1A - TECHNICAL PROPOSAL

11/1/2017

# RFP # 3490

# Oracle Identity and Access Management Upgrade

**Prepared by:** Tangenz Corporation

| Part IA – Technical Proposal | |
|---|---|
| RFP Title: | Oracle Identity and Access Management Upgrade |
| RFP: | 3490 |
| Vendor Name: | Tangenz Corporation |
| Address: | 3100 W Ray Road, Ste 201, Chandler, AZ, 85226 |
| Opening Date: | November 1, 2017 |
| Opening Time: | 2:00 PM |

Tangenz
IT System Integrator

Inc. 5000

ORACLE Gold Partner

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# Section III – Vendor Information Sheet

**VENDOR INFORMATION SHEET FOR RFP 3490**

**Vendor Shall:**

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 shall be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Section III of the Technical Proposal.

| | | |
|---|---|---|
| V1 | Company Name | Tangenz Corporation |

| | | |
|---|---|---|
| V2 | Street Address | 3100 W Ray Road Suite 201 |

| | | |
|---|---|---|
| V3 | City, State, ZIP | Chandler, AZ, 85226 |

| | | | |
|---|---|---|---|
| V4 | Telephone Number | | |
| | Area Code: 734 | Number: 644-6290 | Extension: |

| | | | |
|---|---|---|---|
| V5 | Facsimile Number | | |
| | Area Code: | Number: | Extension: |

| | | | |
|---|---|---|---|
| V6 | Toll Free Number | | |
| | Area Code: | Number: | Extension: |

| | |
|---|---|
| V7 | ***Contact Person for Questions / Contract Negotiations, including address if different than above*** |
| | Name: Navneet Raja |
| | Title: CEO |
| | Address: 3100 W Ray Road, Suite 201, Chandler, AZ, 85226 |
| | Email Address: navneet.raja@tangenz.com |
| | |

| | | | |
|---|---|---|---|
| V8 | Telephone Number for Contact Person | | |
| | Area Code: 734 | Number: 644-6290 | Extension: |

| | | | |
|---|---|---|---|
| V9 | Facsimile Number for Contact Person | | |
| | Area Code: | Number: | Extension: |

| | | |
|---|---|---|
| V10 | ***Name of Individual Authorized to Bind the Organization*** | |
| | Name: Navneet Raja | Title: CEO |

| | | |
|---|---|---|
| V11 | Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)*** | |
| | Signature: NRaja | Date: 10/30/17 |

# Section IV – State Documents

***Yes.***

18. Is requirement of being an Oracle Platinum partner a must? Can Oracle Gold partners submit an RFP response?

***Desired but not required.***

***ALL ELSE REMAINS THE SAME FOR RFP 3490.***

***Vendor must sign and return this amendment with proposal submitted.***

Vendor Name: TANGENZ CORPORATION

Authorized Signature: D Rajic

Title: CEO Date: 10/30/17

This document must be submitted in the "State Documents" section of vendors' technical proposal.

## ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

| **Part IB – Confidential Technical Information** | | | |
|---|---|---|---|
| YES | | NO NR | |
| **Justification for Confidential Status** | | | |
| | | | |

| **Part III – Confidential Financial Information** | | | |
|---|---|---|---|
| YES | | NO NR | |
| **Justification for Confidential Status** | | | |
| | | | |

TANGENZ CORPORATION
Company Name

D Raja
Signature

NAVNEET RAJA
Print Name

10/30/17
Date

**This document shall be submitted in Section IV of vendor's technical proposal**

## ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

TANGENZ CORPORATION
Vendor Company Name

N Raja
Vendor Signature

NAVNEET RAJA
Print Name

10/30/17
Date

**This document shall be submitted in Section IV of vendor's technical proposal**

## ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or shall be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or shall be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: D Reja — Signature of Official Authorized to Sign Application — Date: 10/30/17

For: TANGENZ CORPORATION
Vendor Name

ORACLE IDENTITY AND ACCESS MANAGEMENT UPGRADE
Project Title

**This document shall be submitted in Section IV of vendor's technical proposal**

ORACLE PARTNER STORE

Navneet Raja
Oracle America, Inc | Tangenz Corporation

Deals & Opportunities | Carts & Orders | Tools | Accounts | Memberships | Solutions Catalog

Home >

# Tangenz Corporation

Edit Company Details

## Company Details

| | |
|---|---|
| Name: | Tangenz Corporation |
| Company ID: | 3-8972687454 |
| Address: | 3100 West Ray Road<br>Suite 201<br>CHANDLER<br>United States |
| Account Number: | 15000410 |
| Email Domains: | |
| Company Website URL: | www.tangenz.com |
| Approvals: | Auto-approvals allowed on user registration |
| Level: | Gold Level |
| Type: | Worldwide |
| Membership Status: | Approved - Application Approved |
| Expiration: | 21-MAY-2018 |
| Company ID: | 3-8972687454 |
| Membership CSI: | 19212795 |

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# Section V – System Requirements

## OIM/OAM Version Recommendation

Oracle very recently (Sep. 2017) released 12C version of Identity Governance but that is missing some key components used currently by State. Applications included in recent 12C releases are:

1. Oracle Identity Manager
2. Oracle Access Manager
3. Oracle Internet Directory
4. Oracle Unified Directory

Key component used by State that are missing in 12C released are

1. Oracle Adaptive Access Manager
2. Oracle embedded BI Publisher OTB reports

We are recommending State to upgrade from 11.1.2.2 to 11.1.2.3 also called 11gR2PS3 along with latest patch-set. Here are some Pros and Cons for upgrading to 11.1.2.3.x

**Pros:**

1. All application components State is using are available in 11.1.2.3.x version
2. This version is very stable. 11.1.2.3.x version was released 2 years ago and multiple patchsets and security patches have been released for this version.
3. End of life of this version is End of 2021. So you still have over 3 years of support.
4. With OHS 11.1.1.9 or 12C supported with 11.1.2.3.x version, State can setup TLS 1.1 or higher for higher encryption and security
5. 11.1.2.3.x version is supported for Linux 6 and higher
6. 11.1.2.3.x version is supported with Oracle database 12C (12.1.0.2 and 12.2.x)
7. 11.1.2.3 version is fully supported on Windows 2012 and 2008 servers
8. 11.1.2.3 version is fully supported on latest browser versions
9. Less complexity while integrating different products, 12C requires components like OAAM and BI Publisher to run on separate WebLogic Domain of 10.3.6. This require additional VM and also increases complexity. This will also impact next upgrade
10. New 12C version is recently released and there may be unknown bugs and issues. Dealing with issues during the project may delay the project and can cost more to the State

Cons:

1. Miss 12c features new features
2. OUD 12C is supported for OIM 12C and doesn't require any additional database.

If Oracle releases 12C version for OAAM and BI Publisher before start of this project, we can use same architecture for all 12C components.

## Securing Environment as per State's Security Standards

1. Setting up secure connection using TLS 1.1 or higher for all connectivity:
    a. Load Balancers to Web Server
    b. Web Server to OIM/OAM Servers

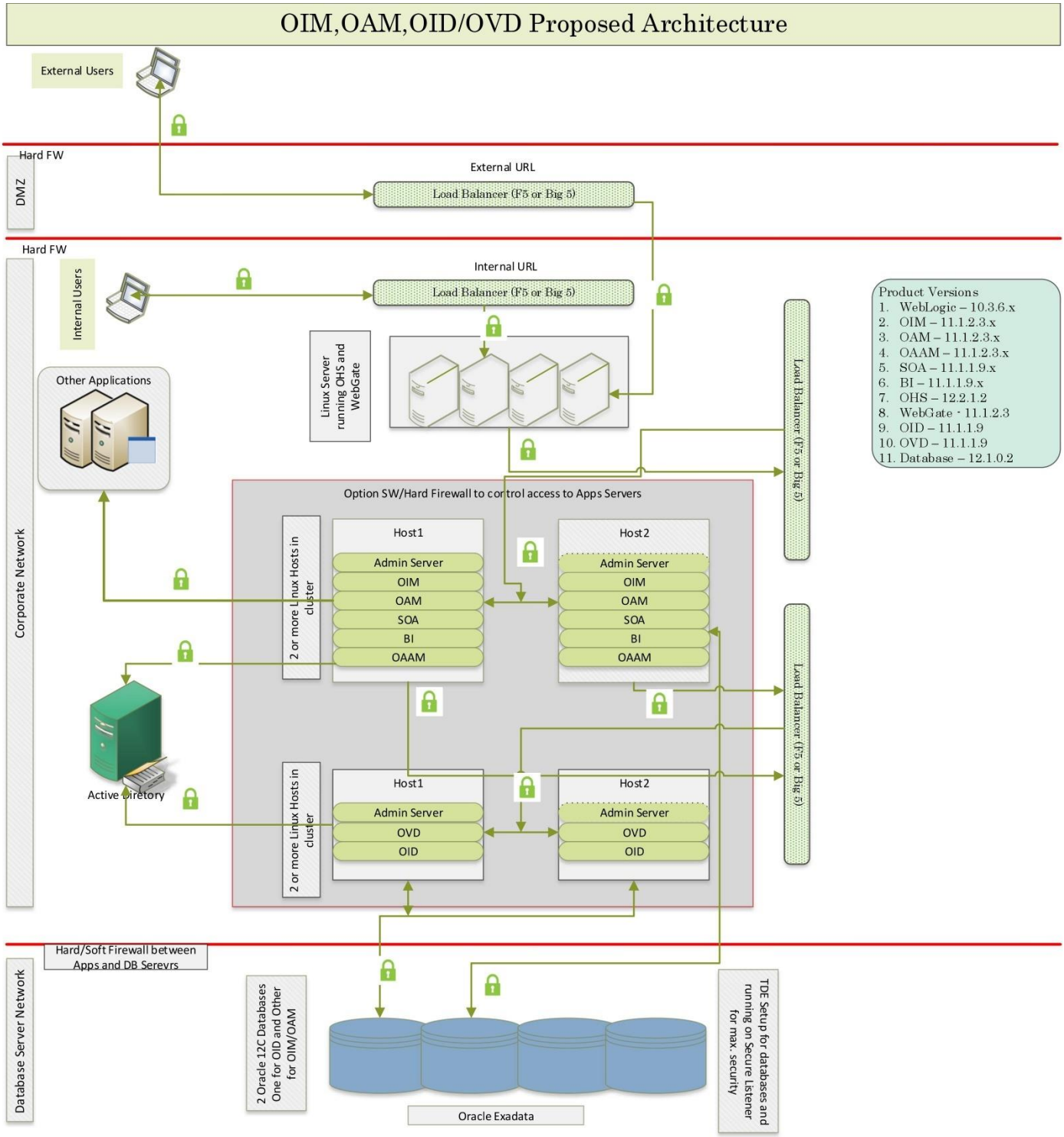
   c. OIM/OAM Servers to OVD (OID and AD)
   d. OIM and OID Apps Servers to Database
2. Network Segregation
   a. Setup a hard or Soft firewall between App servers and OIM and OID Databases servers to allow connection only from authorized app servers
3. Setup a Jumphost to restrict further access to Apps Servers and Database Servers. Direct connection will be allowed only from Jump Host to Apps Servers and DB Server for maintenance
4. Setup Audit Vault to monitor unauthorized access to OIM database
5. Run Database on secure Listener
6. Restrict Admin Privilege and monitor unauthorized access
7. Apply regular Security patches to Application and Databases
8. Enforce Strong password policy and password change after every 60 days
9. Setup TDE Encryption for OIM and OID database

### Project Tools

1. Nessus vulnerability Scanning tools to find any potential vulnerability
2. Oracle database vault, if State is ready to setup Database Audit as an extra precaution

# Section VI – Scope of Work

After reviewing the RFP and the requirements of the State, we propose the following architecture to meet the needs identified in Section 4: Scope of Work of the RFP.




