Compare and contrast Mr. Jain’s duties with the duties of others performing similar work.

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst teams.

Sudhir Jain is part of the core team who analyzed the business requirements for ORS (Online Routing System) and EDMS (Enterprise document management) applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir is coordinating with Business and integrated team in order to define the scope and impacted area and to resolve the integration issues, by which he has gained specialized knowledge on all segments of ORS (32 online programs and 270 batch jobs) and EDMS (20 Business Segments and 10 batch application. He is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he become expertise on End to End flow.

Sudhir is translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc.) and downstream applications (like EDSS). He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

Sudhir is participating in order to resolve Production issues in US business hours. Through which he gained knowledge on all components of ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations.

Sudhir Jain is amongst the very few AHM 250 certified and is having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

Only Sudhir Jain is having specialized knowledge on ORS and EDMS, whereas no other associate lead or team member is having similar knowledge. These applications are internal to UHG, and can’t found outside organization.

Submit a more detailed explanation of Mr. Jain’s duties in India.

1. **QUALITY ASSURANCE - 40%**

**Requirements & Scope Analysis**

* Participate in JAD (Joint Application Design) to understand the business user’s requirements.
* Participate and contribute in ORS (Online Routing System) and EDMS (Enterprise Document Management System) application's restructuring being a core member.
* Identify the scope of change/enhancement related to restructuring.
* Understanding process requirement and preparing estimates for various projects

**Business Artifacts & System Test Execution**

* Developing Master Test plans, test cases and test scripts/ procedures along with test estimation for testing software at various stages in the SDLC as well as preparing test reports.
* Prepare Test Strategies, estimates and Requirement Traceability Matrix.
* Developing documentations like Test Result Report, Test Summary Report, and QA Metrics
* Designing & maintaining Automation Framework with latest application functional updates & test data cycle.

**Project Meetings & walkthroughs**

* Participate in requirement walkthrough, business use case walkthrough and provide/clarify details as and when required.
* Coordinating with Team members to ensure smooth progress of project work.
* Coordinating technical reviews, inspections, verification & validation monitoring for various on-going projects.
* Carrying out evaluation & Audit of process quality and adherence to software product standards, processes & procedures assuring that standards are established and followed in software development life cycle.

**2) APPLICATION PROCESS IMPROVEMENT - 20%**

* Work with stakeholders for regular enhancement of the ORS and EDMS Applications.
* Delivered training on ORS and EDMS Applications and Testing Process
* Coordinating with Business/UAT/Performance Team for the Continuous quality improvement of the Project and process by applying his technical expertise gained from 7+ years of working experience in healthcare domain.
* Brainstorming sessions with all the integrated upstream and downstream applications and remove bottlenecks which helped him getting expertise knowledge of the application
* Drive the QA team to adapt various process improvement techniques to reduce time and effort.
* Ensure all artifacts adhere to UDP (Unified Development Process) and SOX (Sarbanes-Oxley) standards.
* Build process and quality improvement Plans.

**3) SUPPORT DURING US BUSINESS HOURS- 20%**

* Discussion with all stake holders including Business Analyst, System Analyst, Development, QA (Quality Analyst) and Project Managers
* Act as a role of intermediate point of contact between the SA (System Analyst), QA (Quality Analyst) and Development team and provide support to all teams during the entire process of this application development.
* Provide UAT (User Acceptance Testing) Support to Business teams.
* Requirement clarification.
* Attending project status meeting.

**4) QUALITY ASSURANCE EFFICIENCY IMPROVEMENT - 20%**

* Feasibility and impact analysis of the application and project
* Implementing latest test optimization technique like Orthogonal Array Testing Strategy (OATS), Risk Based testing (RBT) and Regression Optimization (RO) in the projects to reduce QA cost & improve quality to a significant level.
* Playing role of Mentor for members to select and implement the appropriate test optimization technique in their projects
* Suggesting preventive and corrective actions on a regular basis.
* Identify impact analysis of the application
* Root Cause Analysis to identify Gaps and Action Items to improve quality and track till closure.
* Tracking Automation Penetration on all EDMS and ORS segments to reduce manual work.

Show where in the organizational hierarchy Mr. Jain is located (India).

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst teams.

Sudhir Jain is working as Associate Lead; there are 2 other resources on same position. However no one is having expertise knowledge on ORS and EDMS.

Sudhir has expertise in all ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. Around 270 batch jobs that are being running nightly/weekly and used for business reporting purpose. He has expertise knowledge in all EDMS 10 batch applications and handling 20 businesses segments, where as other team member is having limited knowledge or worked only on few segments. He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

He is AHM 250 certified and has through understanding of US Healthcare. He is RSA level 1 certified and actively participates in requirements walkthroughs.



Please find the attached detailed duties of other team members, No one having the SME (Subject Matter Expert) knowledge on ORS and EDMS applications.

ORS (Online Routing System) – There is another team member (India) in ORS, however she has limited knowledge and worked only on few components. Sudhir Jain is only in the team who is having expertise knowledge in all ORS Components (32 FVs, modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. There is no one in US who is working in ORS.

