ProHealth Onboarding

Discovery calls with PHC

Discuss and populate Pre-Onboarding questionnaire template

Finalize Subscription Map, Network Architecture and Policies

Create Lighthouse Service Principal

Setup Lighthouse Delegation

Setup Customer Org and Agent Pools

Provision Subscriptions

GDAP Implementation

Deployed VNets and Subnets

Setup Vnet Peering

Prisma Onboarding

Partner ID linking

Deployed Defender for Cloud and Log Analytics Workspace

Setup Customer Specific Support Request Groups and Users

AVD

Relook AVD health Reporting

Relook AVD cost management reporting

Bassett Cisco Connectors

Prepare the Cisco Connectors secure deployment architecture. Presented to Bassett leadership and obtained approval for implementation.

Develop Cisco Connectors IaC scripts

Deploy the Cisco connectors

Test the connector scripts

Worked on INC0240865, INC0213038, INC0213039, INC0213040

Setup additional umbrella policies for Bassett environment

OCC

On call Activities - Resolved incidents INC0228965, INC0224310, SCTASK5216693

New MCA acceptance for all customers

Implement GDAP for all OCC Customers

Implemented Global Security Groups and Service Support Administrators for all customer environments

Resync customer environments with Prisma Prod by generating new secrets and updating Prisma Prod

Resolving NCAP vulnerabilities

Enable MFA in all OCC Environments

Assist team with FDO automation

Developed new IaC modules – Storage, defender security policies, bastion-host, ddos, subnet with delegation, virtual0network enhancement

Dev environment cleanup

Co-Ordination with BIA team for New Relic SOT

Investigate migration of Azure Cache for Redis & Container Instances

Resolve github vulnerabilities

Connect IUR tenant to Sailpoint

Renewal of TFE Certificate in QA Environment

Worked on NCAP-SNOW integration

NLH

Sentinel Deployment

NLH AVD logs update and testing

Setup User Onboarding for NLH customer

OC Onboarding

Onboarding ProHealth to User Onboarding Application

OC Security

Assessment of Cloud Security Baseline

Secure Optum Cloud Applications by implementing the new SPN Secrets rotation framework

Implement cost reduction and cleanup of security resources in oc\_security resource group of Development environment to save cost.

Certificate Management costing, Assessment of cloud security baseline and oc\_security cost management

Certificate renewal of occ-ncap-sp01

Enable Co-Pilot for security in Development environment and perform POC on the capability

