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| **Proposed Canada Project Information** | |
| Proposed Project Name | HIG-G-IT-CCM-CL QA-TM  ECOS - Enterprise Claim Operating System |
| Proposed Client name | The Hartford Financial Services Group, Inc. |
| Provide detailed description of purpose and scope of the project you will be working in Canada  Do not discuss about your current role or proposed role. Focus on scope and objective of the project for 8-10 lines | The applicant will be managing multiple projects and the purpose & scope of each of them are listed below  **Enterprise Claim Operating System (ECOS) :**  The scope of the project is to build an application which supports an industry leading Guidewire Claim Center system that facilitates efficient processing of Claim creation, Claim process and integration with multiple interface systems. Its supports Commercial line, personal line and Workers compensation policies.  **Receipts and Disbursements [RAD]**  It is a PeopleSoft application. It is the sole payment application for all the claims applications in Hartford which includes much major functionality like Federal Backup Withholding and State Backup Withholding in U.S. It has interface with all the claim front end applications of the Hartford. RAD helps to maintain centralized vendor data, standardize payment processing, and payment management against claim with smooth voucher processing and Bank and Financial Reconciliation  **Claims Portfolio:**  The applicant will be the delivery lead for Quality Assurance area of Claims portfolio that encompasses Claims management system. Claims portfolio supports the below lines of business  • Personal / commercial Auto  • Workers Compensation  • General Liability  • Personal / Commercial Property |
| Provide your proposed roles and responsibilities (technical and functional) in future tense for minimum of 10 bullet points. Each bullet points to be elaborated for minimum of 4-5 lines. | * During requirement phase of the project, responsibility involves working with the Solution Architects and Tech leads to establish the functional requirements for all the systems. The requirements for functional and End to End testing will be collected based on risk assessment that is conducted with the stakeholders on all systems that are in scope. * Coordinating with the stakeholders to come up with a comprehensive functional test strategy that covers critical components as part of the landscape. Working with the Business Analyst and development team to design the functional and End to End test use cases that will mimic a real time user transaction. * Generate functional testing and engineering plan to lay out the scope of the engagement, requirements analysis, SLAs, workload volume and get the sign-off from business and project stakeholders. * To customize and implement Cognizant proprietary in-house built test design tool **ADPART** for designing End to End test cases and this will ensure 100% coverage of all scenarios against business requirements and also will reduce manual test design efforts. * Designing and executing functional and End to End test scripts in Selenium in a stable environment and evaluate the test results. * Responsible to develop and manage the automation scripts for functional and End to End testing. He will be using Cognizant **CRAFT** framework to develop the test scripts for use cases identified in Claims center to automate correlation of dynamic data. The framework will be customized as per the requirement of the application implementation at The Hartford Insurance. * He will be responsible to implement **Data Analytics Tool (DAT)** in the proposed project and mimic production transactions in QA environment. This ensures E2E business flow coverage during QA testing. * To customized and implement **Coverity Tool** and ensure security vulnerabilities in QA & production environments. * He will be providing root-cause analysis on the issues identified and prioritize the functional issues to be fixed based on the production roll out calendar. * He is going to Establish and ensure the QA processes are adhered to utmost perfection, publishing status / metrics reports to client. * He will be the delivery lead for Quality Assurance area of Claims portfolio that encompasses Claims management system. |
| Name the Cognizant tools/ technologies/ methodologies/ framework/ modules being used along with proposed role to understand the significance of tools in proposed project  Do not mention third party tools. | Mr. Suresh Babu Thangavel possesses advanced and specialized knowledge with the framework, which knowledge He gained and honed through his Cognizant project work. Among his team members, He has the most sophisticated command with the tools. This benefits Cognizant’s operational efficiency, innovation, and profitability in Canada and international markets. He has expertise in the configuration, implementation, and use of Cognizant tools such as ADPART, Data Analytics Tool (DAT) , Coverity and CRAFT & FAST frameworksetc. He has high-level and in-depth experience that exceeds most associates in other Cognizant business segments. He is one of only a few Cognizant associate’s that have the exposure to the development of Functional testing Center of Excellence tools, which are to be implemented and tested in Canada.  **ADPART** is a Cognizant tool, which will be used in Client side profiling of The Hartford insurance. This toll will help automate test case optimization, prioritization, impact analysis, risk analysis, regression analysis, requirement traceability can be performed which better quality as lesser cost and time. The applicant will customize the tool and to handle the configuration changes implement in client premise at Canada.  He will be enhancing **CRAFT** automation framework in Selenium automation scripts. It provides a robust, automation execution model that encompasses all faces of automation execution. The applicant using this framework to automate functional, E2E and regression test cases using Selenium scripts and ensure that scripts are executed as part of continuous integration model.  **FAST** is a Cognizant framework that can integrate multiple scripts can stitch an end to end automation test that runs across multiple upstream and downstream applications. He will be involved in creating updating the correlation framework after scripting the baselines for all the modules. He will be responsible for validating the test results and integrate the results with HP ALM test run module.  He will be using **Data Analytics Tool (DAT),** Cognizant in house built-in tool to generates business patterns based on critical input fields defined by the end user and generates test data for End to End conditions. Using this tool, we can mimic production transactions in QA test scenarios and test data. He will be customize the tool and implement this tool in The Hartford Insurance at Canada.  He will be enhanced **Coverity** software development tool in his proposed project at Canada with customization. With the help of this tool we can perform static code and dynamic code analysis. The key benefits of the tool to find security vulnerabilities in custom source code. He will evaluate the test result and communicate to engineering & security team if this tool finds any security vulnerabilities in source code. |
