Request for Proposal: 1605TA-25-Q-00039
The U.S. Department of Labor (DOL) Youth Build (YB) and Division of Indian Native American Program (DINAP) Case Management System Support Services

Presented To:

The U.S. Department of Labor
Marlon Chambers, Contract Specialist

Volume I: Technical Volume
Youth Build (YB) and Division of Indian Native American Program (DINAP) Case Management System Support Services

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EXECUTIVE SUMMARY

Stealth Solutions, Inc. (Stealth) is an SBA-certified 8(a) small, disadvantaged business based in Virginia and incorporated in 2014. Stealth Solutions is teaming with incumbent Appteon, the collective team in this response is referred as "Team Stealth". We want to make ensure the same experienced team continues under the new contract, avoiding transition delays and preserving continuity, efficiency, and cost savings for the U.S. Department of Labor (DOL).

Team Stealth recognizes the mission of the DOL Employment and Training Administration (ETA): to improve the efficiency of the U.S. labor market through high-quality job training, employment services, and labor market information, delivered primarily through state and local workforce systems.

Team Stealth is uniquely positioned to ensure continuity, compliance, and quality across operations and maintenance (O&M) activities for the YouthBuild and DINAP programs. As the incumbent contractor, we bring firsthand experience supporting these systems and a deep understanding of their architecture, workflows, and user needs. Our existing senior and mid-level Appian developers—who have been instrumental in supporting the GPMS-DINAP (Adult) and GPMS-YouthBuild systems—will continue providing seamless support under the new contract. Our team is fully committed to supporting the DOL's operational objectives without disruption while continuing to meet security, performance, and accessibility standards.

Our contributions to DOL's mission include:

- Successfully delivering and maintaining the Workforce Integrated Performance Reporting System (WIPS) and GPMS YB/DINAP platforms under compressed timelines and evolving stakeholder needs.
- Developing the QPR interface and integration between GPMS systems and WIPS, streamlining grantee reporting across both DINAP and YouthBuild programs.
- Supporting more than 3,000 active cases and over 400 users in GPMS DINAP with reliable application performance and compliance support.
- Driving key interagency integrations, such as those between the Office of Apprenticeship's RAPIDS system and Salesforce, enabling enhanced program onboarding and reporting capabilities.
- Successfully deploying the Petition Automated Workflow System (PAWS) into production on-time and within budget, supporting over 200 end-users.
- Providing Appian governance and application support through the DOL Case Management Platform (CMP) Center of Excellence (CoE), helping DOL maintain alignment with industry best practices and platform scalability goals.

Team Stealth consistently recommends process improvements, modern user experience enhancements, and COTS augmentations to strengthen DOL's platforms. We follow CMMI Level 3 standards across our delivery framework, ensuring rigorous quality assurance, documentation, and process adherence.

Team Stealth offers a highly responsive and agile management structure capable of rapid adaptation, streamlined communication, and clear technical execution. Our demonstrated track record in successfully delivering critical systems for ETA reflects our deep commitment to DOL's mission and long-term success.

1 TECHNICAL APPROACH

1.1 Approach to Meeting Task Order Requirements

Team Stealth's approach to fulfilling the requirements of this Task Order is grounded in deep operational experience, continuity of service, and a clear understanding of DOL's Agile development practices and performance expectations. As the incumbent support team for the DINAP and YouthBuild programs, we offer a well-established and proven model for delivering O&M services while supporting system enhancements in an Agile environment. Our strategy prioritizes risk mitigation, efficiency, and transparency—ensuring that critical federal systems remain stable, secure, and user-focused.

We have structured our approach by task area to align with the RFQ 1605TA-25-Q-00039, demonstrating how our Business Analyst (BA), Senior Appian Developer, and two Mid-Level Appian Developers will fulfill the requirements across all functional areas. Our development model embraces iterative delivery through two-week sprints, proactive backlog refinement, test planning, and stakeholder collaboration. This model allows us to remain responsive to evolving programmatic needs while ensuring that all contractual objectives are met.

From maintaining the complex architecture of the YB-DINAP system to producing high-quality Agile artifacts, managing integration touchpoints, supporting testing and deployment activities, and responding to data calls and security requirements, Team Stealth brings a cohesive, field-tested approach. We emphasize clear documentation, cross-functional collaboration, and disciplined compliance with DOL tools and standards (e.g., Jira, ServiceNow, SharePoint), and we integrate change control and quality assurance into every aspect of our work.

The following sections outline our methodology for each task in the RFQ, demonstrating how our staffing, tools, and approach will support the continued success of the YB-DINAP system throughout the base and option periods of this contract.

1.1.1 Appian Web Application Design, Analysis, and Development

Team Stealth's approach focuses on sustaining and enhancing the YB-DINAP system, which supports both the YouthBuild and DINAP (Adult) programs. By leveraging our experienced

Appian Developers and BA, we are well positioned to fulfill all O&M requirements under this contract. The system is actively deployed in a production environment and requires ongoing support to ensure availability, performance, security, and compliance.

We recognize the complexity and mission-critical nature of YB-DINAP, which:

- Provides user-facing interfaces for grant case management, data entry, and program oversight
- Supports multiple user roles with granular, role-based access controls
- Integrates with external systems, such as WIPS, to facilitate compliance and performance reporting
- Implements detailed and evolving business logic to support grant eligibility, service tracking, and regulatory reporting
- Given these factors, Team Stealth applies a structured, Agile-based approach to ensure system stability, meet stakeholder expectations, and support the long-term success of the YB-DINAP program.

1.1.2 Agile Scrum and Iterative Development

1.1.2.1 Program and Project Management (Task 2)

Team Stealth follows an iterative Agile development approach based on Scrum methodology, enabling continuous refinement and prioritization of tasks across the project lifecycle. In alignment with the RFQ, the Federal Project Manager (FPM) retains primary responsibility for project management, while Team Stealth provides coordination and delivery support through its BA and development team. Our approach emphasizes close collaboration with the FPM to help ensure that activities remain aligned with RFQ requirements and that milestones are met as planned.

The BA will work closely with Federal system owners, product owners, and subject matter experts (SMEs) to validate functional requirements, maintain system documentation, and update Jira with user stories, tasks, and test cases. This coordination ensures full visibility, traceability, and transparency across the delivery process.

Key activities Team Stealth will perform in support of the FPM include:

- ✓ **Requirements Validation and Updates -** Team Stealth's BA will proactively collaborate with the FPM, product owners, and key program stakeholders to continuously refine and validate functional requirements throughout the contract lifecycle. Leveraging a structured, Agile-aligned approach, the BA will lead facilitated sessions, clarify business needs, and translate stakeholder input into actionable requirements that are both technically feasible and aligned with mission objectives.
- ✓ **Documentation and Transparency -** Team Stealth will maintain complete, up-to-date documentation for all project activities, including system design artifacts, user stories, specifications, and test cases. Our BA will ensure that updates reflect current system functionality and are aligned with DOL priorities. All refinements will be thoroughly

documented, with associated user stories updated to include detailed acceptance criteria, business logic, and traceability references. These updates will also be synchronized with system documentation artifacts such as process flows, requirements specifications, and release planning materials.