Investigate and create tickets for defender and Kali Linux issues

Deploy MDFC Security Rules

Cost Model for Azure Key Vault

JMH

Assist Herb with Azure Migrate appliance connectivity issue

Worked on incident INC38831351

Investigate JMH EIP Retention investigation

Investigate on Unity Enablement for EIP Databricks workspace

TSS

Secrets Management framework implementation for Triple-S

Enhancements to Secrets Management Framework

Certification

Microsoft Certified: Azure Security Engineer Associate

Renewed

- Microsoft Certified: Azure Administrator Associate

**-** Microsoft Certified: Azure Solutions Architect Expert

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | [Team building and Individual improvements knowledge and processes.](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&_adf.ctrl-state=114y3t2d0a_1&_adf.no-new-window-redirect=true&_afrLoop=12443472241484579&_afrWindowMode=2&_afrWindowId=36vx86yqd&_afrFS=16&_afrMT=screen&_afrMFW=1122&_afrMFH=850&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)   |  | | --- | |  |   Establish strong working relationships with peer team members Offer feedback that helps optimize overall processes or team performance and where possible, collaborate to drive new processes and procedures Provide mentoring and training to peers Be a Change Ambassador: Be positive, an early adopter, an active listener to your team members | | | Status  Not started  Last Update  08/01/2024 | | |  | | --- | |  | |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | [Customer Solutions - Provide high quality IaC/Test Driven Infrastructure (TDI) solutions and innovations that will be made available for service consumption using Agile mythologies](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&_adf.ctrl-state=114y3t2d0a_1&_adf.no-new-window-redirect=true&_afrLoop=12443472241484579&_afrWindowMode=2&_afrWindowId=36vx86yqd&_afrFS=16&_afrMT=screen&_afrMFW=1122&_afrMFH=850&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)   |  | | --- | |  |   Automation/Infrastructure as Code (IaC) solutions and data management in line with OCC/EIS/HCC guidelines Encourage and increase Infrastructure as Code adoption and innovation by delivering code for any given tasks Provide source control management, configuration management and Test Driven Infrastructure (TDI) processes Ensure all code is stored properly with proper branching strategies in Github/GHEC repositories Be a pioneer: Embrace a culture of innovation and continuous improvements by bringing in the latest technological advancements to enhance the skills and contribute to the growth of the organization | | | Status  Not started  Last Update  08/01/2024 | | |  | | --- | |  | |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | [Complete CLL card sort and share with Manager by April end](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&_adf.ctrl-state=114y3t2d0a_1&_adf.no-new-window-redirect=true&_afrLoop=12443472241484579&_afrWindowMode=2&_afrWindowId=36vx86yqd&_afrFS=16&_afrMT=screen&_afrMFW=1122&_afrMFH=850&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)   |  | | --- | |  |   Complete the CLL card sort and explore and share development opportunities based on individual sort UHG CLL Sort Create CLL development plans for self-improvement (i.e. Training; Stretch Goal-Certification) Build and apply new skills, identify stretch goals and challenges Publish atleast 2 SOP documents supporting OCC pillars Attend atleast 2 domain focused trainings | | | Status  Not started  Last Update  08/01/2024 | | |  | | --- | |  | |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | [Learning New Technologies and Certification](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&_adf.ctrl-state=114y3t2d0a_1&_adf.no-new-window-redirect=true&_afrLoop=12443472241484579&_afrWindowMode=2&_afrWindowId=36vx86yqd&_afrFS=16&_afrMT=screen&_afrMFW=1122&_afrMFH=850&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)   |  | | --- | |  |   Strive to explore new technologies, get certified in alignment with business and project requirements. Be a change ambassador, drive for introducing new improvements/innovations that brings value to the healthcare clients | | | Status  Not started  Last Update  08/01/2024 | | |  | | --- | |  | |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | [Deliver Quality the First Time, Every Time](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?fndGlobalItemNodeId=itemNode_manager_resources_CareerandPerformance&fnd=%3B%3B%3B%3Bfalse%3B256%3B%3B%3B&_adf.ctrl-state=114y3t2d0a_1&_adf.no-new-window-redirect=true&_afrLoop=12443472241484579&_afrWindowMode=2&_afrWindowId=36vx86yqd&_afrFS=16&_afrMT=screen&_afrMFW=1122&_afrMFH=850&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)   |  | | --- | |  |   I recognize that every moment and decision can offer an opportunity to put Quality first. I model behaviors consistent with our Values and Guiding Principles. I believe in improvement as well as getting it right the first time. I care about people and performance, making connections, building trust and taking individual ownership to grow together. | | | Status  Not started  Last Update  08/01/2024 | |
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Feedback

Saumya

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| **Please describe the nature of the work I did with/for you.** |

* Me and Saumya worked together on the ProHealth Care onboarding to OCC CSP.

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| **Based on your observations, what did I do well?** |

* Saumya is a great Team Player.
* Her commitment and dedication is highly appreciated.
* She was able to complete the tasks given to her within the strict Customer Timelines.
* She required minimal assistance and is highly capable of delivering quality and excellence.
* Her technical skills have helped the OCC team to deliver quality products.

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| **What could I have done better?** |

* I would strongly advocate for Saumya to persist in her current trajectory, maintaining her enthusiasm and to continue with the same zeal.

Somdatta

**Please describe the nature of the work I did with/for you.**

* I have collaborated with Somdatta majorly for the Penetration Testing Project. She has been working on developing the IaC code for the automated deployment of the Penetration Testing infrastructure on the OCC Environment.

* We have also had some interaction for Certificate Management initiative where she was again working on Scripting and Automation.

**Based on your observations, what did I do well?**

* Somdatta has good technical knowledge in various streams like Cloud Knowledge, Scripting, Automation.

* She is able to develop well-structured Terraform modules as per the OCC framework for the Azure modules that she has developed.

* She follows best practices when it comes to coding and/or scripting.

* She is a Team Player. Always ready to take feedback and adjust based on that.

* She is able to work with Stake holders to get their requirements and convert them to technical deliverables.

* She follows Microsoft's Well-Architected Framework and Zero Trust policy.

**What could I have done better?**

I would strongly advocate for Somdatta to persist in her current trajectory, maintaining her enthusiasm and to continue with the same zeal.

**Can you please specify one or two Real-time cases supporting your feedback?**

Scripts that Somdatta has shared

Terraform Modules that she has developed for Penetration Testing

Working with Fernando to get their requirements and work towards delivering those.

