

Sarah R. Kilibarda  
+1 612 766 6929  
sarah.kilibarda@FaegreBD.com

Faegre Baker Daniels LLP  
2200 Wells Fargo Center • 90 South Seventh Street  
Minneapolis • Minnesota 55402-3901  
Phone +1 612 766 7000  
Fax +1 612 766 1600

December 17, 2014

**VIA UPS NEXT DAY AIR**

U.S. Citizenship and Immigration Services  
California Service Center  
ATTN: I-129 / L-1B - RFE  
24000 Avila Road  
2nd Floor, Room 2302  
Laguna Niguel, CA 92677

**RESPONSE TO RFE**

<b>Re:</b>	<b>Re:</b>	<b><u>Response to Request for Evidence</u></b>
	Petitioner:	Optum Services, Inc.
	Beneficiary:	<u>Anil GOGIA</u>
	Case Type:	Petition for Nonimmigrant Worker (I-129)/L-1B
	Receipt #:	WAC-14-248-50888

Dear Sir or Madam:

This firm represents the Petitioner referenced above with respect to its Petition for Nonimmigrant Worker (L-1B/Form I-129) filed on behalf Mr. Anil Gogia ("Mr. Gogia").

**LEGAL STANDARD – PREPONDERANCE OF THE EVIDENCE**

In this administrative immigration proceeding, whether at the initial filing stage or in response to a request for evidence, the petitioner must prove by a preponderance of the evidence that it is eligible for the benefit sought. *See Matter of Chawathe*, 25 I&N Dec. 369, 375 (AAO 2010). "The 'preponderance of the evidence' standard requires that the evidence demonstrate that the applicant's claim is 'probably true,' where the determination of truth is made base on the factual circumstances of each individual case." *Id.* at 376. "Even if the director has some doubt as to the truth, if the petitioner submits relevant, probative, and credible evidence that leads the director to believe that the claim is 'more likely than not' or 'probably' true, the applicant or petitioner has satisfied the standard of proof." *Id.* at 375, citing *INS v. Cardoza-Fonseca*, 480 U.S. 421, 431 (1987) (discussing "more likely than not" as a greater than 50% chance of an occurrence taking place). In this case, Optum Services, Inc. has proven its case under the applicable standard of proof, both through its initial submission and now through its response to this request for evidence. Please see the following in response to the RFE:

1. The USCIS's original Request for Evidence (RFE).
2. Letter from Keith Freechack, Director, Global Mobility, providing additional information regarding Mr. Gogia's specialized knowledge.

**Exhibit A** A copy of the Application Enablement ("AE") Log Viewer User Guide (2014), authored by Mr. Gogia.

**Exhibit B** A copy of Mr. Gogia's Training Letter signed by Mr. Vivek Karunakaran (Director – IT), outlining Mr. Gogia's specialized knowledge and experience.

**Exhibit C** Copies of specialized documents authored by Mr. Gogia in relation to the AE system.

**Exhibit D** Copies of various training certificates received by Mr. Gogia representing his specialized knowledge and experience.

**Exhibit E** A copy of an organizational chart relating to Mr. Gogia's prospective specialized knowledge position in the United States.

We believe that this information fully responds to the issues raised in the RFE. We respectfully request that the USCIS approve the Petitioner's L-1B petition. If you have further questions, please do not hesitate to contact me.

Sincerely,



Sarah R. Kilibarda

cc: Mr. Samier Mahto (w/enclosures via e-mail)  
Mr. Sanjeev Sharma (w/enclosures via e-mail)



DEPARTMENT OF HOMELAND SECURITY  
U.S. CITIZENSHIP AND IMMIGRATION SERVICES  
CALIFORNIA SERVICE CENTER  
P.O. BOX 10590  
LAGUNA NIGUEL CA 92607-0590

ATTN: RFE



A #		Application/Petition I-129, Petition for A Nonimmigrant Worker
Receipt # <b>WAC1424850888</b>		Applicant/Petitioner <b>Optum Svcs Inc</b>
Notice Date <b>October 10, 2014</b>	Page <b>1 of 8</b>	Beneficiary <b>Gogia Anil</b>

KILIBARDA, SARAH R  
FAEGRE BAKER DANIELS LLP  
RE: OPTUM SVCS INC  
90 S 7TH ST STE 2200  
MINNEAPOLIS, MN 55402

Request for Evidence

Notice also sent to:

**RETURN THIS NOTICE ON TOP OF THE REQUESTED INFORMATION LISTED ON THE ATTACHED SHEET.**

**Note: You are given until January 2, 2015 in which to submit the requested information to the address at the bottom of this notice.**

Please note the required deadline for providing a response to this Request for Evidence. The deadline reflects the maximum period for responding to this RFE. However, since many immigration benefits are time sensitive, you are encouraged to respond to this request as early as possible but no later than the date provided on the request.

**Pursuant to 8 C.F.R. 103.2(b)(11) failure to submit ALL evidence requested at one time may result in the denial of your application.**

**For more information, visit our website at [www.uscis.gov](http://www.uscis.gov)**

**Or call us at 1-800-375-5283**

**Telephone service for the hearing impaired: 1-800-767-1833**

CSC4606 WS25047 EB2 HOPE TW

**You will be notified separately about any other applications or petitions you filed. Save this notice. Please enclose a copy of it if you write to us about this case, or if you file another application based on this decision. Our address is:**

USCIS - CALIFORNIA SERVICE CENTER  
P.O. BOX 10590  
LAGUNA NIGUEL, CA 92607-0590  
800-375-5283



WAC1424850888

If you are requesting consulate/embassy notification, provide the following evidence in duplicate. Any document submitted to USCIS containing a foreign language, must be accompanied by a full English language translation that has been certified by the translator as complete and accurate, and that the translator is competent to translate from the foreign language into English.

You have filed Form I-129, Petition for a Nonimmigrant Worker on behalf of Anil Gogia, ("beneficiary") on September 22, 2014 in order to classify the beneficiary as an intracompany transferee with specialized knowledge with a concurrent request for consulate notification.

Your organization, Optum Services, Inc., seeks to employ the beneficiary as a .

### **I-129, L-1B SPECIALIZED KNOWLEDGE**

The L-1B classification applies to aliens temporarily visiting the United States as intracompany transferees with specialized knowledge. When seeking to temporarily employ a beneficiary under the L-1B nonimmigrant classification, you are required to establish that:

- the beneficiary has been employed abroad for one continuous year within the three years preceding the application for admission into the United States; and
- the beneficiary's prior year of employment abroad was in a position that was managerial, executive, or involved specialized knowledge; and
- the beneficiary has specialized knowledge based on prior education, training, and employment that qualifies him/her to perform the intended services in the United States;
- the beneficiary's position in the United States involves specialized knowledge.

To process your petition and determine if the participants are eligible, additional information is required. Provided for you is suggested evidence you could submit to satisfy each requested item. You may give one, some, or all of these items. You may also submit none of them, and instead give other evidence that you believe satisfies the request. Note, however that you are responsible for providing evidence that best shows that you and the beneficiary meet all requirements. Evidence must show that both you and the beneficiary were eligible for the requested benefit when the Form I-129 was filed.

### **Discussion of L-1B Criteria**

The regulations define "Specialized Knowledge" as:

- "special" knowledge possessed by an individual of the petitioning organization's product, service, research, equipment, techniques, management, or other interests and its application in international markets or
- "an advanced level of knowledge or expertise in the organization's processes and procedures."

The term "special" can mean surpassing the usual; distinct among others of a kind; distinguished by some unusual quality; uncommon; or noteworthy.

The term "advanced" can mean highly developed or complex; at a higher level than others; beyond the elementary or introductory; or greatly developed beyond the initial stage.

Accordingly, where it is claimed that the beneficiary has "special" knowledge of the company's product, service, research, equipment, techniques, management, or other interests and its application in international markets - the knowledge must be established as being distinguished, noteworthy or uncommon. Where it is claimed that the beneficiary has "advanced" knowledge of the organization's processes and procedures; it must be established that the knowledge is at a higher level than others, beyond the elementary or introductory, or greatly developed beyond the initial stage.

Further, USCIS recognizes that most employees today have been highly trained. However, it can not always be concluded that all employees performing highly technical duties are eligible for classification as intra-company transferees with specialized knowledge.

Additionally, a distinction can be made between skilled labor and the person who is to be employed for his or her ability to carry out a key process or function which is important or essential to the business firm's operation. Although the knowledge possessed by someone with specialized knowledge need not be proprietary or unique it must be different or uncommon. Further, the determination that the beneficiary has specialized knowledge does not involve a test of the United States labor market. However, it must be established that the knowledge possessed by the beneficiary is not general knowledge held commonly throughout the industry but that it is truly specialized.

#### **Evidence of the Beneficiary's Managerial, Executive, or Specialized Knowledge Position Abroad**

It must be shown that the beneficiary has been employed abroad by a qualifying organization in a position that was managerial, executive, or a position that involved specialized knowledge.

You submitted the following evidence to establish that the beneficiary's prior year of employment abroad was in a position that was managerial, executive, or involved specialized knowledge:

- Your cover letter describing the beneficiary's position abroad;
- Letter from the beneficiary's supervisor(s) describing the beneficiary's position with the organization abroad;
- Copy of the foreign entity's organizational chart;

You indicate that the beneficiary has been employed abroad as a Senior Technical Architect since November 2006. Your description of the position abroad was insufficient to show that the position involved specialized knowledge because:

- Although you have submitted a description of the Senior Technical Architect position, it is insufficient to determine whether the position is executive, managerial or involves specialized knowledge.
- Your description of the Senior Technical Architect position does not compare and contrast the beneficiary's duties with others performing the same type of work.

#### **--Suggested Evidence to Establish the Beneficiary's Position Abroad**

Evidence you may submit to satisfy this requirement includes but is not limited to a combination of the following or similar types of evidence:

- Description of the Beneficiary's Position Abroad: Indicate whether the beneficiary's position of Senior Technical Architect abroad is managerial, executive, or involved specialized knowledge;
- Duties Abroad: Submit a more detailed specific description of the beneficiary's duties abroad. Identify the percentage of time required to perform the duties. In addition, please address the following:
  - Managerial Position: If the position of Senior Technical Architect is a managerial position, list the beneficiary's primary managerial duties. Also, if applicable, indicate the number and types of positions the beneficiary supervises;
  - Executive Position: If the position of Senior Technical Architect is an executive position, list the beneficiary's primary executive duties. Also, if applicable, indicate the number and types of positions the beneficiary supervises;
  - Position Involving Specialized Knowledge: If the position of Senior Technical Architect is a position which involves specialized knowledge, list the beneficiary's primary duties that involve specialized knowledge. Indicate why others have not acquired this "special" or "advanced" level of knowledge of your company's equipment, system, product, technique, research, service; and/or processes or procedures; and explain how the knowledge involved in the position is different than other Senior Technical Architect employed by the foreign company or others employed in similar positions in the industry.

[Optional] Provide evidence to establish that the beneficiary as a Senior Technical Architect has commanded a high salary or other significantly high remuneration for services compared to others in the same industry because of his/her "special" knowledge of your equipment, system, product, technique, or service; or an "advanced" level of knowledge of your company's processes and procedures.
- Foreign Organizational Chart: Submit a copy of the foreign company's line and block organizational chart, showing the organization's organizational hierarchy and staffing levels ONLY for the beneficiary's immediate hierarchy, associates, and subordinates. List all employees in the beneficiary's immediate division, department, or team by name, job title, summary of duties, educational level, and salary. Clearly identify the beneficiary's position in the chart.

#### **Evidence that the Beneficiary has Specialized Knowledge**

Although the beneficiary may have been employed in an executive, managerial, or specialized knowledge capacity abroad, it must be shown that the beneficiary possesses specialized knowledge as discussed above.

You submitted the following evidence to establish that the beneficiary has specialized knowledge:

- Your cover letter describing the beneficiary's knowledge, education, training, and employment which identified the beneficiary's specialized knowledge as his expertise in the company's Application Enablement (AE) system;
- Letter from the beneficiary's supervisor(s) describing the beneficiary's training and experience with the organization abroad;

From the documentation submitted with your petition, USCIS is unable to determine that the beneficiary has specialized knowledge because:

- Although you state that the knowledge obtained by the beneficiary through education, training, and employment is "special" or "advanced", you have not provided corroborating evidence to support your assertion.
- Your description does not compare and contrast the beneficiary's knowledge, education, training, and employment with others employed in the industry performing the same or similar type of work.
- Your description of beneficiary's design and development of tools which helped "in triaging the production issues quickly and was later recognized as a remarkable achievement for the project" is not supported by any evidence.

**--Suggested Evidence to Establish the Beneficiary has Specialized Knowledge:**

Evidence you may submit to satisfy this requirement includes but is not limited to a combination of the following or similar types of evidence:

- Description of Specialized Knowledge: Explain, in detail (and in layman's terms), and provide documentary evidence to show the specialized knowledge obtained by the beneficiary through education, training, and employment.
  - Identify and provide documentary evidence to show the product, service, tool, research, equipment, process, or procedure the beneficiary uses that involves specialized knowledge.
  - Identify and provide documentary evidence to show the minimum amount of time required to obtain this knowledge including the training and actual experience accrued after the completion of training.
  - Indicate and provide documentary evidence to show whether this knowledge is held by others employed by your organization or by other employers in the United States and abroad.
  - Indicate and provide documentary evidence to show exactly what it is about the beneficiary's knowledge of the petitioner's equipment, system, product, technique, or service that makes it "special" and how it is applied in the international marketplace;
  - Describe and provide documentary evidence to show how the beneficiary's knowledge is an "advanced" level of knowledge of the petitioner's processes or procedures.



- Describe and provide documentary evidence to show how the beneficiary has knowledge that is valuable to the employer's competitiveness in the market place;
- Describe and provide documentary evidence to show how the beneficiary is qualified to contribute to the United States employer's knowledge of foreign operating conditions as a result of specialized knowledge not generally found in the industry;
- Describe and provide documentary evidence to show how the beneficiary has been utilized abroad in a capacity involving significant assignments which have enhanced the employer's productivity, competitiveness, image, or financial position;
- Describe and provide documentary evidence to show how the beneficiary has knowledge which, normally, can be gained only through prior experience with your organization;
- Describe and provide documentary evidence to show how the beneficiary has knowledge of a product or process which cannot be easily transferred or taught to another individual without significant economic inconvenience to the United States or foreign firm;
- Describe and provide documentary evidence to show how the beneficiary has knowledge of a process or a product that is of a sophisticated nature, although not unique to the foreign firm, which is not generally known in the United States.
- Describe and provide documentary evidence to show how the beneficiary's has obtained special or advanced knowledge of a product or process by participating in its development or creation.

NOTE: If USCIS can not clearly understand the knowledge described by you then it may be difficult to determine that the beneficiary's experience or skills are specialized knowledge as opposed to only ordinary skills required to use the your product, tools, processes, or procedures.

- Number of Employees: Indicate the total number of employees abroad and in the U.S. that acquired the same knowledge of your company's equipment, system, product, technique, research, service; and/or processes or procedures as the beneficiary and explain how the beneficiary's knowledge is "special" or "advanced" and set apart from these employees and other employees working in a similar position within your organization and other employers in the same type of business. Provide job descriptions of those persons employed at the foreign and U.S. location who have the same position as the beneficiary.
- Training Received: Provide documentation that shows any specialized knowledge gained through specific training courses presented by your company. Include evidence to establish the content of the course, duration, completion dates, and number of employees enrolled in each course. Explain how the training establishes a "special" or an "advanced" level of knowledge of your company's equipment, system, product, technique, service, processes, or procedures when compared to other employees of your company.
- Proprietary Knowledge: Although proprietary knowledge is not required to establish that the beneficiary has been employed abroad in a specialized knowledge position, it could only further

support your petition to classify the beneficiary as having specialized knowledge if, in fact, the beneficiary does possess proprietary knowledge. As such, if you feel the beneficiary possesses proprietary knowledge please elaborate. Provide a detailed comparison of your company's equipment, system, product, technique, research, service; or processes or procedures; to others in your industry. Indicate if the beneficiary was involved in the "design" or "development" of any of your tools, services, processes or procedures and provide evidence of his work.

- **Patents:** If the petitioner was awarded a patent as a result of the beneficiary's knowledge, provide copies of any patents held by your company that were created as the result of the beneficiary's "special" knowledge of your equipment, system, product, technique, or service; or an "advanced" level of knowledge of the petitioner's processes or procedures.
- **Published Material:** Provide copies of any noteworthy published material in professional or major trade publications or major media about the beneficiary, relating to the beneficiary's work that distinguishes him or her from others in the industry or within your company. Include the title, date, and author of such published material, and any necessary translation.

#### **Evidence of Proposed Specialized Knowledge Position in the United States**

Although the beneficiary may have been employed in an executive, managerial, and/or specialized knowledge capacity abroad, it must be shown that the proposed position in the United States involves specialized knowledge as discussed above.

You submitted the following evidence to establish that the beneficiary will enter the United States in order to render services in a capacity that involves specialized knowledge:

- Your cover letter describing the beneficiary's duties in the U.S.;
- Copy of the United States entity's organizational chart;

From the documentation submitted with your petition, USCIS is unable to determine that the beneficiary will be employed in a position that involves specialized knowledge because:

- Although you have submitted a long, detailed, and technical description of the beneficiary duties, it is not clear, in layman's terms, exactly what the beneficiary's duties will be and how they compare to other employees on the project, team, department, division, and/or organization.
- Your description of duties does not compare and contrast the beneficiary's duties with others performing the same type of work.
- USCIS is unable to determine whether the beneficiary has been or will be performing duties as an L-1B based on "special" knowledge of your company's product, service, research, equipment, techniques, management, or other interests or an "advanced" knowledge of your company's processes and procedures.

#### **--Suggested Evidence to Establish a Specialized Knowledge Position in the United States**

Evidence you may submit to satisfy this requirement includes but is not limited to a combination of the following or similar types of evidence:

- Description of Duties in the United States: Submit a detailed description of the beneficiary's duties. Explain, in detail (and in layman's terms), the specialized knowledge duties the beneficiary will perform in the United States. If not already provided, identify the product, tool, process, or procedure the beneficiary will use for each duty and indicate if it is used or produced by other employers in the United States and abroad. Identify the minimum amount of time required to perform the duties of the specialized knowledge position including training and actual experience.

Indicate exactly what it is about the duties that call for the beneficiary's knowledge of your equipment, system, product, technique, service to be "special" and how it will be applied in the international market; or describe how the listed duties to be performed by the beneficiary are of an "advanced" level of knowledge of your processes or procedures.

Explain how the duties the beneficiary will perform in the United States are different from those of other workers employed by you or other U.S. employers in this type of position;

NOTE: If USCIS can not clearly understand the duties described by you then it may be difficult to determine that these duties are specialized knowledge as opposed to only ordinary skills required to use your product, tools, processes, or procedures.

- Training to be Provided by Beneficiary in the United States: If the beneficiary will provide training in the area of his or her claimed specialized knowledge, describe in detail the training which the beneficiary will give other workers in the U.S. Identify the product, tool, process, or procedure in which the beneficiary will provide training. Explain how long it takes to train other employees to use the specific tools, product, service, research, equipment, techniques, management, processes, procedures and/or methodologies utilized. Provide an itinerary of the proposed training.
- Organizational Chart: Submit a copy of the United States company's line and block organizational chart, showing the organization's current organizational hierarchy and staffing levels ONLY for the beneficiary's immediate hierarchy, associates, and subordinates. List all employees in the division, department, or team where the beneficiary's position is located by name, job title, and immigration status. Clearly identify the beneficiary's position in the chart and, if applicable, indicate the number of employees managed.

December 17, 2014

U.S. Citizenship and Immigration Services  
California Service Center

**Re:** Response to Request for Evidence  
**Petitioner:** Optum Services, Inc.  
**Beneficiary:** Anil GOGIA  
**Case Type:** Petition for Nonimmigrant Worker (I-129)/L-1B  
**Receipt #:** WAC-14-248-50888

Dear Sir or Madam:

This letter is written in response to the Request for Evidence (“RFE”) that was issued by your office on October 10, 2014, regarding the Petition for Nonimmigrant Worker filed by Optum Services, Inc. (“Optum”) on behalf of Mr. Anil Gogia (“Mr. Gogia”). In the RFE, your office requests additional evidence to demonstrate that Mr. Gogia possesses specialized knowledge. This letter, as well as the information and documentation previously provided, demonstrates that Mr. Gogia satisfies all of the requirements to be granted L-1B status.

**A. THE PETITIONER**

Optum Services, Inc. is a leading healthcare management company committed to improving the healthcare system. An operating division of UnitedHealth Group, the largest single health carrier in the United States, Optum Services, Inc. is focused on reshaping healthcare around the world, making global systems work better for everyone. We are committed to collaboration, service, research, and development to understand the current state of healthcare and then drive transformation.

The UnitedHealth Group family of companies delivers innovative products and services to approximately 84 million people worldwide. UnitedHealth Group’s nationwide network includes 570,000 physicians (and other care professionals) and 4,800 hospitals. Our pharmaceutical management programs provide more affordable access to drugs for 15 million people.

**B. DESCRIPTION OF THE COMPANY’S APPLICATION ENABLEMENT SYSTEM  
IN THE INTERNATIONAL MARKETPLACE**

The Application Enablement (“AE”) system is a Service Oriented Architecture (“SOA”) based application, which exposes its business functionalities through web services, and provides reusable business services, frameworks and tools that enable integration between applications across multiple platforms. As will be outlined and documented in further detail below, Mr. Gogia possesses specialized knowledge and advanced experience with the AE system and its associated applications, which will be critical to the success of ongoing enhancement and compliance initiatives in the U.S. It creates, maintains and enhances standard integration paths and allows for services to be made available to other proprietary UHG applications using a simple and

consistent interface. It also provides technical and integration expertise to insulate applications from system complexities, and assists with problem determination.

In the specialized knowledge position of Senior Technical Architect with UHG India, Mr. Gogia is assigned to the AE system team. The AE team provides and maintains the infrastructure necessary to connect nearly ninety (90) different proprietary applications within the Company. The system handles millions of requests per day. The work of this team is critical to our success as the AE system serves as the backbone for many other UHG projects and applications.

### **C. DESCRIPTION OF MR. GOGIA'S SPECIALIZED KNOWLEDGE**

As stated in the initial L-1B petition filed with USCIS on September 19, 2014, Mr. Gogia's current specialized knowledge position, as well as his prospective specialized knowledge position, both involve the acquisition and application of advanced specialized knowledge. Mr. Gogia was first employed by UHG India in November 2006, as a Senior Technical Architect with the AE team. Mr. Gogia has been working on the development of this system for over seven (7) years and he is the *only* technical resource that possesses superior functional and historical knowledge of this specialized system.

**Mr. Gogia's experience with UHG India has provided him with specialized knowledge of the specialized AE system that is essential to the completion of specialized integration projects and upgrades in the U.S. As Senior Technical Architect for UHG India, Mr. Gogia plays a critical role in the complete lifecycle of the AE system and its underlying technical architecture. As Senior Technical Architect, his specific duties include supporting architectural design, resolution of production issues and the development of tools which help to optimize the production environment. Mr. Gogia developed several tools for use within the proprietary AE system. These include the Modular OSGI Runtime Container ("MORC"), MORC Integration Director ("MINDI"), AeMqVisualizer, AE-logger, and Error Reporting. Mr. Gogia played a critical role in the development of each of these proprietary tools.**

As outlined in greater detail below, his position requires years of specialized and hands-on experience working with this proprietary system and its associated technologies, as well as advanced internal training and uncommon knowledge of U.S. healthcare regulations and business. Mr. Gogia's prospective U.S. position is similar to Mr. Gogia's current specialized knowledge role in India - it requires the same level of advanced, specialized knowledge of the AE system and its architecture. As a part of healthcare reforms, the AE/United Programming Model 3 ("UPM3") application is undergoing Major ICD 9 to ICD 10 conversion changes under the field expansion project. As will be outlined in greater detail below, Mr. Gogia will continue to leverage his advanced specialized knowledge of the Company's AE system to undertake the necessary enhancement projects. These initiatives are mission and time critical for the organization and are part of a larger compliance strategy for the Company. In order to accomplish these projects, significant work is needed in terms of analysis, coordination and meetings with various IT and business teams. We need someone who has not

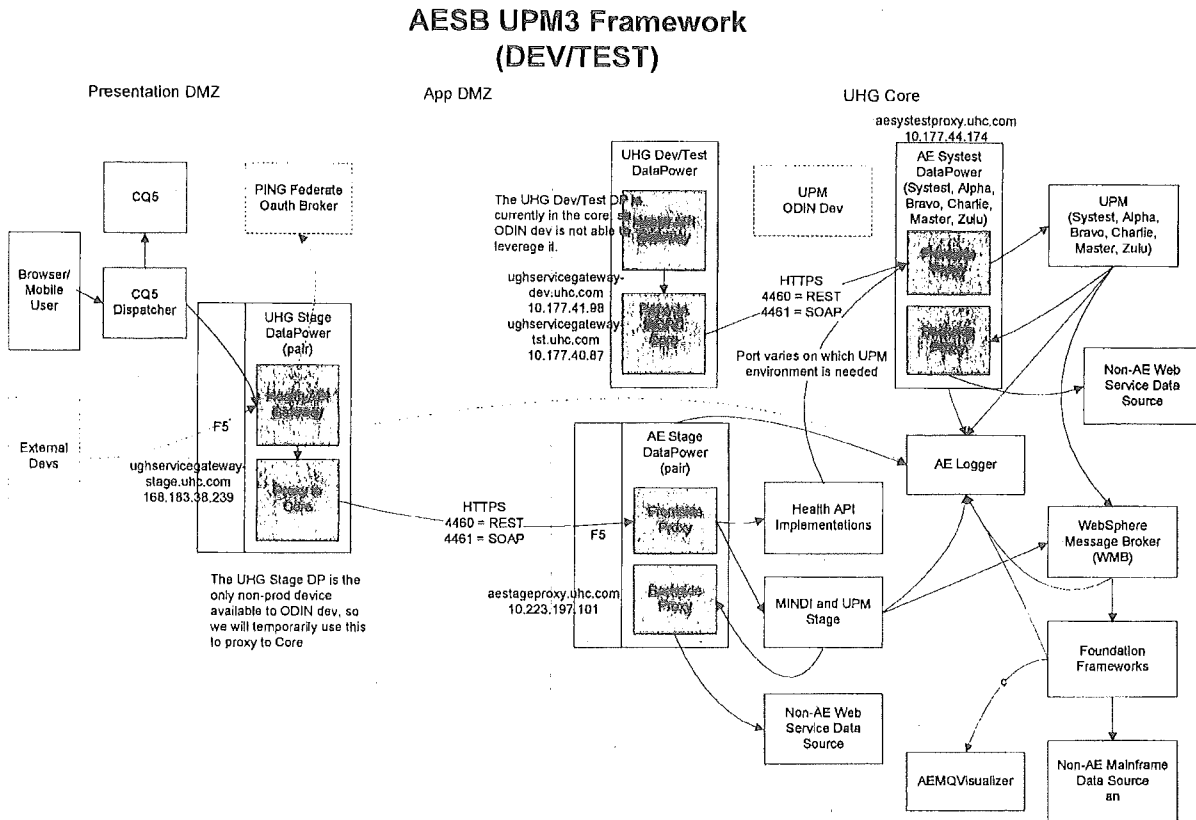
only an in depth knowledge of AE applications, framework and tools, but also has a deep understanding of UHG's internal process flows.

**Mr. Gogia has been asked to perform his current role in the U.S., as no UHG employee in the U.S. possesses the same level and combination of experience, training and knowledge to be able to perform these critical project tasks.**

It is important to emphasize the following regarding Mr. Gogia's specialized knowledge:

- ▶ Mr. Gogia was first employed by UHG India in November 2006, as a Senior Technical Architect within the AE team.
- ▶ Mr. Gogia has been working on the development of the AE system and associated technologies for more than seven (7) years. He also possesses more than twelve (12) years of experience building large scale, resilient, reusable enterprise service frameworks for health and financial domain applications. This level of experience is substantially greater than other employees at the Company. He is the *only* technical resource that possesses advanced functional and historical knowledge of these systems. ***The proprietary knowledge possessed by Mr. Gogia is not typical of other workers*** engaged in the same or similar positions.
- ▶ The AE team currently has twenty-two (22) members assigned to it, with Mr. Gogia leading as Senior Technical Architect. **No other Company employee has Mr. Gogia's advanced combination of skills and knowledge, which is unique to the Company and the healthcare technology services industry generally.**
- ▶ Mr. Gogia has made key contributions to the complete end-to-end software environment of AE and its derivative applications, giving him an advanced level of understanding of the software implementation and enhancement issues that are faced by the Company.
- ▶ The type of training received as well as specialized experience obtained by Mr. Gogia is ***substantially different and distinguishable*** from other employees.
- ▶ Mr. Gogia's level of knowledge and experience cannot merely be obtained by attending training courses or through a working or durational milestone. He has acquired a specialized level of knowledge and experience over and above other employees, due to his combination of technical, hands-on experience, as well as through attending numerous specialized courses, applicable to the AE system.
- ▶ Mr. Gogia's specialized knowledge and experience of the AE system ***is uncommon and noteworthy*** within the IT and HealthCare industry. He possesses specialized knowledge of the AE UPM3, leading integration and implementation of UPM3 Framework, AE tools, UPM3 Migration, ENTERA Decommission Framework and TRICARE.