EDMS (Enterprise Document System) - There are other 2 team members (India), who is working in EDMS. Sudhir is only person, who has expertise knowledge in all 10 batch application and 20 business segments. Whereas other 2 team members are having limited knowledge and worked only on 1-2 segments. There is no one in US who is having the knowledge in EDMS.



Indicate which duties involve specialized knowledge and explain why others have not acquired this knowledge.

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst teams.

Sudhir Jain is part of the core team who analyzed the business requirements for ORS (Online Routing System) and EDMS (Enterprise document management) applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications. Whereas other team members are either new to these applications or worked only on few components.

1. **Requirements & Scope Analysis:-**

Sudhir Jain is involved in Requirements and scope analysis; by which he has gained extensive knowledge on all 32 online programs (Foundation Views) which interacts with many frontend applications like ISET, ILEAD, A&G and IDT. He has gained knowledge on all 270 Batch jobs which run nightly for reporting purpose to Business.

He has gained extensive knowledge on EDMS (Enterprise Document Management System) modules such as claim process, invoicing and portals. He has gained expertise knowledge in all EDMS 10 batch applications and handling 20 businesses segments, where as other team member is having limited knowledge or worked only on few segments.

1. **Coordination with Business, System Analyst, Business Analyst and UAT:-**

Sudhir is coordinating with Business and integrated team in order to define the scope and impacted area and to resolve the integration issues, by which he has gained specialized knowledge on all segments of ORS (32 online programs and 270 batch jobs) and EDMS (20 Business Segments and 10 batch application. He is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he become expertise on End to End flow. Whereas other team members are not involved in onshore calls.

1. **Business Artifacts and System Test Execution:-**

Sudhir is translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc) and downstream applications (like EDSS). Sudhir is RSA (Requirements & Solution Analysis) Level 1 certified and aware about all business documents being created in inception phase.

1. **Project Meetings & walkthroughs:-**

Sudhir Jain is amongst the very few AHM 250 certified and having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours. Whereas other team members are not involved in onshore calls.

1. **Project Progress & Quality Improvement:-**

Sudhir Jain is Yellow Belt and RSA Certified. He worked in optimization techniques like OATS (Orthogonal Array Testing), RBT (Risk Based Testing) and Automation etc. These skills would require achieving following organization goals:-

1. Improvement of Productivity
2. Reduction of Cycle Time/Processing time
3. Reduction of Defect level (External/Internal)
4. Reduction of Rework %
5. Improvement in Compliance %
6. Reduction in Non Value Added Defects
7. Improvement in Utilization/ Workforce Optimization
8. Reduction in production defects.

Provide evidence that Mr. Jain receives a salary that is significantly higher than others in the same industry because of his specialized knowledge.

As per company policy, there are the Salary Ranges based on Grade. There are other 2 employees who are working as Associate Lead. Sudhir is getting salary on higher side in comparison of other Associate Leads.

|  |  |
| --- | --- |
| Employee Name | Salary Ranges |
| Sudhir Jain | 13-15 Lacs |
| Priyanka Bhatia | 11-13 Lacs |
| Biswajeet Sahu | 11-13 Lacs |

Identify and provide documentary evidence that the application used by Mr. Jain involves specialized knowledge.

**ORS (Online Routing System)** - ORS is an Issue/call tracking system. ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. It handles approximately 0.3 million records per day. ORS interacts with upstream application like ISET, iLead, A&G and IDT, and Downstream application like EDSS. As per 2015 Release, ORS is going to integrate with Polaris that will cause major architectural changes. Sudhir is only resource who is having expertise knowledge in ORS components:-

1. Sudhir is only in team, who has extensive knowledge on all 32 online programs (Foundation Views) which interacts with frontend applications like ISET, ILEAD and IDT. This knowledge would help in Requirements and Scope Analysis for ORS architectural changes planned for 2015.
2. Sudhir has specialized knowledge on all 270 Batch jobs which runs nightly for reporting purpose to Business, where as other team member is having limited knowledge or worked only on few components.
3. He is supporting cross application and providing solution to have the timely delivery by all impacted applications. This knowledge enables him in better understanding business functions and translating business requirements into design various QA artifacts like Test Plan, Test Strategy and Test cases.
4. Sudhir has knowledge on all segments of ORS that is essential skill, requires to coordinate with Business in order to resolve Production issues in US business hours. He has knowledge on all 32 programs of ORS that would require resolving the integration issues raised by business of different fronted applications.
5. Sudhir has knowledge on all segments of ORS that is essential skill, requires doing Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.

**EDMS (Enterprise DocumentSystem) -** EDMS is for Business Documents, most documents such as EOBs (Explanation of Benefits) and PRAs (Provider Remittance Advice) supports several business critical applications such as claim process, invoicing and portals. It supports 55K internal users and manages around 30 billion documents and adding 1.5 -2 billion records every year.

It automates the design, creation, and production of highly customized and personalized business communications across the enterprise. Integration with UHG ECM ( Enterprise Content Management) systems and cover all the document generation needs .It has several 10 batch application and handling 20 business segments. It accessed by 55K internal users within UHG.

