Introductions & Next Steps

Tuesday, May 11, 2021

4:01 PM

**Attendees**: Seun Mafi, Daniel Benner, Srinivas Bandapalli, Eric Mata, Bolaji Dasilva, Daniel Rodrigues, Frank Mcaloon, Sol Vazquez, Lynn Atkin, Ron Roy.

**Location**: WebEx

**Notes:**

**Sol**: What role do you play as regards to production support.

**Srinivas**: I own the production support ITGS \*Government services) We have oversight support for that. In general. From Ajoy standpoint we have a shared support. Individual development team. They report to me. I have three directors. One for specialty, and one for adjudication. Last year, we went into a service contract. Started in May last year, and transition to tier 2 support in October. End of September. Some application are still supported under development. Retail organization that reports to me covers any gap etc.

**Frank**: Srinivas reports to me. Responsible for production support.

**Bolaji**: VP POC for PBM. Josh is not able to attend. Here for Audit support.

**Sol**: This is on Tier 1 & 2. Managed by PBM specialty. How is **Cognizant** managing. Any escalating procedure. High level of what we will be looking at. Questions around high level strategy?

**Srinivas**: We have you as our main point of contact. ITGS is one area we may have to cover. May have to bring **Chuk**. I need a contact from ITGS to cover those aspects.

**Sol:** Feel free to froward the agenda to any additional contact - **Srinivas**.

**Srinivas**: ITGS (Government Services)

**Sol**: Who owns?

**Srinivas**: Under **Ajoy**. That’s why I need a POC from there.

**Sol**: Chuk last name.

**Srinivas**: Let me confirm he is the POC and I will send out all the info.

**Sol**: Plan to have kick off, end of the month. Field work will be conducted months of, June-July. Reporting early on in August.

**Sol**: I went over remaining activities. We will also align our scope and objective before we go forward. I want to take minute here, and ask you both. Have an idea how production support operates?

**Srinivas**: I don’t see anything coming up as an issues.

**Sol**: Production support are on-shore, so no offshore.

**Srinivas**: No offshore production access. Everything that pertains to production support is onshore.

**Sol**: We have two contracts here. Any escalation policies. If you can send to us within two days. Open the floor to the team and if you have any questions, please welcome to ask.

**Srinivas**: I will provide the information you need and we go from there.

**Sol**: List of all the apps under Joys area. Will add to the request in Auditboard.

**Ron**: Are all apps under the Cognizant governance mode?

**Eric**: **Sri**, you mentioned all apps are not covered under the contract, right. Yes - **Sri**. I will create a request. Anyone to add on the additional preparing. Let us know. If you can carve out those under the Cognizant contract so we can have line of site to this.

**Srinivas**: Government services is not under my control. I will have to find the POC so I can provide answer for additional requests.

**Ron**: Are the applications under Cognizant managed? How is it added, removed etc.

**Srinivas**: We have a change counsel leader. Who looks at the change. It is looked at as a add based model. If we are adding an application, we use SLW as needed. Sometimes we add to the contract. It changes. We don’t make changes very often. Maybe one or two changes per year. It's not a fixed list. Keeps changing.

**Sol**: A listing of all apps that Cognizant manages for PBM, our company.

SLW, how is that managed? Does it involve any type of process?

**Srinivas**: It definitely contacts some high level business requirements. Who is accountable, who isn't? What are the things they need to cover? What is the invoice structure? How do they escalate a ticket? That is covered in the SLW contract. We use playbooks, we use SOP. There are lots of documentation. Flow documents, etc. I will send you some and you will tell us if you need some of those documentation.

**Sol**: Any flow document? That will be helpful as well.

**Sol**: Anything else

**Sol**: Doc request will be sent out tomorrow. Two days turnaround time will be what we like. If we need more time, we can adjust accordingly.