Below are the high level tasks across different phases with identified ownership to meet the needs of the State identified in this RFP

| No | High Level Tasks | Ownership |
|---|---|---|
| Pre Planning and Requirement Gathering | | |
| 1 | Work with State to evaluate current IAM environment, including integration, Security, External and internal URL, User Provisioning and SSO | Tangenz and State |

| | | |
|---|---|---|
| 2 | Document all the requirements and build a Architecture Design document including Architecture diagram for Dev, Test and Production environments | Tangenz and State |
| 3 | Work with State to finalize the Architecture design including Security setup | Tangenz and State |
| 4 | Submit Architecture Design documents for review | Tangenz |
| 5 | Work with State to finalize the Architecture Design | Tangenz and State |
| Build Development Environment | | |
| 1 | Build Database for OIM/OAM and OID | Tangenz |
| 2 | Setup TDE encryption for OIM and OID databases | Tangenz |
| 3 | Install SW on new machines | Tangenz |
| 4 | Build Web Server | Tangenz |
| 5 | Configure new Development environment as per Architecture Design | Tangenz |
| 6 | Integrate OIM/OAM with other applications for SSO and User Provisioning | Tangenz |
| 7 | Setup SSL for all connectivity | Tangenz |
| 8 | Setup Load Balancer | Tangenz |
| 9 | Test the development environment | Tangenz |
| 10 | Migrate data from existing environment to new environment | Tangenz |
| 11 | Let State validate the environment as per approved design | State |
| Build Test Environment (High Availability) | | |
| 1 | Build Test environment (High Availability) | Tangenz |
| 2 | Build Database for OIM/OAM and OID | Tangenz |
| 3 | Setup TDE encryption for OIM and OID databases | Tangenz |
| 4 | Install SW on new machines | Tangenz |
| 5 | Build Web Server | Tangenz |
| 6 | Configure new Test environment as per Architecture Design | Tangenz |
| 7 | Integrate OIM/OAM with other applications for SSO and User Provisioning | Tangenz |
| 8 | Setup SSL for all connectivity | Tangenz |
| 9 | Setup Load Balancer for Internal and External Users | Tangenz |
| 10 | Test the Test environment | Tangenz |
| 11 | Perform HA testing and resolve any issue and documents steps | Tangenz |
| 12 | Plan backup and recovery | Tangenz |
| 13 | Test backup and recovery and documents the results | Tangenz |
| 14 | Migrate data from existing environment to new environment | Tangenz |
| 15 | Let State validate the environment as per approved design | State |
| Build Production Environment (High Availability) | | |
| 1 | Build Production environment (High Availability) | Tangenz |
| 2 | Build Database for OIM/OAM and OID | Tangenz |
| 3 | Setup TDE encryption for OIM and OID databases | Tangenz |
| 4 | Install SW on new machines | Tangenz |
| 5 | Build Web Server | Tangenz |
| 6 | Configure new Production environment as per Architecture Design | Tangenz |
| 7 | Integrate OIM/OAM with other applications for SSO and User Provisioning | Tangenz |
| 8 | Setup SSL for all connectivity | Tangenz |
| 9 | Setup Load Balancer for Internal and External Users | Tangenz |
| 10 | Validate the Production environment | Tangenz |
| 11 | Perform HA testing and resolve any issue | Tangenz |
| 12 | Let State validate the environment as per approved design | State |

| | | |
|---|---|---|
| 13 | Plan for Go Live | Tangenz |
| 14 | Perform Cutover | Tangenz and State |
| 15 | Support new environment for any issue | Tangenz and State |
| 16 | Knowledge Transfer | Tangenz and State |

# Section VII – Company Background and References

5.1.1

| Question | Response |
|---|---|
| Company name: | Tangenz Corporation |
| Ownership (sole proprietor, partnership, etc.): | S-Corporation |
| State of incorporation: | Delaware |
| Date of incorporation: | January 7, 2008 |
| # of years in business: | 9 |
| List of top officers: | Navneet Raja, CEO<br>Amit Bansal, Co-Founder & CTO |
| Location of company headquarters, including City and State: | 3100 W Ray Road, Ste 201, Chandler, AZ, 85226 |
| Location(s) of the office that shall provide the services described in this RFP: | 3100 W Ray Road, Ste 201, Chandler, AZ, 85226 |
| Number of employees locally with the expertise to support the requirements identified in this RFP: | 3 |
| Number of employees nationally with the expertise to support the requirements in this RFP: | 3 |
| Location(s) from which employees shall be assigned for this project: | Chandler, AZ, USA<br>Hyderabad, India |

5.1.3

| Question | Response |
|---|---|
| Nevada Business License Number: | Not applied yet but will procure a license before award |
| Legal Entity Name: | Tangenz Corporation |

Is “Legal Entity Name” the same name as vendor is doing business as?

| | | | |
|---|---|---|---|
| Yes | X | No | |

5.1.5

Has the vendor ever been engaged under contract by any State of Nevada agency?

| Yes | | No | X |
|---|---|---|---|

5.1.6

Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

| Yes | | No | X |
|---|---|---|---|

5.1.7

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

| Yes | | No | X |
|---|---|---|---|

5.1.9

Tangenz, founded in 2008, is an Oracle Gold partner specializing in end-to-end implementation services for all the key Oracle Product suites.

- ERP: EBS, PeopleSoft, ERP Cloud
- EPM: Hyperion, EPM Cloud including PBCS
- BI: OBIEE, BI Cloud Service, Oracle Analytics Cloud
- CX: Oracle Sales Cloud
- Identity & Access: OIM, OPAM, OAM, OID, Identity Cloud Service
- Middleware: Oracle SOA, SOA CS, Integration Cloud Service
- Infrastructure: Oracle Apps, Databases, Exadata, Exalytics

We serve customers of all sizes from Small and Medium Businesses to Multi-billion dollar enterprises. In addition to our satisfied customers, our implementation quality has been recognized by Industry leading publication, CIO Review, which has named us to the list of "100 most promising Oracle Solution Providers" for 2 years in a row in 2015 and 2016. Our explosive revenue growth and financial stability has been recognized by Industry leading Inc Magazine who has selected us to the prestigious "Inc. 5000" list for 2017. Inc. It is a list that recognizes top 5,000 (top 0.07%) companies out of 7 Million private companies in US.

We have deep expertise in Oracle Identity and Access Management Suite using which we have provided implementation, support, upgrade and enhancement services to our customers. One recent example involves a $4B Utility Company where using the Oracle IAM suite, we helped the company significantly reduce manual efforts around new hire onboarding/termination processes, improve employee productivity and minimize risk of compliance. We

implemented OIM, OPAM, OID and utilized various Out-of-the-box connectors as well as created custom ones to integrate various systems like Oracle EBS, PeopleSoft, Microsoft Exchange, Active Directory, ServiceNow, OBIEE, Hyperion and custom apps to manage Physical Security systems. We automated certification process, changed some existing process workflows and delivered BI analytics to provide deep visibility into user access and non-compliance. We are currently supporting the OIM implementation with monitoring, upgrades and enhancement services.

After reviewing the requirement of the OIM Managed services from State, we believe we are uniquely qualified to help the State upgrade Oracle Identity and Access Management suite. With us, OEC will benefit from:

1. **OIM Expertise:** To meet and exceed the needs of the State as called out in this RFP, we have carefully chosen our team that has the right OIM expertise to exceed the needs of the State. This team has also developed an innovative on top of Oracle IDCS to enable automated SSO and Provisioning solution with 15+ enterprise systems.
2. **Managed Services Expertise:** We have years of experience providing IAM services (implementation, upgrade, support, monitoring, enhancements etc.) to our customers across a wide variety of products such as Oracle IAM Suite, PeopleSoft, Oracle EBS, ServiceNow, Oracle BI Enterprise Edition etc.
3. **Relationship with Oracle:** We are an Oracle Gold partner that provides us with prioritized and exclusive access to key Oracle support and product teams with whom we have developed strong relationships over the years. If product issues arise during our engagement, we plan to leverage this Oracle relationship to quickly resolve issues for the State's environment.
4. **Executive Support:** The state will receive the highest possible attention from our executive team (CEO, CTO) to ensure a high-value Managed Services offering. This level of executive engagement has played a large role in our track record of delivering services within scope, schedule and budget 100% of the time.

5.1.11

Our Federal Tax Identification Number is [redacted]

# Section VIII – Proposed Staff Resumes

We are proposing the following team to meet and exceed the needs of the State as identified in this RFP

1. 1 Project Manager (Onsite, partially offsite as possible)
2. 1 Technical Lead (Onsite, partially offsite as possible)
3. 1 OIM Architect (Onsite, partially offsite as possible)
4. 1 OIM Architect (Offshore)
5. 2 OIM Developers (Offshore)

Resumes of all the above team members are listed below

## Kaushik Sinha, PMP, CSM, PSM-I

**IT PROJECT MANAGER | SCRUM MASTER**

Action-oriented, results-focused Project Manager with persuasive communication and interpersonal skills.

Applies strategic focus in business needs assessment and in project proposal using Predictive Waterfall or Adaptive Agile methodologies for concept, development & implementation of robust strategic Technology solutions.

Estimates budget and resource requirements. Charters, plans and initiates projects. Builds cross-functional teams, leading business and technology members located onsite and offshore. Tracks activities, progress of phases and spend. Manages resources and risk during the lifecycle phases and sprints, and mentors members in self-organization, collaboration & adaptation through feedback, to accomplish the objectives of solution delivery in time and within cost.

**Areas of Expertise:**

- Project Discovery & Proposal
- Planning, Execution, Risk Mgmt
- Solutions Implementation & Support
- Change Management
- Predictive Waterfall
- Adaptive Agile, Scrum
- Hybrid Project Methods
- ADKAR Model
- Financial Planning Solutions
- Compliance, Investigations
- BSA/AML Solutions
- Centralized/De-centralized customer environments

**Tools & Technologies:**

- Microsoft Project, JIRA, PTS
- SQL, Oracle database, MS SQL Server, ASP, VB, Cognos BI
- Microsoft Office- Excel, Access, Word, Powerpoint, Outlook, Visio

**PROFESSIONAL EXPERIENCE**

**Tangenz Corporation** **Sep 2016 – Current**

**Director, Project Management**

Provide direction to on-site and offshore project managers, business analysts and technology leaders in executing projects to accomplish successful delivery of enterprise planning solutions

**Project Manager – EPBCS Implementation, ON Semiconductor** **May 2017 - Current**

Managing project execution for implementing the Finance Budget and Workforce Planning functions of Oracle Enterprise Planning and Budgeting Cloud Service solution (EPBCS)

- Planned project execution from Kickoff through requirements gathering, design, development, validation and production release, staffing each phase with team comprising onsite and offshore resources.

- Prepared implementation plans for the Finance Budget and Workforce Planning functions of EPBCS. Detailed plans for function extensions, customization & tight integration to existing on-premise Oracle eBS, HCM cloud and TCP101 Allocations systems.
- Planned preparation & execution for SIT, UAT and release to production.
- Track project regularly, conduct weekly status updates with project team and stakeholders.
- Provide updates to PMO and seniors in monthly steering committee meetings.

**Project Manager - User Provisioning, Tucson Electric Power (TEP) Jan 2017 – Apr 2017**

Management and execution of the User Provisioning project to implement the Oracle Identity Manager (OIM) product and integrate with other applications residing on premise, with a business goal to provide self-service, compliance and provisioning services.

- Facilitate sponsor and senior stakeholders in chartering with well-defined project vision and goals
- Integration planning of project execution within a tight timeframe constrained by other priority initiatives. Comprehensive planning for scope, resources, timelines, costs/budget, quality, communication & risk.
- Provided weekly updates to the Steering Committee.
- Coach project coordinators in successive elaboration and tracking activities and in self-organization, accountability, prioritization, conflict resolution, transparency, feedback & adaptation.
- Coach technology leaders in conducting design walkthroughs with business SMEs and analysts, capturing discussion points and providing clarifications to set business expectations.
- Project is currently on track with design phase completion, infrastructure setup and development kickoff.

**Technology Assessment for Enterprise Management Sep 2016 – Jan 2017**

Assessment of current state technology environment for Enterprise Management and proposal for future state in positioning technology as enabler for rapid growth.

- Facilitated Scrum in a team of analysts, architects, SMEs located onsite & offshore to collaborate in gathering and analyzing current state information, iteratively increasing depth of analysis.
- Updated client CTO and stakeholders in Sprint Reviews on the current state findings.
- Provided leadership to the team in developing proposal for future state technology solution.

---

**Citi - Technology Services Tampa FL, Dec 2002 – Sep 2016**

**Group Manager / SVP, 2011 – 2016**

Delivered Technology solutions for AML Monitoring, Investigation, Due Diligence and Suspicious Activity Reporting, enabling Citi to comply with BSA/AML regulatory guidelines.

- Expanded Automated AML Behavior Detection solution to cover over 100 million monthly transactions.
- Reduced Money Laundering Risk by implementing the "Case Management Tool" enabling some 2000 AML analysts dispersed globally, investigate and disposition over 70K alerts monthly.
- Delivered $4-6 MM value annually with 7-10 member onsite and 40-60-member offshore technology team, while influencing Business Analysts, Infrastructure, Test COE, DBA, Security & Support teams.

