now as a Child Support SME, she shares the experience she gained during California's extremely successful modernization effort. Laura enjoys participating and contributing to the Child Support program through committee work. She has extensive experience in both local and statewide committee efforts such as California's Child Support Director's Association (CSDA) Board of Directors (Secretary); Conference Planning Chair and committee member; Incarcerated Obligor work group; Veterans work group; video production work group; outreach, and policy and regulations. Laura currently sits on two national child support associations: the National Child Support Enforcement Association (NCSEA) and the Western Interstate Child Support Enforcement Committee (WICSEC), and participates in six committees for those associations. At the county level, Laura participated for 12 years on the IT steering committee, and led El Dorado County in the development of its first Leadership Academy. Contributions included curriculum development and instruction. Laura attended Alan Hancock College, majoring in business. She joined the Santa Barbara District Attorney's office in 1988.

For our CA->CareMail project, Laura was primarily responsible for:

- Conducting stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing

- Designing and specifying user interfaces and information architecture

- Effectively communicating research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually

- Planning and facilitating collaborative critiques and analysis & synthesis working sessions

- Working closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon
- Researching user needs as well as potential system enhancements
- Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system

3—NICOLE TRESSLER: INTERACTION DESIGNER / USER RESEARCHER / USABILITY TESTER

Nicole Tessler has spent the last 22 years focused on management consulting with several state and local government agencies, including the Department of Child Support Services, Department of Health Care Services, County of Riverside, and the State of Missouri. Nicole has a wide range of experience including project management, team leadership, design, testing, implementation, and implementation of time critical database conversions. She is a Director of Consulting and a member of the State of California Strategic Business Unit.

For our CA->CareMail project, Nicole was primarily responsible for the following:

- Leading participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery
- Working closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon
- Planning, recruiting, and facilitating the usability testing of a system
- Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system
- Creating such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report

3—MALLORY LANCRAFT: INTERACTION DESIGNER / USER RESEARCHER / USABILITY TESTER

Mallory Lancraft is a certified Quality Assurance Analyst, and has 3 years of agile experience. She has a BA in Internet and Interactive Systems specializing in usability from the University of Central Florida. She has helped develop testing policies and procedures utilizing the Agile process at Surge. She has worked on desktop software, web, and mobile applications with various subjects including a biorepository

system, retail analysis, streaming video services and medical billing systems. She closely works with developers to ensure requirements are met. For our CA->CareMail project, Mallory was primarily responsible for the following:

- Planning and facilitating collaborative critiques and analysis & synthesis working sessions
- Working closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon
- Planning, recruiting, and facilitating the usability testing of a system
- Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system
- Creating such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing Report

4—SUZANNE JONES: WRITER/CONTENT DESIGNER/CONTENT STRATEGIST

Suzanne Jones has Court Appointed Special Advocate Training and 30 years of experience working in IT, including 1 year of agile project experience. She has worked as a business analyst, trainer, instructional designer, web and multi-media designer, editor, and writer. She has proposal and grant writing experience, and has a 100% success ratio in obtaining grant monies for nonprofits. She edits proposals and writes whitepapers for CGI. Suzanne holds a Business Analyst credential from Duke University and studied Rhetoric and Communications at the graduate level at the University of California, Davis. While in graduate school, she honed her writing and editing skills by writing professionally for newspapers, magazines, and television and as Features Editor of *The California Aggie* newspaper. She worked part-time as a science writer for the university, and one of her articles was excerpted in *Omni Magazine*. Her script *Capital Women* was selected for film production as part of the Access Sacramento *A Place Called Sacramento* contest. Suzanne has a B.A. in English from Kalamazoo College, where she studied writing and literature, and took computer courses. She was awarded the Dwight and Leola Stocker Prize for Fiction and was Senior Editor of the school's literary magazine. While still an undergraduate, she had poetry and fiction professionally published and was a winner of *Mademoiselle Magazine*'s College Fiction Competition.