Parul Choudhary

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| **Please describe the nature of the work I did with/for you.** |

I have collaborated with Parul from a Cloud Security perspective on various Cloud initiatives. Below are the listed initiatives:

* Secrets Management: We collaborated together to deliver Triple-S a cost effective and highly efficient and automated process to manage their secrets. This is a major Success Story where the complete project was delivered seamlessly to the customer and there have not been any complaints till date.

* CoPilot for Security: As part of this initiative we performed a POC on CoPilot for security to understand this technology/service and how this can be used to the benefit of the customer.

* AVD Security Assessment: As part of this initiative, Parul helped us perform a complete and comprehensive Security Assessment of the AVD infrastructure of customers.

* Azure Key Vault Costing: I assisted Parul in developing a Cost Model framework for Azure Key Vault implementation for the customer's Secrets

* Penetration Testing: I am assisting her with the Penetration Testing initiative. As part of this we are developing a highly efficient and automated approach to create a Penetration Testing environment that can be utilised for testing customer environments

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| **Based on your observations, what did I do well?** |

* Parul has always been an SME when it comes to Cloud Security. She has exceptional knowledge and expertise when it comes to Cloud Security which helps increase the security of the Customer to a large extent. She has demonstrated this during her assessment of AVD infrastructure and Pen Testing.

* She is a team player and always ready to help and share knowledge. Her assistance with AVD security assessment is highly appreciated by customer.

* She has a very good and crisp way of providing the required information which is easy to understand even for a non technical person.

* She is very flexible and willing to adjust to changing requirements.

* She is able to prioritise her work and adhere to strict customer timelines which she has demonstrated during implementation of Secrets Management.

* Parul is always eager to learn new and advanced Cloud concepts and ready to take on challenges to advance her skills by learning new technologies and performing POCs like in the case of Copilot for Security. She always looks at ways how these services can give maximum benefit to the customers.

* It has been my pleasure to work with her and look forward to working with her in multiple new initiatives in future.

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| **What could I have done better?** |

Parul's contributions are very much appreciated. I would strongly advocate for Parul to persist in her current trajectory, maintaining her enthusiasm and to continue with the same zeal.

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| **Can you please specify one or two cases supporting your feedback?** |

Learning new skills - Copilot for Security Team Player - Secrets Management Delivery on time - completing her deliverables for the Secrets Management project on time. Security Technical SME - AVD cloud assessment

Naresh

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| **Please describe the nature of the work I did with/for you.** |

Naresh is part of our team which is the Optum Connect Cloud team.

We have worked closely in some of his projects that he has worked on within Optum Connect Cloud. To name a few his TFE upgrade, SGS and Hawaii customer support and his FDO automation.

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| **Based on your observations, what did I do well?** |

He is one of the critical members in the team as he has managed the upgrade of TFE in all Prod and Non-Prod Environments.

His current work on FDO automation has been commendable. His scripting skills have improved tremendously while working on this automation.

He is a Team player supporting the SGS and Hawaii customers. Helping them with raising support tickets and operation issues. He has onboarded their additional subscriptions as well.

Naresh actively participates in all team activities and the team has gained from his technical skills.

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| **What could I have done better?** |

As Naresh comes from a Non-Development background he can continue growing his scripting skills which will help the team in future automations as well.

Somdatta Saha

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| **Please describe the nature of the work I did with/for you.** |

* I have collaborated with Somdatta majorly for the Penetration Testing Project. She has been working on developing the IaC code for the automated deployment of the Penetration Testing infrastructure on the OCC Environment.

* We have also had some interaction for Certificate Management initiative where she was again working on Scripting and Automation.

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| **Based on your observations, what did I do well?** |

* Somdatta has good technical knowledge in various streams like Cloud Knowledge, Scripting, Automation.

* She is able to develop well-structured Terraform modules as per the OCC framework for the Azure modules that she has developed.

* She follows best practices when it comes to coding and/or scripting.

* She is a Team Player. Always ready to take feedback and adjust based on that.

* She is able to work with Stake holders to get their requirements and convert them to technical deliverables.

* She follows Microsoft's Well-Architected Framework and Zero Trust policy.

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| **What could I have done better?** |

I would strongly advocate for Somdatta to persist in her current trajectory, maintaining her enthusiasm and to continue with the same zeal.

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| **Can you please specify one or two Real-time cases supporting your feedback?** |

Scripts that Somdatta has shared Terraform Modules that she has developed for Penetration Testing Working with Fernando to get their requirements and work towards delivering those.