## EDUCATIONAL QUALIFICATIONS AND CERTIFICATIONS

| | |
|---|---|
| **CSM** (Certified ScrumMaster) | Scrum Alliance |
| **Oracle PBCS** (Certified Specialist) | Oracle |
| **PSM-I** (Professional Scrum Master - I) | Scrum.org |
| **Agile Development and Project Management** | Citi-IIL, Tampa FL |
| **PMP** (Project Management Professional) | Project Management Institute |
| **M.B.A. - Finance** | The University of Tampa, Tampa FL |
| **Bachelor of Technology - Aerospace Engineering** | Indian Institute of Technology, Kharagpur, India |

ORACLE Certified Professional

# RESUME

Revanth Kumar Rampelly

*Professional Summary:*

- Total 11.5 years of experience.
- Employed with Tangenz India since May 2012.
- Employed with Oracle from Feb2009 to May2012.
- Employed With Genpact Software from July 2006 to Feb 2009.
- Oracle Certified Professional in oracle 9i (Oct 2007)

*Technical Knowledge:*

**ERP:** Oracle Applications 11i,R12 Technical and Functional.
**Modules:** In Tangenz – CMS (Built New Custom Module for Contractor Management System), PA, INV, RCV, PO, AP, OM, WSH (Shipping).
In Oracle – OM, Quoting, Core Contracts, Sales Contracts, AME, BOM and Oracle Configurator.
In Genpact – AR, PO, OM, INV.
**Hyperion Tools:** FDMEE, DRM
**Oracle Cloud Technologies:** BICS, EPBCS (Data Management)
**Technologies:** Oracle Forms 6i/10g, Reports 6i/10g, XML Publisher reports, Workflow Builder 2.6, OAF, APEX, SOA, OIM.
**Language:** SQL, PL/SQL, Shell Scripting.
**Databases:** Oracle 9i, 10g.
**Tools:** SQL*Loader, TOAD, Data Loader

## Education

- **B-Tech** in **Computer Science and Engineering** from Kamala Institute Of Technology & Science, Huzurabad Affiliated to JNTU, Hyderabad in May 2006.
- 10+2 from S.N. Junior College, Warangal in Apr 2002.
- 10th from St. Gabriel's High School, Warangal in Apr 2000.

## Trainings:

- Trained on oracle E business suite (Navigation, financial functional foundation) in oracle university IIIT Hyderabad
- Trained on sql9i, plsql9i, forms6i in sql star international
- Trained OAF Personalization and Developments in Oracle.
- Trained on Oracle Business Intelligence Suite Enterprise Edition. (OBIEE)

- Trained on Service Oriented Architecture. (SOA)

## Work History

May 2012 – Till Date

**Company:** Tangenz India

**Role:** Technical Lead

**Client:** Multiple Clients.

**Implementation of Oracle Identity Management**

I was actively involved in the requirement gathering, design and implementation of the user provisioning project. As part of the OIM Phase 1, all the employees' data needs to be brought into OIM and provisioned to different target systems like Active Directory, Exchange, Skype, ServiceNow and DSX.

- Created new UDF's for the data to be stored coming from PeopleSoft.
- Installed the DBAT Connector and modified the reconciliation lookups, resource definition, reconciliation mappings to get the data from PeopleSoft Table.
- Modified the Post Processor Event Handler according to generate unique HID and UA for new employees.
- Modified the Form Definition for Active Directory, ServiceNow to add the new fields.
- Created new Pre-Populate adapters and Process Task Adapters.
- Added new Process Tasks in Process Tasks Definitions and added some of them on success of another process tasks based on the need.
- Created new Java Classes to be called from process tasks.
- Created new Scheduler Tasks
- Created new Notification and scheduler tasks to call these notifications
- Implemented logic to send the notification of unique identifier and password to supervisor in separate emails and HR on new hire of an employee.
- Modified the Create User, Modify User and View User pages to include the new fields
- Created admin roles with different capabilities and assigned to users.
- Created access policies and roles. Attached access policies to these roles and these roles have membership rule, so that it is applied when the rule of role met.

**Integrating Hyperion FDMEE and EBS**

Created a new integration process between EBS and FDMEE staging table (AIF_OPEN_INTERFACE). Created view in EBS which holds the information that needs to be pulled into FDMEE based on location and period. Created new ODI

package which inserts the data from the EBS view into the FDMEE staging table. Created the new source system, source adapter and import format in FDMEE. Now when we run the data load rule based on parameters for the above source system, it would bring the data from the EBS view into FDMEE

**Integrating EPBCS Data Management with flat file**

Created an integration process in EPBCS where the data is loaded into the data load rule setup from a flat file. Created the source system as a flat file and the import format which describes the flat file formatting for the fields. Created a location which uses the above source system and the import format for loading. The location is used in the Data load rule setup to import the file into the data load workbench which will be validated and later exported into the target system.

**Integrating Hyperion DRM and EBS GL Segments**

When the metadata is validated and finalized, hierarchies can be exported as needed to their respective applications. Created a new property which holds the value whether to export the dimension to EBS. Created a connection in DRM which inserts the data into EBS DRM Custom table for the dimensions having above property value set. Created a concurrent program in EBS which picks the data from the above custom table and creates the GL segment values.

**Contractor Management System**

Contractor Management System is a custom built application which is used to manage the contractors of the company. It's a system where the supervisor can initiate an onboarding process of a contractor and it follows different approvals and also to different teams to verify the details of the contractor. It is also integrated with ServiceNow to create ticket for onboarding of a user. It also creates a CWK record in EBS and also assigns the self-service time and expenses responsibility so that the contractor can create/submit his/her timesheets. CMS system is built to integrate with different applications like Servicenow, PeopleSoft. Had a major part in successful implementation of the project. I have been to Onsite during SIT and UAT phase of the project.

**Oracle Time and Labor Implementation**

Implemented the Oracle Time and Labor module for the employees. Employees of the company are classified into different types and for each type of employee a different layout of timesheet needs to be created. Created different types of Timesheet Layouts, each timesheet layout containing different types of LOV's like Project, Task which has been implemented using AK regions and modifying the existing Timecard Layout ldt files.

**OAF Developments/Customizations/Personalization's.**

1. Developed a new OAF page for Inventory Onhand and manufacturer part functionality.
2. **iProcurement Personalization's**

   For an Organization (SGS), they were lot of fields which should not be displayed and some functionality should be removed from the iProcurement pages.

a. For it to be implemented created a new responsibility for SGS users and using OAF Personalization have set the rendered property to false for all the fields which are not required.
b. Some of the functionality needs to be changed, for which I have created new controllers and added it to the page using personalization.
c. Migrated the personalization pages and the controllers to each instance by creating a script.

3. **Performance Improvement on Supplier Pages.**

For the suppliers which are having large number of supplier sites, the Supplier page and the Address Page are not opening. It's completing in error because of time out. For it to be resolved, created new controllers. In the processrequest procedure appended some dummy where clauses to the VO, so that it would not retrieve any records. Added the above conditions because those pages are already having search criteria, once the page is opened they can query the record using specific criteria. setMaxFetchSize procedure will not work in these cases, because it is set to -1 in the standard controller, so have to approach the above method.

**AP Price Hold Approval Process**

Created a new workflow, form and form personalization to implement the functionality. The Functionality is to route an approval process whenever there is a difference in the invoice unit price and purchase order unit price. The Approval notification needs to be sent to the buyer, a reminder notification will also be sent if there is no response to the above notification. Even if the buyer doesn't respond to the notifications it will route to his supervisor. Action History also needs to be displayed.

1. Created a new workflow meeting the above requirements.
2. Created a new form to show the actions performed on the notifications.
3. Created a Form personalization on the Invoice Form to show the action history form and submit the workflow for approval.

**Item Request Process**

It's a new process of automating the creation of items, assigning to organizations, assigning categories, assigning subinventories and locators, assigning cost, creating safety stock, creating manufacturer parts, assigning attachments to the Items, creating price list line for the item and a workflow for approval process. It's a Total Automation Process included developing a very complex form with 5 tabs, one each for a team (Requestor, Standard, Purchasing, Plant Accounting and Cataloger) and a workflow for the approval process.

1. Requestor would create a request and that would be forwarded for other teams to fill the details and at last cataloger will initiate the process.
2. A Concurrent Program would be submitted creating the above mentioned steps. If anyone of the step fails it would stop the flow and a notification would be sent to the requestor and the cataloger.
3. A notification would be sent with all the details whenever the request is forwarded to other team.

**Cost Billing Allocation**

TEP is a power electric company which has 4 units in one of its branches (Springerville). The Expenditure Cost incurred on these units has to be shared among its owners based on percentages. For the above to implement I have created a

new form for storing the percentages based on the expenditure type and equipment type. Later these are used to distribute the original cost among the 4 units. Once the cost for each unit is derived it is posted to GL and interfaced to PA.

**Ownership Code Customization (Inventory Transactions)**

Ownership Code is a GL Group Code which is used to derive the GL Location Code and Project in Inventory Accounting. Following are the list of components which are created/modified to implement the customization.

1. Created new form to derive expenditure type based on the ownership code and transaction type.
2. Created Form Personalization's to default the above expenditure type on Miscellaneous Transaction Form and Sales Order Form. Also Created another form personalization on sales order form to store the accounting string in one of the DFF.
3. Modified Inventory Costing Package to derive the accounting string based on the ownership code.
4. Modified the existing sales order import program and workflow package to derive the expenditure type and accounting string based on the ownership code.

**Direct Receipt/Issue Customization**

Implemented a process for tracking of Non Catalog Materials.

1. Created a new form for tracking the status of the non-catalog materials.
2. Created a new pick slip report(XML) which is used by the warehouse personnel for picking the materials.
3. Created a program which submits the pick slip report to the warehouse printer based on the material requests.
4. Created a XML Report for tracking purpose.

**Conversions:**

Worked on the below conversions for converting the data from their legacy system to Oracle ERP 12.1.3.

1. Item Conversion (Master and Child along with Categories)
2. Sub Inventory and Locator Assignments to Items
3. Average Cost Update
4. Onhand Conversion
5. Manufacturer Part Conversion
6. Safety Stock Conversion
7. Supplier Conversion
8. Alternate Items Conversion
9. Sourcing Rule
10. Transaction Defaults

**Interfaces**

Worked on below interfaces for publishing/subscribing to the Work Management Systems using DBMS Enqueue Concept.

1. Sales Order Import Process
2. Requisition Import Process
3. Supplier Outbound Interface

4. PO Outbound Interface
5. PO Receipt Outbound Interface
6. Ship Confirm Outbound Interface

May 2017 – Sep 2017

**Company:** Tangenz India

**Role:** Offshore Lead

**Client:** ON Semiconductor Phoenix, US.

**Integrating EPBCS and EBS**

Worked on integrating EPBCS (Cloud Hyperion Planning) with EBS. Worked on building three integrations for importing the actuals from EBS to EPBCS, extracting the planning budget data from EPBCS to EBS and create journals for it and importing the hierarchy metadata from EBS to EPBCS. Created EBS concurrent programs and used epmautomate utility commands to build the above interfaces.

**HCM Integration with EPBCS**

Worked on integrating the oracle cloud HCM with EPBCS. A new in-built functionality is provided by Oracle in latest EPBCS updates. Worked with Oracle support team to resolve the issues as it's the new release and had some issues with integration. Successfully imported the employee data into EPBCS from HCM.

Nov 2011 – May2012 (Oracle India Pvt Ltd)

**Auto Booking Project –** Meeting all the requirements of the OA Team and book the orders automatically (No Manual Intervention) Thus reducing the cost.

**Deal Desk Management –** Developing Apex Pages/API's according to the requirements of the OA.

**Web Quote Implementation Project**

Apr 2011 – Nov 2011

Web Quote is the light weight UI of the Quoting Module developed for Oracle Business specially used by Salesrep's for faster creation of Quotes. It is developed in APEX.

Developed critical components both in UI and Database. Learned Apex and implemented in a very less time.

Integrated the Oracle Configurator with the APEX. Worked on the BOM for the integration of oracle configurator.

**Sun Implementation Project**

July2010 – Mar2011

Customizing and enhancing the current Quoting Module to support the Sun Hardware Business.

Developed a lot of functionalities like Mass Apply, Adding/Deleting support for hardware, making the UI sufficient enough to display and capture the fields necessary. Created new VO's, personalized the OAF Pages and customized the OAF pages for implementing the requirements. Suggested solution designs and implemented the new functionalities. Provided onsite support for the project at the crucial time, go-live of this project. **(Has been awarded the highest bonus in this year for the work in this project)**

**Print Quote OAF Solution Project**

Sep2010 – Jan2011

Implementing the Print Quote in OAF and able to make it to support both Software as well as Hardware Business.

Consultants developed the new Print Quote OAF Solution for the software business.

Able to understand the functionality, how it was developed for software and implemented the functionality to support the hardware business. Resolved a lot of issues after the go-live of the project. Provide extensive support during the go-live of the project and resolved a lot of issues while providing support to sun implementation project. Learned XSL language to support this project.