For our CA->CareMail project, Suzanne was primarily responsible for:

- Improving content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects
- Collaborating with designers and other content strategists to improve how to improve the effectiveness of digital, print, and other content

- Developing and maintaining appropriate voice for produced content
- Advising how to streamline content production and management solutions and processes, based on user research
- Assigning, editing, and producing content for products, services, and various projects
- Planning and facilitating content strategy and brainstorming sessions on developing content
- Collaborating closely with developers and designers to create, test, and deploy effective content marketing experiences using the agile method of software development
- Offering educated recommendations on how to deliver a consistent, sustainable and standards-driven execution of content strategy across products, services, and projects
- Collaborating with content managers, writers, information architects, interaction designers, developers, and content creators of all types

5—GARRETT MAUDSLEY: VISUAL DESIGNER, INTERACTION DESIGNER / USER RESEARCHER / USABILITY TESTER

Garrett Maudsley directs product design efforts. His experience gives him unique qualifications for this role, which combines the need to analyze and understand business requirements and translate them into easy to use and visually appealing user interface designs. Garrett has 10 years of software experience including time at industry leaders Siebel and Oracle, as well as smaller startup companies such as RemedyMD. He has logged countless hours in software design and implementation and has worked as a freelance web designer and developer for a variety of clients. Garrett graduated with a B.S. from Brigham Young University with a minor in Art and Design.

For our CA->CareMail project, Garret was primarily responsible for:

- Overseeing all visual design efforts
- Guiding, mentoring, and coaching team members while leading projects to successful completion
- Developing and maintaining relationships with key peers in marketing, branding, UX leaders, IT leaders, and others to identify and plan creative solutions
- Managing external service resources and budgets for visual design
- Ensuring successful completion of all work executed by the team (on time, on budget, and ensuring quality)
- Ensuring compliance with the project management methodologies and the Project Management Office processes and standards

- Developing, maintaining, and ensuring compliance of application release management, outage management and change control processes and standards

- Defining, creating, communicating, and managing resource plans and other required project documentation such as style guides and provides updates as necessary

- Conducting stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing

- Designing and specifying user interfaces and information architecture

- Participating in iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery

- Producing user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications

- Effectively communicating research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually

- Working closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon

- Designing and developing primarily internet/web pages and applications

- Developing proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consist of web pages with graphics, icons, and color schemes that are visually appealing

- Familiarity with code, test, debug documents, and implementing web applications using a variety of platforms

- Planning, recruiting, and facilitating the usability testing of a system

- Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system

- Creating artifacts

6—STEVE SICKMAN: FRONT END WEB DEVELOPER

Steve Sickman has experience using modern, frontend web development tools, techniques, and methods for the creation and deployment of user-facing interfaces. He is comfortable working in an agile and lean environment to routinely deploy changes.

For our CA->CareMail project, Steve was primarily responsible for:

- Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like LESS and SASS, Responsive Design, Bourbon, Twitter Bootstrap)

- JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as Backbone.js and Ember.js, D3)
- Consuming RESTful APIs
- Using and working in team environments that use agile methodologies (e.g., Scrum, Lean)
- Using version control systems, specifically Git and GitHub
- Ensuring Section 508 Compliance
- Quickly researching and learning new programming tools and techniques
- Using and working with open source solutions and community
- Creating web layouts from static images
- Creating views and templates in full-stack frameworks like Rails, Express, or Django

7—ANEESH PAKALA: BACKEND WEB DEVELOPER

Aneesh Pakala has experience using modern, open source software to prototype and deploying backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development. He has more than 5 years of experience in IT. Aneesh has worked in public and private sectors in developing user friendly and effective web-based applications and has good experience writing robust, well-tested front end and back end codes. He has extensive knowledge of Web development, from concept through implementation and optimization. He holds a bachelor's degree from Jawaharlal Nehru Technological University with distinction.

For our CA->CareMail project, Aneesh was primarily responsible for the following:

- Web development using programming languages (e.g., Java, Ruby) and frameworks (e.g., Spring, Rails)
- Developing and consuming web-based, RESTful APIs
- Using and working in a team environments that uses agile methodologies (e.g., Scrum)
- Authoring developer-friendly documentation (e.g., API documentation, deployment operations)
- Unit testing with JUnit
- Using version control systems, specifically Git and GitHub
- Quickly researching and learning new programming tools and techniques
- Using relational and non-relational database systems (e.g., MySql)
- Handling large data sets and scaling their handling and storage

- Using and working with open source solutions and community

7—MICHAEL DOMINICK: BACKEND WEB DEVELOPER

Michael Dominick is a mobile, web, and sometime Mac developer who codes at Buccaneer Tech, INC and podcasts on Coder Radio. Michael has experience using modern, open source software to prototype and deploy backend web applications, including all aspects of server-side processing, data storage, and integration with frontend development.