As per 2015 Release, Existing Document Classes (around 85) are going to migrate in EDMS, that would cause major architectural changes.

Sudhir is only in team, having expertise knowledge in all EDMS components:-

1. Sudhir has Expertise knowledge on all 20 EDMS Business Segments (i.e. Asset Management, EBPP, ICUE, Provider segment etc.) that would help in Re-Engineering process.

1. Sudhir has expertise on all 10 batch applications which run to feed data into EDMS from various business segments. This knowledge is helpful to migrate document classes into EDMS.
2. Extensive knowledge on document management system which supports business critical applications, such as Claim process, Invoicing and Portals.
3. He has expertise knowledge on CMWS (Content management web services), which interacts with integrated application. This knowledge is very helpful to integrate EDMS with Polaris.
4. He has extensive knowledge on document ingestion, documents search and its retrieval.

Below are some of the documents, created by Sudhir>>



Identify and provide documentary evidence to show the minimum amount of time required to obtain the knowledge, including training and actual experience accrued after training.

ORS and EDMS applications are UHG propriety, and not available outside. There is no specific training available for ORS and EDMS applications; Sudhir has gained expertise knowledge through 7+years of working experience and by working with System Analyst and Business Analyst. He is coordinating with integrated applications and resolving their issues on day to day basis, by which he becomes subject matter experts. He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

To train an employee on all 32 components and 270 batch jobs in ORS and 20 business segments and 10 batch applications in EDMS, it would require at least 3-4 months training and 3 years of working experience; however same level of expertise will come gradually while working on these applications. His experience differs from other team members, as he has extensive experience in overall functionality of these applications. Where other team members have either limited knowledge or have expertise in individual segments.



Identify and provide documentary evidence to show whether this knowledge is held by others employed with UHG or within the industry.

Sudhir Jain is only within team or outside, who is having expertise knowledge on UHG propriety applications ORS and EDMS. Whereas other team members are having either limited knowledge or worked only on few segments.

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst teams.

ORS (Online Routing System) – There is another team member (India) in ORS, however she has limited knowledge and worked only on few components. Sudhir Jain is only in the team who is having expertise knowledge in all 32 online programs and 270 batch jobs. There is no one in US who is working in ORS.

EDMS (Enterprise Document System) - There are other 2 team members (India), who is working in EDMS. Sudhir is only person, who has expertise knowledge in all 10 batch application and 20 business segments. Whereas other 2 team members are having limited knowledge and worked only on 1-2 segments. There is no one in US who is having the knowledge in EDMS.



Identify and provide documentary evidence to show exactly what it is about Mr. Jain’s knowledge of the ORS and EDMS applications that is “special”. How is this application and knowledge applied in the international marketplace.

**ORS (Online Routing System)** - ORS is an Issue/call tracking system .ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. It handles approximately 0.3 million records per day. ORS interacts with upstream application like ISET, iLead, A&G and IDT, and Downstream application like EDSS. As per 2015 Release, ORS is going to integrate with Polaris that will cause major architectural changes. Sudhir is only resource who is having expertise knowledge in ORS components:-

1. Sudhir is only in team, who has extensive knowledge on all 32 online programs (Foundation Views) which interacts with frontend applications like ISET, ILEAD and IDT. This knowledge would help in Requirements and Scope Analysis for ORS architectural changes planned for 2015.
2. Sudhir has specialized knowledge on all 270 Batch jobs which runs nightly for reporting purpose to Business, where as other team member is having limited knowledge or worked only on few components.
3. He is supporting cross application and providing solution to have the timely delivery by all impacted applications. This knowledge enables him in better understanding business functions and translating business requirements into design various QA artifacts.
4. Sudhir has knowledge on all segments of ORS that is essential skill, requires to coordinate with Business in order to resolve Production issues in US business hours. He has knowledge on all 32 programs of ORS that would require resolving the integration issues raised by business of different fronted apps. Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.
5. Sudhir has knowledge on all segments of ORS that is essential skill, requires doing Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.
6. Sudhir Jain is amongst the very few AHM 250 certified and is having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

**EDMS (Enterprise DocumentSystem) -** EDMS is for Business Documents, most documents such as EOBs (Explanation of Benefits) and PRAs (Provider Remittance Advice) supports several business critical applications such as claim process, invoicing and portals. It supports 55K internal users and manages around 30 billion documents and adding 1.5 -2 billion records every year.

It automates the design, creation, and production of highly customized and personalized business communications across the enterprise. Integration with UHG ECM ( Enterprise Content Management) systems and cover all the document generation needs .It has several 10 batch application and handling 20 business segments. It accessed by 55K internal users within UHG.

Sudhir is only in team, having expertise knowledge in all EDMS components:-

1. Sudhir has Expertise knowledge on all 20 EDMS Business Segments (i.e. Asset Management, EBPP, Provider segment etc.)

1. Sudhir has expertise on all 10 batch applications which run on nightly to update database.
2. Extensive knowledge on document management system which supports business critical applications, such as Claim process, Invoicing and Portals.
3. He has expertise knowledge on CMWS (Content management web services), which interacts with integrated application.
4. He has extensive knowledge on document ingestion, documents search and its retrieval.

