
E&I (Q3) 2018 Awardees Citations

Team Excellence Award

Team Excellence | UHOne – Legacy Apps(Mainframes & UHOPS)

➤ **Agile Transformation - Scrum to Kanban**

As the same teams were tasked to handle both Dev and OM tasks the Scrum Model was not working with frequently changing priorities. Earlier this year we moved to more suited model – Kanban. Team has been very agile to quickly adapt to it. This helped to keep incidents backlog in check as well as complete our Dev tasks on time.

- Team has succeeded in the meeting stringent timelines with reduced head count for strategic product releases like Health Protector Guard2, Accident Protector Guard, Short Term Medical reversal.
- UAT defects were reduced by 50% compared to last year.

Operational Prudence:

- Daily outstanding ticket count reduced from 40+ to <15
- Ageing ticket backlog reduced from 25+ to <5
- ~99.99% of adherence to meeting Nightly Batch Completion SLA ensuring System readiness for Business.

Application Optimization:

- Mainframes Infra cost Savings – Onshore-Offshore Teams worked collaboratively for jobs performance tuning and disk clean- up activities contributing to reduction in monthly operating cost. We could bring down monthly cost below 80K, saved \$50K so far this year, projected savings 80K by year end.
- BI/CI - Implemented 11 BIs primarily focusing on reducing recurring application issues, improving efficiency and Automation of manual tasks resulting into QNI Savings of \$101,655. This includes \$14K infra savings in DASD cleanup, 10K for 2 lean ideas.

IT-OPS Collaboration:

- Team has been collaborating with Business and Operations to explore opportunities of reducing redundant manual work.
- Collaborated with PA Business and Operations in Tuning and Enhancing Pre-Check Macros for Policy Admin Team resulting in savings of 4FTE
- Automated various reports for business thereby eliminating manual work for Business and IT.

Team Excellence | ETS/ETSBE/APET

- ETS/ETS-BE exceeded their 50% faster goal also primarily from the transformation from Waterfall to Agile (Kanban). Test Automation, CI/CD, Fortify scans, Sonar Cube and integrated test unit test scripts were all part of that journey. Overall, ETS/ETS-BE realized nearly 78% or 130.5d savings in the Delivery space (from 168d to 37.5d) & 92% or 99.8d savings for Incidents & Problem Tickets (from 108d to 8.2d)
- APET Revamp project Successfully delivered for business use on Aug 6th as planned
- This is a huge accomplishment for the team and business. This is a true example of technology transformation - from a standalone/desktop based application to a web application. Team created many WOW moments for the business during the migration. Below are benefits achieved
- Multiple users can work simultaneously which was not the case in previous design
- Infrastructure maintenance cost is reduced as we are using the virtual servers instead of physical machine.
- Open source plugins for report generation has eliminated the use of .Net licensed s/w thus saved cost
- Support Model is improved with the new architecture & design of APET system

ETS IT-OPS collaboration:

- ETS OPS team was facing challenges with the Pre-SEAL installation as it was a manual process for them.. ETS IT team not only helped resolve their issues but also automated this manual process thus saved some efforts and dollar savings \$4656 for the OPS organization.
- Compliance Project – Team delivered their first set of features using CI/CD process & automated regression test suite. In Sept. Below are some of the benefits realized by business on completion of these features
- Soft-benefits: This helped business to be compliant on regulatory/compliance needs and also helped in reduction in risk of regulatory fines and SLA misses
- Business could also be able to reduce manual workaround / time – approx 2.75 FTE reductions

Team Excellence | Dental Facets

- Team upgraded Dental Facets from Facets 4.71 to Facets 5.4R3 on Sept 3 2018. The business CBA for upgrade included:
- Hosting agreement covers us through 2020. The contract contained termination for convenience clauses that were avoided.
- Avoided Extended Maintenance costs of \$1M for Dental.
- Opportunities to realize operational cost efficiencies
- Improved System Stability and SLA metrics
- This was one of the biggest Facets Upgrade in Optum and it also one of the least costly. Total spend was 2.4M Actual Program cost till date.
- Program included following technological modernizations as well:-
- 84 Maps converted from End of lifecycle ECMap to Mapforce
- Saved \$128K on Sybase license cost for HIPAA Gateway by moving from Sybase to SQL Server DB
- More than 10K custom components analyzed for remediation
- All the VB extensions were upgraded to latest version of .NET.
- Included Datacenter move from Trizetto to CTS.
- Enabled automated deployment of the backed code to all non-Prod environments.

Team Excellence | Fast & Furious (EeS)

- 100% successful cloud migration for EeS batch without any major defect leaked to production.
- Savings in infrastructure chargeback by PLM batch migrated from IBM AIX machines to RHEL7 uCI server (less costly & high performance).
- Overall Performance improvement with cloud migration (Quality, Productivity, Responsiveness)
- Unsupported technologies (WebSphere 6.1, and AIX versions 5.2, 5.3 are all out of support by the vendor) were potential security risks have been mitigated by upgrading to cloud infrastructure.
- Migrate from managed services SVN to github, ITG to Jenkins.
- New design to remove hard coupling with WAS server and removed WebSphere dependency from batch code (75% less infrastructure once legacy batch servers retire).
- Automated build pipeline for code build and deployment for lower environment.
- Multiple batch environment setup on one physical machine (uCI server) (Approx. 6-7 batch lower environments are replaced by only 2 uCI servers.)
- Project Benefits:
 - Reduce infrastructure chargeback by \$250K annually
 - Move onto vendor supported technologies
 - Avoid security risks due to unsupported technologies
 - Increased security through self-documenting infrastructure as code
 - Increase flexibility and business responsiveness through implementation of CI/CD strategy and zero downtime approach

Team Excellence | PRIME Application Dev Team

Delivery :

- Independent Delivery Lanes Agile teams with End to end ownership from OGS and worked on Project Spring , Project Tiering rules.
- Created reusable capability and features for PRIME application which is helping us to reduce the turn around time for initial estimation.
- Complete One Team implementation in PRIME with sticky Teams
- Reduced time to deploy on PRIME by 70 days.
- Implemented Sonar Qube for ATDD frameworks for improving the Test Automation code Quality.
- Based on the quality reports has been improving various components in the code module

Automation :

- Automation framework for legacy mainframe application using Java and HP Leanft.
- 52% Regression Automation was achieved, and integrated with Jenkins
- Created Framework for SAM Renewal which consists of three modules SAM, CIM and PRIME.
- In-sprint automation for major projects
- Developing Jenkins pipelines

Collaboration & Transformation:

- Reduced planned system application downtime for PRIME by more than 50%
- Automate PRIME Rate validation :400 hrs savings
- Self Service Reporter Portal :1000 hrs savings
- Policy Refresh Portal to reduce turnaround time from 24 hrs to a real time process.
- 24 VOC Ideas implemented across the application

Team Excellence | TOPS SOS

- SOS team productivity increased by 57% - Fixed more issues with less resources
- Analyzed and resolved 1837 business issues with 68% of them returned within 2-3 days of time window.
- Synched production jobs to reduce TOP2/TOPI downtime from 2 hours to 1.25 hours.
- Developed solutions to key claims, extract DB2 error log, CHWY connectivity in shakeout regions to enhance team productivity
- Implemented Agile and adopted KANBAN Transformation (fully offshore driven) resulting in better collaboration with Business team
- Collaborated with UAT team to remove parallel testing, which contributed to the reduction on Time to value for SOS items.
- Supported IT-BPO collaboration by providing solution/development/testing effort to resolve business issues which is having business impact of \$4.16 M

Managerial Excellence Award

Managerial Award | Sachin Jain



- During this Quarter Sachin provided exceptional leadership for technology & talent transformation in AllSavers team.
- Modernized Renewal Reload process to reduce renewal loading time from 5 to 7 days to 21 minutes.
- Migrated to open source technology - Angular, Boot-Strap, CSS, HTML 5 to design responsive & mobile compatible web application
- Transformed Renewal wizard to be mobile compatible to enable it for Smart Users to improve Consumer experience.
- Foster and created DevOps Automation culture in team, 35% are QE certified and 65% in progress will be done by this year.
- Launched Medical & Ancillary Products to Increase revenue, membership and created new business relationship for MN & ME states
- Expanded EPO & PPO Plans to provide Cost-effective health care product with 100+ new plans for EPO & PPO health plans with additional benefit (Lab, x-ray etc.) for 39 States resulted in increased membership
- Lead regression testing automation initiative that enables Time to Value and Speed to Market metrics resulting saving of approx. 2028 QA hours worth \$79,115. He defined below structured approach to measure regression test case metrics with respect to Business value & Automate them -
- Mapped AllSavers & Safes regression test cases to Business feature and Business function level to report progress at Business Feature and Business function level.
- Designed modular, extensible, maintainable automation test suite framework for AllSavers regression testing to simplify & improve efficiency of AllSavers QA team manual testing process using Selenium Sel-key Based Framework approach. 60%+ regression test cases has already been automated and targeting to cover 80% automation by next quarter.
- His Team has completed 12 BIs worth \$526,601 in cost savings exceeding 2018 target by 30% (Target: \$405,952) with several ideas in pipeline worth more than \$200K in savings. These ideas are aligning with OGS strategy: IT-OPS Collaboration, Reducing Waste, Improving Operation Efficiency, Automation initiatives.

Transformation Champion

Transformation Champion | Krishnakanth PSV



Application – VISION OM

Punch Line – Dedicated and Flexible

- Krishna has implemented CI/CD framework using tools like Jenkins, XL Deploy, XL Release, Github, Artifactory. This is estimated to save about 2Hrs per production release (for deployments alone) and to establish strong automated deployment framework without any manual intervention which is error free and less maintenance overhead for teams to manage releases.
- Krishna has mentored and built very strong high performing team with continuous guidance and support over a period of time. This team has implemented several automation initiatives to minimize manual OM work like Daily application checks, batch processing, automated pay cycle pre checks, automated accumulator processing and clean up with around 2000+ hours of savings per annum.
- Krishna has contributed to war room troubleshooting checklist under E&I best practices segment of Optum Wiki which can aid faster restoration of war rooms. Other app teams can contribute their best practices as well to this checklist that can serve as one stop shop for war room support needs.
- Krishna has helped other applications setting up Ops Bridge and On call calendars in recent ServiceNow enhancement that replaced xMatters.

Transformation Champion | Deepak Rastogi (ISET)



Business Title – Development Lead\Architect – Team ISET Journey

Punch Line – Exemplary system and technical knowledge for success

- As the senior-most developer in ISET, he dons multiple hats – taking lead from architecture as well as systems analyst, and also plays mentor to other junior developers and SDET's in the team.
- Has pioneered successful deployments of Project Spring and Colorado Doctors Plan.
- Apart from the Dev lead assignments, he also supports the SDET and SSMO teams from systems knowledge perspective.
- Modernization / Delivery transformation / Stewardship
- From transformation front, he worked on ISET modernization activities like migration from CodeHub to GitHub, SOX automation, Fortify and Sonar implementation, CI-CD pipeline etc., thereby helping the team to achieve the goal of 50% faster as well.
- Deepak is working on the bright idea on Claims Micro-service API which will remove an integration layer in ISET, improve maintainability and performance, with anticipated gains of approx. \$80K.
- In a gist, Deepak is a true transformation champion for team ISET.

Transformation Champion | Sandeep Khanal



Application –TOPS SOS

- Sandeep has been driving Agile transformation in TOPS SOS team. He has been instrumental in defining and adopting agile delivery principles in team.
- He helped establish and successfully implement Kanban practices in SOS team. He also led successful pilot implementation of Kanban which laid basis for SOS Agile transformation
- Sandeep is supporting the TOPS SOS Team as a Scrum master. He has attained CSM and Safe Agilist certifications to supplement his role.
- He undertook CA Agile Central trainings across onshore and offshore teams to help them scale up and facilitate smooth transition to the Agile process.
- Apart from the Scrum Master role, he is also leading the QE and SA functions within the team. He ensured that the team took end to end ownership of SOS items leading to faster resolution
- Under Sandeep's Leadership, the QA team successfully completed the transformation journey and scaled themselves as QE's
- He has been supporting innovation and worked with the team to design and implement"
- Automated Test Claim key process achieving 80% faster results with savings of \$11K
- Automated solution to log SOS Intakes from ALM to CA Agile Central. This will save SA team effort in migrating issues across and result in effort savings of \$12K.

Transformation Champion | Varun Baveja



Application – DMS (DOC 360)

- He is the key point of contact for DOC 360 Ingestion which is a highly critical and visible program
- Varun joined 4 months back and has transformed himself to take up multiple responsibilities of Java Developer, Tech lead and Scrum master. He shadowed onshore Scrum master for 2 months and was appreciated by all stakeholders including business.
- In such a short span, Varun has become the role model for others to follow.
- He helped new team members by providing them technical guidance and shadowing them in their scrum meetings.
- He has Developed Batch Processor framework for Historical and Go Forward ingestion and also gave critical inputs for Batch Processing design for processing improvements.
- He also took responsibility of handling the scrum team in absence of scrum master for 2 months , driving the scrum team and owning the development of batch processor also.
- Developed and designed multi key code for all data groups in very short span of time.

Payal Dargan – Transformation Champion



Application - EES/UES/Adaptive Portal's **Punch Line – Dedicated, Enthusiastic and Flexible**

- Payal is working as SME in EES(11 Years), along with UES/UMR/OMMS .
- EES/UES are legacy Application's with QA Team's working on it from Over 10+ Years, QA Operating 100% from Offshore using Automation in Traditional way's using UFT.
- EES Traditional Automation bed took over 1week of time to run fully, and needing an effort of 2 weeks of Maintenance Per Cycle. Payal worked with Onshore Stake holder's to bring the Gap's and Advantage of Moving to better technical solution's (Selenium/Page Object Model) which also can be later leveraged for ATDD Implementation, inline with Org Goal with 50% faster speed to market.
- SDET was hired and the EES Team was groomed to upgrade Regression Framework to SELPOM(Selenium based Page Object Model). Team Developed 210 Regression Script's. The set of VBF's (37Scripts) were Integrated with Jenkin's and Run Daily generating a Saving of \$11363 Per Month.
- Multiple Internal Session were arranged Internally to Enable the Entire Team to be Hand's On Automation.
- She has been always available for any support that is required to get the Individual's On Speed.

LIVE Award

Live Award | Gnaneswar U

Application – Automated Underwriter Program
Punch Line – Dedicated and Flexible



- Gnaneswar plays a key role in AUP application. Along with his day to day deliverables. He also grooms junior resources & helped them to remove the blockers.
- During War room or any Critical issue, he always leads the call & worked till the issue gets resolved. Making Business always a priority.
- He is always eager to learn new things & implement the same in Team. He is an all-rounder resource, he can work on any task whether it is related to OM or to development.
- He took End to End accountability of Rating Service & after getting a grip, he is owning MARS application. And working to get a knowledge on KARA application.
- Gnaneswar's delivery is never impacted, In spite of late minutes requirement change & or Meeting got delayed, because of other priority. He is extremely flexible with timings.
- His proactive approach along with other team members helped to load critical AHP data in MARS application. As well as Milliman data in Production.



Application - CPS UMR

Punch Line - Instrumental, Versatile working style, Leads by Example

- Mahesh has got a versatile style in managing SA/QA Teams. Team members are guided to work & think independently with increased accountability. Supervision for ensuring the quality of our Releases. we have an excellent track record for high quality release over past 4 months– there were zero production defects.
- Resources mentored by him are hand picked by Onshore for various Implementations & Initiatives.
- He has been instrumental in leading the ATDD transformation & Testing Automation in CPS Claims arena. He was key player in designing & building inventory for Functional & Regression Test Beds. Build ~ 200+ Test beds and achieved 30% Automation over past two quarters
- His contribution towards BI drive, IT/BPO collaboration is commendable. Always been a helping hand for team when they are struck and re-designed the solutions.
- He is one of the key member identified by leadership and contributed immensely in identifying areas at application level which can drive 50% faster delivery. Re-routing Network reduction solution, Reduction of manual queue claims are few examples. Suggested few use cases for modernization team in PBM & Provider Space.
- Handling application level & enterprise level trainings on QA to QE Transformation



Application - UMR CPS SSMO

Punch Line - Developing solutions to save time and money

- She is providing technical and domain leadership to UMR CPS team
- She leads critical high priority issue and closely work with business and development partners for resolutions.
- She has acute problem solving skills with sharp focus on automation to reduce manual efforts and improve productivity.
- She has out of the box long-term thinking to proactively fix repetitive production issues.
- She has implemented multiple solutions. Two of the key solution are making business self-sufficient to handle urgent claim reversal and eligibility data modification. In the new process, CICS screens were designed which can be easily access by business to fulfill these requirements, and eliminating the need to submit a ticket. Other benefits are Provider and member claim queries can be reversed and adjusted while on the call with the potential to increase NPS, and IVR Other Insurance and Accident Detail updates can be completed by the automated process versus manual rejects.
- The solution will enable enormous saving close to 1,000 tickets every year and monetary saving of \$ 80 K

LIVE Award | Himanshu Srivastava



Application - UHOne2.0 Facets

Punch Line - Application Steward and Leader

- His role is Dev Lead for one of the UHOne 2.0 Facets Scrum Team.
- He exhibited outstanding thought leadership and mentoring skills during the resolution of Mule Certificate issue. We had a compliance issue that needed all the Mule credentials to be changed, this was a big impact to all services running in PROD and non-PROD environments. This was when Himanshu came up with the approach of fixing this by analyzing the impact on all services. He took complete ownership and led this activity by collaborating with AppOps and we were able to fix this issue seamlessly.
- There were space issues in UHOne 2.0 lower environments, he came up with an automated clean up script that saves monitoring time and effort. There were significant savings on time and effort.
- Created the automation script for cleaning up old code versions that saves manual effort.