- ✓ **Agile Sprint Coordination -** We will maintain a unified product backlog to support prioritization across all O&M activities. Our BA will ensure backlog items are sprint-ready by refining user stories, aligning acceptance criteria, and leading grooming sessions in close coordination with the FPM. This structured approach enables focused sprint planning and continuous delivery of high-priority enhancements.
- ✓ **Change Management -** Team Stealth will adhere to all DOL OCIO Change Management protocols by rigorously documenting, tracking, and updating system changes in Jira. Our BA will play a central role in this process, coordinating with the FPM to ensure each change request is clearly defined, risk-assessed, and aligned with release priorities. Prior to each CM review meeting, the BA will compile the necessary documentation—including business justifications, technical impact assessments, and testing summaries—to support informed decision-making. By actively participating in CM review meetings, our team will ensure that each proposed change meets DOL standards for readiness, traceability, and compliance, thereby reducing deployment risk and maintaining system stability.

Figure 1 below depicts Team Stealth's software development lifecycle, which captures important development, peer review, and testing steps, to ensure high quality output and adherence to DOL and industry software development best practices.

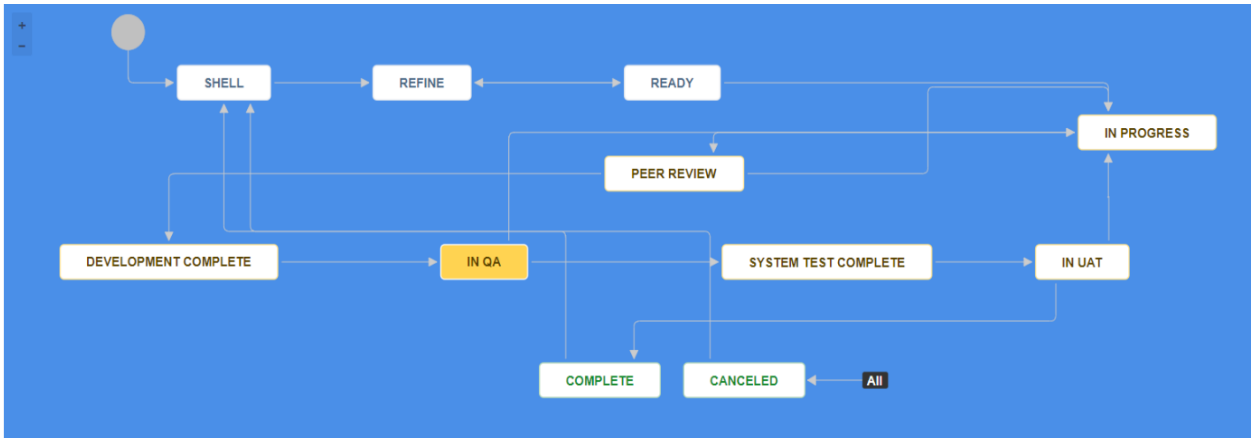

Figure 1: Team Stealth's Software Development Lifecycle

During sprint planning, Team Stealth contributes to the estimation process by assessing:

- **Risk** (e.g., external dependencies, unclear requirements)
- **Complexity** (technical difficulty and effort)
- **Repetition** (team familiarity with similar tasks)

These factors help ensure realistic story point estimates and maintain delivery momentum across sprint cycles. We will utilize Agile tools such as Burn Up and Burn Down charts to monitor

progress, identify blockers early, and adjust as needed. Agile Story Mapping helps break down features into actionable user stories that reflect business value and ensure alignment with the product roadmap.

Our BA will collaborate with the FPM to maintain and refine roadmap, including EPICs, user stories, and acceptance criteria. The roadmap will be submitted to the FPM for approval prior to development to ensure alignment with stakeholders' expectations. The Senior Developer, Mid-Level Developers, and BA will work as an integrated Agile team to maintain velocity, manage system enhancements, and ensure alignment with DOL's technical and quality standards.

Table 1: Sprint Cycle Phases and Activities

Day(s)	Sprint Phase Description	Team Stealth's DOL SDLC Framework Process(es)
Day 1	Sprint Planning & Acceptance Criteria Definition: The sprint begins with a planning session to establish success criteria for the upcoming two-week sprint. The team, including the Product Owner (PO) and Business Analyst (BA), defines the acceptance criteria for each selected user story, ensuring that the criteria align with the user needs and requirements. Team Stealth's BA adds the "Done" criteria to each story and moves them from the Jira backlog to the current sprint.	• Shell – Sprint Item is opened • Refine – Acceptance Criteria is not defined, and item is ready for grooming • Ready – Ready for development
Day 2 – 5	Development Phase: Developers begin working on assigned stories and tasks, collaborating with the BA and PO to refine the backlog as necessary. They will code according to the acceptance criteria and mark tasks as "In Progress" in Jira. As the sprint progresses, any ambiguities in the requirements are clarified through collaboration with the Product Owner and stakeholders.	• In Progress – Development is in progress
Day 6	Unit Testing & Peer Review: After the development phase, the developers perform unit testing of the new code to ensure that it meets the acceptance criteria. Peer reviews are conducted to ensure quality, identify defects early, and share knowledge among team members. This ensures that the code is properly reviewed before proceeding to further testing stages.	• Peer Review – Code ready for review by a peer developer or Team Lead • Development Complete – Development, Peer review and unit test is complete
Day 7 – 9	System Integration Testing (QA): The code is deployed to the Test environment for validation. Testers validate the functionality of the user stories against the established acceptance criteria. Any defects found during the QA process are logged into Jira, and developers continue to work on resolving those issues. Upon successful testing, the user story is moved to UAT (User Acceptance Testing).	• In QA – Tester starts verifying the functionality against the acceptance criteria. • System Test Complete – Tester completes testing, and all logged issues are resolved

		• In UAT – Code promoted to Staging environment for UAT and Security Scan • 508 Compliance, Security Testing, Regression testing
Day 10-14	User Acceptance Testing (UAT) & Deployment: During the final phase of the sprint, the development team presents a demo to the Product Owner and stakeholders to show the work completed during the sprint. User acceptance testing is completed, and once UAT is done, the team works with the OCIO Change Management (CM) team to deploy the software to Production environments. The team also conducts a Sprint retrospective to assess what worked well and what can be improved in the next sprint cycle.	• Complete – Item is complete and ready for deployment to higher environments.

Our Development Team will continue to provide the following services (see **Table 2** below) and ensure the smooth execution of the project lifecycle and the successful delivery of the YB-DINAP system.

Table 2: Development Team Services

Service	Description
Application Planning	Iterative refinement through an Agile Sprint approach. The BA will maintain a single project O&M backlog. At the start of each Sprint, the development team will work with stakeholders to prioritize the highest-value items.
Application Development	We will follow the Agile methodology to develop the application in sprint cycles, followed by a sprint retrospective. Team members will attend daily scrums, backlog refinements, sprint retrospectives, and sprint planning meetings. Development will occur on the current GPMS environment, adhering to DOL OCIO protocols.
Application Testing	Testing occurs at multiple stages, beginning with unit testing by developers to verify individual components. After development, the code moves to integration testing in the QA environment to ensure components work together. The software then undergoes User Acceptance Testing (UAT) to validate business requirements. Compliance with Section 508 accessibility is ensured as part of coding standards, with further compliance testing performed by developers and testers in the Dev and QA environments before the code is made available for UAT. Any defects are tracked in Jira and addressed by the development team.
Create/Update Mandatory OCIO SDLC Documentations	We will create and maintain all required SDLC documentation and store it in the DOL Repository.