**Quarterly Release Bundle(s)**

Feb2009 – Nov2010

Providing extensive support for each quarter and also worked on enhancements requested by Business. Reduced the support work by developing the solution to the recurring issues. Developed a new OAF Page for creating support configuration which was highly used in sun implementation project.

**Below Projects are done in Genpact.**

**GE Parts Oct. Rel. 08**

GE PARTS

Aug 2008 –Till date

Oracle 9i and Oracle Applications 11.5.10

Responsibility:

Enhancements based on the change requests. Documented them as MD200s

Tasks:

Made changes to order line workflow, Form Personalization's, Developed Custom interfaces and Customized Forms.

**GE Wind ERP USA**

GE ENERGY

Sep2007 – July 2008

Oracle 9i and Oracle Applications 11.5.10

Responsibility:

Understanding the complex requirements through CV200s, CF250s documented them as CV200s, MD200s Respectively and designed the solution, developed the conversions/objects as per requirements, prepared test scripts, tested and delivered on time.

Tasks:

PO Conversion, OM Price List Conversion, Inventory Transaction Defaults Conversion, PO Approval Workflow and XML Reports.

**GEP Receipts and customer interface enhancement**

SABIC Innovative plastics (formerly GE plastics)

June2007 – Aug2007

Oracle 9i and Oracle Applications 11.5.10

Responsibility:

Being the only member in the team quickly identified the changes required and successfully delivered the objects in less time. Was involved in knowledge transfer of the above components to respective support teams.

Tasks:

Worked on PO Receipts Interface, Customer Interface And D2k Reports. Also Helped the Team members in delivering their components on time with inputs.

**SOP 81.1 Implementation Phase II**

GE Oil and Gas Florence Italy

Nov 2006 –May 2007

Oracle 9i and Oracle Applications 11.5.10

Responsibility:

Handling Change Requests, Knowledge transfer and

Posts go live support until the respective support team took it up and also was a part of migration activities in the project.

Tasks:

Developed custom packages, Form customizations and personalizations.

## ***Academic Project Profile***

### Project #1

Title : **Online Chess Game**

Software Tools: JAVA

Team Size : 5

Role : Analysis, Designing, coding and Testing

Description :

The aim of the project is to implement the game of "Chess" in a network environment. The game is similar to ordinary chess game but two players from remote places play the game on common board. The game module is a part of PCTVT being undertaken by MSIT wing of IIIT Hyderabad. The game is implemented in JAVA with MVC Architecture.

### Project #2

Title : **Health Care Systems**

Software Tools: VB.Net

Team Size : 5

Role : Analysis, Designing, coding.

Description :

The aim of the project is to efficiently manage the hospital records, patient's records. The project is useful to maintain the records of hospital's infrastructure, employee's records and giving out the bills at the discharge of patients. This project has been submitted to MICROSOFT ACADEMIC PROJECTS.

# Deepak J. Malhotra

**Summary of experiences**

- Over 20 years of experience in DBA strategy, design and implementation.
- Strong knowledge of Oracle RDBMS, SQL Server ; Extensive experience in managing and upgrading Oracle eBS (R12 and 11i), Oracle PeopleSoft (9.x), Oracle Hyperion Suite (Essbase, HFR, DRM, HFM/FDM, ODI), Oracle Identity Management Suite of products (OAM,OIM,OPAM, OUD, OID)
- Experience in setting up multi-tier, high available environment for Oracle Fusion Middleware (OIM, OAM, OID, OBIEE, EPM, SOA)
- Setup DR site for different application like eBS, OBIEE, EPM, OIM, OAM, OID and Oracle databases.
- Good experience setting up and working on Oracle appliances (ODA – Oracle Database Appliance, Oracle Exalytics for BI and Oracle Exadata – High end database appliance for Oracle databases)
- Good experience in migration application (Oracle eBS, PeopleSoft, EPM) from on-premises to cloud (Oracle Cloud, Internal Company Cloud)
- Proficient in different Oracle utilities (RAC, ADG, Golden Gate, Real Application Testing) and custom script.
- Expert in DR (Disaster recovery) and high availability solutions for very critical manufacturing and business applications using different Oracle and Storage options.
- Extensive experience in database design, performance tuning, SQL tuning, Capacity Planning, Space Management, Database Server consolidation, Backup & Recovery and Security Administration.
- Proven track record in working with a diverse DBA team including offshore teams and outsourcing partners.

**Technical Expertise:**

| | |
|---|---|
| Hardware | Cisco C480, C420, HP DL980, Oracle Sun, Dell , ODA, Exalytics and Exadata |
| Cloud | Oracle Cloud, Private Cloud |
| Storage | Oracle ZFS, EMC, NetApp (NFS,Fiber) , IBM (SAN Storage) |
| OS | Linux (Red Hat, SuSe, OEL) , Sun Solaris 2.x, Windows 2008,2012 |
| RDBMS | Oracle (11gR2, 11gR1, 10g, 9i, 8i,7.x), SQL Server 2005/2008/2012 |
| Oracle Application | R12 (12.2.x), R12 (12.1.x), 11i (11.5.1 to 11.5.8, 11.5.10), PeopleSoft (9.x) |
| High Availability | Oracle RAC (Real Application Cluster), ADG, Data Guard, Golden Gate, Real Application testing, SharePlex (Quest Tool) |
| DBA Tools | Oracle Enterprise Manager (OEM) |
| Virtualization Tools | Oracle VM, VMware |
| Other Oracle SW | OBIEE, SOA/JCAPS, Agile, Hyperion Planning, Hyperion Financial Management, Essbase, DRM, OFSAA, OIM, OPAM, OAM,OID |

**Work Experience**

Tangenz Corp. Dec. 2015– Present

Leading Infrastructure team in Tangenz, responsible for proving new technologies, solution for new projects as per client requirements. Responsible to migrate application from on-premises application to Oracle cloud. Help company to adopt cloud solution (IaaS, DBaS, PaaS) to provide out and help migrate applications and databases from on-premises to cloud. Responsibility include:

- Leading efforts to implement Oracle Identity Management and Single Sign-on solution (OIM, OAM, OID/OUD) for a leading utility company in Arizona.
- Lead efforts to setup High availability environment for OIM suite of applications running on multiple Linux servers in a secure network.
- Configure multiple connector to integrate different target applications with OIM/OAM this include eBS, PeopleSoft, AD, Exchange, Skype, DSX and some custom build applications
- Providing day to day support for OIM suite of applications using Onshore, Offshore model.
- Provided recommendation for PSU patches for Applications and Database to stay current.
- Monitor applications and database using scripts and AWR reports and provide RCA report for any unplanned outage or incident cause interruption to application. Also provide recommendations to avoid unplanned downtime with patching, monitoring or upgrade (Applications, OS, Databases).
- Help company prove out cloud solution (IaaS, PaaS, DBaS)
- Migrate applications and databases from on-premises to cloud
- Setup security for applications in cloud
- Setup authentication with on-premises Active Directory and Cloud applications (Where ever possible)

American Express, Phoenix Jan. 2012 – Dec. 2015

Worked as a Lead DBA/Technical architect, responsible for managing Oracle Financial environment for Controllership and Regulatory reporting. Environment is used for financial closing and financial reporting. Responsible for:

- Overall architecture of the financial and HR (PeopleSoft) environment
- Security – making sure system is not vulnerable and plan to apply recommendations from AMEX security team on regular basis
- Conduct POC and introduce new infrastructure – Responsible to Install, configure and test products using actual data and provide recommendations.
- Worked on to migrate some application from commodity hardware to AMEX internal cloud.
- Conduct multiple testing by deploying applications on Internal cloud
- Install and upgrade different Oracle products used
    - Install Oracle Hyperion Financial Management 11.1.2.2 on windows 2008 servers and configure with existing Essbase shared services running on Solaris environment.
    - Upgrade databases and application to supported version – Completed database and eBS upgrade project in Aug. 2014
    - Upgrade Essbase/HFR from 11.1.1.3 to 11.1.2.2 to implement HFM 11.1.2.2
- Worked on migrating Databases from commodity hardware (Sun, Linux) to Oracle ODA and Exadata
    - ODA – Oracle database appliance for all databases
    - Oracle Exalytics – For OBIEE reporting

- Oracle Exadata – High end Oracle database machine for very high transactional database
- Delphix – Database virtualization using Delphix tool to provision databases quickly for developer to test the code with latest production data.

ON Semiconductor, Phoenix, AZ Feb. 2001 – Jan. 2012

In the 11 years of my career in ON Semiconductor, I had different responsibilities within IT organization and supported multiple key projects as Technical Architect/ Logistic Manager (Role in MSF model to engage other members of Infrastructure team to provide best architecture for new projects), Lead Database Administrator and Oracle Application DBA.

- Database Lead/Logistic Manager
  - SANYO Integration Program – Responsible to provide Infrastructure and database support for all projects under this program. Understand the impact of integration on critical system and work with project team to do performance testing for database supporting critical systems. Work with offshore and outsource partner to meet the all database related deliverables in time. Escalate any issue to project manager and stake holder to avoid issue at later stage.
  - Fast Forward: A 2 years' project to re-implement Oracle eBS (R12), SOA Suite, OBIEE (for Reporting) and Agile (PLM) systems on distributed environment. Responsible to work with other Infrastructure towers to provide scalable, high performance, highly available and real time reporting solution using Oracle and other vendor's products.
  - DR Testing – A yearly exercise to test DR site for all Tier 1 applications.
- DBA Team Lead
  - Build one global team with team members in Asia and EMEA to manage and provide 24/7 support for all over 350 databases (Oracle, SQL Server and MySQL) at ON Semiconductor.
  - Setup long term strategy for DBA team and communicate to director and CIO
  - Standardize database monitoring across the board using custom scripts and Oracle OEM Grid control
  - Regularly communicate with Application owners to discuss issues and work on strategic initiatives.
- Database Architect
  - Worked with team to migrate database support for global business applications to outsource partner.
  - Work with other Infrastructure architect to setup database standards
  - Improve change management process to meet SOX requirement for financial systems
  - Provide solution to direct data access to database and provide weekly and monthly reports for SOX
  - Setup database license process to put better control on expensive database licenses
  - Work with application owner and infrastructure team to consolidate databases and database server to avoid database license cost in future.
  - Setup database upgrade and support process with the help of outsource partner
  - Explore new technologies in database and other infrastructure areas for improve availability, performance and security.
- Database Administrator
  - As a database administrator worked on multiple projects this include, implementing Oracle eBS (11i) and upgrade to 11.5.10 CU2
  - Provided database support multiple projects
  - Provided 24/7 support for databases (Oracle, SQL Server)

**DataSoft Consulting, NJ** **June 1999-Feb. 2001**

Contract with Motorola and worked on separation of databases from Motorola to ON Semiconductor

**National Informatics Centre, India** **Dec 1990 – June 1999**

During this time, I worked as developer and DBA on different Govt. projects.

**Sravan Kumar Madanala**

**Oracle Lead Consultant**

## Profile Summary:

Being an Oracle Infrastructure and Platform Solution Architect and Support Expert with 7 Years of experience -

Worked on multiple Oracle Technologies beginning from Database to ERP (EBS & Peoplesoft), EPM (Hyperion Suite of products), Middleware based Applications (WebLogic, SOA, BI suite & OHS etc.) and Deep dived into Oracle Identity & Access Management (OIAM) components of all major versions. Working at **Tangenz Corp.** As a trusted **Gold Partner** with **Oracle**, Integrated Multiple On-premises and Cloud Applications with Oracle Identity & Cloud Services (IDCS) for SSO and User Provisioning & Entitlements. Successfully executed multiple upgrade projects of OIM, OAM, EBS, OBIEE, OBIA, ODI, Hyperion and Databases. Wide range of experience in migrating On-premises Databases, Applications to various Cloud Service Providers like Oracle Cloud, AWS (Amazon Web Services) & Microsoft Azure including the infrastructure activities and network solutions for the connectivity.

As a Support expert – Based on the SLA maximizing the Production availability with an accuracy of more than 99%. Also make sure that customer delivered with High Availability and Maximum Performance to the Applications. Tuning the Database & Applications in Network level, OS level, Memory & CPU wise, Query level and JVM level. Keeping in mind, Planning the downtime windows for Infrastructure changes and Application changes with least effect to the end user. Maintaining the Applications up to date with the latest releases, patches and bug fixes so that the end user delivered with the all sort of new features, look & feel. Building On-shore & Off-shore model with no gaps.