Application - Dental Facets

Punch Line - Dedication and Relentless focus

- Dental Facets application upgrade successfully went live on 9/3.
- The scope included Facets Custom Code – Remediation, EIEI Code remediation, ECMap to Map force conversion, validation of all the environment delivered by CTS, Facets and HIPAA Gateway upgrade from 4.71 to 5.4R3 version
- The complete ownership of the remediation (Custom code , EIEI, and ECMap to Mapforce conversion) and validation was with India team and Rashid lead the deliveries very diligently.
- Under his leadership, the team was able to delivery the Upgrade project (of this magnitude) with hardly any defects in production. In-fact , this was one of the smoothest upgrade project we have witnessed in any Facets applications.
- He pivoted the analysis and remediation of 10K components and also modernized dental application by moving all the extension from VB 6 to VB.NET and converted End of Lifecycle ECMaps to Map force
- He and his team started the POC on the automated deployed of the custom code through Jenkins to MFT and showcased that to onshore stakeholders which was hugely appreciated. Team is now working for 100% automated deployments



Application - CDD (Customer Data Delivery)

Punch Line - Dedicated, Analytical and Enthusiastic

- 100+ work orders/ 5000 hours(excluding OM) of work effort deployed in CDD under his leadership
- 90% work orders and 95% of production support is handled from offshore.
- 5 DTRs were deployed with a savings of \$435,103.
- Acting as a change coordinator and deployed 33 change tickets from TOPS SSMO without a single non-compliance .

LIVE Award | Sandeep Paladugu



Application - COMET

Punch Line - COMET GO TO PERSON

- Sandeep played a critical role in COMET PLM migration from offshore, which is a critical migration where we need to migrate entire PEGA functionalities that supports COMET App today to PEGA 7.
- He played a critical role in preparing the strategy for migration and involved from early stage of project planning phase with PEGA 7 COE team.
- He provided complete SME support for all PEGA functionalities and PLM Migration..
- He worked closely with PLM team and lent a helping hand as and when asked for by stretching out time to address all the issues for a quick turn around proved himself as the GO TO person.
- He triaged PLM defects, provided initial analysis and extensive support which helped PLM team to remediate issues quickly.
- He also designed certain critical functionalities like CIRE functionality in both Legacy COMET and PEGA 7 and uncovered lot of gaps in the requirement.
- He also deployed PRJ127452 -EDC ANALYZER & PRJ152330 -PNO2 Redesign to production with zero defects.
- He worked closely with PLM QA team and provided critical support in test planning, test data preparation and execution.



Application – DMS (ELGS)

Punch Line – Compassionate , Innovative, Enthusiastic and Flexible

- Mukesh has been leading ELGS WIG and has been successful in completing CI/CD battles which resulted in quick build and deployment for ELGS releases. Team has been able to successfully deploy two projects using Jenkins CI/CD process without any issues during deployment. This whole journey to help to minimize 4 days effort in deployment and readiness in ELGS.
- Mukesh has been instrumental in delivering critical projects in Q3 (PTP clinical and claims). He has been providing technical expertise to team and has been appreciated with onshore for his contributions. He has also been playing backup for Scrum master during her PTOs.
- PTP projects were having tight schedules and he along with team has worked tirelessly over many weekends to meet all deadlines.
- He has also been leading other initiatives like Tech360 implementation for ELGS. Now Tech360 is ready for ELGS and Team is validating environment.
- Mukesh has lead major deployment activities in Q3 Projects that involved cross application and business partners. All the deployments were smooth and without any major issues. He is one of key resource and leading the Letterheads scrum team from offshore and able to make strong team to take ownership, accountability, adopted agility and CI/CD.

LIVE Award | Geddam Geratayya C



Application - Employer eservices

- GG works as consultant business systems in Employer eservices (EeS). He did great job in collaboration with business team and customer care representatives to gather the business requirement on EeS problem improvement items and worked with team to get the estimates. He worked with multiple backend applications team to describe the issue and provide the design solution on CDB Term Dependent project and Print Temp Medical id project.
- He works closely with Dev and QA teams to clarify the questions on timely manner while implementing the projects and also help the QA team if they need help on test execution.
- He worked with production support team if they need any clarification to understand the issues and provide the design solutions for issues reported on Production.
- He has SME knowledge on EeS, so he also involves providing and coordinating the responses to RFP team on time for EeS RFP questions.
- Work closely with black belt contact and team to track and implementation of bright ideas.

Sustaining Edge Award



Application - Vision Administration System **Punch Line - Flexible, Dedicated and Hardworking**

- Priyam single handedly manage all ongoing API tasks & suggest ideas to develop the API's in a better way to withstand future impacts due to which we don't need to modify the API often when vendor modifies something at their end.
- Priyam participates in multiple roles like development, issue fixing , process improvements on the API end.
- Apart from project work, Priyam is also flexible and able to stretch depending upon project requirements and he was able to complete 3 API's in very less duration of time which could have impacted our reputation on vendor side.
- Priyam was able to handle many critical projects like coverages, eligibility, claims with zero defects without any assistance on API end.



Application– ISET

Punch Line – Strong technical knowledge, DevOps, Trainer, All-rounder

- One of the pillars of ISET, Sai dons multiple hats and is a true team player.
- Key Developer of ISET Motley Cure team, contributed towards PRJ107346 EDMS to Doc360, PRJ124284 Tiering Rules Engine Integration on UNET and released to pilot with zero Defects.
- As a DevOps engineer, Sai is responsible for Builds of Jenkins and XL deploys, as well as addressing environmental issues on priority.
- Also contributed to CI-CD implementation, Fortify scan issues and ATDD implementation
- As an administrator for OGS JCoP, he has provided org-wide trainings on Java and Design Patterns
- Also contributed to trainings for QA-QE-SDET transformation in OGS as well as OT.
- Has provided weekend support for interviews to ACIS as well as BASIC teams
- Also co-ordinates Award distribution and Seat Arrangements for E&I portfolio
- In a gist, Sai is a true example of sustaining edge for the team as well as for the organization.

Sustaining Edge Award | Swapna Priya



Application - UMR Admin

Punch Line - Dedication

- Swapna is SME/Lead/POC for the Amethyst Team from Offshore
- She has Worked/Lead VRS project and automated the changes for 2700 JCLs and successfully deployed with zero defects with the capacity of 1 resource in 1 month, which would else take 1 month with 4 resources. Received appreciation from Onshore Director Cheri Foschs
- She has managed and deployed complex projects with zero defects and provided cost effective solutions and reduced the influx of User Stories (Split Families, Simplification of Mapping changes, Auto Term Employees, Automate Customers with Changing vendors)
- Automated RX non Standard vendors Process which got savings of \$30K
- Automated the RX Regression Testing Process which gives the savings of \$20K
- Reduced the influx of SP Tickets by providing the solution in alternate way which mainly lead to the process Improvement and savings of \$982
- Undergoing SM Mentoring sessions
- Completed QE Level1 Certification Training
- Giving trainings to the team internally on REXX to help them to apply automation techniques wherever applicable



Application - UMR DW SSMO

Punch Line- Dedicated & Innovative

- Being the only resource for ODS and HCE Application at both on/off-shore locations, Ramu owns both of the applications and he's available round the clock for any need.
- Recently Ramu has worked on Oracle Upgrade of ODS application from 10G to 12C.
- Given the external facing application and the number of years the infrastructure had been in place, this was not a typical or easy upgrade to work through.
- During the upgrade, team faced some unique challenges. Ramu volunteered and single handedly worked to solve these challenges. One of the major was performance of the new Database. He worked to optimize the different load queries and removed any bottle necks in the process. Now load runtime has reduced to 2-3 hours from 8-9 hours.
- During this he had to work with multiple stakeholders for collaboration and he did this without any trouble.
- Comments from Business: "We would like to recognize Ramu Tanuboddi for his diligence and tireless efforts throughout this upgrade project. Having Ramu as part of our team was a vital piece to the successful completion of the upgrade. His knowledge of the processes and his ideas for solutions when we hit some roadblocks were extremely valuable and very much appreciated. He demonstrated time and time again the attitude and work ethic of "Do what it takes to get the job done!"

Sustaining Edge Award | Apoorva Gupta



Application - UHOne2.0 Facets

Punch Line - Make Ideas Happen

- Implemented a bright idea to enhance User experience that saved \$20K/year for batch processing by leveraging TWS APIs.
- Reduction in time to build leading to savings of \$100k/year by automating the bulk member and specific member enrollment.
- Enhanced User Experience by Optimizing batch processing &abend resolution by providing visual of Jenkins Pipeline to see which batch from the series of dependent batches failed.
- \$15000/year savings by automatically creating NAS folders for the batch jobs in Non Prod and Prod Regions.
- Actively working on potential savings \$30K/year by seamlessly automating Build & deployment tasks.
- Mentored the complete team in creating the automation capability within the team.

Sustaining Edge Award | Sidharth Sharotri



Application - UHOne 2.0 – AppOps

Punch Line - Efficiency & Operational Optimization

- Driven the initiative to bring down the infrastructure chargeback by around \$20K through optimally adjusting the RAM storage on Non production servers.
- Driven the initiative to achieve a savings of \$32K on infrastructure chargeback through the identification and decommissioning of redundant and unused servers.
- Improved non-prod system availability through the implementation of 2 new workflow servers for optimal load balancing.
- Identified Linux server patching gaps due to which application availability is being compromised during business hours and make adjustment to them which helped in business continuity during business hours.
- Implemented Supplement Mapping Management (SMM) Tool which will help business team to create, copy, delete, modify, or research a qualifier group as well as find unused qualifier groups. And multiple users can work simultaneously on it bringing in greater throughput/efficiency.

Sustaining Edge Award | Mohit Badhwar



Application - UHOne – All Savers

Punch Line - Dedicated, Enthusiastic and Flexible

- Mohit has been planning , driving and leading the Automation Initiative within the Offshore QA's and were able to reach 65% Regression Automation Mark. Mohit has successfully transformed to QA to QE Level 1 Assessment in first attempt & QE level 2 is in progress.
- Mohit has been able to Implement & Close on multiple Continuous Improvement Initiatives with an overall saving of approximately 100K+ dollars. A brief overview of the initiatives taken up and completed by Mohit are listed below.
- Reporting Tables Automation : Mohit has taken initiative to automate manual loading of Reporting data into the reporting Database. He took the end to end ownership starting from Developing & Scheduling an SSIS package and also the Automatic Emails Confirmation to the Reporting Team once the job has been completed. This has helped to reduced waste and improved operational efficiency, Mohit got multiple recognition for this and had a saving of Approximately \$57,362.
- Automation Framework for State Plan Testing : As part of Business Expansion , All Savers had introduced multiple new States/Plans in there portfolio. Mohit has customized and reused existing Selenium framework for test automation ensuring 100% scenario coverage and accuracy. This resulted in annual savings of \$42,032.
- Mohit was able to replicate critical Duplicate Census , Waivers Requiring Full Demographics Information & Assigned to not Changing to Status Change when Resubmitting the Group production issues which were causing concern to Operations team & raising OM team incident influx. Mohit has been appreciated by End Users including Underwriters & Encoders. He has got multiple Bravo's from onshore Business Analysts and Managers on this.

Sustaining Edge Award | Abhishek Gupta



Application - Dental Facets

Punch Line - Hard work and Innovation

- Dental Facets application upgrade successfully went live on 9/3.
- The scope included Facets Custom Code – Remediation, EIEI Code remediation, ECMap to Map force conversion, validation of all the environment delivered by CTS, Facets and HIPAA Gateway upgrade from 4.71 to 5.4R3 version
- Abhishek Gupta took the complete ownership of upgrading the HIPAA Gateway Server. He single handedly worked on all the HIPAA Gateway Server builds for all the environments(Dev, Test, Stage and Prod) including the installation, DB creation and DB conversion
- While working on HIPAA Gateway build, he secured \$128K of Hard savings on the Sybase license cost for the company by migrating the Sybase DB to SQL server. For this he did a POC using SSMA tool for converting data and stored procedures from Sybase to SQL Server
- His dedication was highly appreciated by our onshore directors and leadership and now has been entrusted with the In-Housing activities for Facets and EIEI Lift and Drop
- He is currently working on innovative POC for setting up cross DB replication process.
- Abhishek also worked on SSIS and Talent POC and that enabled us to take the decision to go with Talend as the ETL solutions for Dental Facets.

Sustaining Edge Award | Ansu Jose



Application: BASICS

Punch Line: Dedicated

- Ansu is working as software engineer in basics team and has gained good understanding of entire application. Though she is part of Shamrock scrum team but contributing to KTLO also.
- Below are few highlights.
- Duplicate subscriber issue resolution which resulted correction of extra \$ paid to 779 brokers.
- Batch job improvements. These improvements helped in meeting BATCH SLA .
- Identify and decommission old TWS jobs which were not being used as part of cost reduction initiatives.
- Very proactive and picks all high priority issue and resolve.
- Provided KT to new team members and helping them in daily activities.

Sustaining Edge Award | Tapan Kumar Saha

Application – EQT

Punch Line – Dedicated and Thorough



- Tapan has done extraordinary work on implementing the Agile in EQT team and helped the team to adopt agile by providing various sessions on Agile and Scrum.
- Created Kanban board for DataKart TDM which helps the scrum team to track all the status in a sprint.
- Done the role of SA for setting up the integration of IVR application with DataKart TDM which will help to achieve the goal of 50% faster.
- Doing great job in the role of Scrum master for DataKart TDM project.
- Worked with the C360 data governance team to complete the DUR process to get the access to C360 database and setup the connectivity with C360 application which will help to achieve the goal of 50% faster.
- Submitted 3 bright ideas and out of which 2 bright ideas are already implemented which result in savings of \$9758 (BI 100535 - \$4758.00 and BI 140961 - \$5000)
- From PRAYARNA BAMZAI (Automation Lead Onshore) : Thanks a lot Tapan for your help and continued support on SharePoint updates.
- From Ganesan Srinivasan (EQT Lead Onshore): Tapan, Just wanted to say a big thanks to you for starting the discussion with multiple teams on DataKart and exploring opportunities. Keep doing the good work !!! Thanks, Ganesan.

Sustaining Edge Award | Shankar Kunisetty



Application - TOPS UAT

Punch Line - Steadfast

- Shankar is an experienced resource with expertise in both TOPS and COMET applications.
- His expertise is deserved to be shared, so resources from COMET PLM and QA teams consider him as go to person for COMET specific issues resolution.
- His bright idea of Test Case Generation Tool using ATDD framework is expected to yield approx \$40137 annual savings.
- On top of his project deliverables, Shankar supported TOPS team for Wave 3 and 4 code review and merging activities.
- He has been instrumental in ATDD transformation by conducting LeanFT trainings to TOPS QA team.
- His contribution towards COMET PLM PEGA7 project is well appreciated.
- Volunteered and developed POC for June release project using TOPS ATDD framework

Sustaining Edge Award | Patra, Subha S



Application - UAT

Punch Line - Intellectual

- Subha is part of UAT IVR team where she works for UHC IVR. She is one of the critical SME for IVR application.
- She has submitted and presented a white paper on "HOW ARTIFICIAL INTELLIGENCE HELPS IN CLAIMS PROCESSING?" in QAI forum. Her white paper was selected at Regional Qualifying Rounds for Best of the Best – Testing Leadership Awards for STC 2018.
- There were total 437 submissions from 7 countries across the world from 65+ organizations and her white paper was one out of 295 which were invited to participate & present in the Regional Qualifying Rounds. It has been recommended for publishing in Best Practice Warehouse.
- She has received bravo from application partners for her support beyond her assignments and duties.
- She works and collaborates closely with the Partner Applications, SA team, Development team and business team where her commitment and quality of work is always appreciated by shared services leadership.

Sustaining Award | Sachin Mogha



Application - TOPS (The Online processing system)

Punch Line - Dedicated, Analytical and Enthusiastic

- Learnt Java in short span of time and implemented his learning on application enhancement. Also the Java mentor for the team
- Conversion of Balance MQ jobs from Mainframe to Java which saves 14K.
- Created tool Java Jar files which saves effort to write Cobol program.
- Conversion of CRT report from COBOL to Java. It is much easy to use the tool instead of maintaining version control of reporting programs.
- Engaged in conversion of other Mainframe Jobs to Java which will save \$ 550K.
- Remediation of 4.5 million claims which was missed in Optum RX migration release. Avoided member impact.
- He supported independently the critical Production issues and remediation in extended hours in weekdays and weekend.



Application - TOPS SOS

Punch Line - Dedicated, Persistent and committed

- Santosh's association with TOPS is as old as 11 years now and is a go to person for any kind of prod issue recreation related to Online claim processing.
- Santosh has been a great asset always with his expertise of hunting issues with perseverance and coming up with root cause and apt fixes.
- He has been instrumental in delivering many critical and highly time bound SOS items with a contribution of the highest number of SOS/Intakes resolved in the team, thereby help keeping the inventory under control.
- So far, he has deployed 8 SOS fixes in prod and fixes for 6 have been deployed for upcoming releases.
- Business escalated issue by Appeals team was submitted under 18-4836 for RAPS/NOBLX claims, which was resolved by Santosh quickly and accounted for an estimated savings of \$3 Million annually.
- 2 critical SOSs going in October release will account for approximately \$2 mn dollar savings annually.
- Fix for an escalated issue causing overpayment under 18-4384, savings for this are huge and are under calculation.
- A high priority item 18-4331 related to LBM processing skipped and claims overpaid paid was also fixed.
- His contribution in the System Fix Opportunities - IT_OPS bagged a \$2M impact annually.
- Having an expertise in SOS, Santosh has also proven helpful in resolving critical CCT defects for recent releases.
- He is also involved in a critical piece for a Nov highly escalated business requirement for SSP Out of network project.
- Besides having too much on his plate, Santosh manages to relentlessly help and mentor the junior team members in both SOS and Dev teams.