Describe and provide documentary evidence to show how Mr. Jain’s knowledge of the ORS and EDMS applications is “advanced.”

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst teams.

Sudhir Jain has extensive knowledge on all ORS 32 online programs (Foundation Views) which interacts with many frontend applications like ISET, ILEAD and IDT. He has knowledge on all 270 Batch jobs which runs nightly for reporting purpose to Business. It handles approximately 0.3 million records per day. He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

Sudhir has expertise in EDMS (Enterprise document management system) that consists of broad set of capabilities and supports cross-domain business needs. It is integrated with COSMOS, ICUE and ELGS and supports 55K internal users. It manages around 30 billion items. Sudhir has Expertise knowledge on all 20 EDMS Business Segments (i.e. Asset Management, EBPP, ICUE, Provider segment etc.)

Sudhir has expertise on all 10 batch applications which run to feed data into EDMS from various business segments.

Sudhir Jain is coordinating with cross application team in order to define the scope and impacted area and to resolve the integration issues, gained expertise knowledge in ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations.

Sudhir Jain is part of the core team who analyzed the business requirements for ORS (Online Routing System) and EDMS (Enterprise document management System) applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir has Expertise on all segments of ORS and EDMS that is essential skill, requires coordinating with Business in order to resolve Production issues in US business hours. He has knowledge on all 32 programs of ORS that would require resolving the integration issues raised by business of different fronted apps. Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.

Sudhir has expertise knowledge on working with upstream applications (ISET, ILEAD, A&G, and IDT etc.) and downstream applications (EDSS).It is easy for him, translating business requirements into design various artifacts. Sudhir is RSA (Requirements & Solution Analysis) Level 1 certified and aware about all business documents being created in inception phase.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS.

Sudhir Jain is amongst the very few AHM 250 certified and is having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

Describe and provide documentary evidence of how Mr. Jain has knowledge that is valuable to UHG’s competitiveness in the marketplace.

Sudhir is only among the team who is working on ORS and EDMS applications from initial when the transaction had happened. He has received technical trainings on multiple modules of ORS application from business and system analyst team. He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work.

Integration of ORS and EDMS with Polaris is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all 32 ORS online programs, Batch Components and existing 20 EDMS business segments. Therefore Sudhir is a useful resource to provide technical and functional knowledge on ORS Online programs like issue creation, Issue Routing and claim related codes. He also has expertise on all Batch components that will be useful in re-engineering process.

As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing document classes (85 Document Classes) into EDMS (Enterprise Document System) planned for 2015 release. Sudhir has Expertise knowledge on all 20 EDMS Business Segments and 10 batch applications (use for data feed into EDMS from various business segments). This knowledge is very useful for migration process.

Sudhir Jain has extensive knowledge on all 32 online programs (Foundation Views) which interacts with many frontend applications like ISET, ILEAD and IDT. He has knowledge on all 270 Batch jobs which run nightly for reporting purpose to Business. This knowledge would help in Requirements and Scope Analysis for ORS architectural changes planned for 2015.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS. He did estimation in past that were very close to actual. It will help in planning for Integration with Polaris and migration project of 2015 Release.

• Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and it would be helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

• Sudhir Jain is amongst the very few AHM 250 certified and having in depth understanding of Health care domain.

• Knowledge and Hands on Experience on Member, Provider and Claim Applications like IDT, ISET and A&G (Appeal & Grievances)

•Extensive knowledge on document management system which supports business critical applications, such as Claim process, Invoicing and Portals.

Describe and provide documentary evidence to show how Mr. Jain is qualified to contribute to the U.S. employer’s knowledge of the foreign operating conditions as a result of specialized knowledge not generally found in the industry.

ORS and EDMS applications are UHG propriety, and not available outside the company. Sudhir Jain is only in team, who is having expertise knowledge on ORS and EDMS.

Sudhir Jain is part of the core team who analyzed the business requirements for ORS (Online Routing System) and EDMS (Enterprise document management) applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir Jain is coordinating with cross application team in order to define the scope and impacted area and to resolve the integration issues, gained expertise knowledge in ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. He has expertise in 32 online programs (ORS Foundation Views) interacts with frontend applications and around 270 batch jobs that are being running nightly/weekly and used for business reporting purpose.

Sudhir is translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc.) and downstream applications (like EDSS). He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

Sudhir has expertise in EDMS (Enterprise document management system) that consists of broad set of capabilities and supports cross-domain business needs. It is integrated with COSMOS, ICUE and ELGS and supports 55K internal users. It manages around 30 billion items. Sudhir is having expertise knowledge in end to end flow and in all segments. Sudhir has Expertise knowledge on all 20 EDMS Business Segments and 10 batch applications.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS. He did estimation in past that were very close to actual. It will help in planning for Integration with Polaris and migration project of 2015 Release.

Sudhir Jain is amongst the very few AHM 250 certified and is having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

He is RSA level 1 certified and actively participates in requirements walkthroughs.

