

## 1.1 M&E TRANSITION MANAGER STAFF QUALIFICATIONS

M&E TRANSITION MANAGER				
PART 1 – RÉSUMÉ				
Contractor	Accenture LLP			
Candidate Name	Miguel O. De Ramas, Jr.			
Position in the Company	Mobilization Associate Director	Length of Time in Position	1 year	
Project Position & Responsibilities	M&E Transition Manager Miguel meets the requirements as defined in RFP section 13.1.3.6.4.			
Skills & Qualifications for Project Position	<p><b>Skills:</b> Miguel is an experienced transition manager who uses his skills in transition management, project management, change management, transformation, and collaboration to help clients complete IT-based transitions to new and modernized platforms and systems. Miguel is a planner who creates transition approaches (methodology, description of work streams, activities, and deliverables) that lead to stable transition execution. He is a leader of cross-functional delivery teams and a collaborator who works beside his clients during transitions.</p> <p><b>Qualifications:</b> For 18 years, Miguel has managed and delivered operational transition activities on projects involving large and complex IT systems (<b>MQ ME-S15: Exceeds</b>) for clients in government, resources, and products industries. He has delivered transition programs with complex transformational and technology shifts using waterfall and agile delivery methods. He has delivered transition-related services across major offering segments—platform, cloud, end user, service management, human resources, network, security, and next-generation services. Miguel manages the successful transition of large and complex IT systems from one company or contract to another, and he has done so on more than two projects. We highlight five projects here, each lasting longer than three months (<b>MQ ME-S16: Exceeds</b>). He has led projects and programs in major industries with highly complex operating environments, applications, infrastructure build, migration to cloud, operations establishment, and service desk integration.</p>			
Relevant Experience (Add additional tables as needed)				
Project Title	Huntsman IT Managed Services			
Position Title	Transition Manager			
Begin Date	09/2022	End Date	02/2023	# of Months 4 months (through Dec 2022)
Scope and Description of Responsibility	<p><b>Scope:</b> Miguel managed the successful transition for the Huntsman IT Managed Services project, a multi-tower engagement (application outsourcing and infrastructure outsourcing (AO/IO), security, and service desk) across multiple geographic locations.</p> <p><b>Responsibility:</b> Miguel led a global transition team of more than 500 personnel utilizing Information Technology Infrastructure Library (ITIL) and Scaled Agile Framework (SAFe) program management principles. Miguel trained personnel on tools and processes and conducted analysis of risks and issues associated with the transition.</p>			

M&E TRANSITION MANAGER				
Skills Utilized and Experience Attained	<p><b>Skills Utilized:</b> Miguel used his skills in program management, Agile delivery methods, and communication to lead the transition in a highly complex operating environment.</p> <p><b>Experience Attained:</b> Miguel managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of transition execution activities.</p>			
Project Title	<b>McCormick Transition</b>			
Position Title	Transition Manager			
Begin Date	10/2021	End Date	10/2021	# of Months
Scope and Description of Responsibility	<p><b>Scope:</b> Miguel managed the overall transition for the McCormick Transition and managed communications with the McCormick team, provided transition solution support, and created a new transition governance structure.</p> <p><b>Responsibility:</b> Miguel led a global transition team of over 200 personnel, utilizing ITIL, and SAFe program management principles. He coached and upskilled his mobilization team members and new joiners and worked closely with McCormick leadership to maintain and update project timelines and deliverables.</p>			
Skills Utilized and Experience Attained	<p><b>Skills Utilized:</b> Miguel used his expertise in transition management, project management, and change management to manage and lead the transition.</p> <p><b>Experience Attained:</b> Miguel established a strong governance structure between Accenture and McCormick leadership teams and met with McCormick leadership daily and maintained an accurate transition timeline.</p>			
Project Title	<b>State of Arizona, Health-e-Arizona Plus (HEAPlus) Maintenance and Operations (M&amp;O)</b>			
Position Title	Transition Manager			
Begin Date	10/2020	End Date	10/2020	# of Months
Scope and Description of Responsibility	<p><b>Scope:</b> Miguel managed all infrastructure transition-in activities to deliver a successful transition of infrastructure, applications, security, and IT services for the State of Arizona Health-e-Arizona Plus (HEAPlus) Maintenance and Operations (M&amp;O) Project.</p> <p><b>Responsibility:</b> Miguel led a global transition team of more than 150 personnel across North America and India, utilizing ITIL and SAFe program management principles and regularly facilitated leadership stakeholder meetings to ensure a smooth transition.</p>			
Skills Utilized and Experience Attained	<p><b>Skills Utilized:</b> Miguel managed the end-to-end execution of HEAPlus transition activities including the development of the detailed transition plan, knowledge transfer sessions, job shadowing, operational readiness assessment.</p> <p><b>Experience Attained:</b> Miguel managed the transition of the maintenance and operations for the State of Arizona's integrated eligibility system (HEAPlus), a large and complex IT system, which serves over 3,900 state workers and over 1.9 million Arizonans.</p>			
Project Title	<b>Chesapeake Energy Corporation AO/IO Transition</b>			
Position Title	Transition Manager			
Begin Date	06/2020	End Date	06/2020	# of Months