The diagram below helps illustrate the complexity of the AE system:



By way of background, the UPM3 Framework allows consumer and provider applications to fetch business data in contract to the business service level agreement. All the business logic pertaining to health care policies reside in the solutions provided by this model.

**D. SENIOR TECHNICAL ARCHITECT – THIS POSITION AT UHG INDIA INVOLVED SPECIALIZED KNOWLEDGE**

**The RFE issued by your office on October 10, 2014 (in part) stated the following:**

*“Your description of the position abroad was insufficient to show that the position involved specialized knowledge because, although you have submitted a description of the Senior Technical Architect position, it is insufficient to determine whether the position is executive, managerial or involves specialized knowledge. Your description of the Senior Technical Architect position does not compare and contrast the beneficiary’s duties with others performing the same type of work”.*

As stated above, the Senior Technical Architect position with UHG India does involve specialized knowledge of proprietary technologies and applications:

Mr. Gogia's specific duties in relation to the AE system abroad included the following:

► **Requirements Gathering and Analysis (15%):**

Requirement Gathering involves studying system requirements from a development point of view to identify all the development requirements for UPM3 Framework, UPM3 Migration, TRICARE and the Entera decommission Framework.

Mr. Gogia has been extensively involved in the Requirements Gathering phase of all projects within the AE UPM3, MORC and MINDI, and has acquired significant functional knowledge of the AE Consumer Business applications, Integrated Service Experience Tool ("ISET"), I Listen, Educate, Assist, Delight ("ILEAD") & Business to Business Portal ("B2B"), Business to Consumer ("B2C"), Member Portal MY United Health Care ("MYUHC") and Employer E Services ("EES") applications. He has been assisting Business Analysts in this phase by providing detailed input required to complete development corresponding to a particular UPM3 integration requirement.

► **Effort Estimation (5%):**

Effort Estimation involves the estimation of development efforts in a specified environment, using defined methods, tools and techniques. Based on the Statement of Work ("SOW") and type of development to be performed, high level estimation is shared with all the stake holders.

► **Designing & Architecture (25%):**

Based upon his thorough understanding of these applications, Mr. Gogia develop the Enterprise Service design and business process management architecture, rules and implementation, as well as data model mapping. He worked on various provider applications, analyzing data models and understands the business significance of data stored in various tables. With his extensive specialized knowledge and experience in enterprise solution and data management solutions models, he is able to readily identify the impact of changes, and identify critical data elements.

► **Development & Unit Testing Planning (10%):**

The Development and Unit Testing phase involves the creation of new business modules, scripts and business message jobs, work flow and test scripts. Mr. Gogia is a specialist in AE UPM3, WMB and foundation framework design and business message job creation. He understands and has mastered the AE UP Model, Web sphere Message Broker and Foundation Framework data models of these applications. He has developed more than 600 complex UPM3 framework business web services for this AE application.



► **Deployment & Administration (10%):**

Production Deployment & Documentation involves implementing and validating changes to the production environment. Mr. Gogia's role involves him closely working with business users for requirement analysis, testing, deployment planning and verification. This relationship is an extremely important asset for this assignment.

► **Application Project Coordination (10%):**

This involves providing support for ARUPM, Web sphere Message Broker, Foundation Framework, AE Experience, MORC and MINDI applications.

► **Process Improvement (10%):**

As stated above, Mr. Gogia has more than twelve (12) years of experience of development on these applications, including process improvement implementation. With his knowledge and experience, he strives for implementing complete optimization techniques within the team.

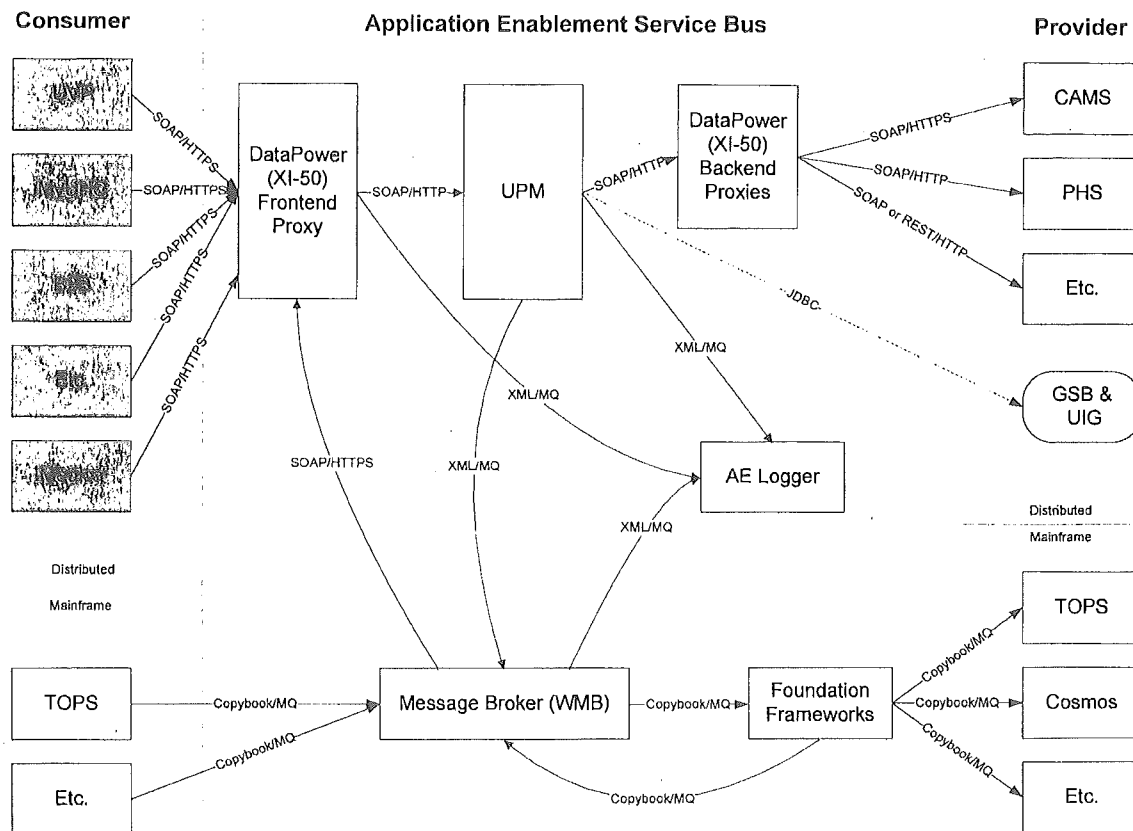
► **Business Reporting (5%):**

Mr. Gogia is the single point of contact for all Onshore Managers, clients and other Business Stakeholders for the AE system. He is involved in constant communication with various source systems and stakeholders to resolve technical issues related to the AE system.

► **Miscellaneous Activities (10%):**

Approximately 90% of Mr. Gogia's work is centered on analyzing, planning, developing and integrating the AE UPM3 Framework with UPM3 tools, including the MORC application and MINDI application for various AE consumers.

Mr. Gogia plays a key role in the development of the AE system. As previously mentioned, the AE system is a SOA based application which exposes its business functionalities through web services and provides reusable business services, frameworks and tools that enable integration between applications across multiple platforms. Mr. Gogia was instrumental in the development, testing and analysis of these services and has a comprehensive knowledge of the complexity of the project. For these reasons, it is clear that Mr. Gogia possesses unique and specialized knowledge over and above other employees and those within the healthcare industry.

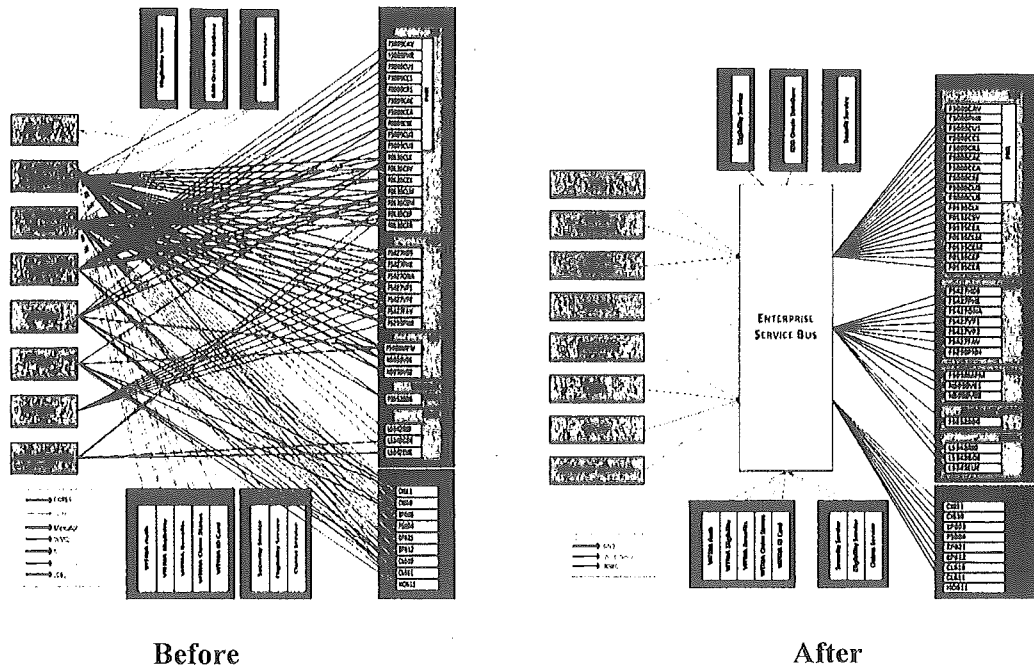


Mr. Gogia has designed and created numerous elements for the UPM3 integration. He has been responsible for developing the following tools and applications, which are proprietary to the AE system:

- **AE Log Viewer tool** – This is a web tool used to search and filter service logs from the AE non-production and production servers without requiring logging into the server. Please see **Exhibit A** for a copy of the AE Log Viewer User Guide (2014), authored by Mr. Gogia. This manual is a highly technical document, outlining various key functions for New Business Installation in the context of the AE system. **The creation of this guide further highlights Mr. Gogia's specialized knowledge and experience specific to this application. An employee with only an intermediate level of experience with this specialized application would not possess the knowledge required to complete these types of specialized responsibilities or create such specialized documents.**
- **AE SUIT tool** – This is a group of tools required to check connectivity, logging and security of AE backend provider applications.
- **AE MQ Visualizer tool** – Mr. Gogia published a specialized white paper for the Software Testing Conference which depicts benefits of the AEMQ Visualizer tool.

- ▶ **AE MORC Framework** – The MORC Framework is comprised of three main components:
  - a) **Bridge Application** - This acts as a bridge between the application server HTTP threads and the OSGI container.
  - b) **MINDI: MORC Integration Director** - This is a User Interface for the dynamic configuration capability in MORC. This can be configured to connect to multiple environments.
  - c) **Core Framework Bundles** - UHG proprietary applications build on OSGI bundles that provide base functionality: core, configuration services and unit test framework. This is required for the Bridge and MINDI applications to function.
- ▶ **AE Metrics Reporting Tool** – Mr. Gogia developed a specialized metrics reporting tool. It is used across UHG to keep tracking of different incident tickets opened for different applications.
- ▶ **ICD10 Migration Testing Tool** – Mr. Gogia developed a testing tool to test ICD 9 to ICD 10 Migration.
- ▶ **FTP - SFTP Migration Utility** – Mr. Gogia developed a utility to migrate FTP to SFTP. Across the UHG, this tool is being used by different applications to migrate from FTP to SFTP. This is also being used in the UPM3 Framework.
- ▶ **Tricare Integration** - TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families, and is divided into three regions (North, South and West). United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. The TRICARE West contract has five (5) year duration, worth \$1.7 billion in revenue, brings 2.9 million members to United HealthCare, and represents United HealthCare's entry into the Department of Defense Health Care market. AE integrated TRICARE provider data from the NDB. Mr. Gogia was significantly involved in the integration of this specialized project.

The below charts illustrate how AE looks both before and after UPM3 framework integration:



As stated above, the proprietary knowledge possessed by Mr. Gogia is not typical of other workers engaged in the same or similar positions. Mr. Gogia can clearly be distinguished from other workers with the Company abroad. Mr. Gogia's knowledge and experience cannot merely be obtained by attending training courses or through a working or durational milestone. He has acquired a superior level of knowledge and experience over and above other employees, due to a combination of his technical, hands-on experience, well as through attending numerous specialized courses applicable to the AE system.

His application knowledge is a niche area in the market, with very few personnel within the industry having specialized experience in developing analytical capabilities with these specialized applications.

As stated in the Training Letter attached at **Exhibit B**, signed by Mr. Vivek Karunakaran (Director – IT), Mr. Gogia has more than twelve (12) years of experience in computer engineering. **He has been chosen from among twenty-two (22) employees within the AE team to travel to the U.S. to lead the integration and enhancement AE project.** He has been employed with United HealthCare Services, Inc. (now Optum Services, Inc.), since November 2006. As outlined in the attached Training Letter, Mr. Gogia has completed numerous specialized training courses since commencing employment in November 2006. Mr. Gogia has since *applied and built* upon this foundation of existing and advanced specialized knowledge.

**Mr. Gogia's specialized knowledge and experience compared to other employees:**

A chart comparing the knowledge and experience to Mr. Gogia's is outlined below:

Team Member	Experience with UHG technology, Education, Domain	Job Duties noting unique skillset
<p>Anil Gogia SR Tech Arch India</p>	<p>96 months</p> <p>Bachelor of Medicine and Bachelor of Surgery and Masters in Computer Applications</p> <p>UPM, UPM3, UPM Foundation Framework WMB</p> <p>AE Experience tools – AE LogViewer MORC MINDI AE SUIT AeMqVisualizer, DB Auth Governance tool LISA WTX WESB ITG deployment tool HPSM</p> <p>MIM, OPTUMRX, B2B, B2C, COMET, MEDICA, PTP, EAS, COSMOS, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, FACETS, UBH, VAS, GPS, OVATIONS</p>	<p>Anil is working as AE Offshore head for delivering AE services from UPM, WMB, Infra Foundation Framework and Quality Assurance, Testing and Infrastructure side.</p> <p>He is responsible for</p> <ul style="list-style-type: none"> <li>a) Gathering new business requirements from SA</li> <li>b) Designing, Architecting, Developing AE UPM3 services</li> <li>c) Integrating other business segments with UPM3 framework</li> <li>d) AE UPM services development and enhancement</li> <li>e) Designing, Architecting of AE Entera Decommission Framework</li> <li>f) AE Tricare services development and enhancement</li> <li>g) Making customization/enhancement in MORC framework and MINDI configuration applications</li> <li>h) AE Experience Tool development AE LogViewer, AESUIT, AE MQ Visualizer and DB Authorization tool</li> <li>i) works in task tracker</li> <li>j) Working as Infrastructure resource for consumer and provider applications for integrating Non prod &amp; prod services issue</li> <li>k) Working with QA testing team for testing effort and monitoring service quality production issues</li> <li>l) responsible for 12 x 7 x 365 AE application support for production environment</li> <li>m) responsible for assigning and managing work deliveries</li> </ul>
<p>Anvita Akhtar  Director Technologies USA</p>	<p>124 months</p> <p>Master's Degree in Science (MSc) MS(computers)</p> <p>UPM</p> <p>ISET, ILEAD, COMET, NDB, CDB, EES, MYUHC, OISP,</p>	<ul style="list-style-type: none"> <li>a) End to end deliverables</li> <li>b) Development of AE Business services</li> <li>c) AE integration and administrative tool</li> <li>d) UPM3 Framework development work and later UPM2 to UPM3 Migration</li> <li>e) Quarterly based AE UPM2 and UPM3 business services for consumer applications</li> <li>f) Integration of UPM3 services for all existing and new United consumer and provider business applications</li> <li>g) Application Enablement Off release development</li> <li>h) 24x7x265 production support across USA and India.</li> </ul> <p>She represents AE for the Organization.</p>

Guoguang Chen Mgr IT Arch USA	50 months  Bachelor of Science (Computer)  UPM  ISET, ILEAD, GPS, OVATIONS	a) Assigning work to team members. b) Manages delivering of AE services on time from developers. c) Check with release management team for AE services production deployment.
Raini Chandra Mgr IT USA	4 months  Bachelor of Science (Computer)  WESB, UPM  GPS, OVATIONS	a) Assigning work to team members. b) Manages delivering of AE services on time from developers. c) Check with release management team for AE services production deployment.
Doug Hassman Apps Dev Cnslt USA	38 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES, MYUHC	a) AE Tricare services development and enhancement. b) Attends SA walk thru to understand service functionality c) Works in task tracker
Francis Adelman Sr. Apps Devpr USA	14 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.
Ann Ngo Apps Devpr USA	10 months  Bachelor of Science (Computer)  UPM  NDB, CDB, EES	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.
Fran Soifer Apps Dev Cnslt USA	24 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES, ISET	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.

Robert Rudin Jr. Sr. Apps Devpr USA	12 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.
Timothy Gallagher  Apps Dev Cnslt USA	1 month  Bachelor of Science (Computer)  UPM  CDB	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.
Vetrivel Mylsami  Apps Dev Cnslt USA	1 month  Bachelor of Science (Computer)  UPM  NDB	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality.
Marsha Tangen  Apps Dev Cnslt USA	38 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES, ISET, ILEAD	a) AE UPM services development and enhancement b) Attends SA walk thru to understand service functionality. c) Works in task tracker
Xiadong Yao(Peter) Apps Devpr USA	1 month  Bachelor of Science (Computer)  UPM NDB	a) AE UPM services development and enhancement b) attends SA walk thru to understand service functionality.
Umang Shah Apps Dev Cnslt USA	2 months  Bachelor of Science (Computer)  UPM  NDB	a) AE UPM services development and enhancement b) attends SA walk thru to understand service functionality.
Romil Bajpai Associate Lead India	24 months  Bachelor of Science (Computer)  UPM COMET, NDB, CDB, EES, MYUHC, OISP	a) AE UPM services development and enhancement. b) Attends SA walk thru to understand service functionality

Sanjay Chaudhary Sr Software Egr India	44 months  Bachelor of Science (Computer)  UPM  NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD	a) AE UPM services development and enhancement. b) attends SA walk thru to understand service functionality
Himanshu Arora Sr Software Eng. India	42 months  Bachelor of Science (Computer)  UPM  COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD	a) AE UPM services development and enhancement. b) attends SA walk thru to understand service functionality
Ayodhayanath Guru Associate Lead India	40 months Bachelor of Science (Computer)  UPM COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD	a) AE UPM services development and enhancement. b) Attends SA walk thru to understand service functionality c) Works in task tracker
Ugender Kokkarkonda Technical Specs India	40 months Bachelor of Science (Computer)  UPM, WESB GPS, OVATIONS, CDB, EES	a) AE UPM services development and enhancement. b) attends SA walk thru to understand service functionality c) WESB services
Sunil Nagumalla Technical Specs India	40 months Bachelor of Science (Computer)  UPM, WESB COMET, GPS, CDB, EES, MYUHC	a) AE UPM services development and enhancement. b) attends SA walk thru to understand service functionality c) WESB services
Mallikharjun Vemula Software Engineer India	34 months Bachelor of Science (Computer)  UPM	Service Deployment and Production ticket fixing.
Amit Puri Software Engineer India	12 months  Bachelor of Science (Computer)  UPM	Service Deployment and Production ticket fixing.



Grih Prakash Singh Software Engineer India	4 months  Bachelor of Science (Computer)  UPM  NDB	AE UPM services development and enhancement.
Gaurov Ojha Software Engineer India	24 months Bachelor of Science (Computer)  UPM EES, OISP	a) AE UPM services development and enhancement. b) Attends SA walk thru to understand service functionality

The proprietary knowledge possessed by Mr. Gogia *is not* typical of other workers engaged in the same or similar positions. No other Company employee has Mr. Gogia's advanced combination of skills and knowledge, *which is unique* to the Company and the healthcare technology services industry generally. The type of training received as well as specialized experience obtained by Mr. Gogia *is substantially different and distinguishable* from other employees. Mr. Gogia's specialized knowledge and experience of the AE system *is uncommon and noteworthy* within the IT and HealthCare industry. In addition, Mr. Gogia has also authored numerous other specialized publications and documents in relation to the AE system. Copies of the specialized documents are attached at **Exhibit C**.

**E. MR. GOGIA'S PROPOSED SPECIALIZED KNOWLEDGE POSITION IN THE UNITED STATES AS SENIOR TECHNICAL ARCHITECT:**

**The RFE issued by your office on October 10, 2014 (in part), stated the following:**

*"From the documentation you submitted with your petition, USCIS is unable to determine that the beneficiary will be employed in a position that involves specialized knowledge because, although you have submitted a long, detailed and technical description of the beneficiary's duties, it is not clear, in layman's terms, exactly what the beneficiary's duties will be and how they compare to other employees on the project, team, department, division and /or the organization. Your description of duties does not compare and contrast the beneficiary's duties with others performing the same type of work. USCIS is unable to determine whether the beneficiary has been or will be performing duties as an L-1B based on "special" knowledge of your company's product, service, research, equipment, techniques, management, or other interests or an "advanced" knowledge of your company's processes and procedures".*

As mentioned in the initial letter of support filed with USCIS on September 19, 2014, the Company is offering Mr. Gogia the specialized knowledge position of Senior Technical Architect, at its facility in Plymouth, Minnesota. His technical expertise with respect to AE and its related applications will be critical to this assignment. We require Mr. Gogia's superior expertise in the U.S. so he can complete work on critical projects. We need someone who has not

only an in depth knowledge of AE applications, framework and tools but also has a deep understanding of UHG's internal process flows.

His specific duties will include:

► **Acting as a Technical Coordinator (20%):**

Mr. Gogia will directly interact with business stakeholders for collecting project requirements. He will attend regular meetings with customers to understand Healthcare business requirements, and transform them into technical design solutions. On daily basis, he will be involved in documenting system requirements and having them reviewed with customers.

► **Providing high level estimates for projects (5%):**

He will be required to provide high level estimates in relation to various projects, in accordance with requirements, after understanding the scope and impact analysis.

► **Working closely with the Consumer and Provider Solution Architects, Data Modelers and Business Analysts (onshore) to integrate new sources (10%)**

► **Identifying opportunities to optimize the production environment (10%)**

► **Supporting newly deployed code execution production in U.S. (10%):**

This support is essential to help the Operations Team make the right decisions and implement quick fixes and workarounds.

► **Supporting the execution of integrated consumer and provider application with the UPM3 Framework (5%):**

Mr. Gogia will be the primary contact for customers during User Testing.

► **Managing Activities Between UHG India and UHG U.S. (Application Leads & Developers) (10%):**

He will be responsible for driving the offshore team to commence the UPM3 migration after completion of the UPM3 Framework.

► **Serving as a Technical Liaison (10%):**

Mr. Gogia will represent the UPM3 Framework integration with consumer and provider applications. This responsibility includes active membership in the Technical Review Board.

► **Increasing efficiency and understanding between two remote teams (10%):**

Maintaining such applications and integration of new areas not only requires technical expertise, but also requires a high architectural level understanding of applications, domain knowledge as well as significant U.S. healthcare knowledge.

**Working on the Entera Decommission Framework, Tricare integration initiative, UPM3 Framework development and integration, UPM3 Migration, AE tools integration and other AE sub-applications and sub-components (20%):**

Mr. Gogia's advanced level of knowledge and experience with the AE system is considered proprietary, and by definition is not widely known in the healthcare industry or the Company. His proposed duties as Senior Technical Architect, in the abstract, may appear standard for other Technical Architects in the IT industry. However, his knowledge of the proprietary AE system and, in particular, its interactions with other proprietary technologies and systems within UHG, and their application to the complex, ever-changing U.S. healthcare landscape clearly *distinguishes* Mr. Gogia from his peers within UHG and his peers in the wider IT industry.

All the above duties require specialized and extensive health care knowledge. Someone with only a computer or technical background cannot easily perform these duties without the healthcare expertise, and would not be able to effectively assist the business with their day to day operations. **Mr. Gogia has extensive functional knowledge and an advanced level of business/healthcare expertise of the AE system and associated technologies, which cannot be quickly transferred to another individual.**

As stated above, it is essential that the person in this position have detailed knowledge of and significant experience with the AE system and associated projects. *Mr. Gogia possesses this expertise, and he will continue to be instrumental in providing the critical development upgrades needed in the United States.*

It's important to note that the training provided to Mr. Gogia by the Company in India has provided him with the expertise necessary to perform the existing duties listed above. His proposed employment and hands on experience will be **critical to the Company in carrying out these enhancement and optimization projects related to the recent healthcare reform changes.** The creation of the AE Log Viewer User Guide (2014) at **Exhibit A**, is additional evidence of Mr. Gogia's superior knowledge and experience.

**Why Mr. Gogia is needed in the U.S. now:**

UHG is planning for commercialization and externalization. For that we are planning to make tools and application framework to sell across Healthcare business. We require Mr. Gogia to showcase AE tools to business in the U.S. Integration of the AE UPM3 framework with various consumer and provider Business applications is planned for a 2015 release date. The AE system is currently operating approximately ninety (90) consumer and provider business applications, including COSMOS, TOPS, ISET, ILEAD, CAMS, Optum Rx, Rx Claim, NDB, CDB, B2B, B2C, MYUHC, Oxford, Ovation and many others. In accordance with business requirements for the 2015 release, Legacy servers are going to be decommissioned. This will cause significant

architectural changes in existing systems. Migration of all existing UPM2 business services to UPM3 business services (800 Business services), into the AE UPM is planned for the 2015 release. A newly developed framework to replace ENTERA with our home grown application, will subsequently result in \$5 million in savings for the Company. Mr. Gogia has been identified as one of the resources to work in the U.S. to be a part of UPM3 framework and Entera Migration of all consumer, provider business applications and ICD10 projects. Many of the project meetings will happen during U.S.