Sudhir has extensive knowledge on all the components of ORS and EDMS. To train an employee on all the components, it would require at least 3-4 months training and 3 years working experience and will come gradually while working on these applications. His experience differs from other team members, as he has extensive experience in overall functionality of these applications. Where other team members have either limited knowledge or have expertise in individual segments.

Describe and provide documentary evidence to show how Mr. Jain has been utilized abroad in a specialized knowledge capacity involving significant assignments that have enhanced the employer’s productivity, competitiveness, image or financial position.

Sudhir Jain will be working on following releases of ORS and EDMS applications

Integration of ORS and EDMS with Polaris is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all 32 ORS online programs, Batch components and existing 20 EDMS business segments. It will reduce the IT maintenance cost and will increase the speed.

As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing document classes (85 Document Classes) into EDMS (Enterprise Document System) planned for 2015 release.

• UHG propriety applications like UBH portal and ELGS are going to integrate with ORS. Sudhir has prior experience of integration with ISET and iLead applications.

Sudhir Job responsibility will include:-

* + Coordinate with Business, Business Analyst, System Analyst, UAT, CM (Configuration Management) and SSS (Service Solutions) teams in US business hours for impact analysis and educate QA team to write test scenarios.
  + Coordination with Upstream Downstream applications in US Business hours for ORS in order to resolve the integration issues.
  + Participate in Estimation activities for different phases of SDLC.
  + Participate on Regular Enhancements of ORS and EDMS applications and provide technical solutions.
  + Participate in Polaris integration and EDMS Migration Process and provide knowledge on EDMS and ORS components.
  + Coordination with UAT (User Acceptance Testing) and Business team to provide Production support.
  + Develop and implement the master test plan including quality objectives, entry, exit and acceptance criteria.
  + Prepare test strategy for implementation considering integration with other applications.
  + Build robust test suite/(s) to be reused in subsequent releases to optimize test case creation process.
  + Participate in war room activities and provide technical guidance for problem resolution.
  + Participate in critical project meetings and walkthrough sessions
  + Analyze the impacted cross applications, and discuss test data with respective application teams.
  + Drive the QA team to adapt various process improvement techniques to reduce time and effort.
  + Ensure all artifacts adhere to UDP (Unified Development Process) and SOX (Sarbanes-Oxley) standards.
  + Build process and quality improvement Plans

Describe and provide documentary evidence to show how Mr. Jain has knowledge which can be gained only through prior experience with UHG.

Sudhir Jain is working on UHG propriety applications, developed in house. CSR (Customer Service Representative) is the real-time user for these applications. Since these are the propriety applications, No training available outside.

Sudhir is with UHG from last 7+ years, he is only who is working in ORS and EDMS when the transaction had happened.

He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir is coordinating with Business and integrated team in order to define the scope and impacted area and to resolve the integration issues, by which he has gained specialized knowledge on all segments of ORS (32 online programs and 270 batch jobs) and EDMS (20 Business Segments and 10 batch application. He is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he become expertise on End to End flow.

Sudhir is translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc.) and downstream applications (like EDSS). He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS. He did estimation in past that were very close to actual. It will help in planning for Integration with Polaris and migration project of 2015 Release.

Sudhir is participating in order to resolve Production issues in US business hours. Through which he gained knowledge on all components of ORS and EDMS.

Sudhir Jain is amongst the very few AHM 250 certified and having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

Sudhir has extensive knowledge on all the components of ORS and EDMS. To train an employee on all the components, it would require at least 3 years of working experience and will come gradually while working on these applications. His experience differs from other team members, as he has extensive experience in overall functionality of these applications. Where other team members have either limited knowledge or have expertise in individual segments. This expertise knowledge cannot be easily transferred to other team member.

Describe and provide documentary evidence to show how Mr. Jain has knowledge of a product process that cannot be easily transferred or taught to another individual without significant economic inconvenience to UHG.

Sudhir is with UHG from last 7+ years, he is only who is working in ORS when the transaction had happened. He has extensive knowledge on all the components of ORS and EDMS. To train an employee on all the components, it would require at least 3-4 months training and 3 years of working experience, however same level of expertise will come gradually while working on these applications. His experience differs from other team members, as he has extensive experience in overall functionality of these applications. Where other team members have either limited knowledge or have expertise in individual segments.

He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7 Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir is translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc.) and downstream applications (like EDSS). He is currently working in a SME capacity to provide technical guidance to the QA team both onshore and offshore.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS. He did estimation in past that were very close to actual. It will help in planning for Integration with Polaris and migration project of 2015 Release.

Sudhir Jain is coordinating with cross application team in order to define the scope and impacted area and to resolve the integration issues, gained expertise knowledge in ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations.

Sudhir Jain is amongst the very few AHM 250 certified and is having in depth understanding of Health care domain. Sudhir has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases and that is helpful to actively participate in war room for technical discussion and project related meetings in US business hours.

To train an employee on all the components, it would require at least 3-4 months training and 3 years working experience and will come gradually while working on these applications. This knowledge cannot be transferred to other team member easily. It’s almost impossible to transfer knowledge in short time, or without causing unconvinced to company.

