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September 6, 2021

Case Processing Centre
Expedited Processing Unit
Global Skills Strategy

Dear Sir/Madam:

RE: Anupriya Rastogi
Application for a Work Permit
NOC: 2174

This letter is written in support of an application for a Work Permit for Ms. Anupriya Rastogi.

Corporate Details

Cognizant Technology Solutions Corporation is a U.S. company that is publicly traded on the NASDAQ stock exchange. It is a member of NASDAQ-100 (CTSH), S&P 500, Forbes Global 2000, and Fortune 500. The company is ranked among the top performing and fastest growing companies in the world, and has made the “Forbes Fast Tech 25 list” for the eleventh-consecutive year, making it the only company to appear on the list every year since the list’s inception. The petitioner, Cognizant Technology Solutions Canada, Inc. (“Cognizant-Canada”), maintains its company headquarters in Toronto, Ontario, and acts as the principal Canada operating company of Cognizant Technology Solutions Corporation, which has its principal offices in Teaneck, New Jersey. Cognizant-Canada is 100 percent owned by Cognizant Technology Solutions Luxembourg S.à r.l which, in turn, is 100 percent owned by Cognizant Domestic Holdings Corporation which, in turn, is 100 percent owned by the parent company, Cognizant Technology Solutions Corporation. The Cognizant family of companies combine a passion for customer satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. We are a leading provider of information technology, consulting, and business process services. The Cognizant family of companies transforms core processes for superior flexibility, higher efficiency and lower costs for over 1,200 clients spanning five continents in every major industry, including banking and financial services, healthcare, insurance, manufacturing and logistics, life sciences, retail and hospitality, and communications as well as a host of horizontal business units.

We employed approximately 289,500 employees at the end of 2020 and had revenues of \$16.7 billion.

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Canadian Operations

Since opening our first Toronto office in 2004, we have steadily grown our presence and investment in the Canadian market, serving clients in banking and financial services, insurance, life sciences, retail, and other sectors. With the success of our business operations in Canada, on

July 19, 2018, Cognizant held its opening ceremony for our Regional Technology and Service Delivery Center in Mississauga, Ontario, Canada, supporting increased demand for Cognizant's specialized digital technology and business process services. This facility has steadily expanded to a 600-seater facility which includes training rooms, a digital lab and a co-innovation space for clients. We are further expanding the Mississauga facility to support Cognizant's global and Canadian customers with the addition of 150 seats by the end of 2021. Apart from this expansion, we have expanded our North York presence with a 160-seater office. The organic growth in our operations is a reflection of Cognizant's strong focus on building relationships and expanding operations in Canada.

The Applicant

Ms. Rastogi has been employed by our firm since July of 2019 and currently holds the position of Senior Product Specialist – Functional. Collectively, she possesses over 9 years of experience in the IT field, over two years of which were exclusively with Cognizant. She possesses a strong background in Cognizant's High Performance Computing – Technical (HPC-Technical) Practice and is extensively involved in supporting diverse IT roles and technologies, delivery, strategic planning, design and architecture, large scale program management and business intelligence.

In her position as Senior Product Specialist – Functional, she has engaged in all phases of digital transformation strategies as a member of our HPC-Technical Practice. In addition to her vast experience, Ms. Rastogi is the recipient of a Bachelor of Technology degree in Electronics and Communication Engineering, obtained from the Gautam Buddh Technical University, located in India.

The Assignment in Canada

At this time, we require Ms. Rastogi's services at our Regional Technology and Service Delivery Centre in Mississauga, Ontario, for a period of three years. In this regard, she will initially be involved in a project with our BSC FS-Dev Srvcs FF, specifically with our client, Blue Shield of California (hereinafter "BCS").

Ms. Rastogi will be assisting BCS with the BSC FS-Dev Srvcs FF project. We wish to confirm that Ms. Rastogi has been involved in the same project in the United States and will continue to assist Cognizant during the proposed assignment in Canada.

