**Describe the specialized knowledge duties currently performed by Mr. Gogia, including a percentage of time spent on each duty**

Anil Gogia is working as a Senior Technical Architect in Application Enablement (AE). He has specialized knowledge of UHG proprietary Application Enablement and associated Consumer and Provider business applications. His responsibilities are from Business requirement Analysis, Architecting and Designing the system to Implementation of Health Care Systems. His role is mix of healthcare Business and Technical where he needs to not only vision where system needs to automate a manual process and to make our system easily accessible for all our clients ranging from Stakeholders, Customer, Providers and Staff to save cost, time, effort and every information of Patients and treatment records by following all compliance of rules and laws.

Anil Gogia is working as offshore Technology Architect in Application Enablement (AE) group. He has 12 plus years of experience in building large scale, resilient reusable enterprise service framework for Health and Financial domain applications, data mart creation and designing messaging Enterprise Service Bus (ESB) framework, Business Process Management (BPM), messaging data jobs.

He has been associated with the Application Enablement United Programming Model (UPM), Web sphere Message Broker (WMB), Foundation Framework (FF) and AE Experience tool development for AE LogViewer, AE SUIT (group of tools) and AE MQ Visualizer tools for AE consumer and provider applications for over 96 months and is a specialist on these applications technically and functionally.

* Anil Gogia architect, designed and developed **UPM 3 Framework integration**. This UPM3 framework gives a better administrative and business capability to consumer and provider applications to manage their business functionalities like financial accounts for spending their health savings by comparing various available diagnostic options, claims and reimbursement information, provider and early fraud detection etc. This Framework gives a cutting edge for implementation of Business rules, policies in generic way and customized way for a specific business application.
* Currently there are more than 800 plus AE business services which are designed based upon UPM2 Framework which needs to migrate into UPM3 Framework. **UPM2 to UPM3 Migration** needs to start after implementation of UPM3 Framework for Consumer and Provider applications.
* Mr. Anil has an excellent understanding of our **Production Environment** which basically hosts these applications in subsequent releases. To make the Production environment stable has always been a high priority and worry area for this project. With the tenure of his (Mr. Anil) 96 months with this project, he has singlehandedly developed a tool called **AE LogViewer** which helps in resolution of live Production Issues (Member/Provider/Claims application related issue) in a very significant manner. With the implementation of this tool, more than 80% of the manual effort involved in issue resolution process is automated, which is expected to save millions $ to the customer. This tool is completely developed by Mr. Anil and is currently in pilot phase and is scheduled to implement for all customer application during his Visit to onshore (USA).

His pilot phase implementation of this critical AE tool (AE LogViewer) showed outstanding results in terms of reduction of production issue’s resolution time. At this time, Presence of Mr. Anil in United States Plymouth ‘office’ will be a great help for all of our customers.

* Mr. Anil is the **Subject Matter Expert (SME) for Application Enablement** and knows most about the application flow, code configuration and architecture. Mr. Anil’s presence in the headquarters will expedite the Production issue resolution process with his developed tool in place, which is expected to be of very high volume. Because of his long tenure in Application Enablement application, he has faced and resolved much more issues in comparison to other team member of the team. It helps him to resolve the issues in much quicker time than other. Also he is involved in almost every activity of AE application and has much more deep knowledge of all the process and procedure of the application than others.
* One of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. Mr. Anil has invented a technical approach, **ENTERA Decommission Framework** with his extensive knowledge of this application, where ENTERA can be replaced with our home grown application, which will subsequently result in millions $ saving. He is a key leading member of this ENTERA DECOMMISSION FRAMEWORK project and is scheduled to give knowledge transition to onshore folks during his visit to USA. Currently, he is the only person in the team (Including onshore and Offshore both) who is having a good understanding of this ENTERA decommissioning initiative.
* **TRICARE Integration with AE** : - With Application Enablement United Programming Model, he helped TRICARE to increase the availability of health care resources with networks of civilian health care professionals, facilities, pharmacies, and suppliers. This allows the Department of Defense, DoD, to provide access to high-quality health care services, while supporting uniformed service operations. Application Enablement and TRICARE Vision and Mission matches because both are in principle of HIT i.e. seamlessly deliver the power of information to our stakeholders

Below are some of Anil Gogia’ s Technical duties in terms of percentage of time spent and value adds which will explain time he spend in these specialized knowledge in various activities in the project.

* **Requirements Gathering and Analysis - 15%**

Requirement Gathering involves studying the requirements from a development point of view to identify all the development requirements for UPM3 Framework, UPM3 Migration, TRICARE and Entera decommission Framework. Anil’s work in this area involves

* + Analysis of business requirements from Business owners, stakeholders and consumers.
  + Interaction with various stakeholders (Clients, Business Analysts) to understand the requirements in detail.
  + Evaluate the Technical feasibility of the received business requirements.
  + To create Project service specification out of the Business Requirement walk through and then discussion around priority and timelines.
  + Identify new source and destination environments details where development and integration work will take place.
  + To interact with developers to make them understand business and technical requirements.

Anil has been extensively involved in the requirement gathering phase of all projects within the Application Enablement United Programming Model 3 (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), Employer E Services (EES) applications. He has been assisting the Business Analysts in this phase by providing the detail inputs which are required to complete development corresponding to a particular UPM3 integration requirement.

* **Effort Estimation - 5%**

Effort Estimation is the estimation of development effort in a specified environment using defined methods, tools and techniques. Basis the ‘Statement of Work’ (SOW) and type of development to be performed, high level estimation is shared with all the stake holders. Anil’s work here involves:

* + Analyze the complexity of development and integration of new sources in each consumer business application’s integration requirement.
  + Decide the type of technologies, tools and framework involved.
  + Provide code freeze estimates once the development and unit testing done.
  + Prepare estimates for development based on the understanding of the requirements and assign resources based upon their technical exposure and available bandwidth.
  + To prepare and define infrastructure deployment guideline and timeframe to make AE UPM3 business services available in non-production and production environment to various consuming business applications and real users.

Since Anil developed this UPM3 framework and knows in and out of this Business applications and with his over 96 months of experience on these assets Anil provides realistic estimates for all AE UPM 3 project integrations with all consumer and provider business applications. He has been held responsible for providing the all development effort estimates on behalf of the team. He updates the initial estimates and shares the locked down estimates with all the project and business stakeholders.

* **Designing and Architecture - 25%**

In this phase all the design and architecture planning about development is done like what needs to be developed/ integrated, how the development environment and architecture will be done, development strategy to be followed, what will be the development framework, what development methodologies will be followed, hardware and software availability, resources, risks etc. A Master Development Plan document is created which includes all the planning inputs mentioned above and shared with the business stakeholders.

Anil’s responsibilities in this area include:

* + Translate requirements into workable development plans
  + Define the development strategy and scope corresponding to each requirement
  + Identify the tools, techniques.
  + Identify data strategy and risks (if any) and define the corresponding mitigation plan
  + Create Design architecture decisions and define technical mapping and guidelines for consumer application’s development team.
  + Perform complex design AE tools and techniques for United Programming Modeling and Canonical data modeling to integrate UPM3 Framework.

Based upon his thorough understanding of these applications, Anil develop Enterprise Service design and business process management extensive architecture of business process, rules and implementation, data model mapping to provider applications while working in various provider applications, analyzing the data models and understanding the business significance of the data stored in various tables. With his rich knowledge and experience in enterprise solution and data management solution data model he is able to readily identify the impact of a change and point out the critical data elements.

* **Development and Unit Testing Planning (10%)**

Development and Unit Testing phase involves creation of new business modules, scripts and business message jobs, work flow & test scripts. New modules have been identified, created and reviewed and then reworked as well.

Anil is responsible for below activities:

* + Creation of new system integration framework.
  + Designing of database and objects (of SQL scripts, Procedures and complex business message jobs)
  + Automation scripts (if applicable)
  + Review the modules prepared by other team members.
  + Reporting of defects and retesting
  + Prepare/Review Summary
  + Developing various complex business services
  + Integration of these developed business services to consumer and provider applications
  + Customization of UPM3 Framework as per specific consumer and provider applications.

Anil is a specialist in Application Enablement UPM3, WMB and foundation framework design and Business message job creation. He has been a part of the Application Enablement since its inception Nov 2006. During his tenure he understood and mastered the Application Enablement proprietary United Programming Model, Web sphere Message Broker, Foundation Framework data model of these applications. His specialized knowledge on different source systems i.e. consumer and provider business applications has enabled him to prepare comprehensive UPM3 and Foundation framework and makes sure that all the consumer and provider business requirements are validated by test scenarios.

These Applications based on Canonical data Modeling, Messaging technologies, Mainframe, DB2, IBM XI52 Data power, Layer 7 Enterprise Service Bus Data Appliance, CA LISA virtualization tool, Application Enablement’s Enterprise Service Bus – UHG proprietary product application, and Anil has extensive knowledge of these technologies and tool. He has developed over 600 complex UPM3 framework business web services for this Application Enablement application.

* **Deployment and Administration - 10**%

Production Deployment and Documentation involves implementing and validating changes to the production environment. Anil’s responsibility comprises of the following sub-steps to accomplish a valid implementation:

* + Attending Implementation Gate meetings with all the project stakeholders where the ‘Go/No Go’ decision is taken for project implementation.
  + Ownership of stabilizing Production environment after each release.
  + Post- Production Checkout of the changed components
  + Providing sign-off once all the changes have been verified in production
  + Creates the user documentation for the assigned modules

Anil’s role here involves his closely working with the business users for requirement analysis, testing, deployment planning and verification etc. This relationship is an extremely important asset for this onshore assignment.

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

It involves providing support for Application Enablement UPM, Web sphere Message Broker, Foundation Framework, AE Experience, MORC and MINDI applications in order to have administer these applications, framework services and keep data up to date and providing excellence delivery to consumer, provider applications and end customers. This also requires coordination between Business Analyst, DBA and Helpdesk team of consumer application and in order to provide any data fix right on fly:

* + Analyzing the reported Issues depending on the Priority & complexity of the Issue.
  + Quick decision making on issue ownership.
  + Opening a war room call for ensuring representation from all groups required for quick issue resolution.
  + Training & mentoring the team for handling high priority issues & problems.
  + Responsible to manage United Programming Model (UPM), Web sphere Application Servers and MORC Integration Director (MINDI) application monitoring, Foundation Framework to provision Business users for various Groups/Roles/Folders available, to plan the backup & recovery for central repository, to monitor the load and performance of all UPM production Servers and to migrate the AE business services and reports from development environment to test & production environment.
  + Co-ordinate with various Consumer applications, backend provider Source Systems teams
  + Interaction with AE Infrastructure teams, Tools Team, and Business Analysts and testing teams of Consumer and Backend systems.
* **Process Improvement (10%) -** Anil has over 12 plus years of experience of development and 8 years of experience on these applications. With his knowledge and experience he strives for implementing optimization techniques in the team.
  + Anil developed MORC framework and MINDI configuration automation tool which saves 80 percent of manual effort during processing with these systems.
  + Created AE LogViewer web tool to fetch and filter out service error logs from underlying error files based upon AE service name, AE consuming application and provider names and for a particular date time from production and non-production servers.
  + Implemented parallel processing in AE Experience business data message jobs in AE DB Authorization Governance tool to reduce load time to around 60%.
  + He has implemented Matrix dashboard in AE Experience to keep track different incidents and their status.
  + Developed process for 12 x 7 x 365 days non-production for defect triage and defect fix support and client and provider test support from offshore during offshore time.
  + Developed process for 12 x 7 x 365 days production support.
  + Developed offshore Release Management and Change Management for production ready services.
* **Business Reporting (5%) -** Anil is a single point of contact for all Onshore Managers, Clients and other Business Stakeholders. He is involved with constant communication with various source systems and stakeholders to resolve any technical issues. These communications include Conference calls and written communications.
  + Attending Weekly & Monthly business meetings, presenting the status reports.
  + Communication with client on ongoing basis which includes conference calls and written communications.
  + Provide timely updates on tasks to reporting supervisor.
  + Coordinate with onshore stakeholders such as SA and BA, regarding project related issues.
  + Discuss Problem ticket prioritization with business & new improvement initiatives & opportunities.
  + Keeping track of application & project goals & take corrective actions for any deviations on the missed goals
  + Provide status reporting, Report an issue to AE Infrastructure team, UHG Ebiz Infrastructure team, United Command Centre (UCC) operation team in case of AE services running in production or non-production environment, data mismatch in Consumer application or Backend Provider applications or UHG Network systems.
* **Miscellaneous activities (10%) -** 
  + Team Management and Communication - Task prioritization & Task distribution among Team members while integrating UPM3 for a specific consumer application.
  + Build a relationship with project technical stakeholders/business partners.
  + Communication with client on ongoing basis
  + Coordination with onshore stakeholders, SA and BA regarding project related issues.
  + Maintaining project documents at SharePoint & Configuration & Knowledge Management.

Mr. Anil’s current day to day activities include the following:-

* + Involvement in analysis of integration of UPM3 Framework with consumer and provider business applications along AE LogViewer, MORC Framework and MINDI and analyzing its impact on different customer application which are expected to use it - 25%
  + Participations in Consumer application Design architecture decisions with consumer and provider business applications- 5%
  + Preparing estimates for development based on the understanding of the requirements and assign resources based on the available bandwidth - 5%
  + Involved in defect triage activities for all the high priority UPM 3 Framework integration defects to fix them on time - 5%
  + Working with Consumer and Provider Business and System Analyst team to understand the requirements - 5%
  + Holding review meetings to monitor progress of the project as per schedule and ensuring timely completion and delivery of the project to the client – 2%
  + Providing leadership to ENTERA decommissioning initiative which would help in replace of this external product with our home-grown product - 10%
  + Key contribution of triaging production issues occurred in the integrated environments after each release - 10%
  + Ownership of stabilizing Production environment after each release of the AE application - 5%
  + Conduct meeting with the different stakeholders to understand the pain areas of the integrated system mainly production one, proposing UPM3, AE tools as a solution and implementation of the same - 5%
  + Ensuring the timely availability of the Integrated Environments - 5%
  + Delegation of task and responsibilities among team members - 3%
  + Work with Onshore architecture group to enhance the homegrown UHG proprietary architecture (Enterprise Service Bus, Business Process Management – UPM3 Framework and Entera Decommission Framework) - 5%
  + Conducting Root Cause Analysis and Post mortem post release to identify areas of improvement for the team - 2%
  + Leverage knowledge to the new joiners - 5%

As evident above, 90% of his work is centered on analyzing, planning, development and integration of UPM3 Framework with UPM3 tools - MORC application and MINDI application for various AE consumer and provider applications to enhance their application’s functionality and business scopes and Entera Decommission Framework. And to make Production environment more stable.

**Organizational chart**

**Below is our entire Organization chart for Application Enablement**

**“AE Org 20141005.pdf”: -**Attached is document for AE Organization across US and India.

Below is Organization structure of AE Director Technology.