Describe and provide documentary evidence to show Mr. Jain has knowledge of a process of a product that is of a sophisticated nature, although not unique to UHGIS, which is not generally known in the U.S.

Only Sudhir Jain is having specialized knowledge on ORS and EDMS, whereas no other employee is having similar kind of knowledge. These applications are internal to UHG, and can’t found outside organization. We don’t have any person in US location who is working in ORS and EDMS applications.

**ORS (Online Routing System)** - ORS is an Issue/call tracking system. ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations. It handles approximately 0.3 million records per day. ORS interacts with upstream application like ISET, iLead, A&G and IDT, and Downstream application like EDSS. As per 2015 Release, ORS is going to integrate with Polaris that will cause major architectural changes. Sudhir is only resource who is having expertise knowledge in ORS components:-

1. Sudhir is only in team, who has extensive knowledge on all 32 online programs (Foundation Views) which interacts with frontend applications like ISET, ILEAD and IDT. This knowledge would help in Requirements and Scope Analysis for ORS architectural changes planned for 2015.
2. Sudhir has specialized knowledge on all 270 Batch jobs which runs nightly for reporting purpose to Business, where as other team member is having limited knowledge or worked only on few components.
3. He is supporting cross application and providing solution to have the timely delivery by all impacted applications. This knowledge enables him in better understanding business functions and translating business requirements into design various QA artifacts.
4. Sudhir has knowledge on all segments of ORS that is essential skill, requires to coordinate with Business in order to resolve Production issues in US business hours. He has knowledge on all 32 programs of ORS that would require resolving the integration issues raised by business of different fronted apps. Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.
5. Sudhir has knowledge on all segments of ORS that is essential skill, requires doing Estimation activities like Planning, Designing, Execution, and Monitoring would need knowledge on all impacted components.

**EDMS (Enterprise DocumentSystem) -** EDMS is for Business Documents, most documents such as EOBs (Explanation of Benefits) and PRAs (Provider Remittance Advice) supports several business critical applications such as claim process, invoicing and portals. It supports 55K internal users and manages around 30 billion documents and adding 1.5 -2 billion records every year.

It automates the design, creation, and production of highly customized and personalized business communications across the enterprise. Integration with UHG ECM ( Enterprise Content Management) systems and cover all the document generation needs .It has several 10 batch application and handling 20 business segments. It accessed by 55K internal users within UHG.

Sudhir is only in team, having expertise knowledge in all EDMS components:-

1. Sudhir has Expertise knowledge on all 20 EDMS Business Segments (i.e. Asset Management, EBPP, Provider segment etc.)

1. Sudhir has expertise on all 10 batch applications which run on nightly to update database.
2. Extensive knowledge on document management system which supports business critical applications, such as Claim process, Invoicing and Portals.
3. He has expertise knowledge on CMWS (Content management web services), which interacts with integrated application.
4. He has extensive knowledge on document ingestion, documents search and its retrieval.

Describe and provide documentary evidence that Mr. Jain has obtained special or advanced knowledge of a product or process by participating in its development.

Sudhir Jain is involved in Requirements and scope analysis; by which he has gained extensive knowledge on all 32 online programs (Foundation Views) which interacts with many frontend applications like ISET, ILEAD and IDT. He has gained knowledge on all 270 Batch jobs which run nightly for reporting purpose to Business.

Sudhir Jain is coordinating with cross application team in order to define the scope and impacted area and to resolve the integration issues, gained expertise knowledge in ORS (modules like Online programs, Batch components) used for record, route, and reconcile issues received from external customers, as well as communications from various internal departments including Customer Service, Health Care Networks, Medical Management, and Claims Operations.

Sudhir is coordinating with Business and integrated team in order to define the scope and impacted area and to resolve the integration issues, by which he has gained specialized knowledge on all segments of ORS (32 online programs and 270 batch jobs) and EDMS (20 Business Segments and 10 batch application. He is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he become expertise on End to End flow.

Sudhir is having expertise in translating business requirements into design various artifacts like detailed test plan, test strategies, by which he has gained specialized knowledge on Upstream applications ( like ISET, ILEAD,IDT, A&G etc.) and downstream applications (like EDSS). Sudhir is RSA (Requirements & Solution Analysis) Level 1 certified and aware about all business documents being created in inception phase.

Sudhir is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of EDMS and ORS. He did estimation in past that were very close to actual. It will help in planning for Integration with Polaris and migration project of 2015 Release.

Sudhir Jain is amongst the very few AHM 250 certified and having in depth understanding of Health care domain. He actively participates in war room for technical discussion and project related meetings in US business hours. He has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases.

Number of employees. Provide the total number of employees in India and the U.S. who have acquired the same knowledge as Mr. Jain, and outline how his knowledge is special or advanced. Provide job descriptions.

ORS (Online Routing System) – There is another team member (India) in ORS, however she has limited knowledge and worked only on few components. Sudhir Jain is only in the team who is having expertise knowledge in all 32 online programs and 270 batch jobs. There is no one in US who is working in ORS.