All of the BCS legacy lines of businesses have been migrated to the Facets platform. As a consequence, the project will need to execute the "Platform Consolidation and Trading Partner Integration" program, which will consolidate the Facets platform completely and initiate the interchange of data between BCS and new trading partners. Among the key initiatives to be executed are the modernization of customer billing and correspondence, the reduction of physical mailing, the implementation of self-service broker functions, and the automation of the ICM and Facets synchronization. This last component will ensure that the BSC broker commissions are accurate and that the customer information coincides with the data in the new version of Facets. Additionally, the project's scope will include the development and migration of Facets archival data, the enhancement of BSC archival methods, and the upgrading of the Medi-Cal interface, which creates, modifies, and deletes schedules according to the availability of select hospitals.

Throughout the assignment, Cognizant will be responsible for performance-testing based on established best practice methods of Cognizant's project test strategy documents, as well as all phases of the Software Development Life Cycle (SDLC). Ms. Rastogi will be employed by

Cognizant in Canada and will continue to serve Cognizant in her same occupation and will continue to receive full-time employee compensation and eligibility for benefits regardless of any one particular client assignment.

Specifically, while on assignment in Canada, Ms. Rastogi will hold the position of Senior Product Specialist – Functional, and will be responsible for utilizing and customizing Cognizant’s key tools including *Advanced Batch Framework, Facets Extension Network, Trizetto Healthcare Products Facets, Facets Upgrade Impact Analyzer, and Cognizant 2.0* to perform the following duties and tasks:

- Performing requirement gathering as well as scope and change management with the BSC business, Business Analyst (BA), and Quality Assurance (QA) teams;
- Implementing and enhancing the Facets functions including the membership, eligibility, finance, provider, commission, and claims functions;
- Delivering solutions in accordance with the Cognizant quality control standards and business practices;
- Designing, developing, and modifying highly specialized applications, software technologies and systems;
- Ensuring that all applications and systems meet privacy and security regulations;
- Creating high-level solution documents and discussing it with the technical design review board;
- Assisting the development team in the design and delivery of technical and requirement solutions;
- Creating and reviewing map specifications with stakeholders in order to understand the project schema;
- Presenting technical architecture options to the client and possible solutions, as well as acquiring approval;
- Participating in the test case walkthroughs provided by the QA team and assisting them in the preparation of test data for all scenarios;
- Creating deployment packages and supporting the deployment of code by creating release documents;
- Adhering to version control, release management, and deployment protocols when distributing new functionalities to the user bases;
- Performing deployment validations from the development to QA phases;
- Coordinating with the global team of data modelers, DBAs, ETL, BI technical leads, data and business analysts, and different cross-functional teams;
- Allocating tasks for the offshore team as well as acting as the liaison between the business and development teams;
- Resolving defects or concerns raised by the QA or business teams;
- Synchronizing different environments for multiple releases;
- Participating in the production wrap-up and updating different stakeholders regarding the project status;
- Providing post-deployment support, which includes quickly responding to and resolving unexpected service problems;
- Conducting root cause analysis on production failures;
- Conducting internal quality audits and assessments to manage the deliverable’s overall quality as well as to meet the business sigma levels;
- Tracking the project progress, which includes providing weekly status reports and reporting to management; and

- Providing knowledge transfer and training the business team regarding the utilization of the new applications after the deployment.

The Qualifications and Specialized Knowledge of the Transferee

Ms. Rastogi has been identified as the key person for this assignment. Collectively, she possesses over 9 years of industry experience in the IT field, including demonstrated experience and skills in a project supporting diverse IT roles and technologies, delivery, strategic planning, design and architecture, large scale program management and business intelligence.