Coordinate All Package Releases to Test, Stage and Production Environments with Change Management	The Senior Software Developer and Business Analyst will coordinate all package releases and ensure compliance with OCIO CM/QA standards.
Manage Operationally an Appian Cloud-Based Case Management Platform Solution	Team Stealth developers are certified at Level 2 or above in Appian, with extensive training in cloud-based case management solutions. Our team has over a year of experience supporting ETA's DINAP (ADULT) and YouthBuild projects.

Sprint Tracking & Agile Story Map

Team Stealth's Agile approach uses visual indicators such as Burn Up and Burn Down charts in its Sprint execution. This chart helps our team understand the progress with respect to the scope. Using this, we successfully track progress as we move towards completion. In our experience, the visual indicators are early warning signs of unforeseen risks in the development cycle and allow the team to proactively implement response and mitigation strategies.

Our Agile methodology allows decomposition of features and epics into user stories forming a well-defined and repeatable business processes. This view also enables Business to prioritize the backlog items based on business value proposition while keeping the current delivery in-sync with the product roadmap.

The BA will coordinate with the program office to refine the stories selected for each Sprint. BA will ensure to keep ahead of development by planning at least 3 Sprints into the future which will allow the senior developer to avoid impedances caused by lack of clarity in those stories. The BA will enter the story, complete with business logic and acceptance criteria, into Jira and notify the developer. The Team Stealth developer will determine the best approach for converting the story into Appian code, while the tester examines the stories with the goal of defining testing strategy and being ready for the hand-off when the developer moves the code into the Test environment. In the Test environment the different developer peer tests. If issues are found, they are recorded in Jira, and the developer is alerted.

Team Stealth's support of O&M has progressed two GPMS applications as MVP to the Production environment in the past nine months. As such, we are experienced in working with stakeholders, especially INAP Youth, DINAP and YouthBuild Program Offices in all aspects of development, modernization, and enhancement for these GPMS projects. During the earlier effort, Team Stealth performed the following tasks, and will continue that support in this procurement.

- ✓ **Requirements Validation and Updates -** Our BA will collaborate with the FPM and stakeholders to refine and validate functional requirements. Updates will be documented in Jira and reflected in system documentation to ensure accuracy and alignment with DOL priorities.
- ✓ **Documentation and Transparency -** All relevant documentation—including system design artifacts, user stories, test cases, and specifications—will be maintained and shared via the designated DOL SharePoint location to promote accessibility and transparency.

- ✓ **Agile Sprint Coordination -** We will continue maintaining a unified product backlog that supports prioritization across O&M efforts. The BA will support sprint planning by ensuring backlog readiness, aligning acceptance criteria, and coordinating grooming sessions in collaboration with the FPM.
- ✓ **Change Management -** System changes will be documented and tracked in Jira in accordance with DOL OCIO Change Management protocols. The BA will assist the FPM by preparing change documentation and participating in CM review meetings, ensuring readiness and compliance.

To ensure transparency, OCIO and other stakeholders will be kept apprised of the project progress through status update meetings where quantitative development information is provided. During the software development process, all issues will be tracked using JIRA. Each sprint is thoroughly tested, developers will perform unit testing, BA will perform QA testing, and the users will perform the User Acceptance Testing. During user acceptance testing, the development team is on standby to make any last-minute improvements or minor design changes. Any changes requested by the users are documented as a backlog item and reviewed by the change management team before it gets prioritized for sprint development.

Sprint Review and Documentation

At the end of each Sprint, Team Stealth will support the Sprint Review presentation with:

- ✓ A summary of completed user stories and points achieved
- ✓ Demonstrations of completed functionality
- ✓ Lessons learned and retrospective takeaways
- ✓ A plan for the next Sprint based on FPM feedback

Draft or updated documentation—including Test Summary Reports, Requirements Traceability Matrices, and Test Results—will be prepared and tracked in DOL's Jira system as part of the sprint process. When required, versioned copies of these documents will also be uploaded to the project SharePoint repository to support visibility, traceability, and sprint review readiness.

Team Stealth has experience delivering structured testing and release processes across multiple DOL programs, including WIPS and RAPIDS, where we supported QA coordination, deployment readiness, and configuration documentation. We will continue to manage release notes, change requests, and configuration items in accordance with OCIO standards, and support the review and validation of production releases through final smoke testing.

1.1.2.2 Solutions Architecture/Business Analysis (Task 3)

Team Stealth brings deep, hands-on experience supporting the DINAP and YouthBuild programs, providing us with a strong understanding of DOL's operational structure, stakeholder landscape, and expectations for Agile delivery. Leveraging this experience, we will work closely with DOL stakeholders to ensure that the system architecture and Agile artifacts for the DINAP

Youth application continue to align with strategic objectives and end-user needs throughout ongoing O&M activities.

Our Business Analyst will lead requirements elicitation sessions with program SMEs, technical stakeholders, and the Federal PM to transform high-level requirements into well-structured Epics, Capabilities, User Stories, and Features. We will also define supporting workflows, ensuring that each element of the backlog reflects actionable business logic and development-ready artifacts.

Solution Architecture Support

Team Stealth will support the maintenance and refinement of existing system architecture artifacts related to the DINAP Youth application. Working in collaboration with the Federal PM, DOL architects, and other designated technical leads, our Senior and Mid-Level Developers will implement system enhancements and configuration changes in accordance with established architecture and integration patterns. The BA will assist in documenting any changes to workflows, feature logic, or system behavior resulting from these updates.

Where updates to Epics, Features, or related workflows are required, our team will ensure that supporting materials—such as Jira records, acceptance criteria, and visual diagrams—are updated to reflect the current system state. We will also provide input and clarification to DOL stakeholders and technical teams to support integration decisions, database queries, and system interactions as requested, within the boundaries of our development scope.

Requirements Analysis and Agile Artifact Maintenance

Team Stealth's BA will collaborate with stakeholders to elicit, refine, and document system requirements using a structured and iterative approach. Activities will include:

- Facilitated requirements sessions with DOL program offices and SMEs
- Review and reuse of existing documentation (e.g., process flows, use cases, Jira records)
- Ongoing backlog grooming to keep Agile artifacts current and complete

Agile documentation deliverables will include:

- Process Flow Diagrams and Wireframes
- Use Cases and Test Cases
- Acceptance Criteria for Features and System Capabilities

Each User Story will be maintained in Jira and will include business logic, acceptance criteria, and visual aids. These artifacts will remain aligned with the Business requirements and will be continuously refined in collaboration with stakeholders and developers to support O&M delivery priorities.