**“MN USA” or “NJ USA”** represents employee’s Immigration Status as US Employee and working from USA and **“India”** represents Immigration status as India Employee (non US employee), working from India.

**T – Represent Telecommuter**

**C – Represent Contractual employee**

**Where C is not mentioned, then it means employee is Permanent (Full Time Employee) FTE**

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Entire organization chart for USA and India for Application Enablement talks about United Programming Model department, headed by Anvita Akhtar, Director Technology.

Anvita Akhtar Organization Structure: -

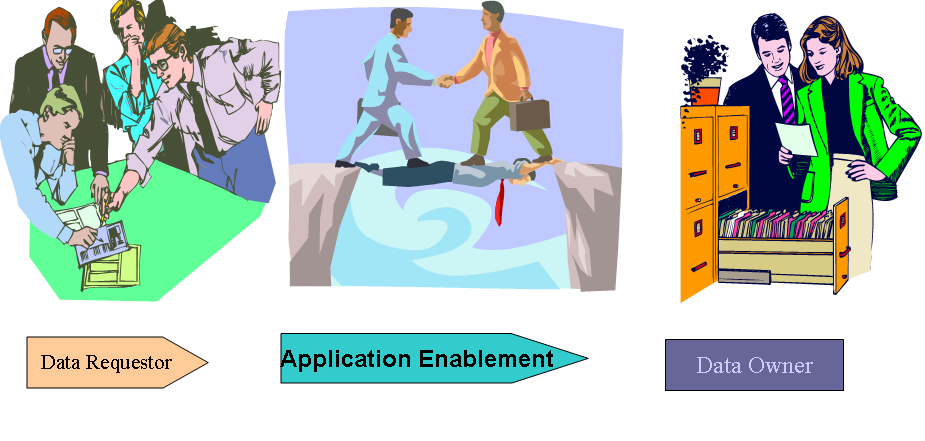


**Explain how the knowledge for this position is different than similar positions within the industry**

There are two Technical Architects/Managers in AE team based out of US apart from Anil, who are at the level of Anil Gogia, and are engaged in Externalization initiative in Cloud and Infrastructure along with that whose responsibility is to assign tasks and track deliveries end to end from development side.

Guoguang Chen: - is working as Manager Technology Arch responsible for assigning tasks defines business problem and project solution, manages project scope, owns the project plan, scheduling, status reporting, and people management and is responsible for resource and task allocation. Guoguang is responsible for ensuring that the AE project deliveries are completed successfully as per the defined milestone plan and goals identified in the AE Work Management Plan.

Chandra Raini: - is working as Manager Technology responsible for assigning tasks, manages project scope, owns the project plan and is responsible for resource and task allocation along with AE service deliveries. He provides logistic and administrative facilitation to the AE UPM team for them to be able to perform their jobs effectively.

Application Enablement UPM program given its magnitude, it works in a matrix form of an organization where it interacts and integrates with most of the Consumer portal applications and backend Provider applications of the organization. 

| Consumer |----- --| Application Enablement |-------| Provider |

Anil Gogia role is of Specialized Knowledge of Application Enablement (AE) United Programming Model 3 (UPM3) and leading integration and implementation of this UPM3 Framework, AE tools, UPM3 Migration, ENTERA Decommission Framework, TRICARE.

Anil Gogia executes these from delivery prospective in these teams from AE implementation and delivery and maintenance support prospective. He provides direction to most of the developers (offshore and onshore) on functional and technical areas of AE applications. He owns most of the technical decisions taken in relation to the architecture, designs, best practices & coding guidelines etc.

Anil understands Consumer and Provider Business application with which UPM 3 Framework needs to integrate and has great in **depth knowledge of UHG in built applications and products**, it’s very easy for him to precisely integrate and implement these business applications with Application Enablement business and clients with less time and hence less associated cost. He is in Techno-functional role in AE Being strong in Business domain knowledge of UHG applications he interacts with Business and based upon that he needs to design and architect. With his out of box thinking ,he developed a new framework and tools keeping in mind what Business and users are facing issue and where and AE can help them. His proposed AE Framework gave reliable system, increased reusability, system availability and production stability to a very high level which has saved lots of manual effort, increase service quality and cut down cost. Other technical Architect role is in design and architect for which engaging System Analyst and Business Analyst team comes into picture and do work what is being told by Business.

His technical leadership is being highly valued by various stakeholders. He was once awarded UHG’s most prestigious award ‘Sustaining Edge’ for his technical delivery excellence and leadership for AE Business Enterprise Services that he built. On December 2013 he was awarded by ‘Manager Excellence’ award for his initiative of UPM3 Framework and on October 2014, he received ‘Best Manager’ Technology award for his proposed design and architecture for Entera Decommission Framework and successful integration of UPM3 Framework successful with Member Portal as Proof of Concept.

“Best\_Manager.pdf”: - Attached is Best Manager Award received by Anil

“Manager\_Excellence.pdf”: - Attached is Manager Excellence Award received by Anil

Anil Gogia is at 90th percentile salary band (higher band) compared to others in the organization at the same Grade Level along with that he gets Application production Support allowance due to his specialized knowledge in UHG proprietary applications and providing application production support 12 X 7 X 365 (7:00 PM CST – 7:00 AM CST) along with his capability to understand both HealthCare and Technical aspect of application. He is getting more than 100% yearly bonus due to his excellent performance consistently.

His salary is 48 K USD (higher salary grade amount in India) which is on very higher side in comparison to other Senior Architects working in UHG India and Indian IT/HealthCare marketplace.

**State the product, service, tool…process, procedure the beneficiary uses that involved specialized knowledge**

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 resides in the solutions provided by this model. Following are the tools and applications which are required in UPM3 Framework. Below is UPM3 Framework architecture which talks about various tools and applications constitute UPM3 Framework.



Anil has **designed and architected UPM3 integration** with ODIN and other consumer application. He developed these tool and applications which are proprietary to Application Enablement.

* **AE LogViewer tool –** web tool used to search and filter service logs from AE non-production and production server for AE services without require to login to server. This tool help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring to know UNIX commands.

AE interact with various consumer (service requesters) and provider (data provider) business applications for transaction of business data based upon the consumer access (authentication and authorization). This tool helps an application developer and even a quality/test team member to fetch service logs to see what data UPM is sending to Provider application and what data UPM is getting back. Since this tool is web based tool, easy to operate and search. AE LogViewer tool is architecture on the line of processes of AE application by using the existing technologies used in the application*.* AE application caters around **800-1200 million** transactions per day related to Claims transaction/Provider, Member registrations, which is quite significant for any Healthcare application. Since the request volume is so high it is always anticipated to have large number Production issue for such complex application. To provide service to such numerous requests, architecture of AE application is quite complex and very critical from business user’s standpoint. For any Production support team, it becomes very hard to underline the reported issues and to resolve them provided the system is so complex and the processes are manual. Normally Issue resolution process involves manual effort and timelines are very strict to resolve them because Business wants it resolved ASAP so as to avoid the hefty financial risk. Chances of committing mistakes are very high due to major manual effort.

To overcome the stated issues, AE LogViewer helps in automating the entire processes to 85%, which also led to high quality of issue resolution.Currently, its pilot phase implementation showed outstanding results in terms of time/dollar savings, expected to implement to all the AE clients during Mr.Gogia Visit to U.S.A.

He published AE LogViewer and Production troubleshooting user guide in to AE Organization tool and utilities share point for team and consumer and provider team members. Attached is the document for reference.

“AE LogViewer User Guide.pdf”: - Attached is user guideline document.

* **AE SUIT tool –** Group of tools required to check connectivity, logging and security of AE backend provider applications.
* **AE MQ Visualizer tool –** Application require to check health status of legacy systems and message queues operations for Network Data Base (NDB), Common Data Base (CDB), The Online Processing System (TOPS), Cosmos claim engines. He published one white paper in Software Testing Conference which depicts benefits of AEMQVisulaizer tool.

**STC2014\_WhitePaper\_New solution to Message Queue Operations.pdf**: - Attached is white paper written on this tool.

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

**a) Bridge Application: -** It acts as a bridge between application server HTTP threads and the OSGI container. It reflects health status of AE services post deployment means with this application we can find out which AE service is having run time issue post deployment of services so that one can look into root cause.

**b) MINDI: MORC Integration Director: -** User Interface for the dynamic configuration capability in MORC. This 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 applications build on OSGI bundles that provide base functionality: core, configuration services, unit test framework. This is required for the Bridge and MINDI applications to function.





Attached is UPM 3 MORC and MINDI document which Anil developed and published in AE department share point which talks about business configuration management tool.

**“UPM3 MINDI Config App.pdf”**: - Attached is document developed by Anil for MINDI

* **AE Metrics Reporting Tool -** He has developed Metrics reporting tool. It is used across the UHG to keep tracking of different incident tickets opened for different applications. All information related to tickets (Incidents, problem and change) like status, assigned group, service level agreement (SLA), backlog management index (BMI) has been maintained by this tool. It is very useful to keep track of priority tickets and SLA and productivity of different projects.
* **ICD10 Migration Testing Tool –** Anil has developed testing tool to test ICD 9 to ICD 10 Migration. Across the UHG Applications undergoing for ICD 9 to ICD 10 migrations, it is very useful tool to automate the testing for Large and medium size data warehouse. Any project can use it to validate successful migration for codes. This is extensively used in UPM3 Framework.
* **FTP - SFTP Migration Utility –** Anil has developed a utility to migrate FTP to SFTP. Across the UHG tool is being used by different applications to migrate from FTP to SFTP. This is being used in UPM3 Framework.
* **Business domain knowledge -** Anil is trained claim and provider subject matter expert (SME) and has hands of knowledge of health care domain as well as AE, UPM, WMB, FF and AE Experience and M&R data applications. Due to his expertise on these systems, he has been involved in following major projects –
* **ICD 10 Changes :-** As a part of the healthcare reforms, Application Enablement (AE) application is undergoing major ICD 9 to ICD 10 conversion changes under the field expansion project. It is needed to have the ICD-10 codes implemented in all transactions for physician and patient encounters or patient discharges
* **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 year duration, is worth **$1.7B in revenue, brings 2.9M members to United HealthCare**, and represents United HealthCare’s entry into the Department of Defense Health Care market. AE integrated TRICARE provider data from NDB.

His role was limited to the design and development since there is a legal restriction that Tricare work implementation and integration cannot be done from offshore (non US team) member so subject matter experts for existing systems required to be at US location, so most of US team members got engaged for implementation and for integration. So Anil focused entire his efforts in UPM3, WMB and Foundation framework for commercial applications. Now with UPM 3 Framework development, now need is to integrate UPM3 in TRICARE.

For his contribution in design of secure Tricare service development architecture, he was awarded with Prestigious and Honorable **TRICARE “Challenge Coin”** as recognition of demonstration of values and commitment in support for healthcare operations to newest beneficiary group and **Recognition Certification** from Chief Information Officer (CIO) John Santelli, Chief Technology Officer (CTO) Mike Connly and Chief Operating Officer (COO) Mark Duhaime.

**“Tricare\_Certificate.pdf”: -** Attached is Tricare certificate received by Anil

**“Tricare\_Appreciation.pdf”: -** Attached is Tricare Appreciation certificate received by Anil

**Combination of Technical skills and healthcare domain like Claim, member, provider and Medicare -Medicaid implemented in Application Enablement system makes him unique. Other team members who are working on same applications have less experience of applications as well as in industry.**

**Describe how the knowledge involved in the position is advanced within UHGIS**

Anil is having specialized knowledge in design/development of Enterprise Service Bus, Business Process Management programs specifically for Claim, provider and agent-sales within Application Enablement, Member Portal, UPM and Medicare & Retirement domain. He is trained Insurance, Claim and Provider subject matter expert having in depth knowledge of end to end claims processing which helps in integrating and building existing or new capabilities for business.

* Anil Gogia has developed a UHG proprietary Framework, **United Programming Model 3** (UPM3) Framework to compare configuration documents with database of multiple environments and this Framework is required on most of the healthcare applications. He developed this UPM3 Framework after his experience with Business services of United Programming Model.

He build new UPM 3 framework using **M**odular **O**SGI (Open Source Gateway Initiative) **R**untime **C**ontainer (**MORC**) Framework and developed underlying **M**ORC **I**ntegration **D**irector (**MINDI**) configuration application.

* United Programming integrate various business groups of united ranging from member enrollment, comparison of various treatments across various Providers with in a particular location, pharmacy, benefits, fraud detection. Anil has developed Configuration validation tool, Web service Framework, Test Data Management tool for UHG proprietary applications as part of UPM3 Framework, so he knows all the technical aspects of automation and the business needs and thus has already proven his skills in this area. He is most experience person in the team having expertise in configuration validation with multiple databases for different UHG proprietary applications. Since this project requires a great understanding of UHG proprietary applications (healthcare domain applications) and this UPM3 Framework need to be customized for each and every health care application, a person having comprehensive experience in both areas is required. There is nobody else in the team having the same experience on UPM3, MORC, MINDI Configuration Validation tool and Foundation Framework as Anil Gogia.

Below is screen representing how Consumer and provider business applications interact with AE UPM 3 Framework and with new Framework there is lot more segregation of business flow and clear interaction. Application Enablement abstract most of the business complexity from consumer and provider by implementing complex business rule and policies which are generic for all consumer and provider business applications and customized as per each specific business application needs. This makes AE very much complex business intensive applications and makes consumer and provider application much easily to manage and maintain.

Below shows how Application Enablement looks after UPM3 framework integration: -

***Before …***

***After Implementation***

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**Issues with currently existing UPM 2 Framework:-**

Currently all AE business services are designed according to UPM2 Framework. Where all eight hundred (800) plus AE Business services are packaged into a single unit - Enterprise Archive file (EAR). Single unit acts as product and it’s not possible to customize each and every business lines individually and hence cannot offer services individually to each business segment.

With moving to UPM3 framework, Organization can offer each AE service individually and can expand his scope and reuse each service to maximum which will result in reducing the overall business cost and increase profits, will increase quality and robustness of AE business services.

Following are issues with the current framework and UPM3 Framework is answer to all issues what Business Segment faces.

* 1. **Frequent application down time: -** Whenever there is need of change of any single Business service, then we have to shut down this packaged unit (EAR) file, which results into should down of all 800 plus business services. Since Application Enablement acts as Connecting system of the United Organization which deals with all business units, and has more than 800 plus business services, so almost every week we have to do two production deployment so that we can includes all changes comes from various Business segments because of change of their business needs. This results in downtime of every business segment whenever we make any change as all services get down during production release of package units - Enterprise Archive (EAR) file.

Downtime results into:-

a) Loss of Business availability and Trust during downtime.

b) Leads to increase Cost, Time and Effort and leads low quality:- With every production deployment results in cost of engaging Infrastructure team, Release management team, development Team, Change management team and Production support team for checkout and verifying services after post deployment. We need to engage all teams for verifying all their business services health irrespective of whether they requested for the change of business services or not as all services are packed into a single unit.