**Specialized experience and training received by Mr. Gogia as compared to other employees:**

Team Member	Title	Experience	Trainings undertaken
Anil Gogia	Senior Technical Architect	96 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>IBM Data stage Training  SpringSource Certified Professional  Sun Certified Java Programmer  Sun Certified Web Component Developer  Sun Certified Business Component Developer  US: PRPC: Virtual Training Requirements  US: PRPC: Implementation Methodologies  Spring Core Prep Training Class  EAF4J 201A: EAF4J Common Services  EAF4J 202: EAF4J Persistence Technologies  Lesson 1: Spring Overview  SOI Webinar - External  DP 201: Advanced Design Patterns  DP 101: Introduction to Design Patterns  DP 102: Design Patterns and RSA  EAF4J 206: EAF4J Security  EAF4J 103: Guide to Application Development with EAF4J  EAF4J 102: Implementation Highlights  EAF4J 101: EAF4J Architectural Overview and Features &amp; Components  AquaLogic by Oracle  UPM - UHG India</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>Fraud, Waste and Abuse Annual Training 2014  Safe and Secure With Me Privacy and Security Annual Training  Code of Conduct Annual Attestation</p>

		CE@Work Lesson - Fraud, Waste and Abuse Annual Training Safe with Me Refresher - Privacy & Security Annual Training Code of Conduct and Policy Attestation CE@Work Lesson - Delegation of Binding Authority Safe with Me - Privacy and Security Training CE@Work Lesson - Fraud, Waste, and Abuse CE@Work Lesson - Global Anti-Bribery UnitedHealth Group Code of Conduct Attestation Privacy and Security: You Hold the Key UHG Privacy & Security Employee Awareness Training CE@Work Lesson - Whistle Blowers EI@Work Lesson - Information Security EI@Work Lesson - Handling Sensitive Data and Electronic Media E&I@Work Lesson - Ethics & Integrity Program Overview EI@Work Lesson 8 - Conflicts of Interest EI@Work Lesson 4 - Records Management Awareness CE@Work Lesson - Protecting Company Intellectual Property GGN - UML / Design Patterns - 2 (Command, Builder, Facade, Observer) Behavioral Interviewing Skills MAP - Performance Discussion & Goal Setting The Health Care Series with Esther Nash IT Functional Competency Overview for Managers IT Functional Competency Overview for Employees MAP Evaluating Performance - UHG India Requirements & Solution Analysis Level 2 (LEGACY) Requirements & Solution Analysis Level 1 Behavioral Interviewing Skills - UHG India COM Release 1.0 IT Time accounting Program - Learn United HealthGroup World AIDS Day Awareness Quiz Dynamic Virtual Team Meetings Transition Training BP - UHG IT TRS Manager Approval Training BP - UHG IT TRS Training Are You An Expert - May'08 Quiz Are You An Expert - Apr'08 Quiz IT - Quality Training, Part 1 - Introduction to Continuous Improvement at UHG IT IT - Quality Training, Part 2 - Introduction to Six Sigma Business-Driven Development at UnitedHealth Group MAP Online Tool for Employees Education@Work Survey Employee Self Service - Non US - Prior Version
--	--	---

			EI@Work Lesson 7 - Information Security CE@Work Lesson - Privacy Overview E&I@Work Lesson 1 - Ethics & Integrity Program Overview
Sanjay Chaudhary	Senior Software Engineer	44 months	<b><u>Technical Trainings &amp; Courses:</u></b>  EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M) EAF4J 205: EAF4J Web Services DP 102: Design Patterns and RSA DP 201: Advanced Design Patterns EAF4J 206: EAF4J Security EAF4J 203: EAF4J Web Development  <b><u>Functional Trainings &amp; Courses:</u></b>  RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property HCO - Billing Forms and Universal Codes PKT
Himanshu Arora	Senior Software Engineer	42 months	<b><u>Technical Trainings &amp; Courses:</u></b>  EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M) EAF4J 205: EAF4J Web Services  <b><u>Functional Trainings &amp; Courses:</u></b>  RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property

Ayodhaya nath Guru	Associate Lead	40 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, &amp; EAF4M) EAF4J 205: EAF4J Web Services</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>RETIRED - EI@Work Lesson - Information Security HCO - Introduction to Insurance and the Healthcare Industry PKT RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media</p>
Ugender Kokkarko nda	Technical Specs	40 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, &amp; EAF4M) EAF4J 205: EAF4J Web Services</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property</p>
Sunil Nagumalla	Technical Specs	40 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>HP Service Manager (HPSM) Overview DP 101: Introduction to Design Patterns HYD-Android Training for Absolute Beginners (WebEx) (23-25 Sept,2013)</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>Fraud, Waste and Abuse Annual Training 2014 RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company</p>

			Intellectual Property Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST)
Mallikharjun Vemula	Software Engineer	34 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, &amp; EAF4M) EAF4J 205: EAF4J Web Services</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property</p>
Amit Puri	Software Engineer	12 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, &amp; EAF4M) EAF4J 205: EAF4J Web Services</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST) 2. Coaching CORE Overview for Employees 25th Nov 2013 (6:30 PM - 8:00 PM INST) RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property</p>
Gaurov Ojha	Software Engineer	24 months	<p><b><u>Technical Trainings &amp; Courses:</u></b></p> <p>EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, &amp; EAF4M) EAF4J 205: EAF4J Web Services</p> <p><b><u>Functional Trainings &amp; Courses:</u></b></p> <p>RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and</p>



			Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property
Romil Bajpai	Associate Lead	24 months	<u><b>Technical Trainings &amp; Courses:</b></u>  EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M) EAF4J 205: EAF4J Web Services  <u><b>Functional Trainings &amp; Courses:</b></u>  RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media 4. RETIRED CE@Work Lesson - Protecting Company Intellectual Property  <u><b>Functional Trainings &amp; Courses:</b></u>  RETIRED - EI@Work Lesson - Information Security Introduction to the DMAIC Process at UnitedHealth Group RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media RETIRED CE@Work Lesson - Protecting Company Intellectual Property
Grih Prakash	Software Engineer	3 months	RETIRED CE@Work Lesson - Protecting Company Intellectual Property

Please find attached copies of various training certificates received by Mr. Gogia at **Exhibit D**. **Mr. Gogia will also be providing training to other employees in the U.S. to allow the team to carry over new development after integration of the UPM3 framework, Foundation Framework with AE consumer and provider business applications. Mr. Gogia will give U.S. team members, live practical exposure to UPM3 Framework integration.** This will include exposure to UPM2, UPM3 Migration, AE Log Viewer and product details. This will also include live practical troubleshooting to allow the team to undertake this work with minimal support in the future.

**Training to be provided by Mr. Gogia will include the following:**

Product and Tool	Duration
Overview of all AE sub-components – UPM 2, UPM3, WMB 8, Foundation Framework 1 and 2	2 days
UPM 3 Framework design, architecture and code details	3 weeks
TRICARE Business knowledge and criticality of security and compliance to follow	2 week
Entera Decommission Framework and one implementation case	2 weeks
Open Service Gateway Initiative(OSGI) Framework	4 days

MINDI Configuration application tool	5 days
Feature and Use of MINDI config app in non-Prod and Prod environments	4 days
AE LogViewer tool design, architecture and code details	1 week
Feature and Use of AE LogViewer in non-Prod and Prod environments	2 days
AeMQVisualizer tool design, architecture and code details	1 week
Feature and Use of AeMQVisualizer in non-Prod and Prod environments	2 days
Topology structure of Production environment before and after UPM3 integration	2 days
Use of AE LogViewer and AeMqVisualizer tool in Production war room	1 week
Sharing of Business requirement specs, business model of EES Portal	2 days
Integration of UPM 3 with MYUHC portal with use of all AE UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of EES Portal	2 days
Integration of UPM 3 with EES portal with use of all UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of ISET Portal	2 days
Integration of UPM 3 with ISET portal with use of all UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of ILEAD Portal	2 days
Integration of UPM 3 with ILEAD portal with use of all UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of B2B Portal	2 days
Integration of UPM 3 with B2B portal with use of all UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of B2C Portal	2 days
Integration of UPM 3 with B2C portal with use of all UPM3 tools up to production environment	1 week
Sharing of Business requirement specs, business model of TOPS Portal	2 days
Integration of UPM 3 with TOPS provider application with use of AeMqVisualizer up to production environment	1 week
Sharing of Business requirement specs, business model of CDB Portal	2 days
Integration of UPM 3 with CDB provider application with use of AeMqVisualizer up to production environment	1 week
Sharing of Business requirement specs, business model of COSMOS Portal	2 days
Integration of UPM 3 with COSMOS provider application with use of AeMqVisualizer up to production environment	1 week
Sharing of Business requirement specs, business data model of NDB Portal	2 days
Integration of UPM 3 with NDB provider application with use of AeMqVisualizer up to production environment	1 week
Migration of UPM2 Services to UPM3 Framework	2 weeks

**Currently we do not have any qualified candidates that meet these criteria that will be available to support and maintain the momentum needed to deploy these key programs for UHG.**

- Mr. Gogia has been involved with the AE system since the beginning of transition of the AE Migration Project at UHG India. He was involved in the Initial Knowledge Transfer process and has undergone several AE architecture training sessions on all areas of the

AE system. There are four (4) important trainings which were undertaken at the time of beginning of the Migration process. Mr. Gogia is the only resource who attended these trainings which were provided by the legacy system team. This advanced and specialized training includes:

- i) Knowledge Transition on Application Enablement Administration Governance applications;
- ii) AE Architecture and Data Layer Architecture;
- iii) AE Architecture; and
- iv) UPM - UHG India.

This training helped Mr. Gogia to understand the AE system from its inception, as the training was provided for all sub-components of the AE system. Please find attached at **Exhibit E** a copy of an organizational chart relating to Mr. Gogia's prospective specialized knowledge position in the United States.

#### **F. EFFECT ON COMPANY**

If the Company is not able to temporarily transfer Mr. Gogia to the U.S. to participate in carrying out enhancement and optimization projects related to the recent healthcare reform changes, the overall project will be severely delayed, exposing the organization to risks, including: losing existing customers; having difficulty attracting new customers; experiencing problems determining medical cost estimates and establishing appropriate pricing; having difficulty preventing, detecting, and controlling fraud; getting into disputes with customers, physicians, and other healthcare professionals; having regulatory sanctions or penalties imposed; experiencing increases in operating expenses; or suffering other serious, adverse consequences.

Mr. Gogia's current temporary role in the U.S. is **critical** to the success of these enhancement and optimization projects. As noted, Mr. Gogia's knowledge of both the UHG India and U.S. environments are instrumental to the success of this ongoing project. It is widely recognized that there is a shortage of IT workers in the healthcare industry – especially experts with the federally mandated changes to the medical coding system and other healthcare systems. Because of data privacy issues, IT skills in the healthcare industry are far more complex than in other fields. Mr. Gogia's knowledge of the specific issues within the healthcare industry is at a level far and above the knowledge found generally within the industry.

The following points summarize the significance of Mr. Gogia's current and ongoing specialized knowledge position in the United States:

- Mr. Gogia's current specialized knowledge position in the United States is considered both special and uncommon. This position is similar to Mr. Gogia's current specialized knowledge role in India - it requires the same level and application of advanced, specialized knowledge of the proprietary AE system.

- ▶ **Mr. Gogia's proposed specialized knowledge position in the United States is also noteworthy, and can clearly be distinguished from other employees.** Mr. Gogia has been working on these technologies exclusively for over seven (7) years. This is substantially greater than other employees at the Company; and
- ▶ **Mr. Gogia's specialized knowledge is not generally known within the industry, or within the United States. Furthermore, his knowledge and experience is highly developed and complex.** As stated above, for someone to gain a similar level of knowledge of these technologies, it would take significant training in addition to hands-on experience working with these proprietary systems.

We respectfully suggest that the statute, the regulation, and the agency guidance make clear that there is no requirement that the L-1B beneficiary's knowledge be both special *and* advanced.<sup>1</sup> Similarly, there is no requirement that the knowledge be developed by the beneficiary within the petitioner's organization.<sup>2</sup> In short, the controlling authority establishes that "specialized knowledge" is (1) special knowledge of the company's product, service, research, equipment, techniques, management or other interests and their application in international markets; (2) that is different from that generally found in the particular industry, where (3) the employee possesses characteristics that are the same as or substantially similar to those identified in the March 9, 1994 Guidance Memorandum from James A. Puleo, Acting Executive Associate Commissioner. This guidance was re-affirmed in a December 20, 2002 memorandum from Fujie Ohata, Associate Commissioner for Service Center Operations.

In a recent AAO decision<sup>3</sup>, the AAO sustained the petitioner's appeal, finding that specialized knowledge is determinant on the beneficiary's unique experience and involvement with the proprietary product, thus gaining "special" knowledge. The AAO concludes that, "the knowledge is special as the product itself is patented and exclusive to the petitioner, such that it is not widely known in the industry." As noted, UHG's projects are proprietary applications, and as such, Mr. Gogia's level of knowledge of these projects, methodologies and system are exclusive and "special" within the industry.

Furthermore, the AAO highlights the statutory definition of specialized knowledge from § 214(c)(2)(B) of the Act. 8 U.S.C. § 1184(c)(2)(B), "...an alien is considered to be serving in a capacity involving specialized knowledge with respect to a company if the alien has a special knowledge of the company product and its application international markets or has an advanced level of knowledge of processes and procedures of the company." Here, it is established that Mr. Gogia has advanced, specialized knowledge of the proprietary AE system and associated applications. This specialized knowledge is well substantiated considering Mr. Gogia's years of

---

<sup>1</sup> Specialized knowledge means special knowledge possessed by an individual of the petitioning organization's product, service, research, equipment, techniques, management, or other interests and its application in international markets, or an advanced level of knowledge or expertise in the organization's processes and procedures." (emphasis added). 8 CFR § 214.2(l)(1)(ii)(D). See also the March 9, 1994 Guidance Memorandum from James A. Puleo, Acting Executive Associate Commissioner for further explanation.

<sup>2</sup> *Id.*

<sup>3</sup> See Matter of [Name not provided], WAC 10 140 51163 (AAO March 15, 2013), available at [http://cs.foley.com/elu\\_0408.pdf](http://cs.foley.com/elu_0408.pdf) (last visited on August 5, 2013).

unique hands-on experience. Thus, Mr. Gogia has gained intimate and superior knowledge of these proprietary applications.

**G. CONCLUSION**

I trust that the additional details provided in this letter are responsive to all of the questions raised in the RFE. We trust that the USCIS will be able to process and approve this petition so that Mr. Gogia may provide his services as Senior Technical Architect. Thank you for your attention to this matter.

If you have any questions, please contact our attorneys.

Sincerely,

A handwritten signature in black ink, appearing to read 'Keith D. Freechack', with a stylized flourish at the end.

Keith D. Freechack  
Director, Global Mobility

**Exhibit A**

# **AE Log Viewer User's Guide**

Application Enablement

November 08, 2014

Application Enablement Log Viewer User's Guide

Contents

Log Viewer User's Guide .....3

    Intended Audience .....3

    What is Log Viewer .....3

        Security .....3

Log Viewer Screen Overview .....3

    Logon Prompt .....3

    Log Viewer Screen.....3

Log Viewer Detail Screen Overview .....8



## AE Log Viewer User's Guide

### *Intended Audience*

This document is intended for anyone who is interested to view the logs using AE Log Viewer application.

### *What is AE Log Viewer*

AE Log Viewer is a common medium to view the log messages for multiple applications (UPM, Foundation and WMB) in various environments. It provides the capability to search the logs with many different parameters.

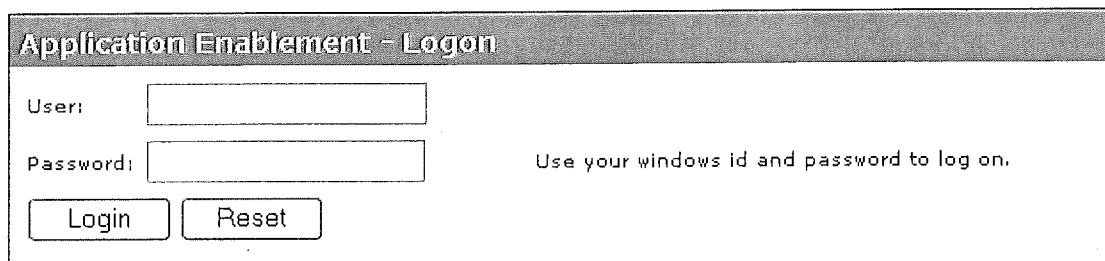
### **Security**

AE Log Viewer provides a user authentication and authorization using Active Directory Global groups. Non AE users should request group membership to get access to view the log messages.

## *AE Log Viewer Screen Overview*

### **Logon Prompt**

At the logon prompt enter your MS domain Window user id and password. Press Login to authenticate your user name/password credentials and authorize your use of the system.



Application Enablement - Logon	
User:	<input type="text"/>
Password:	<input type="password"/>
Use your windows id and password to log on.	
<input type="button" value="Login"/>	<input type="button" value="Reset"/>

### **AE Log Viewer Screen**

After successfully logging into the system you will be presented with the Log Viewer screen.

The screen is divided by Search Criteria and Search Results.

## Application Enablement Log Viewer User's Guide

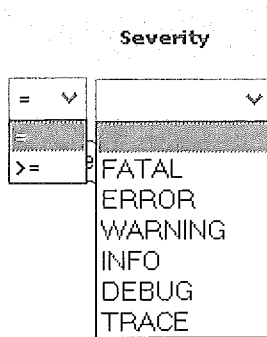
Search Criteria allows you to search the logs by entering some filter conditions. By default the start time stamp is set to one hour before the current time, the sort order is set to ascending and the max rows is set to 500.

Environment provides a capability to search on a particular environment. It would be the application environment for UPM (dev, devint, uata etc.), CICS regions for Foundation (UHGTG4T1, UHGTUPT1 etc.) and Queue managers for WMB (WMBT01, WMBRM02 etc.). It is internally mapped to the corresponding environments based on the selection criteria. This field is mandatory for any search without the unique id. With the unique id, this field is ignored.

Start Time Stamp is set to one hour before the current time by default. This field is mandatory for any search without the unique id. With the unique id, this field is ignored.

Unique ID is the system generated unique id of the service call. This field is mandatory if the Start Time Stamp is not present.

The Severity field has options to search with a particular severity or more than a particular severity. If ">=" is selected, the log messages with more than or equal to that severity are displayed.



The maximum number of results fetched from the search is defaulted to 500. This can be changed using the Max Rows drop down.

The log messages are sorted in ascending order of the time stamp by default. To view the recent messages, the sort order can be changed to descending.

### ***Search function***

The search can be further narrowed by using any of the other fields. Once the search criterion is ready, Search button can be clicked to view the search results. The search results are sorted either in the ascending or descending order of the time stamp based on the selected sort order.

The search function groups the results by the unique id and the first message in the group is displayed in the results section.

## Application Enablement Log Viewer User's Guide

Unique ID hyper link

[B2B][81798191]UHCORE-PROD-GATEWAY	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	HTTP_REQUEST
2014-11-08 05:02:22.101							
[u3contumx.shc.com][k1n5t1_w3c pr6]	U3	LoadGovernanceDBImpl	1	UPM	UPM	LoadGovernanceDatabase	CONFIGURATION
2014-11-08 05:02:22.176							
[B2B][81524709]UHCORE-PROD-GATEWAY	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE
2014-11-08 05:02:22.360							
[B2B][130257]UHCORE-PROD-GATEWAY	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE
2014-11-08 05:02:22.358							
8F11B3BA-0140-4000-E000-5A8F0A830CA0	WSB	EPPlanSummary	1	PORTAL	maps		MAIN_REQUEST
2014-11-08 05:02:22.406							
[B2C][B2C][1415444542464][7fc47942]	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.466							
[B2C][B2C][1415444542464][8c219094]	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.482							
[B2C][B2C][1415444542504][a1289ba5]	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.507							
[B2C][B2C][1415444542615][19545336]	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.617							
[B2C][B2C][1415444542615][chd6a33a]	UPM	selectConsumerCoverageList	2.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.654							
[B2B][18244018]UHCORE-PROD-GATEWAY	U3	ReadConsumerCoverage	13	B2B	UPM	UPM Prod Instance	LOG_MESSAGE
2014-11-08 05:02:22.737							
[B2C][B2C][1415444542845][1134830a]	UPM	selectConsumerCoverageList	3.2.0	B2C	UPM	B2C	upm.service.foma... LOG_MESSAGE
2014-11-08 05:02:22.848							

Log Details link

### Unique ID hyperlink

Each unique id is displayed with a hyper link. The complete set of results for a particular unique id can be viewed by clicking on the hyper link.

### Back to Search Results link

When the log messages are viewed by the unique id, another link called “Back to Search Results” is displayed above the search results. This link navigates back to the original search result set and avoids clicking the back button on the browser. This link is available only when the unique id hyper link is clicked.

### Severity

The severity level is displayed with a unique colored block beside the time stamp for each log message in the search results section. The color represents a severity level.

Results	Back to Search Results	Severity	Unique ID/Timestamp	System	Service	Service Version	Consumer	Provider	External ID	Application Instance	System Log Data	Log Data Label	Log Data
[u3contumx.shc.com][k1n5t1_w3c pr6]			[141513726077]UHCORE-PROD-GATEWAY	U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.790				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_REQUEST	
2014-11-08 03:01:00.791				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.806				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_RESPONSE	
2014-11-08 03:01:00.808				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.809				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_REQUEST	
2014-11-08 03:01:00.827				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		SERVICE LISTENER	
2014-11-08 03:01:00.827				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		EXTERNAL_HTTP_RESPONSE	
2014-11-08 03:01:21.742				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	
2014-11-08 03:07:21.749				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	
2014-11-08 03:14:21.765				U3	LoadGovernanceDBImpl	1	UPM	UPM		LoadGovernanceDatabase		CONFIGURATION	

Back to Search results

## Application Enablement Log Viewer User's Guide

### Search by unique Id for non AE users

RESULTS										
Unique ID/Timestamp	System	Service	Service Version	Consumer	Provider	External ID	Application Instance	System Log Data	Log Data Label	Log Data
[[PTRSR 33571649]UPM3-PROD-FRONTEND] 2014-11-10 06:16:46.039	DP	mpGateway_UPM3_nmtoken	v1	PTRSR	UPM		mpGateway_UPM3_nmtoken@UP...	String	request	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			SERVICE LISTENER	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			HTTP_REQUEST	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			CONFIGURATION	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			CONFIGURATION	
	DP	MPGateway_datasvcgw	v1	PTRSR	UPM		MPGateway_datasvcgw@UPM_P...	String	request	
	U3	ReadConsumerCoverage	12	PTRSR	UPM	PTRSR			SERVICE LISTENER	
	DP	MPGateway_phsnice	v1	PTRSR	UPM		MPGateway_phsnice@UPM_PRO...	String	request	

Non AE users do not have the privilege to view the complete details with the unique id search. They can only see the first line in the series.

### Refresh & Page navigation

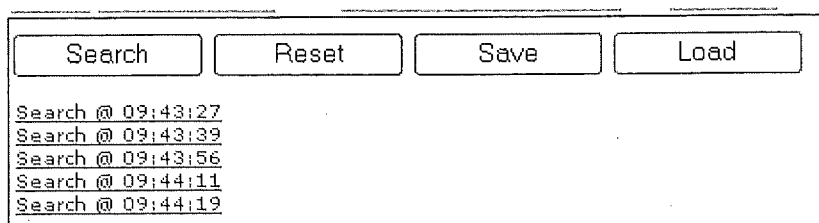
By default, a maximum of 20 rows are displayed per page in the results section. This can be changed by entering a desired number and clicking the “refresh”

button. If the results span across multiple pages, the next or previous set can be viewed by clicking either the or buttons.

### Save function

Each search is saved and is displayed as a hyper link with the time stamp in the search criteria section. When the hyper link is clicked, the screen is loaded with the search criteria and the corresponding results. At any time a maximum of 5 recent searches can be seen.

The saved searches are only available for that particular user session. Search criteria can also be persisted permanently by clicking the “Save” button. “Save” function saves the last performed search to the database for the current user.

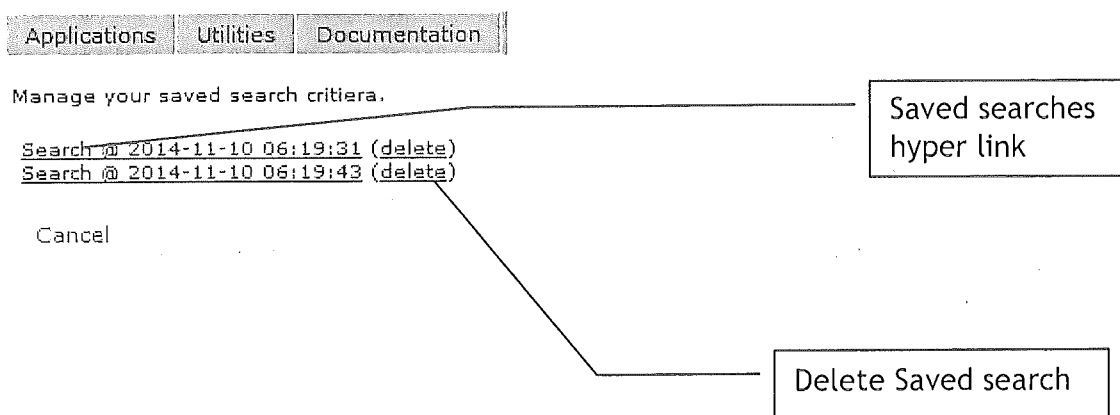


Search    Reset    Save    Load

[Search @ 09:43:27](#)  
[Search @ 09:43:39](#)  
[Search @ 09:43:56](#)  
[Search @ 09:44:11](#)  
[Search @ 09:44:19](#)

### ***Load function***

The saved searches can be viewed by clicking the “Load” button. When the load button is clicked, the screen is refreshed with all the saved searches for the current user. Each search is displayed with a hyper link with the time stamp the search is performed. Another link “delete” is displayed next to each search link to delete the search permanently. The “Cancel” button navigates back to the Log Viewer search screen in the previous state. When the hyper link on any search criteria is clicked, the Log Viewer screen is displayed with the search criteria from the saved search and the results corresponding to it.



Applications    Utilities    Documentation

Manage your saved search criteria.

[Search @ 2014-11-10 06:19:31 \(delete\)](#)  
[Search @ 2014-11-10 06:19:43 \(delete\)](#)

Cancel


Saved searches hyper link

Delete Saved search

### ***Reset function***

“Reset” button clears all the values in the search and results sections and loads the screen with the defaults.

### ***AE Log Viewer Detail Screen Overview***

The detailed view of a log message can be seen by clicking on the  button in the search results section. The details are opened in a new window as below. The details of the log message are shown in a tabular format and the actual content of the message is shown in the bottom half of the window.

The content of the message is showed in different formats based on the data type of the message. The Base64 messages are decoded, the XML messages are

formatted to a readable format and the Foundation messages are formatted to a wrapped text. The message can also be viewed in its original format by clicking on the "Raw Data" tab. The view can be switched between the tabs.

Previous

Next

Close

Displaying records with unique id [[PTRSR|33571649]UPM3-PROD-FRONTEND]

Unique ID	[[PTRSR 33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 05:16:46.96	Sequence #	3
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	INFO
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.interceptor.internal.CoreServiceInterceptorImpl		
Event CD			
Cluster ID	kln8sl_u3c_pr1		
Sys Log Data			
Log Data Label	HTTP_REQUEST	Log Data Type	TEXT Log Data Size 14627 Bytes TEXT RAW DATA

operation: invokeService  
Inbound Message

```

URL: http://u3c.uhc.com/upm3_gateway/upm3/member/ReadConsumerCoveragev12
Encoding: UTF-8
Headers: { $wsis=[false], $wspr=[HTTP/1.1], $wsra=[10.175.226.7], $wsrh=[10.175.226.7], $wscc=[http], $wsccn=[u3c.uhc.com], $wsccp=[80], $ws_haprt_wlmversion=[-1], co
Payload: <?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:header>
    <wsse:security xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-secext-1.0.xsd">
      <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Version="2.0" ID="ID344d5d97-a470-4bb5-9b2d-57abf0238978" IssueInstant="2014-11-10T11:16:46.96Z" Issuer="http://www.w3.org/2000/09/xmldsig#">
        <Signature xmlns="http://www.w3.org/2000/09/xmldsig#">
          <_id="ID344d5d97-a470-4bb5-9b2d-57abf0238978" />
        </Signature>
      </saml2:Assertion>
    </wsse:security>
  </soapenv:header>
  <soapenv:body>
    <_id="ID344d5d97-a470-4bb5-9b2d-57abf0238978" />
  </soapenv:body>
</soapenv:Envelope>

```

**Message content in raw format**

Previous

Next

Unique ID	[[PTRSR 33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 05:16:54.130	Sequence #	19
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	DEBUG
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.base.internal.UpmServiceListener		
Event CD			
Cluster ID	kln8sl_u3c_pr1		
Sys Log Data			
Log Data Label	SERVICE LISTENER	Log Data Type	TEXT Log Data Size 88 Bytes TEXT RAW DATA

```

lookupkey returning thekey as:/upm3_gateway/upm3/upm3/member/ReadConsumerCoveragev12_637

```

Tabbed view of the message content

**Log detail screen for non AE users**

Displaying records with unique id [[PTRSR||33571649]UPM3-PROD-FRONTEND]

[Previous](#)
[Next](#)

Unique ID	[[PTRSR  33571649]UPM3-PROD-FRONTEND]		
Log Timestamp	2014-11-10 06:16:54.127	Sequence #	17
Environment	u3c-pr1		
AE System	U3	AE System Version	U3
Service	ReadConsumerCoverage	Service Version	12
Consumer	PTRSR	Provider	UPM
Log Level	DEBUG	Severity	<input checked="" type="checkbox"/> DEBUG
External ID			
Application Instance	PTRSR		
Task	com.uhg.upm.core.interceptor.internal.ServerOutboundCxfInterceptorImpl		
Event CD			
Cluster ID	k1n8s1_u3c_pr1		
Sys Log Data			
Log Data Label	MQ_INFO	Log Data Type	TEXT
		Log Data Size	Bytes

You are not authorized to view log data on this log event.

Non AE users cannot view the content of the log message.

**Previous / Next buttons**

The details of the previous and the next messages can be viewed by clicking the “Previous” and “Next” buttons respectively. The screen is refreshed with the details of the next or previous message. The buttons are grayed out if there are no more messages in the list.



**Exhibit B**

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SEZ (Andrapada), APJCL Layout,  
Survey No. 64 (Part), Ditech City, Madhapur,  
Hyderabad, Andhra Pradesh – 500 081

Registered Office: 11<sup>th</sup> Floor, Tower - A,  
DFF Towers, Jasola, Jasola District Centre,  
New Delhi – 110 025

Date: Nov 10, 2014

To,  
US Citizenship and Immigration Services,  
United States

Re: Beneficiary: Anil Gogia  
Petitioner: Optum Services INC

Dear Madam or Sir:

I am writing to confirm the experience and expertise of Mr. Anil Gogia in the field of Computer Engineering and Software Development.