Our disciplined business analysis process ensures that all Agile artifacts—Epics, User Stories, and Tasks—are comprehensive, traceable, and implementation-ready, supporting seamless execution of DOL's O&M roadmap for the DINAP Youth application.

1.1.2.3 System Integration and Engineering Services (Task 4)

Team Stealth has extensive experience supporting system integration and engineering services, which we continue to provide in our current support of the DINAP and YouthBuild programs. As part of this support, we will continue to develop, update, and maintain the Interface Control Document (ICD) for the integration of INAP Youth, DINAP, and YouthBuild systems, ensuring that all integration points with DOL OCIO systems are documented. The ICD will include key details such as integration timelines, data exchange frequencies, target-source mapping, budget and acquisition dependencies, and identified risks along with corresponding mitigation strategies. We will also ensure that security-related requirements are properly captured to prevent any impact on existing Authorization to Operate (ATO) statuses. To support seamless data exchange, We will continue to utilize existing SOAP and RESTful APIs via DOL's data services layer, maintaining compatibility with legacy and modernized components.

Team Stealth has supported multiple integrations involving system interfaces within ETA's multi-cloud environment. During the current contract, we developed and maintained an ICD to support data exchange between INAP Youth, DINAP/YouthBuild, and WIPS for the generation of Quarterly Progress Reports (QPRs). Additionally, we collaborated on an interagency ICD and data exchange agreement between the Department of Defense (DoD) and DOL for the Apprenticeship Expansion Modernization Fund (AEMF). This included an MOU, ICD for data mapping, and established processes for secure, recurring data transfers and error handling.

1.1.2.4 Database Management (Task 5)

For all Government-initiated data calls, Team Stealth will compile and submit detailed reports on application system attributes as required. These typically include data points such as the number of active/inactive users, release and sprint history, software stack, and database versioning. In prior support of DINAP and YouthBuild, our team developed custom reports for tracking active users, MVP release history, and backlog item complexity levels. All reports will be uploaded to the designated Government SharePoint site or other official repository, as directed by the COR or FPM.

As part of our ongoing support, Team Stealth will also participate in scheduled data migration status meetings (approximately once per week) and respond to recurring data calls (estimated at two per quarter), as anticipated by the RFQ. If additional data-related support is required, our BA and development team will coordinate with DOL stakeholders and system owners to clarify scope and provide assistance within the limits of our technical role.

Team Stealth has experience supporting similar activities for the RAPIDS and WIPS programs under the ETA Office of Apprenticeship, including timely responses to data calls related to help desk tickets, user licensing needs, and apprenticeship program enrollment metrics. We have also

previously supported data conversion efforts for DINAP, giving us familiarity with both the data landscape and the operational priorities involved in DOL system transitions.

1.1.2.5 Test Plan and Execution (Task 6)

Team Stealth understands the full testing lifecycle and will continue to support testing activities as an integrated part of our Agile sprint delivery process. Our approach divides testing into three key phases—Planning, Preparation, and Execution—to ensure that each user story and feature undergoes appropriate validation prior to production deployment.

Table 3: Team Stealth's Application Development Testing Process

Testing Process Phase	Team Stealth Approach
Planning	Test planning is embedded into each Sprint. The BA, in collaboration with the developers and the Federal PM, ensures that each user story includes clear, testable acceptance criteria and that adequate estimates are assigned for test case creation, data preparation, and review. During Sprint Planning, the team identifies requirements for 508 compliance testing, regression testing, and UAT preparation.
Preparation	As developers complete coding and unit testing, the team concurrently prepares test scripts, identifies test data, and ensures that the appropriate environment configurations are in place for validation. Test scenarios and UAT scripts are maintained in the project repository (e.g., SharePoint) and are made available in advance of formal reviews and demos.
Execution	Developers perform unit testing and support functional testing as part of the code promotion process. Once code is deployed to the test environment, the team verifies component and regression testing outcomes and prepares for UAT. Our BA assists in facilitating and documenting up to three UAT sessions per release, including kickoff coordination, script execution support, and stakeholder follow-up. Any issues identified during UAT are documented in Jira and regression tested prior to promotion. Section 508 compliance is verified using DOL-approved tools and manual checks, as appropriate, and documented as part of each Sprint's testing summary. Where feasible, automated testing tools will be leveraged to reduce manual testing workload.

Sprint Review and Documentation

At the end of each Sprint, Team Stealth will support the Sprint Review presentation with:

- ✓ A summary of completed user stories and points achieved
- ✓ Demonstrations of completed functionality
- ✓ Lessons learned and retrospective takeaways
- ✓ A plan for the next Sprint based on FPM feedback

Draft or updated documentation—including Test Summary Reports, Requirements Traceability Matrices, and Test Results—will be prepared and tracked in DOL's Jira system as part of the

sprint process. When required, versioned copies of these documents will also be uploaded to the project SharePoint repository to support visibility, traceability, and sprint review readiness.

Team Stealth has experience delivering structured testing and release processes across multiple DOL programs, including WIPS and RAPIDS, where we supported QA coordination, deployment readiness, and configuration documentation. We will continue to manage release notes, change requests, and configuration items in accordance with OCIO standards, and support the review and validation of production releases through final smoke testing.

1.1.2.6 Operations and Maintenance (O&M) and Support Services (Task 7)

Team Stealth recognizes that sustaining the availability, reliability, performance, and security of the YB-DINAP system is essential to achieving DOL's mission objectives. Our team brings years of direct experience supporting O&M for the DINAP and YouthBuild programs and is fully equipped to continue this support under the new contract. Our approach blends Agile best practices with disciplined release coordination and hands-on responsiveness, ensuring that all maintenance tasks—whether routine or urgent—are handled with rigor, transparency, and minimal disruption to end users.

We will work in close coordination with DOL stakeholders, including the FPM, Change Management (CM) team, OCIO, Oversight and Enforcement Branch, and system administrators. This collaboration ensures that new issues, bug fixes, updates, and configuration changes are identified and addressed promptly, with all changes properly tracked through Jira and ServiceNow.

O&M Planning and Execution Framework

Team Stealth integrates all O&M activities into the Agile sprint cycle. Each sprint includes backlog refinement sessions to address operational issues, ad hoc change requests, and planned enhancements. Our Business Analyst will lead documentation and coordination efforts, while our developers will implement and test required changes in the sprint cycle. This continuous delivery approach enables us to release improvements efficiently while maintaining system stability.

We also participate in regular meetings to review system health, plan for maintenance windows, and prioritize tasks based on program goals and compliance timelines. During each sprint, O&M tasks are planned, tracked, and reviewed alongside DME-related backlog items to maintain visibility and accountability.

Issue Tracking, Resolution, and Bug Fixes

Our team will manage issue tracking using DOL's Jira system and follow a disciplined triage approach in coordination with the FPM. We will document bugs and operational issues, categorize them by severity and impact, and implement resolution plans that include unit testing,

regression testing, and UAT as required. We will also document root cause analyses for recurring or high-impact issues, allowing DOL to better manage systemic risks.

In cases where operational defects must be resolved to meet statutory or regulatory deadlines, our developers will prioritize code changes and work closely with the Product Owner and QA stakeholders to ensure expedited release and verification.