## Technical Summary

ERP Applications

EBS (E-Business Suite)

- ✓ Planning and Designing Infrastructure for Implementing the EBS Applications of latest 12.2.x version for internal and external users on Secured Layers with High Availability.
- ✓ Expertized in upgrading EBS Applications of lower version like (>11.5.7), 11.5.10.x, 12.0.x, 12.1.x to 12.2.x with Online Patching (ADOP) enabled which minimizes the down time.
- ✓ Performing EBS Applications cloning multi-node to single-node for development use.
- ✓ Analysing and Applying Oracle Quarterly Release Patch sets, Maintenance patches and Security patches to avoid the recorded bugs.
- ✓ Responsible for resolving Concurrent Manager related issues and Requests related conflict, issues & long running programs.
- ✓ Specialized in Tuning the performance of Forms, Web Services and Database related queries.
- ✓ Configuring Identity Providers (OID, AD and OUD), Federation Services (ADFS, Ping Federate) and Secure Socket Layer (SSL) including Database level encryption and Data masking for critical environments like Banking, Government, Medical and Utility sectors.
- ✓ Providing Day to Day support for the end users and development team for the ongoing business.
- ✓ Configuring DMZ, Software and Hardware level load balancers, Proxy servers and Front facing Web Servers.

PeopleSoft

- ✓ Installing the PeopleSoft HCM, Campus Solutions, CRM and FSCM of 9.x versions using DPK's and Configuring PeopleTools 8.53, 8.54 and 8.55 for Development activities.
- ✓ Creating Application server, Web Server and Process scheduler domains which will run on Secured connections.

EPM (Enterprise Performance Management)

Hyperion Suite

- ✓ Proficient in Planning and Installing Hyperion Suite of Products called HFM, Planning, FCM-ARM, FDMEE, ODI, DRM & Essbase latest versions 11.1.2.x.
- ✓ Experienced in Upgrading EPM environments from lower versions like 9.x, 11.1.1.x to 11.1.2.x.
- ✓ Capable of configuring and handling Clustered nodes in Active-Active and Active-Passive mode for High Availability and fault tolerance.
- ✓ Keeping All the products up to date with the Oracle Quarterly release patch sets and Security patches.
- ✓ Replicating/Cloning Reports, Applications, Data Models to lower environments for the Development Activities.
- ✓ Resolving and Providing RCA for the Applications run time issues on Day to Day basis.
- ✓ Hands on Installing and Configuring Oracle Smart View for Office.
- ✓ Ensure that Applications are accessed via Secure Layers.
- ✓ Integrating LDAP servers as IdP (Identity Providers) & Configuring Single-Sig-On for the Integrated applications.
- ✓ Responsible for Password change of All the Admin Accounts Quarterly/Yearly for maintaining the confidentiality.
- ✓ Making sure that Audit and Monitoring are enabled on All the Critical instances and Runs the Archival, Log rotating and Purging activities to avoid the Storage crunch.

Middleware

WebLogic

- ✓ Expert knowledge in Installing the WebLogic platform for Oracle and Non-Oracle Applications of all versions 11g and 12c.
- ✓ Developing custom applications to the Customer Specific and deploy them in WebLogic to serve the End User.
- ✓ Configuring SSL on each port so that All Incoming connections will be secured. Will Also configure Two-way SSL for SP (Service Provider) and IdP (Identity Provider) integrations.
- ✓ Upgrading WebLogic Servers based on the Compatibility of their Deployments.
- ✓ Integrating Federation Services like (ADFS, Ping Federate) for providing the SSO operations.
- ✓ Good knowledge in various Authentication Providers setup like (SAML, AD, OID, etc.).
- ✓ Installing OHS, Apache tomcat servers for the URL masking and proxy setup.
- ✓ Administering WebLogic Server which includes – Domain management, Tuning the performance, Debugging, Run time issue resolution, BSU patches, Deployments, Data Source handling, User Account management, Regular backups and Log monitoring.

Oracle Identity & Access Management

- ✓ Wide range of experience in Installing and Configuring Identity & Access Management products like OIM, OAM, OPAM, OAAM, OUD, etc.
- ✓ Installing and Configuring various OIM seeded and custom connectors for Users provisioning and Entitlement assignments.

- ✓ Administering OIM includes – Managing workflows and access policies, IT resource, Instance, form, Lookups, Role categories, Scheduler, Notification Service management and Exporting, Importing Deployments.
- ✓ Integrating OAM with multiple target Applications like EBS, Peoplesoft, OBIEE, OIM etc, for Single-Sign-On operations where OAM will act as IdP (Identity Provider) and the target Applications will act as SP (Service Provider) on Secured Layers (SSL).
- ✓ Integrating various LDAP servers with OIM, OAM and OPAM for authentication purpose.

OBI Suite

- ✓ Good experience in installing and configuring OBIEE 11g and 12c versions.
- ✓ Upgrading OBIEE servers to the latest version without effecting Integrated OBIA and ODI components.
- ✓ RPD and Catalog Management includes – RPD migrations, Deployment issue resolution, GUID refresh and Catalog validations.
- ✓ BI Service components management (BIServer, BIPresenation, Java, Cluster) – Config file changes, shared RPD and Catalog management.
- ✓ Integrating BIA and ODI to migrate the Data from multiple sources to the target Warehouse database for faster report generation.
- ✓ Responsible for configuring BI Admin tools and ODI studio console for Development activities.
- ✓ Scheduling the downtime for Oracle Quarterly release CPU, PSU and Security Patches to maintain the security and to avoid the listed bugs.
- ✓ Configuring SSO for OBIEE with integrated WebLogic Server.
- ✓ Administering BIA and ODI includes – Data Warehouse Management, Data Load Management, Master & Work repository Management, ODI Agents and Topology Connection Management.

SOA

- ✓ SOA Infrastructure configuration for workflow based Applications like OIM, Hyperion, ECM, UCM, etc.
- ✓ Upgrading SOA to latest versions like 12.1.x and 12.2.x without breaking the existing Integrations.
- ✓ Creating the composite instances for various business flows.
- ✓ Monitoring System and Business flow instances.
- ✓ SOA Composite Configuration and Management – BPEL Process, Human workflow task & notification property setup, SOA profiles, SOA Folders, Work manager groups and Business Event management.

Database

- ✓ Career long experience into Oracle Database of various version like 8i, 9i, 10g, 11g and 12c.
- ✓ Planning and Designing In-Memory for Big Data and Warehouse databases in 12c. Including Container and Pluggable database management.
- ✓ Upgrading and Patching Databases with Oracle Quarterly Release Patch Sets, Critical & Security Patches and major version releases.
- ✓ Building and Administering RAC & Data Guard on ASM storages for High Availability and Maximum Performance.
- ✓ Responsible for configuring suitable backups on instance basis using Snapshots, RMAN, Data pump and File System backups.
- ✓ Expert knowledge in Tuning the Database and Long running queries includes – Database & Table Re-Org., Create/Rebuild Indexes, Table partitioning, Database parameters tuning, Analysing AWR & ADDM reports for performance degrading queries.

- ✓ Enhancing the database monitoring and Administration by integrating Oracle's latest Enterprise Manager 12c.

Cloud Services

- ✓ Worked on IaaS, PaaS, DBaaS and SaaS model cloud services from various vendors like Oracle cloud, Amazon cloud (AWS) and Microsoft Azure.
- ✓ Migrated In-house Databases, EBS, Peoplesoft and Other Applications to Oracle cloud and AWS successfully as IaaS and PaaS.
- ✓ Creating instances in Oracle IaaS & PaaS and Configuring VPN Gateway using CSG (Corente Service Gateway) for Private Network to Access the Cloud instances on Secured Layers.
- ✓ Integrated Oracle IDCS (Identity Cloud Services) with multiple On Premises Applications like OBIEE, EBS, PeopleSoft, Hyperion, WebLogic And Cloud Applications like Service Now, Office 365, Salesforce, BICS (Business Intelligence Cloud Service) and EPBCS (Enterprise Planning and Budgeting Cloud Service) for Single-Sign-On Solution and User Provisioning & Entitlement assigning.
- ✓ Developing REST APIs using cURL command to call IDCS and Other Cloud services throw OAuth2 and OpenID connect.
- ✓Integrating Oracle Cloud Applications with On Premises IdPs (Identity Providers) like AD, OID, OUD etc, Configuring Bridges for User Synchronization with IDCS and Enabling Multi-Factor Authentication.

Tools and Utilities

- Oracle BI Admin tool, ODI studio, OIM Design console, Peoplesoft Application Engine, Oracle SQL Developer, Toad.

Servers and Hypervisors

- ➢ Worked on Oracle Exalytics Engineered Systems X4-4 & X5-4, Dell, IBM Power Systems.
- ➢ Worked on OVM, Virtual Box, VMWare and IBM TSM (Tivoli Storage Management) hypervisors.
- ➢ Worked on RedHat, OEL, IBM AIX, HP-UX and Windows Server 2008, 2012 Operating Systems.

## Professional Experience

| | | |
|---|---|---|
| Organization | : | Tangenz India Pvt. Ltd. |
| Duration | : | Aug – 2015 to Present |
| Software | : | OIAM, OBIEE, Hyperion, EBS, Peoplesoft. |
| Role | : | Solution Architect |
| Service type | : | Support & Implementation |

As a solution Architect at Tangenz India Pvt. Ltd. responsible for proving various solution for customers on All Oracle Applications. Leading the off-shore team in India and providing the 24x7 support to the customers. Also, Responsible for minimizing the efforts to migrate In-house Databases and Applications to Cloud IaaS & PaaS.

**Customers: TEP (Tucson Electric Power), AZ**

- Installed and Configured OIM, OPAM, OID for Identity Management in various Existing Applications like Service Now, Peoplesoft, EBS, Microsoft Exchange, Skype and Databases, etc.
- Installed Hyperion Suite products like HFM, FCM-ARM, DRM, FDMEE, Planning and Essbase Applications with Secured Layers running on Exalytics Servers. Also, integrated FDMEE with EBS and ODI Scheduler.
- Installed OBIEE Applications integrated with BIA and ODI on Exalytics Servers.
- Responsible for Applying CPU, PSU & Security Patches on all the Applicable environments.
- Providing 24x7 support on All the Applications.

Organization : Apps Associates Pvt. Ltd.

Duration : Feb – 2014 to Aug – 2015

Software : EBS, BI, Hyperion, OIM, OAM, Oracle Database.

Role : Sr. DBA Consultant & Lead DBA

Service type : Support & Implementation

Working as a Senior DBA & Lead DBA at Apps Associate, I was Leading & Involved in several EBS, OBIEE, OAM, OIM implementations and upgrades to latest versions. Migrated several customers In-house EBS, OBIEE, OAM to AWS (Amazon Web Services). Provided 24x7 support to All the customer on shared pool model.

**Customers: RISO Inc., Synageva Bio Pharma, Topps, Dunkins, Nuance, Randstad, Royal Mosa, ADS.**

- Gathered requirements from Clients & Analyzing possible ways to upgrade 11.5.9 with 9i Database to R12.2.4 with 11.2.0.4 Database.
- Upgraded database from 9.2.0.8 to 11.2.0.4 & Applications from 11.5.9 to R12.2.4.
- Installed R12.2.0 Base applications & Upgraded to R12.2.4 with 11.2.0.3 Database and enabling ADOP.
- Configured External (DMZ) tier with iProc & OTL setups using reverse proxy.
- Upgraded OBIEE integrated BIA & ODI Applications from 10g to 11g including ODI.
- Configured OAM with EBS & OBIEE for SSO solution.
- Configured OIM for EBS, BI, Hyperion for User Provisioning and Entitlement assignment.
- Providing 24x7 support on All the Applications configured.

Organization : Clover Infotech Pvt. Ltd.

Duration : Jul -2010 to Feb -2014

Software : EBS, OBIEE, Oracle Database

Role : DBA Consultant & Sr. DBA Consultant

Service type : Support

Working at Clover Infotech, involved in providing 24x7 support on EBS, OBIEE, Oracle Databases in High Availability mode. Continuously monitoring the growth of the Database and Application services availability. Also, was responsible for all kind of maintenance activities like Cloning, Patching and Code migrations from lower environments to Production environments.

**Customers: Petrofac, PPL (Paper Product Ltd.), AMCO batteries, Intersoh**

- Supporting DMZ & PCP on multiple nodes.
- Cloning Databases using TSM (Tivoli Storage Management) from RAC – RAC and RAC – Non RAC on ASM & Non ASM test instances.
- Taking Backups using RMAN utility like level 0, level 1 and Cumulative.
- Rebuild/Maintaining synchronization between the Primary and Physical standby servers.
- Configured 12c OEM Server, agents on all the instances and monitoring them.
- RPD migrations from lower environments to Productions & Non-Production environments and Performing the GUID refresh.
- Performing the CPU, PSU and SPU patch analysis and apply them periodically.