For our CA->CareMail project, Michael was primarily responsible for:

- Web development using open-source web programming languages (e.g., Ruby, Python) and frameworks (e.g., Django, Rails)
- Developing and consuming web-based, RESTful APIs
- Using and working in team environments that use agile methodologies (e.g., Scrum, Lean)
- Authoring developer-friendly documentation (e.g., API documentation, deployment operations)
- Performing test-driven development
- Using version control systems, specifically Git and GitHub
- Quickly researching and learning new programming tools and techniques
- Using relational and non-relational database systems
- Implementing scalable search technology (e.g., ElasticSearch, Solr)
- Handling large data sets and scaling their handling and storage
- Using and working with open source solutions and community
- Communicating technical concepts to a non-technical audience

8—JONATHAN MARTIN: DEVOPS ENGINEER

Jonathan Martin, an IT Director, keeps busy around the clock to ensure that all hardware and software are current and running at optimal performance. For over 10 years, Jonathan has worked in systems administration and has extensive experience spearheading the management, design, development, and implementation of enterprise-wide systems and network solutions. Jonathan has also served as a tier 3 data engineer for Hunt Telecommunications. He specialized in managing SAN and virtualization

infrastructures for both the company and several high-end clients. Jonathan also worked LITE (Louisiana Immersive Technologies Enterprise), a 3-D immersive visualization and high-performance computing resource center, hosting clients in commercial industry, government and university sectors. Jonathan received a BS in Computer Science from the University of Louisiana.

For our CA->CareMail project, Jonathan was primarily responsible for:

- Deploying and configuring services using infrastructure as a service providers (e.g., Amazon Web Services, Microsoft Azure, Google Compute Engine, RackSpace/OpenStack, etc.)
- Configuring and managing Linux-based servers to serve a dynamic website
- Debugging cluster-based computing architectures
- Using scripting or basic programming skills to solve problems
- Installation and management of open source monitoring tools
- Configuration management tools (e.g., Puppet, Chef, Ansible, Salt, etc.)
- Architecture for continuous integration and deployment, and continuous monitoring
- Containerization technologies (e.g., LXC, Docker, Rocket, etc.)

9—MICHAEL CORBY: SECURITY ENGINEER

As the Security and Privacy leader for this effort, Mike Corby's role is to participate in design and development decisions to guide and approve the elements that help assure the confidentiality, integrity, and availability of the product and also that the security or privacy compliance requirements are met and can be validated as necessary. Mike has directed and managed a successful IT security consulting practice for more than 30 years and has over 40 years of experience in IT strategy, operations, development and security. He has successfully managed large projects, developed flexible IT infrastructures and sound security organizations for hundreds of the world's most successful organizations. Mike is the founder of (ISC)² Inc., the organization that established the Certified Information Systems Security Professional (CISSP) security professional credential. In 1992, he was named the first recipient of the Computer Security Institute's Lifetime Achievement Award. A frequent global speaker and author, and has held executive positions with several global consulting organizations including Netigy Corporation, QinetiQ, Gartner Group and Marsh & McLennan, prior to his current responsibilities. Mike was formerly CIO for Worcester's Riley Stoker division of Ashland Oil and for Bain & Company. Mike has established a reputation for creativity and excellence in technology and its application to business needs. He holds a B.S. E.E. degree from Worcester Polytechnic Institute, and the following certifications: Project Management Institute Project Management Professional, Certified

Scaled agile Framework (SAFe) Professional, Certified Computer Professional (CCP), CISSP, and Certified Business Continuity Professional (CBCP).

For our CA->CareMail project, Mike was primarily responsible for:

- Performing security audits, risk analysis, application-level vulnerability testing, and security code reviews
- Developing and implementing technical solutions to help mitigate security vulnerabilities
- Conducting research to identify new attack vectors

10—MIKE WIRTH: DELIVERY MANAGER

Mike Wirth is a senior technical leader possessing over 30 years of experience in health and human services IT. In his professional career, Mike has promoted change both inside state government and for commercial partners. Diverse product experience including outcome based healthcare analytics, multi-program eligibility determination, care and case management solutions. Mike is an advocate for lean IT organizations that deliver results based on agile workflows, open communication and metrics driven processes. He has a results oriented management style, successful at building lightweight operational processes to improve organizational efficiency. Mike is extremely capable at facilitating client needs into effective business solutions.