Mr. Anil Gogia has 96 months of experience in Computer Engineering and Software Development. He has been with UnitedHealth Group Information Services Private Limited since 20<sup>th</sup> November 2006.

He has expertise in analyzing, designing and building of applications in the areas of middle tier. He has 8 year of experience in Application Enablement (AE) which has responsibility to implement Service oriented architecture (SOA) based Enterprise Service Bus in UHG for seamless connectivity among various applications. He has expertise in various middle tier technologies used in AE which include United Programming Model, WebSphere message Broker, WebSphere MQ, SOA, and Foundation Framework.

He has developed many tools which helped in stabilizing production environment. He has expertise in improving the already existing process by automating them. He has developed MORC, UPM3 framework and MINDI UPM3 Configuration application, AE Logger tool, Error Reporting and Purging tool, SUIT tool, Test Data capturing tool, Swing based AeMqVisualizer tool.

Mr. Anil Gogia has also gained his technical knowledge and deep understanding of application architecture from the trainings provided to him at UHGIS.

Training courses in which the beneficiary has been enrolled while working in UnitedHealth Group Information Services Private Limited:

Training Name & Topics covered	Trainer	Duration	Dates	Number of UHG Employees in Attendance
Healthcare Orientation Program - UHG India	Vinay	2 days	5-Sep-07	20
AHM 250 certification program	Vinay	5 days	11-Aug-08	10
US Healthcare Basics	Varun	2 days	08-Sep-09	15

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SEZ (Mindspace), APIC Layout,  
Survey No. 64 (Part), Hitech City, Madhapur,  
Hyderabad, Andhra Pradesh - 500 081

Registered Office: 11<sup>th</sup> Floor, Tower - A,  
ELE Towers Jasola, Jasola District Centre,  
New Delhi - 110 025

HIPAA (Health Insurance Portability and Accountability Act) 5010	Varun	2 days	24-Sep-09	25
The Health Care Series	Esther Nash	1 day	24-Nov-06	50
IT - Quality Training, Part 1 - Introduction to Continuous Improvement at UHG IT	Kanwal Singh	½ day	09-May-09	8
IT - Quality Training, Part 2 - Introduction to Six Sigma	Kanwal Singh	½ day	08-May-09	10
Business-Driven Development at UnitedHealth Group	Web-Based	4 hours	25-Apr-11	25
UPM - UHG India	Class Room	5 days	21-Dec-06	8
Requirements & Solution Analysis Level 2 (LEGACY)	Web-Based	4 hours	09-Jul-10	10
Advanced Design Patterns	Web-Based	2 hours	03-May-11	10
Requirements and Solution Analysis Level 1	Web-Based	5 days	18-Sep-10	15
Requirements and Solution Analysis Level 2	Web-Based	5 days	29-Apr-11	15
IBM Data stage Training	Ravi Venu (External)	3 days	07-Mar-08	15
AquaLogic by Oracle	Oracle University		10-Jan-09	10
EAF4J 101: EAF4J Architectural Overview and Features & Components	Amit Sharma	1 day	01-Jun-12	10
EAF4J 103: Guide to Application Development with EAF4J	Amit Sharma	1 day	05-Jun-11	10
EAF4J 206: EAF4J Security	Amit Sharma	1 day	06-Jun-11	10
US: PRPC: Virtual Training Requirements	Pega Team Web Based Trainer	4 hours	10-Jul-12	7
SpringSource Certified Professional	Spring Source	5 days	21-Jul-11	10

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

9<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties, SEZ (Mindpark), APIC Layout,  
Survey No. 64 (Part), Hitech City, Madhapur,  
Hyderabad, Andhra Pradesh – 500 081

**Registered Office:** 11<sup>th</sup> Floor, Tower - A,  
DLF Tower Jasola, Jasola District Centre,  
New Delhi – 110 025

	Team			
Spring Core Prep Training Class	Spring Source Team	5 days	16-Jul-12	10
Code of Conduct Annual Attestation 2014	Web-Based	½ hour	21-Oct-14	25
CE@Work Lesson - Introduction to Delegation of Authority	Web-Based	½ hour	28-Mar-14	15
Fraud, Waste and Abuse Annual Training 2014	Web-Based	1 hour	21-Jul-14	20
Safe and Secure With Me Privacy and Security Annual Training	Web-Based	1 hour	07-Apr-14	15
RETIRED CE@Work Lesson - Fraud, Waste and Abuse Annual Training	Web-Based	½ hour	23-Dec-13	15
RETIRED Code of Conduct Annual Attestation	Web-Based	½ hour	23-Dec-13	10
RETIRED Safe with Me Refresher - Privacy & Security Annual Training	Web-Based	1 hour	11-Nov-13	10
RETIRED Code of Conduct and Policy Attestation	Web-Based	½ hour	20-Nov-12	15
RETIRED CE@Work Lesson - Delegation of Binding Authority	Web-Based	½ hour	02-Nov-12	10
RETIRED Safe with Me - Privacy and Security Training	Web-Based	1 hour	03-Oct-12	15
RETIRED CE@Work Lesson - Fraud, Waste, and Abuse	Web-Based	½ hour	13-Sep-12	10
CE@Work Lesson - Global Anti-Bribery	Web-Based	½ hour	20-Sep-11	15
RETIRED UnitedHealth Group Code of Conduct Attestation	Web-Based	1 hour	12-Sep-11	10
RETIRED - Privacy and Security: You Hold the Key	Web-Based	1 hour	24-Apr-11	15
RETIRED - UHG Privacy	Web-Based	½ hour	22-Oct-09	10

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SE2 (Hydrospace), APIC Layout,  
Trayee No. 64 (Part), Hitech City, Madhapur,  
Hyderabad, Andhra Pradesh - 500 081

**Registered Office:** 11<sup>th</sup> floor, tower - A,  
DLF Towers, Jasola, Jasola District Centre,  
New Delhi - 110 025

& Security Employee Awareness Training				
RETIRED CE@Work Lesson - Whistle Blowers	Web-Based	½ hour	16-Apr-09	10
RETIRED - EI@Work Lesson - Information Security	Web-Based	½ hour	20-Nov-08	10
RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media	Web-Based	1 hour	13-Dec-07	10
RETIRED - E&I@Work Lesson - Ethics & Integrity Program Overview	Web-Based	½ hour	23-Aug-07	10
RETIRED - EI@Work Lesson 4 - Records Management Awareness	Web-Based	½ hour	01-Mar-07	10
RETIRED - EI@Work Lesson 8 - Conflicts of Interest	Web-Based	½ hour	01-Mar-07	20
RETIRED CE@Work Lesson - Protecting Company Intellectual Property	Web-Based	½ hour	01-Dec-06	15
HealthCare Series for All - Obamacare & its Impact- 22-Aug-14 (3:30 pm to 5:30 pm INST) - Suitable f	Web-Based	2 hours	05-Nov-14	15
GGN - UML / Design Patterns - 2 (Command, Builder, Facade, Observer) (16 Apr, 2014)	Web-Based	2 hours	16-Apr-14	10
Culture Workshop #405	Web-Based	2 hours	23-Aug-2013	20
Behavioral Interviewing Skills - 8-Aug-2013 (7:30pm - 9:00pm)- Suitable for International Times	Web-Based	1 and ½ hour	08-Aug-13	15
MAP - Performance Discussion & Goal Setting WebEx Session 12th April 2013 (7:00	Web-Based	1 hour	12-Apr-13	15

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SEZ (Mindspace), APJC Layout,  
Survey No. 64 (Part), Hitech City, Madhapur,  
Hyderabad, Andhra Pradesh - 500 081

Registered Office: 11<sup>th</sup> Floor, Tower - A,  
DLF Towers Jasola, Jasola District Centre,  
New Delhi - 110 025

PM till 8:30 PM)				
Code of Conduct Annual Attestation 2014	Web-Based	1 hour	21-Oct-14	20
EAF4J 201A: EAF4J Common Services	Web-Based	½ hour	07-Oct-12	10
EAF4J 202: EAF4J Persistence Technologies	Web-Based	½ hour	07-Oct-12	10
RETIRED Lesson 1: Spring Overview	Web-Based	1 hour	07-Sep-12	10
IT Functional Competency Overview for Managers	Web-Based	1 hour	19-Jun-12	20
IT Functional Competency Overview for Employees	Web-Based	1 hour	19-Jun-12	20
SOI Webinar - External	Classroom	1 hour	04-Oct-12	15
IBM Data stage Training	Classroom	1 hour	03-Jul-12	10
DP 102: Design Patterns and RSA	Web-Based	1 hour	27-Dec-11	10
DP 201: Advanced Design Patterns	Web-Based	1 hour	27-Dec-11	10
DP 101: Introduction to Design Patterns	Web-Based	1 hour	27-Dec-11	10
EAF4J 206: EAF4J Security	Web-Based	1 hour	06-Jun-11	10
EAF4J 103: Guide to Application Development with EAF4J	Web-Based	½ hour	06-Jun-11	10
EAF4J 102: Implementation Highlights	Web-Based	½ hour	06-Jun-11	10
EAF4J 101: EAF4J Architectural Overview and Features & Components	Web-Based	1 hour	01-Jan-11	10
The Health Care Series with Esther Nash (2/18/2011 @ 12-1PM CST)	Classroom	1 hour	18-Feb-11	15
MAP Evaluating Performance - UHG India	Classroom	1 hour	20-Nov-08	15
COM Release 1.0 IT Time accounting Program - Learn	Web-Based	1 hour	07-Sep-10	20

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SEZ (Mindspace), APJEC Layout,  
Survey No. 64 (Part), Hitech City, Madhapur,  
Hyderabad, Andhra Pradesh - 500 081

Registered Office: 11<sup>th</sup> Floor, Tower - A,  
DLF Towers Jasola, Jasola District Centre,  
New Delhi - 110 025

United HealthGroup World AIDS Day Awareness Quiz	Web-Based	1 hour	12-Aug-10	25
Dynamic Virtual Team Meetings	Web-Based	1 hour	21-Apr-08	20
Transition Training	Classroom	1 and ½ hour	22-Jan-10	10
AquaLogic by Oracle	Classroom	4 hours	25-Nov-09	12
BP - UHG IT TRS Manager Approval Training	Web-Based	1 hour	20-Oct-09	10
BP - UHG IT TRS Training	Web-Based	1 hour	06-Feb-09	15
Are You An Expert - Apr'08 Quiz	Web-Based	1 hour	10-Jan-09	10
IT - Quality Training, Part 2 - Introduction to Six Sigma	Web-Based	1 hour	20-Oct-08	15
IT - Quality Training, Part 1 - Introduction to Continuous Improvement at UHG IT	Web-Based	1 hour	19-Sep-08	15
Business-Driven Development at UnitedHealth Group	Web-Based	1 hour	02-Jun-08	10
MAP Online Tool for Employees	Web-Based	1 hour	02-Jun-08	15
Education@Work Survey	Web-Based	1 hour	29-Jan-08	10
Employee Self Service - Non US - Prior Version	Web-Based	1 hour	29-Jan-08	10
EI@Work Lesson 7 - Information Security	Web-Based	1 hour	05-Dec-07	10
UPM - UHG India	Classroom	1 hour	05-Dec-07	10
RETIRED - CE@Work Lesson - Privacy Overview	Web-Based	1 hour	04-Dec-07	20
E&I@Work Lesson 1 - Ethics & Integrity Program Overview	Web-Based	1 hour	04-Dec-07	25
New Employee Orientation - UHG India	Classroom	1 hour	01-Mar-07	25
Cloud Technology Enablers	Web-Based	1 hour	19-Dec-06	20
Web Services Security	Web-Based	1 hour	01-Dec-06	20
EAF4J 103: Guide to Application Development with	Web-Based	1 hour	30-Nov-06	15

# UNITEDHEALTH GROUP

UnitedHealth Group Information Services Pvt. Ltd.

5<sup>th</sup>, 6<sup>th</sup> and 7<sup>th</sup> Office Level, Building No. 14,  
Sundew Properties SEZ (Mindspace), APIC Layout,  
Survey No. 64 (Part), Heech City, Madhapur,  
Hyderabad, Andhra Pradesh - 500 081

Registered Office: 11<sup>th</sup> Floor, Tower - A,  
DLF Towers Jasola, Jasola District Centre,  
New Delhi - 110 025

EA4J				
EA4J 205: EA4J Web Services	Web-Based	1 hour	20-Nov-06	15
EA4J 101: Introduction to Enterprise Application Frameworks (EA4J, EA4N, EA4ESB, & EA4M)	Web-Based	1 hour	01-Jan-11	15
Introduction to Mainframe: Mainframe Basics	Web-Based	1 hour		15
US: PRPC: Bootcamp	Web-Based	1 hour	10-Jul-12	10
US: PRPC: Fast Track	Web-Based	1 hour	10-Jul-12	10
RETIRED Lesson 1: Spring Overview	Web-Based	1 hour	17-Sep-12	15
RETIRED Lesson 2: Spring WebFlows	Web-Based	1 hour	17-Sep-12	10
Are You An Expert July08	Web-Based	1 hour	28-Jan-08	25

Please note that there were no certificates given as confirmation of attendance and completion of these training sessions as these trainings were internal to the project.

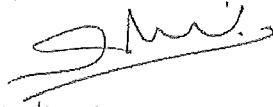
In addition to the formal training session outlined above, Mr. Anil Gogia has participated in one-on-one and small group knowledge transfer sessions specifically related to his area of expertise. These included:

Session No.	Topic	Duration
1	Computer Associate Lisa r 7.0 Virtualize Fundamentals 200	24 Hours
2	Knowledge Transition on Application Enablement Admin Governance applications <ul style="list-style-type: none"> <li>- Introduction to Governance</li> <li>- Different Modules in AE Monitoring</li> <li>- UPM 1 and UPM 2 Data Model</li> <li>- Service Customization in AE for various Clients</li> <li>- FF1 and FF2 Overview</li> <li>- Code Lookup Database in UPM2 for ISET and ILEAD consumer applications in AE</li> <li>- AE Business Service development process and techniques</li> <li>- Hands-on Tools and Technologies Used in AE</li> </ul>	60 Hours
3	AE Architecture and Data Layer Architecture	24 Hours
4	AE Architecture	40 Hours



Should you require any additional information, please contact me via email  
[vivek\\_karunakaran@optum.com](mailto:vivek_karunakaran@optum.com)

Sincerely,

A handwritten signature in black ink, appearing to read 'Vivek', with a long horizontal flourish extending to the right.

Vivek Karunakaran  
Director IT



## New solution to Message Queue Operations

### Software Testing Conference (STC) 2014

**Category:** Techniques and Tools

**Author Name:** Anil Gogia ([anil\\_gogia@optum.com](mailto:anil_gogia@optum.com))

**Organization Details:** UnitedHealth Group, 1<sup>st</sup> Floor, Tower- C, Unitech Cyber Park,  
Sector- 39, Gurgaon, Haryana.

#### **TABLE OF CONTENTS**

<b>ABSTRACT</b>	<b>2</b>
<b>CURRENT SITUATION</b>	<b>3</b>
The role of MQ series in IT Organizations	3
Issues faced during testing involving MQ series	3
<b>REQUIREMENTS FOR A GOOD SOLUTION</b>	<b>5</b>
Eliminate Installation Headaches	5
Keep it as simple as possible	5
Highly Customizable	5
Log Changes	5
<b>OUR SOLUTION</b>	<b>5</b>
Introduction	5
User Authentication	6
Queue Operations	6
1. Write Operation:	6
2. Browse Functionality:	9
File Aide on Windows	14
Conversion Utilities	17

## ABSTRACT

Every smooth-running software system plays a critical role in success of just about all industries. This software system must ensure that all data items are moved in and out of the various divisions of a business on time and unaltered. Any disruption of organizational data can have serious business impacts. Considering the large amount of data items that must be moved in many organizations, keeping a software system up running smoothly presents quite a challenge.

One of such software system is IBM WebSphere MQ which is very critical for large business applications. The responsibility for managing this critical MQ environment falls solely on the shoulders of WebSphere MQ administrators. These certified and skilled technicians must maintain the smooth-running and well-being of the MQ environment. This complexity of MQ environment increases the dependency on MQ experts to maintain large business applications.

Other members of the any software organization — application developers, software testers, software quality assurance personnel, and software application support technicians — need to communicate with the critical MQ environment to perform their daily jobs. But the lack of MQ expertise makes their job difficult and causes risk to critical MQ environment.

This paper presents a solution to the above issues. It discusses how **AeMqVisualizer utility tool** for WebSphere Message Queue, developed in UHG India, empowers the other IT members of the organization to “do it quickly” when accessing MQ objects — without causing the MQ environment to risk (and lot of other useful functionalities like File Aide on windows, XML formatting, various conversion features, etc). The resulting benefits of this utility are significant. By eliminating a large source of delay in software application development, this utility speeds up time to market new applications. This paper helps in analyzing the benefits of this utility over other MQ utilities currently available in market.

## **CURRENT SITUATION**

### ***The role of MQ series in IT Organizations***

There are over 10,000 critical business organizations using MQ series and only 9,000 certified developers that cater a daunting challenge for smooth flow of information. This dependency between MQ experts and other IT staff member impacts on project delivery, delaying time to market new applications and more troubleshooting. These applications are of different technology built on disparate platforms.

### ***Issues faced during testing involving MQ series***

In various IT organizations we use various web based or desktop based tools for accessing MQ Series objects. These tools are good for particular functionality but are deficit on fundamental features.

We will first see various advantages and disadvantages of currently available MQ tools.

### ***Good Features of web based tools:***

1. Web based MQ tools do not requires any installation for using it.

2. Access is controlled through on these tools and every individual has separate profile created on server which controls the MQ view of that user. User has only those objects in his/her home page on which they have access.
3. These tools are good for light weight testing that provides good overview of Objects. Particular messages can be copied to file or moved or copied to another queue.

***Drawbacks of web based tools:***

1. Performance of most of the web based tools is slow.
2. Browsing functionality has several limitations. To find a message in queue containing particular keyword, user needs to manually browse through all messages one by one i.e. there is not any filtering functionality.
3. Only some limited messages can be viewed at a time. If a queue has large number of messages then browsing this way is irritating and error prone.
4. Only limited amount of messages can be copied to file at a time or moved to another queue.
5. There is no functionality to support Synchronous or asynchronous testing, i.e. if a user want to test a request-response scenario, he/she will have to put manually to queue and then manually browse the reply to queue which is error prone as response time can not be observed this way.
6. There is no functionality to support load testing i.e. more than one message can not be put to queue using these tools at one go.
7. Formatting the queue data is very tedious task. For formatting queue data in XML format user has to waste lot of time and need to provide estimated buffer size which is mostly guess work.
8. If message in queue has Mainframe record, it can not be mapped to copybook. For mapping that record to copybook, message need to be copied to file and that file need to be uploaded to mainframe.

***Good Features of Desktop based tools:***

1. Messages can be written to queues very efficiently. All MQMD parameters can be configured in request message.
2. Messages can be easily converted to various character formats like EBCDIC, ASCII, etc.
3. Messages can be easily formatted in XML structure.
4. Messages can be mapped to COBOL copybooks. Messages can be converted to HEX as well.
5. Load testing can also be performed using these tools.

***Drawbacks of Desktop based tools:***

1. It uses MQ client connection. It takes a lot time to launch, i.e. initially it takes few minutes to create connection from MQ which makes these tools slow in performance.
2. No access control is present in desktop based tools.
3. Messages can only be sequentially browsed, there is no functionality to search a message based on some key words.
4. In load testing MQMD can not be configured.
5. Once a message is loaded, it's not editable.
6. Queue managers can not be changed dynamically.
7. Synchronous testing can not be performed.

## REQUIREMENTS FOR A GOOD SOLUTION

### ***Eliminate Installation Headaches***

The solution should not require any installation of client software to each user desktop. It should permit users to work from their desktops just by double clicking on an icon. Solution should be easily upgraded by replacing the old files with new files without the headaches of requiring access for new software installation. Also, solution will work consistently on all platforms.

### ***Keep it as simple as possible***

Software developers, test engineers and software application support technicians do not necessarily have the knowledge and MQ expertise required to interact with MQ objects using traditional tools. Consequently, a good solution should provide a simpler, more user friendly interface to users.

### ***Highly Customizable***

Solution should be highly customizable which can be modified easily as per user requirements. The utility should be easily modified to cater to various customer needs.

Based upon specific user requirements, new functionalities can be added at any point of time.

### ***Log Changes***

Change is a mandatory thing in software organizations and it is very important that changes are tracked and recorded. Knowing what changes at what time have been performed, provides very useful information in troubleshooting various software application problems.

Therefore it's important that the solution should log all changes made at what time and make that information available to the user. This solution writes all the changes done by user while using this tool.

## OUR SOLUTION

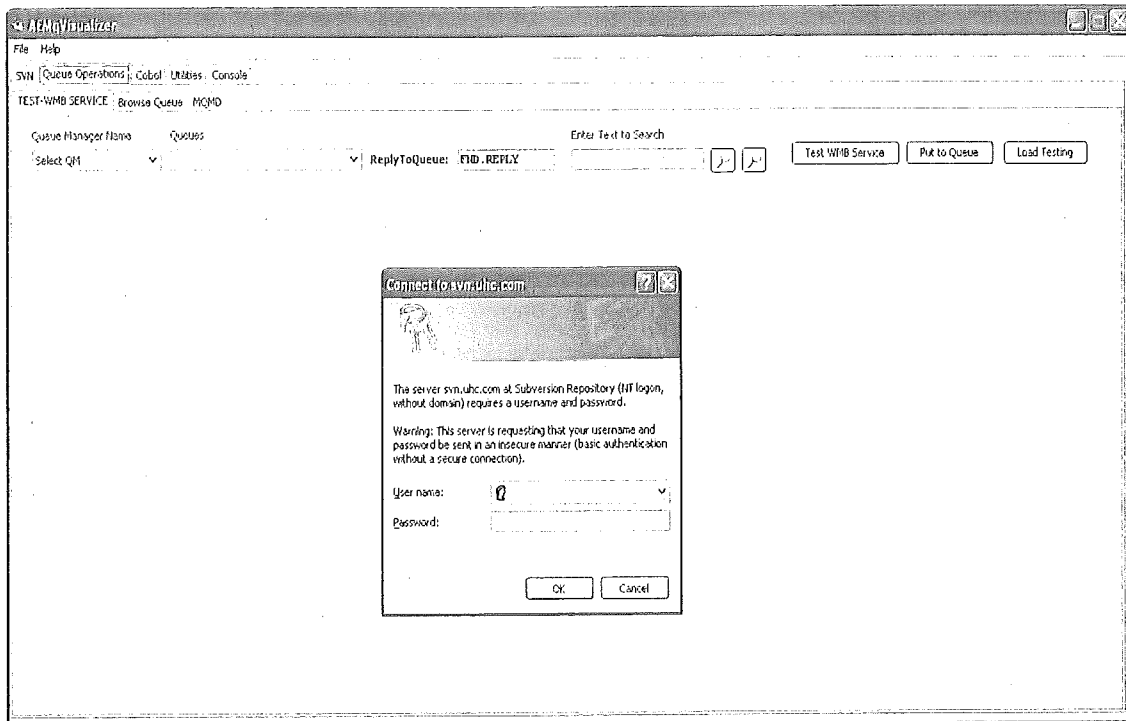
### ***Introduction***

**AeMqVisualizer** is a Java Swing based utility which has most of the functionalities from testing point of view a tester or developer may need for his/her testing. AeMqVisualizer has some unique functionality. AeMqVisualizer is much faster than as it uses a client connection and provides much better browsing experience than Web tools as it caches all the fetched information locally.

It is executable jar file so nothing needs to be installed. It uses a configuration file in XML format, so behavior and capabilities of Tool can easily be controlled through this file. Tool primarily focuses on providing MQ operations and all those functionalities which are needed or are helpful while browsing the queues.

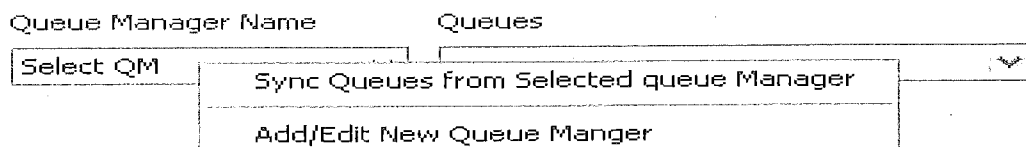
Key features/functionality of AeMqVisualizer:

### User Authentication



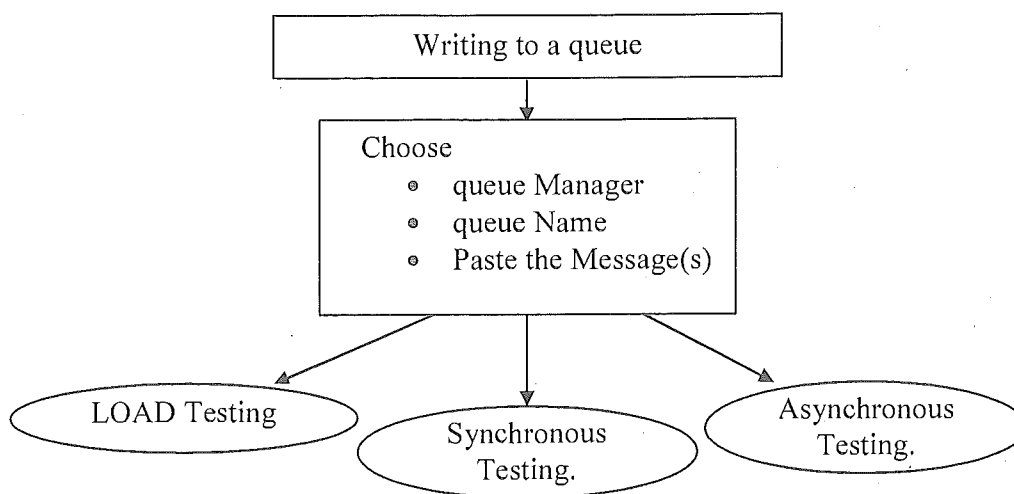
### Queue Operations

A separate tab has been provided for Queue operations. Mostly in MQ series based testing we either write to queue or read from queue. For write operations there is a "TEST SERVICE" tab under queue operations and for browsing operations there is a "Browse Queue" tab. While coding the application main attention has been given to the performance and ease of operations. Required queue managers can be preconfigured in configuration files or else they can be added at run time.