* 2. **Securing each service individually: -** Securing data is critical and Healthcare Provider has to abide laws to secure Personal Health Information. It is important for all Healthcare Provider to not only insure health of their Customer but also make sure their customer data should be accessible to them as per HIPAA and other laws only so that no misuse and strictly restrict unauthorized data access.

Since Data can be is the most important part of any business group, which should be allowed to access to only authorized person or group of persons of a business segment, UPM3 is providing an extra secure layer for all underlying access with in build framework along with highly technical tools and standards provided by IT Leaders like IBM XI52 data power and Layer 7.

With UPM 2 we have generic way of securing AE business services and which lacked securing each service individually for each business segments. With the HIPPA law it is required to secure each AE business service.



New framework UPM 3 makes each AE service to be access through web service security framework, which will be allowed through UHG policy and through XI52 Data power.



To secure a particular service for a particular person or group of persons of a business, UPM3 service embed various security and business rules which determines whether it is allowed for all underlying services under AE business service or a particular workflow services.

* 3. **Configurable business rules: -** changing services on fly without need
* 4. **Integration to various business segments: -** ranging from various health care domains irrespective of underlying technologies.
* 5. UPM 3 **multiple versions** of individual business services can run and can coexist.
* 6. Client applications can use the version of the business service they need. **No forced upgrade** to newer version when the service itself has not changed.
* 7. Bug fixes can be **deployed independently** - Since each bundle is deployed separately, there is no need to force bug fixes to all go together as a package, alleviating sign-off problems.
* 8. New **releases can happen any time**. Services are no longer tied to a quarterly release, so off-release service development can be more easily accommodated.

UPM3 Framework :-

Plug and Play AE service Architecture: - Application Enablement UPM3 Framework is providing Plug and Play architecture for business services to embed all business process logic of consumer and provider services at their layer and providing AE business services encapsulating entire business logic in their services, making them independent and complete entity itself.

Centralized Rule Engine and Policy Engine: - Application Enablement keeps all business process logics and business rule engines in centralize for each business services and it acts as a product to have all business logics and process confined to a specific service.

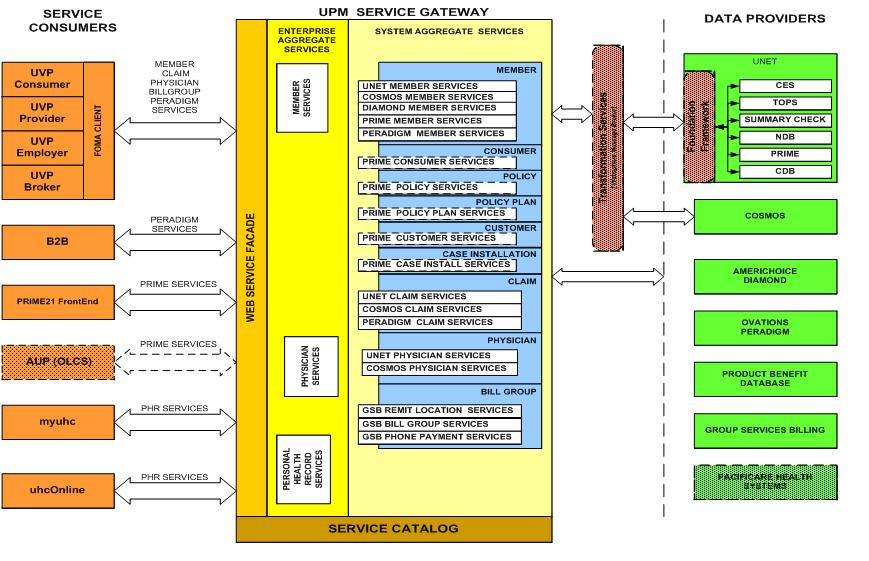
With Application Enablement United Health Group started working on this direction by making all internal UHG Consumer and Provider Business Applications to integrate their application framework to act as United Health Group Product, UPM3 Framework, so that our application should focus on consuming these AE Business services to fetch HealthCare API services compliant with latest Federal and State Rules.

Benefit of integrating Consumer and Provider applications to UPM3 Framework as Product will allow all UHG Applications to keep all Legal compliant Policies and Rules in a single and Central place in UPM3 Product Layer so that whenever a change comes in any of the HealthCare Policies and Rules, United should focus on change into a central location and all Consumer and Business applications should be free from integrating the rules individually in each of their application sides.

**Benefits of UPM3 Framework as a Product to integrate with all Consumer and Provider business Applications:-**

1. Keeping Business Rules, Policies, Compliant, Legal Laws separate from Technical implementation and in a central place so that all applications should reuse this Central Policy and Rule Engine.
2. Quick implementation of any change Business Rules, Policies or Legal laws (State, Federal etc.)
3. Easy and quick integration of consumer and provider applications
4. Increase Service Availability
5. Decreases Service Down Time
6. Reduces Service Implementation Time, Cost and Effort
7. Reusability of services add Quality of services, Robustness, Effort, Time and Cost saving

His proposed **UPM3 Framework as Product**, which is working on **OPEN CLOSE design Principle**, OPEN for including future requirements as per specific client need and CLOSE for any architecture design change. With customization of UPM3 Framework, we can reuse this for each specific business applications.





**Proof of concept: -** Anil did one proof of concept of UPM3 Framework integration with Member Portal, one consumer application. With his proposed UPM3 Framework, he successfully integrated it with Member Portal business segment as a proof of concepts. With his good business knowledge of Member Portal, he is able to integrate the following business functionalities in Member portal that helps Member to: -

a) Review their claim information- View your claims and Access claim forms.

b) Find a physician or facility with in their area using zip number

c) View their policy covered benefits, Update or manage their account information

e) Find health information, Print temporary health plan ID cards and Locate a pharmacy, refill a prescription

h) View your account balances for Health Reimbursement Account, Health Savings Account and Flexible Spending Account(s)

i) Estimate health care costs, Establish automatic payment options and more

Member Portal business application emphasize on awareness and promoting innovative wellness tools. Primary goal of this application is to bring a greater level of parity to the quality of health care and health coverage for African Americans. It is a customized web application highlighting best practices in navigating your health plan. This application allows member to personalize health checks. At united we believe in Health is wealth and prevention is better than cure. Application main objective is to focus on Prevention of any disease by promoting and educating various programs which includes Healthy life style, food habits, exercise and routines. Application educate members about Health coverage basics which includes How does health coverage works, Finding Health coverage that's right for you, why do costs keep rising, how can you manage your pharmacy benefit, basic definitions and terms used in common health coverage. It educate member about how to navigating their health plan - Getting the most of your plan benefits, Make the most of your doctor visits

UPM3 Framework uses various UPM3 AE Experience application tools like MORC, MINDI, AE LogViewer which all are proprietary business application Framework of United Health Group. So learning of these application, framework and tool can be possible working with United Health Group which is not known to anyone outside United Health group. In our AE department, Mr. Gogia is the only resource in AE core technical team who is working on this UPM3 Framework for last 12 months and has excellent understanding in every aspect. His role is also critical because he has worked with the functional and technical side of this application. He understands very accurately AE Consumer and Provider business data model and their service behavior.

* AE LogViewer tool – web tool used to search and filter service logs from AE non-production and production server for AE services without require to login to server
* AE SUIT tool – Group of tools required to check connectivity, logging and security of AE backend provider applications.
* AE MQ Visualizer tool – to check health status of legacy systems and message queues operations for Message based systems.
* AE MORC Framework - Modular OSGI Runtime Container (MORC) Framework composed of three main components:

a) Bridge Application: acts as a registry of all AE services available for consumer and provider business applications to consume. This application runs the Felix OSGI container in an application server (e.g., WebSphere).

b) MINDI: MORC Integration Director: - User Interface for the dynamic configuration capability in MORC, to connect to multiple environments.

c) Core Framework Bundles: - required for the Bridge and MINDI applications to function.

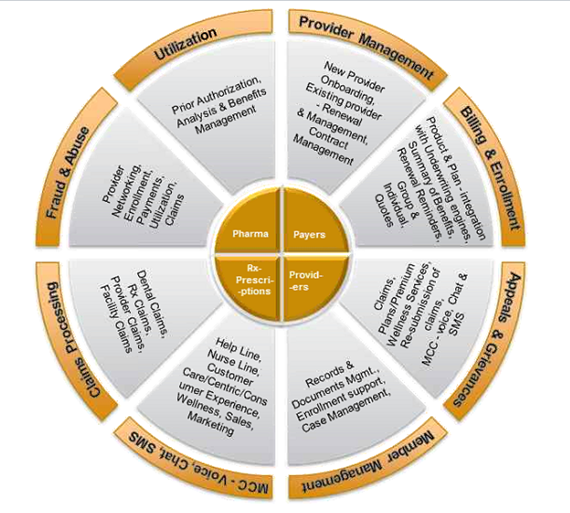
* Entera Decommission Framework: - United Health Group Entera application interacts with provider application called COSMOS, a claim engine, through a third party external tool SB Gateway, for which United Health Group is paying a hefty license fees. Anil Gogia proposed a technical approach to connect to COSMOS provider applications without going through third party tool, by which United can save a million dollar of license fees every year.
* Tricare Integration: TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families. Anil Gogia contributed in design, architecture of this system with Application Enablement. We require Anil to integrate TRICARE with UPM3 Framework to enhance system availability, centralized business processing and much more benefits of UPM3 Framework.

**Explain how your equipment, system, product, technique or service is special and how it is used in the international marketplace**

United Health Group/Optum (UHG) business scope is in all facets of HealthCare applications which helps Policy Subscriber, Members and their dependents, Providers - Physicians- Preventive Care Providers and Specialists, Nurses, Diagnostics Laboratory, Radiological Laboratory, Pathological Laboratory, Hospitals etc. in

* Provider Management Billing and Enrollment Fraud and Abuse
* Appeals and Grievances Member Management Utilization
* Enterprise Voice portals (Voice chats and SMS) Claims Processing

Each United Health Group Business application caters to a particular business segments and functionalities i.e. Claims Processing system, Member Enrollment, Member Eligibility Systems, Medica.



Application Enablement project acts as a connector/integrator for various UHG business applications meant for a specific business functionalities. To connect various UHG business applications together so that it can work as an ecosystem. Individual who is part of Application Enablement Architecture/ Business team must know individual system business knowledge in very deep way, so that they can integrate those systems. Application Enablement interacts with various consumer and provider business applications and it is mandatory to know various business consumer and provider application knowledge in order to develop and enhance business functionalities of consumer and provider Application Enablement. Since system interacts with lots of application, so individual must have spent good number of years in the system along with very strong in technical and business knowledge to perform a better job.

Application Enablement United Programming Model (UPM) is the UHG standard for accessing Business Policies, Rules and business Data and systems, giving a consistent business answer across clients. The program establishes the business processing and infrastructure including migration of existing provider applications like UNET and COSMOS services. UPM is a multi-layered Service Oriented Architecture (SOA) based re-architecture project which eliminates the Mercator layer by introducing web sphere Message Broker (WMB) layer to communicate with the legacy backend system (e.g. mainframes). UPM caters various consumer business applications (like B2B, B2C, myuhc.com etc.) requests in a consistent and a seamless manner.

**Financial spread: -**

This year UHG Application Enablement did business of 270 million $ and out of that Application Enablement Framework and tools is expected to save 31 million $ by implementing new Framework and technologies by this year end. Its scope and impact expected to grow by 15-18 % every year. Application Enablement is working for TRICARE of 1.7 billion $ for 5 years contract in providing health care services solutions.

* Playing Big and Moving Globally: - Currently UHG is working for all its Internal Consumer and Provider Business applications. Since UHG is one of the renowned and Fortune 25 Organization. External non UHG Organizations across the Globe are asking UHG to provide Health Care Business Solutions to them so that they can utilize UHG great experience and specialization in Health Care Arena for their business needs. United Health Group’s UPM 3 Framework provides Plug and Play Architecture product Component which allow interaction of various Business segments, without worrying about Data integration and disparate Business, Communication Protocols, Technologies to connect with different Business data systems with less or minimal integration time and effort.

So UHG is planning to go for Externalization – offering Health Care Business services, products to new customers outside UHG and Commercialization – selling complete Health Care Business services to External customer by charging them.

* Plug and Play AE service Architecture: - Application Enablement UPM3 Framework is providing Plug and Play architecture for business services to embed all business process logic of consumer and provider services at their layer and providing AE business services encapsulating entire business logic in their services, making them independent and complete entity itself.
* Centralized Rule Engine and Policy Engine: - Application Enablement keeps all business process logics and business rule engines in centralize for each business services and it acts as a product to have all business logics and process confined to a specific service.

With Application Enablement United Health Group started working on this direction by making all internal UHG Consumer and Provider Business Applications to integrate their application framework to act as United Health Group Product, UPM3 Framework, so that our application should focus on consuming these AE Business services to fetch HealthCare API services compliant with latest Federal and State Rules.

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* Benefits of UPM3 Framework as a Product to integrate with all Consumer and Provider business Applications:-

1. Keeping Business Rules, Policies, Compliant, Legal Laws separate from Technical implementation and in a central place so that all applications should reuse this Central Policy and Rule Engine.
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* Anil Gogia knowledge is helping UHG competitiveness in the market place one step ahead than any competitor globally with his proposed UPM3 Framework as Product, which is working on OPEN CLOSE design Principle, OPEN for including future requirements as per specific client need and CLOSE for any architecture design change. With customization of UPM3 Framework, we can reuse this for each specific business applications.
* Anil’s Medical Health Care knowledge helps him to understand Patients/Members and Providers needs better than anyone in the department because of his education and learning, training during his clinical experience and hands on practical experience in the department. Technical knowledge helps in implementing the Client or Provider Business system needs for Automation by developing Software.
* Anil is involved in Design, Architecture and Estimation activities like Planning, Designing, Execution, and Monitoring for all impacted components, by which he gained expertise knowledge on all components of Application Enablement and Consumer and Provider applications like ISET, MYUHC, ILEAD, B2B, ODIN etc. He did estimation in past that were very close to actual. It will help in planning for UPM3 Framework Integration with Consumer and Provider Applications and TRICARE and UPM3 migration project of 2015 Release.

**Explain why someone else in this field cannot perform these duties**

In the entire Application Enablement (AE) development team (onshore and offshore), he is the only one who designed, architected UPM3 Framework. He is the only one who has in depth Medical healthcare knowledge which he earned through his education, clinical experience, Healthcare domain training and Technical training, Architecture and Designing work experience in United by associated with various United HealthCare applications and senior most.