Sustaining Edge | Shelly Sharma



Application– TOPS

- Shelly is leading the TOPS LOR team very efficiently. With the Onshore leader retiring, she was the obvious choice to take over the team responsibilities. She ensured a smooth transition and handles the complete delivery of LOR team from offshore
- She manages and reviews the daily delivery of LOR team and represents the team in external/internal forums.
- She successfully implemented the contingency plan in LOR Regressions through automation. This helps in avoiding rework release over release. In addition to LOR work, she has been supporting multiple Non-Integrated and Integrated releases without any issues. With her expertise and willingness to accept new challenges, she demonstrated agility and flexibility by taking up additional responsibility as QE for project deliveries.
- She is approachable and readily supports other team members whenever required. She supported testing of PRB0363903 for CIRE and performance testing of PRJ128897.
- She is QE level 1 certified and is also helping others in the team to be QE certified, thereby supporting transformation journey.

Sustaining Edge | Ankita Agarwal



Application - TOPS SOS

Punch Line - Dedicated, Committed and Flexible

- Ankita is one among the senior most people in SOS. She is very honest towards her work, flexible with the work load and timings and changing expectations from the team.
- She has developed thorough understanding of TOPS is mentor to the junior folks in the team.
- She has proven herself on complex functionalities like – DED/OOP, ICES, EOC, Recall, COMET, FESPI, Cause Code, 835, Pricing in TOPS.
- Her TAT is remarkable. She worked on TOPS Intake 169272 recently where she did a quick in-depth analysis and proved it's WAD (Working As Designed) in a day. This was highly appreciated by onshore SA North, John.
- She is also involved in IT/OPS collaboration project and has delivered the SOS 18-4302 where allowable coded in system for rev code 278 were not pulled automatically. Implementation of this SOS has resulted in 99,000\$ annual saving.
- She recently delivered a high impact OOP issue SOS 18-4353 where claims were incorrectly applying OOP, even after the limit was met. She also fixed 2 existing production issues under defects which were identified during testing of this SOS. Onshore has highly appreciated her efforts on this.
- She also received onshore appreciations on delivering the complicated cause code related issue where a huge volume of recall claims were impacted as these couldn't be paid and were stuck.
- Along with project related work, she is actively involved in getting CICD implemented in our project.



Application - TOPS Dev

Punch Line - Efficient, Technically Brilliant, Accountable, Leading Capability

- He is very efficient in development, he works on 2 sprint at a time in parallel – Developing code for current sprint and analyzing the requirement of next sprint. This help in improving the velocity and feature cycle time. Site of Care is one of the example.
- He is instrumental in adapting Agile in TOPS. In SOC, due to his efficiency and collaboration with QE, velocity was increased by 5% every sprint.
- His continuous effort towards CIRE project from last one year, in resolving issues reported by business, answering queries, triaging claims to tell the root cause, is commendable and appreciated by business a lot.
- He has been a dependable resource since beginning and proven himself to be a dependable point of contact for the on-shore SMEs as well. He independently capable of handling the status calls and meetings.
- He actively contributed and worked on CICD implementation in TOPS where he took care of BTMQ part. Also worked on Integrating different module of CICD in one consolidated automated tool. Recently Demo was given to all the leads and it was very much appreciated by all of them.
- His contribution to CICD will definitely help us to deliver good quality code for testing by catching defects before hand thus delivery will be faster. This has been done to help us to achieve 50% faster goal.
- He has always been able to make time and support the work on multiple CCT's, triaging and driving them to closure without any unnecessary delays or backlogs. Defect turn around time in his case was on an average 6-7 hours.

Sustaining Edge | Raja Sekhar Kalluri



Application – EAS

Punch Line – Trouble shooter

- Rajasekhar has joined EAS project in April 2016 as Developer and right from his first project he has been a key contributor to the EAS team. He started working on projects diligently just after couple of initial trainings and was able to successfully take up crucial projects like EDS9Parsing, E1810 Medical IUD, Auto MH and Sleep Studies projects with very minimal support from lead SA's.
- Rajasekhar developed quick understanding of new functionalities and worked over and above his regular work hours stretching himself thus ensuring timely delivery of the project deliverables. His diligent efforts on coordinating with business and EAS PLM upgrade issues was totally outstanding and business has appreciated Rajasekhar for his efforts on many occasions in status meetings and he got bravos from business.
- Rajasekhar has established a great rapport with EAS business and IT teams. He always the first one to step into to collaborate, analyze and resolve the issues that team has.
- We got excellent feedback and numerous appreciations from Onshore on this aspect. He has built up the confidence level at Onsite and now he is able to handle many complex functionality projects with very minimal support from onshore counterpart.
- Apart from the project work he participates in resolving critical issues and proactively help his team members when they are stuck with both functionality & technical issues. His Dedication, Commitment and Pro activeness is very well appreciated at both Onshore & Offshore

Sustaining Edge Award | Vinay Singla



Application – DMS (EDMS)

Punch Line – Dedicated & Reliable

- Vinay is core member of DMS team and playing vital role in delivering the Documentum related projects from DMS offshore.
- He successfully implemented and delivered various sprints for Provider Communication xCP 2.x upgrade project which is all accepted by Business/onshore counterparts which gave confidence to get new Business from other applications.
- He has been upgrading his skills on Docker and OSE to support the transformation journey which helped us to build our first EDMS infrastructure on Cloud.
- He has been appreciated by the onshore scrum master for his dedication and commitment to complete user stories on time and delivered work to QE by working extra hours.
- He's working in CICD and ATDD initiative, which is necessary towards the 50% faster goal.
- Vinay is first point of contact to resolve the issues that business has for his projects and very well appreciated by business and management.

Sustaining Edge Award | Debdeep Bhattacharjee



Application - ELGS

Punch Line - Dedicated & Hard worker

- Debdeep has been a critical resource for PTP Clinical and Claims project which was a business initiative to save more than 50 million dollar by going paperless for the providers claims. These projects got successfully delivered in July/Aug months
- He has worked under tremendous work pressure, very tight schedule where application requirement was changing frequently and QA had to cope up with it.
- He has identified critical defects in the project and helped to identify many value added defects for impacted down stream applications which lead to design change and greatly appreciated by all the stake holders.
- His vast range of test cases identified many flaws in downstream application FDS designs and exposed vulnerability in that system. Which was much appreciated by FDS director.
- He was always on top of PTP Clinical ongoing issues, concerns, test execution status, test data issues which helped to keep the project on right track and was greatly appreciated by Scrum Master and Business Owners.
- He is driving ELGS automation suit and leading the effort of script integration with Jenkins by working continuously with DevOPS team without impacting deliverables.

Sustaining Edge Award | Shravani E



Application - Employer e Services

Punch Line- Dedicated, Enthusiastic and Flexible

- Shravani has been working as a QA for Employer Portal application and in a short span of time she has gained **SME knowledge of Employer Portal application** and processes and has been delivering the design, Quality and requirement work independently.
- **AUTOMATION: EES regression automation** – Shravani is the key member in automating **209 scripts** along with **38 VBF scripts in span of 2 months**. She has given multiple **KT sessions on SELPOM frame work** and functional testing to the team members which helped in achieving the regression automation in less span of time with savings more than **\$30000 (9 months)**.
- Shravani was able step up to the need to develop and repurpose a regression script to fulfill a need to establish **performance** test data need on **COSMOS** low. This has really helped the PLM/Cloud team to resolve and better
- Shravani has **stabilized** the **automation** suite by deep analysis, suggested the improvements and made the changes to the suite which reduces maximum failures. Given the solution to avoid password locking by using limited users.
- Shravani has been working on critical **A&D** projects like **ACO, IRS, SPRING, TIERING** and **FINANCIAL PROTECTION** which needs much co-ordination with multiple backend teams in-order to acquire test data for smooth delivery of projects

Sustaining Edge Award | Dara Ranjith



Application – UMR/OMMS Portals

Punch Line – Proactive, owning Responsibility & Accountability

- Ranjith is associated with UMR Portals team around 2 years He has gained a great amount of knowledge on the UMR Portals side.
- His high level of proficiency in handling her assigned tasks and communication skills between cross functional team and with Business/PO.
- All of his deliverables are distinguished for their quality and generic solution helps in increasing feature set for AP portal.
- With very minimal supervision he is able to handle work independently and has been productive from day one and has left a great impression on his onshore stakeholders on many occasions.
- He was involved in the mentoring and bringing new team members in offshore to help with their understanding of functional and technical knowledge in a very short period of time.
- Here is few recent task in which he led Blackbear Agile team
- Have led modernization of UMR Legacy portal, Full well portals development
- Worked on claims display as part of MDUEM
- Delivered Portal presentations and demo to whole AP team
- Worked on PAD defects and performance enhancements.

Bhanu Pratap- Sustaining Edge Award

Award Type – Employer Portal – (EeS)

Punch Line – Dedicated, Enthusiastic and Flexible



- Bhanu is key team member of EeS team with good technical skill with loads of functional knowledge.
- He recently worked on Tiering project, and delivered high quality work without defects. This project required lot of integration with other applications which includes version upgrade for web services and consuming new services.
- This project includes proper onshore/OGS communication involved as both the teams are working on the same codebase. Bhanu took initiative and created stable rule classes, which provide one stop solution for the business logic to accommodate the requirement. Also did the complete setup for test harness services to get all scenarios covered before actual services are handed over. This has reduced the code redundancy and much appreciated by onshore partners.
- Bhanu is doing multiple follow up with CBD/PRIME team, collaborated with them to understand the proper requirement and managed to implement that change quickly without any defect.
- Bhanu worked for stretched hours, supported PES checkout activities, and completed the work without failure.
- Bhanu is self motivated and manages his time very well. while working on tiering project, Bhanu also supported new CR, which was the extra work came as part of Financial Protection.

Sustaining Edge Award | Mrinalini Boora



Application – UMR/OMMS Portals

Punch Line – Proactive, owning Responsibility & Accountability

- Mrinalini is associated with UMR Portals team around 4 years and have performed multiple roles as developer, system analyst and Scrum Master. She has gained a great amount of knowledge on the UMR Portals side.
- Her high level of proficiency in handling her assigned tasks and communication skills between cross functional team and with Business/PO (to gather all requirements in order to complete and deliver all assignments with high quality on time), sets him apart from others.
- All of his deliverables are distinguished for their quality and generic solution helps in increasing feature set for AP portal.
- With very minimal supervision she is able to handle work independently and has been productive from day one and has left a great impression on his onshore stakeholders on many occasions.
- She was involved in the mentoring and bringing new team members in offshore to help with their understanding of functional and technical knowledge in a very short period of time.
- Have led modernization of UMR Legacy portal, Feedback survey and Forgot username functionality
- Worked on benefits display as part of MDUEM

Sustaining Edge Award | Gaurav Talwar



Application - Prime

Punch Line- True example of Integrity, Compassion, Relationship, Innovation

- Gaurav has supported Batch Team functions continuously for the last 8 months when there was active rotations happening in the Team. The SLA of this work is 4-8 hours every day
- Zero defects in Batch Execution, Automating the process of NICE only loads ,Automated the process of admin/renewal batch by creating generalized procs which will be saving/reducing the overall time of 1 hour for each batch requested.
- Supported Business Teams on weekends and extended business hours to meet critical business needs.
- He mentored 3 New Batch Team resource's into the Team this year which is above the responsibilities of his current grade
- With his persistent efforts he has learnt the core of Batch and Renewal therefore not only providing the results needed by business but also providing the suggestions to business for improvement of forms structure, this has created a great image in front of business.
- He also created a Knowledge Base Repository which can be used as reference for day to day work of Prime Batch and also updates the documents at regular interval so that the documents would be effective and efficient.
- He has showed wonderful learning capabilities as well as utilized his previous experience at various levels. One of the great example on how he transformed himself from a mainframe developer into a JAVA resource and contributed to the Optum RDE (Flagship Project) over and above his current assignments.

Sustaining Edge Award | Madan Sharma



Application - Prime

Punch Line - A great technical asset to the Prime Distributed team

- Madan has been instrumental in leading the offshore distributed development team to transition from being “ONLY” .Net based distributed team to a .Net and Java based distributed team. He has been a key member in developing business critical applications in Java such as PAS, CIT, BOB and Optum RDE this year.
- He was the lead analyst and developer and For CIT application, which is Prime’s first Spring Micro service deployed in Production as part of Sept 2018 release. His technical skills and team work in making this project a success was recognized by the technical and business team.
- Madan was also instrumental in modernizing and updating PAS application as part of May 2018 release.
- He is currently working efficiently as a key member of the Optum RDE team which is a business critical Spring Java application (using widget and microservices). He makes active participation in suggesting and implementing the best design patterns from architecture and modernization perspective.

Sustaining Edge Award | Suresh Jayaswal



Application - Case Installation Manager [CIM]

Punch Line- Inspiration - Delivery, Customer centricity and Transformation

- Suresh Jayaswal is leading critical Case Installation Manager [CIM] application completely from Offshore.
- Mentored and built very strong high performing team with continuous guidance and have demonstrated the DevOps model, first of a kind in PRIME umbrella of Apps. As part of EDI 834 project, he has designed multithreaded file processing that optimized processing time by 25%. This is being delivered in Oct'2018 release.
- He is leading the CIM efforts of two major business critical programs PRIME umbrella, business is very delighted about his agility and customer centric approach.
- He delivered all monthly releases for CIM applications with an excellent quality— there were zero major/critical production defects for CIM applications.
- He plays the VOC coordinator role for the G&E delivery lane and is executing 7+ business critical items in CIM application.
- He is leading the CI/CD pipeline effort for CIM application coordinating with transformation leads and proactive reach outs to other Pega CoE and applications

STAR Award

STAR Award | Vamshi Mogili



Application - Financial protection services

Punch Line - Enthusiastic and Flexible

- Vamshi has automated ebill test cases which was key factor for success of PLM & FXI project.
- He has learned eBill functionality in short time which helped us to catch issues on time
- Worked and Supported with Business during the PLM & FXI projects execution and also
- resolved few issues without taking developer help.
- Working independently on FP growth project and adopted In sprint Automation using SDET
- Apart from his work, he is actively helping the team on OM activities whenever required.

STAR Award | Srikanth B



Application - Vision Admin System **Punch Line- OM All Rounder**

- Srikanth has joined Vision application as QA to perform all the testing activities required for break fixes and work orders but his interest lies in coding, he soon became an all rounder in the team with various activities like QA, Developer and Batch Support & OM monitoring.
- He has automated several production checks to send notifications to on call team to handle any production events like Pay cycle rechecks, Wage works eligibility processing, ICD 10 diag codes validation etc. which helped team to eliminate manual checks yet take preventive actions with alerts.
- He has taken complete ownership of Security issues reported as part of IRM scans (Pentest, White hat Scan) and working with Vendor to implement the solutions to close the issues as per timelines set by IRM to be compliant with security guidelines.
- He has taken full ownership on secure maintenance for application access and actively working with business users to resolve their issues with login and PIN verifications. Also, working on automated tool to notify users who have not logged in past 90 days so that they can login before their user id expires as per Secure standards.

STAR Award | Tirupatirao Siripurapu



Application - Automated Underwriter Program **Punch Line- Enthusiastic & Dedicated**

- Tiru has joined AUP team in February & in a short span of time he become SME on KARA application in AUP suite.
- He took the ownership to complete the migration of code from code hub to GIT hub.
- He single handed worked on all fortify scan issue for KARA application & has fixed all.
- He is fine tuning Monthly load process to provide better understanding about the data which get loaded to IT team & to Business.
- He found Pain areas of Business & working to fix one of them (Adding home button on KARA Front end), This will give a saving of 900 hours/Year to Business. Currently it is in Testing phase.

STAR Award | Akansha Saxena



Application - E&I Oracle DBA **Punch Line- Accountability & Ownership**

- Customer Feedback MARK CLARK
- Thanks for taking ownership!
- “Akansha, Thanks for your help with the CIM change(CHG0321729) this past weekend. At the last minute when it was noticed that we had the wrong DBA group impacted on our ticket, you stepped up and took ownership of the issue. As opposed to letting the issue fall further behind, you took the path of great customer service! You didn't pass blame or point fingers but rather asked what needed to be done to make this work. You took ownership, worked with us to get the necessary approvals and assisted us with our change. I wish everyone worked with this attitude! Thanks again, Mark”.
- Akansha prompt response to War room, reduced the impact to specific application.
- Akansha also suggest the long term solution to each LOB, along with working on day to day work.
- Always work close with each application team, understand their problem & provide permanent fix, which make application team more comfortable.

STAR Award | Jogesh Adari



Application - CPS UMR

Punch Line- Dedicated, Independent, Zeal to adapt

- Jogesh is a critical resource in UMR application. He has emerged over years. He is leading Team Ruby and playing an instrumental role
- He delivery is always promising and comes up with efficient solutions. He is very good at handling multiple areas. Currently playing a role of SME in Dental and CDH Areas
- He has mentored two Jr. Folks with continuous guidance and support over a period of time. The delivery from folks is evolving over past six months
- He delivered 10+ releases for CPS UMR applications with an excellent quality – there were zero major/critical production defects for App Name applications.
- He has been instrumental in modernization journey. Actively working on thorough analysis in UHSS business and came up with a use case for Implementation.
- His contribution towards BI is good and implemented an idea resulting in \$20K savings. Designed one the project as part of IT/BPO Collaboration scheduled for November.