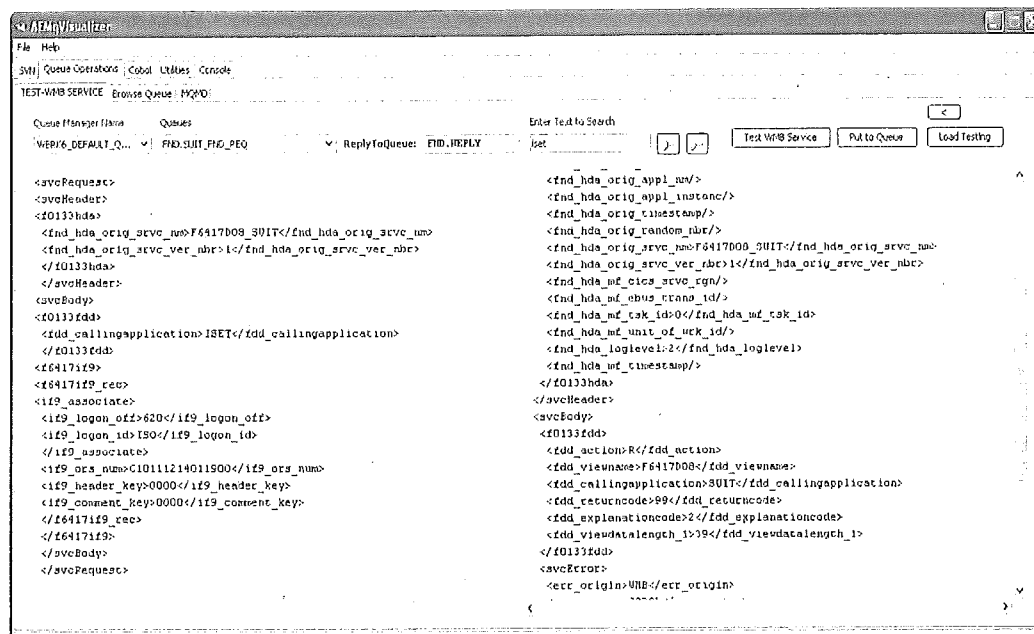


**1. Write Operation:** Test data can be loaded through a file or can be written or modified in request box. Queue managers and queue can be selected from the drop down box. Data can be written to queue using following three options:

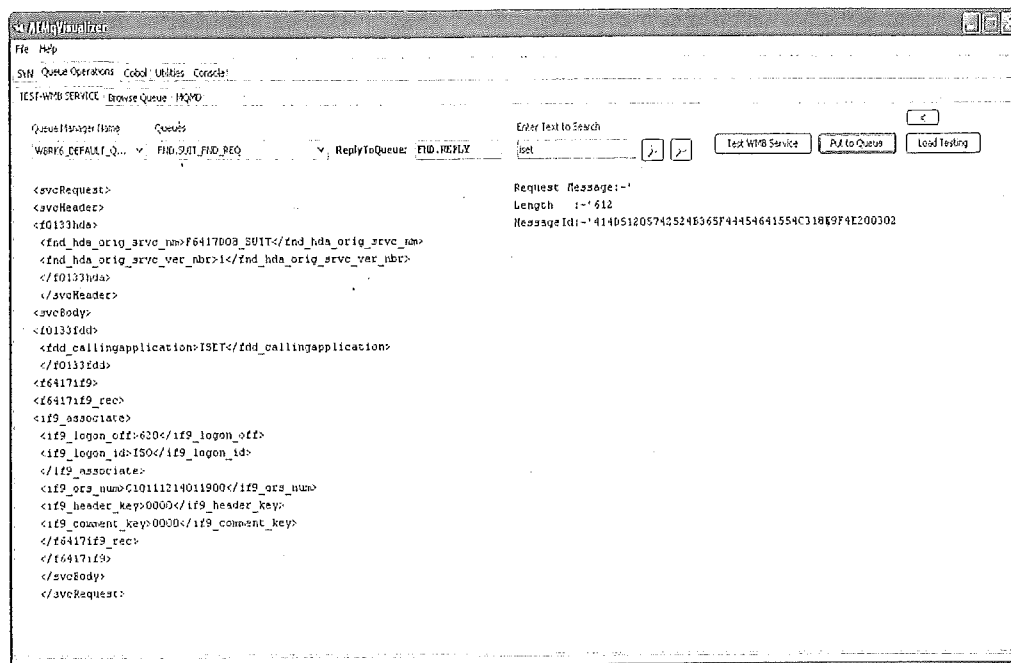




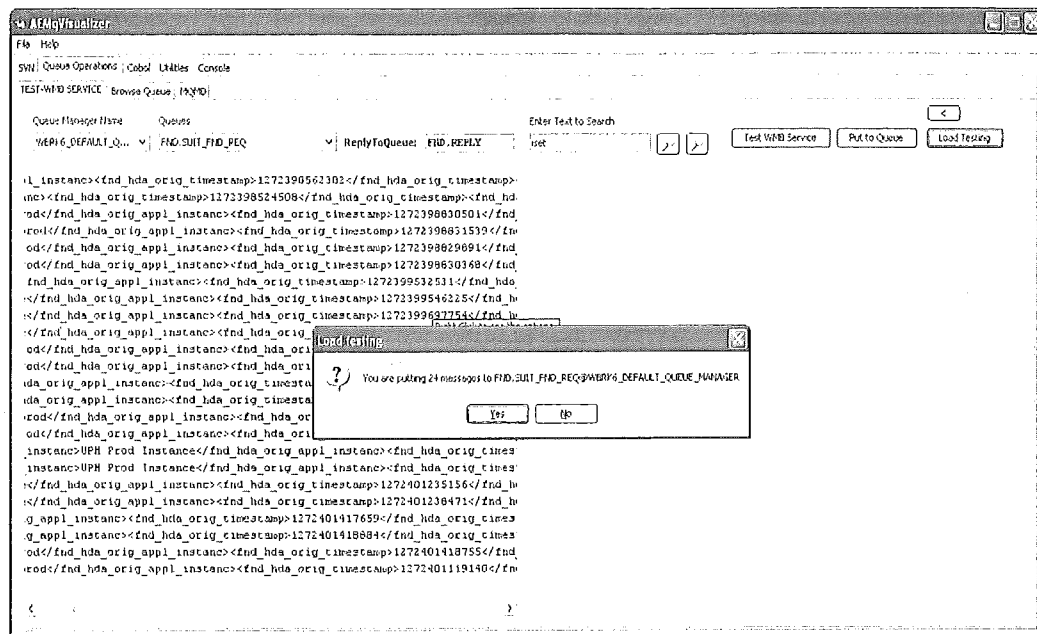
***Synchronous Testing:*** In this option tool writes the test data to Request queue and waits on reply to queue for response. This option can be used for testing request reply scenario. Tool saves the message Id of request message and listens on reply to queue by matching the saved message Id to correlation Id of response messages so that request and reply messages are paired correctly. Reply to queue and wait time both are configurable. MQMD of both request and reply messages can be viewed in MQMD tab.



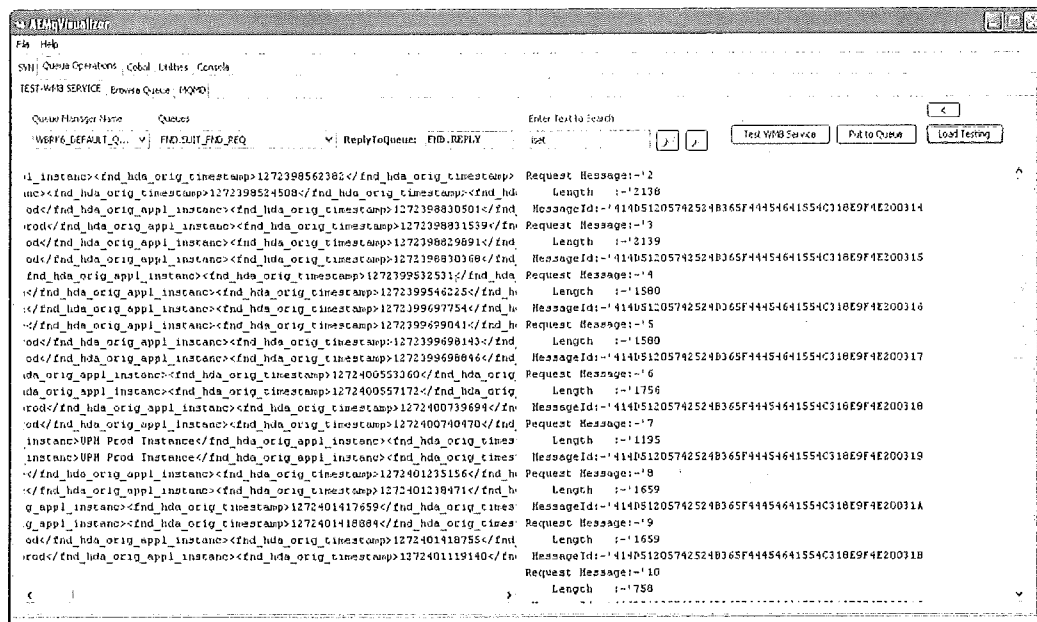
**Asynchronous Testing:** With this option tool writes the test data in request box to selected queue on selected queue manager. Tool does not wait for response in this option. Reply to queue and other MQMD parameters can also be configured while using this option. Successful put of message is acknowledged by the message Id of request message in response box.



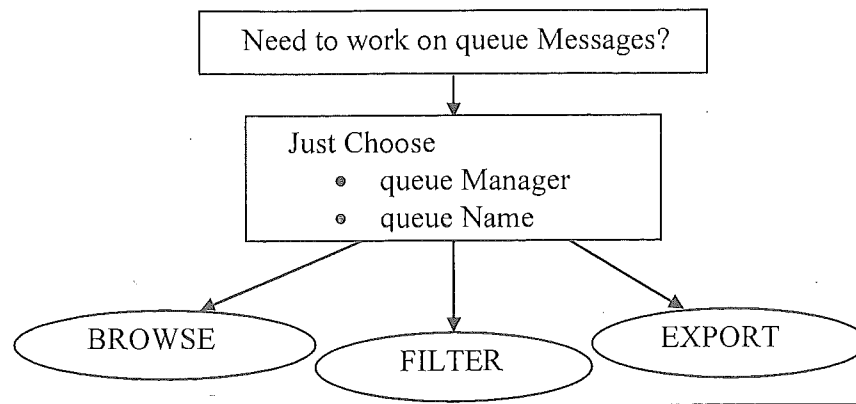
**Load Testing:** With this option load testing can be performed. A file containing multiple test cases can be loaded to tool. Tool will break this data in different test cases bases on some delimiter. This delimiter can be configured at run time. Even MQMD can also be configured for this bunch of test cases. Even for doing performance testing a single test case can be written multiple times.



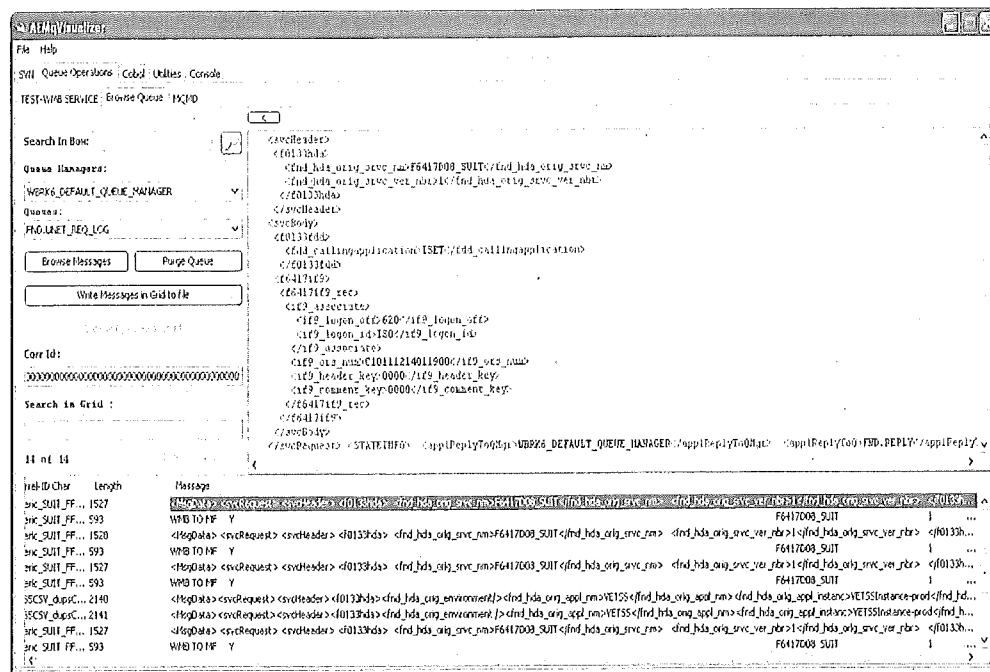
Successful load testing is acknowledged by the entire message Ids in response:



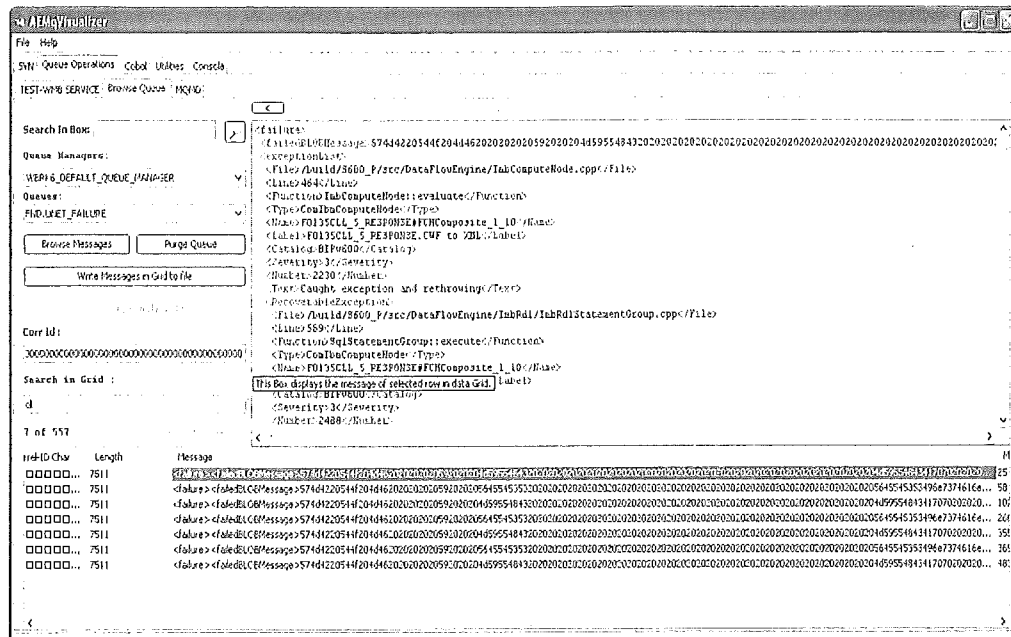
**2. Browse Functionality:** This functionality helps in browsing the queue. A connection is made to queue and all the messages are cached in local machine.



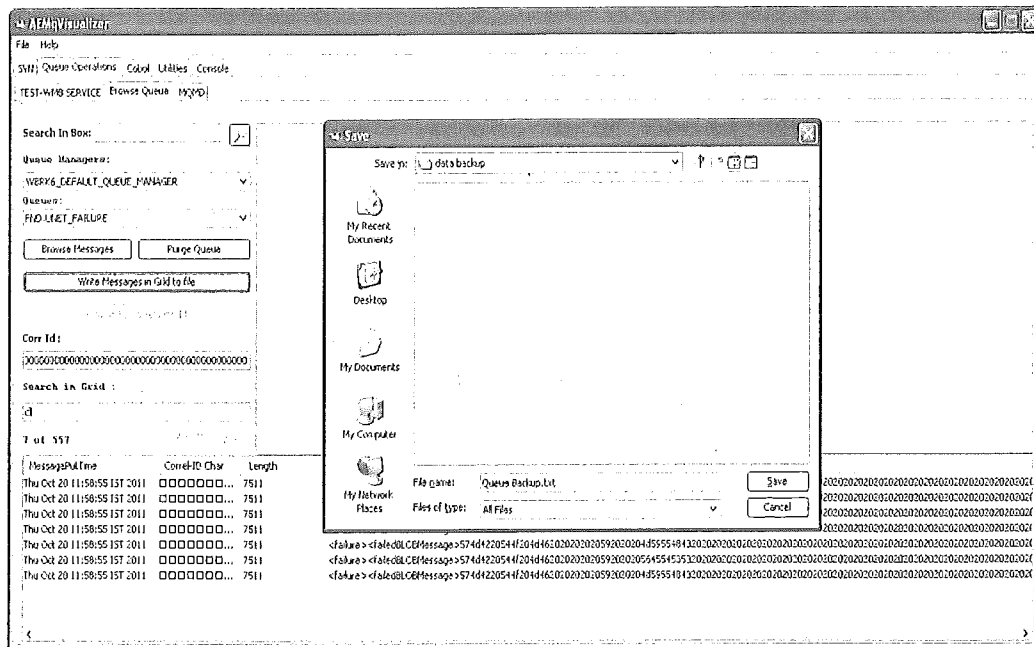
**Faster Access:** Browsing messages is much faster as all messages are cached in local memory. Session to Queue manger is created for only the time required and then it is closed. Messages are displayed in Message Grid layout in tabular format. Selected message is shown in a message box properly formatted.



**Message Grid:** Browsed messages are displayed in Grid layout and messages can be easily filtered based on some keywords.

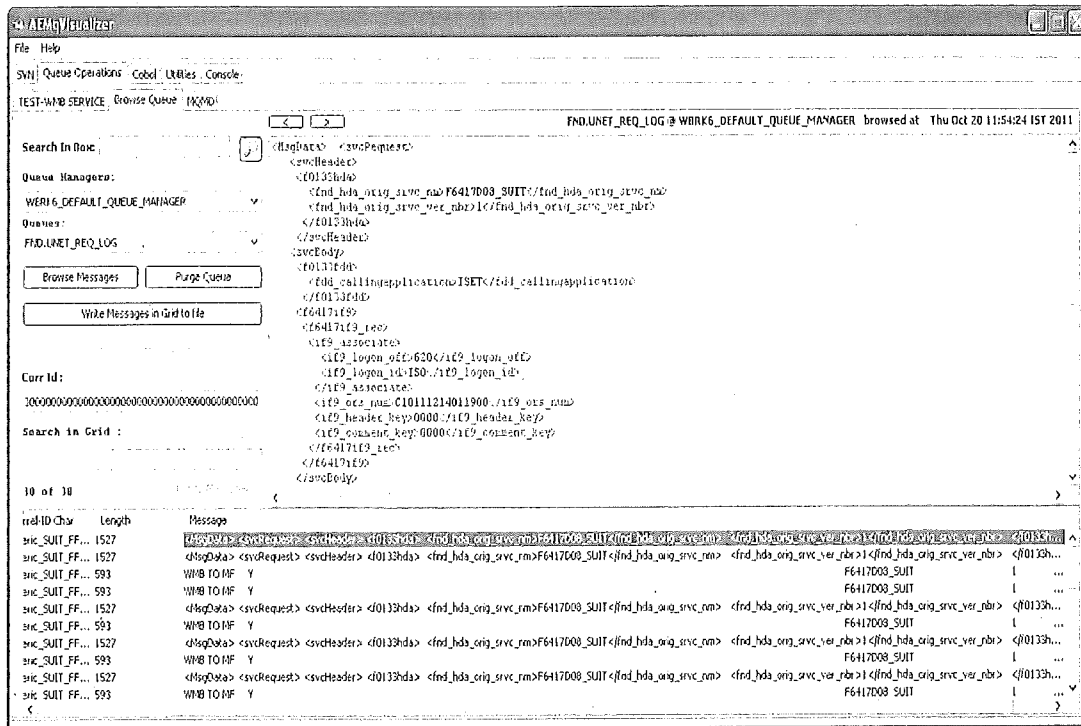


**Queue Backup:** Backup of filtered messages can be easily taken to a file. Even all the messages can be easily written to a local file. User can even load the file back to queue without any loss of data. Messages of one queue can also be easily moved/ copied to another queue.

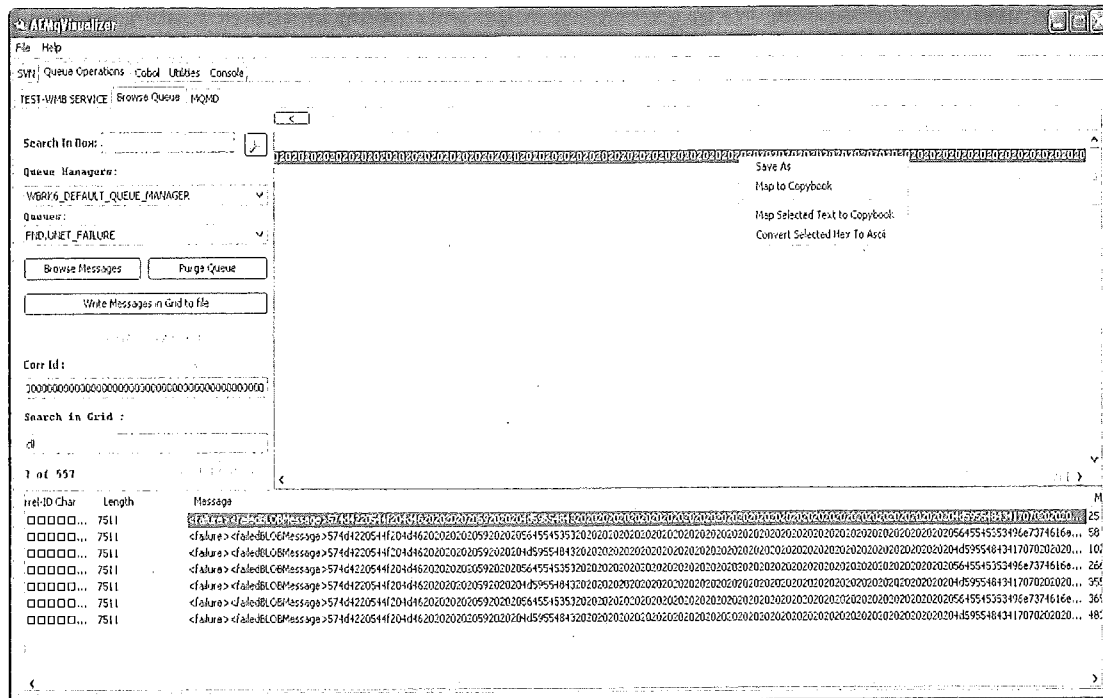


**Queue Purging:** Queues can be easily purged. Messages of Purged queue are automatically loaded to message Grid so that backup can be taken even after clearing the queue.

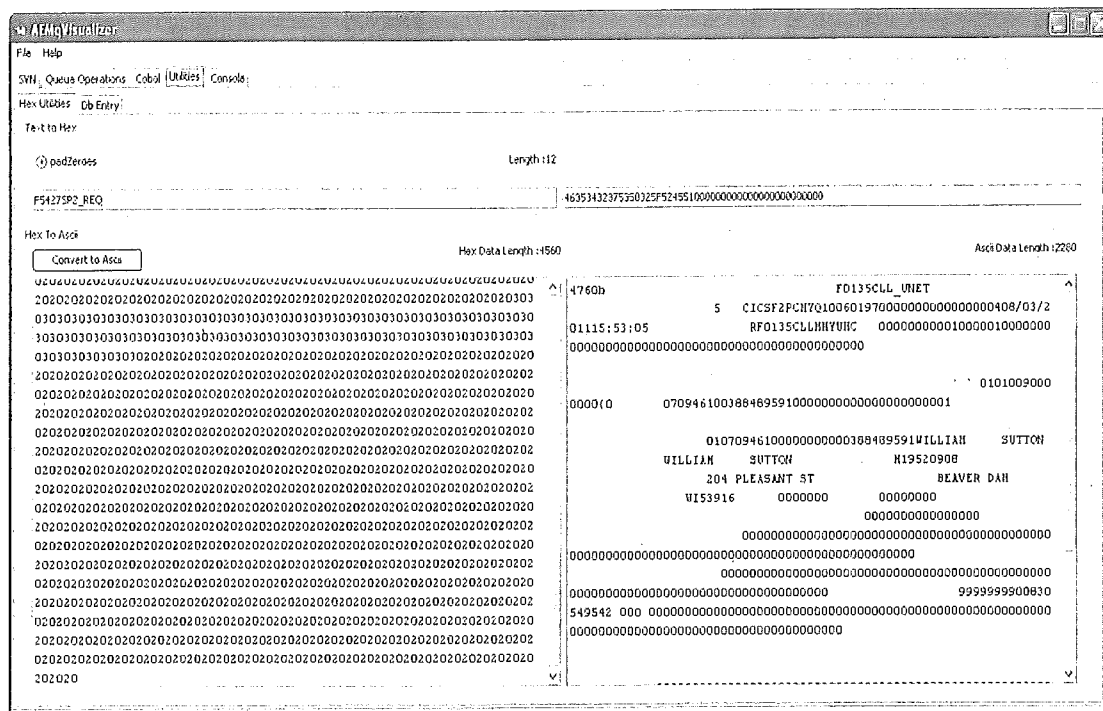
**Queue Browsing History:** While browsing a queue, tool automatically saves the browsed data messages so that it serves a purpose of snapshot of that queue at that moment. Benefit of this functionality is that user is switching the queues frequently he/she can look in history data instead of browsing same queue again. This reduces the burden on MQ and transfers that workload to tool.



**Conversion/Mapping Functionalities for Browsed data:** Queues many time bridge the disparate systems due to which data may be in many different formats and encoding. To make it more readable tool has implicit conversion code to convert data to readable ASCII format. Hex data can be easily converted to ASCII:



Converted data can be viewed in Hex tab:



## File Aide on Windows

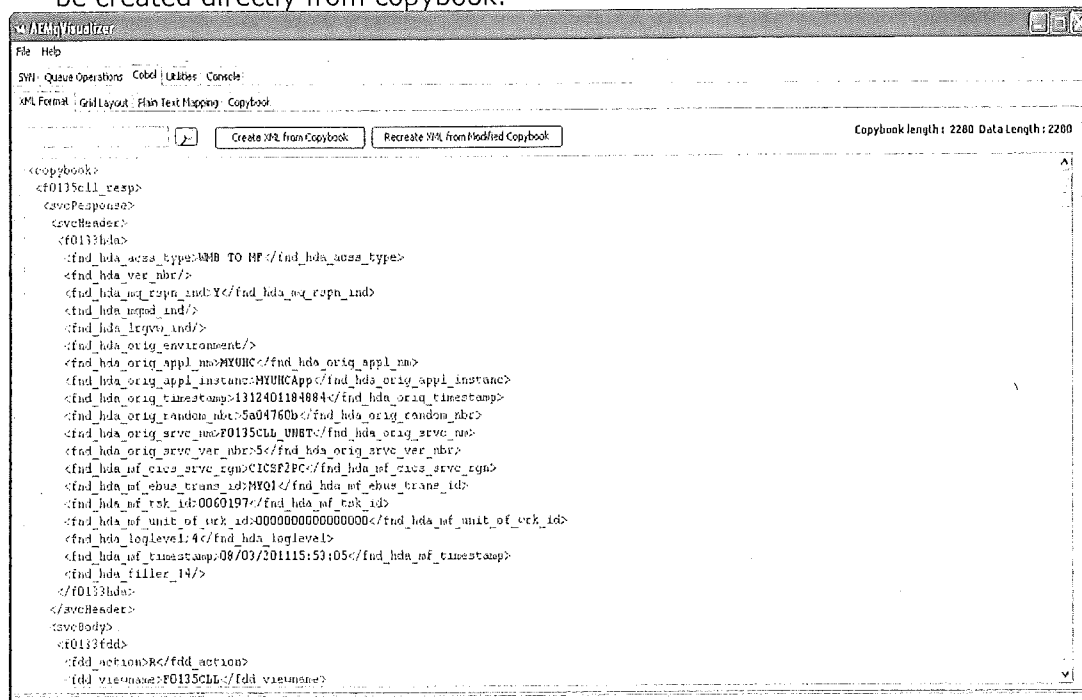
Many times data in queue is in plain text format and can be understood properly only if it is mapped to appropriate copybook. For mapping a test data to copybook File Aide is used which is a mainframe tool, i.e. just for mapping purpose that data need to be uploaded to Mainframe and then opened by File Aide. In this tool there is a separate tab for COBOL operations which provide functionalities parallel to file aide.

A message in queue can easily be mapped to a copybook. A user can provide the copybook by following three options:

- Copybook file can directly be loaded by browsing the files from local disk. Many teams have these copybooks on their hard disk and this functionality would be useful for such scenarios.
- Copybook can be directly loaded from any version control (SVN, VSS, etc) link. If a user has access to a version control link, then that link can be directly opened in inbuilt browser of tool.
- **User can also get the copybook from mainframe at run time. If user has access to mainframe PDS, then he/she can provide the path of PDS in tool itself and it will be picked at run time from mainframe.**

There are four sub-tabs in COBOL tab which display the mapped data in different formats.

- **XML Format:** In this tab mapped data is displayed in XML format. Tool generates the same tag name as copybook field names. A sample XML can also be created directly from copybook.



- **Grid Layout:** It is mostly used sub-tab under COBOL tab. In this tab mapped data is displayed in tabular grid layout. Different levels have different colors associated with them, i.e. all the rows with same level will have same background color. All numeric fields are displayed in blue font. Any field not mapping properly is displayed in red font. There is lot of dynamic mapping



functionality in this tab. For testing purpose data can be modified and remapped in this tab itself. Modified data can be saved to file as well.

Level	Offset	Len	Type	Occ	Variable Name	Value	Comment	Error
25	1751	3	X(3)	16	h21_disease_state_cd			No
20	1753	3	X(3)	17	h21_disease_state_cd			No
25	1754	3	X(3)	17	h21_disease_state_cd			No
20	1755	3	X(3)	18	h21_disease_state_cd			No
25	1757	3	X(3)	18	h21_disease_state_cd			No
20	1759	3	X(3)	19	h21_disease_state_cd			No
25	1760	3	X(3)	19	h21_disease_state_cd			No
20	1762	3	X(3)	20	h21_disease_state_cd			No
25	1763	3	X(3)	20	h21_disease_state_cd			No
20	1765	3	X(3)	21	h21_disease_state_cd			No
25	1766	3	X(3)	21	h21_disease_state_cd			No
20	1768	3	X(3)	22	h21_disease_state_cd			No
25	1769	3	X(3)	22	h21_disease_state_cd			No
20	1771	3	X(3)	23	h21_disease_state_cd			No
25	1772	3	X(3)	23	h21_disease_state_cd			No
20	1774	3	X(3)	24	h21_disease_state_cd			No
25	1775	3	X(3)	24	h21_disease_state_cd			No
20	1777	3	X(3)	25	h21_disease_state_cd			No
25	1778	3	X(3)	25	h21_disease_state_cd			No
15	1781	1	X(01)	1	h21_chi_prata_rsn_cd			No
15	1782	1	X(01)	1	h21_sca_record_sw			No
15	1782	28	X(01)	1	h21_bv_accum_data			No
17	1783	2	X(02)	1	h21_ret_serv_cat			No
17	1785	12	X(12)	1	h21_ret_serv_cat_desc			No
17	1797	1	X(01)	1	h21_ret_typ_accum			No
17	1798	10	X(07)	1	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1804	3	X(03)	1	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
15	1810	28	X(01)	2	h21_bv_accum_data			No
17	1811	2	X(02)	2	h21_ret_serv_cat			No

Filtering can also be performed on data grid. Data in data Grid can also be exported to excel sheet.