Enhancements, Configuration, and Reference Data Updates

Our team supports O&M-related enhancements across the full stack, including UI updates, workflow adjustments, business rule tuning, template modifications, and reference data changes. Reference data tables are updated either on a schedule or ad hoc, as requested by DOL. These updates are tracked in Jira and ServiceNow and verified through Sprint testing and reviews.

Where applicable, we will configure and customize any COTS components required to maintain YB-DINAP functionality. Our team is experienced in working with hybrid systems that involve both custom development and integration of commercial platforms.

System Documentation, Change Management, and Deployment Support

We will maintain current and accurate system documentation across environments and platforms, including system manuals, SOPs, and user-facing materials. The BA will ensure that updated artifacts—such as Requirements Documents, Design Specs, and Test Summaries—are versioned in SharePoint and linked to the appropriate Jira and GitLab records. We will also submit and manage all required Incident Tickets and Change Requests via ServiceNow.

During and after each production deployment, Team Stealth will provide hypercare support to monitor for unexpected issues, assist users, and verify that functionality is stable in the live environment. This includes smoke testing, user outreach, and on-call troubleshooting assistance.

Support for Peak Filing and System Performance

The YB-DINAP system may experience usage spikes during peak filing times. Team Stealth will help DOL prepare for these events by conducting system readiness reviews, validating existing infrastructure configurations, and implementing performance-oriented adjustments where appropriate. We will work with DOL to develop and update contingency plans and monitoring protocols that ensure uptime and responsiveness during critical periods.

Additionally, we will assist in the facilitation of table-top exercises and scenario planning sessions, helping DOL and OCIO verify system readiness for high-demand conditions.

Security, Access Configuration, and Compliance

Team Stealth will support security-focused maintenance in coordination with DOL OCIO. Our developers will assist in the application of security patches, code-level vulnerability fixes, and reconfiguration of system settings, as requested. We will ensure that changes align with existing ATO boundaries and update related documentation accordingly.

Although system administration and identity management fall under Government purview, our team will assist in configuring access controls, updating user permissions, and maintaining role-based access matrices as part of ongoing application-level support.

Communication, Change Readiness, and User Support

We will also help DOL ensure that external users and partner agencies are informed and prepared for upcoming changes. This includes providing user guidance, contributing to change management plans, and assisting in the development of training materials or quick-reference guides when new features or workflows are introduced.

1.1.2.7 Training Support (Task 8)

Team Stealth will provide training support for the YB-DINAP system in accordance with the Project Process Agreement (PPA) and the expectations outlined in the RFQ. For each O&M release, our Business Analyst will prepare a Training Plan that includes:

- A high-level outline of training content based on the features or updates included in the release
- A timeline and schedule aligned with the Agile release calendar
- Submission of the training plan to the COR and/or FPM for approval

As part of our ongoing support, Team Stealth will ensure the training plan is kept up to date for each release and reflects any feedback from stakeholders. Our team's existing familiarity with YB-DINAP functionality and release planning allows us to develop this plan efficiently, ensuring consistency and alignment across all sprint cycles.

Team Stealth's approach to this engagement reflects a deep understanding of the YB-DINAP programs, DOL Agile practices, and the operational realities of maintaining complex case management systems. As the incumbent support team, we are uniquely positioned to ensure a seamless continuation of services, with no disruption to system functionality, performance, or user access. Our staffing model has already demonstrated success in executing O&M tasks, refining Agile artifacts, delivering on statutory timelines, and collaborating closely with DOL stakeholders across technical, compliance, and programmatic domains.

Throughout this Technical Volume, we have outlined a methodical and collaborative approach to Phase-In, Agile coordination, solution documentation, system integration, backlog grooming, testing, and sustained operations. We are fully prepared to meet or exceed the performance

standards outlined in the RFQ and to contribute meaningfully to the continued reliability, security, and evolution of the YB-DINAP system.

2 PHASE-IN/OUT PLAN

2.1 Transition-In (Task 1)

As the incumbent contractor, Team Stealth is positioned to ensure uninterrupted continuity of services for the YB-DINAP system. Because our team is already fully engaged on the project, no formal transition activities are necessary. All key personnel—including the BA and Appian Developers—are already onboarded, cleared, and ready to support production from Day 1.

Knowledge transfer between outgoing and continuing staff has already taken place, ensuring operational readiness and stability. This proactive approach mitigates any risk of disruption and eliminates the need for onboarding or environment setup.

2.1.1 Transition Team Qualifications

Team Stealth's current support team includes experienced personnel who have worked extensively on the DINAP and YouthBuild systems. The Senior and Mid-Level Appian Developers bring deep familiarity with the application architecture, deployment workflows, and ongoing development tasks, enabling seamless support without ramp-up time.

Our BA is fully prepared to maintain continuity of Agile delivery processes, including backlog management, sprint planning, requirements clarification, and testing coordination, in alignment with DOL expectations.

2.1.2 Transition Schedule with Milestones

Table 4 below provides Team Stealth's proposed Phase-In Plan for the YB-DINAP System. This schedule highlights key milestones and activities designed to ensure minimal disruption to the O&M operations, leveraging our incumbent position to streamline the transition.

Table 4: Proposed Transition Schedule with Milestones

Day(s)	Milestone(s)	Activities
1	Attend Post-Award Conference Submit all required Contract Paperwork Updated POC list	Team Stealth will attend the Post-Award Conference and submit all required paperwork to the COR. No transition of key personnel is needed as Stealth's current staff is already on board and fully aligned with the contract's needs. A weekly status meeting will be scheduled for updates with the COR and DOL stakeholders.

Table 4: Proposed Transition Schedule with Milestones		
Day(s)	**Milestone(s)**	**Activities**
1-2	Onboard Contractor Employees	All key personnel are already in place and operational, ensuring immediate availability on Day 1 of Phase-In. Any minor adjustments to access (such as DOL badges, laptops, network access) will be completed quickly with no significant delays.
2	Kickoff Meeting	Our Business Analyst will schedule the kickoff meeting, where we will reconfirm that all Stealth Solutions staff are fully aware of their roles and responsibilities, as well as deliverables and timelines. Since the team is familiar with the system and environment, this will be more of a confirmation meeting rather than a comprehensive onboarding process.
3-4	Software and Tools Identification	As Team Stealth already uses the necessary tools, we will provide the COR/PM with an updated list of anticipated required software only if there are new requirements or updates for this task order. Access to relevant tools such as JIRA, GitHub, and development software will be immediately available to all team members.
5-6	BA Analysis with COR and PM	Since Team Stealth is already intimately familiar with the YB-DINAP production system, Team Stealth will conduct a Business Analysis (BA) with the COR, PM, and business stakeholders to review and reaffirm the system requirements, existing use cases, and the integration of legacy DINAP(SYS). This step will be more about validation rather than an extensive analysis.
7-10	Review System Documentation and Backlog	Team Stealth will review the system documentation, source code, and system architecture to ensure there are no changes to existing processes. The backlog of YB-DINAP requirements will be reviewed, and Team Stealth will submit the updated plan for upcoming releases, all of which will be aligned with the existing work. This step will focus on confirming and refining the existing understanding of the system rather than starting from scratch.
10	Phase-in Plan	Since Team Stealth is the incumbent contractor, we will submit the final Phase-In Plan, which will mainly confirm the continuity of the current work with minimal changes. The plan will outline ongoing support for YB-DINAP and the next steps, ensuring smooth continuation of operations without the typical delays that a non-incumbent contractor might face.
10-14	Technical Exchange Meetings (TEMs)	Since Team Stealth is the incumbent contractor, TEMs will be used to finalize knowledge transfer and ensure continuity as part of the transition process. These meetings will primarily serve to align on any outstanding details regarding the ongoing operations of the YB-DINAP systems. As Team Stealth already has a comprehensive understanding of the system's architecture, codebase, and operational workflows, the TEMs will focus on addressing any specific updates or future changes that may be required under the new contract.
10-14	Project Plan	Team Stealth will report any Phase-In activities, risks, and issues in the weekly status meetings. As the incumbent, most of these activities will be