EDMS (Enterprise Document System) - There are other 2 team members (India), who is working in EDMS. Sudhir is only person, who has expertise knowledge in all 10 batch application and 20 business segments. Whereas other 2 team members are having limited knowledge and worked only on 1-2 segments. There is no one in US who is having the knowledge in EDMS.



Training received. Provide evidence that shows any specialized knowledge gained through specific training.

Sudhir Jain is only one in team, who has received technical trainings on multiple modules of ORS and EDMS applications from business and system analyst team. He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications. While other team members either have limited knowledge or having their individual component expertise.

Sudhir is coordinating with Business and integrated team in order to define the scope and impacted area and to resolve the integration issues, by which he has gained specialized knowledge on all segments of ORS (32 online programs and 270 batch jobs) and EDMS (20 Business Segments and 10 batch application. He is involved in Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he become expertise on End to End flow.

Sudhir Jain is amongst the very few AHM 250 certified and having in depth understanding of Health care domain. He actively participates in war room for technical discussion and project related meetings in US business hours. He has expertise knowledge on business Rules and Business knowledge for members, providers and brokers, about their medical claims, eligibility, and benefits across multiple business/customer bases.

Sudhir Jain is involved in Requirements and scope analysis; by which he has gained extensive knowledge on all 32 online programs (Foundation Views) which interacts with many frontend applications like ISET, ILEAD and IDT. He has gained knowledge on all 270 Batch jobs which run nightly for reporting purpose to Business.

Sudhir Jain is only having specialized knowledge on ORS and EDMS, These applications are internal to UHG, and not available to external users. Sudhir Jain Specialized knowledge is related to UHG propriety applications EDMS and ORS. Sudhir Jain also has completed following trainings.

**AHM ( Academy for Health Management) Training & Certification (30 Hours)**

This certification provides in depth knowledge on US Health Care system. User also learns about major operational areas of health insurance plans as well as legislative, regulatory, and ethical issues that affect the industry. This certification is very useful to become proficient in health care domain.

**HIX (Health Insurance Exchange) Foundation Level (30 Hours)**

It provides thorough understanding on Healthcare Exchanges, Eligibility, Benefits and plans.

**Quality Center Certification (HPO-M15) (20 Hours)**

This certification provides knowledge on following areas of HP Quality Center 9.2

1. Quality Center interface, elements and functions
2. Working with releases
3. Working with requirements
4. Working with data
5. Test planning
6. Test execution
7. Defect tracking

**Quick Test Professional (HPO – M16) (30 Hours)**

HPO-M16 Certificate provides excellence in HP Quick test professional.

It is designed to provide a robust application verification solution without the need for advanced technical or programming. We can use Quick Test for a number of special environments (such as Java, Oracle, SAP solutions, .NET Windows and Web Forms, Siebel, PeopleSoft, Web services, and terminal emulator applications).

**UHG IT Service Delivery Module 1 to Module 4 (8 Hours)**

This course educates about information technology service offerings and the approach used for providing those services. After completing this course, user will have a better understanding of what UnitedHealth Group IT offers and how it is delivered.

It highlights the various methods and resources for requesting services from UnitedHealth Group IT.

**COSMOS 101 - Overview of Claim Payment Process (8 Hours)**

It provides HealthCare Domain Knowledge for COSMOS Business.

**Introduction to OATS (10 Hours)**

Orthogonal Array Testing is systematic, statistical way of software testing. It is used when the number of inputs to the system is relatively small, but too large to allow for exhaustive testing of every possible input to the systems.

**RBT (Risk Based Testing) (4 Hours)**

Risk Based Testing used to prioritize the tests of features and functions in software, based on the risk of failure, the function of their importance and likelihood or impact of failure. It unearth defects in early stage of SDLC and reduce cost.

**Six Sigma Yellow Belt (8 Hours)**

Six Sigma is a set of techniques and tools for process improvement.

**RSA (Requirements & Solution Analysis) Level 1 (8 Hours)**

This course introduces a methodology to improve the quality of business solutions delivered at UHG. Business requirements development focuses on requirements within a context of business value.

**DP101 – Design Patterns,DP201–Advance Design Pattern,DP102–Design Pattern RSA (4 Hours)**

It is thought process in terms of ideas/pattern and improvement areas.

**Test Optimization Certified Professional Certification Program (20 Hours)**

This training is for test optimization process, useful achieving following organization goals:-

* Improvement of Productivity
* Reduction of Cycle Time/Processing time
* Reduction of Defect level (External/Internal)
* Reduction of Rework %
* Improvement in Compliance %
* Reduction in Non Value Added Defects
* Improvement in Utilization/ Workforce Optimization
* Reduction in production defects.

**CMMI-V Dev 1.3 (24 Hours)**

Capability Maturity Model Integration (CMMI) is a process improvement training and appraisal program. It is used to guide process improvement across a project, division, or an entire organization.



**Proprietary knowledge.**

ORS (Online Routing System) and EDMS (Enterprise Document System) applications are UHG propriety applications, developed in house and not available for external users. There is no training available within organization or outside.