STAR Award | Sreedhar Mutukula



Application - CPS UMR

Punch Line - Dedicated, Independent, Tech savvy

- Sreedhar is a critical resource in UMR application. He is key contributor in Team Sapphire on various projects.
- He delivery is always excellent and strives for efficient solutions. SPOC for projects like R-MUL and MLCOB. Onshore is always pleased and hand picked numerous times for critical implementations.
- He has mentored two Jr. Folks with continuous guidance and support over a period of time. The delivery from folks is evolving over past six months
- He has been instrumental in Implementation of SONAR Cube in CPS Teams. Actively worked with different stakeholders at enterprise and conducted 4 training sessions for implementation across teams in CPS. Implementation and adaption is very smooth in his guidance.
- Designed couple of projects as part of IT/BPO Collaboration and leading implantation now.

STAR Award | Vaiyaburi, Saravanakumar



Application - CPS UMR

Punch Line - Dedicated, Independent, Tech savvy

- Saravana is a key contributor in Team Topaz and his delivery is always excellent and suggests alternate solutions.
- His contributions towards Online Availability project and HSC Implementations is commendable. He is quick in developing tools which helping in analyzing jobs for Online Availability project. His contribution has received many applauds from Onshore about these implementations.
- He is Tech Savvy, always expresses zeal to learn new technologies and suggests solutions. He mastered Rexx this year and developed a tool which predominantly helps testing teams. Tool developed has resulted in combined savings of \$ 1.7K
- Along with his deliverables, he helps Jr. Folks on how efficiently the code can developed and explains the various tools to achieve the same.
- He has accommodated numerous changes during course of projects and implemented with outmost quality. Over past 10 releases, there are zero defects on this deliverables with excellent quality

STAR Award | Debarati Gupta



Application - UMR Admin

Punch Line- Dedication and Innovation

- Rati is leading Team Opal as Flow Master under UMR application.
- She is continuously involved with onshore stakeholders in understanding business requirement and come up with appropriate high level design. Also, acting as SME for Flex area.
- Rati Proactively participates in stand up call discussions and suggesting ideas/solution to problem raised(whenever needed) either by business or by onshore dev partners. This in fact portray offshore team in better way and step towards self-dependent team.
- From last close to 4 years, she is delivering work with ZERO defects and with high quality following all process and standards.
- She has contributed to the bright ideas which results into Cost Savings
- She is also the key resource in building up the independent Flow team at offshore
- She is also instrumental in driving and leading ATDD transformation for Team Opal in UMR Application.

STAR Award | Pawni Gupta



Application - UMR Admin

Punch Line - Dedication and Innovation

- Pawni is leading Team Amethyst as Technical lead under UMR application.
- She is continuously involved with onshore stakeholders in understanding business requirement and come up with appropriate high level design. Also, acting as SME for Eligibility area.
- Pawni Proactively participates in stand up call discussions and suggesting ideas/solution to problem raised(wherever needed) either by business or by onshore dev partners. This in fact portray offshore team in better way and step towards self-dependent team.
- From last close to 4 years, she is delivering work with ZERO defects and with high quality following all process and standards.
- She has contributed to the bright ideas which results into Cost Savings
- She is also the key resource in building up the independent Flow team at offshore
- She is also instrumental in driving and leading ATDD transformation for Team Amethyst in UMR Application.

STAR Award | Niti Jain

Application - UMR CPS SSMO

Punch Line - Dedication and Innovative



- Niti came up with an idea to automatically send email notification when error exceeds more than 100 pages or there are more than 50 location changes received , instead of Job failure. This helped in significant reduction of Job failures and incident tickets. As a part of implementation, around 200 jobs were modified to have new architecture.
- This automation has helped us saving approx. 30 tickets each month (around 360 ticket per year). Annual savings \$31,900 (360 hrs.).
- She held meetings with BA to give them KT to handle the further processing of such files on their own.
- Niti also automated fee load process . Every year we receive multiple files (approx. 32) from fair health to updated fee to be used at CPS end for claim processing. This process is very critical and incorrect load can lead to severe impact like overpayments. Annual savings \$9,734 (249 hrs.).

STAR Award | Pratyasha Mishra



Application - UMR DW SSMO

Punch Line - Dedicated, Hard working & Technically Good

- Pratyasha has worked on multiple items this quarter which has increased the productivity of the team.
- Reduce Incident influx by modifying the Medmart load packages with different Batch_nbr. This avoids the unique constraint violation of audit table when Paid and non paid file from CPS arrives at same time with same timestamp and allows packages to run successfully.
- Pratyasha added new packages to run Care Management files received on Holidays. These packages run every fortnight to see if there is any unprocessed file and if found, it processes them.
- Strengthening of Modernization drive from MF to SSIS file feeds.
- She added effective indicator fields on SQL SERVER and modified the existing packages to load the data. Reporting team now has capability to include these fields in reports created from SSIS.
- Created new package after decommissioning one mainframe job and set it up server side by implementing logic and data changes through SSIS. This will add more functionality to existing Eligibility File Feeds.
- Pratyasha understood the challenge of stakeholder management in all above tasks and she handled it without any issue.
- Pratyasha has been a dependable resource in team and her ownership of the assigned task is commendable.

STAR Award | Balla Sekhar



Application – ISET

Punch Line – Role-blurring, OM expert, Mentor

- ISET team has seen a lot of changes in recent times and Balla has absorbed all the changes without letting it impact delivery.
- He plays a pivotal role in ISET Dev and SSMO activities and also mentors new joiners which has helped their onboarding in quick time.
- Has worked on 2 very critical problem tickets in Q3 with success and has also prevented war rooms, thereby saving ADTM impact for the application.
- He is currently working on an assignment which will help reduce the number of incidents in ISET bucket and which will result in high amount of time as well as dollar savings.
- He is a very good team player who always goes the extra mile for his as well as team's deliverables, also working and supporting over weekends when needed.
- Effectively co-ordinates with peripheral systems to ensure smooth functioning of ISET team.
- In a gist, Balla is a delight to work with and a true 'star' for ISET team.

STAR Award | Simmi Goyal



Application – ISET

Punch Line – Role-blurring, Leading from the front

- The team recently went through some personnel changes and Simmi stepped up into the offshore lead role with excellent results.
- In addition to ensuring proper training of three new members of the team she also trained A4Me OM resources and coordinated daily activities to ensure the ISET + A4Me services are available and stable.
- Largely due to her daily leadership the team continues to meet SLA targets on closed incidents and problems and is currently green for Peak Season Readiness.
- Very proactively monitored the application and prevented couple of P2's which saved ADTM impact to ISET application in Q3.
- Simmi coordinated on a long lingering Facets probe issue and tracked it to closure.
- In addition, she has also taken on strategic priorities by actively participating in Disaster Recovery planning and functional testing, Peak Season readiness (including following up with ISET partners to ensure their readiness) and PLM planning activities.
- In a gist, Simmi is truly a Star for ISET as well as the whole Riptide team.

STAR Award | Raghav Sharma



Application - UHOne2.0 Facets

Punch Line - Compassionate, Collaborator

- Developer in one of the UHOne 2.0 Facets Scrum Team.
- The General Ledger interface is one of the most complex interfaces in UHOne 2.0 architecture. Raghav has been playing SME role in that area and never hesitate to collaborate and help teams. We were facing multiple issues with GL interface, when Raghav went out of his way to help the team to understand, analyze and fix the issues.
- Despite the fact that he had his own sprint assignments, he took time out to help the other team fix all the issues by talking to business, providing clarity and helping address all the fixes. This helped the team to fix all the GL issues and deploy the same for business testing. The main value outcome was gaining customer satisfaction.

STAR Award | Rohit Goel



Application - UHOne 2.0 - AppOps **Punch Line - Energetic, Proactive**

- Driven the initiative of streamlining the code versioning resulting in decrease in prod defects due to code versioning and simplified code maintenance process.
- Key contributor in reducing the problem backlog by 20% by taking ownership of most complex tickets.
- Building up Talend competency in relatively newer formed AppOps team by voluntarily training the team members.

STAR Award | Srinivas Varanasi



Application - UHOne 1.0 – Insurance Admin **Punch Line - Dedicated, Enthusiastic**

- Dev. and Support for UHOne1.0 Insurance Admin Team.
- He has been the key contributor in Application Optimization and Efficiency Improvement initiatives.
- Infra Cost Reduction - Srini identified multiple opportunities to cleanup disk space to reduce the unnecessary Infra Charge back. In consultation with SMEs, he analyzed and completed deletion/migration of large datasets ensuring data integrity and availability. This resulted into reduction of infra charges of \$14000 per annum. App. Managers and SMEs appreciated his efforts in meeting UHOne operation goal of reducing infra cost.
- IT-OPS collaboration – Srini collaborated with Policy Admin business team & Operations to fine-tune their Pre-Check Macros. Earlier this process used to take lot of manual efforts for Policy Admin Teams. Not only did Srini succeed in Optimizing the macros he added additional features to the existing workflow. As per the BA team, it has minimum 40% reduction in their manual work. Based on 2017 data it will can potentially save 4FTE work.

STAR Award | Ashish Sharma



Application - UHOne – All Savers

Punch Line - Dedicated, Enthusiastic and Flexible

- Ashish has been playing a leading role in the Performance Team from offshore and has been handling multiple enhancements/issues from the performance of both My All Savers & Safes Applications. Ashish has been lending his supporting arm to help the OM Team resolve critical issues related to modules like General Agency, Search, Renewal File Transfer etc. Ashish has shown keen interest to come forward to take on new roles & responsibilities. Like Leading the WIG Sessions at Offshore, Organizing the R&R for Q1 & Q2 at Portfolio Level at Noida Location. Recently there was a Critical Production issue related to the file transfer to ECG and Ashish took the lead to work out an alternate plan considering the criticality of the issue & fixed it in stringent timeline preventing impact to Business users.
- Ashish has Implemented multiple continuous improvement initiatives across both Safes & All Savers Applications. His initiatives have helped smoother running of Search & Execution Summary Reporting capability -
- All Savers Search Optimization : All Savers is an external Website used by approximately 500+ brokers for Quoting, Plan Selection etc. Searching on My All Savers was one of the most used and pain area and required Optimization. Apart from removing the bad code to Improve the efficiency in All Savers Search, Ashish was able to modify the existing UI and also gave the option of Fuzzy Search to the Brokers which made search more easy and efficient for Brokers. Ashish showcased all these features to all the required Stakeholders and got recognition for the same from both offshore and onshore. All the above improvements resulted in an overall saving of \$47,658.
- Execution Summary Report Performance Optimization : Execution Summary Report is a Critical Section in Safes which is used by both Encoders and Underwriters to see the aging of the groups in Different Statuses. It was taking more than 1 minute 30 seconds to view execution summary on screen for ~850 records. Ashish has now changed the way to process JSON report data coming from server, we are now using grid in build function to consume JSON data which is more effective and efficient. We were able to save approximately \$33,462 from this improvement

STAR Award | Yugandhar, Kolla



Application - UHOne2.0 Facets

Punch Line - Work Hard in silence, let your success be your noise

- Yugandhar, Kolla is Facets Configuration Analyst App actively working on Future products configuration and supporting the scrum teams with Product/Plan related or other queries
- Collaborated within team in Implementing Bright idea leading to error free faster configuration, savings \$27104 by automation Qualifier group Mapping in Business configuration
- Helped in increasing the speed to market by created automated solutions for the Class, Plan and Product configurations in Facets via Backend rather than Front End
- Reduced time to build and value by automating validations of Configuration data moving to all Non Prod and Prod regions

STAR Award | Prabhu Chaitanya G



Application - UHOne 1.0 – Insurance Admin

Punch Line - Compassionate & Flexible

- Prabhu has been handling Dev and OM responsibility for UHOne – Mainframes Team.
- Prabhu has implemented one Bright Idea – Automation of Test JCL creation. This tool is helpful for developer to create a test version of any prod JCL ensuring that shop standards are maintained. This can potentially save 531 Hrs/yr, resulting into soft savings of \$20,733.
- Prabhu also received praise from onshore SME for prompt response to batch issues.

STAR Award | Srikanth Kotnala



Application - UHOne – All Savers

Punch Line - Enthusiastic, Collaborator

- Srikanth Kotnala has been working as Senior Developer in All Savers - Wings n Claws Team. He has also been extending his help to OM Team to resolve Business critical issues whenever needed.
- Last month when there was a critical issue with Renewal Processing for December month, All Savers App Manager – Bob Ray hill reached out to Srikanth. This issue had a high impact to overall All Savers Business. Srikanth has quickly stopped renewal processing function by performing instant analysis on it and worked on fixing renewal rate issue. Bob Ray hill has appreciated Srikanth for his breadth of sound knowledge & willingness to dive in to figure out possible solution of Problems.
- Srikanth has shown excellent troubleshooting skills by debugging September release unknown error while deploying Master application to production without any prior knowledge of Master Record application. Team had been facing multiple unknown challenges during deployment and due to which the Master record application has been taken down to roll back procedure. Srikanth was brought in to investigate the issues. He has taken an structured debugging approach using developer tools to figure out the root cause and suggested the right fix at right time which has helped team to bring back Master record application to LIVE in Production.

STAR Award | Divya Anne



Application - Dental Facets

Punch Line - Wonder Woman

- Divya is a key resource for Dental Facets team and worked on several critical projects.
- As part of Dental upgrade She worked on Migration of entire ECG configuration from Facets 4.71 to Facets 5.4. Starting from getting all the job scheduled in Facets 5.4 Non-prod prod environments, running all the jobs in Stage environments and doing analysis on performance, coordination with CTS for same to make sure everything is up and running.
- Due to her due diligence we were able to finish this entire ECG migration/Code remediation with an excellent quality – there were almost zero major/critical production defects for Dental upgrade.
- She worked on getting End Points set up for all Portals (ISET/B2B/MyUHC etc) in Prod and Non prod environments to make sure all partners could complete testing and nothing is broken in new environment.
- She has contributed immensely in Dental Upgrade by keeping track of batches post upgrade, working on abends and making sure that extracts are sent to downstream systems to avoid any impact on business.

STAR Award | Balram C

Application - Facets Dental

Punch Line - An All Rounder



- As a part of Explorers, Bala is involved in so many activities related to development of new APIs, decoupling existing APIs, implementation of CI/CD in APIs, supporting SSMO for API trouble shooting etc
- He supports deployments from offshore in odd hours
- Coordinating ML for image to text conversions
- Building a CI/CD pipeline for Database objects
- In spite of all above said work, Bala is always ready to help others internally as well as externally (to other teams).

STAR Award | Amish Kumar



Application - Facets Dental

Punch Line - Learner

- Established a winrm (Windows Remote Management) connection between two systems , to execute commands remotely.
- Established the SFTP (secure file transfer protocol) connection between two system to share files between them.
- Working on optimizing the sftp connection to provide faster downloading of files.
- For Explorers he worked on KFM : Modifying the exiting Key Field Mapping Service Page to include the functionality for effective and term date of plans.

Star Award | Kuldeep Thanvi



Application – ACIS

- Kuldeep has shown very good performance in the application resolving critical business issues. He has automated few tasks in short time frame and also fixed existing problem tickets.
- Below are few point where his contribution is appreciable.
- Self Service Tool – Kuldeep created self service tool for EBILL related service requests. This tool helped the team in gaining productivity improvement for service request. This tool helped in saving \$37,100.
- Kuldeep also worked on streamlining the deployment process for CDX.

Star Award | Goyal, Sourabh



Application – PRIME

Punch Line – Contribution towards PRIME Renewal peak season

- Sourabh has joined R&R team few months back and in a short span he has gained good knowledge about Renewal & Rating application. He has played a major role in making the RnR transition a success
- Not only he is independently working on critical rating and renewal tickets but also deployed problem tickets to permanently fix critical issues like missing IBR customers and missing IBO code.
- His contribution to the PRIME Holiday batch Processing VOC Phase 1 implementation is worth appreciation.
- Due to the critical and demanding nature of the application we have seen him going above and beyond many a times which reflects his ownership and dedication to meet business needs.
- PRIME renewed highest volume ever for 1/1/ renewal and contribution to ensure the process goes out smoothly is worth appreciating
- Proactive communication during this peak season with business.
- He quickly identified the root cause of the issue encountered and worked on critical tickets.
- Bravo appreciations received:

From AMIT KUMAR (PRIME SSMO Project Manager): Appreciate all the hard work and dedication you have shown to make PRIME Rating and Renewal Transition a success. In a short span not only this team started working on critical issues but also coming up with many improvement opportunities. Keep your positive attitude alive, and never let the enthusiasm in you fade, this is your strength. Way to go! Let's gear up together for 1/1 renewal.

Star Award | Udit Singla



Application – PRIME

Punchline – Great effort on PRIME Problem tickets

- He was active participant in KT sessions from CTS. In no time he became one of key team member.
- Contributed to resolution of 2 Problem tickets and 1 project in a release (First release post OGS transition complete).
- He worked on Business critical work order where PRIME need to send Billed amount to BRMS, WO had last minute change in requirement (2 days before UAT testing cut off) he stretched and completed coding and testing on time.
- He found RCA and code fix for one of lingering issue that is causing ~3 to 4 incidents per month for more than 2 years and got appreciation from Onshore Service coordinator .

Star Award | Varun Kandhari



Application – PRIME

Punchline – Effort on Renewal VOC and RCA

- Varun is part of Rating and Renewal team. He has fixed below issue during his short tenure and contributed towards renewal peak season:
- Work on Renewal VOC item
- Dummy policies Issue Fix
- RCA of DMI error “DMIPACKAGE HAS MORE THAN 152 EMPLOYEES” in the DMI Driver file and its resolution
- RCA of DMI error “3537 ROW NOT FOUND ON DENT PLAN TABLE” in the DMI Driver file and its resolution
- G5342R06 looping issue identification and its fix
- G5342R06 long pending issue of bad return code from M534204B module

Star Award | Mrinal Kumar



Application – PRIME

Punchline – Effort on Reducing Prime Incident Backlog

- Mrinal been focused resource. He has taken up multiple complex and aged problem tickets and solved successfully like incorrect PCP coverages in CDB feed etc.
- He contributed to IMSXPRT MF tool (IT solutions for DB update) for IMSDB update required as work around for incidents.
- This is to convert from manual update of IMSDB while application down time to online update through transaction. He is top contributor in Incident resolution which help to reduce the incident backlog.
- He always vigilant of new tickets in to the queue throughout day. He always ready to help team members and been a very reliable resource. He has been taking care Pre batch activity for last 3 releases seamlessly. Good Job Mrinal!