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|  | My Questionnaire |  | |  | | --- | | [Collapse](https://eelf.fa.us2.oraclecloud.com/hcmUI/faces/FndOverview?macKey=iRwZhdNVkBv7byvy&_afrLoop=12746706280304580&_afrWindowMode=0&_afrWindowId=null&_adf.ctrl-state=y1n88sqn7_481&_afrFS=16&_afrMT=screen&_afrMFW=1236&_afrMFH=891&_afrMFDW=1792&_afrMFDH=1120&_afrMFC=8&_afrMFCI=0&_afrMFM=0&_afrMFR=192&_afrMFG=0&_afrMFS=0&_afrMFO=0)Collapse | |

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| **Reflecting on the goals you had for this year, what were your key accomplishments?** |

Looking at the year that has passed, it has been a fruitful year for me as I was able to utilize my technical skills to improve the teams knowledge and processes, was able to develop high quality solutions and innovations while maintaining the high standards of existing process if not improving on that solid baseline. I was able to develop my skills by certifications, trainings and on the job initiatives.

Some of my accomplishments are as below:

OC Security

 - Assessment of Cloud Security Baseline

 - Secure Optum Cloud Applications by implementing the new SPN Secrets rotation framework

 - Implement cost reduction and cleanup of security resources in oc\_security resource group of Development environment to save cost.

 - Certificate Management costing, Assessment of cloud security baseline and oc\_security cost management

 - Certificate renewal of occ-ncap-sp01

 - Enable Co-Pilot for security in Development environment and perform POC on the capability

 - Investigate and create tickets for defender and Kali Linux issues

 - Deploy MDFC Security Rules

 - Cost Model for Azure Key Vault

OCC

 - On call Activities - Resolved incidents INC0228965, INC0224310, SCTASK5216693

 - New MCA acceptance for all customers

 - Implement GDAP for all OCC Customers

 - Implemented Global Security Groups and Service Support Administrators for all customer environments

 - Resync customer environments with Prisma Prod by generating new secrets and updating Prisma Prod

 - Resolving NCAP vulnerabilities

 - Enable MFA in all OCC Environments

 - Assist team with FDO automation

 - Developed new IaC modules – Storage, defender security policies, bastion-host, ddos, subnet with delegation, virtual-network enhancement

 - Dev environment cleanup

 - Co-Ordination with BIA team for New Relic SOT

 - Investigate migration of Azure Cache for Redis & Container Instances

 - Resolve github vulnerabilities

 - Connect IUR tenant to Sailpoint

 - Renewal of TFE Certificate in QA Environment

 - Worked on NCAP-SNOW integration

ProHealth

 - Onboarded ProHealth Care in OCC CSP

 - Setting up network connectivity between On-Prem and Cloud

AVD

 - Relook AVD health Reporting

 - Relook AVD cost management reporting

Bassett

 - Prepare the Cisco Connectors secure deployment architecture. Presented to Bassett leadership and obtained approval for implementation.

 - Develop Cisco Connectors IaC scripts

 - Deploy the Cisco connectors

 - Test the connector scripts

 - Worked on INC0240865, INC0213038, INC0213039, INC0213040

 - Setup additional umbrella policies for Bassett environment

NLH

 - Sentinel Deployment

 - NLH AVD logs update and testing

 - Setup User Onboarding for NLH customer

JMH

 - Assist Herb with Azure Migrate appliance connectivity issue

 - Worked on incident INC38831351

 - Investigate JMH EIP Retention investigation

 - Investigate on Unity Enablement for EIP Databricks workspace

TSS

 - Secrets Management framework implementation for Triple-S

 - Enhancements to Secrets Management Framework

Certification

 - Microsoft Certified: Azure Security Engineer Associate

Renewed

- Microsoft Certified: Azure Administrator Associate

**-**Microsoft Certified: Azure Solutions Architect Expert

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| **What challenges did you face and how did you develop?** |

Some of these initiatives were very nascent and emerging technologies while others were capabilities which were not developed yet. Optum has a very exhaustive learning resources and framework which helped get myself trained, and develop those capabilities and deliver to the customer.

Our internal teams with whom I had collaboration have been very supportive and fun to work with. This helped overcome any and all challenges that we noticed in these projects.

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| **What do you want to continue to work towards in the coming year?** |

I would like to continue to be a key go to person in the team and am highly motivated to take up additional responsibilities, initiatives for the team. I would like to continue improving my technical skills and utilize those to deliver blue chips for customers. I want to continue and grow further with each day both technically and non-technically.