* Anil Gogia did his bachelor graduation degree in Medicine (of five and half years), full time, with clinical experience as Medical practitioner. Anil Gogia did his Masters post-graduation Engineering in Computer applications (Masters in Computer Applications – of three years), full time, with hands on software design, architecture and development as Informational Technologist experience in Financial and Healthcare Industry.
* He is having Specialized knowledge in US Healthcare – Certified PAHM (Professional, Academy for Healthcare Management) PAHM where he learned the following in detailed way. <http://www.ahip.org/ciepd/options/courses_mcmanagement.html#ahm250>
* The evolution of healthcare delivery in the United States, Basic concepts of health plans
* How to distinguish among HMOs, PPOs, POSs, and managed indemnity
* The characteristics of health plans for specialty services
* Different types of provider organizations, Principal ethical issues confronting health plans
* The essential functions and activities within the operations areas of health plans
* Concepts of rating, underwriting, financing, claims administration in health plan
* Important legislative and regulatory issues affecting the health plan industry
* Mr. Anil has gained Knowledge on Claims (facility and physician), Provider, Member, sales and agent subject areas of Consumer applications of Application Enablement Business segment and Medicare & retirement by virtue of his experience as he has been working in this domain since last 96 months. Most of the time he was involved in claim subject area and developed/enhanced multiple Enterprise Service Bus, Business Process Model work flows and programs for this subject area.
* Anil has been involved with AE since the beginning of transition of Application Enablement (AE) Migration Project in United HealthCare (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 4 important trainings which were done at the time of beginning of Migration process, Anil is the only one who attended these trainings which was given by the legacy system team. Training information has been providing in the training cover letter.

1. Knowledge Transition on Application Enablement Admin Governance applications
2. AE Architecture and Data Layer Architecture
3. AE Architecture
4. [UPM - UHG India](javascript:submitAction_win0(document.win0,'LM_CS_LONG_NM$83');)

These training helped him to understand the AE system from inception as training was provided for all subcomponents of AE. He gets an opportunity to knowledge and working experience with all sub applications of AE. Later team member gets an opportunity to work in either of sub application because of complex and large AE system.

* During his tenure of 96 months, Anil Gogia has acquired comprehensive knowledge of the UHG business and proprietary applications to support this automation framework. As is evident from the team information below, Anil Gogia is considerably most experienced on the specific framework that need to be implemented on this assignment in UHG than others in the team. Anil Gogia is the senior most experienced technical team member among all team members across US and India team having experience and skills required for this work. Rests of the team members are having experience in the range of 6 months – 44 months.
* Anil has vast business domain knowledge with technology skills so he got exposure to all AE components, developed AE tools and rest of the team members have exposure to mainly UPM or Infrastructure since they have spent less time compared to others.
* Anil was the one who initiated design, architecture and development of UPM3 Framework, Automation framework solution on Web Service automation and Automation Virtualization solution for Test Data Management to cater to UHG application needs. Other people in the team do not have enough knowledge and hands on experience on the AE tools – MINDI Framework, MORC configuration application, AE LogViewer tool was developed by Anil Gogia. Anil’s work on AE LogViewer and AeMqVisualizer tool for AE project has provided AE Infrastructure Operational and Maintenance team with good diagnostics and quicker resolution of issues that are a result of either service or system malfunction.

AE tools are the United Health Group proprietary tools designed, architected and developed by Anil Gogia so he is the only person with adequate knowledge/skill for this position. He is the only person who developed UHG proprietary tool for healthcare application configuration validation as well as he is having expertise in framework architecture and web service automation solutions. All these solutions need to be integrated as part of this project. Since only Anil Gogia has comprehensive knowledge of all components of UPM3 UHG proprietary framework, he is the best person for this position.

* He is the only person who developed UHG proprietary UPM3 Framework, Automation Configuration Validation tool – MORC, MINDI under guidance of Jeff Melby the Chief Enterprise Architect. Anil Gogia will be doing hands on implementation with our Chief Architect Jeff Melby.

This UPM3 Framework’s MORC and MINDI tool application has enabled UHG to validate the configuration of business rules pertaining to the plan and products being applied in different UHG systems much faster than the earlier methods (about 1000 configuration validations are compared in 1 hr. as compared to about 20 validated in 1hr manually). Thus UPM3 Framework can provide significant efficiency and cost savings once implemented on other UHG health care systems hence keeping UHG more competitive in the market in terms of cost.

* These skills are unique and critical for AE department as he is the only single person who knows Medical HealthCare Business in depth and responsible for designing, architecting and implementation of new UPM 3 Framework which can lead to easy usability and will make UPM3 services more efficient. There are no others at his level with the same skill set.
* It is taken Anil about 12 months to develop this UPM3 Framework during this time he has also learnt from his experience of implementing this UPM3 Framework on some UHG proprietary applications(Health Care applications) hence this knowledge cannot be adequately transferred to any other candidate within the short period of time. Moreover since this job requires integration of other tools (AE Experience tools - AE LogViewer, AeMqVisulaizer, MORC and MINDI) as part of UPM developed by Anil. The mix of these Functional and Technical skills help him to understand need very well as compared to any existing team either at onshore or offshore.
* No one in US is working on the UPM3 Framework, MORC Framework and MINDI configuration application. Anil is the only Technical Architect in the AE team with Enterprise service Bus UPM3 Framework with Open source Gateway Initiative (OSGI) designing. And he is the only resource in the company who has hands on knowledge and proficiency in all aspects of these applications i.e. MORC Framework, MINDI configuration application, AE tools and UPM3 Framework, Web sphere Message Broker layer and Foundation Framework.
* Anil completed 40 hours of training on HealthCare Orientation, US Healthcare Basics, HIPAA (Health Insurance Portability and Accountability), [The Health Care Series](javascript:submitAction_win0(document.win0,'LM_CS_LONG_NM$42');) classroom training and AHM 250 certification program covering the following areas:
  + Essential functions and activities within the operations areas of health plans
  + Concepts of rating, underwriting, financing and claims administration in health plan environments
  + Important legislative and regulatory issues affecting the health plan industry
  + Principal ethical issues confronting health plans
* Streamlined a daily deployment process in non-production environment sharing offshore and onshore responsibility resulting in reducing time for changes to get deployed and hence reduces time to market which resulted in saving of 5 hours of tester and consumer and provider team with overall increasing of 70 minutes of productivity of entire team.
* Streamlined Production war room Support responsibility across offshore and onshore with 12 hours a day i.e. 7 AM CST to 7 PM CST for onshore and 7 PM CST to 7 AM CST for offshore. It helped us in providing 24 x7 x 365 support to our end consumers. This helps in achieving a great trust and confidence with Consumers.
* Automation of AE service Transaction Statistics Job to pull out transaction statistics for previous cycle date. He has been working closely with Business and stakeholders owing to his role as the Application Development and Chief Architect, thus providing him an edge over other members of the team in terms of his qualification for this role.
* Anil is a single point of contact for all Onshore Managers, Clients and other Business Stakeholders. He is involved with constant communication with various source systems and stakeholders to resolve any technical issues. These communications include Conference calls and written communications
* All other team members in AE Development and Infrastructure Operational team have worked on selected AE sub application, process areas and/or technology sets in the AE application. Anil is designated as the Knowledge Repository owner for AE Development and Infrastructure Operational Production and Infrastructure support. He reviews and publishes all research, process improvements and learning submitted by AE team members.

**Consequently, Anil is the only team member who has advanced knowledge of all process areas and technologies used in AE applications.**

**State the minimum amount of time required to obtain the company-specific knowledge, including training and experience**

Anil Gogia is working on Application enablement since its inception. Anil has basically two set of skills.

1. UHG proprietary application knowledge like Application Enablement, United Programming Model - UPM3 Framework, Web sphere Message Broker(WMB), Foundation Framework, AE Experience tools like AE LogViewer, MORC Framework, MINDI configuration application Foundation Framework, AE MQ Visualizer. Business process model knowledge of this framework is applicable to UHG business healthcare applications and proprietary to UHG, which can be learned while working with United Health Group organization business applications only.
2. Technical skill set – AE implemented and customized use of the following tools, technology and products like IBM *XI52 Data power appliance, Layer 7, Hibernate Framework, Spring Framework, DB2, Open Source Gateway Initiative (OSGI), Representational State Transfer (REST), Simple Object Access Protocol (SOAP) web services, Message queue, LISA virtualization tool, Data Stage, Web sphere Transformation Extender, SQL Server, UNIX, Mongo DB, Autosys, Websphere Server Administration, HPSM production incident tracking tool and Compuware vantage and Agentless monitoring tool*, in their business applications in their own way to utilize capabilities of these in Securing, Data Transformation and Routing, Data Virtualization and Monitoring of their complex business applications to behave like plug and play Product rather than acting as standalone applications.

**It will take 9-12 months for candidate with right technical skills** to get train by providing intensive training on Application Enablement (AE) United Programming Model 2 and UPM 3 and Web sphere Message Broker 8 (WMB) and Foundation Framework knowledge, MORC Framework, MINDI configuration application, AE LogViewer, AE SUIT, AE consumer and Provider data model and AE non-production and production environment and existing Entera service working knowledge and proposed Entera Decommission Framework, business domain and process knowledge of US Healthcare Insurance, Provider and Claim processing.

**It takes around another 9-12 months for a person to be well versed with AE system**, understanding the complex business logic and independently interact with business for resolving their queries. Then candidate will reach to the level he can understand AE system. Exact timeframe when can candidate start to add value, suggestion to existing system, propose estimation, design and architect solution it all vary upon individual to individual learning attitude and interest.

In short for an experienced technical person it will take minimum **of 18-24 months** to get him trained to a competency level where he can design, implement and integrate systems.

**Explain how Mr. Gogia’s role in significant assignments has enhanced the employer’s productivity, competitiveness, image or financial position.**

**Financial spread: -**

This year UHG Application Enablement did business of 270 million $ and out of that Application Enablement Framework and tools is expected to save 31 million $ by implementing new UPM 3 Framework and technologies by this year end. Its scope and impact expected to grow by 15-18 % every year. Application Enablement is working for TRICARE of 1.7 billion $ for 5 years contract in providing health care services solutions.

Anil Gogia will be working on following releases of Application Enablement applications

UPM 3 Framework as commercial Product: - United Health Group is planning to sell UPM 3 Framework as Product to outside UHG organization under Externalization and Commercialization. By doing customization in UPM3 Framework as per Customer business applications, Application Enablement (AE) can sell existing UPM3 Framework to Organization dealing in HealthCare as in UPM3 we segregated Business policies, Rules, Compliance policies, Federal laws and State laws in a centralize component which is easy to update as per new business needs and change of market dynamics.

Integration of AE UPM3 Framework with various Consumer and Provider Business applications is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all AE Foundation and UPM3 services and online programs, Batch components and existing AE sub applications and AE tools with knowledge of Consumer and Provider business segments. It will reduce the IT maintenance cost and will increase the speed.

**“UPM3 Setup Instructions.pdf”**:- detailed is in UPM3 Design/Development document created by Anil.

**“AE UPM3 Project Creation.pdf**”: - Attached is UPM3 Framework document developed by Anil.

**“UPM3 Functionality.xls”: -** Attached is a document talk about various UPM3 functionalities and status.

AE tools as part of UPM 3 Framework as a product: - To manage and monitor AE Business services, Application Enablement (AE) developed several AE tools, like MORC Framework, MINDI application, AE SUIT, AE MQ Visualizer, so that while commercializing UPM 3 Framework as product to outside Organization, Planning to sell these tools as supplementary tools for the support of our product in non-prod and production environments i.e. UPM3 Framework with AE tool will acts as complete Product without requiring Customer to build or purchase any software to manage and support this product.

**“UPM3 MINDI Config App.pdf”**: - Attached is document developed by Anil for MINDI

AE LogViewer as commercial tool: -to view, monitor Production server logs and health Status :- To make the Production environment stable there is need of tool which can help developers or Production support team members to view and monitor server logs which can tell Health Status of Production Servers. In step towards that Application Enablement (AE) is planning to launch AE LogViewer as a tool which is easy to use, easily accessible and helps in resolution of live Production Issues in a very significant manner. This tool is expected to reduce more than 80% of the manual effort involved in issue resolution process and is expected to save 5 millions $ to the customer.

UPM3 Framework and AE tools helped in achieving higher productivity by reusing Centralized Business component and Plug and Play Framework which provided significant efficiency and cost savings once implemented on other UHG health care systems.

UHG Work in Tricare: - TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families. United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. The TRICARE West contract has five year duration, is worth $1.7B in revenue, brings 2.9M members to United HealthCare, and represents United HealthCare’s entry into the Department of Defense Health Care market. AE integrated TRICARE provider data from NDB. UHG feel honor and proud to its contribution in Tricare, as working for Nation Military project has improved UHG image as one of the best Health Care Technologist Organization in the Globe.

Anil received UHG level recognition for his contribution in TRICARE which is a huge in magnitude.

**“Tricare\_Certificate.pdf”**: - Attached is Tricare certificate received by Anil

**“Tricare\_Appreciation.pdf”**: - Attached is Tricare Appreciation certificate received by Anil

ENTERA DECOMMISSION FRAMEWORK as commercial tool:- Currently one of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. UHG developed a new Architecture compose of UPM3 Framework along with a new Technical component, which helps to connect to COSMOS without going through Entera, called Entera Decommission Framework, i.e. a newly developed Framework to replace ENTERA with our home grown application, which will subsequently result in 5 millions $ saving.

UPM3 Migration: - As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing UPM2 business services to UPM3 business services (800 Business services) into AE UPM (United Programming Model) planned for 2015 release. So that it should automatically available to consumer and provider applications after completion of UPM3 Framework.

ICD 9 to ICD 10 Utility tool: - For healthcare reforms, Application Enablement (AE) application made changes in Central Business Process Model (BPM) for major ICD 9 to ICD 10 conversion changes under the field expansion project. This tool will implement ICD-10 codes in all transactions for physician and patient encounters or patient discharges. Since this business functionality is required to apply in all Healthcare organization, so planning to sell this as External Commercial tool to market.