Table 4: Proposed Transition Schedule with Milestones		
Day(s)	**Milestone(s)**	**Activities**
	Plan for New Combined Backlog	minimal. The main goal will be to provide transparency and ensure that no disruptions will occur during the transition.
14	Updated Project Artifacts Status Report	By the end of Week 2, Team Stealth will complete any necessary updates to the project documentation, including system manuals and project artifacts. The final status report will be submitted to the COR to confirm that the system is operating as expected and that all ongoing tasks are aligned with the requirements outlined in the new contract.

2.2 Transition-Out (Task 9)

Team Stealth will comply with all Transition-Out activities outlined in Section 5.9 of the RFQ 1605TA-25-Q-00039. We will begin the transition-out activities 30 days prior to the end of the period of performance and continue to provide full support to ensure an orderly transition to DOL and/or the successor Contractor.

During the transition-out period, Team Stealth will take the lead in facilitating Technical Exchange Meetings (TEMs) with the successor Contractor. These meetings will focus on imparting critical knowledge and providing the successor Contractor with all necessary artifacts related to the system(s) developed and the activities performed under this Task Order. Team Stealth will provide comprehensive demonstrations of all relevant system components and technologies, walk through all documentation (including requirements backlog and defect list), and offer access to the full history of project artifacts.

Additionally, Team Stealth will arrange for incoming DOL/new Contractor personnel to shadow their Stealth Solutions counterparts, ensuring a smooth transfer of responsibilities and deep understanding of the system's design, implementation, and ongoing maintenance.

Throughout the entire 30-day Transition-Out period, Team Stealth will ensure there is no degradation in support to the Government. We will remain fully engaged in providing support, addressing any issues, and ensuring that all necessary handovers and training are conducted without interrupting the day-to-day operations of the system.

As part of the closeout activities, Team Stealth will confirm, in writing, that:

- DOL has received all draft/in-progress and final versions of the task order documentation (e.g., CONOPS, SOPs, requirements specifications, design specifications, configuration management plan, etc.), including native formats of diagrams (e.g., Visio), and that these documents have been uploaded to the DOL's SharePoint project repository.
- DOL has received all Government-Furnished Equipment (GFE) and Government-Furnished Information (GFI), including but not limited to badges and laptops.
- DOL has received all source code and database scripts.

3 MANAGEMENT PLAN

Team Stealth applies a proven iterative PMBOK V6 and its Agile Framework to manage agile development programs, including DINAP and YouthBuild. Our management approach has been refined through extensive use and customized for an array of clients to monitor and control cost, performance, and schedule variables. Our management approach focuses on a continual loop of feedback and improvement to develop plans and schedules and perform risk management, and issue management that align with DOL policies, processes, and procedures. Team Stealth has successfully leveraged this approach and maintained stakeholder involvement in multiple large and smaller-scale, high-velocity, Agile development programs for the DOL.

Our BA will work with the FPM and COR to ensure the project meets DOL's expectations for performance and outcomes. Team Stealth will participate in monthly project reviews to assess the status and performance of the project and will ensure that all processes outlined in the Quality Assurance Surveillance Plan (QASP) are followed throughout the duration of the contract.

Table 5 below provides Team Stealth's proposed Labor Category Mix with associated hours for the base period of performance. This staffing mix is aligned to support O&M services for the YB and DINAP programs under the YB-DINAP system. Team Stealth's proposed team includes the four DOL-specified labor categories: BA, Senior-Level Appian Developer, and two Mid-Level Appian Developers. This core team is structured to effectively meet the objectives of the proposed effort. Tables 5, 6, 7, and 8 present Team Stealth's recommended labor mix for Base and Option Periods 1, 2, and 3 with the understanding that Team Stealth will continue to provide O&M services for the YB-DINAP system. Any future system enhancement or modernization work outside the scope of routine O&M would require additional resources.

Base Year: O&M Services for DINAP and YB Programs

Table 5: Base Year: O&M Services for DINAP and YB Programs		
Labor Category	**# of Positions**	**Hours**
Business Analyst	1	1,912
Sr Level Developer	1	1,912
Mid-Level Developer	2	3,824

Option Year 1: O&M Services for DINAP and YB Programs

Table 6: Option Year 1: O&M Services for DINAP and YB Programs

Labor Category	# of Positions	Hours
Business Analyst	1	1,912
Sr Level Developer	1	1,912
Mid-Level Developer	2	3,824

Option Year 2: O&M Services for DINAP and YB Programs

Table 7: Option Year 2: O&M Services for DINAP and YB Programs		
Labor Category	**# of Positions**	**Hours**
Business Analyst	1	1,912
Sr Level Developer	1	956
Mid-Level Developer	1	1,912

Option Year 3: O&M Services for DINAP and YB Programs

Table 8: Option Year 3: O&M Services for DINAP and YB Programs		
Labor Category	**# of Positions**	**Hours**
Business Analyst	1	1,912
Sr Level Developer	1	956
Mid-Level Developer	1	1,912

As the incumbent contractor with multiple projects at ETA. We are uniquely qualified to provide Appian developers who already know the system, stakeholders, history, and goals for the future of the programs served by the systems. Most staff in our bench of Appian developers are already know ETA's Case Management System.

3.1 Key Personnel Positions

Table 9: Key Personnel Positions (K) and Proposed Team Stealth Incumbent Personnel	
Key Personnel Position	**Current Team Stealth Employee**
Business Analyst (K)	Samuel Nimo
Sr Level Developer (K)	Vivek Verma

3.1.1.1 Hiring Qualified Staff

Stealth Solutions will staff this contract with the two developers who are already supporting the DINAP and YouthBuild programs under the current contract, ensuring immediate continuity and familiarity with the system. The BA role will be filled by a new team member who meets all required qualifications and will be onboarded in close coordination with the incumbent team. If

needed, Stealth Solutions also maintains a bench of experienced Appian developers, testers, and BA, allowing us to quickly ramp up in response to evolving project needs. To fill any future vacancies, we will follow our structured recruiting process, which includes predefined checklists for responsibilities, qualifications, certifications, and background checks. Our approach also leverages internal and external recruiters, targeted job advertising, and a competitive employee referral bonus program.