Level	Offset	Len	Type	Occ	Variable Name	Value	Comment	Error
17	1793	10	X(07)	1	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1794	3	X(03)	1	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1805	10	X(07)	2	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1806	3	X(03)	2	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1807	10	X(07)	3	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1808	3	X(03)	3	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1809	10	X(07)	4	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1810	3	X(03)	4	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1811	10	X(07)	5	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1812	3	X(03)	5	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1813	10	X(07)	6	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1814	3	X(03)	6	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1815	10	X(07)	7	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1816	3	X(03)	7	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1817	10	X(07)	8	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1818	3	X(03)	8	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1819	10	X(07)	9	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1820	3	X(03)	9	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error
17	1821	10	X(07)	10	h21_ret_hotel_ytd_pst_snt		In valid Numeric data	Error
17	1822	3	X(03)	10	h21_ret_hotel_ytd_pst_err		In valid Numeric data	Error

- **Plain Text Layout:** It's the same data in grid format in plain text layout. This layout is mainly used for getting attachments for Quality Centre or any other defect tracker.

Level	ofs	Len	Type	Occur Name	Value
01	0	2280		1 f0135c11_resp	
02	0	2280		1 svcResponse	
03	0	360		1 svcHeader	
04	0	360		1 f0133bda	
10	1	10	X(10)	1 fnd_hda_acss_type	UMB TO HF
10	11	4	X(04)	1 fnd_hda_ver_nbr	
10	15	1	X(01)	1 fnd_hda_hq_resp_ind	Y
10	16	1	X(01)	1 fnd_hda_hq_resp_ind	
10	17	1	X(01)	1 fnd_hda_lrgvw_ind	
10	18	1	X(01)	1 fnd_hda_orig_environment	
10	19	40	X(40)	1 fnd_hda_orig_appl_nm	HYURC
10	59	100	X(100)	1 fnd_hda_orig_appl_instanc	HYURCApp
10	159	40	X(40)	1 fnd_hda_orig_timestamp	1312401184884
10	199	40	X(40)	1 fnd_hda_orig_random_nbr	5a04760b
10	239	50	X(50)	1 fnd_hda_orig_srvc_nm	F0135CLL_UNET
10	289	4	X(04)	1 fnd_hda_orig_srvc_ver_nbr	5
10	293	8	X(08)	1 fnd_hda_mf_cics_srvc_rgn	CICSF2PC
10	301	4	X(04)	1 fnd_hda_mf_ebus_trans_id	HYQ1
10	305	7	X(07)	1 fnd_hda_mf_tsk_id	0060197
10	312	16	X(16)	1 fnd_hda_mf_unit_of_wrk_id	0000000000000000
10	328	1	X(01)	1 fnd_hda_loglevel	4
10	329	18	X(18)	1 fnd_hda_mf_timestamp	08/03/201115:53:05
10	347	14	X(14)	1 fnd_hda_filler_14	
03	360	1920		1 svcBody	
04	360	83		1 f0133fdd	
10	361	1	X(01)	1 fdd_action	R
10	362	8	X(08)	1 fdd_viewname	F0135CLL

- **Copybook Editor:** This tab provides dedicated functionalities for editing copybooks. Many times data records from queue do not match exactly with the copybook, so in this tab copybook can be modified and used at run time. There is a level filter which helps in filtering the copybook based on a level.

Level	Name	Comment	Suppress	Row
01	F0135CLL-RESP.			1
02	svcResponse.			2
03	svcHeader.			3
04	F0133BDA.			4
10	FND-HDA-ACSS-TYPE	PIC X(10) VALUE 'UMB TO HF'.		5
10	FND-HDA-VER-NBR	PIC X(04).		6
10	FND-HDA-HQ-RESP-IND	PIC X(01) VALUE 'Y'.		7
10	FND-HDA-HQ-RESP-IND	PIC X(01).		8
10	FND-HDA-LRGVW-IND	PIC X(01).		9
10	FND-HDA-ORIG-ENVIRONMENT	PIC X(100).		10
10	FND-HDA-ORIG-APPL-NM	PIC X(40).		11
10	FND-HDA-ORIG-APPL-INSTANC	PIC X(100).		12
10	FND-HDA-ORIG-TIMESTAMP	PIC X(40).		13
10	FND-HDA-ORIG-RANDOM-NBR	PIC X(40).		14
10	FND-HDA-ORIG-SRVC-NM	PIC X(50).		15
10	FND-HDA-ORIG-SRVC-VER-NBR	PIC X(04).		16
10	FND-HDA-MF-CICS-SRVC-RGN	PIC X(08).		17
10	FND-HDA-MF-EBUS-TRANS-ID	PIC X(04).		18
10	FND-HDA-MF-TSK-ID	PIC X(07) VALUE 0.		19
10	FND-HDA-MF-UNIT-OF-WRK-ID	PIC X(16).		20
10	FND-HDA-LOGLEVEL	PIC X(01).		21
10	FND-HDA-MF-TIMESTAMP	PIC X(18).		22
10	FND-HDA-MF-TIMESTAMP	PIC X(18).		23
10	FND-HDA-FILLER-14	PIC X(14).		24
03	svcBody.			25
04	F0133FDD.			26
10	FDD-ACTION	PIC X(01) VALUE 'R'.		27
10	FDD-VIEWNAME	PIC X(08).		28
10	FDD-COVERAGETYPE	PIC X(01) VALUE 'H'.		29
10	FDD-CALLINGAPPLICATION	PIC X(60).		30
10	FDD-RETURNCODE	PIC X(02) VALUE 0.		31
10	FDD-EXPLANATIONCODE	PIC X(03) VALUE 0.		32
10	FDD-VIEWDATALENGTH-1	PIC X(06) VALUE 0.		33
10	FDD-VIEWDATALENGTH-2	PIC X(06) VALUE 0.		34
10	FDD-VIEWDATALENGTH-3	PIC X(06) VALUE 0.		35



## MORC Integration Director (MINDI)

**Modular OSGI Runtime Container (MORC) Framework** :-composed of Three main components:

- a) **Bridge Application**:- Runs the Felix OSGI container in an application server (e.g., WebSphere). Provides the bridge from application server HTTP threads to the OSGI container
- b) **MINDI**:- MORC Integration Director :- User Interface for the dynamic configuration capability in MORC. Can be configured to connect to multiple environments. Access business web services in each environment to read and update configurations, no direct DB connection
- c) **Core Framework Bundles** :- UHG proprietary application build on OSGI bundles that provide base functionality: core, configuration services, unit test framework

Required for the Bridge and MINDI applications to function. Provides Business Framework base classes, interceptors, logging, and many other framework capabilities for service development

## HOW TO ADD UPM MINDI Config URATION ENTRIES IN UPM 3 MINDI Config APP

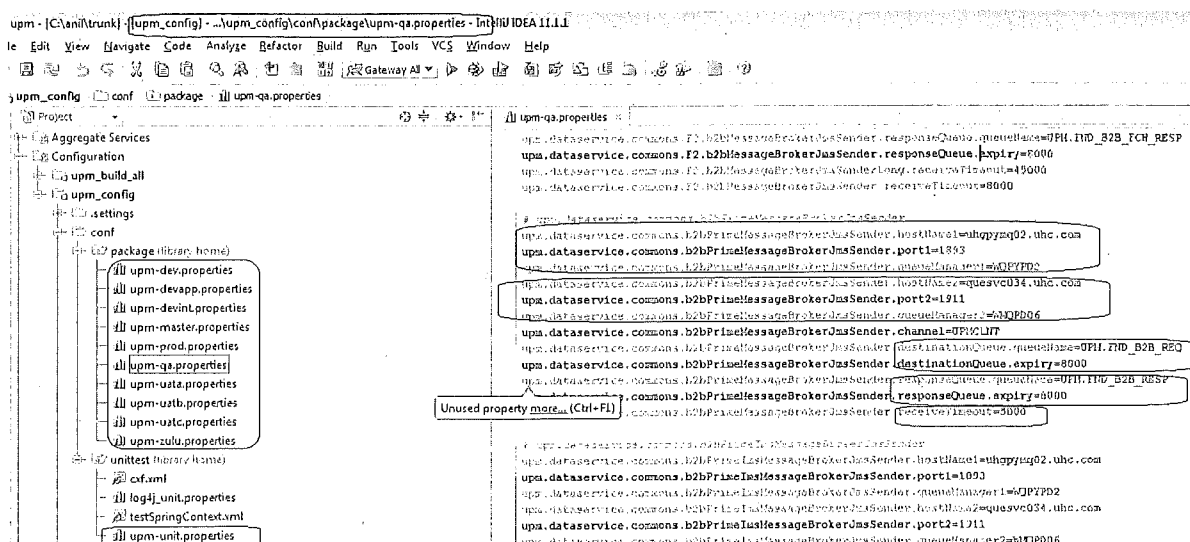
1. **Pre-requisite**: All AE developers who work on UPM services should request to add the following groups to their Windows id using SATS:

**UPM3\_AE\_TST** : for access to UPM3 services in non-prod environments.

**UPM3\_AE\_PRD** : for access to UPM3 services in production.

Do raise secure request for getting access on **upmAdmin** for Windows platform to modify and add in this application

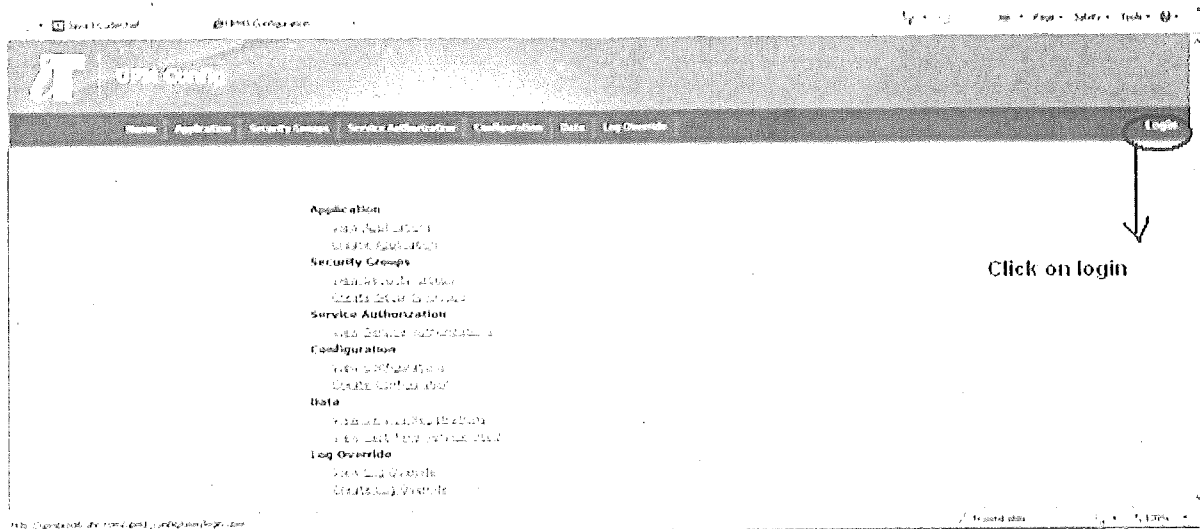
**For UPM2 to UPM3 Migration**:- In UPM2 we were adding service configuration in properties file for each respective non-prod and prod environment. UPM2 configuration properties for all environment exist under upm\_config.



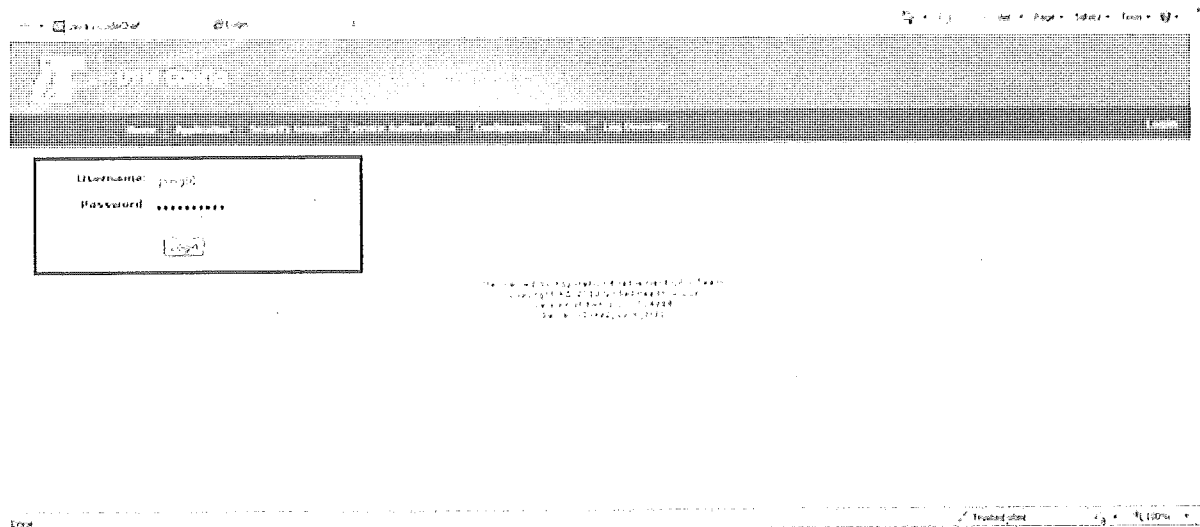
With UPM3 we moved configuration properties in database rather than referring from files. UPM3 MINDI Config app allows developer to add UPM3 service configuration into database. This application allows developer to add and edit configurations.

Each developer need to make sure the configuration values of upm3 service must match what it exist in upm2 service while migrating upm2 service to upm3, which means endpoint, timeout, queueManager etc. properties what we have in UPM2 for the service in must have same value in upm3 configuration app.

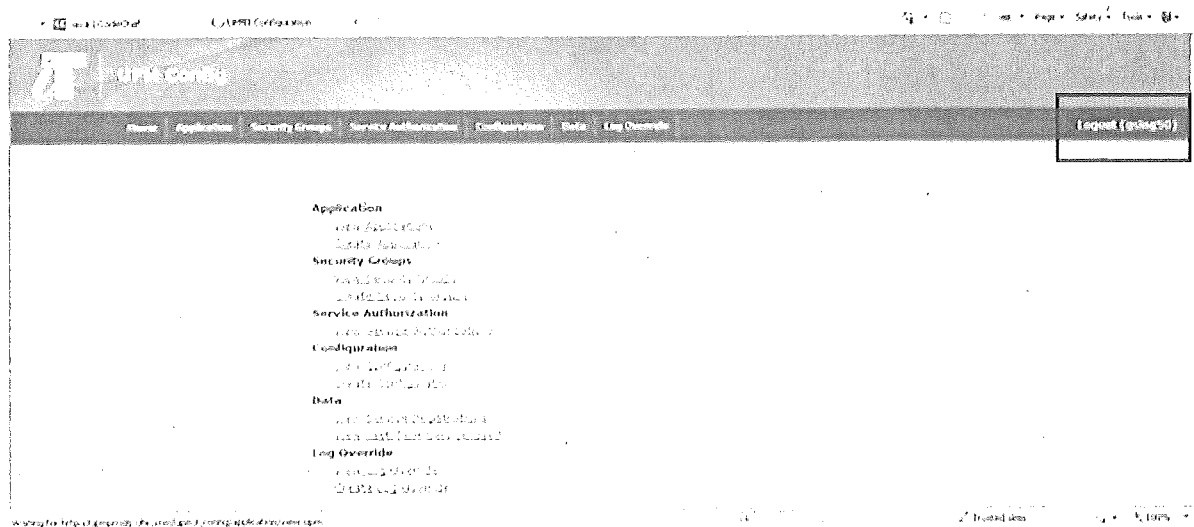
2. Go to internet browser and open this url:
  - a) **Non-production environment:** <http://u3cstage.uhc.com:81/mindi/> -to display/create/edit/update all non-production\_environment configuration.
  - b) **Production environment:** <http://u3c.uhc.com:81/mindi/> -to display/create/edit/update production\_environment configuration. Each developer after completing service development of their service, they should run their service pointing to prod environment and add service configurations in prod with respective production configurations.
3. You will get following home page and then click on **Login** link.



4. This will ask to enter your authentication details, please enter your NT ID and password and click Login. Only authorize users (with upmAdmin) are allowed to access and modify.



5. Once you are successfully logged in, you will see this home page and your user name on the right top side of browser.



6. UPM 3 MINDI Configuration application setup process is divided into 6 steps:

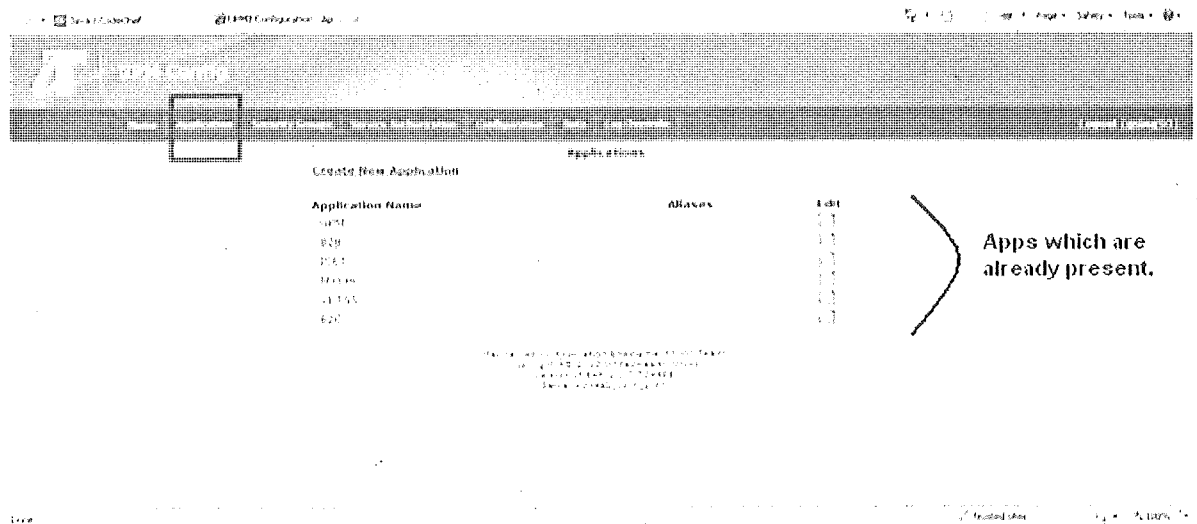
- Application Name setup.
- Security Group setup.
- Service Authorization setup.
- Configuration setup.
- Data
- Log Override

Data functionality helps us to view registered services and last time service used by client application. And Log override to change log level for a particular service for a particular environment for defined duration.

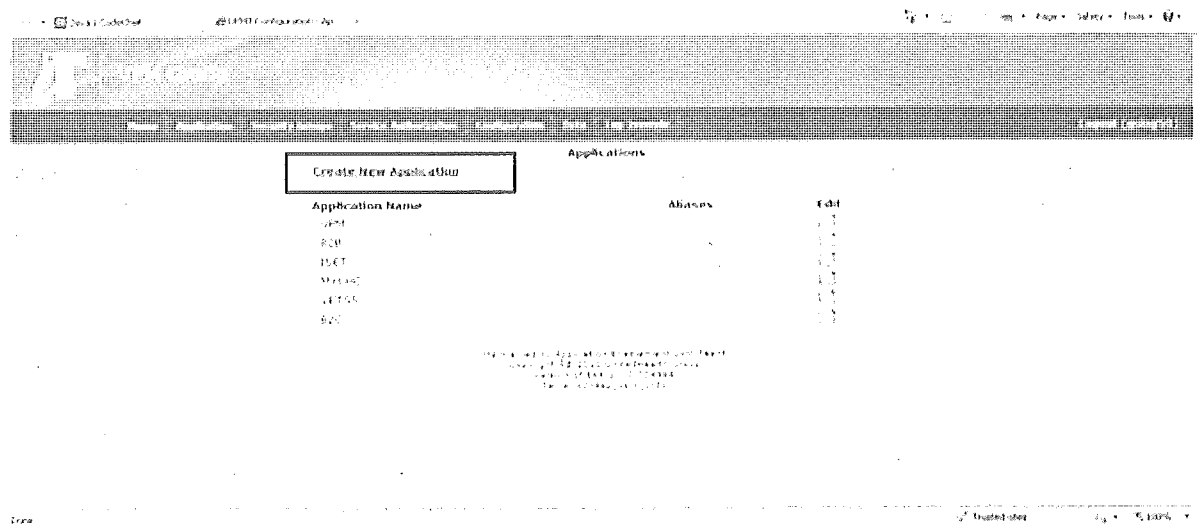
To add configuration for a service, we will be using first 4 functionalities. Let's start with 1<sup>st</sup> step,

**1. Application Name entry:-**

- a. Click on **Application** link and select **View Applications** which will show you all the applications which are already added to this UPM 3 configuration app. Displayed Application Name will exist in all non-production environments.



- b. If application name which you want to add is already present, then move to next step. Otherwise, click on link **Create New Application** as shown in figure below:



Then, you will see this page where you will add application name is all uppercase in **Application Name** field and his alias name if any or general description about that application in the **Aliases** field.



UPM3 Configuration Console

Application Name: PCL

Aliases: UPM new consumer for accessing PCL system

Buttons: Cancel, Submit

Annotations:

- Once done click on submit button
- If you want to add more than one alias.

- c. Once done click on **Submit** button and your changes will be added. Now you will see the same screen with your application name as non-editable field showing that your entries have been added in all non-production environments.

UPM3 Configuration Console

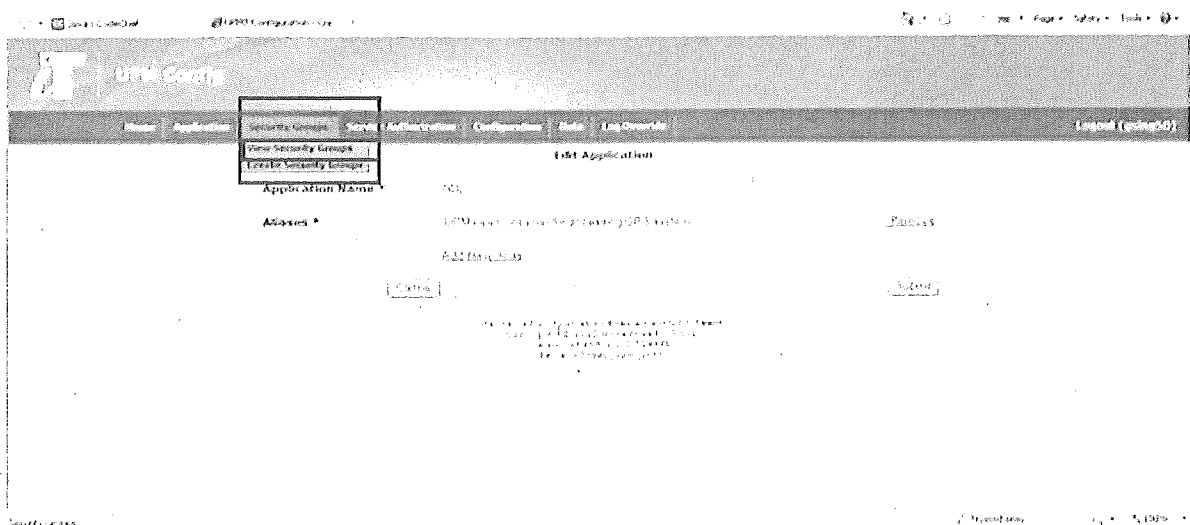
Application Name: PCL (disabled)

Aliases: UPM new consumer for accessing PCL system

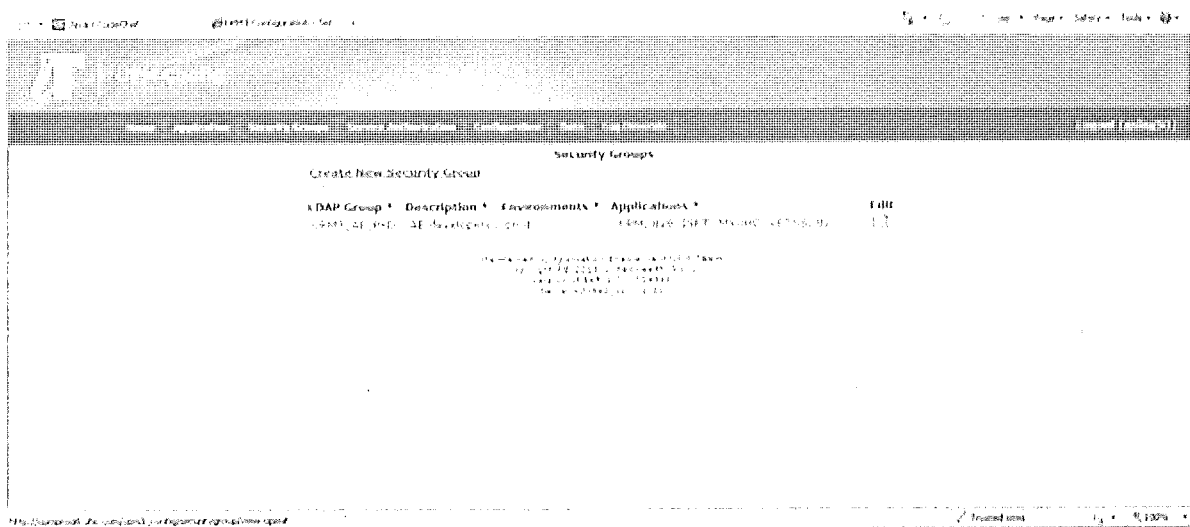
Buttons: Cancel, Submit

## 2. Configuring Security Groups:-

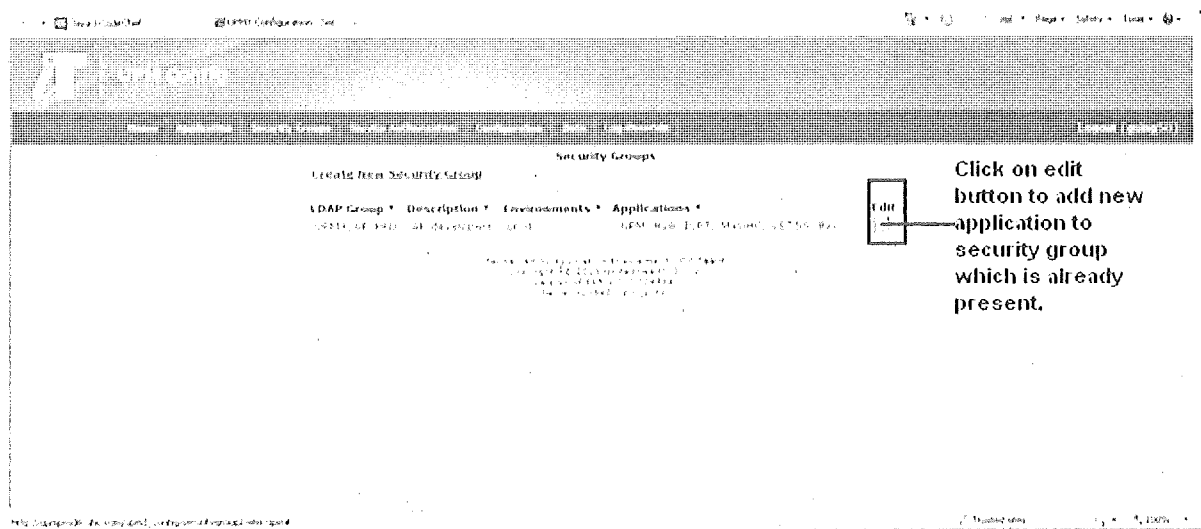
- a. Now next step is to add LDAP Security Group of UPM client/consumer application. To view all existing LDAP security Groups. Click on **Security Groups** link and select **View Security Groups**.