**Can this knowledge only be learned through prior experience with UHGIS?**

Anil Gogia is working on UHG propriety applications, developed in house. Application Enablement, United Programming Model, Broker application, Foundation Framework are the middleware business applications for all Consumer and Provider applications in UHG where more than 800-1200 transaction happened in each of single components and more than 90 Consumer and Provider business applications interact. Each application has further transaction in thousands-million and consumer ranging from 200-10000. Application Enablement application is Proprietary systems of UHG and that is not generally known within the Company or within the industry, No training available outside. Anil learned Application Enablement’s sub application and sub components while working with AE for over 8 year in Technical and functional role on these enterprise business applications and is considered as SME for claim, provider, member, sales and agent subject areas of these assets. **Anil has also developed following tool which are is use across the UHG –**

**AE LogViewer tool** –Most of the application developer fetches these service log information either logging into server console or read logs files stored in some file server to check for health status of their services. If services hosted on server are low or transaction hit on these servers are low then fetching log information from server console or file system is fine, but any applications where number of transactions are more and number of interacting applications are higher ion that case it’s a big painful and time taking task (can take hours or some time day) to filter out a specific server log from big Giga Bytes of application server log files.Application Enablement application interacts with more than 90 consumer business applications owned by respective business departments and caters millions of transaction in a day. There was need to develop a web tool which allows any person irrespective of technical or non-technical to search and filter out a specific service logs from server log files easily and quickly. AE LogViewer tool was developed by Anil Gogia to help in UPM3 Framework which helps: -

1. developer, tester, operation member, system analyst can easily fetch a specific service logs based upon various search parameters from big log files storing logs from various server (in clustered environment).
2. AE LogViewer search algorithm takes less than 5 seconds to filter out logs by providing any of the search criteria like –
   * + 1. Service NameConsumer Application Name
       2. Provider application Name
       3. Duration during which one wants to filter out logs
       4. Erroring Service logs
       5. Environment Name – non-production and production servers
3. AE LogViewer tool return the logs in the readable format and uses color combination to display out error and success.
4. This tools allows logs information to store in database for 96 hours(4 days) rather than deleting it out from server logs
5. AE LogViewer restricts unauthorized access of service logs as it used LDAP authentication which can allow access to authorized person. To get access for AE LogViewer tool one has to raise Secure SAT request after that only permissible user gets access.
6. Operational team members to quickly search service error logs during production war room. As in production war room all are looking to find out where the issues is and after diagnosing the issue layer they need to talk about how soon they can fix issue so that application should work quickly. In most of production war room issue it is very important to find out where the issue is as consumer are facing problem while accessing their health claim etc. Information which is critical for them. This application helps operational team member to quickly (in 2-5 seconds) filter out big server log files and allow them to access service request and response logs which hints about the root cause. This tool has functionality to save those error logs in database for 3-4 days if someone wants to revisit later point of time rather than deleting from server. This tool acts as a savior as fetching logs from server console takes hours for a particular service log, by this it helps to find out root cause of prod war issues in 1-2 minutes. So that all can focus on how soon they can take corrective action.
7. Tester team members need to test AE service behavior after getting services from developer team. This tool helps them to search and filter backend request and response easily as everyone in team is not very technical to fetch logs from server. This web tool helps them in filtering out service logs using that they check and compare service specification versus what is expected from AE service to send business data as per business rules and what AE is receiving back from backend provider application. This tool helps them to find out issues in AE service during testing phase.
8. Application developer use this tool while developing or enhancing AE services and in defect fixing to see what their application layer is sending to provider application and what response provider application is sending for that particular test case. This tool also helps them to know what request data consumer is requesting and what response they finally sending out to consumer business application. It a very helpful tool for developer to develop and fix the issues in their services and finding out root cause issue.
9. System Analyst use this tool to check existing behavior of consumer service and AE service and backend services behavior which helps them to know how new requirement can be integrating without impacting working scenarios.

**Metrics Reporting Tool** – Tracking tool developed specifically for tracking of different incident tickets opened for different applications and keeping all information related to tickets (Incidents, problem and change) like status, assigned group, service level agreement (SLA), backlog management index (BMI). It is very useful to keep track of priority tickets and SLA and productivity of different projects.

**ICD10 Migration Testing Tool** – Anil has developed testing tool to test ICD 9 to ICD 10 Migration. It is used across most of the UHG Applications undergoing for ICD 9 to ICD 10 migrations. It is very useful tool to automate the testing for Large and medium size data warehouse.

**FTP - SFTP Migration Utility** – Anil has developed a utility to migrate FTP to SFTP. Across the UHG tool is being used by different applications to migrate from FTP to SFTP.

AE interact with various consumer (service requesters) and provider (data provider) business applications for transaction of business data based upon the consumer access (authentication and authorization)

Application Interactions



This tool helps an application developer and even a quality/test team member to fetch service logs to see what data UPM is sending to Provider application and what data UPM is getting back**.** This tool is web based tool, easy to operate Application developer can filters out service logs from server based upon Service Name, Consumer Application Name, and logs during a particular duration by providing start timestamp and end timestamp and . Infrastructure operation developer use this tool to

**AE MQ Visualizer tool** – This tool is In house developed specific for AE to perform message queue operations.

**AE SUIT tool** – Group of tools required to version control of contract, check connectivity, logging and security of AE backend provider applications.

No one outside the UHG has the knowledge of these applications as all these applications are proprietary of UHG.

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

* It’s very difficult to find strong knowledge in HealthCare along with strong Technical skills in a single resource. We usually find these two skills in two different resources not in a single resource. As both the skills are discrete in nature. Anil did his Bachelor degree Graduation in Medicine (five years and six months) and PAHM US Healthcare certified, having strong Healthcare knowledge what he learned during his stay (96 months) in UHG and did his post-graduation Masters in Computer Sciences having strong technical knowledge in IT of 12 plus years of experience. Certificate evidence of Anil’s Healthcare and Technology knowledge, education, training, experience is already provided.
* UHG Proprietary application Knowledge and Experience: - He has worked with various proprietary business applications during his stays in United Health Group. Where he learned in depth knowledge of various united business applications based upon that he developed a common reusable business framework used across all united consumer and provider applications to connect and consume AE business services, **UPM 3 Framework**. This Framework keeps all Business Logics, Processing Rules, Compliance and State and Federal laws in it. All Consumer and Provider business applications consume all these self-sufficient AE Business services and focus on their Application functionalities.

By keeping Business Processing Modeling in central location, this Framework provide a better administrative and business capability to consumer and provider applications to manage their business functionalities like financial accounts for spending their health savings by comparing various available diagnostic options, claims and reimbursement information, provider and early fraud detection etc. This Framework gives a cutting edge for implementation of Business rules, Business policies in generic way and customized way for a specific business application. UPM3 Framework is step towards moving to Product than a solution to a particular business application.

* Currently there are more than 800 AE business services which are designed based upon UPM2 Framework which needs to migrate into UPM3 Framework. UPM2 to UPM3 Migration needs to start after implementation of UPM3 Framework for Consumer and Provider applications. So UPM3 Migration is next step after UPM3 Framework implementation in entire United Health Group organization.
* Mr. Anil is having excellent understanding of AE Production Environment which basically hosts these applications in subsequent releases AE Production server with vast experience in solving production issues while learning these by supporting production support of 12 x 7 x 365 days for last 96 months. To make the Production environment stable has always been a high priority and worry area for this project. He has developed a tool called AE LogViewer which helps in resolution of live Production Issues (Member/Provider/Claims application related issue) in a very significant manner. Around more than 80% of the manual effort involved in issue resolution process is automated, which is expected to save millions $ to the customer. This tool is completely developed by Mr. Anil and is currently in pilot phase and is scheduled to implement for all customers application.
* One of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. While working with UPM3 Framework designing, Mr. Anil has invented a technical approach, **Entera Decommission Framework** with his extensive knowledge of this application, where ENTERA can be replaced with our home grown application, which will subsequently result in millions $ saving. He is a key leading member of this ENTERA DECOMMISSION FRAMEWORK project and is scheduled to give knowledge transition to onshore folks during his visit to USA. Currently, he is the only person in the team (Including onshore and Offshore both) who is having a good understanding of this ENTERA decommissioning initiative.
* Anil work on TRICARE project from AE UHG to increase the availability of health care resources with networks of civilian health care professionals, facilities, pharmacies, and suppliers. Application Enablement and TRICARE Vision and Mission matches because both are in principle of HIT i.e. seamlessly deliver the power of information to our stakeholders. Anil work on TRICARE able to achieve higher availability of military health care resource which allows the Department of Defense, DoD, to provide access (24x7x365) to high-quality health care services, while supporting uniformed service operations. Application Enablement is responsible for TRICARE WEST health care programs to deliver the power of information to our stakeholders
* Anil is Subject Matter Expert for Application Enablement and knows most about the consumer application work flow, code configuration and architecture. Mr. Anil’s presence in the headquarters will expedite the Production issue resolution process with his developed tool in place, which is expected to be of very high volume during peak season. So his live issue resolving

He developed these tool and applications which are proprietary to Application Enablement.

* **AE LogViewer tool –** web tool used to search and filter service logs from AE non-production and production server for AE services without require to login to server. This tool help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring to know UNIX commands.
* **AE SUIT tool –** Group of tools required to check connectivity, logging and security of AE backend provider applications.
* **AE MQ Visualizer tool –** Application require to check health status of legacy systems and message queues operations for Network Data Base (NDB), Common Data Base (CDB), The Online Processing System (TOPS), Cosmos claim engines.
* **AE MORC Framework –** developed MORC Framework which is one of the mail Framework tool used in UPM3 Framework designed and architected by Anil for providing common functionalities to all AE services and module, composed of three main components:

**a) Bridge Application:** acts as a service catalogue for all available AE services available for consumer and provider business applications to consume. This helps Consumer and Provider applications to check which already exist and what business functionality it provides. It also provides health status of all available AE Business services post deployment means with this application we can find out which AE service is having run time issue post deployment of services so that one can look into root cause.

**b) MINDI: MORC Integration Director: -** User Interface, Web page, for the dynamic configuration capability in MORC. This 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 applications build on OSGI bundles that provide base functionality: core, configuration services, unit test framework. This is required for the Bridge and MINDI applications to function. Provides Business Framework base classes, interceptors, logging, and many other framework capabilities for service development

In answer to above query, attached is document of UPM 3 MORC and MINDI document developed by Anil for developers and Analyst to use, which talks about business configuration management tool.

* **AE Metrics Reporting Tool -** He has developed Metrics reporting tool. It is used across the UHG to keep tracking of different incident tickets opened for different applications. It is very useful to keep track of priority tickets and SLA and productivity of different projects.
* Mr. Anil has an excellent understanding of our Production Environment which basically hosts these applications in subsequent releases. To make the Production environment stable has always been a high priority and worry area for this project. With the tenure of his (Mr. Anil) 96 months with this project, Anil has singlehandedly developed a tool called AE LogViewer which helps in resolution of live Production Issues (Member/Provider/Claims application related issue) in a very significant manner. With the implementation of this tool , more than 80% of the manual effort involved in issue resolution process is automated, which is expected to save millions $ to the customer. This tool is completely developed by Mr. Anil and is currently in pilot phase and is scheduled to implement for all customers application during his Visit to onshore (USA).
* ENTERA Decommission Framework: - COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. With **Entera Decommission Framework,** technical approach devised by Anil with his extensive knowledge of this application, where ENTERA can be replaced with our home grown application, which will subsequently result in millions $ saving. He is a key leading member of this ENTERA DECOMMISSION FRAMEWORK project and is the only person in the team (Including onshore and Offshore both) who is having a good understanding of this ENTERA decommissioning initiative.
* During his long 96 months of association to Application Enablement application, he has faced and resolved much more issues in comparison to other team member of the team, which helps him to resolve the issues in much quicker time than other. Also he is involved in almost every activity of AE application and has much more deep knowledge of all the process and procedure of the application than others.
* Anil was awarded Achiever’s award, Manager Excellence award and Best Manager Technology award for his significant contributions in AE LogViewer, UPM3 Framework development and integration of UPM3 Framework with Member Portal application, Managing HPSM and making the Application 100% SLA compliant, for number of Automation work that saves huge number of working hours. No other member of the team has received such numbers of awards. This shows that Anil stands out from other Senior Technical Manager/Architects resources within the organization. Embedded are scanned copies of his awards.

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

Anil Gogia will be working on following releases of Application Enablement applications

Integration of AE UPM3 Framework with various Consumer and Provider Business applications is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all AE Foundation and UPM3 services and online programs, Batch components and existing AE sub applications and AE tools with knowledge of Consumer and Provider business segments. It will reduce the IT maintenance cost and will increase the speed.

UPM 3 Framework as commercial Product: - United Health Group is planning to sell UPM 3 Framework as Product to outside UHG organization under Externalization and Commercialization.

By doing customization in UPM3 Framework as per Customer business applications, Application Enablement (AE) can sell existing UPM3 Framework to Organization dealing in HealthCare as in UPM3 we segregated Business policies, Riles, Compliance policies, Federal laws and State laws in a centralize component which is easy to update as per new business needs and change of market dynamics.

AE tools as part of UPM 3 Framework as a product: - To manage and monitor AE Business services, Application Enablement (AE) developed several AE tools, like MORC Framework, MINDI application, AE SUIT, AE MQ Visualizer, so that while commercializing UPM 3 Framework as product to outside United we are planning to sell these tools as supplementary tools for the support of our product in non-production and production environments. In short UPM3 Framework along with AE tool will acts as complete Product without requiring Customer to build and purchase any software to manage and support this product.

UPM3 Framework and AE tools helped in achieving higher productivity by reusing Centralized Business component and Plug and Play Framework which provided significant efficiency and cost savings once implemented on other UHG health care systems.

UHG Work in Tricare: - TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families. United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. The TRICARE West contract has five year duration, is worth $1.7B in revenue, brings 2.9M members to United HealthCare, and represents United HealthCare’s entry into the Department of Defense Health Care market. AE integrated TRICARE provider data from NDB.

UHG feel honor and proud to its contribution in Tricare, as working for Nation Military project has improved UHG image as one of the best Health Care Technologist Organization in the Globe.

Tricare certificate: This will tell you got UHG level recognition which is a huge this as the organization is huge in magnitude.

ENTERA DECOMMISSION FRAMEWORK as commercial tool:- Currently one of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. UHG developed a new Architecture compose of UPM3 Framework along with a new Technical component, which helps to connect to COSMOS without going through Entera, called Entera Decommission Framework, i.e. a newly developed Framework to replace ENTERA with our home grown application, which will subsequently result in millions $ saving.

AE LogViewer as commercial tool: -to view, monitor Production server logs and health Status :- To make the Production environment stable there is need of tool which can help developers or Production support team members to view and monitor server logs which can tell Health Status of Production Servers. In step towards that Application Enablement (AE) is planning to launch AE LogViewer as a tool which is easy to use, easily accessible and helps in resolution of live Production Issues in a very significant manner. This tool is expected to reduce more than 80% of the manual effort involved in issue resolution process and is expected to save millions $ to the customer.

Anil Gogia developed various tools out of that he developed **AE LogViewer** tool for which he was awarded by AE Management, **“Achiever’s Award”**. This tool plays a significant role in triaging production issue and for UPM3 Framework development. “achievers\_award.pdf”:- Attached is award certificate what Anil received.

ICD 9 to ICD 10 Utility tool: - For healthcare reforms, Application Enablement (AE) application made changes in Central Business Process Model (BPM) for major ICD 9 to ICD 10 conversion changes under the field expansion project. This tool will implement ICD-10 codes in all transactions for physician and patient encounters or patient discharges. Since this business functionality is required to apply in all Healthcare organization, so planning to sell this as External Commercial tool to market.

UPM3 Migration: - As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing UPM2 business services to UPM3 business services (800 Business services) into AE UPM (United Programming Model) planned for 2015 release. So that it should automatically available to consumer and provider applications after completion of UPM3 Framework.

