# UCV Technology Solutions

## Operational Excellence

**Chris Zach**

### Objective:

Ensure business continuity / stability; Identify and drive improvement and innovation across UCV/ICS to increase operational efficiencies.

### Capabilities:

- Incident & Problem Management
- Scheduling & Operational Support
- Production Application / Service Monitoring
- Platform / Infrastructure Services
  - Lifecycle Management
  - Environment Capacity Planning
  - Cloud Strategy and Migration
- Release Management
- Electronic Document Management Software  (EDMS)

### Potential Key Metrics:

- Availability
- Problem/Incident Resolution
- Total Cost of Ownership

## Delivery Solutions

**Kiran Jadhav**

### Objective:

Delivery of functional solutions, within both UCV Product and ICS Services, to drive business and technical growth.

### Capabilities:

- Product Development & Mindset
- Agile Delivery
- Development
- Testing
- Continuous Integration and Continuous Deployment
- Architecture and Design
- Solution Design
- Customer Data Quality

### Potential Key Metrics:

- Scope of consumer centric data
- Application usage of data
- Number of customers covered
- Speed to deliver

## Adoption Services

**Beth Pastere**

### Objective:

Enable business and technology usage of UCV functionality through product enablement, adoption and onboarding services.

### Capabilities:

- Business Relationship Management (liaison)
- Work Intake / Demand Management
- Roadmap Development & Prioritization
- UCV Product Adoption
- Marketing & Branding
- Client Onboarding
- UCV Product Enablement

### Potential Key Metrics:

- Speed to market
- User adoption
- Business satisfaction