Star Award | Bevara, Ganesh



Application – BASICS

Punch Line – Make it happen

- Ganesh has played key role in implementing business critical project (broker statements via Oxford Broker Portal) on time. It was committed to broker community to be available by 10/1. It was a complex project with changes to existing code and infrastructure and Ganesh coded and coordinated with all teams to make it a success. He has been appreciated for his effort by onshore director.
- Bravo appreciations received: From AMIT KUMAR (PRIME SSMO Project Manager): Appreciate all the hard work and dedication you have shown to make PRIME Rating and Renewal Transition a success. In a short span not only this team started working on critical issues but also coming up with many improvement opportunities. Keep your positive attitude alive, and never let the enthusiasm in you fade, this is your strength. Way to go! Let's gear up together for 1/1 renewal.

STAR Award | Manish Kala



Application - UAT

Punch Line - Committed & Hard Working

- Manish has successfully implemented bright idea “HSS Re-pricing” through LeanFT, saving of \$2496 has been generated.
- He Created reusable steps for TOPS Screens for ATDD automation using LeanFT framework.
- He received “Ruby” recognition from Onshore for his Collaboration.
- He has cleared Scrum Master- Internal certification.
- .He has provided test support for Medicare Not Covered Services project for successful delivery. Also completed additional testing on time to deliver the project with high quality.
- He supported other team members to resolve their issues on automation(Framework Installation, screen automation)
- He completed the QE-SDET Certification pre-assessment test and enrolled for QE Level 2 trainings.

Star Award | Dheeraj Bhardwaj



Application - UAT

Punch Line - Flexible

- Dheeraj is playing crucial role in CPA UAT team and considered SPOC for overall CPA UAT deliverables
- He conducted CPA knowledge sharing sessions for new UAT resources who on-boarded in 3 separate batches.
- Dheeraj is considered SME for COSMOS/CPA application and does regular follow up with stakeholders on issues that need to be resolved.
- While ensuring to complete his assignments in such hectic schedule, he also does quality check for deliverables of new resources.
- He is appreciated by onshore stakeholders for his ability to organize the team and assignments.

Star Award | Deepa Singh



Application - UAT

- Deepa is working for CES UAT team.
- She is working for CES Custom Rule and Carrier Load testing.
- She is grooming herself for QE level 2 to have competent skill set
- She has worked on a macro for CES Rule Extract automations which will automate the process of formatting of Rule extract document.

Star Award | Anant Srivastava



Application - UAT

- Anant is working for CES UAT team.
- Anant has successfully completed 8 Custom Rule L5 testing with 100% quality after exhaustive months long training.
- He has completed QE level 1 certification
- His deliverables are distinguished for quality with zero post production defect
- He is flexible to support team members whenever needed.

STAR Award | Jitenderpal Sidhu



Application - TOPS (The Online processing system)

Punch Line - Dedicated, Analytical and Enthusiastic

- Worked closely with business and identified a fix to resolve 1000 claims which were unable to process prior to fix. This prevented potential payment of 20K in the form of interest due to late payment.
- Deployed various fixes that reduced abends by 30%
- Sidhu transformed himself into learning newer technologies , he currently working on moving some of CPU consuming process outside of mainframe.
- Actively supported various release activities with respect to application as well as infrastructure changes

STAR Award | Ather Shakeel



Application - ORS (Online Routing System)

Punch Line - Dedicated, Analytical and Enthusiastic

- Ather Identified and Deployed DTR in ORS application resulting in CPU reduction with a dollar saving of 21K annually it also turned out to be 50% more efficient for Portal application processing
- Active member of SOC audit and successfully completed SA1-SA9 Audit without any findings , this was really appreciated by the Audit Team.
- Migrated 44 FTP triggered jobs to CFTP under a single release and this eliminated all FTP failures and the need to change the password every year
- Ather turned himself into an ORS SME.

STAR Award | Sireesha Bodasingi



Application - Customer Data Delivery(CDD)

Punch Line - Dedicated, Committed and Flexible

- Sireesha has been associated with CDD application for the past 24+ months and has in depth knowledge of all the CDD streams. She is the go to person for any queries regarding OOC and FSA/HSA streams.
- She Worked individually on many major Work orders and has been reviewer for most work orders assigned to team.
- She deployed 18+ work orders in the last quarter with good quality.
- The recent Cast light enhancements and the OOC layout changes are complex in nature in understanding the current design .With her dedication and interest in taking more challenging work , she deployed both the projects with out any issues and this was applauded by many.
- She has been showing tremendous results on overall contributions to the SSMO metric goals.
- She has demonstrated excellent ownership & commitment in all the deliverables
- She has been always available for any support that is required for any application working with CDD. Her work highly appreciated by offshore and onshore leadership and business.

STAR Award | Avinash Kumar



Application - TOPS – UNET Batch

Punch Line - Dedicated, Analytical and Enthusiastic

- 1500 Fully Insured member claims are processed incorrectly due to an incorrect market number updated in CDB, he was actively engaged in remediating all the impacted claims, avoided member impact.
- Worked closely with business in identifying and remediating all Fraud letters created with incorrect office numbers.
- Created business critical report for Office number 210 which will help business to reconcile the missing letters.
- Worked as primary resource and handled the process to load 25 million Provider contracts from NDB. It requires lot of manual effort on weekdays and weekend. Avinash worked on extended hours to make the system stable and meet the timelines of NDB one shot feed processing on time.
- Supported TOPS releases and help Dev partners to schedule adhoc jobs and work over the weekend.
- Worked with AI team and provide 700K claims in requested format for Machine Learning models.
- Actively worked on critical abends and make sure the feed processed on time and sent to downstream.

STAR Award | Divya Ratan



Application - TOPS Unet Batch/VSAM DBA

Punch Line - Dedicated, Analytical and Enthusiastic

- Divya has been working in UNET Batch team of TOPS and acting as SME now.
- She supported independently the critical Production issues and remediation in extended hours in weekdays and weekend.
- She has fixed many critical bugs/code issues of UNET Batch which includes
- Analyzed and fixed Business critical PAYLOC issue which saves lot of manual update for Business
- Fixed critical EOB processing Batchabend which saves 10 incidents weekly and avoid delay processing.
- Correct the Out of pocket amount in Health Statement Balance report which help business to review member accumulators correctly.
- Implemented all MEDCLM Purge and Reorg activities of TOPS which saves DASD and improved CPU consumption.
- Worked with Dev partners to implement Data lake project successfully.
- Mentor and trained the new joiners to make them productive in daily work.

STAR Award | Narasa Reddy

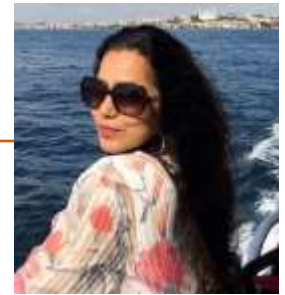


Application - TOPS & COMET

Punch Line - Hard working

- Narasa Reddy is a key resource in critical TOPS & COMET Application – with offshore QA teams of 12 associates.
- He delivered 4 releases for TOPS & COMET applications with an excellent quality – there were zero major/critical production defects for TOPS applications.
- Narasa received 2 bravo recognition for playing critical role in the projects.
- He worked on critical programs like EOP/MRM programs, where he support Different Cross Apps team Like BPM, RRT and On-base during system and Integration Testing Phase.
- He is having very depth knowledge on TOPS and providing Training to other team Members and also adopted to Agile approach and ATDD Transformation.
- He has successfully completed the Automation tasks using Lean FT tool and currently automating the November release projects.
- Represented the team during onshore hours when the bulk of team was gone and ensured all stakeholders were kept informed on defect retest and kept execution moving along.

STAR Award | Noopur Singh



Application - TOPS Dev

Punch Line - Dedicated, Smart worker, Good mentor

- Noopur is a senior resource with TOPS application and is emerging as an efficient expert on out of network programs. She is the go to person in her pillar for any critical prod issues and helps resolve them with apt suggestions.
- She has been playing dual role of a Developer as well as a System analyst for past few releases this year.
- She has quickly taken up the ATDD work and with her REXX expertise helped gather payment files information.
- Besides, the BAU, Noopur's turn around time in resolving critical CCT defects for recent releases has been really appreciable.
- Her contributions to projects like EOP, Tiering Rules Engine and Virginia Remark Code deserves a pat on back.
- She is leading critical pieces for 2 highly critical business requirements of Out of network programs scheduled for November as a SA and as a Developer as well.
- Noopur is highly flexible and always welcomes feedback with grace. Her accountability towards work is best demonstrated by the huge working hours devoted in coordinating with other senior SAs and business folks to draft solutions for critical projects.

STAR Award | Madhu Kumar Sidigonda



Application - TOPS

- Madhu is a highly dedicated, hardworking and flexible resource with great ability to learn and adapt to new challenges.
- He joined team few quarters back with knowledge in TOPS configuration, he gained TOPS/COMET functional knowledge in quick time and able to deliver all the items assigned to him.
- He enrolled himself for QA – QE transformation and learned UFT in no time. He continuously work towards enhancing his skills and helped out other team members in learning UFT as well. Supported implementation for EDSS key claim tool.
- Madhu has established a good rapport with SOS business and IT teams at onshore and offshore and collaborate well with them to get earlier resolution on the issues faced during test execution.
- His dedication, Ownership and accountability shown for all the deliverables is really commendable.
- He delivered 24 SOS items and reported 6 critical defects around them with Zero fallouts.
- Apart from SOS deliveries, he has also supported additional work for SSMO team by working on problem tickets and service code update validation.
- He also contributed towards IT-BPO collaboration by supporting testing for PRJ160226.

STAR Award | Santhanam, Vasanthan



Application - TOPS Dev

Punch Line - Never say no, Struggle hard

- Vasanthan has very good understanding of overall TOPS Architecture and claim Adjudication.
- In Q3 he implemented 2 bright ideas, iCES Clearing batch for Regression and Shakeout regions and Online Save file update. The total dollar savings accounts to \$16770.
- Under DEV-OPS initiative, He has worked on Sonar scan integration with Jenkins tool. His involvement in this initiative with no proper training on the tool is appreciable.
- Under IT- OPS initiative, He worked on to increase the Auto Adjudication rate for claims which hits RULE15, Various scenarios were involved and had to interact with CDB team to get the understanding of the complete process.
- Vasanthan has worked on an escalated issue related to cause code which impacted a lot of customers, He acted as SME and interacted with the Query optimization team to confirm the business functionalities which should not be impacted.
- He worked on 2 problem tickets related to abends which was caused due to existing production code, fix was implemented in next release because of his swift analysis.
- He mentors other team members and in absence of his projected lead the team was able to close 20+ intake in period on 4 months apart from other deliveries.
- Vasanthan has been guiding his team and supported development of multiple REXX panel based tools

STAR Award | Manikanta Tanikella



Application – TOPS

Punch Line – Dependable

- Mani has been working as QE for TOPS. He has handled multiple critical projects and delivered successfully.
- Actively involved in ATDD Automation in order to achieve 50% faster target.
- Stretched hours to make sure that delivery is smooth and all the aspects are covered.
- Zero post production defect raised on the projects delivered.
- Always have an eye to detail on the task assigned and always keen to help others by going extra miles.
- Involved in below mentioned projects for Q3 :
 - Benefit Category Tiering
 - ICES Duplicate Hierarchy
 - Tiering rules engine Integration on UNET
 - Resubmit Indicator Enhancement
 - Tiering Rules Engine Foundation

STAR Award | Rakshit Goel



Application – TOPSE&I

Punch Line – Dedicated

- Rakshit recently worked on PRJ134397 Medical Records Management project that involves making new external API calls using Layer 7 security authentication.
- Such external API calls from TOPS to other applications are pretty new and Rakshit did a commendable job working independently with RRT, TEI, SSMO teams and various other multiple stakeholders to get this implemented successfully in both ITEs and production.
- He is also actively involved in ATDD Automation in order to achieve 50% faster target.

STAR Award | Darabadi, Ezra Kumar



Application - EAS Team

Punch Line - Energetic

- Ezra has played an active role in SAM expansion project which delivered to business in 6 weeks which is more than 50% faster delivery.
- He always been go to person for all OM activates and got good COSMOS domain knowledge. His contributions have been acknowledged and appreciated by onshore stakeholders.
- He is a very flexible resource and always available when there is a need of project. he has Supported many weekend checkouts. He Identified a critical defect during regular release checkout which could lead to open many user incidents in production.
- He has proactively taken the ownership of the projects with quality delivery. She always delivered the manual deliverables with 100% quality. No defect leakage found in manual deliverables.
- He has provided training to new team member who newly joined in the team.

STAR Award | Varun, R



Application - TOPS

Punch Line - Hardworking and multi tasker

- Varun is one of the critical resources in TOPS 835 team and having very good understanding on TOPS application and 835 reports. He has very good command in claims domain area as well
- He has worked upon on SP100, OI-1, #713, #714 and H51000 features independently with Zero prod defect. His contributions appreciated by 835 scrum master and product owner
- Apart from ongoing projects, he is also contributing in ATDD automation waves assignments
- He is highly reliable, hardworking and flexible resource with great analytical and problem solving skills. He understood the application requirements very quickly and start delivering the solution within stipulated timelines
- He is a great team player and always ready to help the members in the team. He has also given various knowledge sharing sessions within the team.
- He always been very consistent with his deeds, expectations, results and values. He has shown technical expertise in various automations assignments and played a vital role for conducting various session with manual teams.

STAR Award | Spandana Reddy



Application – TOPS

- Spandana joined TOPS team about an year ago and in a short span of time she has gained good knowledge of TOPS.
- She has been involved in complex TOPS projects like EDC Analyzer project which had strict timelines.
- She ensured that there were minimal defects on the projects she worked on and also ensured timely delivery of the projects
- She has been able to handle projects on her own and delivered it as per the requirements without any defect. PRJ133571(CC_Cost Avoidance Test) and PRJ08908 TOPS Installation Reporting to name a few.
- She is currently supporting the ICN Expansion Project which is high critical project for TOPS, handling the UNET Batch changes alone in close coordination with Onshore SME. She has received multiple appreciations from Onshore for the same.

STAR Award | Praveen Kumar



Application - ELGS and EDSS

Punch Line - Innovative, Enthusiastic and Flexible

- Praveen has been working as a Configuration Manager for ELGS Suite of applications. Praveen is also working as a EDSS Developer and has been delivering design and requirement work independently.
- Praveen has been instrumental in adopting and implementing CI/CD in ELGS. Praveen learned and helped implementing new CI/CD tools and technologies and helping other team members also to adopt to CI/CD. Moving to CI/CD is our Wildly Important Goal of 50% faster delivery.
- Praveen learned and created Jenkins set up for Alpha and Charlie Dev environments and is also integrating Sonarqube for all the ELGS components.
- Praveen's knowledge in the CI/CD implementation of build deployment in integration with sanity testing through Jenkins has been hugely appreciated by onshore team.

STAR Award | Suryasiva Kavala



Application - Knowledge Library

Punch Line - Enthusiastic and Flexible

- Surya has been instrumental on Knowledge Library with regards to ensuring our business team and customers are satisfied and the application is working flawlessly. Surya recently spent over 10 hours on a war room which impacted Knowledge Library. Surya ensured that the application was not impacted during this global network issue that impacted multiple applications. Without Surya's dedication, Knowledge Library would have incurred ADTM impacting our customers as a P1 application.
- In the last 3 months, Surya has received Bravo Awards from 3 business users and via email for his quick and helpful resolutions to their issues. Surya has demonstrated that the customer and their issues are very important to resolve and to resolve by making the customer feel as if they are getting first class treatment. Surya certainly has not only impressed these customers, but also our business owner Pam Jerozko.
- Some of his appreciations: I would like to thank and appreciate Surya for his diligence in getting an urgent document posted for me. He invested all his energy and enthusiasm in identifying and removing the bug that was preventing the document upload on KLL. Thanks for all your help! – Poonam Rawat
- Thank you for assisting with the Manual SPI Clean-Up Project in Knowledge Library. Deleting over 750 Manual SPIs was no simple task and you did it all in a timely manner. Your time and assistance is greatly appreciated. Thanks You!! – Charles Mcleoad

STAR Award | Manish Khandelwal



Application – DMS (DOC 360)

Punch Line – Reliable and Efficient

- Manish's excellent contribution in Renegades-Extraction process. He has been collaborating with other team, onshore and responding to their requirements and able to create a happy moments for them..
- Helped extraction team to speed up the extraction rate to target business deadline. Contributed
- Drove team to Automate daily status report, and environment data clean up activity.
- Keeping production clean by strategizing teams availability and maximized their through puts. Extended availability over weekend and onshore business hour is appreciated
- Arranged KT for fresher and get them ready to work in 2 week of time.
- Provided bright idea for automation of extraction process. Task is pending for business approval.
- Appreciation: Manish Thank you for your contributions to the Renegades team. Not only have you worked extra hours to ensure the project is completed on time, but your attention to detail is great. You are a team player who has contributed to the overall success of this project Specifically, thank you for automating the object store copy process and the daily reports process. Great job! Thank you

STAR Award | Ram Kiran Thentu



Application – DMS QE

Punch Line- Dedicated, Enthusiastic and Flexible

- Ramkiran has successfully delivered many critical projects in Q3 like SBC Cirrus, ECAA Dob, Mission control, Renewal Letters. All the projects have been delivered with Zero UAT and Production Defects.
- He has worked on Automating EDMS components of Monthly projects SBC Cirrus and Renewal letters which resulted in \$1200 of Total Realized savings and testing cycle time reduction.
- He has received Appreciations from Onshore Partners for the UAT Support on VA Medallion Project.
- He worked on automation of ECAA Production checkout scenarios for the different Prod servers . 16 scenarios were automated and EDMS OM team is using these scripts for the release checkout which results in reduction of Production deployment time.
- He has Subject Matter Expert knowledge on EDMS application and modules(Proarchiver, XMDM, Documentum, ECAA, EDMS UI, Docview, CMWS, TWS) and is helping the team by providing the inputs during grooming sessions.
- Worked with Dev/ops team to implement CI/CD on EDMS modules and creating automated jobs in Jenkins thereby contributing in 50% faster delivery .
- He coordinated with multiple integration partners for Test data and UAT partners and ensured full support to them that helped in successful UAT and Integration testing completion. .