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

Anil Gogia is working on UHG propriety applications, developed in house. Application Enablement, United Programming Model, Broker application, Foundation Framework are the middleware business applications for all Consumer and Provider applications in UHG where more than 800-1200 transaction happened in each of single components and more than 90 Consumer and Provider business applications interact. Each application has further transaction in thousands-million and consumer ranging from 200-10000.

Application Enablement application is Proprietary systems of UHG and that is not generally known within the Company or within the industry, No training available outside. Anil learned Application Enablement’s sub application and sub components while working with AE for over 8 year in Technical and functional role on these enterprise business applications and is considered as SME for claim, provider, member, sales and agent subject areas of these assets. Anil has also developed following tool which are is use across the UHG –

**AE LogViewer tool** – Every business application require to capture services log information for audit and troubleshooting issue in their services in non-production and production environments. These service logs help developer, tester and operational team members to check health status of their application services and rule out any error either at their side or in downstream (service requester) or upstream (data provider) side.

Application Enablement application interacts with more than 90 consumer business applications owned by respective business departments and caters millions of transaction in a day. There was need to develop a web tool which allows any person irrespective of technical or non-technical to search and filter out a specific service logs from server log files easily and quickly. AE LogViewer tool was developed by Anil Gogia to help in UPM3 Framework. Detailed already provided in answer to above query

AE interact with various consumers (service requesters) and provider (data provider) business applications for transaction of business data based upon the consumer access (authentication and authorization). This tool helps an application developer and even a quality/test team member to fetch service logs to see what data UPM is sending to Provider application and what data UPM is getting back. This tool is web based tool, easy to operate Application developer can filters out service logs from server based upon Service Name, Consumer Application Name, and logs during a particular duration by providing start timestamp and end timestamp and . Infrastructure operation developer use this tool to

**AE MQ Visualizer tool** – This tool is In house developed specific for AE to perform message queue operations. Anil has provided detailed document as evidence.

**AE SUIT tool** – Group of tools required to version control of contract, check connectivity, logging and security of AE backend provider applications.

**Metrics Reporting Tool** – Tracking tool developed specifically for tracking of different incident tickets opened for different applications and keeping all information related to tickets (Incidents, problem and change) like status, assigned group, service level agreement (SLA), backlog management index (BMI). It is very useful to keep track of priority tickets and SLA and productivity of different projects.

**ICD10 Migration Testing Tool** – Anil has developed testing tool to test ICD 9 to ICD 10 Migration. It is used across most of the UHG Applications undergoing for ICD 9 to ICD 10 migrations. It is very useful tool to automate the testing for Large and medium size data warehouse.

**FTP - SFTP Migration Utility** – Anil has developed a utility to migrate FTP to SFTP. Across the UHG tool is being used by different applications to migrate from FTP to SFTP.

**No one outside the UHG has the knowledge of these applications as all these applications are proprietary of UHG.**

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

Anil has a prior experience of 8 years in UPM with a total of more than 12 years of experience.

1. Most Experienced person in Application.
2. Health Care and Business knowledge gained through interaction with business and implementing different policies.
3. UPM has 800 solutions/services created for its consumers. UPM has 90 consumers and \* Data Sources. To create a universal solutions one needs to have an internal knowledge of all these consumer, which is a big task and can’t be transferred easily.

Application Enablement is a Tier 1 (Critical) application in the United Health Group suite of applications and is used to manage customer spending account information on the company’s UNET platform which is then used to provide coverage to customers. Application Enablement is a front-end system used to support customer Optum accounts for medium and large scale corporate accounts.

Anil Gogia has the subject matter expertise, technological skills, and in-depth knowledge on United Programming Model 3 (UPM), Foundation Framework 2, MORC Framework, MINDI configuration application, AE LogViewer, AE SUIT, AE MQ Visualizer tool and Medicare & Retirement application.

As a Technical Liaison, Anil is expected to work with multiple projects business analysts to understand and capture not only the business requirements but also technical requirements.

**Impact on the US Business**

Anil’s absence in the US office would severely impact UHG’s ability to perform the UPM3 Framework implementation with consumer and provider and UPM3 migration from old legacy system UPM 2 to new UPM3 framework that could impose high financial risk to United Health Group business since UHG is in contractual agreement with business to migrate the customers ranging from medium and large scale corporations This could result in irreparable damage to UHG’s reputation, market competitiveness and its position as a market leader in this segment.

* One of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. Mr. Anil has invented a technical approach, **ENTERA Decommission Framework** with his extensive knowledge of this application, where ENTERA can be replaced with our home grown application, which will subsequently result in millions $ saving. He is a key leading member of this ENTERA DECOMMISSION FRAMEWORK project and is scheduled to give knowledge transition to onshore folks during his visit to USA. Currently, he is the only person in the team (Including onshore and Offshore both) who is having a good understanding of this ENTERA decommissioning initiative.

Since the 1st Quarter of 2015, UnitedHealth Group will start the project to migrate all customer related data from COSMOS/NDB (Network database) to AE application with integration with UPM3 Framework. During the migration process the entire claim processing/Member registration for customers will be put on hold. Here time is of essence as it affects business and customer. **This also comes at the financial risk.**

* ICD diagnosis and procedure codes are fundamental to UnitedHealth Group’s business operations. Significant changes to the coding structure will have major impacts on many business processes and systems. Industry analysts and advocacy organizations have prioritized ICD-10 and HIPAA 5010 as the top two initiatives for health care organizations’ focus for the next three years. Due to ICD10 program United needs to integrate all its consumer and provider business application with UPM3 for the diagnosis and procedure codes. So that all business applications will reuse the same common framework UPM3, all changes will limit to UPM3 framework. In future when any change will come then we should enhance one common framework, which should be capable to handle all new changes rather than changing each business application individually as this is not best practice and will lead to more time to integrate and more associated cost. This can’t be done at offshore because of security reason and since each business applications have their own specific need to integrate UPM3 with their application which requires frequent and daily meeting with each business application to understand their requirement. With Non availability of Anil Gogia who is knowledgeable with all the technical skills required would affect the business growth and prospects.
* Tricare data integration with AE UPM3 Framework is a critical project and need to be done with in specified time frame. It requires person to be available IN US as Tricare design and development can’t be done from off shore.

Any degradation and/or loss of quality in servicing existing UHG customers would allow competitors to acquire greater market share in this segment resulting in substantial operating and financial losses to UHG.

At present no low-risk alternatives to Anil’s travel exist with UHG. It would take at least 18-24 months for someone to obtain training on the AE application and SSS processes as outlined below:

AE application’s overall Architecture (Design, Components): 3 months

AE application’s Integration with interfacing systems: 3 month

Gaining expert level knowledge on the AE technology stack: 2 months

UPM3 Framework: 4 months

AE tools: - 2 months

Production Environment, Production Support: - 2 months

AE Consumer and Provider applications knowledge: - 3 months

UHG’s United Development Process: 1 month

Healthcare Standards, terminologies and methodologies: 1 month

These trainings would give any employee only the theoretical knowledge of AE application domain and technology and Production Support processes and procedures knowledge.

Anil has acquired expert level working knowledge in these areas by working on design, development and day to day operations for the past 96 months. His expertise with AE UPM, WMB, FF and EX Experience and AE Production and Infrastructure knowledge cannot be transferred without investing substantial effort, time, and money. If Anil were to train other employee, this would severely impact Anil and the employee’s productivity and ability to contribute full-time to the AE operations for the whole training duration thereby impacting AE service levels during this period resulting in significant loss to UHG’s business as detailed above. Even to train the person Anil should be in US, because only physical hands-on sessions will be effective and give more confidence for the Development resource to handle the projects. Training the person through WebEx will not suffice in this case.

This results in a delay of 12 months for one resource to new integration programs timelines and would have significant impact to the timelines & the commitments made to our business & technology partners. Already with shortage of Resources on board( US) in UPM, WMB and Medicare & Retirement applications lot of critical future assignments are running with delays , not having Anil Gogia will add on the delays which will have direct impact on the business .

**Some of the Key Contributions made by Anil are -**

* Anil has designed the AE LogViewer, AE MQ Visualizer tool as part of UPM3 framework architecture for Over 800+ complex AE services for these applications which covers Claim, Provider, Member Eligibility and Enrollment, Agents and Sales.
* Anil has designed the AE MORC Framework for UPM3 and Authorization DB Governance which is the Electronic Provider Data Load process. It automates the data exchange between vendor networks and physician groups into the Network Database.
* Anil has designed the AE MINDI application Framework for UPM3 and Authorization DB Governance which is the Electronic Provider Data Load process. It automates the data exchange between vendor networks and physician groups into the Network Database.

Attached are UPM3 design and architecture documents which are developed by him to share across developer, testers and other business applications team.

**“AE UPM3 Project Creation.pdf**”: - Attached is UPM3 Framework document developed by Anil

**“UPM3 Functionality.xls”: -** Attached is a document talk about various UPM3 functionalities and status as per tasks.

* He has deep understanding of UHGs claim application (TOPS) and Claim Highway. For Application Enablement he has designed algorithms to import Physician claims and Facility claims. Anil has vast knowledge of Claim Adjudication, Authorization and Coordination of Benefit (COB).
* Anil has also created some major automation tools for monitoring morning checkouts for projects like EES, ISET, ILEAD and M& R etc.

His technical leadership is being highly valued by various stakeholders. He was once awarded UHG’s most prestigious award ‘Sustaining Edge’ for his technical delivery excellence and leadership for AE Business Enterprise Services that he built. On December 2013 he was awarded by ‘Manager Excellence’ award for his initiative of UPM3 Framework and on October 2014, he received ‘Best Manager’ Technology award for his proposed design and architecture for Entera Decommission Framework and successful integration of UPM3 Framework successful with Member Portal as Proof of Concept.

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

* Anil is Requirement Solution Analysis (RSA) Certified. He implemented optimization techniques like OATS (Orthogonal Array Testing), RBT (Risk Based Testing) and Automation etc. These skills would require achieving following organization goals:-
  + Improvement of Productivity
  + Reduction of Cycle Time/Processing time
  + Reduction of Defect level (External/Internal)
  + Reduction of Rework %
  + Improvement in Compliance %
  + Reduction in Non Value Added Defects
  + Improvement in Utilization/ Workforce Optimization
  + Reduction in production defects.
* He has developed Complex Consolidation and Build Event Algorithm to integrate AE Claims Highway services.

Business Agility and Data Security is success of key for any Business organization where they can implement idea or market change quickly and with full proof security. Any Technology enabled Business depends upon mainly three actors i.e. Business analyst, Technical Architect and a mediator who can bridge these Business and Technical to implement any requirement into solution. Business Analyst can gather requirements from Consumer and convert into Business requirement and Mediator requires who can convert Business requirements into Technical requirements. Then need of Technical Architect to convert Technical requirements into Design and Architecture into Implementation with technical engineer. Before Technical Architect hand over those design architecture documents (High Level Design and Low Level Design Document) to Technical Engineer, they need to make Proof of Concepts as show case feasible solution.

Anil Gogia being SME and Technical Architect understand Consumer requirement and Technical architecture aspect interacts Consumer directly and convert consumer requirement into Business requirement and then into Technical Design document to Proof of concepts. Since a single person does this single handed rather than depending different people for converting consumer requirements into Implementation proof, it cut down time to market and time to live drastically and own and manage the project by cut down dependency into Business Agility scenario where market changes dynamically and success of fast growing organization need quick solution implementation of requirement.

United Health Group is fast growing and changing organization in dynamic Health Care Industry where Organization have to keep their business application needs to compliant on time with State and Federal Laws and Policies changes for the betterment of their Citizen and save guard their citizen rights and to avoid any misuse of these policies. United Health Group needs a smart and quick Problem solver, like Anil Gogia to have one step ahead in the Industry and compliant with laws and policies. Finding such candidate having a perfect blend of Business domain knowledge along with Technical expertise is a difficult task across the globe.

* Anil Has 12 plus years of experience in building large scale, robust, resilient Enterprise Service Bus clustered application using domain driven development approach for data extensive healthcare and financial domain applications. Out that he has over 8 years of experience on UHG proprietary applications AE UPM, WMB, FF, ISET, ILEAD, Member Portal, NDB and Medicare and Retirement.
* He is the subject matter expert for claim, provider, Member, sales, agents etc. for these applications. He has depth knowledge of these applications as well as existing US healthcare business.
* He has developed major modules for AE applications and architected, designed and developed UPM3 Framework, and associated tools and framework like MORC Framework, MINDI configuration applications, AE LogViewer, and AE SUIT, Contract Management, Foundation Framework and AE MQ Visualizer tools.
* He has developed many automation tools which are being used across the organizations. Anil has vast experience on automation and virtualization tool like CA LISA, ESB appliances like IBM XI52 Data power, CA Layer 7, Mongo DB, Oracle.

Maintaining such applications and integration of new areas to these applications not only requires technical expertise but also require architecture level understanding of applications. Combination of Technical skills and healthcare domain like Claim, member, provider and Medicare -Medicaid makes him unique.

* Anil is supporting cross application and providing solution to have the timely delivery by all impacted applications. This knowledge enables him in better understanding business functions and translating business requirements into design various Technical and Business artifacts like High Level Design document, Low Level Design Document, Sequence Diagram, Activity Diagrams, Use Case and Techno-Functional Specification document, Unit Test Plan.

No one outside the UHG has the knowledge of these applications as all these applications are proprietary of UHG. Anil has advanced knowledge of the these applications which is uncommon, noteworthy, or distinguished as compared to the knowledge of others, both inside and outside our company.

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

Anil learned UHG proprietary knowledge of Application Enablement application and UHG Consumer and Provider Business application knowledge by working in 8 years in United Health Group. During his work with United Health Group he faced most of the new and existing issues while participating in Requirement walk through, System Analyst Requirements, AE Development forum, AE Development discussions, AE Consumer and Provider defect resolution calls, AE Production war room support.

Anil as a Senior Technical Architect, manage Analysis, Design, Architect and Implementation of AE systems. He transforms Business requirements received from Business Stakeholder into Technical service specifications, and then transforming Technical specifications to Service Design and Architecture. After that he is responsible for transforming Service Design into Service Development and implementation. Along with Analyst and Development responsibilities Anil is also responsible for providing Maintenance and Production Support of delivered services to Consumer and Providers.

Since his work scope is in entire Lifecycle of AE Services, so he has much more exposure to various business and technical issues and scenarios while participating in each phase of life cycle in comparison to other team member of the team whose involvement is usually in one or two phase of lifecycle. That’s way Anil has got much more deep knowledge of all the process and procedure of the application than others.

Anil gets financial compensation for providing Production support of 12 x 7 x 365 days, which reflects in his Salary slips as “Shift Allowance” and because of his specialized knowledge and extensive work scope his salary is comparatively higher than other Senior Technical Architect in the UHG India organization.