## Professional Summary

- Mid-level resource with 7+ years of experience in developing technological solutions. Extensive Experience in designing and developing business processes, interfaces, and customizations. Hands on experience in working with PeopleSoft HCM, PeopleSoft CRM, PeopleSoft ELM and PeopleSoft Portal suites, OIM, Oracle HCM cloud, Active Directory, Service-Now.
- Experience on Oracle Identity Management (OIM) as Admin and OIM Developer.
- Worked in Development/Implementation, Enhancement, and Production Support Projects.
- Strong interpersonal skills, team builder, guiding the co-teammates and mentoring them; could handle multiple assignments.
- Worked with renowned and fortune clients like RBS, GE, AIG, Sealed Air, TEP.

## Career Details

**Functional:**

- Hands on Experience on the Oracle Identity Management OIM on the version 11.1.2.3.
- Integrated OIM with Active Directory, Skype, ServiceNow, Exchange Mail server, PeopleSoft, e-Business Suit and PeopleSoft.
- PeopleSoft HRMS (any version greater than 8.8) Core HR, ESS, MSS, ePeformance (PFM), Compensation.
- Integration Broker in PeopleSoft, Integrated the PeopleSoft Employee/User details with the Oracle Identity Management. Integrated the PeopleSoft with the Oracle HCM Cloud (Fusion).
- Experience in Core HR in Oracle Cloud HCM.
- Integrating the PeopleSoft to BICS (Business Intelligence cloud services).

**Technical:**

- OIM Design Console, Jdeveloper, J2EE, Java, JDBC, Servlets, Javascripts, Webservices, XML, HTML, Oracle Database, MS Sql server also Managing Application Server like weblogic.
- Good knowledge in making use of the JAVA API's for developing the java programs in OIM.
- PeopleTools 8.5X preferred.
- PeopleCode developer, could written code for any requirement in the PeopleSoft.
- Webservice and Integration Management.

## Professional Experience

| Organization | Client | Roles | Period |
|---|---|---|---|
| Tangenz India Pvt Ltd | Tucson Electric Power | Working as Technical Lead | 11-April-2017 to Till Date |
| Capgemini India Pvt Ltd | Sealed Air | Working at Oracle as part of Capgemini's Local Business Services. Techno-Functional Consultant, Support, Developer and Analyst. | 11-Aug-14 to 10-April 2017 |
| Hexaware Technologies | Worked in General Electric and AIG projects | Developer, Techno-Functional Analyst. | 11-July-12 to 5-Aug-14 |
| Capgemini India Pvt Ltd | RBS | Developer and Support | 29-Apr-10 to 06-July-12 |

## Certifications and Recognitions

- Oracle Certified Expert on PeopleSoft PeopleTools Application Developer.
- Oracle Certified Expert on PeopleSoft PeopleTools Advanced Developer.
- Oracle Certified Expert on Human Capital Management HR Consultant.

- Ace Award winner for contribution in the GE Project, Hexaware Technologies.
- Star Award Winner for contribution in the Sealed Air Project, Oracle.
- Won Monthly Awards couple of times.

## Trainings

- PeopleSoft all technical aspects from Oracle Class room training.
- Oracle Cloud HCM cloud online training.
- Topics covered in the Cloud HCM training are Core HR, Absence Management, Performance, Compensation, Talent Summary, Geographies for HCM.

## Education

**OSMANIA UNIVERSITY, Hyderabad**
**Bachelor of Engineering, 2005-09**

- Information Technology Stream passed with 73 Percentage.
- Passed Board of Intermediate with 90 Percentages.
- Passed the Secondary school of education with 90 Percentage.

## WORK EXPERIENCE IN PROJECTS

| | |
|---|---|
| **Project Name** | : OIM Implementation - TEP |
| **Role** | : Technical lead |
| **Environment** | : OIM Release 2 version 11.1.2.3 |
| **Duration** | : April 2017 to Till Date. |
| **Tools Used** | : Java, JDeveloper 11g, Oracle Database 12c. |

**Description:** Tucson Electric Power (TEP) is an electric utility company serving southern Arizona in the United States.

Actively involved in implementation of OIM – Phase1, which includes providing all the employees in the TEP with OIM login and provisioning multiple accounts to Employees. Automated the provisioning to Active Directory, ServiceNow, Exchange Server, DSX, Oracle EBS, Skype.

Working on POC for the OIM – Phase 2.

**Roles and Responsibilities:**

- Configuring the Access policies, setting up the roles, defining organization, configuring the IT Resource, lookup Values and other setup things required.
- Developed the Java programs for creating custom jobs.
- Developed the Java programs for sending notification and created notification templates.
- Created Many Process Tasks, custom Adapters, Forms and Application instances required for the OIM provisioning accounts using Design console.
- Developed a custom connector other than delivered connectors by OIM, DSX – Custom Connector which generates a file as a result of any action that happens in OIM.

- Working to develop custom webservices to OIM using REST and Java Jdeveloper for the weblogic server (OIM runs on Weblogic server in TEP).

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Capgemini India Pvt Ltd – From 2014 August to 2017 April

| | |
|---|---|
| **Project Name** | : SEALED AIR CORPORATION |
| **Role** | : Techno – Functional Consultant |
| **Environment** | : PeopleSoft CRM 9.1, PeopleTools 8.52, Oracle 11g. |
| **Duration** | : September 2014 to March 2017. |
| **Tools Used** | : PeopleTools, Application Engine, Component interface File layout, PeopleCode, Application Packages, Iscripts, and DMS Scripts, PORTAL Hub. |

**Description:** Global manufacturer of protective and specialty packaging for food and consumer goods. Products include materials, equipment and systems.

We provide the Core level production Support to the client, resolving the CR's and SR's raised by the client.

The changes or issues send by the client is received in a common mail box and we team address the mail box and work on the issues sent in mail.

All the tickets have priority and tracking.

**Roles and Responsibilities:**

- Production support for the Enterprises HCM, ELM and PORTAL.
- Techno-Functional consultant, interacting with client in the requirements gathering, preparing understanding documents and developing the requirements in time and performing the Unit Testing.
- Mentoring for a Team of 4 Members and reviewing their development and suggesting the team on the best possible solution with my Experience.
- Maintaining the system without missing a single SLA, working in shifts and extending the work hours when required on Priority things.

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Hexaware Technologies July 2012 to August 2014.

| | |
|---|---|
| **Project Name** | : GENERAL ELECTRIC GLOBAL CRM |
| **Role** | : Techno – Functional Consultant |

| | |
|---|---|
| **Environment** | : PeopleSoft CRM 9.1, PeopleTools 8.52, Oracle 11g. |
| **Duration** | : March 2013 to July 2014. |
| **Tools Used** | : PeopleTools, Application Engine, Component interface File layout, PeopleCode, Application Packages, Iscripts, and DMS Scripts. |

**Description:** GE 9.1 GCRM is a reimplementation or upgrade project from 8.9 to 9.1. It involves developing the 8.9 existing customized definitions to new 9.1 systems.

**Roles and Responsibilities:**

- Developer role.
- Performing Team player with offshore team.
- Coordinating with onsite Manager and working on the requirements provided.
- Making the required documents on Technical specification and Unit Test Cases.

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| | |
|---|---|
| **Project Name** | : US PAYROLL CONSOLIDATION - AIG |
| **Role** | : PeopleSoft Developer |
| **Environment** | : PeopleSoft HRMS 9.1, PeopleTools 8.50, Oracle 11g. |
| **Duration** | : September 2012 to Till December 2012. |
| **Tools Used** | : SQR's, SQL, PIA for certain configurations. |

**Description:** For US PAYROLL CONSOLIDATION – AIG Client worked with GL-REPORTS module. GL –Reports were primarily used for balancing the GL data and payroll – data. For the first time AIG started using GL module in PeopleSoft, the required reports were developed by the team for balancing the Payroll.

**Roles and Responsibilities:**

- Developed two complex structured reports using SQR's and SQL's, programs involving around 2000 lines of code and used data structures used like Arrays and load lookups chained procedures made it robust to give performance.
- The SQR's written One will calculate the Earnings of the whole employees of company around 11 lac employees and other will calculate the Earnings Department wise for about 1 lac Depts.
- Development from offshore and coordinating with onsite team.
- Prepared documents like TDD, UTP, Process flow documents etc.

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| | |
|---|---|
| **Project Name** | : US PRE – BUY AIG (LTI –STI COMPENSATION) |
| **Role** | : PeopleSoft Developer |
| **Environment** | : PeopleSoft HRMS 9.1, PeopleTools 8.50, Oracle 11g. |
| **Duration** | : July 2012 to Till September 2012. |
| **Tools Used** | : PeopleTools, PeopleCode, Shellscript, SQL, PIA. |

**Description:** For US Pre-Buy AIG client worked with a sub project called LTI – STI Compensation. Year – End Compensation involves Long term and short-term incentives plan configuration and funding. The project involves plan and funding configurations in PIA and also certain reports for auditing and funding purposes.

**Roles and Responsibilities:**

- Developer role from offshore and coordinating with onsite team.
- Prepared all the required documents for the development.

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CapGemini India Private Limited (From April 2010 – To June 2012).

| | |
|---|---|
| **Project Name** | : RBS (Royal Bank of Scotland) |
| **Role** | : PeopleSoft Developer and Techno–Functional Support Analyst. |
| **Environment** | : PeopleSoft CRM 8.9, PeopleTools 8.50, DB2. |
| **Duration** | : December 2010 to Till July 2012 |
| **Tools Used** | : App Designer, App Engine, PeopleCode, SQR's, Security, PS Queries, SQL. |

**Description:** RBS is one of the largest banking and financial services organizations in the world. RBS's international network comprises offices in 70 countries and territories in Europe, the Asia-Pacific region, the America, the Middle East and Africa. RBS Group has over 40 million customers worldwide and has around 183700 employees. The project involves development, configuring and Support of the Self Service for the Europe and Asian countries.

**Roles and Responsibilities:**

- Production Support and Maintenance from offshore.
- Developer and Functional role.
- Interacting with clients and Onsite team with status calls and finalizing the requirements.
- Managing shifts effectively for providing 24/5 support.

# Swamy Boppa

**Summary:**

I'm an Oracle Fusion Middleware and Applications DBA with 6 Years of experience, primarily in Implementation and Designing Area on variety of products like OIM, OAM, OPAM, OBIEE, BIAPPS, ODI, E-Business Suite and Various Oracle Database version starting from 10g till 12c.

- Have sound knowledge in Installing and configuring OIAM with OID, MS-AD of various versions like 11gR1 and 11gR2 etc.
- Implemented various POCs related to OIM, OAM, OPAM, OBIEE and E-Business Suite.
- Installed high availability for OIM, OAM and OPAM.
- Integrated OIM with OAM, OIM with OVD/OID, OIM with AD and OAM with AD etc.
- Responsible for Installing and Configuring OIM and OAM of different platforms like Linux, AIX etc.,
- Responsible for install and configuration OPAM separately.
- Install http server (web tier) and configured OHS for call forwarding.
- Responsible for configure SSL for OPAM.
- Configuring SSL on OIM Applications and Working on securing the application
- Supporting and Maintaining all OIM, OAM, SOA and OPAM Applications of different versions. Also applying latest patch sets on each product to make sure not hitting any hidden bugs on day-to-day.
- Sound knowledge in upgrading Oracle Applications from 11i to R12.1 & R12.2.4
- Upgrading Database from 10g to 11g & 12c.
- Good Exposure in Installing and configuring OBIEE 11g applications, BIAPPS & supporting them.
- Having Good Exposure in configuring Physical Stand by database in Oracle 11g and 12c Databases in different modes like Max protection, Max Availability etc...
- Installation of Oracle Database 12c, 11g & 10g on various platforms like Linux, IBM AIX and Windows.
- Distributing Application Services from Single node to Multi node in 11i, R12.1 & R12.2 environments
- Migrating Non – ASM database to ASM database. .
- Successfully Implemented EBS, OBIEE environments on Linux, 24X7 Production Database Support and maintenance.