STAR Award | Bhargav VG

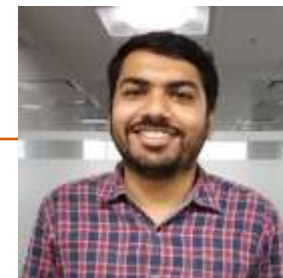


Application – DMS QE

Punch Line- Quick Leaner

- Bhargav has been working as a single point of contact for testing Polaris Projects from offshore. Within short span of time he picked up the tasks and has supported multiple Polaris projects. All the projects have been successfully delivered with Zero UAT and production defects.
- He has demonstrated excellent testing and co-ordination skills while working on these projects.
- Bhargav took the initiative of learning the CI/CD Tools and technologies. He underwent KT for few weeks on all the tools along with his QE activities which helped in filling the open position for CI/CD contact person at offshore and he has been leading the CI/CD efforts for EDMS/OUCM .
- He has used various Devops tools like Jenkins ,Jfrog , Sonar, HP-Fortify ,XL-Deploy, Ansible, New-Relic, Dynatrace, Openshift, MS-Build and MS-Deploy to bring various components of above applications under CI-CD.
- He has been helping the team in various tasks like merging the code, creating Jenkins pipeline , sonar fixes and fortify fixes.
- So far, 100% of EDMS and OUCM applications are being deployed via CI-CD process. Every deployment is integrated with Jenkins which has reduced the overall time taken for deployment from hours to just minutes.
- He also possesses good automation skills and has been contributing in EDMS Testing automation activities.

STAR Award | Sunil Shihani



Application – DMS (DOC 360)

Punch Line – Smart worker, dedicated.

- Sunil Shihani has proved himself to be a valuable asset in very short span of time. His dedication and persistence to achieve the better results every time is commendable.
- Below mentioned is a list of achievements in his short span of time of 2 months with the team which goes on to prove his extent of knowledge and skills.
- Innovation- Created a generic automation utility which has been used to reduce the manual effort for Dataset creation for failed repository. It reduce the redundant task of the QAs to manually to go and check DB the failed repos and manually move them to the directory further getting reprocessed.
- Worked on 2 different data groups for Trojans which are part of upcoming releases
- Despite of his simultaneous involvement with 2 teams he has been able to do multiple different POCs. POC to created a PDF comparison tool to resolve the issues faced by Renegades team for corrupted pdf files extracted.
- Delivered on Multi Key code changes that is successfully deployed in prod.
- Provided the Java Training sessions for other team members.
- His dedication and zeal to learn is next to none. Has been a vital member of team and is always ready to take up new things.

STAR Award | Davinder Goyal



Application – UMR – Adaptive Portals

Punch Line – Dedication, perseverance and Hardwork

- Davinder was part of UMR team from 9 months, He has gained great amount of knowledge on the UMR Portals and had significantly for VA CCN development.
- His high level proficiency in handling the tasks assigned to him, communication with onsite and getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- Davinder with minimal supervision was productive from day one and left impression to onshore stakeholders on many occasions.
- His proactive and collaborative nature in reaching out to the business and IT teams at onshore and offshore has contributed to reduce TAT significantly and helped to increase throughput.
- He was involved in the mentoring and bringing new team members at offshore to pace with the understanding functional and technical front within a short period of time..
- Mark (Onsite Director) is very appreciative of the work done by Davinder in VA CCN Portal.
- He has always extended his technical assistance to other team members as and when they required.

STAR Award | Sonia Dahiya Sapra



Application – UMR/OMMS Portals

Punch Line – Hardworking

- Sonia has joined OMMS Portals team in Apr'18 and gained has gained good knowledge of the application
- OMMS has nearly 20/25 user stories per sprint with 4 sprints in each PI. She has delivered her assigned user stories timely with low defects leakage
- She has taken up Test Data and collaborate with cross app teams pro-actively on creation/validation of the data.
- She manages data creation for all environments(TS02, TS05, TS03,OD)which is used by dev and testers while code/defect deployments.
- She has gained good insight on REST services which are indispensable for OMMS
- She supports employee engagement activities in Gurgaon for E&I portfolio
- She has received appreciation from Scrum team BA

Wendy and Payal – I'm writing to let you know what a wonderful asset Sonia has been to the OMMS portal team. She has made such great strides since joining the team. Without much training or KT, she has quickly jumped in to learn the system and provide excellent QA. In all cases she is seeking to understand how users will interact with the functionality being built. She looks beyond the acceptance criteria and ask if it truly makes sense to the user. Below is a great example of that. It is this type of analysis and feedback that will make the OMMS product stand out. I also want to mention how easily she has been able to adapt to our team. Even though much of our team is a bit quiet, she has not been afraid to speak up and advocate for the product as well as her team mates. Her insight is greatly appreciated by both Jeff and I. Thank you both so much for offering Sonia to our team! She is a joy to work with!

Mariah Kannenberg | Optum

Star Award | Shreya Kasliwal



Application – UMR Portal

Punch Line – Dedicated, Enthusiastic and Flexible

- Shreya has been working as a Technical lead/Scrum Lead for Cobra agile pod and has gained good knowledge of UMR Portal applications and processes and has been delivering the work independently.
- Shreya Kasliwal has established a great rapport with business and IT teams at onshore and offshore and has always shown skills by collaborating, analyzing and resolving the issues that business raised.
- She has been involved in providing solution also in few critical problems under work order items which had potentially result in avoiding the major escalations from business
- She has been appreciated from business as well as for zero defect deliveries.
- Shreya is putting great effort in mentoring new joiners.

STAR Award - ADARSH PANDEY



Application – UNITED eSERVICES

Punch Line –Dedicated, Enthusiastic and Flexible

- Adarsh has been working as a Software Engineer for United eServices application and in a short time he has gained good knowledge of United eServices applications and processes and has been delivering the design and requirement work independently.
- Adarsh has worked on implementing Splunk reports / creating Splunk dashboards/queries for UeS.
- Adarsh has reviewed/fixed a lot of fortify critical/high vulnerabilities as well.
- Adarsh Implemented bright ideas that resulted in enhancing the application availability and cost saving.
- Adarsh is helping in grooming new team mates and he has also provided the batch KT's to team.
- He has been always available for any support that is required for any application working with United eServices. He has been appreciated from business as well for putting in extra effort
- Adarsh has been always available for support that is required during odd hours or weekends for his sincerity and dedication towards application he has been appreciated from business at many occasions.

Star Award | Utkarsh Mishra



Application – Employer eServices (EeS)

Punch Line – Dedicated, Enthusiastic, Reliable and Flexible

- Utkarsh has been working as a SSE for EeS application, he has good knowledge of online application and he is also well versed with batch processes and business. He has been delivering complex tasks independently on time.
- Utkarsh has worked on implementing splunk reports/ creating splunk dashboards/queries for EeS.
- Utkarsh has created and implemented eCR control script which is a complex long pending PROD issue which has been highly appreciated by business.
- Utkarsh has implemented RER for new JSON services(Dental ID Card) in single day.
- Utkarsh has reviewed/fixed a lot of fortify critical/high vulnerabilities as well.
- Utkarsh has taken ownership in completing eART PLM for EeS successfully and independently.
- Utkarsh is taking care of Mass Email on Delinquent Customers activity independently which involves sending emails to business clients/users.

STAR Award | Rahul Katta

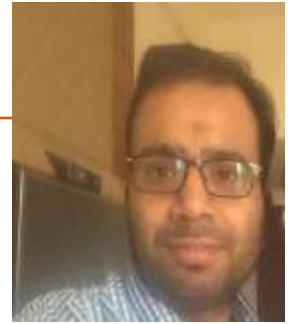


Application - UMR Portal

Punch Line - Dedicated, Commitment and Flexible

- As a fresher he joined in the Optum and now he completed 1 year in the organization. In this year of experience he got good knowledge in UMR application and technical knowledge.
- Rahul has been working as a Developer for UMR Portal and in a short time, he has gained good knowledge of the core portal's utility applications.
- Rahul is a key contributor of Komodo team and his contribution to deliver both complex business functionalities and UI design is highly appreciated.
- He got good recognition in Q2 release from leadership team at onshore and offshore for their performance.
- As part of Benefits portlet modernization he worked independently on UI and service changes for getting member accumulator and claims submission address details & Additional benefits portlet.
- As part of CI/CD implementation he did POC for converting Ant to Maven project.
- He got good knowledge in opencms
- Also he worked on solving some critical production defects like pre-billing enhancement and benefits footer note display as a part of Q2 release.

Star Award | Umesh Batra



Application – UMR – Adaptive

Punch Line – Dedication, perseverance and Hardwork

- Umesh was part of UMR team from 16 months, He has gained great amount of knowledge on the UMR Portals and had significantly contributed for Panther team development.
- His high level proficiency in handling the tasks assigned to him, communication with onsite and getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- Umesh with minimal supervision was productive from day one and left impression to onshore stakeholders on many occasions.
- His proactive and collaborative nature in reaching out to the business and IT teams at onshore and offshore has contributed to reduce TAT significantly and helped to increase throughput.
- He was involved in the mentoring and bringing new team members at offshore to pace with the understanding functional and technical front within a short period of time..
- Jamie and Jeff (Onsite) are very appreciative of the work done by Umesh in WCAG Project.
- He has always extended his technical assistance to other team members as and when they required.

Star Award | Abani Sahoo

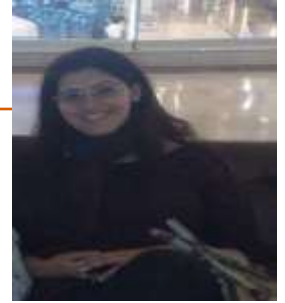


Award Type – Employer Portal – (EeS)

Punch Line – Determined, Innovative and High performer

- Abani is determined, sincere and results oriented team member of EeS and has always contributed zero defect and before time deliveries.
- He recently worked on Financial Protection project, and delivered high quality work without defects. This project required lot of integration eBill team where we needed to integrate whole new REST web services with EeS.
- Abani coordinated with other team developers directly and implemented the new CR within short span of time.
- Abani did multiple follow up with eBill team, collaborated with them to understand the proper requirement and managed to implement that change quickly without any defect.
- Apart from regular deliveries, Abani has been working with other teams[on Devops CI/CD dynamic pipeline initiative at OGS] and implemented automated script and designed RESTful web services by using Spring Boot.
- Abani is self motivated and learnt Angular JS, Groovy script, Springboot and shared knowledge within the team.
- He has received multiple appreciation from onshore for his excellent work in various deliveries.

STAR Award | Mohona Banerjee



Application - Optum RDE

Punch Line - Mohona the technology champion

- Initially, did POC for Angular and MicroService integration successfully and played a significant part in the project initiation phase of RDE.
- Mohona has worked on the Micro Services implementation for Dashboard Grid, Customer General Group Info1, Group Info 2
- She was worked on the UI Display, Validation and Service Integration for Customer Address widget
- She has worked on building an SIC Code lookup API and it's integration from Customer Group 2 Info widget
- She gives valuable inputs to the design discussions for database modelling and micro services designs
- Currently, also working on refactoring of all the microservices with new design implementation, incorporating employer id generation logic.



Application - Optum RDE

Punch Line - Sumit the Typescript Helper

- Sumit showed interest in Angular, attended training in Angular and learned Angular.
- He is the go to person when the team needs help in Typescript.
- He is actively involves in exploring new solution to problems.
- He has good knowledge in .NET too and still lends his hand to help his previous team.
- He has developed the generalized validation component for the General Information Screen 1 & 2, Employer, Plan Info screen.
- Created RDE UI in angular Framework from scratch and created the layout of RDE UI (Header, Footer, navigations).
- Created Generic method to handle warning control validations logic by extending angular validations and abstract control class.



Application - PRIME

Punch Line - Dedicated & Excellent Team Player

- Pramod is an acting Dev Lead for the Prime Freelancer Delivery Lane. He has vast PRIME experience, technically sound and always helps enable the team members with system knowledge ;
- Pramod has analyzed all the error code scenarios for Project Spring and Project Tiering Rules and deployed the features flawlessly. He has done excellent end to end communication with all interfacing portals (EES, MyUHC, CIM, SAM, EEMS) to perform system integration testing.
- He led the entire development changes for all Tiering features including Prime PCP validation, randomization design changes for Tierings, ID Card process changes to make new L7 connections from host with PES.
- He helped set up co-ordination/working sessions with NDB, PES and business to resolve data set up issues and defects
- Voice Of Customer (VOC) Contribution: VOC's F218732: ATNE One-Shot & F218734: Mini Cobra Errors
- Working on Renewal WO PRJ162030 IDE063649 PRIME: Pt 2-Remove 'enrolled excds elig count' logic
- Production Issues Resolution: Helped resolve renewal production issue to resolve Rx Footnotes were not populated in the renewal version files in UAT environment

STAR Award | Vivek Agarwal



Application - PRIME

Punch Line - Vivek helps the team for Agile maturity

- Vivek Agarwal is always interested in learning Advanced Agile courses and shares the knowledge to the team. He has certified himself into a Scrum Master capability by doing external and internal trainings and certifications.
- Voluntarily reviewed the structural maturity MBO for PRIME and suggested measures to improve the score for all the scrum teams.
- He is actively managing the Kanban board with all VOC initiatives for PRIME suite of applications and ensures the features are having the latest updates by working with project leads.
- Vast knowledge in ORS application and guides the scrum team from grooming to deployment. He also works closely with Business teams to understand and address their pain points.
- He learnt multiple sub applications within PRIME in very short period and able to execute projects in any application (ORS, PCIS, UP2S and PRIME) independently.

Spotlight Award

Spotlight Award | Sachin Dembla



Application - Vision Administration System

Punch Line - OM Specialist

- Sachin Dembla is taking care of OM batch processing and daily monitoring in multiple shifts.
- He is very flexible and able to adjust shift timings to be able to support application validations, special batch processing windows and peak season monitoring and alerting team of any abnormal behavior
- With production environment.
- He has implemented automated scripts to update Vision Orders statuses as shared by DVI (Vision Lab vendor) to reflect order status timely in Vision that makes customer support job easy to answer any member enquiries.
- Sachin and Himanshu are working together on automated tool to verify code deployments and impact analysis to identify any lost indices, procedures, tables for better assessing the impact of vendor upgrades.

Spotlight Award | Himanshu Jain



Application - Vision Administration System

Punch Line - OM Specialist

- Himanshu Jain is taking care of OM batch processing and daily monitoring in multiple shifts.
- He is very flexible and able to adjust shift timings to be able to support application validations, special batch processing windows and peak season monitoring and alerting team of any abnormal behavior with production environment. Sachin and Himanshu work together and ensures that one of them are always available for batch processing and weekend support, they compliment each other very well.
- He has implemented automated scripts to archive and purge case and eligibility files from Vision NAS drive to ensure NAS has enough capacity to accept/send files from upstream/downstream applications and avoid any delays in processing of Vision files.
- He has also implemented automated processing Duncan files to load EOB and PRA (Provider statements) daily basis that are very critical for business to be able to clarify provider/member enquiries.
- Sachin and Himanshu are working together on automated tool to verify code deployments and impact analysis to identify any lost indices, procedures, tables for better assessing the impact of vendor upgrades.

Spotlight Award | Gangadhar Rao, Tawa



Application - Financial protection services

Punch Line- Flexible & Dedicated

- Resolved all High Web Inspect & white hat vulnerability issues of eBill .
- As a part of FP Growth created a restful API, which can be useful in future to interact with Facets from any given application in FPS stack.
- Redesigned report portal web pages in less turnaround time.
- Worked on Stepwise LG vulnerability issues.

Spotlight Award | Dheeraj Kumar



Application - Financial protection services

Punch Line- Dedicated, Quick learner & Proactive

- Solved complex design issue of Ebill using JQuery, Advance JavaScript, Html5, CSS3, Aspx pages, User Control Conversion as part of Fpgrowth project.
- Implemented common class so we can take advantage in Ebill and other application.
- Updated myself with SSRS reports and implemented report for Ebill Remittance Form within a week with very less changes in existing functionality.
- Worked to increase the performance of Ebill (ie Removing Server side submit for each small-small tasks and implemented client side)
- Learning himself with latest technologies like React JS, Angular Native, Working in CORE MVC, Web Packs in less time frame

Spotlight Award | Sanjana Gopidi



Application - Vision Administration System

Punch Line - Dedicated & Flexible

- Sanjana completed one of the complex projects “Polaris Aggregate Accums testing” by coordinating with business and cirrus team to get & send accums transactions and deployed to prod.
- Worked on API automation by synergy framework(cucumber ATDD) and parsed the JSON file(response) and compared with DB validations(this is done for non-repetitive loops from response) learned by myself and done.
- Sanjana is working on integrating JENKINS for all regression TCs . Currently initial setup is completed .