In technical terms, AE application is designed by using following technologies and framework- Spring Framework, Hibernate Framework, OSGI Framework, WMB, Mainframe, Oracle Database, Mongo DB and CA LISA Virtualization tool, IBM MQ, Java, UNIX shell scripting and WTX. Anil has proficient in all these Healthcare technology and he is only team member who is certified in most of these technologies.

In over 8 years of employment in UHG India, Anil has gained a very good understanding of UHG internal processes, relationship between various applications and tools (for e.g. MORC, MINDI, AE LogViewer, AE MQVisualizer tool, LISA virtualization tool, IBM Datapower/XI52 appliance tool, ITG deployment tool, Compuware Vantage monitoring tool, etc.) for in UHG and a deep knowledge of the all sub application and sub components of Application Enablement application. His role is also critical because he understands the functional and technical relationship between various subject areas AE application. Anil also has very good working relationship with the business users and can easily translate functional requirements into technical specifications.

To compare with other AE team members, Anil has the maximum experience with in the AE application and has complete knowledge about the application. Anil is the one who has touched all parts of the Project.

Anil has unique set of technical and functional expertise in AE UPM, Foundation Framework, AE Experience, DB Authorization Governance tool and AE WMB application. He understands the complex configuration and intricate relationship between the various application components and database attributes related to AE application.

Over his broad experience in UHG India, Anil has also gained domain knowledge related to Provider, Insurance and Claim processing. He also has a very good understanding of Agile and SDLC (System Development Life Cycle) methodology. Insurance is the complex domain and Application Enablement is a proprietary application which requires experienced Technical Engineer to understand the complex application relationship and configuration. Anil's excellent healthcare domain knowledge, analytical, design, architecture technical skills and experience have made him a Subject Matter Expert of the application.

All the above traits set him apart from other resources. And the most important aspect is the SME tasks for which we require resource, and Anil is the only one who fulfills all the requirements to perform this task.

Anil was awarded Achiever’s award, Manager Excellence award and Best Manager Technology award for his significant contributions in AE LogViewer, UPM3 Framework development and integration of UPM3 Framework with Member Portal application, Managing HPSM and making the Application 100% SLA compliant, for number of Automation work that saves huge number of working hours. No other member of the team has received such numbers of awards. This shows that Anil stands out from other Senior Technical Manager/Architects resources within the organization. Embedded in this document are scanned copies of his awards.

**Patents: -**

Organization hasn’t filed any patent yet, as UPM3 Framework and AE tools. UPM3 Framework integration is pending with all consumer and Provider business applications.

**Published material: -**

Anil has developed documents for UPM 3 Framework, AE tools whitepaper, guidelines, user guide and architecture and design documents with in UHG share point. Since these documents are UHG proprietary framework and applications, accessible only for UHG AE team members. Anil has attached some of those documents what he developed for Business, Users and Business Analyst and Developers as part of Framework design, architect and development only for UHG internal use.

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

UHGIS has 3607 employee and 20 Senior Technical Architect and out of that 1 Architect (who is Anil Gogia and working as Senior Technical Architect for Commercialization initiative) in AE (Application Enablement) from India and 2 Technical Architect in US and 1 Chief Architect in US. 2 Technical Architect in US are working for Externalization on Infrastructure Design and for Cloud Design initiative. Anil Gogia is part of UHGIS and Organization has application specific Technical Architects to perform project roles and responsibilities with high quality and with good hands on experience on respected application hence Technical Architects can’t be shared in different projects. All Technical Architects are also with different set of skills to take care their Project application Design, Architects and deliverables like someone would be of Mainframe technology, someone for Healthcare Domain, someone from Java while only few of them are involved in Enterprise Service Bus and Business Process Model projects managed by different Business departments.

Out of around 20 Technical Architects who works for various projects in PEGA, Database technologies, Data ware housing technologies, Enterprise Service Bus, Business Process Model technologies managed by UHGIS at UHG India only Mr. Anil is having expert knowledge on Application Enablement, United Programming Model, Web sphere Message Broker, Foundation Framework and Medicare & retirement applications and in house developed AE tools. He is the only Technical Architect who successfully completed PAHM US Healthcare certification and various lean source and class room training of claim and provider.

Currently there are 22 resources working at Offshore (including Anil Gogia) for Application Enablement UPM, WMB, Foundation Framework, Quality Assurance and Testing, Infrastructure team applications. Out of that 7 dedicated works for United Programming Model and 4 works as shared resources.

Please find the job description of all the resources currently working in Application Enablement application.

| **Team Members Name and Title** | **Experience with UHG technology, Education, Domain** | **Brief description of job duties noting unique skillset** |
| --- | --- | --- |
| Anvita Akhtar  Director Technologies  USA | 124 months  Master in Science(MSc)  MS(computers)  UPM  ISET, ILEAD, COMET, NDB, CDB, EES, MYUHC, OISP, | She is heading entire AE UPM department, responsible for :-  a) End to end deliverable  b)Development AE Business services  c) AE integration and administrative tool  d) UPM3 Framework development work and later UPM2 to UPM3 Migration  e) Quarterly based AE UPM2 and UPM3 business services for consumer applications d) Integration of UPM3 services for all existing and new United consumer and provider business applications  e) Application Enablement Off release development  f) 24x7x265 production support across USA and India.  She represents AE for the Organization. |
| Guoguang Chen  Mgr IT Arch  USA | 50 months  Bachelor of Science  (Computer)  UPM  ISET, ILEAD, GPS, OVATIONS | Guoguang is working as UPM Dev Lead. Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **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 | Chandra is working as UPM Dev Lead and assigning work to team members. He recently joined UPM from WESB team.  Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **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 | Doug is working as developer   1. **AE Tricare** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Francis Adelman  Sr. Apps Devpr  USA | 14 months  Bachelor of Science  (Computer)  UPM  COMET, NDB, CDB, EES | Francis is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Ann Ngo  Apps Devpr  USA | 10 months  Bachelor of Science  (Computer)  UPM  NDB, CDB, EES | Ann is working as software developer for   1. **AE UPM services development** and enhancement 2. **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 | Fran is working as developer for   1. **AE UPM services development** and enhancement 2. **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 | Bob is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Timothy Gallagher  Apps Dev Cnslt  USA | 1 month  Bachelor of Science  (Computer)  UPM  CDB | Tim is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month  Bachelor of Science  (Computer)  UPM  NDB | Vetrivel is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **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 | Marsha is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. 3. **works in task tracker** |
| Xiadong Yao(Peter)  Apps Devpr  USA | 1 month  Bachelor of Science  (Computer)  UPM  NDB | Peter is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Umang Shah  Apps Dev Cnslt  USA | 2 months  Bachelor of Science  (Computer)  UPM  NDB | Umang is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Anil Gogia  SR Tech Arch  India | 96 months  Bachelor of Medicine and Bachelor of Surgery  and  Masters in Computer Applications  UPM, UPM3, UPM  Foundation Framework  WMB  AE Experience tools – AE LogViewer  MORC  MINDI  AE SUIT AeMqVisualizer, DB Auth Governance tool LISA  WTX  WESB  ITG deployment tool  HPSM  MIM, OPTUMRX, B2B, B2C, COMET,MEDICA, PTP, EAS, COSMOS, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, FACETS, UBH, VAS, GPS, OVATIONS | Anil is working as AE Offshore head for delivering AE services from UPM, WMB, Infra Foundation Framework and Quality Assurance, Testing and Infrastructure side.  He is responsible for   1. **Gathering new business requirements from SA** 2. **Designing, Architecting, Developing AE UPM3 services** 3. **Integrating other business segments with UPM3 framework** 4. **AE UPM services development and enhancement** 5. **Designing, Architecting of AE Entera Decommission Framework** 6. **AE Tricare services development and enhancement** 7. **Making customization/enhancement** in **MORC** framework and **MINDI** configuration applications 8. **AE Experience Tool development** AE LogViewer, AESUIT, AE MQ Visualizer and DB Authorization tool 9. **works in task tracker** 10. **Working as Infrastructure resource** for consumer and provider applications for integrating Non prod & prod services issue 11. **Working with QA testing team** for testing effort and monitoring service quality production issues 12. responsible for **12 x 7 x 365** AE application support for production environment 13. responsible for **assigning and managing** work deliveries |
| Romil Bajpai  Associate Lead  India | 24 months  Bachelor of Science  (Computer)  UPM  COMET, NDB, CDB, EES, MYUHC, OISP | Romil work as UPM lead developer for  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 | Sanjay is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |
| Himanshu Arora  Sr Software Egr.  India | 42 months  Bachelor of Science  (Computer)  UPM  COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Himanshu is working as developer   1. **AE UPM** **services development** and enhancement. 2. **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 | Ayodhayanath is working as lead developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Ugender Kokkarkonda  Technical Specs  India | 40 months  Bachelor of Science  (Computer)  UPM, WESB  GPS, OVATIONS, CDB, EES | Ugender is shared resource and work as UPM developer for   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Sunil Nagumalla  Technical Specs  India | 40 months  Bachelor of Science  (Computer)  UPM, WESB  COMET, GPS, CDB, EES, MYUHC | Sunil is shared resource and work as UPM developer for   1. **AE UPM services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Mallikharjun Vemula  Software Engineer  India | 34 months  Bachelor of Science  (Computer)  UPM | Mallikh work as Operational team member for   1. **Service Deployment and Production ticket fixing**. |
| Amit Puri  Software Engineer  India | 12 months  Bachelor of Science  (Computer)  UPM | Amit work as Operational team member for   1. **Service Deployment and Production ticket fixing**. |
| Grih Prakash Singh  Software Engineer  India | 4 months  Bachelor of Science  (Computer)  UPM  NDB | Grih Prakash work as UPM developer for   1. **AE UPM services development** and enhancement. |
| Gaurov Ojha  Software Engineer  India | 24 months  Bachelor of Science  (Computer)  UPM  EES, OISP | Gaurov is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |

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

Below are Training received from United as part of On Job training and also attached other training documents which are received either as part of Education or External Vendor Trainings.

Compare of offshore team member’s training received.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Team member** | **Designation** | **Role** | **Experience** | **Qualification** | **Trainings undertaken by the team member.** |
| **Anil Gogia** | Sr. Technical Architect | Architect/SME | 96 months | Bachelor of Medicine and Surgery  Master of Computer Applications  Sun Certified Java Programmer  Sun Certified Web Component Developer  Sun Certified Business Component Developer  Certified Professional Academy of Health Care Management (PAHM)  (More details of all certificate and training mentioned in Training detail section) | Detailed list of trainings are listed above  **Technical Trainings:**  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 & Components  AquaLogic by Oracle  UPM - UHG India  **Functional Trainings:**  Fraud, Waste and Abuse Annual Training 2014  Safe and Secure With Me Privacy and Security Annual Training  Code of Conduct Annual Attestation  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 | Technical | 44 months | Bachelor of Engineering | **Technical Trainings:** 1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  3..[DP 102: Design Patterns and RSA](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  4. [DP 201: Advanced Design Patterns](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  5. [EAF4J 206: EAF4J Security](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  6. [EAF4J 203: EAF4J Web Development](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  [HCO - Billing Forms and Universal Codes PKT](javascript:submitAction_win0(document.win0,'ACTIVITY$0');) |
| Himanshu Arora | Senior Software Engineer | Technical | 42 months | Bachelor of Engineering | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Ayodhayanath Guru | Associate Lead | Technical | 40 months | Bachelor of Technology | **Technical Trainings:** 1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [HCO - Introduction to Insurance and the Healthcare Industry PKT](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  5. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$7');) |
| Ugender Kokkarkonda | Technical Specs | Technical | 40 months | MSc (IT) | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Sunil Nagumalla | Technical Specs | Technical | 40 months | Bachelor of Technology | **Technical Trainings:**  1. [HP Service Manager (HPSM) Overview](javascript:submitAction_win0(document.win0,'ACTIVITY$9');)  2. [DP 101: Introduction to Design Patterns](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)  3. [HYD-Android Training for Absolute Beginners (WebEx) (23-25 Sept,2013)](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  **Functional Trainings:** 1. [Fraud, Waste and Abuse Annual Training 2014](javascript:submitAction_win0(document.win0,'ACTIVITY$4');)  2. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  3. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  4. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  5. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  6. [Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$6');) |
| Mallikharjun Vemula | Software Engineer | Technical Infrastructure | 34 months |  | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Amit Puri | Software Engineer | Technical | 12 months | Bachelor of Engineering | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$5');)  2. [Coaching CORE Overview for Employees 25th Nov 2013 (6:30 PM - 8:00 PM INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Gaurov Ojha | Software Engineer | Technical | 24 months | Bachelor of Engineering | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Romil Bajpai | Associate Lead | Technical | 24 months | Bachelor of Engineering | **Technical Trainings:**  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Grih Prakash | Software Engineer | Technical | 3 months | Bachelor of Engineering | **Functional Trainings:** 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |

“**Training Letter – Anil Gogia.pdf**”: - Attached is Training letter duly signed by his Director.

**Individual Training Certificates are attached below for which he got certificate from Organization.**

**“CCA2011.pdf”:-** Completion certificate for RETIRED UnitedHealth Group Code of Conduct Attestation

**“CCAA2014.pdf”: -** Completion certificate for Code of Conduct Annual Attestation 2014

**“FWAA2012.pdf”: -** Completion certificate for RETIRED C&E@Work Lesson - Fraud, Waste, and Abuse

**“FWAA2013.pdf”: -** Completion certificate for RETIRED C&E@Work Lesson - Fraud, Waste and Abuse Annual Training

**“FWAA2014.pdf”: -** Completion certificate for Fraud, Waste and Abuse Annual Training 2014

**“GAB2011.pdf”: -** Completion certificate for C&E@Work Lesson - Global Anti-Bribery

**“MAP2007.pdf”: -** Completion certificate for MAP Online Tool for Employees

**“MAP2008.pdf”: -** Completion certificate for MAP Evaluating Performance - UHG India

**“PAS2011.pdf”: -** Completion certificate for RETIRED Privacy and Security: You Hold the Key

**“PCIP2006.pdf”: -** Completion certificate for C&E@Work Lesson - Protecting Company Intellectual Property

**“SS2013.pdf”: -** Completion certificate for RETIRED Safe with Me Refresher - Privacy & Security Annual Training

**“SS2014.pdf”: -** Completion certificate for Safe and Secure With Me Privacy and Security Annual Training

**“WB2009.pdf”: -** Completion certificate for C&E@Work Lesson - Whistle Blowers

**Description of Mr. Gogia’s duties in the U.S.**

Anil Gogia has vast knowledge of AE UPM, WMB, Foundation Framework, AE Experience tools, Governance Auth DB, Medicare and Retirement Applications. He has worked in almost all modules for these assets and acquired special domain Knowledge for these assets.