We wish to highlight that Ms. Rastogi has been working with the BSC engagement with our HPC-Technical Practice in the United States and has become adept with regard to this initiatives practice's processes, standards, and goals. She has gained expert knowledge of Cognizant's tools and platforms that are used in the project, specifically for this engagement, including *Advanced Batch Framework*, *Facets Extension Network*, *Trizetto Healthcare Products Facets*, *Facets Upgrade Impact Analyzer*, and *Cognizant 2.0* to effectively customize and implement new developments and enhancements. Her knowledge of Cognizant's proprietary tools and a strong background in this domain allows her to have a vast understanding of not only how they relate but also how they can be successfully customized. In addition, she is intricately familiar with our client's business objectives through her continued efforts during the same initiative in her tenure with Cognizant in the United States. This makes Ms. Rastogi's presence essential to our Regional Technology and Service Delivery Center in Canada.

This position requires a candidate who possesses prior experience in system knowledge and project-specific technologies. Ms. Rastogi is familiar with architecting, conceptualizing, designing, enhancing, and implementing multiple Cognizant proprietary tools and her current expertise is best suited for this project on every phase from end-to-end, including requirement gathering, enhancement, mobilization, data migration, implementation, code deployment, and release planning. Furthermore, Ms. Rastogi has in-depth knowledge of the internal tools that will be used in the assignment which will play a crucial role in the success of the assignment. These abilities, along with Ms. Rastogi's experience exclusively working with the HPC-Technical Practice, has allotted her an extensive skill set and level of experience that many of her peers do not possess. As such, she is a Subject Matter Expert (SME) and crucial member of the project team. Ms. Rastogi has acquired exceptional knowledge of Cognizant's service level expectations, the business requirements, and workflows, as well as how to enhance and upgrade applications and technologies using Cognizant's proprietary tools to grow Cognizant's operations in Canada.

Ms. Rastogi's extensive knowledge of Cognizant's internal tools will allow her to improve the effectiveness and efficiency of development, implementation, and QA activities which will ultimately benefit a multitude of businesses. She will utilize this knowledge and experience for our operations in Canada to ensure that all services adhere to Cognizant policies and procedures. Implementing and maintaining the complex nature of creating a digital platform for the client is a major module of this project, and Ms. Rastogi's presence is required at the client location to carry out implementation of this process.

Specifically, Ms. Rastogi has contributed to the customization and/or implementation of the following proprietary Cognizant tools and utilities that she will continue to use during her project in Canada:

Advanced Batch Framework: This is a Cognizant proprietary framework used to create and process Facets core batches using a common wrapper. The tool ultimately reads the AbfEnVarDefinition XML and ABF Runbook XML. It also performs any batch process, such as modifying the run book and executing the batch.

Ms. Rastogi is highly skilled in the utilization of this tool as she configured and enhanced the framework in multiple projects. She also created the Facets Archive solution using the tool's functionalities and completed multiple Proofs of Concepts (POCs) to provide date calculation logic. Due to her extensive efforts, the tool reduced the client's development efforts by approximately 60 percent. In the proposed project, she will continue to implement the tool. She will perform various integrations, configurations, and customizations of the Advance Batch Framework for the client's Claims, Broker, Commissions, Customer Service, and Billing modules. She will also customize the tool for Runbook, AbfEnVarDefinition parameters, data selection, archival batches execution, and logging, in order to increase overall accuracy. As such, Ms. Rastogi's involvement will be crucial to the Canadian engagement.

Facets Extension Network: This platform supports the development of custom applications that may be launched from within Facets. The tool also has the ability to exchange data with Facets. The extensions in turn make the client's approach to business-specific functional requirements more flexible, expediting the integration of the extensions with other systems.

Ms. Rastogi has a vast knowledgebase and skillset with regards to this tool. She utilized the tool in combination with FXI, Microsoft Visual C-Number, Microsoft Visual Basic.NET, and XCOM to build a custom premium refund extension in Facets. She consequently ensured that all the premium refunds that needed to be performed in the current rolling period were requested automatically. In the proposed project, she will apply her mastery of the tool. She will develop extension features for the broker self-service and CTE billing components of the project. She will also develop an approval front-end screen for handling automatic billings, payments, and correspondences. Ultimately, she will accelerate the client's responses to the customers' inquiries, improving the organization's customer service. Therefore, Ms. Rastogi will be invaluable to the Canadian engagement.