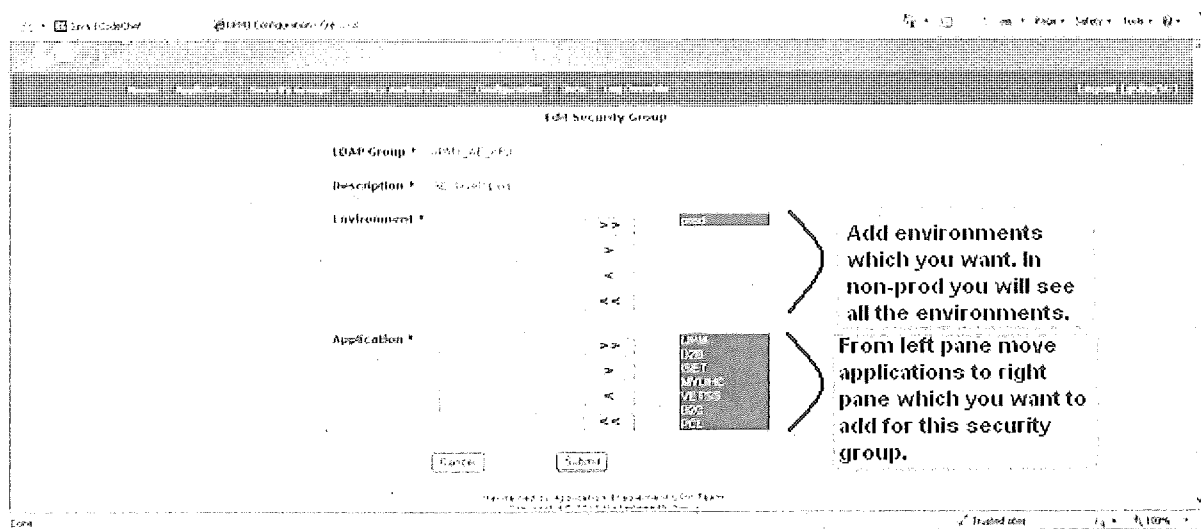
You will see all the LDAP security groups which are already added to UPM 3 config app for UPM and its clients in that particular environment.



- b. Now, if the application security group is already present, you will need to add your application into that group by clicking on **Edit** button.



Next page will open selected security group in editable mode.



- c. Once done, then click on the **Submit** button to save your changes. Now you will see your application added to that particular security group.

UPM3 Security Groups

Created from Security Group

LDAP Group	Description	Environments	Applications	Edit
UPM3_AE_PRD	AE developers	prod	UPM, B2B, ISET, MYUHC, VETSS, B2C	

You will see your application added to that particular security group.

**\*Note:** For UPM developers, all applications should be also added to UPM3\_AE\_TST security group for non-prod environment configuration and UPM3\_AE\_PRD security group for production environment.

For non-prod environments:

UPM3_AE_TST	Access for AE developers	master, charlie, zulu, unit, dev, bravo, stage, alpha, systest	UPM, MYUHC, OMX, B2B, VETSS, ISET, ILEAD, RXHD, IIM, TRICAREONE, UHCMW, TWBS, TWPS, B2C, HAZ, DocGPSMW, LOADTEST, PCL	<input type="checkbox"/>
-------------	--------------------------	--	---	--------------------------

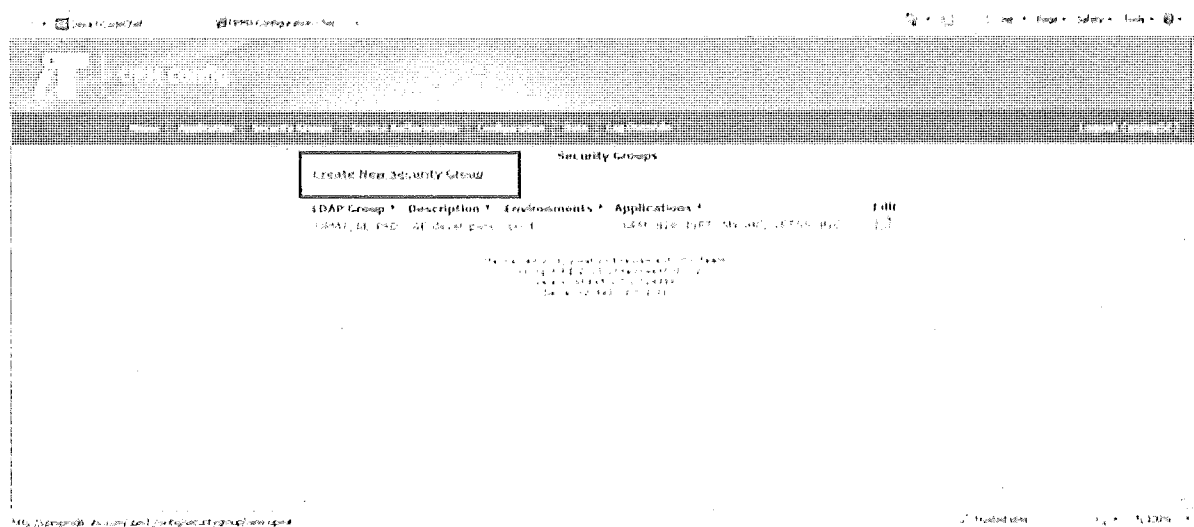
For prod environment:

UPM3_AE_PRD	AE developers	prod	UPM, B2B, ISET, MYUHC, VETSS, B2C	<input type="checkbox"/>
-------------	---------------	------	-----------------------------------	--------------------------

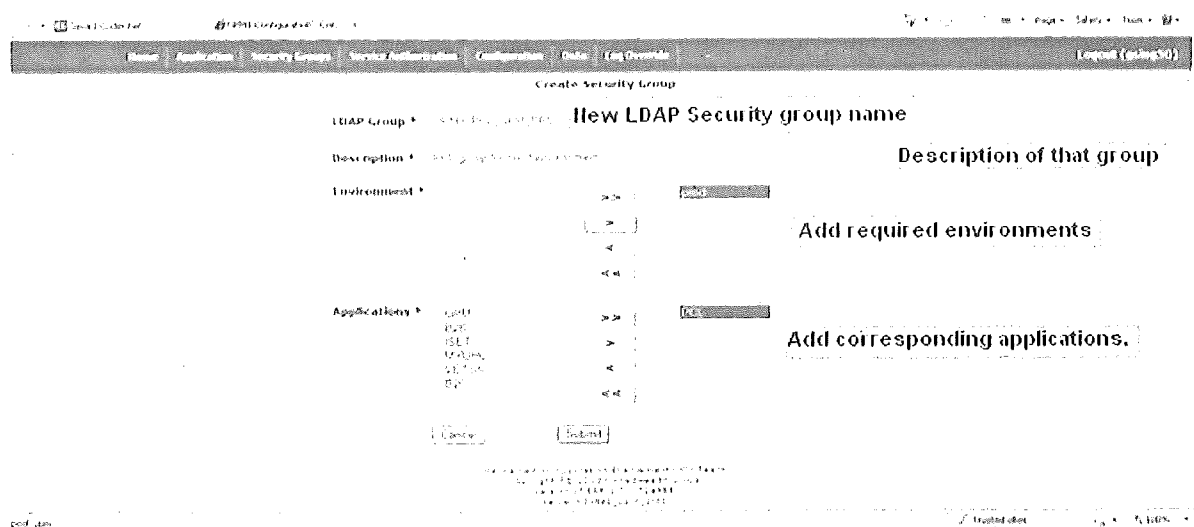
**Note :-** Every client application will be creating their LDAP security group (which will be something like UPM3\_XXX\_TST or PRD) to access UPM3 services. Client users will be raising secure request to be part of this LDAP security group, which will be managed by Client. At UPM layer we will be authorizing client LDAP security for particular environment/s.

Now if security group is not already present, add new security group by clicking on **Create New Security Group**.

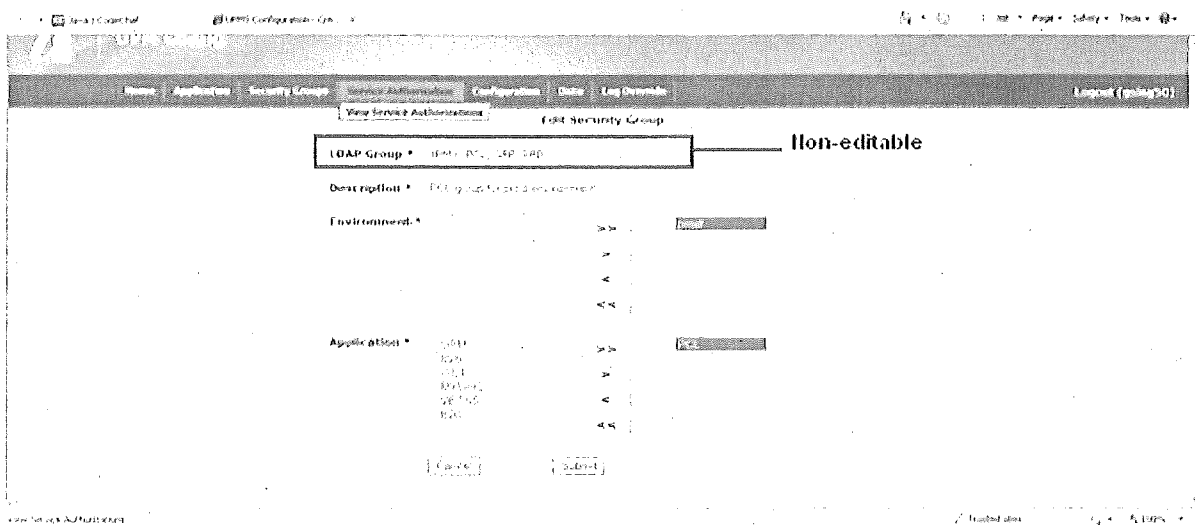
**Note :-** Consumer will inform our SDM about the name of LDAP security group which belongs to them. Then SDM inform Dev Manager/Lead for the need of creating and configuring consumer specific LDAP security group, which may get down to Developer to set up same in UPM3 config app.



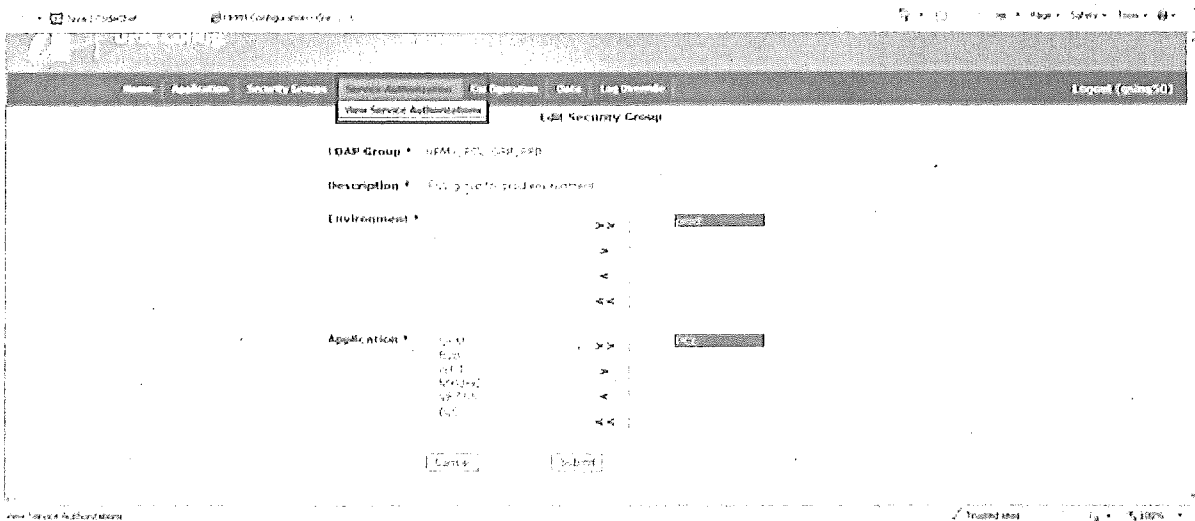
Add all required information for new security group as shown in figure below:



And click on **Submit** button to save all changes and you will come to this screen with LDAP group as non-editable field confirming your entries for security group has been saved.



3. **Service Authorization:** - Next step is to add service authorization entry, basically to authorize your **aggregate service** bundles for the new consumer (application names). So, that new consumer which you have added in previous step should be authorized for the service bundles. To do this click on **Service Authorization** Link and
  - a. Select **View Service Authorizations** as shown in picture below:



You will see all the bundles in this page and you can search your **aggregate service** bundle by typing in your entry in the **Search** field.

Service Authorization

Show 10 entries

Bundle	Version	Interface	Type	Edit
com.ubg.upm3.dataservice.example.dataservice.example-hello-v1	1.0.0	ExampleDataService	DATASERVICE	
com.ubg.upm3.dataservice.gps.dataservice.gps-selectApplicationsServiceV1-2016-01-01	1.0.0	ApplicationInternalDataService	DATAINTERFACE	
com.ubg.upm3.dataservice.upm.dataservice.upm-codesdkup-v1	1.0.0	SelectCodesDataService	FRAMEWORK	
com.ubg.upm3.dataservice.upm.dataservice.upm-codesdkup-v1	1.0.0	UpdateCodesDataService	FRAMEWORK	
com.ubg.upm3.dataservice.upm.dataservice.upm-codesdkup-v1	1.0.0	UpdateCodesDataService	FRAMEWORK	
com.ubg.upm3.dataservice.upm.dataservice.upm-codesdkup-v1	1.0.0	SelectCodesDataService	FRAMEWORK	
com.ubg.upm3.dataservice.upm.dataservice.upm-codesdkup-v1	1.0.0	UpdateCodesDataService	FRAMEWORK	
com.ubg.upm3.framework.upm-core-v1	1.0.0	FrameworkService	FRAMEWORK	
com.ubg.upm3.framework.upm-core-v1	1.0.0	FrameworkService	FRAMEWORK	
com.ubg.upm3.framework.upm-core-v1	1.0.0	FrameworkService	FRAMEWORK	

Showing 1 to 10 of 44 entries

First Previous 2 3 4 5 Next Last

For example if your aggregate service contains word **ovations**, you need to type ovations word in search box and it will show you all the bundles containing this word. By clicking on edit button corresponding to that bundle you will be able to edit the service authorization configuration.

Note: - With our UPM development guidelines, all newly developed Service/Aggregate or Data Service Bundles should be suffixed by version # i.e Interface column should be SelectEnrollmentApplicationsServiceV1

Service Authorization

Show 10 entries

Search: **ovations**

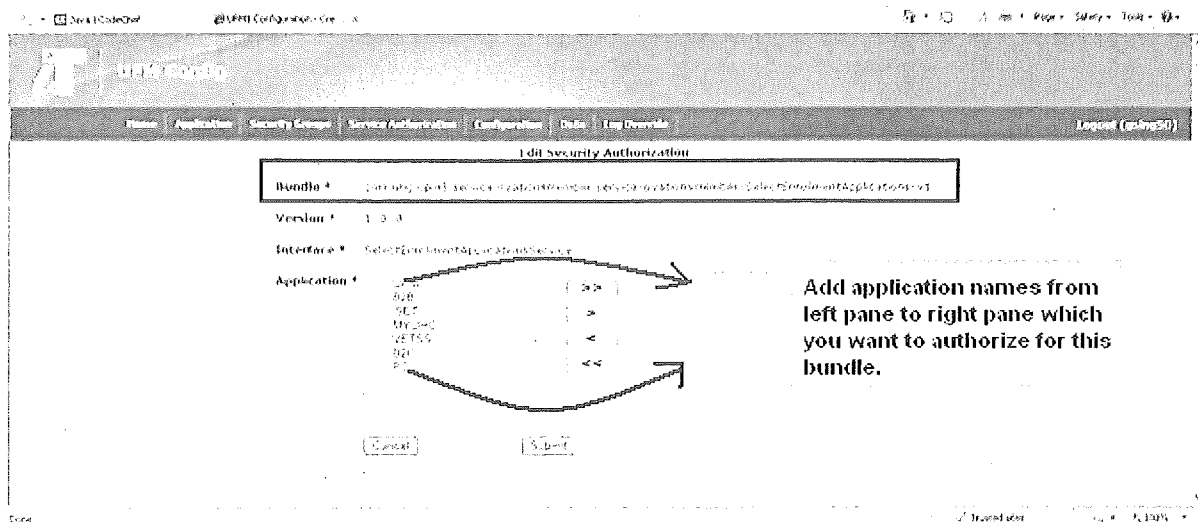
Bundle	Version	Interface	Type	Edit
com.ubg.upm3.service.ovationsmember.service-ovationsmember-selectEnrollmentApplicationsServiceV1	1.0.0	SelectEnrollmentApplicationsService	AGGREGATE	

Showing 1 to 1 of 1 entries (filtered from 44 total entries)

First Previous Next Last

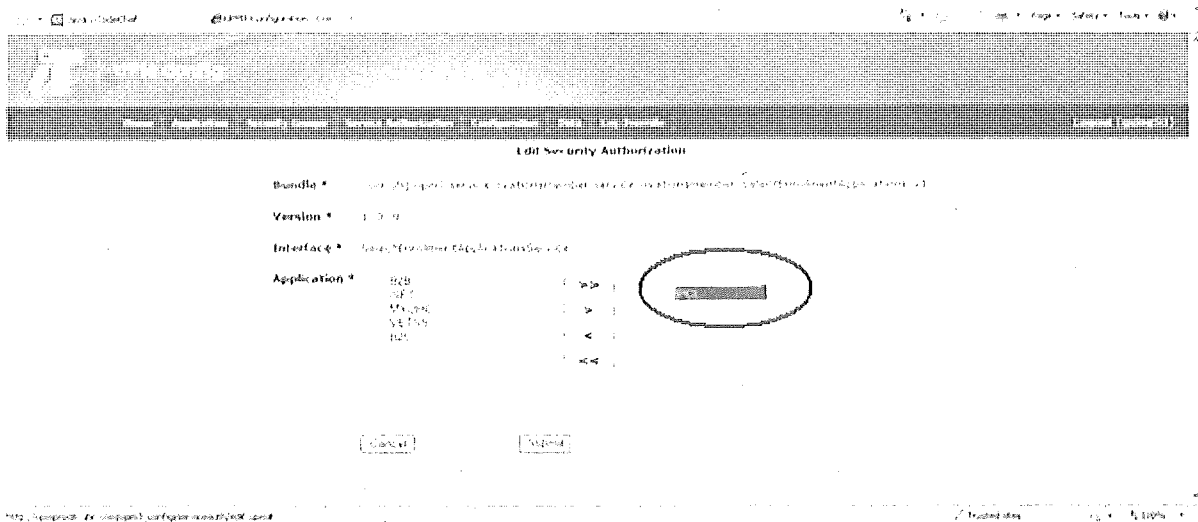
Click on edit button to edit authorization for this bundle

b. In next editable page you will see below mentioned screen:



Add all the application names which you want to authorize for this selected bundle by selecting name in left page and clicking on arrow button.

Then click on Submit button to save your service authorization changes.



Same steps you need to follow for all dependent aggregate bundles.

Note: - Service and data service bundle will get register and automatically visible under Service Authorization, when developer run Junit test case or invoke service. e.g.

- i) When developer publish wsdl then service bundle get registered automatically and visible under service authorization.
- ii) When developer run Junit data service test case then data service bundle will get registered under service authorization and when developer run Junit service test case then it register service and data service bundles.



- iii) When we run service from soapui then both service and data service bundle will get registered under service authorization.

4. **Configuration:** - Last step is to add you property configurations. To do that click on **Configuration** link and select **View Configurations**.

The screenshot shows the 'View Configurations' page in the UPM3 Configuration tool. The page has a navigation bar with links: Home, Application, Security Groups, Service Authorization, Configuration, Data, Log Download. The 'Configuration' link is highlighted. Below the navigation bar, there are buttons for 'View Configurations' and 'Create Configuration'. The main content area shows a table of configurations:

Bundle	Version	Interface	Type	Count
com.ing.upm3.dataservice.example.dataservice.example-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.dataservice.example.dataservice.example-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.dataservice.upm.dataservice.upm-codebook-1.0.0	1.0.0	SelectCodeDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1

Showing 1 to 10 of 44 entries

First Previous 1 2 3 4 5 Next Last

This will show you all the existing property configurations:

The screenshot shows the 'Create New Config PID' page in the UPM3 Configuration tool. The page has a navigation bar with links: Home, Application, Security Groups, Service Authorization, Configuration, Data, Log Download. The 'Configuration' link is highlighted. Below the navigation bar, there are buttons for 'Create New Config PID' and 'To add new configuration'. The main content area shows a table of configurations:

Bundle	Version	Interface	Type	Count
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	DATASERVICE	1
com.ing.upm3.framework.upm.framework-1.0.0	1.0.0	WebDataService	FRAMEWORK	1

Showing 1 to 10 of 27 entries

First Previous 1 2 3 Next Last

Property configurations are based upon **PID** which you have provided in your spring context file in your module. First search for your PID if that already exists, you can add new properties which you want to add, otherwise click on **Create New Config PID** to add new config PID with properties.

**Edit Configuration**

Config Pid \*

Application \*  —select app name from drop down.

Properties \*

Property Name → url

Property Value → http://example.com/1000/gps/GPSingWebSite/vars/app.html

Property Name → prod

Property Value → prod = 000

Annotations:

- Either you want this property as simple text or encrypted
- To add new property

Buttons: Add New Property, Change/Incident Ticket \*

Fill in all the required details as shown in screen above corresponding to that PID.

If you want to **copy same configurations for some other application**, use the drop down box on the lower part to page to copy all the configurations to other selected application.

Once done, click on **Submit** button and your changes will be saved.

**Configurations**

Create New Config Pid

Show 10 entries

Search:

Showing 1 to 1 of 1 entries (filtered from 28 total entries)

Config Pid	Application
com.ing.upm.dataservice.gps.applicationbycenter.v1	PCL

Buttons: First, Previous, Next, Last

Annotation: Config Pid entries have been added for PCL

**Note:** Sometimes UPM3 MINDI Config app takes more time to add entries to data base and it may happen that you will not see you entries immediately, so try after few minutes and you will be able to get your entries. Do not add entries multiple times if you it won't show up immediately.

UPM service call either web services based backend or legacy backend (mainframe) through MQ/WMB. UPM3 MINDI Config app allow you create configurations for both backends

## I. UPM3 MINDI Configuration for WMB based services :-

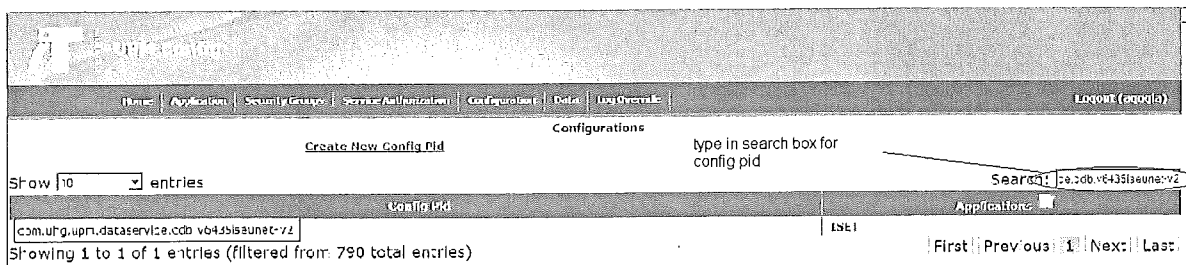
To add upm3 configuration for services calling legacy/mainframe based backend via WMB and FF, we need to create configuration pid (persistent id). Configuration pid consists of properties. Property (key-value) can have value either as textual or another reference of configuration pid(secondary config pid).

For wmb based configuration pid have **two basic properties** (key-value pair) i.e.

i) callingApplication property and ii) jmsSenderConfigBeanPid property.

Note: - we can have more properties apart from above two basic properties mentioned above. By default UPM3 framework provide basic default governorPoolPid. But with UPM3 config app you can provide custom governorPoolPid.

First check for your service config pid, to make sure it doesn't exist. Type your service config pid in search text box. If do exist then verify that it is created with all config properties.



Config pid name must match with one mentioned in spring xmls under resources/Meta-INF/spring of dataservice module. Naming convention we follow for config pid is to be in lowercase.

Add two properties for data service config pid :-

- i) **callingApplication** property :- mention consumer application name for which you want to enable your service. Main config pid must be enabled for consumer application and secondary config pid must be enabled for "UPM" rather than for any specific consumer

application as main config pid will use/refer secondary pid internally.

Config Pid \* com.uhg.upm.dataservice.cdb.v6435iseunet-v2

Application \* ISET

Properties \*

callingApplication

Unsecure

Secure Property

unit \* ISET

dev \* ISET

systest \* ISET

alpha \* ISET

bravo \* ISET

charlie \* ISET

master \* ISET

zulu \* ISET

stage \* ISET

- ii) **JmsSenderConfigBeanPid** property :- jmsSender configuration property refer another config pid(secondary config pid) , which have further five properties, which will be :-
- destinationQueuePid :- will have jmsSender configuration information what we have in upm2 services under upm\_config/conf/package/upm\_xxx.properties
  - primaryJmsTemplatePid
  - secondaryJmsTemplatePid
  - responseQueuePid
  - setCorrelationId

[Remove Property](#)

**Properties \***

`jmsSenderConfigBeanPid` Unsecure Secure Property

**unit \*** `jmsSender-ff1-ISET-v1`

**dev \*** `jmsSender-ff1-ISET-v1`

**systemtest \*** `jmsSender-ff1-ISET-v1`

**alpha \*** `jmsSender-ff1-ISET-v1`

**bravo \*** `jmsSender-ff1-ISET-v1`

**charlie \*** `jmsSender-ff1-ISET-v1`

**master \*** `jmsSender-ff1-ISET-v1`

**zulu \*** `jmsSender-ff1-ISET-v1`

**stage \*** `jmsSender-ff1-ISET-v1`

[Remove Property](#)

Note: - properties name are case sensitive. Please use same properties name what you are seeing, as our framework will be using these properties name.

`jmsSenderConfigBeanPid` is another configuration pid which can further have their properties. Search for `jmsSenderConfigBeanPid` by going to view configuration screen and create this for "UPM", since its not specific for any client and will be used internally for dataservice configuration pid for upm service. So we will enable this config pid for "UPM" in Application drop down.

Configurations

Create New Config Pid

Showing 10 entries

Search `jmsSender-ff1-ISET-v1`

Config Pid	Applications
<code>jmsSender-ff1-ISET-v1</code>	UPM

Showing 1 to 1 of 1 entries (filtered from 791 total entries)

First Previous Next Last

Maintained by Application Enablement UPM Team  
Copyright © 2013 UnitedHealth Group  
Version of BAA 1.0.0.329705  
Sender V31021-UPM-1001

jmsSenderConfigBeanPid will have five config pid which will further have configuration properties associated with these config pid. Each config pid will be created via Create Configuration and viewable from View Configuration in upm3 config app.

- i) **destinationQueuePid** :- This configuration pid have request queues configuration properties. Type this pid in view configuration search box to see underlying properties of this pid.

Config Pid *	jmsSender-ff1-ISET-v1		
Application *	UPM		
Properties *			
	destinationQueuePid	Unsecure	Secure Property
unit *	queue-UPM.FND_ISET_REQ-v1		
dev *	queue-UPM.FND_ISET_REQ-v1		
systest *	queue-UPM.FND_ISET_REQ-v1		
alpha *	queue-UPM.FND_ISET_REQ-v1		
bravo *	queue-UPM.FND_ISET_REQ-v1		
charlie *	queue-UPM.FND_ISET_REQ-v1		
master *	queue-UPM.FND_ISET_REQ-v1		
zulu *	queue-UPM.FND_ISET_REQ-v1		
stage *	queue-UPM.FND_ISET_REQ-v1		

- ii) **primaryJmsTemplatePid** :- This config pid will have jmsSender primary template configuration properties.

[Remove Property](#)

Properties \*

primaryJmsTemplatePid	Unsecure	Secure Property
unit *	jmsTemplate-primary-ff1-ISET-v1	
dev *	jmsTemplate-primary-ff1-ISET-v1	
systest *	jmsTemplate-primary-ff1-ISET-v1	
alpha *	jmsTemplate-primary-ff1-ISET-v1	
bravo *	jmsTemplate-primary-ff1-ISET-v1	
charlie *	jmsTemplate-primary-ff1-ISET-v1	
master *	jmsTemplate-primary-ff1-ISET-v1	
zulu *	jmsTemplate-primary-ff1-ISET-v1	
stage *	jmsTemplate-primary-ff1-ISET-v1	

[Remove Property](#)

- iii) **secondaryJmsTemplatePid**:- This config pid will have jmsSender secondary template configuration properties.

