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Technical Solution Analyst II | Oracle Health

Technical Case Studies & Impact Analysis

Documentation of enterprise-level incident resolution, system optimization, and operational improvements within Oracle Health's Electronic Health Record (EHR) infrastructure supporting the Veterans Affairs Administration, Department of Defense, and 2,500+ commercial healthcare facilities.

1,506+	6,612+	48%	99.6%
Incidents Resolved (FY23)	Client Communications	Queue Reduction	SLA Compliance

Technical Environment

PowerChart EHR | Citrix Virtual Desktop Infrastructure | Oracle Database | ServiceNow ITSM | Federal HIPAA/FISMA Compliance

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CASE STUDY 01

Operational Recovery: Scaling Support Capacity During Critical Understaffing

SITUATION ANALYSIS

The PowerChart FRT (First Response Team) experienced critical resource depletion, reducing operational capacity to 3 analysts while simultaneously onboarding a new management structure. The incident queue escalated to 200-300 unresolved tickets, threatening SLA compliance across multiple federal and commercial healthcare clients. As an analyst with less than 6 months tenure, I was simultaneously navigating federal security clearance requirements for DOD/VA system access.

TECHNICAL APPROACH

- Initiated expedited role coach certification to enable parallel onboarding of new technical staff
- Developed standardized incident response documentation including diagnostic decision trees and resolution templates
- Implemented structured queue triage methodology prioritizing P1/P2 incidents and SLA-critical tickets
- Executed concurrent federal clearance onboarding (HIPAA, FISMA, PHI/PII handling protocols) while maintaining production support
- Established systematic queue scrub cadence to identify stale tickets and prevent SLA breach cascades

MEASURABLE OUTCOMES

Queue Reduction	Staff Scaled	Knowledge Transfer
300 → 156 tickets (48% reduction)	**3 → 10+ analysts (233% increase)**	**8 analysts trained directly by me**

Business Impact: Restored team operational capacity while establishing sustainable knowledge transfer framework. Trainees subsequently achieved trainer certification, creating multiplicative organizational capability.

CASE STUDY 02

Knowledge Architecture: Federal EHR Support Documentation System

SITUATION ANALYSIS

Following federal security clearance, I became the first analyst assigned to the newly established PowerChart_FRT_DOD queue. The federal environment (VA/DOD) operates under distinct protocols, team structures, and compliance requirements compared to commercial deployments. No standardized documentation existed for federal-specific incident resolution workflows, escalation matrices, or domain-specific troubleshooting procedures.

TECHNICAL APPROACH

- Architected comprehensive OneNote knowledge base with structured taxonomy for federal support operations
- Documented federal-specific escalation paths, including DHA (Defense Health Agency) coordination protocols
- Created standardized communication templates aligned with federal compliance requirements
- Mapped federal team ownership matrices (Custom_Edge, CWX, IRC) for efficient incident routing
- Established DOD-specific Microsoft Teams channel for real-time technical collaboration and knowledge sharing
- Integrated go-live schedules, validation procedures, and change management workflows

MEASURABLE OUTCOMES

- ✔ Knowledge base adopted by 13+ team members across multiple support tiers and management
- ✔ Reduced federal analyst onboarding time through standardized documentation
- ✔ Achieved top federal performance metrics in incident resolution and client communication
- ✔ Selected for Federal Roundtable with Oracle Health VP leadership to consult on operational improvements

Operational Impact: When unavailable for extended period, team Days in Backlog (DIB) metric increased by over 100%, quantifying direct correlation between my engagement and queue velocity.

CASE STUDY 03

Root Cause Analysis: Citrix Latency Diagnostics Using Federal Telemetry Tools

SITUATION ANALYSIS

High-priority incident escalated to IRC (Incident Response Center) involving persistent application latency affecting clinical workflows. End user had submitted multiple tickets with no resolution. Standard diagnostic procedures (session replay analysis, stability monitoring, MTA packet inspection) failed to isolate root cause. Customer satisfaction at risk due to prolonged resolution timeline.

TECHNICAL APPROACH

- Exhausted standard L2 diagnostic toolkit: Citrix session recording analysis, application stability metrics, network MTA traces
- Identified federal-specific Tableau/workbook telemetry tool through SSO technical channel - previously unused by team
- Self-directed learning of new diagnostic platform to analyze Citrix session performance data
- Correlated CTX latency spike patterns against user session timeline to identify anomalous network behavior
- Cross-referenced workbook data revealing VPN tunnel instability and endpoint device degradation
- Coordinated with CWX infrastructure team to validate findings and implement remediation

MEASURABLE OUTCOMES

Root Cause Identified: VPN connectivity degradation causing intermittent Citrix session latency spikes. Hardware replacement resolved persistent performance issues. Diagnostic methodology now documented and replicable for similar latency/crash incidents across federal environment.

Technical Competencies Demonstrated

L2/L3 Escalation Management | Citrix VDI Diagnostics | Network Latency Analysis | Self-Directed Tool Adoption | Cross-Functional Collaboration

CASE STUDY 04

Escalation Management: Federal Burndown List Remediation

SITUATION ANALYSIS

Senior System Analyst (L3 technical role) entered extended PTO with active queue of ~10 incidents including multiple high-priority escalations. One incident was flagged on the Stage 8 Federal Burndown List - a critical visibility metric tracked by federal program leadership. Tickets required technical depth exceeding standard TSA I scope, including pending Change Requests and complex system investigations.