Trizetto Healthcare Products Facets: This tool is a powerful enterprise-wide administrative system that supports the multiple lines of business and complex healthcare products. The tool offers a complete set of integrated applications which allows the client business to select the modular components that match their needs precisely. The tool also offers deeply integrated HIPAA compliance, e-business platforms, and workflow process automations, among other functionalities.

Ms. Rastogi has comprehensive experience with this tool as she built and customized the tool with her project team. She was part of the tool's implementation team, in which she built solutions to perform the migration of the legacy system data to Facets. She ensured that key data pertaining to commercial health plan billing, claims, finance, and membership was secure. In the proposed project, she will continue to enhance and implement the tool. She will customize the tool and its functions for the client interfaces, enabling them to adhere to healthcare regulations, mandates, and trading requirements. Furthermore, she will design and develop interfaces between the Facets and external

systems to exchange healthcare business transactional data. Therefore, her presence is essential for the completion of the Canadian engagement.

Facets Upgrade Impact Analyzer: This tool performs dynamic impact analyses of the Facets application by consolidating the new and old data model files. In the process, the tool generates a comparison report consisting of all the newly added, deleted, and updated tables in the latest Facets version. As a result, the tool is also very useful for analyzing the custom code bases of new Facets releases, thereby helping the client prioritize changes.

Ms. Rastogi has an exceptional skillset in regards with this tool as she played a key role in upgrading previous clients' Facets 5.4 to Facets 5.6R4. In the process, she customized the tool for the 5.6R4 upgrade and created database conversion reports using metadata files. Following, she analyzed the conversion reports to better understand the code base and process impacts. In the proposed project, she will make her expertise available and beneficial. She will use the tool to streamline the standardization of 837 FEP and all subsequent major Facets releases, which consistently introduce major changes to the claims domain. Furthermore, she will use conversion reports to formulate logic for the remediation of impacted widgets. As a result, Ms. Rastogi will be vital to the Canadian engagement.

Cognizant 2.0: This is a knowledge-sharing and project management tool. It provides real-time, detailed quality control of the delivery process. It also provides the managers with the capability of creating and controlling multiple projects. Moreover, it acts as a virtual town square where users can collaborate, thereby increasing productivity, expediting delivery, and reducing project costs.

Ms. Rastogi has peerless knowledge and command of this tool. She implemented the platform in various onsite and offshore projects, which included providing status, summary and monitoring metrics. She also used the tool to provide information regarding tasks, budgets, resource overloads, risk areas, and controls. In the proposed project, she will continue to explore the tool's potential. She will implement the tool according to the client's new Facets project. Therefore, she will enable the users and leadership to get a clear view of project health, reducing their monitoring and managing efforts. Thus, Ms. Rastogi's presence on site is fundamental to the successful completion of the Canadian engagement.

Ms. Rastogi has been selected for this assignment due to her vast experience in the HPC-Technical Practice and her experience working on this same engagement in the United States. Her detailed specialized knowledge, coupled with supporting diverse IT roles and technologies, delivery, strategic planning, design and architecture, large scale program management and business development will be beneficial to the assignment in Canada. She brings not only the technical know-how of business requirements but also the knowledge of specific custom enhancements required to further support the client's environment.

This knowledge, combined with Ms. Rastogi's extensive experience with Cognizant's proprietary tools, strong background in the HPC-Technical domain as well as her project-specific expertise with BSC directly, makes her uniquely qualified to support the engagement in Canada.

This is an extremely unique combination of skills, experience and knowledge that are incomparable to the expertise we have available in Canada. This specific knowledge of our proprietary products and tools is crucial as they have been used in previous projects and are needed in Canada. Ms. Rastogi will transfer her advanced level of knowledge of these tools and products to Cognizant's local Canadian team and allow them to expand operations in the HPC-Technical domain, thereby bringing significant benefits to Canada.