Properties \*

secondaryJmsTemplatePid	Unsecure	Secure Property
unit *	jmsTemplate-secondary-ff1-ISET-long58-v1	
dev *	jmsTemplate-secondary-ff1-ISET-long58-v1	
systest *	jmsTemplate-secondary-ff1-ISET-long58-v1	
alpha *	jmsTemplate-secondary-ff1-ISET-long58-v1	
bravo *	jmsTemplate-secondary-ff1-ISET-long58-v1	
charlie *	jmsTemplate-secondary-ff1-ISET-long58-v1	
master *	jmsTemplate-secondary-ff1-ISET-long58-v1	
zulu *	jmsTemplate-secondary-ff1-ISET-long58-v1	
stage *	jmsTemplate-secondary-ff1-ISET-long58-v1	

[Remove Property](#)

- iv) **responseQueuePid** property :- This config pid which will have response queues configuration properties

Properties \*

responseQueuePid	Unsecure ▼	Secure Property
unit *	queue-UPM.FND_ISET_RESP-v1	
dev *	queue-UPM.FND_ISET_RESP-v1	
systest *	queue-UPM.FND_ISET_RESP-v1	
alpha *	queue-UPM.FND_ISET_RESP-v1	
bravo *	queue-UPM.FND_ISET_RESP-v1	
charlie *	queue-UPM.FND_ISET_RESP-v1	
master *	queue-UPM.FND_ISET_RESP-v1	
zulu *	queue-UPM.FND_ISET_RESP-v1	
stage *	queue-UPM.FND_ISET_RESP-v1	

[Remove Property](#)

- v) **setCorrelationId** property :-

Properties \*

setCorrelationId	Unsecure ▼	Secure Property
unit *	false	
dev *	false	
systest *	false	
alpha *	false	
bravo *	false	
charlie *	false	
master *	false	
zulu *	false	
stage *	false	

[Remove Property](#)



- A) **destinationQueuePid** :- Search for request config pid, if it exists then we are good to refer else we should create.

Configurations

Create New Config Pid

Show 10 entries

Search queue-UPM.FND\_ISET\_REQ-v1

Config Pid

queue-UPM.FND\_ISET\_REQ-v1

Showing 1 to 1 of 1 entries (filtered from 791 total entries)

UPM

First Previous Next Last

Maintained by Application Enablement UPM Team  
Copyright © 2013 UnitedHealth Group  
Version of SAM 1.0.0.828785  
Server Maintained\_upm\_req1

**Request config pid** :- (for e.g queue-UPM.FND\_ISET\_REQ-v1) will have five configuration properties.

- i) **baseQueueName** :- request queue name

Config Pid \* queue-UPM.FND\_ISET\_REQ-v1

Application \* UPM

Properties \*

baseQueueName Unsecure Secure Property

unit \* UPM.FND\_ISET\_REQ

dev \* UPM.FND\_ISET\_REQ

systest \* UPM.FND\_ISET\_REQ

alpha \* UPM.FND\_ISET\_REQ

bravo \* UPM.FND\_ISET\_REQ

charlie \* UPM.FND\_ISET\_REQ

master \* UPM.FND\_ISET\_REQ

zulu \* UPM.FND\_ISET\_REQ

stage \* UPM.FND\_ISET\_REQ

- ii) **ccsid** :- default value as 819

## Properties \*

ccsid	Unsecure	Secure Property
unit *	819	
dev *	819	
systest *	819	
alpha *	819	
bravo *	819	
charlie *	819	
master *	819	
zulu *	819	
stage *	819	

[Remove Property](#)

## iii) expiry :- default value as 8000ms

## Properties \*

expiry	Unsecure	Secure Property
unit *	8000	
dev *	8000	
systest *	8000	
alpha *	8000	
bravo *	8000	
charlie *	8000	
master *	8000	
zulu *	8000	
stage *	8000	

[Remove Property](#)

## iv) persistence :- default value as 1

[Remove Property](#)

Properties \*

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)

v) **targetClient** :- default value as 1

Properties \*

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)

B) **responseQueuePid** :- Search for Response configuration pid in view configuration, else create through Create Configuration

Configurations

Create New Config Pid

Show 10 entries

Search: FND\_ISET\_RESP-v1

Config Pid Applications

queue-UPM.FND\_ISET\_RESP-v1

Showing 1 to 1 of 1 entries (filtered from 791 total entries)

First Previous Next Last

Maintained by Application Enablement UPM Team  
Version of EDA 1.0.0 #34766  
2014-03-10, UPM\_TPT

Response config Pid :- (for e.g queue-UPM.FND\_ISET\_RESP-v1) further have five configuration properties

i) **baseQueueName**

Config Pid \* queue-UPM.FND\_ISET\_RESP-v1

Application \* UPM

Properties \*

baseQueueName Unsecure Secure Property

unit \* UPM.FND\_ISET\_RESP

dev \* UPM.FND\_ISET\_RESP

systest \* UPM.FND\_ISET\_RESP

alpha \* UPM.FND\_ISET\_RESP

bravo \* UPM.FND\_ISET\_RESP

charlie \* UPM.FND\_ISET\_RESP

master \* UPM.FND\_ISET\_RESP

zulu \* UPM.FND\_ISET\_RESP

stage \* UPM.FND\_ISET\_RESP

ii) **ccsid** :- default value as 819

[Remove Property](#)

Properties \*

ccsid  Unsecure

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)

iii) expiry :- default value as 8000 ms

Properties \*

expiry  Unsecure

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)

iv) persistence :- default value as 1

## Properties \*

Secure Property

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)v) **targetClient** :- default value as 1

## Properties \*

Secure Property

unit \*

dev \*

systest \*

alpha \*

bravo \*

charlie \*

master \*

zulu \*

stage \*

[Remove Property](#)

- C) Search for **JmsTemplate-primary** in view configuration if its exists then verify it have all configuration properties and if it doesn't exist then create through Create Configuration in upm3 config app

The screenshot shows the UPM Config web application. The top navigation bar includes links for Home, Application, Security Groups, Service Authorization, Configuration, Data, Log Override, and Logout (anagolia). The main section is titled 'Configurations' and features a 'Create New Config Pid' link. A search bar contains the text 'jmsTemplate-primary-ff1-ISET-v1'. Below the search bar, a table lists configurations with columns for Config Pid and Applications. The first entry is 'jmsTemplate-primary-ff1-ISET-v1' under the 'UPM' application. The text 'Showing 1 to 1 of 1 entries (filtered from 791 total entries)' is displayed. At the bottom, there is a footer with maintenance information: 'Maintained by Application Enablement UPM Team', 'Copyright © 2013 UnitedHealth Group', 'Version of ESR 1.0.0.826786', and 'Server: K26621\_upm\_0101'.

jmsTemplate config pid will have three configuration pid.

i) authenticating :- default value will be false.

The screenshot shows the configuration details for 'jmsTemplate-primary-ff1-ISET-v1'. The 'Config Pid' is 'jmsTemplate-primary-ff1-ISET-v1' and the 'Application' is 'UPM'. The 'Properties' section includes a table with the following properties:

Property	Value	Secure Property
authenticating	false	Unsecure
unit *	false	
dev *	false	
systest *	false	
alpha *	false	
bravo *	false	
charlie *	false	
master *	false	
zulu *	false	
stage *	false	

ii) queueConnectionFactoryPid :- will have wmb queue manager info

[Remove Property](#)

**Properties \***

queueConnectionFactoryPid Unsecure Secure Property

unit \* queueConnectionFactory-WMQS02-v1

dev \* queueConnectionFactory-WMQS02-v1

systest \* queueConnectionFactory-WMQS02-v1

alpha \* queueConnectionFactory-WMORA05-v1

bravo \* queueConnectionFactory-WMORB05-v1

charlie \* queueConnectionFactory-WMQRC05-v1

master \* queueConnectionFactory-WMQRM05-v1

zulu \* queueConnectionFactory-WMQRZ05-v1

stage \* queueConnectionFactory-WQPYPD2-v1

[Remove Property](#)

iii) **receiveTimeout :- default value as 8000 ms**

**Properties \***

receiveTimeout Unsecure Secure Property

unit \* 8000

dev \* 8000

systest \* 8000

alpha \* 8000

bravo \* 8000

charlie \* 8000

master \* 8000

zulu \* 8000

stage \* 8000

[Remove Property](#)

**Note: For every pid for WMB service please create Primary and Secondary JMS TEMPLATES.**



Sample configuration specific for ISET ff1.

Service config pid :-

com.uhg.upm.dataservice.cdb.v6435iseunet-v2			
key	jmsSenderConfigBeanPid	callingApplication	Application
unit	jmsSender-ff1-ISET-v1	ISET	ISET
dev	jmsSender-ff1-ISET-v1	ISET	ISET
systest	jmsSender-ff1-ISET-v1	ISET	ISET
alpha	jmsSender-ff1-ISET-v1	ISET	ISET
bravo	jmsSender-ff1-ISET-v1	ISET	ISET
charlie	jmsSender-ff1-ISET-v1	ISET	ISET
master	jmsSender-ff1-ISET-v1	ISET	ISET
zulu	jmsSender-ff1-ISET-v1	ISET	ISET
stage	jmsSender-ff1-ISET-v1	ISET	ISET

JmsSender config pid:-

jmsSender-ff1-ISET-v1			
key	destinationQueuePid	primaryJmsTemplatePid	responseQueuePid
unit	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
dev	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
systest	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
alpha	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
bravo	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
charlie	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
master	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
zulu	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1
stage	queue-UPM.FND_ISET_REQ-v1	jmsTemplate-primary-ff1-ISET-v1	queue-UPM.FND_ISET_RESP-v1

Request Config Pid :-

queue-UPM.FND_ISET_REQ-v1					
key	baseQueueName	ccsid	expiry	persistence	targetClient
unit	UPM.FND_ISET_REQ	819	8000	1	1
unit	UPM.FND_ISET_REQ	819	8000	1	1
dev	UPM.FND_ISET_REQ	819	8000	1	1
systest	UPM.FND_ISET_REQ	819	8000	1	1
alpha	UPM.FND_ISET_REQ	819	8000	1	1
bravo	UPM.FND_ISET_REQ	819	8000	1	1
charlie	UPM.FND_ISET_REQ	819	8000	1	1

master	UPM.FND_ISET_REQ	819	8000	1	1
zulu	UPM.FND_ISET_REQ	819	8000	1	1
stage	UPM.FND_ISET_REQ	819	8000	1	1

jmsTemplate primary and secondary config pid

jmsTemplate-primary-ff1-ISET-v1			
key	authenticating	queueConnectionFactoryPid	receiveTimeout
unit	false	queueConnectionFactory-WMQS02-v1	8000
unit	false	queueConnectionFactory-WMQS02-v1	8000
dev	false	queueConnectionFactory-WMQS02-v1	8000
systest	false	queueConnectionFactory-WMQS02-v1	8000
alpha	false	queueConnectionFactory-WMQRA05-v1	8000
bravo	false	queueConnectionFactory-WMQRB05-v1	8000
charlie	false	queueConnectionFactory-WMQRC05-v1	8000
master	false	queueConnectionFactory-WMQRM05-v1	8000
zulu	false	queueConnectionFactory-WMQRZ05-v1	8000
stage	false	queueConnectionFactory-WQPYPD2-v1	8000

jmsTemplate-secondary-ff1-ISET-v1			
key	authenticating	queueConnectionFactoryPid	receiveTimeout
unit	false	queueConnectionFactory-WMQS12-v1	8000
unit	false	queueConnectionFactory-WMQS12-v1	8000
dev	false	queueConnectionFactory-WMQS12-v1	8000
systest	false	queueConnectionFactory-WMQS12-v1	8000
alpha	false	queueConnectionFactory-WMQRA12-v1	8000
bravo	false	queueConnectionFactory-WMQRB12-v1	8000
charlie	false	queueConnectionFactory-WMQRC12-v1	8000
master	false	queueConnectionFactory-WMQRM12-v1	8000
zulu	false	queueConnectionFactory-WMQRZ12-v1	8000
stage	false	queueConnectionFactory-WQPYPD06-v1	8000

Response config pid

queue-UPM.FND_ISET_RESP-v1					
key	baseQueueName	ccsid	expiry	persistence	targetClient
unit	UPM.FND_ISET_RESP	819	8000	1	1
unit	UPM.FND_ISET_RESP	819	8000	1	1
dev	UPM.FND_ISET_RESP	819	8000	1	1
systest	UPM.FND_ISET_RESP	819	8000	1	1

alpha	UPM.FND_ISET_RESP	819	8000	1	1
bravo	UPM.FND_ISET_RESP	819	8000	1	1
charlie	UPM.FND_ISET_RESP	819	8000	1	1
master	UPM.FND_ISET_RESP	819	8000	1	1
zulu	UPM.FND_ISET_RESP	819	8000	1	1
stage	UPM.FND_ISET_RESP	819	8000	1	1

## II. Configuration for web service based backend

We need to create two configuration properties i) endpoint and ii) timeout.

Config Pid \* com.uhg.upm.dataservice.facetscsp.claimsstatus.getclaimsstatussummary-v1

Application \* PTRCR

Properties \*

endpoint Unsecure Secure Property

unit \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

dev \* http://aedevelopmentproxy.uhc.com:1081/csp/wi4f/services/ClaimsStatusService/V3\_0

systest \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

alpha \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

bravo \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

charlie \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

master \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

zulu \* http://aesystestproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

stage \* http://aestageproxy.uhc.com:10083/csp/wi4f/services/ClaimsStatusService/V3\_0

## Properties \*

timeout	<input type="text"/>	<input type="button" value="Unsecure"/>	<input type="button" value="Secure Property"/>
unit *	<input type="text" value="8000"/>		
dev *	<input type="text" value="8000"/>		
systest *	<input type="text" value="8000"/>		
alpha *	<input type="text" value="8000"/>		
bravo *	<input type="text" value="8000"/>		
charlie *	<input type="text" value="8000"/>		
master *	<input type="text" value="8000"/>		
zulu *	<input type="text" value="8000"/>		
stage *	<input type="text" value="8000"/>		

[Remove Property](#)



# Certificate of Completion

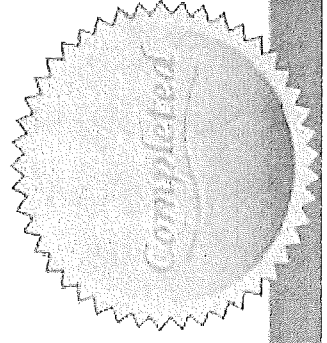
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**C&E@Work Lesson - Whistle Blowers**

Date: 2009-04-16




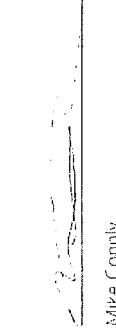
This certificate is awarded to

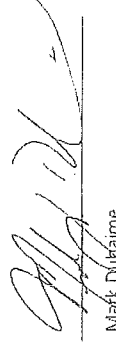
Anil Gogia

For demonstrating compassion for those we serve and integrity  
by doing what it takes to deliver on our promises. Thank you  
for your contribution to the April 1, 2013 TRICARE launch.



  
John Santelli  
CIO, UnitedHealth Group IT

  
Mike Conolly  
CIO, UnitedHealth Group IT

  
Mark DuHaime  
COO, UnitedHealth Group IT

UNITEDHEALTH GROUP





Optum Global Solutions

## BEST MANAGER

ANIL GOGIA

---

FOR EXCEPTIONALLY GOOD AND SUSTAINED PERFORMANCE  
YIELDING SIGNIFICANT BUSINESS IMPACT AND CUSTOMER  
RECOGNITION

A handwritten signature in black ink, appearing to read 'Vivek'.

VIVEK KARUNAKARAN  
DIRECTOR  
GLOBAL SOURCING & DELIVERY  
UNITEDHEALTH GROUP



# Certificate of Completion

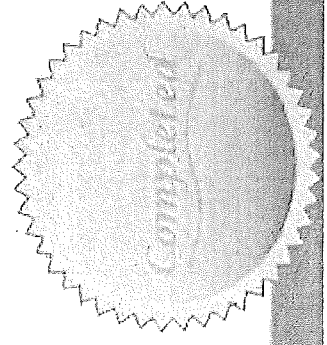
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**RETIRED UnitedHealth Group Code of Conduct Attestation**

Date: 2011-09-12



# Certificate of Completion

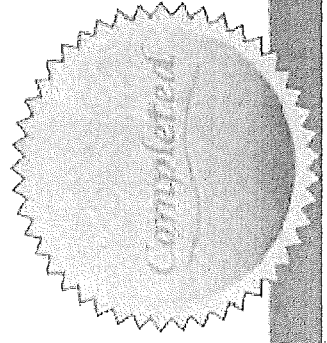
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**Code of Conduct Annual Attestation 2014**

Date: 2014-10-21



# Certificate of Completion

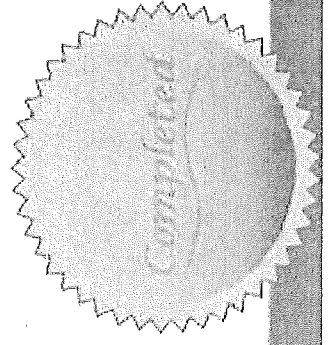
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**RETIRED C&E@Work Lesson - Fraud, Waste, and Abuse**

Date: 2012-09-13



# Certificate of Completion

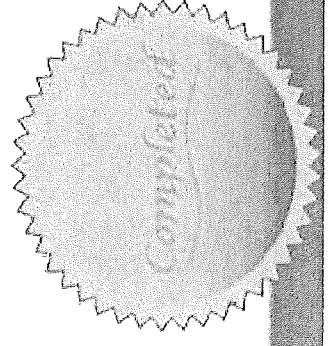
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**RETIRED C&E@Work Lesson - Fraud, Waste and Abuse Annual Training**

Date: 2013-12-23



# Certificate of Completion

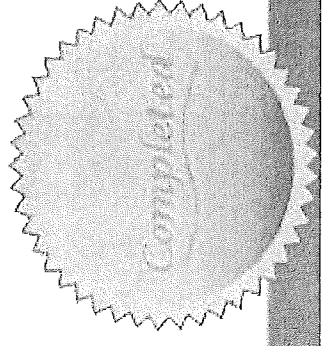
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**Fraud, Waste and Abuse Annual Training 2014**

Date: 2014-07-21



# Certificate of Completion

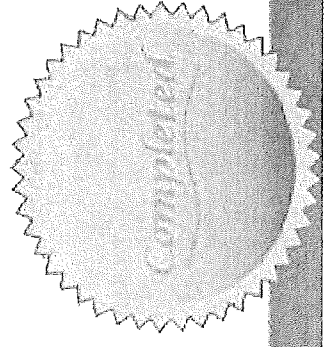
is hereby granted to

ANIL GOGIA

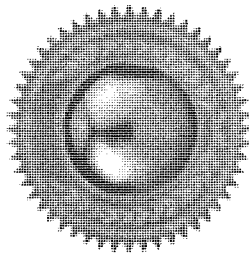
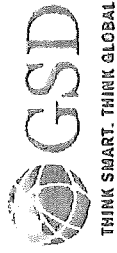
This is to certify that he/she has completed to satisfaction

C&E@Work Lesson - Global Anti-Bribery

Date: 2011-09-20



UNITEDHEALTH GROUP®



## MANAGER EXCELLENCE AWARD



**ANIL GOGIA**

For Exhibiting strong Leadership and Professional excellence at work place  
and making remarkable contribution to the organization 2013

**NALINI ALA**  
ASSOCIATE DIRECTOR, PEGA  
TECHNOLOGY SERVICES  
UNITEDHEALTH GROUP

# Certificate of Completion

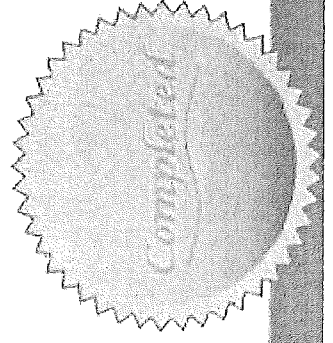
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**MAP Online Tool for Employees**

Contact Hours: 2  
Date: 2007-12-05





# Certificate of Completion

is hereby granted to

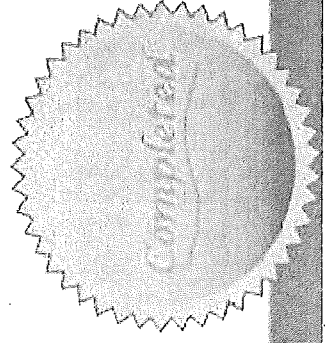
**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**MAP Evaluating Performance - UHG India**



Date: 2008-11-20



# Certificate of Completion

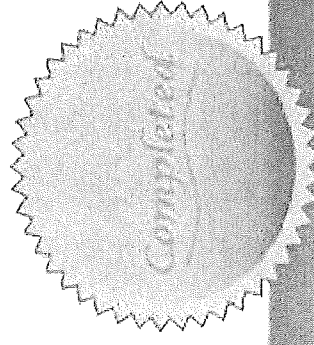
is hereby granted to

ANIL GOGIA

This is to certify that he/she has completed to satisfaction

**RETIRED Privacy and Security: You Hold the Key**

Date: 2011-04-24



# Certificate of Completion

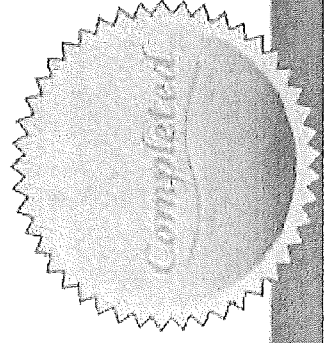
is hereby granted to

ANIL GOGIA

This is to certify that he/she has completed to satisfaction

C&E@Work Lesson - Protecting Company Intellectual Property

Date: 2006-12-01



# Certificate of Completion

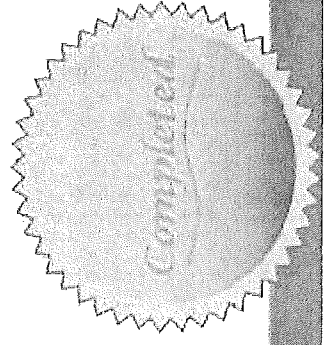
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**RETIRED Safe with Me Refresher - Privacy & Security Annual Training**

Date: 2013-11-11



# Certificate of Completion

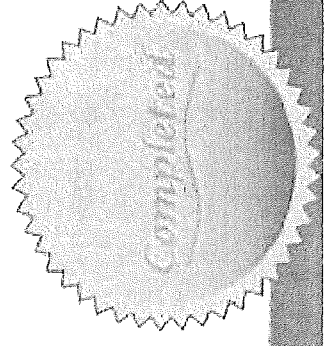
is hereby granted to

**ANIL GOGIA**

This is to certify that he/she has completed to satisfaction

**Safe and Secure With Me Privacy and Security Annual Training**

Date: 2014-04-07





UnitedHealth Group

# Achiever's Award



Presented to

Anil Gogia

For

*Excellent performance during the quarter resulting in significant contributions to the organization beyond what is reasonably expected.*

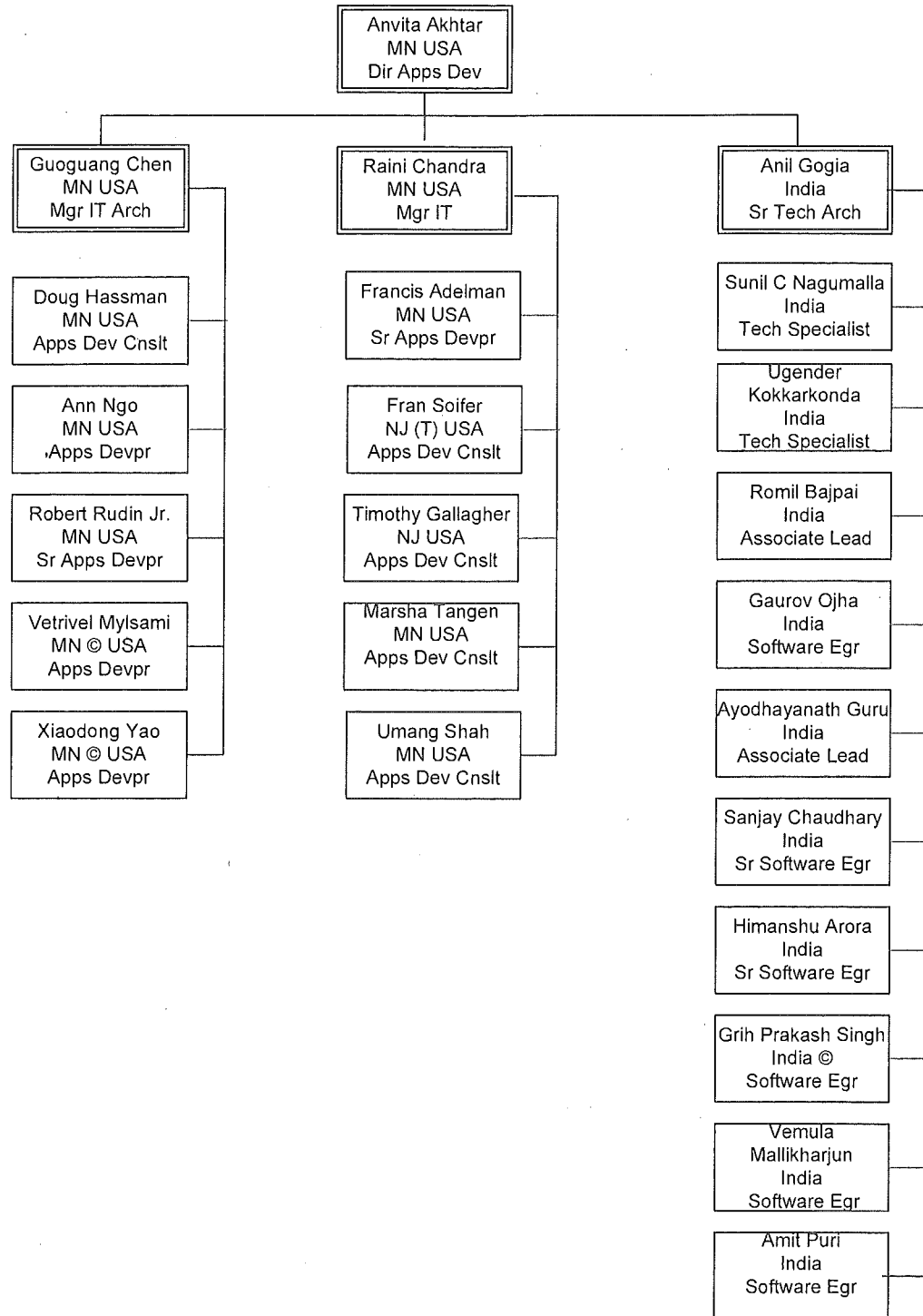
*Aj*  
Ajayana Agrawal  
Director, ITC

*Parbat*  
Parbat Kulkarni  
Director, ITC



**Exhibit E**

Anvita Akhtar Organization Structure: -





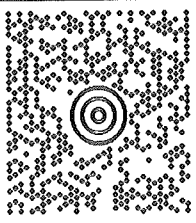

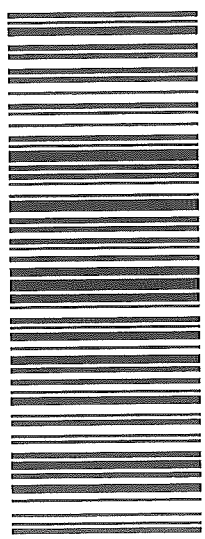

## UPS CampusShip: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
2. **Fold the printed sheet containing the label at the line so that the entire shipping label is visible.** Place the label on a single side of the package and cover it completely with clear plastic shipping tape. Do not cover any seams or closures on the package with the label. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. **GETTING YOUR SHIPMENT TO UPS**  
UPS locations include the UPS Store®, UPS drop boxes, UPS customer centers, authorized retail outlets and UPS drivers.  
Schedule a same day or future day Pickup to have a UPS driver pickup all your CampusShip packages.  
Hand the package to any UPS driver in your area.  
Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the Resources area of CampusShip and select UPS Locations.

**Customers with a Daily Pickup**

Your driver will pickup your shipment(s) as usual.

FOLD HERE

SARAH R. KILBARD 612-766-6929 FAERGRED - MINNEAPOLIS 90 S. 7TH ST., STE. 2200 MINNEAPOLIS MN 55402		4 LBS    PAK    1 OF 1
<b>SHIP TO:</b> U.S. DEPT OF HOMELAND SECURITY USCIS CALIFORNIA SERVICE CENTER 2ND FLOOR, ROOM 2302 24000 AVILA ROAD ATTN: I-129/L-1B - RFE LAGUNA NIGUEL CA 92677-3401		
		<b>CA 926 9-11</b> 
<b>UPS NEXT DAY AIR</b> TRACKING #: 1Z E85 V29 01 9889 3636		
		
BILLING: P/P		
 CLIENT.MATTER (six digits): 452582.000876 Recorder Number (Five Digits ex. 01234): 6031 <small>CS 16/04, WNTLES0 57, 0A 10/2004</small>		