I have asked Anil to join US Team to perform following tasks –

Integration of AE UPM3 Framework with various Consumer and Provider Business applications is planned for 2015 Release. Re-engineering of Provider, Member and Claims will require expertise knowledge on all AE Foundation and UPM3 services and online programs, Batch components and existing AE sub applications and AE tools with knowledge of Consumer and Provider business segments. It will reduce the IT maintenance cost and will increase the speed.

As a part of the healthcare reforms, United Programming Model (UPM3) application is undergoing

Major ICD 9 to ICD 10 conversion changes under the field expansion project. It is needed to have the ICD-10 codes implemented in all transactions for physician and patient encounters or patient.

Tricare Integration: TRICARE is the health care program for active duty U.S. military service Members, armed services retirees and their families. AE UPM3 will be integrating TRICARE provider data.

Anil will be working to integrate the acquisitions of medical and PacifiCare sales into Application Enablement. Along with above task other tasks which he will carry out -

Clarify requirements from users for UPM3 Framework integration during U.S. business hours; ensure sufficient information is available to proceed with development. Real-time development and production support during US business hours. Assign and schedule tasks to offshore resources. Assist Project Manager in scheduling/management of support tasks based on customer-driven priorities. Coordinate with the offshore team for UPM3 Migration and implementation. Facilitate knowledge transfer to offshore resources. Coordinate estimates on all non-break/fix, non-problem-management activities.

**Technical Coordinator**

He will directly interact with the Business Stakeholders for collecting project requirement. Attending regular meetings with the customers to understand the Healthcare business requirements and transform them into technical design solutions. On daily basis he will be involve in documenting the system requirements and get it reviewed with Customer. This constitutes about 20% of work performed by him.

Provide high level estimates of the projects as per the requirements and the technical complexity after understanding the scope and impact analysis. (5 %)

Working closely with the Consumer and Provider Solution Architect, Data Modeler, Business Analysts (present at onshore) to integrate new sources. To implement this, he has prior experience in Applications and its tools. (Requires 10 % of total efforts)

Identify opportunities to optimize the Production environment, implement monitoring, quality and validation processes to ensure data accuracy and integrity.( Requires 10 % of total efforts)

Support newly deployed code execution in production in US day time during the warranty time. The support is essential to help the Operations team take the right decision in case of any issue whether to go for quick fixes or workarounds. .(Requires 10 % of total efforts)

Support the execution of integrated consumer and provider application with UPM3 Framework by users in UAT (user acceptance test) region and he will be the primary contact for customers during User Testing. (Requires 5 % of total efforts)

**Manage Activities Between UHG India and UHG U.S. Application Leads and developers**

He will drive the offshore team from Onshore in start of the UPM 3 Migration after completion of UPM 3 Framework with Consumer and Provider applications with onshore, work as a AE Subject Matter, and will Design and Develop. (Requires 10% of total efforts)

**Serve as a Technical Liaison**

Mr. Anil will represent the UPM3 Framework integration with Consumer and Provider applications. This responsibility includes active membership in the Technical Review Board where all UPM3 integration with each specific consumer and provider business applications designs and codes, regardless of function, are reviewed for compliance with internal standards.

Mr. Anil will be expected to increase the efficiency and understanding between two remote teams. (Requires 10% of total efforts)

Maintaining such applications and integration of new areas to these applications not only requires technical expertise but also require architecture level understanding of applications, Domain knowledge as well as US healthcare knowledge.

Combination of Technical skills like Open Source Gateway Initiative OSGI) Framework, Representational State Transfer (REST), Simple Object Access Protocol (SOAP) web services, Layer 7, IBM Data power/ XI52 data appliances, Mongo DB, Oracle, Message Servers, LISA virtualization, Web sphere Transformation Extender (WTX), Proprietary skills like UPM3 AE Experience application tools like MORC, MINDI, AE LogViewer and healthcare domain like Claim, member, provider and Medicare –Medicaid is require to work on these applications and it is very difficult to find all these technical and functional specialties in other technical resources. He has worked on all the modules of these data ware houses and has hands on knowledge and proficiency in all aspects of these applications. He has developed many complex modules for these applications and considered as a subject matter expert for these applications. He is specialist on these applications technically and functionally.

Anil will be working on Entera Decommission Framework, Tricare integration initiative, UPM3 Framework development and integration, UPM3 Migration, AE tools integration and other Application Enablement sub applications and sub components.

**Anil duties will be different than Quality Analyst** as Anil will be doing Estimation, gather Requirements from Business owner, Design and Architects AE Systems, Development and Integration. He will give be integrating UPM3 Framework, AE tools with Consumer and Provider applications. Will be implementing on Entera Decommission Framework and UPM2 to UPM3 Migration, rather than only testing as Quality Analyst supposed to do. He will be making proof of concepts to showcase demo after gather business requirement which QA cannot.

**How long would it take a U.S. employee to learn this knowledge?**

Anil Gogia is working on Application enablement since its inception. Anil has basically two set of skills.

1. UHG proprietary application knowledge like Application Enablement, United Programming Model - UPM3 Framework, Web sphere Message Broker(WMB), Foundation Framework, AE Experience tools like AE LogViewer, MORC Framework, MINDI configuration application Foundation Framework, AE MQ Visualizer. Business process model knowledge of this framework is applicable to UHG business healthcare applications and proprietary to UHG, which can be learned while working with United Health Group organization business applications only.
2. Technical skill set – AE implemented and customized use of the following tools, technology and products like IBM *XI52 Data power appliance, Layer 7, Hibernate Framework, Spring Framework, DB2, Open Source Gateway Initiative (OSGI), Representational State Transfer (REST), Simple Object Access Protocol (SOAP) web services, Message queue, LISA virtualization tool, Data Stage, Web sphere Transformation Extender, SQL Server, UNIX, Mongo DB, Autosys, Websphere Server Administration, HPSM production incident tracking tool and Compuware vantage and Agentless monitoring tool*, in their business applications in their own way to utilize capabilities of these in Securing, Data Transformation and Routing, Data Virtualization and Monitoring of their complex business applications to behave like plug and play Product rather than acting as standalone applications.

It will take 9-12 months for candidate with right technical skills to get train by providing intensive training on Application Enablement (AE) United Programming Model 2 and UPM 3 and Web sphere Message Broker 8 (WMB) and Foundation Framework knowledge, MORC Framework, MINDI configuration application, AE LogViewer, AE SUIT, AE consumer and Provider data model and AE non-production and production environment and existing Entera service working knowledge and proposed Entera Decommission Framework, business domain and process knowledge of US Healthcare Insurance, Provider and Claim processing.

It takes around another 9-12 months for a person to be well versed with AE system, understanding the complex business logic and independently interact with business for resolving their queries. Then candidate will reach to the level he can understand AE system. Exact timeframe when can candidate start to add value, suggestion to existing system, propose estimation, design and architect solution it all vary upon individual to individual learning attitude and interest.

In short for an experienced technical person it will take minimum of 18-24 months to get him trained to a competency level where he can design, implement and integrate systems.

**How are Mr. Gogia’s duties advanced and special?**

* UPM3 Framework Knowledge which uses various AE Experience application tools like MORC, MINDI, AE LogViewer which all are proprietary business application Framework of United Health Group. Learning of these application, framework and tool can be possible working with United Health Group which is not known to anyone outside United Health group. In our AE department, Mr. Gogia is the only resource in AE core technical team who is working on this UPM3 Framework and has excellent understanding in every aspect. He understands very accurately AE Consumer and Provider business applications, data model and their service behavior.
* AE LogViewer tool – web tool developed by Anil to search and filter service logs from AE non-production and production server for AE services without need to login to server. This tool help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring to know UNIX commands. AE SUIT tool – Group of tools required to check connectivity, logging and security of AE backend provider applications.
* AE MORC Framework - Modular OSGI Runtime Container (MORC) Framework have three main components:

a) Bridge Application: acts as a registry of all AE services available for consumer and provider business applications to consume.

b) MINDI: MORC Integration Director: - User Interface for the dynamic configuration capability in MORC.

c) Core Framework Bundles: - UHG proprietary applications build on OSGI bundles that provide base functionality: core, configuration services, unit test framework. This is required for the Bridge and MINDI applications to function.

* AE Metrics Reporting Tool - He has developed Metrics reporting tool. It is used across the UHG to keep tracking of different incident tickets opened for different applications. All information related to tickets (Incidents, problem and change) like status, assigned group, service level agreement (SLA), backlog management index (BMI) has been maintained by this tool. It is very useful to keep track of priority tickets and SLA and productivity of different projects.
* AE MQ Visualizer tool – required to check health status of legacy systems and message queues operations for Network Data Base (NDB), Common Data Base (CDB), The Online Processing System (TOPS), Cosmos claim engines.

Business domain knowledge - Anil is trained claim and provider subject matter expert (SME) and has hands of knowledge of health care domain as well as AE, UPM, WMB, FF and AE Experience

* ICD10 Migration Testing Tool – Anil has developed testing tool to test ICD 9 to ICD 10 Migration. Across the UHG Applications undergoing for ICD 9 to ICD 10 migrations, it is very useful tool to automate the testing for Large and medium size data warehouse. Any project can use it to validate successful migration for codes. ICD 10 Changes, as a part of the healthcare reforms, Application Enablement (AE) application is undergoing major ICD 9 to ICD 10 conversion changes under the field expansion project. It is needed to have the ICD-10 codes implemented in all transactions for physician and patient encounters or patient discharges.
* FTP - SFTP Migration Utility – Anil has developed a utility to migrate FTP to SFTP. Across the UHG tool is being used by different applications to migrate from FTP to SFTP.
* Tricare Integration: United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. The TRICARE West contract has five year duration, is worth $1.7B in revenue, brings 2.9M members to United HealthCare, and represents United HealthCare’s entry into the Department of Defense Health Care market. Application Enablement integrates TRICARE provider data from NDB. Anil Gogia role was limited to the design and development since there is a restriction that Tricare work cannot be done from offshore (non US team) member so subject matter experts for existing systems required to be at US location, so most of US team members got engaged for implementation and for integration.

For his contribution in design of secure Tricare service development architecture, he was awarded with Prestigious and Honorable TRICARE “Challenge Coin” as recognition of demonstration of values and commitment in support for healthcare operations to newest beneficiary group and Recognition Certification from Chief Information Officer (CIO) John Santelli, Chief Technology Officer (CTO) Mike Connly and Chief Operating Officer (COO) Mark Duhaime.

* Entera Decommission Framework: - United Health Group Entera application interacts with provider application called COSMOS, a claim engine, through a third party external tool SB/Entera Gateway, for which United Health Group is paying a hefty license fees. Anil Gogia proposed a technical approach to connect to COSMOS provider applications without going through third party tool, by which United can save a million dollar of license fees every year. This Entera Decommission Framework will be again proprietary as it will talks about connectivity approach with COSOMOS, which is again another proprietary application of United Health Group.
* Dual role of Development and Production Support: - For an application usually Development and Production support activities are performed by separate set of resources. AE has different team for development and production support at onshore. But At offshore, he is the only one from the entire AE offshore team who perform both activity AE Development and Production Support of 12 x 7 x 365 (7:00 PM CST to 7:00 AM CST) and participate all production war room during offshore day time (onshore night time) working for 8 years in both activities he got maximum exposure of AE services and learned functional and technical knowledge of AE Consumer and Provider services.

**Why is he needed in the U.S. at this time**

With 2015 UHG is planning for Commercialization and Externalization. For that we are planning to make tools and application framework to sell across Healthcare business.

Planning for AE tools as part of UPM 3 Framework as a product by 2015: - AE LogViewer as commercial tool for that we need Anil to do this with buy-in with Consumer and Provider Business Application stakeholder. We need Anil to showcase AE tools to Business. These tools are to manage and monitor AE Business services, Application Enablement (AE) developed several AE tools, like MORC Framework, MINDI application, AE SUIT, AE MQ Visualizer, so that while commercializing UPM 3 Framework as product to outside Organization, Planning to sell these tools as supplementary tools for the support of our product in non-prod and production environments.

Integration of AE UPM3 Framework with various Consumer and Provider Business applications is planned for 2015 Release. Application Enablement is currently having around 90 Consumer and Provider business applications such as COSMOS, TOPS, ISET, ILEAD, CAMS, Optum Rx, Rx Claim, NDB, CDB, B2B, B2C, MYUHC, Oxford, Ovation and many other.

UPM3 Migration: - As per the business requirements for 2015 Release, Legacy servers are going to be decommissioned, that will cause lot of architectural changes in existing system. Migration of all existing UPM2 business services to UPM3 business services (800 Business services) into AE UPM (United Programming Model) planned for 2015 release. So that it should automatically available to consumer and provider applications after completion of UPM3 Framework.

ENTERA DECOMMISSION FRAMEWORK as commercial tool: - a newly developed Framework to replace ENTERA with our home grown application, which will subsequently result in 5 millions $ saving. We are planning to sell this in US Healthcare market. Anil has been identified as one of the resources to work at US and also to be a part of UPM3 Framework and Entera Migration all Consumer, Provider business applications and ICD10 projects to understand the business requirements and design effective design and implementation strategy to validate business functionality, data transition and quality.

ICD 9 to ICD 10 Utility tool: - For healthcare reforms, Application Enablement (AE) application made changes in Central Business Process Model (BPM) for major ICD 9 to ICD 10 conversion changes under the field expansion project.

UHG is planning to maintain compliance with regulatory changes and recent healthcare reforms; Optum Insight has planned to upgrade the proprietary business rules, business logics and business processing specific to UHG applications to get integrated with UPM3 Framework, including Tricare in the year 2015.

Planning for decommission Entera Framework with Application Enablement framework and tools along with Migration of UPM2 to UPM3 Framework.

Many of the project meetings will happen during US working hours and it is very difficult for Anil to attend all the calls during India late hours and gather the requirements for the projects

UHG Work in Tricare: - AE integrated TRICARE provider data from NDB. Anil is selected for Tricare Integration with UPM3 Framework integration in Medicare & Retirement data program because of his vast knowledge in these Application Enablement’s Analytical Data Warehouses.

**Training to be provided by Anil**

Mr. Anil Gogia will be providing training to other employees in US so that team in US can carry over new development after integration of UPM3 framework, Foundation Framework with AE consumer and provider business applications. Anil will give US team member, Live practical exposure for UPM3 Framework integration and UPM2 to UPM3 Migration and AE LogViewer architect, product details and Live practical troubleshooting ways so that team can do this with no or minimal support from him and he can return to UHG India to continue his work.

Training to be provided by Anil Gogia in the United States :-

| **Product and Tool** | **Duration** |
| --- | --- |
| Overview of all AE subcomponents – UPM 2, UPM3, WMB 8, Foundation Framework 1 and 2 | 2 days |
| United Programming Model 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 upto 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 upto 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 upto 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 upto 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 upto 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 upto 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 upto 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 upto 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 upto 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 upto production environment | 1 week |
| Migration of UPM2 Services to UPM3 Framework | 2 weeks |