| **Associate Specialized Knowledge** | |
| The applicant has been instrumental in the customization of the Cognizant tools which are deployed in the client network for providing various solutions.  **ADPART**: ADPART is a Cognizant proprietary in-house built tool and it is a model-based testing product that enables organization ensures 100% quality coverage. ADPART lets users model business flows and automates test design eliminating the need for manual authoring of test cases. This tool automated test scenario and test case generation and automate test case prioritization and optimization. This tool also uses automatic identification of test cases based on the risk exposure quotient. ADPART’s seamless integration with business process flows and use cases ensures 100% quality coverage across the application lifecycle. This ADPART tool was used in The Hartford Insurance for Guidewire Claims Center application Enterprise Claims Operating System[ECOS] customized by the applicant to handle the configuration changes implementation in client premise. This customization to the tool is necessary to improve test cases coverages in design phase. This customization to the tool was necessary to reduce test cycle time by up to 50%. The applicant has customized and implements this tool in The Hartford Insurance projects. He customized traditional business flow functionality design to support business services implementation in ADPART business process framework.  **CRAFT**: CRAFT is a Cognizant proprietary automation framework that can work with any standard automation tool like UFT or Selenium and provides a robust, automation execution model that encompasses all faces of automation execution. It provides an easy access to customizing the scripts that are to be executed for each run and also a user friendly results tracking and reporting. CRAFT also has basic functions built in and ready to be leveraged based on the automation tool selected and the technology of the application under test so that the scripting time can be reduced significantly. The applicant has customized the framework to integrate with the automation test suite using Selenium and ensure that scripts are executed as part of continuous integration model.  **FAST**: FAST is a framework that can integrate multiple scripts can stitch an end to end automation test that runs across multiple upstream and downstream applications. The Hartford insurance has an IT department where multiple vendors are involved in developing and testing various application functionalities and it is vital to integrate the scripts to form an End to End automation suite thereby reusing the scripts created already by different teams and eliminate the rework. The applicant has customized the framework to implement in various projects in Claims area.  **Data Analytics Tool (DAT):** DAT is a Java based tool that analyzes the production data and combinations to highlight the critical field values and combinations of data thereby forming scenarios that mimic production transactions. It generates business patterns based on critical input fields defined by the user and generates test data for End to End conditions. Using this tool, we can mimic production transactions in QA test scenarios and test data. This tool helps identify the data defects in early stage and cover E2E business flow in QA testing. This tool is customized by applicant and implemented into The Hartford Insurance project.  **Coverity Tool:** Coverity is a software development tool, primarily of static code analysis and dynamic code analysis. The tool enable engineers and security teams to find defects and security vulnerabilities in custom source code written in C, C++, Java, C#, JavaScript and more.  The applicant has customized this tool based on The Hartford insurance projects and implements in Claims project such as Vendor Self Audit [VSA]. | |
| Why were you selected for this project in Canada and what makes you unique among your peers with respect to your advanced or specialized skills or experience?  Please provide a very detailed description of any Cognizant domain/business unit or project applications, support modules and/or tools (specialized knowledge (specialized knowledge- some form of \*Cognizant\* subject matter expertise  ) that YOU have developed, that sets YOU apart from similar peers assigned to the same horizontal or vertical business unit/ domain/ client/ project.  Ensure that the descriptions are crisp and clear. Provide at least three to four bullet points elaborately | * Mr. Suresh Babu Thangavel has been selected for this project because he had advanced experience in Cognizant’s functional testing unit, which benefits Cognizant’s operational efficiency, innovation, and profitability in Canada and international markets. * Mr. Suresh Babu Thangavel has expertise in the configuration, implementation, and use of Cognizant tools such as ADPART and CRAFT & FAST Frameworks. He has high-level and in-depth experience that exceeds most associates in other Cognizant business segments. He is one of only a few Cognizant associate’s that have the exposure to the development of functional testing automated in Selenium, which are to be implemented and tested in Canada * Mr. Suresh Babu Thangavel has been supporting for The Hartford Insurance applications for the last 8.5 years through which he has gained great amount of knowledge on the application modules and the critical business scenarios. This provides great values to the business team in getting the product faster to market. Suresh Babu’s huge depth in the applications and the toolset used in The Hartford Insurance will ensure the continuous delivery of products for the client, which sets him apart from similar peers of this project. * Mr. Suresh Babu Thangavel is highly skilled in the tools and technologies that are used across the project. He has very detailed understanding of the landscape of the application and has supported in resolving complex performance issues that has helped business to mitigate major performance outage in production. These skillsets and experience make him unique resource for this project. |