3.1.1.2 Retaining Qualified Personnel

Stealth Solutions' retention program fosters an environment of low turnover and overall employee satisfaction. One of the most important aspects of our retention program is our focus on professional development. Retention stems from employees who feel their work is meaningful. Our employees remain engaged on client projects when they perform in the collaborative environment.

3.1.1.3 Training Staff

Stealth Solutions works to actively promote our employees to participate in continued professional development that enhances skills, leading technology advancements, and implementing innovative best practices. Stealth Solutions works to maintain the qualifications and capabilities of our staff by conducting ongoing assessments of employee skills and capabilities. We track, monitor and manage continued professional development so that our staff's capabilities remain current and continue to develop and expand. We also provide cross-training of our team's staff on each project so that any temporary gaps in staffing can be alleviated though leveraging the knowledgeable skills of the other contract staff members.

4 APPENDIX: KEY PERSONNEL

4.1 Business Analyst – Samuel Nimo

Samuel Nimo - Business Analyst	
Experience	10 Years
Education	**Radford University** Bachelors of Science in Computer Science
Certifications and Training	• Project Management Professional (PMP) Certification • Scrum Alliance Certification
Technical Capabilities	**Expertise encompasses:** MS Visio, DrawIO, Jira, SharePoint, SalesForce, JAWS, WAVE, SQL Server, SQL, Oracle, API, Windows UNIX, JAVA

Skills and Qualifications Summary

- Sr. Business Analyst/Business System Analyst experience in various industries including government solutions, insurance, and financial industries.
- Strong experience in gathering and defining business requirements, facilitation of meetings, identifying risks, business process documentation, developing business requirement document (BRD), Functional/Software/User Requirement Specifications document, user story, user story acceptance criteria, use cases, Test Plans and Test Scripts.
- Strong analytical and problem-solving skills with in-depth knowledge of industry best practices.
- Experience in all aspects of Software Development Life Cycle (SDLC).
- Strong analytical skills breaking down system and process problems and ability to partner with business users on recommend solutions.
- Experience in conducting and leading business requirement gathering sessions, decomposing abstract ideas into details, and identifying and communicating risks.
- Experience in facilitating group discussions to elicit requirements in Joint Application Design (JAD) sessions by communicating with internal users and stakeholders, documenting scope definition, and functional specifications document.
- Solid knowledge in RDBMS, CMMI and GDP.
- Expertise in working with developers and the QA team to ensure comprehension and feasibility of requirements.
- Extensive knowledge of software testing methodologies and quality assurance principles, procedures, and standards.
- Experience in Section 508 Compliance testing.
- Involved in creating and maintaining Requirements Traceability Matrix and performing GAP analysis.
- Strong communication and collaboration skills with the demonstrated ability to effectively communicate complex business problems, processes, and technical material to diverse audiences.

Detailed Experience

Appteon Inc., May 2020 to Present
Senior Business Systems Analyst

- Work with the product owners and business stakeholders to capture requirements using various techniques including JAD session, data analysis and workflow analysis.
- Elaborate Software Requirements Specifications and Software Design Specifications for new, enhanced, and legacy applications.
- Assist Product Owner with Backlog grooming, User Story development and prioritization.

- Lead requirements discussions to document, analyze and translate functional and non-functional requirements into user stories and diagrams.
- Interact with Business Owners, Subject Matter Experts, and Management team to identify the scope of the project and to prepare a Business Requirement Document, Use Case, User Story, and Activity Diagrams to further develop Technical Requirements and/or Functional Specifications.
- Assist QA team in reviewing the test cases and with story validation.
- Assist in creating Excel sheets for client, Subject Matter Experts reports.
- Ensure that all artifacts complied with corporate SDLC policies and guidelines.
- Provide guidance to Project Managers, Business Owners, Development Team, and Subject Matter Experts to resolve the outstanding issue and action items are taken in the review meeting.
- Facilitated and managed meeting sessions with Business Owners, Business System Owners, the Development team, Testing team, and Process Control.
- Involved in Regression testing, System testing, and User Acceptance Testing.
- Facilitated defect review meetings involving all Stakeholders to review defects, identify severity, and set priorities as per client requirements; ensuring accuracy and conforming to deadlines.
- Create workflow diagrams to validate the basic and alternate flows in the various Business and Technical Use Cases.
- Participate in the development of training materials for new technology and organizing User Training.
- Coordinate the development, design team with execution of User Acceptance Testing (UAT).

CareFirst BCBS, August 2015 to May 2020
Senior Business Analyst

- Ensured User Stories and supporting documents are substantially completed in time for development to begin.
- Lead requirements discussions to document, analyze and translate functional and non-functional requirements into user stories, diagrams, and other deliverables.
- Involved in translating the initial high-level visions into User Stories, Product Backlogs, and any other supporting artifacts required for planning.
- Assisted with the documentation of system and business requirements, specifications, design and development of use-cases and test cases scenarios and helped in developing test plans for user acceptance testing.
- Created and verified user stories and use case specifications with activity and state diagrams.
- Worked closely with the QA team and Developers to clarify and understand functionality, resolve issues, and provide feedback to identify defects.
- Wrote SQL queries to extract data from the database for Backend Testing.
- Involved proactively in communicating with development team regarding the status and potential impacts on the delivery date and/or expected quality of the tasks and/or the projects.
- Facilitated resolution and communication of cross-functional team on issues and decisions.
- Managed and executed test cases and logged defects in defect reporting tool Quality Center.
- Work with the QA Manager in developing test coverage matrix for the Team Members periodically.

JP Morgan Chase, October 2013 to May 2015
Business Analyst/QA Test Analyst

- Analyzed existing Business units, Business process, System / Application and their Interfaces through open-ended discussions, brainstorming sessions, and prototyping.
- Co-ordinated with documenting processes used agile methodology to write the Business Requirements documents and designed Functional specifications.

- Served as a liaison between the internal/external business community and the IT organization to provide technical solutions to meet user needs.
- Maintained requirements to requirement traceability matrix to rapidly assess the effect of changes in requirements.
- Involved in conducting UAT sessions to gain user confidence and approval.
- Worked closely with the QA Team to review and enhance the Test Plan and Test Cases.
- Associated with the QA team to detect the defect and take necessary actions to resolve the issue. Attended review meetings and walkthroughs to discuss the status of the project.
- Used Jira to write, execute and management of test cases and defect tracking.
- Created Test cases and automated them for regression testing.