Sudhir Jain has received technical trainings on multiple modules of ORS and EDMS applications from business and system analyst teams. He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications. While other team members either have limited knowledge or having their individual component expertise.

Patents.

There are no patent for IT applications, as these are not available to access for external world.

ORS (Online Routing System) and EDMS (Enterprise Document System) applications are UHG propriety applications, developed in house and CSR (Customer Service Representative) are the real time users.

Published material.

Sudhir Jain is working on UHG propriety applications, developed in house and not available for external users. CSR (Customer Service Representative) is the real-time user for these applications. There is no training available within or outside organization.

Description of Mr. Jain’s duties in the U.S.

Sudhir Jain will be working on following releases of ORS and EDMS applications in US

Integration of ORS and EDMS with Polaris is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all 32 ORS online programs, Batch components and existing 20 EDMS business segments. It will reduce the IT maintenance cost and will increase the speed.

As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing document classes (85 Document Classes) into EDMS (Enterprise Document System) planned for 2015 release.

• UHG propriety applications like UBH portal and ELGS are going to integrate with ORS. Sudhir has prior experience of integration with ISET and iLead applications.

Sudhir’ s day to day activities in US will involves:-

**1) APPLICATION RE-ENGINEERING and MERGING/INTEGRATION - 50%**

* Support EDMS and ORS application’s Re- engineering and integration with Polaris, Ensuring that all 20 EDMS Business segments should work as is.
* Ensuring all online programs (32 foundation views) of ORS along with 270 batch jobs should not impacted after the Re-engineering and Integration with Polaris.
* Work with stakeholders for regular enhancement of the ORS and EDMS Applications.
* Work with Business team in order to resolve production issues.
* Analyze the impacted cross applications, and discuss test data with respective application teams.
* Support during migration of 85 document classes in to EDMS application.
* Coordination with all the Application teams individually to prepare common application server infrastructure to prepare unified content Management Interface.
* Coordinating with cross application team in order to define the scope and impacted area and to resolve the integration issues.
* Participate in Estimation activities for different phases of SDLC.
* Prepare End-to-End solution for all stakeholders of UHG.
* Work with Business, System Analyst, SSS and Dev team and identify the issues that application faces and provide solutions to the teams.
* Work with Stakeholders to identify and understand requirements and prepare plan for implementing the requirements.

**2) QUALITY ASSURANCE - 30%**

* Developing Master Test plans, test cases and test scripts/ procedures along with test estimation for testing software at various stages in the SDLC as well as preparing test reports.
* Understanding process requirement and preparing estimates for various projects
* Prepare Test Strategies, estimates and Requirement Traceability Matrix.
* Developing documentations like Test Result Report, Test Summary Report, and QA Metrics
* Participate in requirement walkthrough, business use case walkthrough and provide/clarify details Presenting
* Test status and progress reports as appropriate to top management

**3) Provide support during US business hours that includes- 20%**

* Participate in war room activities and provide technical guidance for problem resolution.
* Participate in critical project meetings and walkthrough sessions.
* Coordinating with Business & System Analyst to ensure requirements were appropriately identified and included in the requirement Create the point of contact and demonstrate that to IT & business team and get the approval
* Discussion with Business (Stake holders), IT (Business Analyst, System Analyst, Development, QA (Quality Analyst) and EPMO (Enterprise Project Management Office) teams
* Attending project status meeting
* Coordinating with Business/UAT/Performance/Maintaince Team for the Continuous quality improvement of the Project and process by applying his technical expertise gained from the certifications ( AHM, QC, QTP Certification)
* Provide UAT (User Acceptance Testing) Support to Business teams.

He has received technical trainings on multiple modules of ORS and EDMS applications from business and system analyst teams. He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

Sudhir Jain having expertise in ORS and EDMS, There is no employee in US for same skill set. To train an employee on all 32 components and 270 batch jobs in ORS and 20 business segments and 10 batch applications in EDMS, it would require at least 3-4 months training and 3 years of working experience; however same level of expertise will come gradually while working on these applications. His experience differs from other team members, as he has extensive experience in overall functionality of these applications. Where other team members have either limited knowledge or have expertise in individual segments.

Sudhir Jain is having Expertise Knowledge on EDMS and ORS applications; He is working on these systems from last 7+ years, where other team member has limited knowledge. Sudhir is identified critical resource for 2015 Releases, without him, it would be difficult to deliver on time.

Training to be provided.

Sudhir will be working closely with SA (System Analyst)/Business/UAT (User Acceptance testing) /Performance Team .As there is no one in US for ORS and EDMS QA, So Sudhir will have to coordinate with different stakeholders and impacted cross applications and to resolve their issues and provide technical solutions.

Organizational chart (US).

There is no one in US, who has knowledge on EDMS and ORS applications.

Sudhir has received technical trainings on multiple modules of ORS and EDMS applications from business and system analyst teams. He has been part of the core team who analyzed the business requirements for these applications and derived functional requirements for the testing team and development team to initiate work. 7+ Years of his continuous learning there, he become the expertise and has been working as SME (Subject Matter Expert) for these applications.