As a key member of the HPC-Technical Practice team at Cognizant, Ms. Rastogi has highly specialized, advanced, and complex knowledge, which is not commonly held in the industry and can only be gained by working for Cognizant and even within Cognizant is not widely held. She will play an integral role in the transfer of significant knowledge to our local staff as well as new hires in Canada. Her continued work on this project from Canada is critical as she is required to work closely with the local project team and share her experience that she has gained from the U.S. This knowledge transfer is key to expanding HPC-Technical domain expertise within the team in Canada.

With her unique blend of Healthcare domain experience, development, testing, and migration expertise, Ms. Rastogi will be a valuable asset to the Canadian team and is the ideal candidate for the end-to-end certification and validation of the platform and service validation. Ms. Rastogi has been selected for this transfer based on her specialized knowledge of our proprietary systems and methodologies that she has gained during her employment with our organization. Specifically, her experience in the HPC-Technical domain, leveraging our tools and maintaining our quality standards is a key reason for her transfer to Canada. As such, her continued involvement in this project is imperative to its success.

For the reasons outlined above, Ms. Rastogi's absence would definitely cause customer dissatisfaction and potential contract loss, thus likely causing adverse revenue impact and disrupting our Canadian business. Her expertise has helped to resolve many issues during development and other project/module phases. In our efforts to serve our clientele, Ms. Rastogi's HPC-Technical domain expertise, which enables her to understand complex requirements and meet project timelines regardless of difficulty or complexity, is a unique asset for Cognizant. Thus, her experience within this domain makes her a critical resource to our valuable clients, due to her advanced level of understanding of both technical and business activities. This project consists of very specific applications/databases/tools so anyone lacking this significant, advanced knowledge and special experience of these tools will not be able to meet client and Cognizant needs. Further, the scope of our operations requires us to have in place an experienced individual who can immediately assist us with this significant client engagement.

Ms. Rastogi's professional and educational experience will be invaluable to her ability to undertake the proposed temporary role in Canada and is the compelling reason for her temporary transfer to our operations in Canada.

Significant Benefits to Canada

We wish to highlight Cognizant's impressive growth and standing as a leading, trusted and highly regarded innovator of IT software solutions and business consulting services. Cognizant adds tremendous value and significant benefits to Canada through the provision of competitive compensation to the Canadian talent market; Canadian infrastructure development in the form of establishing facilities, training Canadian talent in niche technology skills, as well as payment of transportation, utilities, and taxes and overall costs of doing business in Canada. As well, Cognizant is introducing a multitude of U.S. companies to the benefits of doing business in

Canada through its newer facilities encompassing training rooms, a digital lab and a co-innovation space for clients. We will continue to hire local talent from the market and build scale through graduates from the local universities and colleges. These new hires will play an integral role in ongoing engagements as well as new projects in Canada across various global businesses within Banking and Finance, Insurance, Retail, Technology, and integrated credit and marketing services clients.

Consequently, it is imperative for Cognizant to be able to transfer key resources to our operations in Canada to assist in ongoing projects to ensure contractual agreements are being met as well as provide training and knowledge transfer to new local Canadian hires. Ms. Rastogi is an integral member of our organization, and there is a compelling need for her support for our business from our Canadian operations.

Terms of Employment

We would confirm that during her time in Canada, Ms. Rastogi will be paid C\$105,000.00 per annum for her services. She will be paid by Cognizant Canada during her assignment in Canada.

We would ask that she is issued a Work Permit for a three-year period and should you have any questions please do not hesitate to contact the undersigned or our solicitor in this matter,
Mr. Evan J. Green at:

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Yours truly,

A handwritten signature in black ink, appearing to read 'Shamima Hemnani', with a long, sweeping horizontal stroke extending to the right.

Shamima Hemnani
Associate Director- Global Mobility
Cognizant Technology Solutions