Technical Skills:

| | |
|---|---|
| Operating Systems | Red Hat Linux, OEL, HP-UX, IBM AIX & Windows |
| RDBMS | ORACLE12c, 11g & 10g |
| ERP | **Oracle Applications R12.2, R12.1 &11i** |
| FMW | **IAM 11.1.x, OIM 11.1.x, OBIEE 10g & 11g, BIAPPS 11g, WebLogic Server, ODI 11.1.x** |

**PROJECTS DETAILS**

**Client : TEP (Tucson Electric Power)**

Technology : OIM, OAM, OPAM -11.1.2.3
OBIEE 11.1.1.9
Database – 12c

Role : Senior DBA Consultant

**Roles and Responsibilities:**

- Installed and configured OIM and OPAM
- Running RCU, Deploying Applications to the Domain and making them part Cluster.
- Responsible for Installing and Configuring Oracle Business Intelligence Enterprise Edition of different version 11.1.1.x on Linux machines.
- Install http server (web tier) and configured OHS for call forwarding.
- Upgrade the OBIEE applications from the lower versions to the latest versions. Also apply the latest CPU and PSU patches released by the Oracle on Quarterly basis.
- Installing, Configuring BIAPPS & ODI Middleware Applications and Integrating with OBIEE Applications.
- Configuring SSL on BI Applications and Working on securing the application.
- Supporting and Maintaining all OIM, OPAM, OAM and SOA Applications.
- Responsible for applying latest patch sets on each product to make sure not hitting any hidden bugs on day-to-day.
- Handling all the aspects of administration tasks such as day-to-day site monitoring and maintenance, Installation, Configuration, Clustering, Deploying Applications, Troubleshooting, Load Balancing, Performance Tuning and Maintenance of WebLogic Server.

**Client : IDFC Bank Ltd**

Duration : Oct 2013 to Feb 2017

Technology : OIM, OAM, Oracle WebLogic 11g, Database 12c & 11g.

Role : Senior DBA Consultant.

**Roles and Responsibilities:**

- Responsible for Installing and Configuring OIM and OAM of different platforms like Linux, AIX etc.,
- Configuring SSL on OIM Applications and Working on securing the application
- Implemented various POCs related to OIM and OAM.
- Involved in Trouble shooting and fixing day-to-day problems of the applications in production.
- Managing Oracle 12c/11g databases on Linux and Windows (installation/ configuration/ cloning/ upgrading/ patching/Hardening).
- Creating and managing databases.
- Configured DR And ADG databases.

- Cloning/Refreshing database using RMAN.
- Performing backups using various backup methods like RMAN/HOT/COLD and recovery procedures.
- Recovering DR Database in case of archive gap between the Primary and Standby servers
- Performed DR Switch over & Switch back as part of customer planned activities.
- Trouble shooting long running concurrent issues and finding locks on tables, inactive sessions & queries taking long time.
- Transferring data objects between oracle databases using Export and Import.
- Upgrading databases for test environments (11.2.0.1 to 11.2.0.4 and 11.2.0.4 to 12.2.0.1).
- Applying latest CPU and PSU patches.
- Performing logical backups using Data Pump and Export/Import utilities. Performing media recovery of databases based upon nature of failure.
- Switching database to archive log mode and flashback mode.
- Verifying whether Data Guard/standby database is consistent with primary database.
- Agent deployment in OEM 12c.
- Working on ON-CALL and 24X7 support for mission critical applications.

**Client : Unilever, UK**

Duration : Mar 2012 to Oct 2013

Technology : EBS 12.1, DB 11gR2, 10gR2.

Role : Oracle DBA Consultant.

**Roles and Responsibilities:**

- Performed password changing activities using FNDCPASS.
- Troubleshooting Web, Form, Concurrent Related issues.
- Used Oracle Application AD Utilities for maintaining database and application like AD patch, AD admin, AD ctrl, AD merge patch etc.
- Full Cloning of Oracle Applications and Database from Production multimode to Non-prod single node applications.
- Migrating Code packs to Production instance.
- Performed Schema re-org to improve the performance.
- Performing health check on production & test environments.
- Patch analysis of GDF & Delta patches applying them on DEV, TEST & Production instances.
- Cloning/Refreshing database using RMAN.
- Performing backups using various backup methods like RMAN/HOT/COLD and recovery procedures.
- Transferring data objects between oracle databases using Export and Import.
- Upgrading/Patching databases for test environments (10.2.0.1 to 10.2.0.5, 11.1.0.7 to 11.2.0.4).
- Performing logical backups using Data Pump and Export/Import utilities.
- Performing media recovery of databases based upon nature of failure.
- Verifying whether Data Guard/standby database is consistent with primary database.
- Provide 24x7 support when required.

**Client : Izmo Cars**

Domain : Auto motive

Duration : Jun 2011 to Mar 2012

Technology : Manual Testing & Jira

Role : Associate Engineer

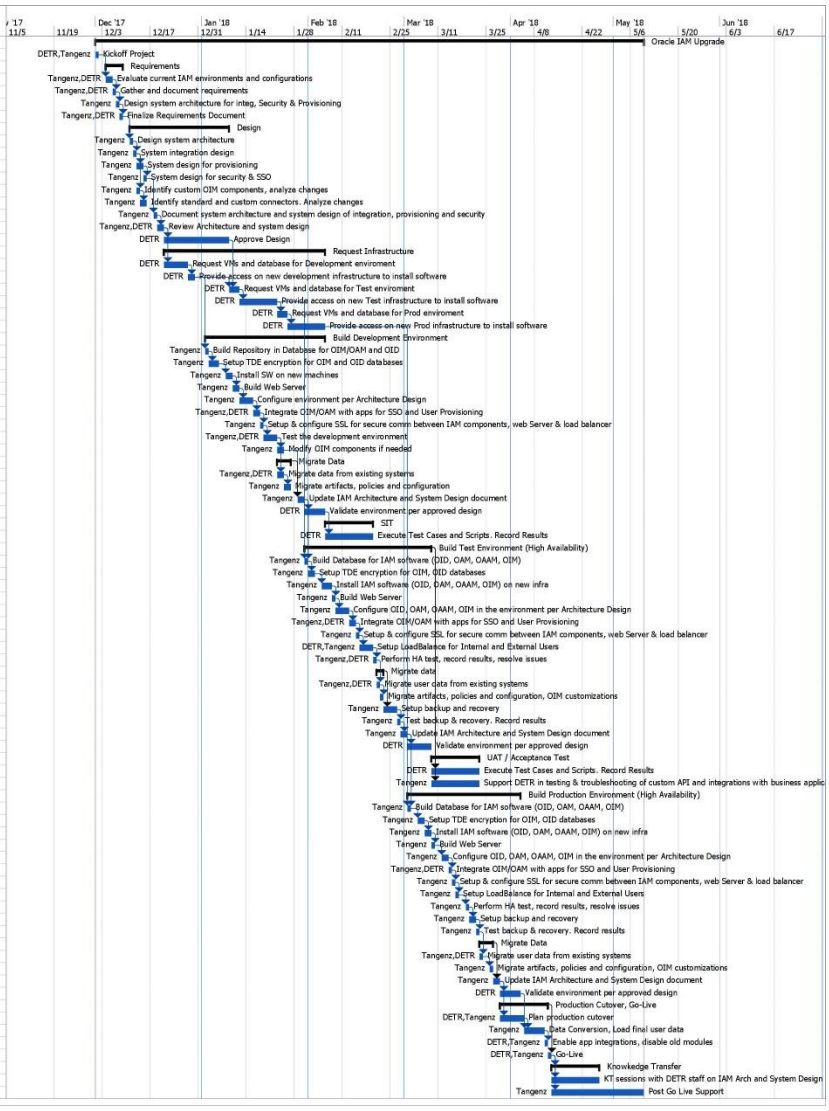
**Roles and Responsibilities:**

- Performed Smoke testing, functional testing, Integration testing, system Testing.
- Issues logged in JIRA on mentioned in Release Notes.
- Involved in Browser compatibility testing.
- Preparation of Daily Status Report and Weekly status report.

# Section IX – Preliminary Project Plan

After reviewing the RFP, below is our preliminary project plan which we will work to update with the State before starting the upgrade project. We propose starting in Dec 2017 and going live on April 12, 2018.

