Information Gathering Session (High Level)

Thursday, May 27, 2021

10:01 AM

**Attendees**: Eric Mata, Nich Lombardo, Aizaz Ahmad, Daniel Benner, Daniel Rodrigues, Mike Reese, Ron Roy, Sol Vazquez, Srinivas Bandapalli

**Location**: WebEx

**Eric**: What is Cognizant role here?

**Sri**: Making sure they following SLA, work with them on contractual language. Bridge any control gaps. Major portion of PBM. Our role is to make sure nothing is getting dropped in the cracks.

All end to end services performed by team outlined in document below.

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Roughly 230 applications under **Ajoy**. 130 of the application are in manage service model. Say there is a compliance issue, or compliance issue, Cognizant will follow up on their end. The three towers. Our role is to make sure everyone is doing as expected. We play a coordination role. We also play a role in the stability area. We play a middle man role.

**Eric**: Are there any Cognizant employee that sit with your team?

**Sri**: They get engaged with background work. They are responsible for applications beyond the contract. Most people have access to production, team and other common distributions that go across the enterprise. That's why we mandate everyone to be on-shore. They also have access to the ticket data. People on-shore, they do back end automation scripting.

**Eric**: When we say Tier one and two?

**Sri:** P1 and P2 are the categorization of the ticket. A ticket is categorizes into 4 categories, 1,2,3,4. They all have their own SLA. Tier 1, 2, 3 are the classification of title support. Tier 3 is the escalation to the highest level of support. They understand the application at the highest level should Tier 1 and 2 not be able to provide support.

**Sri**: P1,P2,P3 - for ticket level P1 is the highest level. Tier 3 is the highest level support.

**Sir**: In the contract, they have to adhere to all enterprise procedures and all future changes that might potentially happen. The second point is to make sure any process changes, have to be through change control. The change counsel monitors this. The changes are on par to the enterprise standards and cause minimal effect on the smooth running of the business.

**Sri:** There are two tools implemented in the system. One is the automation center. Machine learning. App learns has artificial learning capabilities. Digest are ticket data and comes up with opportunities to reduce manual efforts. They are implemented in the CVS system at the data center. No access to off-shore resources. There are ppl that develop script off shore but only have access to low level data.

**Eric:** What is the communication mechanism to tag cognizant?

**Sir**: Multiple ways. Primary way is through snow. A lot of the work is generated through email. Self-creating ticket and attaching emails to the ticket itself. The team has a ticket triage process to see what came in and gather information.

**Eric**: Mike, when you say Assignment team?

**Mike**: Team and sub teams. There could be overlap Each team has access to servicenow tool. An incident logged for a specific application. It is routed to that specific application.

**Eric:** If Cognizant can't resolve it? Is it pushed up?

**Mike:** They will work within their various team to resolve it. If they cant, they pull in Tier 3 team to resolve (highest level)

**Sri:** Our goal also is to reduce the downtime. There are SLAs for them to adhere to. P2, 3 hours, P3, 4 hours, etc. Because of SLA, they have to be acted upon on a fast timeline.

**Eric**: How many incidents would you say cognizant has assisted with support since the contract started in May 2020

**Sri:** We do about 6500 tickets a month a month.

**Sol:** One of the thing we would request to test is an abstract of production support ticket. PBM support ticket vs tickets beyond are scope.

**Sri**: We have a dashboard for ticket that cognizant works on. We have a robot tracking and we monitor it every week. Moved from HPS to SnowNoW. The transition took place June 2020.

**Sol:** Cognizant came in last year.

**Sri:** Wrote contract in May last year. Trying to move into model based modeling.

Share service model and integrated model are envisioned

**Sol:** The goal of the information gathering session is to ask all these questions. Not only include areas of concerns for us, but for you and the team. Any concerns, production support, or working with Cognizant.

**Sri**: Not from a compliance standpoint. We are having challenges to perform certain activities. Getting the right people to do the job. Not really concerns with them following enterprise standards.

Our role here to is play governance and they following the contract.

Eric:

**NEXT STEPS**

Kick off meeting. 22nd June. We will review the objects and places of focus for this project. After that, we will schedule work through session. Make some additional request. Sampling and testing.