4.2 Senior-Level Developer – Vivek Verma

Senior-Level Developer – Vivek Verma (Key)	
Years of Experience	12+ Years
Education	Harcourt Butler Technical University Kanpur, Master of Computer Applications Veer Bahadur Singh Purvanchal University, Bachelor of Science
Certifications, Technical Expertise, and Training	Appian Level 1 and Level 2 certified. Successfully completed Appian Analyst Certification. Successfully completed Appian ACAD Level 1 Certification Appian BPM Suite 7.9, 7.11,16.1,16.2, 17.2,19.x, 20.x SAIL, SAIL, Core Java, EJB 2.0, JMS, Struts 1.x, HTML, XML, SQL, MySQL, DB2, Oracle, JSP, Servlet, Hibernate, Struts, CSS, JavaScript, AJAX, REST & SOAP web services, Tomcat 5.0, Web Sphere, Win CVS, SVN, CMVC, RTC, GIT-Lab, Jira, RTC, Version1, MyEclipse, RAD, Enfinity Studio 6.1, 6.2 & 6.3, TOAD, GATE 8.0

Skills Profile

Worked on Appian BPM Tempo, SAIL, Sites and process model, CDT, Decision, plugin development for multiple clients. Worked extensively in Agile based projects and contributed in requirement gathering, process modeling, SAIL development and testing. Successfully completed many Appian projects and provided end to end (DEV, SIT, UAT, Pre-production and Production) support till go live.

Having good experience on Core Java 5.0, J2EE, Servlet & JSP, DB2, EJB2.0, JMS, IBM WebSphere Application Server, Rational Application Developer, and Web Development.

Have good work experience on agile methodology (scrum).

Have End to End good experience of Appian development, UAT deployment and support, Production deployment and support.

Detailed Experience

Senior Developer, Appteon Inc., *September 2018 – Present*

- Leading the Development and testing phases of the application with the team
- Discussion with business team, analyze and understand the requirements.
- Work on Design, development and testing throughout the period.
- Managing Appian Applications from development to deployment
- Participate in different meetings with Client to Analyze and understand the requirements
- Create a sprint goal by following regular Story Pointing sessions
- Work on application design and Database design to finalize the approach for each iteration.
- Work with DBA for all the ddl creation and review.
- Developed the SAIL form. Implementing Process model workflow for CMS automated workflow assignment.
- Build reports with several interdependent filters, links to open records in a new tab, and filter the project on several give criteria etc.
- Review code work for accuracy and functionality.
- Analyze code segments regularly.
- Discussion, co-ordination and sync with other team members for better integration of modules.

Senior-Level Developer – Vivek Verma (Key)

- Reviewing the Health Check and improving the listed areas to improve the performance of the application.
- Code deployment on SIT, Stage and Production environments.
- SIT, Stage and Production support.
- END to end responsibility of production deployment. Keep track of all key stuff for production deployment.

Senior Appian Developer, Freddie Mac, *November 2016 – August 2018*

- Approval flow for all groups: Design and develop sail forms and process model for all the roles.
- Performance Reports: develop report from LTA Manger, which give detailed information of all approved/denied requests. It also provides detailed information of type of requests and average time taken for approval for any request.
- Record dashboard: record dashboard to provide detailed information for any request any time.
- Integration with upstream: source of data for LTA application is upstream application, we integrate LTA with upstream application by calling rest service and parse the Json and store in database for further review.
- Integration with CDW (corporate Data ware): Connect with CDW to pull the servicer credit score. Appian business logic uses the score to decide Level of approvals required for a request.
- Code review at the end of each iteration. SIT, UAT and Production support.
- END to end responsibility of production deployment. Keep track of all key stuff for production deployment.
- LOE Provider: There are 18 impact assessment group and 18 LOE groups corresponding to each impact group. After each impact assessment task assign to corresponding LOE groups. this functionality allows LOE group to enter hours in number/percentage for each resource, who will contribute hours for the project in each year.
- Modify LOE: This functionality allows LOE groups to modify entered LOE any time unless project is locked.
- Request Updates: Any time agile assessment group, impact assessment group or LOE providers can request for more information from project manager or Requestor.
- Multiple Doc Upload: Develop utility to upload/delete multiple documents for each functionality.
- Integration with Planview: Integration with planview to fetch resources roles, name and cost center.
- Finalize or Lock/Unlock Project Request: PM/Project Requestor have the option to lock down the project once the required prerequisites (Agile, Impact and LOE) are met. Once the project request has been locked. PM can unlock the project to allow the opportunity of assessors and LOE providers to review the changes and resubmit their impacts.
- Business Case Review: The assigned Project Manager can perform Enter Business Review Decision to finalize the project.
- Process History: Each project request retains process history of activities on the ticket.
- Project Methodology Chutes: This functionality provide capability to calculate project is Maint or Light or Full.

Appian Developer, Appian Corporation and ITG, *November 2015 – November 2016*

- Entity and FRN Line-Item Bulk Upload: Upload entities line items in bulk into system. Which helps customer to expedite the processes.
- EDS Push: In EPC, User upload many documents like proof of evidence and documents provided by applicant, these documents store in Appian. Provided functionality to push all the uploaded documents at customer DB.
- O&M support: Worked for defect fixing and production support.

Senior-Level Developer – Vivek Verma (Key)

- Appeal, Spin Change, Service Substitution and Form 500 Escalation: Escalations comes into picture during Post Commit Reviews. Only internal users can escalate. If the reviewer has any questions. They can escalate Post Commit requests such as SPIN Change, Service Substitute, Appeal, or Form 500 within the internal team to get clarifications from the respective teams.
- Respond to Appeal, Spin Change, Service Substitution Escalation: This functionality comes into picture If any Post commit request is escalated. After escalation task assign to the respective group and any member of that group can respond or further escalate if they don't have enough information.
- Document Management for Appeal, Spin Change, Service Substitution

Appian Developer, Persistent Systems, *June 2010 – October 2015*

- Developed the SAIL form and Implements Process model work flow for the verification process.
- Creating dynamic SAIL forms for end user to enter data and upload verified documents.
- Identified different actors in the systems to create different user groups and assign permissions.
- Persisting the newly entered request and then making it available to the appropriate division for approval.
- Build tempo reports with several interdependent filters, links to open records in a new tab, grids with multi select entities, drill down to another report, etc.
- Developed the SAIL form vehicle registration and vehicle maintenance.
- Implementing Process model workflow. Proving news feed notifying latest activities performed for any vehicle.
- Sending the Requestor email notification conveying the maintenance status of vehicle
- Providing a dashboard to view the details of vehicle, details included the vehicle maintenance status and vehicle owner details.
- Generating reports based on the expenses and vehicle type, that summarized the data in graphical and tabular forms, also allowing the user to download the reports
- Leading the main component Gateway, Transaction Server of IBM Payment Director.
- Worked on enhancement of extract task of product Involved in PMR resolving, defect fixing for customer support and Mentoring team members, Code review of team members and responsibility of delivery.

Developer, Emperium Business Solutions, *August 2008 – June 2010*

- Worked on modules Order Processing, newsletter Implementation, product notification, cendris implementation, Product import, CMS implementation as well as modification in existing system. Prepared the code review document.

Certificates:

Appian Academy

Credential Certificate

This certificate is presented to:

Vivek Verma

For completion of:

Appian Certified Associate Developer

Awarded on: 7/6/2024

Valid through: 1/6/2026

Matt Calkins, Appian CEO

appian

Appian Academy

Credential Certificate

This certificate is presented to:

Vivek Verma

For completion of:

Appian Certified Senior Developer

Awarded on: 5/13/2024

Valid through: 11/13/2025

Matt Calkins, Appian CEO

appian