| ID | Task Name | Predeci | Start | Finish | Duration | Resource Initials |
|---|---|---|---|---|---|---|
| 1 | **Oracle IAM Upgrade** | | **Fri 12/1/17** | **Wed 5/9/18** | **111 days** | |
| 2 | Kickoff Project | | Fri 12/1/17 | Fri 12/1/17 | 1 day | DETR,Tangenz |
| 3 | **Requirements** | | **Mon 12/4/17** | **Fri 12/8/17** | **5 days** | |
| 4 | Evaluate current IAM environments and configurations | 2 | Mon 12/4/17 | Tue 12/5/17 | 2 days | Tangenz,DETR |
| 5 | Gather and document requirements | 4 | Wed 12/6/17 | Wed 12/6/17 | 1 day | Tangenz,DETR |
| 6 | Design system architecture for integ, Security & Provisioning | 5 | Thu 12/7/17 | Thu 12/7/17 | 1 day | Tangenz |
| 7 | Finalize Requirements Document | 6 | Fri 12/8/17 | Fri 12/8/17 | 1 day | Tangenz,DETR |
| 8 | **Design** | | **Mon 12/11/17** | **Mon 1/8/18** | **18 days** | |
| 9 | Design system architecture | 7 | Mon 12/11/17 | Mon 12/11/17 | 1 day | Tangenz |
| 10 | System integration design | 9 | Tue 12/12/17 | Tue 12/12/17 | 1 day | Tangenz |
| 11 | System design for provisioning | 10 | Wed 12/13/17 | Thu 12/14/17 | 2 days | Tangenz |
| 12 | System design for security & SSO | 11 | Fri 12/15/17 | Fri 12/15/17 | 1 day | Tangenz |
| 13 | Identify custom OIM components, analyze changes | 10 | Wed 12/13/17 | Wed 12/13/17 | 1 day | Tangenz |
| 14 | Identify standard and custom connectors. Analyze changes | 13 | Thu 12/14/17 | Fri 12/15/17 | 2 days | Tangenz |
| 15 | Document system architecture and system design of integration, | 12 | Mon 12/18/17 | Mon 12/18/17 | 1 day | Tangenz |
| 16 | Review Architecture and system design | 15 | Tue 12/19/17 | Wed 12/20/17 | 2 days | Tangenz,DETR |
| 17 | Approve Design | 16 | Thu 12/21/17 | Mon 1/8/18 | 10 days | DETR |
| 18 | **Request Infrastructure** | | **Thu 12/21/17** | **Mon 2/5/18** | **30 days** | |
| 19 | Request VMs and database for Development enviroment | 16 | Thu 12/21/17 | Wed 12/27/17 | 3 days | DETR |
| 20 | Provide access on new development infrastructure to install softv | 19 | Thu 12/28/17 | Fri 12/29/17 | 2 days | DETR |
| 21 | Request VMs and database for Test enviroment | 20,17 | Tue 1/9/18 | Thu 1/11/18 | 3 days | DETR |
| 22 | Provide access on new Test infrastructure to install software | 21 | Fri 1/12/18 | Mon 1/22/18 | 7 days | DETR |
| 23 | Request VMs and database for Prod enviroment | 22 | Tue 1/23/18 | Thu 1/25/18 | 3 days | DETR |
| 24 | Provide access on new Prod infrastructure to install software | 23 | Fri 1/26/18 | Mon 2/5/18 | 7 days | DETR |
| 25 | **Build Development Environment** | | **Tue 1/2/18** | **Mon 2/5/18** | **25 days** | |
| 26 | Build Repository in Database for OIM/OAM and OID | 20 | Tue 1/2/18 | Tue 1/2/18 | 1 day | Tangenz |
| 27 | Setup TDE encryption for OIM and OID databases | 26 | Wed 1/3/18 | Fri 1/5/18 | 3 days | Tangenz |
| 28 | Install SW on new machines | 27 | Mon 1/8/18 | Tue 1/9/18 | 2 days | Tangenz |
| 29 | Build Web Server | 28 | Wed 1/10/18 | Thu 1/11/18 | 2 days | Tangenz |
| 30 | Configure environment per Architecture Design | 29 | Fri 1/12/18 | Mon 1/15/18 | 2 days | Tangenz |
| 31 | Integrate OIM/OAM with apps for SSO and User Provisioning | 30 | Tue 1/16/18 | Wed 1/17/18 | 2 days | Tangenz,DETR |
| 32 | Setup & configure SSL for secure comm between IAM | 31 | Thu 1/18/18 | Thu 1/18/18 | 1 day | Tangenz |
| 33 | Test the development environment | 32 | Fri 1/19/18 | Mon 1/22/18 | 2 days | Tangenz,DETR |
| 34 | Modify OIM components if needed | 33 | Tue 1/23/18 | Wed 1/24/18 | 2 days | Tangenz |
| 35 | **Migrate Data** | | **Tue 1/23/18** | **Fri 1/26/18** | **4 days** | |
| 36 | Migrate data from existing systems | 33 | Tue 1/23/18 | Wed 1/24/18 | 2 days | Tangenz,DETR |
| 37 | Migrate artifacts, policies and configuration | 36 | Thu 1/25/18 | Fri 1/26/18 | 2 days | Tangenz |
| 38 | Update IAM Architecture and System Design document | 34,35 | Mon 1/29/18 | Tue 1/30/18 | 2 days | Tangenz |
| 39 | Validate environment per approved design | 38 | Wed 1/31/18 | Mon 2/5/18 | 4 days | DETR |
| 40 | **SIT** | | **Tue 2/6/18** | **Mon 2/19/18** | **10 days** | |
| 41 | Execute Test Cases and Scripts. Record Results | 39 | Tue 2/6/18 | Mon 2/19/18 | 10 days | DETR |
| 42 | **Build Test Environment (High Availability)** | | **Wed 1/31/18** | **Thu 3/8/18** | **27 days** | |
| 43 | Build Database for IAM software (OID, OAM, OAAM, OIM) | 22,38 | Wed 1/31/18 | Wed 1/31/18 | 1 day | Tangenz |
| 44 | Setup TDE encryption for OIM, OID databases | 43 | Thu 2/1/18 | Fri 2/2/18 | 2 days | Tangenz |
| 45 | Install IAM software (OID, OAM, OAAM, OIM) on new infra | 44 | Mon 2/5/18 | Wed 2/7/18 | 3 days | Tangenz |
| 46 | Build Web Server | 45 | Thu 2/8/18 | Thu 2/8/18 | 1 day | Tangenz |
| 47 | Configure OID, OAM, OAAM, OIM in the environment per | 46 | Fri 2/9/18 | Mon 2/12/18 | 2 days | Tangenz |
| 48 | Integrate OIM/OAM with apps for SSO and User Provisioning | 47 | Tue 2/13/18 | Wed 2/14/18 | 2 days | Tangenz,DETR |
| 49 | Setup & configure SSL for secure comm between IAM | 48 | Thu 2/15/18 | Thu 2/15/18 | 1 day | Tangenz |
| 50 | Setup LoadBalance for Internal and External Users | 49 | Fri 2/16/18 | Mon 2/19/18 | 2 days | DETR,Tangenz |
| 51 | Perform HA test, record results, resolve issues | 50 | Tue 2/20/18 | Tue 2/20/18 | 1 day | Tangenz,DETR |
| 52 | **Migrate data** | | **Wed 2/21/18** | **Thu 2/22/18** | **2 days** | |
| 53 | Migrate user data from existing systems | 51 | Wed 2/21/18 | Wed 2/21/18 | 1 day | Tangenz,DETR |
| 54 | Migrate artifacts, policies and configuration, OIM customizatic | 53 | Thu 2/22/18 | Thu 2/22/18 | 1 day | |
| 55 | Setup backup and recovery | 52 | Fri 2/23/18 | Mon 2/26/18 | 2 days | Tangenz |
| 56 | Test backup & recovery. Record results | 55 | Tue 2/27/18 | Tue 2/27/18 | 1 day | Tangenz |
| 57 | Update IAM Architecture and System Design document | 56 | Wed 2/28/18 | Thu 3/1/18 | 2 days | Tangenz |
| 58 | Validate environment per approved design | 57 | Fri 3/2/18 | Thu 3/8/18 | 5 days | DETR |
| 59 | **UAT / Acceptance Test** | | **Fri 3/9/18** | **Thu 3/22/18** | **10 days** | |
| 60 | Execute Test Cases and Scripts. Record Results | 42 | Fri 3/9/18 | Thu 3/22/18 | 10 days | DETR |
| 61 | Support DETR in testing & troubleshooting of custom API and | 42 | Fri 3/9/18 | Thu 3/22/18 | 10 days | Tangenz |
| 62 | **Build Production Environment (High Availability)** | | **Fri 3/2/18** | **Tue 4/3/18** | **23 days** | |
| 63 | Build Database for IAM software (OID, OAM, OAAM, OIM) | 24,57 | Fri 3/2/18 | Fri 3/2/18 | 1 day | Tangenz |
| 64 | Setup TDE encryption for OIM, OID databases | 63 | Mon 3/5/18 | Tue 3/6/18 | 2 days | Tangenz |
| 65 | Install IAM software (OID, OAM, OAAM, OIM) on new infra | 64 | Wed 3/7/18 | Thu 3/8/18 | 2 days | Tangenz |
| 66 | Build Web Server | 65 | Fri 3/9/18 | Fri 3/9/18 | 1 day | Tangenz |
| 67 | Configure OID, OAM, OAAM, OIM in the environment per | 66 | Mon 3/12/18 | Tue 3/13/18 | 2 days | Tangenz |
| 68 | Integrate OIM/OAM with apps for SSO and User Provisioning | 67 | Wed 3/14/18 | Wed 3/14/18 | 1 day | Tangenz,DETR |
| 69 | Setup & configure SSL for secure comm between IAM | 68 | Thu 3/15/18 | Thu 3/15/18 | 1 day | Tangenz |
| 70 | Setup LoadBalance for Internal and External Users | 69 | Fri 3/16/18 | Fri 3/16/18 | 1 day | Tangenz |
| 71 | Perform HA test, record results, resolve issues | 70 | Mon 3/19/18 | Mon 3/19/18 | 1 day | Tangenz |
| 72 | Setup backup and recovery | 71 | Tue 3/20/18 | Wed 3/21/18 | 2 days | Tangenz |
| 73 | Test backup & recovery. Record results | 72 | Thu 3/22/18 | Thu 3/22/18 | 1 day | Tangenz |
| 74 | **Migrate Data** | | **Fri 3/23/18** | **Mon 3/26/18** | **2 days** | |
| 75 | Migrate user data from existing systems | 73 | Fri 3/23/18 | Fri 3/23/18 | 1 day | Tangenz,DETR |
| 76 | Migrate artifacts, policies and configuration, OIM customizatic | 75 | Mon 3/26/18 | Mon 3/26/18 | 1 day | Tangenz |
| 77 | Update IAM Architecture and System Design document | 74 | Tue 3/27/18 | Wed 3/28/18 | 2 days | Tangenz |
| 78 | Validate environment per approved design | 77 | Thu 3/29/18 | Tue 4/3/18 | 4 days | DETR |
| 79 | **Production Cutover, Go-Live** | | **Thu 3/29/18** | **Wed 4/11/18** | **10 days** | |
| 80 | Plan production cutover | 77 | Thu 3/29/18 | Wed 4/4/18 | 5 days | DETR,Tangenz |
| 81 | Data Conversion, Load final user data | 78,80 | Thu 4/5/18 | Tue 4/10/18 | 4 days | Tangenz |
| 82 | Enable app integrations, disable old modules | 81 | Wed 4/11/18 | Wed 4/11/18 | 1 day | DETR,Tangenz |
| 83 | **Go-Live** | 79 | **Thu 4/12/18** | **Thu 4/12/18** | **1 day** | **DETR,Tangenz** |
| 84 | **Knowkedge Transfer** | 83 | **Fri 4/13/18** | **Thu 4/26/18** | **10 days** | **DETR,Tangenz** |
| 85 | KT sessions with DETR staff on IAM Arch and System Design | 83 | Fri 4/13/18 | Thu 4/26/18 | 10 days | |
| 86 | **Post Go Live Support** | 83 | **Fri 4/13/18** | **Wed 5/9/18** | **19 days** | Tangenz |




Our Project Management approach is describe below

## 5.7 PROJECT MANAGEMENT

Vendors shall describe the project management methodology and processes utilized for:

### 1.1.1 Project integration to ensure that the various elements of the project are properly coordinated;

1.1.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

***The Tangenz project manager leads the team comprising the business members and the technical professionals in laying out the project objectives, the deliverables, and the work required to produce the deliverables, all together the project scope statement. This is used to direct the project team's work so that the team focuses on delivering all the work required and avoids being distracted by what is not part of the project. This streamlined focus ensures successful delivery of the product scope - the product or service with it features and characteristics that result from the project.***

***The project team and the customer mutually agree on the scope statement that states precisely what the work of the project will produce, what the customer is going to get when the work is finished. It is the basis for future project decisions and ensures successful achievement of the objects. The scope statement outlines criteria used to determine whether the project was completed successfully.***

***The Tangenz team uses the project scope statement to focus on the deliverables of the project, describing them along with the work needed to produce them. The description and the work is progressively elaborated as more detail becomes known. This facilitates creating the work breakdown structure (WBS) and determination on how the product of the project is verified and accepted.***

1.1.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

***The work to accomplish the project objectives and create the required deliverables is decomposed into work packages and successively to activities that are more manageable units of work. The expertise of Tangenz professionals along with their experience in implementing similar projects installing and upgrading the Oracle IAM platform with integrations with existing business applications, is used in the work breakdown defining the activities. This helps in determining mandatory or discretionary activity dependencies and external dependencies, leading to the activity sequence. It helps define precise activity attributes with realistic durations, leads and lags, leading to the overall project schedule and a realistic timeline for completion of the project.***

***The project manager helps the team track to the project schedule. In case of activities taking longer than expected, the project manager uses lags to compensate so as not to have to miss major milestones or the overall project timeline.***

1.1.4 Management of contractor and/or subcontractor issues and resolution process;

***Issues with the project can arise anytime during the project though from experience more likely to arise early on when stakeholders seek clarification on the topics of concern. The Tangenz Project manager promptly captures the facts of***

***the issues (not opinions, not personal) concentrating on the topic recording in the issue log, arranges prompt discussions with stakeholders, working towards resolution, with mutual compromize if necessary.***

***Each issue is assigned a priority level, assigned to the person best equipped to deal with it, and if necessary can be outside the project team.***

***The issues recorded in the log are regularly checked, progress updated with relevant notes. The issue log is seen by all key stakeholders.***

***Significant project issues are reported in weekly update meetings.***

***Issues impacting ongoing work are escalated high priority. Meetings are promptly scheduled to discuss and determine method for resolution. Members of the Tangenz team work closely with the business team to help identify root causes and suggest remedial action. The resolution activities are recorded with an owner assigned to each and tracked by the project manager. Some issues impact the project scope, time, cost or benefit viability. The change management process is used in this case. Once an issue is resolved, it is closed.***

1.1.5 Responding to and covering requested changes in the project time frames;

***The Tangenz change management process will be followed***

***Tangenz team members are open to accommodate any requests from the business team to replan project activities due to emerging business needs, wherever possible.***

***Potential impact of requested changes are analyzed in detail, to determine impact on quality and cost. The analysis is discussed with all project stakeholders team to determine acceptability, and if the project still meets its goals with the change.***

***If all project stakeholders are in agreement, the change is documented and the project re-planned.***

1.1.6 Responding to State generated issues;

1.1.7 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

***Resource planning, cost estimating:***

***Based on the project requirements and the Tangenz experience with similar implementations, the type of resources needed and their locations are planned at the outset. This leads to the cost estimation for the project, done prior to the project start.***

***Cost control:***

***Resource time expenditure on the project is tracked weekly by the project manager.***

***Any variation from what was planned is analyzed promptly for corrective action.***

***Tangenz experience with similar past projects leads the professionals to plan for work and dependencies well ahead in time to stay within planned cost expenses.***

1.1.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;

1.1.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

***Project team members communicate frequently within and with client team members to ensure proper flow of information on the deliverables.***

***Encourage informal communication - verbal dialog, IM, emails and sharing of documents - for quick mutual understanding.***

***Project documents are stored in a document repository accessible to all project team members.***

***Project manager provides weekly update to the business stakeholders on accomplishments, in-progress activities, needs from other teams and potential risks. A presentation / slide deck is prepared prior to the meeting to help with the discussion. Discussion in the session and decisions made are summarized in meeting notes shared with all participants and project team members after the meeting.***

Our approach to Quality assurance pivots around our philosophy that Quality is achieved by doing daily tasks in the best way possible. To measure, we recommend testing (see list below) at different phases and augment it with informal User feedback sessions to ensure that we are delivering the highest quality implementation. Additionally, we employ peer code reviews and periodic Quality assurance audits at defined checkpoints to uphold the highest standards of quality.

- **Unit Testing** - We will be conducting unit testing by the developers during the development of the application. This will be testing the individual components as it is being built. The emphasis of this test would be to make sure that the functionality of the individual components is as planned.
- **System Integration Testing** – This testing will be done on completion of the development activities. This testing is to make sure that the individual components developed work as a complete system. Issues on account of dependencies of one component with another will be identified and corrected. This will be done by the Tangenz team. State will be able to see the results and understand the process. Security based on test users will be tested. This will prepare the team for User Acceptance Testing (UAT). This will be done by the Tangenz team together with involvement of core State team.
- **User Acceptance Testing (UAT)** – Key State users will be involved in the Testing. This will be conducted by State team and Tangenz Team