TECHNICAL APPROACH

- Assumed full ownership of L3 analyst queue while maintaining personal incident workload
- Conducted comprehensive ticket review to assess investigation status and identify blockers
- Initiated proactive stakeholder communication across all assigned incidents to reset SLA timers and gather updated requirements
- Leveraged institutional knowledge sources (wiki documentation, historical ticket analysis, cross-team SME consultation)
- Executed daily follow-up cadence with IP (Implementation) team on pending Change Request to maintain velocity
- Applied structured triage methodology to resolve or transfer incidents based on technical domain alignment

MEASURABLE OUTCOMES

Escalation Clearance	Federal Visibility	Operational Continuity
100% resolved (all but 1 CR-dependent)	**Team removed from Stage 8 Burndown**	**Zero queue backlog upon analyst return**

CASE STUDY 05

Change Management: Configuration Remediation Under Compliance Constraints

SITUATION ANALYSIS

Revenue Cycle toolbar component exhibiting intermittent failure across subset of user positions. End user requested immediate configuration change, asserting approval was unnecessary. In federal healthcare environments, unauthorized configuration modifications pose significant compliance risk (HIPAA, FISMA) and potential patient safety implications. Required balancing customer urgency against change management protocols.

TECHNICAL APPROACH

- Replicated defect by assuming affected position configuration in test environment
- Executed database query against CONFIG audit tables to identify recent toolbar modifications
- Traced configuration change to specific Change Request ticket - identified 5 affected positions (vs. 1 reported)
- Analyzed position-level preference hierarchy to identify working file path configuration at engineer level
- Escalated to SSO (Senior Support Operations) for proper change authorization despite customer pressure
- Coordinated VA tester validation in non-production environment prior to production deployment

MEASURABLE OUTCOMES

Configuration remediation properly authorized and deployed through change management process. Updated file path established as CONFIG standard, preventing recurrence across all position types. Maintained compliance integrity while delivering permanent resolution within acceptable timeframe.

Compliance Note: *Federal healthcare IT requires strict adherence to change management protocols. Unauthorized modifications, even when customer-requested, can result in audit findings and jeopardize system accreditation. This case demonstrates appropriate escalation and approval workflows.*

CASE STUDY 06

Accessibility Compliance: Section 508 Remediation for Assistive Technology

SITUATION ANALYSIS

Incident submitted alleging Oracle Cerner EHR non-compliance with Section 508 accessibility requirements (federal mandate for assistive technology compatibility). End user expressed frustration that Citrix-hosted PowerChart environment provided no accommodation for visually impaired healthcare workers. Standard screen magnification utilities incompatible with virtual desktop infrastructure architecture.

TECHNICAL APPROACH

- Researched Section 508 compliance requirements and VA-specific accessibility mandates
- Consulted internal wiki documentation and VA regulatory resources to verify compliance posture
- Engaged SSO channel to identify accessibility Subject Matter Expert within federal program
- Established direct communication channel between end user and compliance SME
- Identified existing third-party solution (ZoomText) pre-approved for VA Citrix environments
- Documented resolution pathway and created standardized response template for future accessibility inquiries

MEASURABLE OUTCOMES

- ✔ Confirmed Oracle Health EHR maintains Section 508 compliance through documented assistive technology alternatives
- ✔ Established clear escalation path for onsite ZoomText provisioning through VA IT services
- ✔ Created reusable email template reducing resolution time for future accessibility-related incidents
- ✔ Converted dissatisfied user to satisfied customer through clear communication and actionable resolution

PERFORMANCE METRICS & RECOGNITION

FY23 Key Performance Indicators (* denotes team-leading metric)

Performance Metric	Result	Benchmark
Incident Resolution Volume	1,506	**Team High***
Resolution Rate (per day)	5.91	**Team High***
Outbound Client Communications	6,612	**Team High***
Communication Rate (per day)	26.13	**Team High***
24hr Initial Response Compliance	75.13%	**Team High***
Inbound-to-Outbound Ratio	73.61%	**Team High***
14-Day SLA Compliance	97.70%	**Team High***
21-Day SLA Compliance	99.36%	**Team High***
30-Day SLA Compliance	99.59%	**Team High***

Leadership Assessment Excerpts

"Alex has become an informal leader on the team and I challenge him to build upon this. He has strong connections both within the team and with counterparts we interact with frequently (IAs, SSOs, FRT, BLR, Change)."

"He has excellent queue management skills, is timely in responses, and is thorough in his investigations. Additionally, he consistently holds one of the highest productivity metrics on the team."

"Seeing him grow from a TSA I to a TSA II was one of my highlights of the year. He has stepped up to learn multiple different troubleshooting techniques, some I was not even aware were possible."

"Alex has a significant impact on the team, and this is felt whenever he is OoO for an extended period of time. He is quick and efficient at moving tickets through the queue."

Performance Rating: EXCEEDS EXPECTATIONS