| Why are you essential to the onsite team? How will you aid in CTS’s financial success, reputation and/or transfer of knowledge? | * Mr. Suresh Babu Thangavel has additional special training and advanced experience in Cognizant’s Nonfunctional testing COE unit, which benefits Cognizant’s operational efficiency, innovation, and profitability in Canada and international markets. * Mr. Suresh Babu Thangavel has expertise in the configuration, implementation, and use of Cognizant tools such as ADPART and CRAFT & FAST Frameworks. He has high-level and in-depth experience that exceeds most associates in other Cognizant business segments. He is one of only a few Cognizant associate’s that have the exposure to the development of functional testing automated in Selenium, which are to be implemented and tested in Canada * Mr. Suresh Babu Thangavel has been supporting for The Hartford Insurance applications for the last 8.5 years through which he has gained great amount of knowledge on the application modules and the critical business scenarios. This provides great values to the business team in getting the product faster to market. Suresh Babu’s huge depth in the applications and the toolset used in The Hartford Insurance will ensure the continuous delivery of products for the client, which sets him apart from similar peers of this project. * Mr. Suresh Babu Thangavel has contributed towards supporting customization of CRAFT and automated functional test cases in Selenium in Client network, which will help in Cognizant’s financial success and reputation. He has shared his expertise and knowledge gathered across the projects to ensure continuous delivery. |
| Identify and explain the specific business/domain knowledge or process knowledge that you have gained if you have been working with this client or industry. | Below are the client specific experiences I have gained in the past 8.5 years with this client at onsite and offshore  **Business/Domain:**   * Have worked with the Hartford in Property and Casualty Claims management system * Have good knowledge in Claim creation, processing, financial module and various integrations with Claims system. * Have knowledge on the business data model, business processes and insurance documents generated   **Processes:**   * Analyzed the Quality Assurance tools (Automation, Test Management) across all portfolios and provided consultation and implementation support for The Hartford on the below areas * Created Standardized Automation Framework for The Hartford * Standardized Test Process across portfolios * Consolidated Test Management tools by establishing Quality Center as common tool across the enterprise (transitioned projects maintained in Reqpro, Excel spreadsheets, in-house tools to Quality Center) * Defined and implemented a common Test Design approach, Execution methodology and Defect management workflow for all project areas * Worked on creating customized training material and conducted the training to all users across the enterprise including multiple vendor partners of The Hartford insurance company * Performed the role of Quality Center (Test Management tool) Admin for the projects within The Harford * Collated, consolidated the Organizational Metrics for the Enterprise Quality Assurance space and reported the same to the client leadership team |
| Why is your knowledge/expertise crucial for the current engagement? Please provide elaborately | I am currently working as a portfolio lead for the projects in Claims Portfolio. I have been working with the current engagement for 8.5 years. I have below skills that satisfy the demands of this engagement   * + Extensive knowledge on the application involved in the project and the integrated applications (Internal/external)   + Sound knowledge in The Hartford processes. I have implemented the standardization of The Hartford processes in my 8.5 years’ experience with the client and has been a best fit in this area   + Technical expertise in Automation tools, Test Management tools and Databases   + Flexibility and Teamwork is one of the critical success factors as the project situations are highly demanding. I have always maintained a good rapport with my clients and the team   + 5 years of managing projects within The Hartford handling Project Forecasts, Financial Tracking, Metrics and Status Reporting. This includes quality and test advocacy, and resolution of issues that impede the test effort   + Recognized as a leader with strong areas of Managing and Coordinating geographically distributed QA teams. I have been mentoring a team of 5 onsite associates and indirectly manage 25+ offshore associates working for different projects. I also co-ordinate staffing for the projects under my supervision |
| Have you received or provided training internally and/or externally with respect to the product, service, software, and/or methodology integral to the current project? If so, please provide details of such training, including whether training was formal or informal and the number of trainees | Yes, Mr. Suresh Babu Thangavel has provided various training sessions both internally and externally for the software and methodologies integral to the current project in Canada.  **TRAINING PROVIDED:**   * **TCP Estimation Tool:** The TCP estimation tool was recognized by the client as a standard estimation tool to be used across the organization for all QA work that involved multiple service provider vendors. I was involved in training all of the QA teams including other vendors and Hartford QA teams comprising of around 250 associates. I also came up with the standard training course ware for the tool and that included on the usage and benefits of this tool and this tool has been proved to be 95% accurate in the actual efforts. * **QC Standardization and Training**: Defined and implemented standard processes for effective use of Quality Center and also prepared the detailed training material and conducted the training to all users across the enterprise. * **CI-CD Training** : Continuous Integration / Continuous Delivery methodologies training session provided which the automated selenium scripts can be integrated with deployment tools and enable Touchless automation testing. The CI-CD (Continuous integration and continuous delivery) approach enables faster feedback on the quality metrics to the application development and enables developers to resolve/optimize bottlenecks earlier in the SDLC phases. This helps the business again for faster time to market.   **TRAINING RECEIVED:**   * Hexawise tool which is a test design optimization tool using OATS principles – Formal * Certified Scrum Master – Formal training and certification * ISTQB – External certification * HP ALM and UFT - Formal training and internal certifications. |