Spotlight Award | Durga Prasad



Application - CPS UMR

Punch Line- Promising, Zeal to learn

- Durga is emerging as a key contributors for Claim projects in Team Topaz. He has mastered few of the areas like UHSS Business, System Tests. Has delivered 15+ User stories in last quarter with excellent quality standards
- Along with the regular deliverables, He is demonstrating good show in handling System Tests, Region Refresh and contributing towards concept of iterative regression tests
- He was instrumental in contribution towards BI Drive and implemented an idea in UHSS business resulted in \$4K (55 Hrs. YOY) Savings
- He is always positive towards work and boosts the energy levels in the team.

Spotlight Award | Swati Dua



Application - CPS UMR

Punch Line - Dedicated, Zeal to learn

- Swati has been good performer has been a associated with CPS UMR for about an year now. She has demonstrated remarkable skills in claims area & is very dedicated team member.
- Her delivery is seamless for more than 8 releases and has delivered more than 45+ Projects
- Along with the regular deliverables, She has actively pursuing Claim SME building program and can be instrumental in building self sufficient teams. She is as POC for the Agile team and demonstrating good skills in coordinating with OT & OGS resources
- She completed PSM training and acting as shadow SM for Team Garnet.
- She has shown good interest in contribution towards BI Drive and in final stage of implementation of an idea in CDH Area.

Spotlight Award | Padmavathi Kondreddy



Application - UMR Admin

Punch Line - Dedicated and Hardworking

- Padma has been good performer and has been associated with UMR Admin team. She has demonstrated remarkable skills in Flex area & is very dedicated team member. Her deliverables are seamless and without any issues in production.
- She not only looked into delivery but also trained other new resources in Flex Admin and Flex Claims.
- She is a key contributor in ATDD and started in sprint automation on Admin User Stories
- She has shown good interest in contribution towards BI Drive and in final stage of implementation.

Spotlight Award | Venkata Krishna Rambabu



Application - UMR Admin

Punch Line - Dedicated and Hardworking

- Praveen has been good performer and has been associated with UMR Admin team. He has demonstrated remarkable skills in Eligibility area & is very dedicated team member. His deliverables are seamless and without any issues in production.
- He has worked on the WOQ and Capital Projects and also taking ownership of tasks from offshore. He is one of the key member in Team Amethyst and helped other team members in providing Eligibility knowledge.
- He has managed and deployed complex projects with zero defects and provided cost effective solutions and reduced the influx of User Stories (Split Families , Simplification of Mapping changes, Auto Term Employees, Automate Customers with Changing vendors)
- He has shown good interest in contribution towards BI Drive and in final stage of implementation.

Spotlight Award | Praveen Mandapati



Application - UMR Admin

Punch Line - Dedicated and Hardworking

- Praveen has been good performer and has been associated with UMR Admin team. He has demonstrated remarkable skills in Eligibility area & is very dedicated team member. His deliverables are seamless and without any issues in production.
- He has worked on the WOQ and Capital Projects and also taking ownership of tasks from offshore. He is one of the key member in Team Amethyst and helped other team members in providing Eligibility knowledge.
- He has managed and deployed complex projects with zero defects and provided cost effective solutions and reduced the influx of User Stories (Split Families , Simplification of Mapping changes, Auto Term Employees, Automate Customers with Changing vendors)
- He has shown good interest in contribution towards BI Drive and in final stage of implementation.

Spotlight Award | Kaibalya Sathua



Application - CPS UMR

Punch Line - Energetic, Always Positive

- Kaibalya joined UMR around 5 months ago. He was instrumental in understanding the system and came up quickly with a frame work to support testing automation. The initial insight has laid strong steps towards testing automation.
- He was instrumental in achieving 30% Automation target in two quarters
- Along with the regular deliverables, He is always positive in resolving issues with team mates and excellent team player.
- He was instrumental in contribution towards various trainings at enterprise and team level. Completed UFT for couple of batches at enterprise and handling LEANFT at team level
- He is always positive towards work and boosts the energy levels in the team.

Spotlight Award | Swathi Boppa



Application - CPS UMR

Punch Line - Zeal to learn, Independent

- Swathi is emerging as a key contributors for Claim Work Order requests. She has mastered few of the areas like fee loads, routing projects and delivering independently
- Always ensuring good quality product adhering to standards. (Has delivered 15+ User stories in past two months)
- Along with the regular deliverables, she is demonstrating good show in handling System Tests, Region Refresh and contributing towards concept of iterative regression tests
- Collaborating the SA and transforming functional spec to derive at technical code in Dental Area
- He has implemented and idea as part of BI Drive for CPS Regression Tests resulting in \$5K (100Hrs. YOY) savings

Spotlight Award | Yogesh Kumar Tiwari



Application - UMR EDI

Punch Line - Dedicated, Enthusiastic and Flexible

- Yogesh has shown excellent commitment in building automated weekly server bounce activities.
- In this August, Yogesh took ownership to handle war room independently with his best efforts.
- Due to his efforts, around 80% of CLT issues root cause have been identified and fixed.
- Many occasions, he took initiative from team to respond on critical support requests with various business contacts..
- For DB Archiving project. He is taking care of testing efforts.

Spotlight Award | Deepak Sivan



Application – A4Me

Punch Line – Team guy, Know-it-all

- Deepak joined the A4me Aqua team in July 2018 as System Analyst + Scrum Master.
- Coming from a different background, he quickly adapted to the new role with successful results.
- While the team was being built afresh, he also played the binding factor for the new joiners and has played a pivotal role in building the team out of individuals and mentored them too.
- While the team members were being on boarded, Deepak also learn development as well as automation testing for the team deliverables.
- Has voluntarily taken up ownership of Riptide dashboard which requires co-ordination across all A4Me and ISET teams
- He has played a pivotal role in MXV 2.0 deployments which integrated Adobe Analytics into Member Experience Viewer.
- Handles co-ordinations for Yoda Traffic Cop (CAML) widget with Polaris team
- He has also been a very effective Scrum Master, facilitating good rapport within the team and making it truly agile.

Spotlight Award | Rajat Vaid



Application- A4Me

Punch Line – Rising Star, Quick Learner, ATDD

- Joined A4Me team as a fresher in SDET role.
- Has a keen eye for detail, grasped things quickly and has become the go-to guy for automation testing in A4me Blue Ocean team.
- Has established very good relations with Business through effective communication and strong team player.
- Participated in the successful release for M&R and Commitment widget releases.
- Proactively learnt the real device testing from Sauce Labs to Perfecto and participated in successful migration of A4Me widgets from Perfecto to Sauce Labs.
- Always goes the extra mile for individual as well as team assignments.
- In a gist, he has been a valued addition to the Blue Ocean team and truly in the 'spotlight'.

Spotlight Award | Durga Pavani Saride



Application - UHOne – AllSavers

Punch Line - Integrity and Flexible

- She was very flexible and quick in learning a new technology - AngularJS for Master Records Project. She also mentored the team and made sure that Master Records capability gets completed and accepted for September release.
- For 300 employees group creation for Colorado State, Pavani did thorough analysis and implemented the change in very short span of time. This enabled business to create quotes for more than 100+ employees very quickly.
- Pavani has established a great rapport with business and Stakeholders and is always ready to take up the challenges and be the first one to step into to collaborate, analyze and resolve complex issues.

Spotlight Award | Dileep Orsu



Application - UHOne – AllSavers

Punch Line - Integrity and Flexible

- He was very quick in learning new technology – AngularJS and implemented it in Master records company application.
- He has proactive in identifying application improvement opportunities. He identified and worked on email functionality while processing in Underwrite and Rates Approve Button in SAFES
- He has optimized the SAFES Encoding Screen by which the process time of the group creation has been reduced. This has given savings of 1255.80 Hrs. /year, close to \$ 44000. This screen is actively used by encoders and underwriters.

Spotlight Award | Dileep Belige



Application - UHOne – AllSavers

Punch Line - Flexible

- Dileep B has shown good resilience to play different roles in All Savers team. Starting as developer he quickly adapted to take OM responsibilities this year.
- Dileep has resolved multiple critical OM incidents which has helped to reduce repetitive issues helping to reduce incident influx. Few critical one's which he has analyzed & permanently fixed are - Duplicate Census, Core/Core Network plan issue, Broker not able to process Groups which has been highly appreciated by Business.
- Implemented bright idea to provide download option to administrators to easily access & download Summary of Benefits and Plan highlights in PDF format from the Safes application, contributing to \$7000.00 per annum.
- Dileep B has received multiple recognitions from his Stephanie, Rich, Mohit for the remarkable work he has done for “SBC and Plan Highlights for the 2018 Portfolio”. Business has given last minute changes for SBC and Plan Highlights, considering the business criticality Dileep incorporated the changes quickly without impacting delivery. He has been acting as SPOC for SBC & Plan Highlights.
- He also extended his support to the Scrum teams for Master Record Transactions blue chip projects and Setting up the Renewal Environment, Exporting functionality to Excel from ASP etc.

Spotlight Award | Avinash M



Application - UHOPS

Punch Line - Compassionate & Flexible

- Avinash has been handling Dev and OM responsibility for UHOne – UHOPS Application. His understanding of application has improved and he is handling application tasks more independently now.
- While his fellow team mate in India was on Vacation for his wedding and also when he was sick, Avinash handled Support during US working hours alone. It shows good confidence, commitment and team spirit on his part.
- Earlier this year there were couple of production issues - Address Verification data queue / C1SERVER issue, GlobalScape FTP server issue Avinash collaborated with stakeholders and helped in resolution of those issues.
- On one particular instance he even supported weekend batch in spite of not being on on-call duty on odd timings. When Ops could not reach assigned on-call person, Avinash extended his help to resolve the job abends and ensured timely completion of batch.

Spotlight Award | Anupriya Rastogi



Application - Dental Facets

Punch Line - Innovative & Enthusiastic

- Anupriya is an excellent resource of Dental Facets team and worked on several complex projects.
- She played a key role in EC Map to Map force migration project and was involved in analysis/development/testing of various complex maps throughout the migration.
- She did a phenomenal job as part of dental transformation activity and worked on Talend implementation of one of the critical long running job which has open doors to transform other Sybase jobs to Talend.
- She is always available, ready to take up new challenges & never hesitates to learn new technologies.

Spotlight Award | Kothakapu, Gouthami



Application - Facets Dental

Punch Line – Dedicated,Swift Response

- Gouthami is a key performer in the Dental Facets COE team, she did mentoring and drive the COE team effectivity.
- Gouthami always does the deep drive analysis and work towards in reduce manual works, Abends.
- She automated the nightly Dental tracker and which reduces daily 60mins manual efforts.
- She is a very hardworking Team member with a positive attitude. She always accepts the given challenges and complete the work effectively .

Spotlight Award | Shweta Gupta



Application - Dental Facets

Punch Line - Dedicated and Flexible

- Shweta is part of Dental team and has good knowledge of extensions.
- Shweta worked on remediation and upgrade of extensions as part of Dental upgrade and made sure that all extensions are up and running without any issues.
- She helped us remediating extensions in very stringent deadline and never hesitated working during weekends and holidays.
- She worked on analysis & remediation of facets database components throughout upgrade and delivered all the code within deadline without defects.

Spotlight Award | Anil Sahoo



Application - Facets Dental

Punch Line - Mr. Dependable

- Anil has been a great player in Explorers, working on many projects simultaneously. Polaris Date stamping, Member search, DDS automation to name are few. His eagerness to learn new work and finish it with flying colors is commendable. During crisis time in team he has always come up for rescue.
- Anil has done great job in doing a POCon Talend as an open source for replacing Map force.
- He was also very helpful in getting all the details from the existing EIEI process to redesign it. He is one resource who can put in any process or technology and he will come out as winner !

Spotlight Award | Mayank Mishra



Application- BASICS

Punch Line- Smart worker

- Mayank is doing a good job in BASICS Capella team.
- He actively collaborates with onshore/Dev resources and get issues resolved.
- He started working on In sprint Automation implementing it in all PI's where ever there is scope and making progress for Capella in sprint Automation
- Able to manage scrum work with minimum guidance
He was able to deliver tasks on time for Sep release by keeping release date intact
- He Proactively taken additional tasks by being backup for resource who went on PTO.

Spotlight Award | Uttarwar, Kshitija



Application – BASICS

- Kshitija is doing a very good job for BASICS Automation, technically very good in adapting to new changes.
- She is a quick learner and is a very passionate resource.
- She has the capability of doing her tasks at a light speed and always delivers her deliverables much ahead of the timelines.
- She is playing a significant role for helping us deliver E2E Regression Scenarios.
- She worked on automating inbound file processing for End to End flow
- Worked on Automating UI modules (complex screens) as part of regression.
- Worked on Automating Unix jobs as part of regression testing.
- Worked on configuration jobs in Jenkins
- Helping other QA folks in setting up Automation configurations in their systems(setting up Cucumber/selenium Framework)
- Helping Scrum team Capella QA folks in in sprint Automation and sharing knowledge

Spotlight Award | Naga Sushma, Baki L



Application – PRIME Reporter & CPS

- Forced renewal processing in CPS used to consume considerable amount of time in execution and also used to Abend on uncertain increase in data volume. Sushma has implemented a solution to process this with a case limit, that make automatically release 3000 cases in each successive cycles until all the FR cases have been processed. The solution avoided manual efforts for both analysis & code changes and also monitoring efforts as batch gets delayed by couple of hours than usual.
- She also implemented a fix in SBC job where we received frequent Abends while FTPing the PDF & XML documents to downstream thereby saving multiple batch abends and efforts in re-sending the documents manually to downstream application.
- Sushma placed multiple BI, which would help in reducing Incident influx once implemented and she supports for business critical CPS requests by extending her times to late nights.

Spotlight Award | Devendra Gaur



Application – PRIME

Punchline – Automation Solutions

- Devendra has completed automations which has resulted in saving the manual effort required in PRIME batch support area.
- List of automation done by him:
- Automate the Post Validation EMER Refresh.
- Automation of Admin Feed Report macro using REXX utility
- Automated the Problem Tickets Report.
- Created REXX utility to take Backup of datasets.

Spotlight Award | Siva Rama Krishnam



Application – ACIS

- Siva is working as software engineer in ACIS team and has gained good understanding of the application. Apart from SONIC 2 scrum team activities, he has also contributed to production support and testing tasks, keeping up the One Team concept.
- Lone JAVA developer on SONIC 2
- Developed JAVA programs for projects for PCID Table maintenance, CMT for BRMS R3, ACIS Site Of Care , UHC Motion Report
- Implementation of “Automated Server Feed Tool” bright idea for triggering JAVA feeds
- Technical trainings on Java, Spring, Design Patterns etc,. as part of JCoP team
- Helping and sorting out the issues faced by Production support team at offshore and assisting the QA team for test data creation and system testing
- Helping the Java cloud migration team with all the GitHub setup, JBOSS configuration setup, providing the data to test in DEV environments. Ex: PLM Project, TWS Job setups

Spotlight Award | Mohd. Aasif



Application – EQT

Punchline – Dedicated

- He has done a great job in integrating the IVR application search with DataKart TDM which will help to achieve the goal of 50% faster.
- Worked on implementation of CICD automation deployment on Dev ,Test , Stage servers.
- Implemented TFS services to check in code which helps many developers to work on same project simultaneously.
- He implemented many API to get test data in Datakat TDM.
- Setup the three servers for DataKart TDM in Development , Testing and Production environment of DataKart TDM.
- From Ganesan Srinivasan (EQT Lead Onshore):Aasif, I would like to take this opportunity to let you know how good a job you have been doing in our DataKart TDM development efforts. I want to point out at the Cirrus integration work you have been managing and delivering sprint after sprint. It is truly a pleasure to have you on the team. I am thankful for your contribution you have done so far, much more to come in 2018 and looking forward to it.
- From Ganesan Srinivasan (EQT Lead Onshore):I wanted to express my thanks to you on a great job in the progress that has been made between the DATAKART tool and PRIME application. Appreciate all the hard work you have put toward the project

Spotlight Award | Phani Daddanala



Application – ACIS

- Phani is working as senior Quality Analyst in ACIS team. He joined Optum a couple
- of months ago , within no time Phani has gained good understanding of entire application,.
- He did a fantastic job in Sonic team to fill the resource gap.
- He is performing well in Sonic 4 team as well.
- He understand the framework really quickly and enhancing it based on the need .
- Doing a great job in achieving in-sprint automation with ATDD.

Spotlight Award | B, Aparna



Application - BASICS

- Aparna has given good contribution for Goonies AHP work for 9/21 release
- She shared her knowledge starting from Requirements and till end of testing
- She also extended her help by doing weekend support for keeping project on track
- She has been appreciated for the UAT support she has provided for NDP and AHP projects.
- Apart from Goonies she is extending her support by guiding SSMO and Automation team on demand basis

Spotlight Award | Katkar Balaji



Application - UAT

Punch Line - Flexible & Quick Learner

- Submitted and implemented one Bright Idea “TOPS online claim creation” in LeanFT to perform manual backloads and manual adjustments to the history.
- Worked on ATDD Automation: Created reusable steps for TOPS Screens like MMI page1, ISI, AOI and PSI using LeanFT framework.
- Successfully delivered five SOS items in August and working on 8 SOS items for upcoming releases.
- Received Bravo Recognition from DIANE KUEHNER for his performance.
- Helped other team members to complete their automation efforts to write reusable steps for TOPS screen.
- He completed the QE-SDET Certification pre-assessment test and enrolled for QE Level 2 trainings.
- Participated in all of the status calls/meetings, SOS walkthroughs and Mix/Mingle calls.

Spotlight Award | Amit Sahni



Application - UAT

Punch Line - Energetic & Enthusiastic

- Amit has automated 30 test cases for PRJ145868-Early Intervention and saved around 10 hours effort. His efforts were appreciated by business and scrum team.
- He automated few TOPS screens by creating the reusable functions using LeanFT framework.
- He Delivered the projects on time with high quality and No production issues found after the deployment.
- He received the Bravo awards from Scrum master, Dev team and Onshore Manager.
- He has Successfully cleared the QE level I certification and now enrolled for QE Level 2.
- He maintains good relations with onshore & offshore counterparts.