For our CA->CareMail project, Mike was primarily responsible for:

- Delivering projects and products using the appropriate agile project management methodology, learning & iterating frequently
- Working with the Product Manager to define the roadmap for any given product and translating this into user stories
- Leading the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team
- Matrix-managing a multi-disciplinary team
- Ensuring that all products are built to an appropriate level of quality for the stage (alpha/beta/production)
- Actively and openly sharing knowledge of best practices

II—PAOLA KULSRUD: AGILE COACH

Paola Kulsrud, a Certified Scrum Master, organizes and facilitates sprint planning and meetings such as standups and retrospectives, and performs backlog grooming, and reviews. She has worked as a Senior Project Manager, a Development and Communications Coordinator, General Assignment Reporter, and Anchor/Reporter/Producer. Paola has a B.A. in Broadcast Journalism / Radio TV Production from the University of Montana. She has also studied at the American University of Rome focusing on International Relations and languages including English, Italian, Spanish, and Farsi.

For our CA->CareMail project, Paola was primarily responsible for:

- Embedding an agile culture using techniques from a wide range or agile and lean methodologies and frameworks, while remaining methodology agnostic
- Helping to create an open and trust-based environment, which enables a focus on delivery and facilitates continuous improvement
- Assessing the culture of a team or organization and delivery processes in place to identify improvements and facilitate these improvements with the right type of support
- Showcasing relevant tools and techniques such as coaching, advising, workshops, and mentoring
- Engaging with stakeholders at all levels of the organization
- Developing clear lines of escalation, in agreement with senior managers
- Ensuring that any stakeholder can easily find out an accurate and current project or program status, without disruption to delivery
- Working effectively with other suppliers and agencies
- Applying best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross- team coordination, and overall governance of agile software development service delivery
- Ensuring that key metrics and requirements that support the team and delivery are well defined and maintained
- Equipping staff with the ability to coach others
- On an organizational level, providing executive coaching on the fundamental considerations of agile software development service delivery design

II—NATELY DESISTO: AGILE COACH

Nately DeSisto oversees internal and external process improvements while managing relationships with current and future clients. She also acts as project manager when needed. With over 13 years of experience in the field, Nately has worn many hats. Coding tools for a variety of departments has given her the unique opportunity to experience every role in the software development process, including user, designer, developer and tester. She is an advocate of the agile development process and is also a Certified Scrum Master. She has trained teams and implemented the agile/scrum methodology for a number of software development teams, and has also worked at Henry Schein. Her experience there allowed her to improve processes, create tools to increase productivity and accuracy, ands well as organize and implement a BETA committee for software releases.

- Embedding an agile culture using techniques from a wide range or agile and lean methodologies and frameworks, while remaining methodology agnostic
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- Equipping staff with the ability to coach others
- On an organizational level, providing executive coaching on the fundamental considerations of agile software development service delivery design

12—NANCY NABER: BUSINESS ANALYST

Nancy Naber's primary focus is Child Welfare. In this role, Nancy provides Director-level subject matter expertise and supports business development activities in the State and Local Government market. She also serves as a catalyst for knowledge sharing and collaboration among the different Child Welfare projects and as an advocate for promoting new trends in practice and technology. Nancy's passion for Child Welfare started in 1998 when she joined her first Child Welfare project in Albuquerque, New Mexico as a software application tester. Many Child Welfare projects later, Nancy's unique blend of functional and technical expertise evolved to cover intake management, case management, cross-agency data exchanges, juvenile justice, provider management, payment processing, Title IV-E eligibility determinations, and federal reporting and reimbursement rules. Nancy has extensive project delivery experience in business analysis, solution design, testing, training, implementation, help desk, operations, and management. Nancy has a B.S. in Computer Science from the University of Jordan, and an M.B.A. from the Anderson School of Management at the University of New Mexico.

For our CA->CareMail project, Nancy was primarily responsible for the following:

- Working closely with the Product Manager to define a product approach to meet specified user needs
- Providing Child Welfare subject matter expertise to inform design decisions.
- Making recommendations for prioritizing product features based on benefit, risk and compliance factors.
- Conducting user acceptance testing.