Spotlight Award | Manjinder Singh



Application - ORS (Online Routing System)

Punch Line - Dedicated, Analytical and Enthusiastic

- Manjinder worked on a critical remediation to resolve an ongoing portal issue. He identified 756 ORS id having incorrect value passed by portal. He developed a one shot to update all the incorrect ORS ID and also put a fix to prevent it from arising again
- Worked on root cause analysis and fixed all recurring batch abends, this prevented 4 incidents per month
- Manjinder was involved in SOC audit along with his teammate and successfully completed SA1-SA9 audit.

Spotlight Award | Venu Yadav



Application - TOPS (The Online Processing System)

Punch Line - Dedicated, Analytical and Enthusiastic

- Venu did root cause analysis of a critical issue impacting one group having more than 4 thousand members. Copay for chiropractic claims were showing incorrectly, he fixed this issue in a quick turn around time to improve customer satisfaction.
- Fixed a claim processing issue where wrong percentage of coinsurance is applied, he collaborated with case installation team and made necessary changes, this prevented 2k claims from paying incorrectly.
- In a short period, he has transpired himself into an SME on all portal related issues.

Spotlight Award | Kailash Vyakaranam



Application - TOPS (The Online Processing System)

Punch Line - Dedicated, Analytical and Enthusiastic

- Fixed an issue where more than 100 user were impacted where amounts are getting rounded off by 1 penny lesser then actual amount and he fixed the issue in quick turn around time to improve customer satisfaction.
- He automated jobs to disable and enable transaction that adjudicate pharmacy claims this eliminated manual intervention
- Kailash was also involved in one of the critical project of Discontinuing One of the complete CICS Region with saving 2K per month saving CPU and other infrastructure cost.

Spotlight Award | Ramarao Nomula



Application - CDD

Punch Line - Dedicated, Enthusiastic and Flexible

- Ramarao Joined CDD couple of months back and with in short time he gained good knowledge.
- He is good at handling all infertility work orders in CDD.
- In the last Quarter he deployed 8 infertility projects which are pending for couple of years now.
- Along with CDD ,He also supporting TOPS NDWOs which are time and dollar critical.
- He has good amount of knowledge in SAS which is needed for most of the CDD data pulls.
- He has very good understanding of TOPS weekly dashboard.
- His overall contributions to the application helps in maintaining the SSMO metric goals green.

Spotlight Award | Akshay Kaushal



Application - Customer Data Delivery (CDD)

Punch Line - Energetic, Resourceful

- Akshay is very good at handling all the file transfer at CDD.
- He always delivers work well ahead of time with high quality.
- Had demonstrated excellent ownership & commitment in understanding the business functionality and issues
- He is a GO TO person for all ECG related issues at CDD
- He has good knowledge in SAS which is needed for most of the CDD extracts.
- He has been showing tremendous results on overall contributions to the SSMO metric goals
- He has been always available for any support that is required for any application working with CDD

Spotlight Award | Kritika Arora



Application - TOPS – FE-EMC

Punch Line- Dedicated, Analytical and Enthusiastic

- Remediation of 237K members of UHC policy which helped CART team to do manual adjustments.
- Remediation of 40K members to correct the OOP and deductible due to one of the release fallout.
- Root cause analysis was done for missing accumulators and catch up 267K claims for members.
- Resolve Data issues for UDW team which help to load the huge data in correct format.
- Tracking efficiently the BTMQ/TOPS Auto failure claims for re-key and processing on time.
- Worked on G5293FET and G5293IED critical abends which avoid the TOPS payment regions delay.
- Support Release for FE-EMC and FMR which helped release team to complete the activity on time.
- Involved in major critical issues and help the team in all deployment, critical abends, critical activity, remediation and cost optimization tasks.

SPOTLIGHT Award | Lalit Joshi



Application - LOR

Punch Line - Diligent, Methodological

- Lalit is actively involved in the CAR regression part of LOR and has been also involved in the testing activities for past few releases.
- His contribution in automating the regression test cases.
- Lalit is not only diligent and methodological but also always supportive of his team.
- He is flexible to work with and always welcomes feedback with grace. He is easily approachable and has a never say no attitude.
- With his never say no attitude and to try out and learn new things, he is deserving of a special SPOTLIGHT award.

Spotlight Award | Basha, Shaik Syed



Application – EAS

Punch Lin – Mr. Dependable

- Basha is very supportive with good knowledge in EAS UNET and helps in finding the root causes of issues. With the deep business knowledge and technical knowledge, he is always a reachable guy for any sort of issues or clarifications in UNET
- Collaboration for Machine Learning initiative got good accolades from all the stake holders.
- COMET PLM coordination and continuous support provided was much appreciated
- Proactively work on the issue of claim migration tool work for EAS PLM team
- He has extended his support and contributed towards UNET migration utility tool and has done a good job.
- Basha is very flexible and always available when business required for any OM support needed.

Spotlight Award | Gorakala, Bhaskara R



Application – EAS

Punch Line – Quick learner

- Bhaskara has joined EAS as a fresher and now he is one of the key resource in the team.
- He was instrumental for PLM release for EAS upgrade which was very critical and had to stretch for last 3 month to meet the tough dead line.
- Bhaskara has done a great job in UNET and SAM migration utility tool.
- He has a very good knowledge in UNET area and leveraged his domain skills in COSMOS, UNET and SAM areas as well.
- Though is new to COSMOS and SAM, he is doing excellent job in coding the complex functionalities.
- Bhaskara has submitted a bright idea “ Automate Environment Changes (Alpha to Bravo and vice versa)” which saves lot of manual effort.
- Bhaskara has extended his support for UNET and SAM Business validation for EAS PEGA upgrade and got signoff and appreciation from SAM Business stake holders.

Spotlight Award | Vamsi Gollakota



Application - UAT

Punch Line - Eye for detail

- Vamsi joined UAT team 2 months ago and within no time gained confidence of CPA team
- He is playing pivotal role in CPA P3 sprint deliverables and regression user stories.
- Vamsi has groomed himself as one of the key member and contributed immensely in identifying 42% of value add defects which led to code correction in P3 sprint
- Though being new to the application, his keen attention to detail is appreciative.
- His zeal to understand the requirements and delivering the quality work has been appreciated multiple times by the team.

Spotlight Award | Silpa Chintala



Application - DMS (ELGS)

Punch Line - Dedicated, Innovative and Hard worker

- Apart from her regular support related work, Silpa has constantly been focused to automate any business requests that lead to manual efforts. Below are few such requests that she worked to automate in Q3 and eliminate manual efforts. She has also received Lean Certificates for these automations -
- Lean Certificate for successful completion of **AUTOMATE DELIVERY OF THE MCRHYBRID REPORT TO BUSINESS**
- Lean Certificate for successful completion of **AUTOMATE DELIVERY OF THE DENTAL WEEKLY REPORT TO BUSINESS**

Spotlight Award | Sandeep Reddy Guda



Application - DMS (ELGS)

Punch Line- Troubleshooter

- For PTP Phase2 project; He has developed efficient component which makes calls to NDB for provider mailing preferences and route to downstream jobs based on the response.
- Unlike previous AE call new NDB Layer7 API processing only 1 record per request. This is impacting performance at ELGS end. He handled batch requests by effectively implementing parallel processing (Asynchronous calls) by considering NDB threshold limit (75 TPS, so that Layer7 API calls will not fail with Multiple request error). With this approach in production we can process 50K records in 1 hour.
- Successfully completed the break fix within a less time caused with PTP deployment. Also implemented detailed logging; by this any failure will be recorded with unique ids like letter generation id, Historyid etc. It will be useful to business to identify the failure reason for a specific letter.
- He created MSTest for more than 70% of ELGS components successfully as part of ongoing CI/CD implementation.
- Fixed Sonar scan vulnerabilities on Q3 impacted components. (New learning, This is the 1st time ELGS handling these scans)

Spotlight Award | Deepak Bhatt



Application – DMS (DOC 360)

Punch Line – Smart and Tech Savvy

- Deepak Bhatt has proved himself to be a valuable asset in very short span of time. His dedication and persistence to achieve the better results every time is commendable.
- Generic Utility - Created a generic utility which has been used by others in the team. The utility has great potential to be scaled up to reading and conversion of various files of different formats.
- Reprint work - His recent work on Reprint functionality fixes has enabled IT team to gain business confidence to get a go for deployment in critical last stages even though he was not part of this effort. This is very well appreciated by all.
- Path to become SME - Added the skillset of Compart tool in his knowledge arsenal. Became SME on Compart tool in a month's time. Utilized the newly gained knowledge to create a reprint job which was required for the team and wasn't available
- Hard Working and Dedicated Team member - Involved with multiple teams simultaneously. Helped other teams in building the code of AFP conversion to PDF. And also took DevOps role and deployed code to production.

Spotlight Award | Prateek Arora



Application - DMS (Documentum IDRS)

Punch Line - Innovative, Enthusiastic and Flexible

- Prateek developed QA Automation WIG for Documentum IDRS which has reduced testing effort by 70% from 100% (10 days to 3 days). This automation has also been extremely helpful in our batch processing fixes to identify defects on the backend and resolve immediately which would otherwise take days.
- Prateek has taken leadership of multiple Golden Gophers projects (DocDNA, MRM, and COSMOS) for our team during Q3. He has removed blockers from many user stories that would otherwise have pushed our critical projects out and has been an excellent team player.
- Prateek has taken lead on multiple WIGs (IDRS Automation) and recently “Reduce the overall Grooming Effort from 100% to 50% by 10/05” which will further transform the overall portfolio and add more value for our business team.

Spotlight Award | Singh, Charanjeev



Application – DMS (DOC 360)

Punch Line – SME, Migration Expert, x-App Testing Leader

- Charanjeev is Core Member of DMS Team and is playing Role of SME in Ambassadors team
- Charanjeev is leading Integration Testing very effectively with doc360 EDSS integration partners.
- Charanjeev is Key Point of Contact in EDSS doc360 Migration Project and have always helped Team in successfully Delivering the Projects and completing sprints On-time which has been appreciated by Onshore and Offshore Leadership.
- He has played a Key Role in (Doc360 Migration Project) Ambassadors Team in following Areas:
- Testing through ATDD Approach.
- Working closely with business on critical Reprint functionality of Doc360 EDSS
- Monthly Releases and Deployments (7 Releases has been successfully Deployed so far).
- Charanjeev efforts helped in saving project hours by effectively communicating with integration partners for the same.
- Charanjeev has received lot of appreciation from onshore stakeholders and business for his hardwork and commitment.

Spotlight Award - Ashish Tuteja



Application – DMS (DOC 360)

Punch Line – Dedicated, Hard Working and Innovative

- Ashish Joined a month back since then he has become the pivotal member of DOC360 Trojans team , with all his ideas to automate the work has hugely reduced from QA perspective. He has constantly been focused to automate any Testing work that lead to manual efforts. Below are few such requests that he worked to automate in Q3 and eliminate manual efforts.
- Automate the historical ingestion testing end to end by eliminating issues existing in previous testing framework
- Automate the Go Forward ingestion for different upstream applications(Shutterfly , UFE, COSMOS, TRACS) and generating reports
- Ashish has created the Reconciliation python script to remove the discrepancies between Documentum and Elastic Search for all data groups thereby saving a huge manual effort .
- Ashish has also been involved to help other teams for creating the Automation scripts, his innovative idea to convert pdf into images and then comparing images for content validation has been very appreciated and helped renegades team saving lot of manual effort in comparing the content of 2 files

Spotlight Award | Roshan Shaik



Application – UMR – Adaptive

Punch Line – Dedication, perseverance and Hardwork

- Roshan was part of UMR team from 6 months, He has gained great amount of knowledge on the UMR Portals and had significantly for WCAG project.
- His high level proficiency in handling the tasks assigned to her, communication with onsite and getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- Roshan with minimal supervision was productive from day one and left impression to onshore stakeholders on many occasions.
- Jeff (Onsite) is very appreciative of the work done by Roshan in UMR Portal.
- He has always extended his technical assistance to other team members as and when they required.

Spotlight Award | Deepika Kalra



Application – UMR Portal

Punch Line – Dedicated, Enthusiastic and Flexible

- Deepika is working as SE for DevOps team of Adaptive Portal application and has gained good knowledge of UMR Portal and OMMS applications.
- She had played critical role in several activities under DevOps and OMMS- Legacy to OpenShift migration project: ANT to Maven conversion., SOAP to REST conversion, EJB removal
- She has been always available for any support that is required for any application and worked on several weekends as per project requirements.
- She has been appreciated from onshore dev partners for putting in extra effort.

Spotlight Award | Kirtymayee Mund



Application – UMR Portal

Punch Line – Dedicated, Enthusiastic and Flexible

- Kirty has joined as SSE in March, 2018. for UMR Portal SSS application and has gained good knowledge of UMR Portal applications.
- She has delivered several critical user stories for Cobra Agile team under UMR Portal in last 3 integrated releases. without any defect. She has continuously putting great effort in improving the velocity of every sprint.
- She has been always available for any support that is required for any application and worked on several weekends as per project requirements.
- She has been appreciated from business and onshore dev partners as well as for putting in extra effort.
- She has delivered several problem tickets in last 5 months.

Spotlight Award | Pramod Dubey



Application – EeS portal

Punch Line – Dedicated, Enthusiastic and Flexible

- Pramod K Dubey is part of Employer Portal team and playing a vital role as Sr. Software Engineer for past 6 months and have done remarkable job in past few months.
- Pramod took complete ownership and worked on many application level initiatives and implemented Kanban through Rally in EES. He also helped team in the SPLUNK implementation and did a thorough testing. Testing was quite tedious as size of application logs were huge and their format needed to be changed for the testing.
- He also worked on whitehat fixes/test.
- Apart from handling day-to-day business critical issues in EES application, he has been working on resolving many complex incidents and problem tickets.
- Also, he is helping in conducting daily scrum calls and updating Kanban board.

Spotlight Award | Vibhor Sood



Application – UMR Adaptive Portals

Punch Line – Dedication, perseverance and Hardwork

- Vibhor was part of Data management team from 6 months, He has gained great amount of knowledge on the UMR Portals and had significantly for DB management.
- His high level proficiency in handling the tasks assigned to her, communication with onsite and getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- Vibhor with minimal supervision was productive from day one and left impression to onshore stakeholders on many occasions.
- Jeff (Onsite) is very appreciative of the work done by Vibhor in UMR Portal.
- He has always extended his technical assistance to other team members as and when they required.

Spotlight Award | Akhil Garg



Application – OMMS Portals

Punch Line – Hard/Smart worker and Flexible

- Akhil has been in OMMS Portals team around 2 years as a developer. He has gained a great amount of knowledge on the UMR Portals side as well as for OMMS Portals development.
- He learned Memory analyzer and Dynatrace tool in less than 72hrs and help team to resolve memory leak issue for OMMS portal.
- He is playing role of Scrum Master in absence of Scrum master.
- He has taken responsibility of preparation for OMMS portal for PAT , E2E and Demo environment.
- ROBERT RAY (Scrum Master of OMMS Portal) says :I would like to recognize your outstanding commitment to OMMS Portals over the last couple of weeks. You have tirelessly worked to resolve impacts to our Portals environments...working long hours and weekends, and still somehow finding a way to achieve your committed work in this sprint. You have self-organized and proactively taken it upon yourself to dig in and solve these impacts, canceling your planned PTO and working weekends due to the urgency...without being asked to do so. I cannot express my gratitude and appreciation enough...of going the extra mile (or two, or three) to ensure that we found solutions for our Adaptive Portals environments in the most expeditious manner possible. Your efforts and commitment have been way above and beyond ALL expectations! Thank you for a job well done...BRAVO!!! .

Spotlight Award | Yogesh Balodi



Application – UMR Adaptive Portals

Punch Line – Dedication, perseverance and Hardwork

- Yogesh was part of Data management team from 4 years, He has gained great amount of knowledge on the UMR Portals and had significantly for DB management.
- His high level proficiency in handling the tasks assigned to her, communication with onsite and getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- Yogesh with minimal supervision was productive from day one and left impression to onshore stakeholders on many occasions.
- Jeff (Onsite) is very appreciative of the work done by Yogesh in UMR Portal.
- He has always extended his technical assistance to other team members as and when they required.

Spotlight Award | Adlagattu Raj kumar

Application – OMMS Portals

Punch Line –Proactive, Innovator and quick learner



- Raj Kumar has been in OMMS Portals team around 2 years as a developer. He has gained a great amount of knowledge on the UMR Portals side as well as for OMMS Portals development.
- He is SME in Registration functionality and developed alert/notification architecture for OMMS.
- He is playing a junior technical architect role and taking care of server restart, peer code review and Application monitoring for OMMS portal
- He learned Memory analyzer and Dynatrace tool in less than 72hrs and help team to resolve memory leak issue for OMMS portal.
- He has taken responsibility of preparation for OMMS portal for PAT, E2E and Demo environment.
- ROBERT RAY (Scrum Master of OMMS Portal) says :I would like to recognize your outstanding commitment to OMMS Portals over the last couple of weeks. You have tirelessly worked to resolve impacts to our Portals environments...working long hours and weekends, and still somehow finding a way to achieve your committed work in this sprint. You have self-organized and proactively taken it upon yourself to dig in and solve these impacts, canceling your planned PTO and working weekends due to the urgency...without being asked to do so. I cannot express my gratitude and appreciation enough...of going the extra mile (or two, or three) to ensure that we found solutions for our Adaptive Portals environments in the most expeditious manner possible. Your efforts and commitment have been way above and beyond ALL expectations! Thank you for a job well done...BRAVO!!! .