M&E TRANSITION MANAGER				
Scope and Description of Responsibility	<b>Scope:</b> Miguel successfully led the AO/IO transition with a global team of 100 personnel across North America and India for the Chesapeake Energy Corporation, a multitower transition over four months. <b>Responsibility:</b> Miguel led a transition team utilizing ITIL and SAFe program management principles in support of the transition of 300 non-SAP applications. He was also responsible for due diligence and joint transition planning.			
Skills Utilized and Experience Attained	<b>Skills Utilized:</b> Miguel used his skills in transition management, program management, and transformation to manage the transition of the multitower Chesapeake Energy Corporation transition (AO/IO). <b>Experience Attained:</b> Miguel led the transition within four months with no production disruption with teams working remotely in Canada, the U.S., and India.			
Project Title	Exelon ePeople Transition			
Position Title	Transition Manager			
Begin Date	02/2018	End Date	02/2018	# of Months
Scope and Description of Responsibility	<b>Scope:</b> Miguel managed the successful transition for the ePeople Transition project for an Oracle HCM (Human Capital Management) cloud solution involving multiple modules such as payroll, finance, and reporting and the set-up of infrastructure and tools across multiple geographic locations. <b>Responsibility:</b> Miguel led a global transition team of more than 200 personnel utilizing Information Technology Infrastructure Library (ITIL) program management principles. Miguel trained personnel on tools and processes and conducted analysis of risks and issues associated with the transition and managed regular checkpoints with Exelon team members and leadership.			
Skills Utilized and Experience Attained	<b>Skills Utilized:</b> Miguel used his skills in program management, Agile delivery methods, and communication to lead the transition in a highly complex operating environment. <b>Experience Attained:</b> Miguel managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of cutover activities.			
Education (add rows as needed)				
Years	Course of Study	School		
06/1998 – 03/2004	B.S., Electronics and Communications Engineering	University of Science and Technology of Southern Philippines		
Professional Certifications or Designations (add rows as needed)				
Certification or Designation	Organization	Dates		
ITIL v3 Foundation	EXIN	February 2011		
SAFe 5.1 Agilist	Scaled Agile, Inc.	August 2021		

PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE	
Minimum Qualification ME-S15	A minimum of 18 months of experience within the past ten (10) years, performing operational transition activities on Projects involving large and complex IT systems.
<b>Project #1</b>	<b>Contact #1</b>
Company Name: Huntsman	Contact Name: [REDACTED]
Project Name: IT Managed Services (Project Imagine)	Company Name: [REDACTED]
Time Period: September 1, 2022 – February 28, 2023	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	
Description of relevant experience:	
<p>The IT Managed Services (Project Imagine) project meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:</p> <ol style="list-style-type: none"> <li><b>Integrates with at least two applications, one of which is a COTS:</b> The transition of Huntsman’s IT Managed Services involved the support of all applications and underlying technology, including integration with SAP HANA, a COTS enterprise resource planning (ERP) platform, and an IBM Planning Analytics Tool for business performance management, and Accenture proprietary applications, including myWizard.</li> <li><b>Interfaces with at least five external systems, at least one of which is real-time:</b> Huntsman’s IT services interface with several external systems, including warehouse interfaces, banking interfaces, vendor interfaces, customer interfaces, government interfaces, and carrier interfaces, which operate in real-time.</li> <li><b>Is accessed by at least 1,000 users at multiple locations:</b> The solution is accessed by over 9,000 users across more than 70 production facilities in 30 countries.</li> <li><b>Has a contract value of at least \$10 million:</b> The solution contract value is \$110 million.</li> <li><b>Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:</b> The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, variance and result analysis, master data maintenance, adjustment, and revaluation.</li> </ol> <p><b>As the Transition Manager, Miguel’s responsibilities included:</b></p> <ul style="list-style-type: none"> <li>Managed operational transition activities for the IT Managed Services Project, a large and complex IT system in the resources industry, which transitioned from in-house and incumbent to Accenture</li> <li>Managed the end-to-end execution of transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of transition execution activities</li> <li>Successfully completed the transition on time and on budget</li> </ul>	

## PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

<ul style="list-style-type: none"> <li>• <b>Led a global transition team of over 500 personnel in North America, APAC, EMEA (Accenture, Huntsman, Incumbent combined), utilizing ITIL, and SAFe program management principles</b></li> <li>• Developed, delivered, maintained and executed a Transition-In plan in coordination with Huntsman that served as a master document for seamless transition</li> <li>• Worked alongside Huntsman team and incumbent to identify gaps in standard operating procedures and to provide best practices to fill those gaps</li> <li>• Performed gap analysis between existing documents and industry best practices to identify areas for change in Huntsman plans including process gap assessments on existing service management processes and incorporated Accenture best practices</li> <li>• Developed working plans for Huntsman based on the Transition-In Work Plan and prepared reports for Huntsman containing direct outputs from the Transition-In Work Plan</li> <li>• Scheduled meetings to do walk-through of deliverables and answered any questions to expedite deliverable approvals, led to quicker review turnaround and deliverable approvals and on-time submission</li> <li>• Developed, delivered, maintained, and executed a Transition-In Work Schedule with Huntsman and updated as needed until transition completion</li> <li>• Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for daily, weekly, and monthly transition meetings</li> <li>• Developed, delivered, and maintained an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure, applications, security, and automation</li> <li>• Created a comprehensive risk management and service continuity plan to comply with attrition impacts, business criticality and Huntsman's zero outage transition requirements</li> <li>• Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition</li> <li>• Facilitated leadership stakeholder meetings with Huntsman, Accenture, and third party vendor executives</li> <li>• Managed due diligence, joint transition planning, and transition execution activities</li> <li>• Managed set-up and testing of the service desk L1 support across multiple regions including the U.S., Europe, Middle East, and Africa (EMEA), and Asia-Pacific (APAC)</li> <li>• Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition</li> </ul>	<p><b>Collaboration:</b></p> <ul style="list-style-type: none"> <li>• Worked collaboratively with Huntsman's existing IT services to understand client-specific operating processes and requirements to accomplish a smooth transition of all IT Managed Services' infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services</li> <li>• Collaborated with the Huntsman's transition manager to implement and manage a comprehensive project transition office and related communications</li> <li>• Worked closely with the Huntsman's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams</li> </ul>
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## PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

- Led daily, weekly, and monthly meetings with Huntsman executives and internal and external stakeholders to discuss the progress of transition activities

Project #2	Contact #2
Company Name: McCormick	Contact Name: [REDACTED]
Project Name: McCormick Transition	Company Name: [REDACTED]
Time Period: October 1, 2021 – March 31, 2022	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	

### Description of relevant experience:

The McCormick Transition meets the definition of "large and complex IT system," based on the following criteria defined in the RFP:

- Integrates with at least two applications, one of which is a COTS:** The McCormick Transition involved the support of all applications and underlying technology, including the integration with SAP HANA, a COTS enterprise resource planning (ERP) platform, Denodo, which is a data virtualization platform for data service creation and delivery, and Accenture proprietary applications, including myWizard.
- Interfaces with at least five external systems, at least one of which is real-time:** McCormick's IT services interface with several external systems, including EUSHEETS supplied by Selerant, which is used to manage complex declarations on external documentations, which operates in real-time. Other external systems include CAS TPM, CCure, Hamilton Grant, Longstars, and Invar.
- Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 20,000 users across multiple geographic locations including U.S., APAC, and EMEA.
- Has a contract value of at least \$10 million:** The solution contract value is \$30 million.
- Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end optimized for multiple user interface platforms. The applications support and enable functions within each specific market, including planning, manufacturing and direct procurement, distribution, and logistics, selling and go-to-market, business intelligence and reporting, corporate functions, and research and development (R&D).

### As the Transition Manager, Miguel's responsibilities included:

- Managed operational transition activities on the McCormick Transition, a large and complex IT system in the products industry from client in-house and the Accenture System Integration (SI) team to Accenture
- Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the transition execution activities

## PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

- **Successfully completed the transition on time and on budget**

- **Led a global transition team of over 200 personnel across the U.S., APAC, and EMEA (Accenture, McCormick, incumbent combined), utilizing ITIL and SAFe program management principles**
- Managed the rapid service transition to mitigate client resource attrition with capacity staffing enabled and onboarded into operations within one month of Transition start
- Developed, delivered, maintained and executed Transition-In Work Plan in coordination with McCormick that served as a master document
- Performed gap analysis between existing documents and industry best practices to identify areas for change in McCormick plans
- Developed working plans for McCormick based on the Transition-In Work Plan and prepared reports for McCormick containing direct outputs from the Transition-In Work Plan
- Developed, delivered, maintained, and executed a Transition-In Work Schedule with McCormick and updated as needed until transition completion
- Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
- Developed, delivered, and maintains an integrated master schedule/work plan for the full project scope, which included transition plans for applications and automation
- Created a comprehensive risk management and service continuity plan and managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Facilitated leadership stakeholder meetings, managed issues, and risks
- Managed due diligence, joint transition planning, and transition execution activities
- Developed, delivered, and maintains an integrated master schedule/work plan for the full project scope, which included transition plans for applications, and automation
- Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities

### **Collaboration:**

- Worked collaboratively with McCormick's existing IT services team to accomplish a smooth transition of all McCormick's components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services.
- Collaborated with McCormick's transition manager to implement and manage a comprehensive project transition office and organizational change management team to manage transition activities and related communications and change management activities
- Worked closely with McCormick's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
- Led daily, weekly, and monthly meetings with McCormick's executives and internal and external stakeholders to discuss transition activity progress

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

Project #3	Contact #3
Company Name: State of Arizona	Contact Name: [REDACTED]
Project Name: Health-e-Arizona Plus (HEAPlus) Maintenance & Operations (M&O)	Company Name: [REDACTED]
Time Period: October 1, 2020 – June 30, 2021	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	
Description of relevant experience:	

The State of Arizona project meets the definition of "large and complex IT system," based on the following criteria defined in the RFP:

- Integrates with at least two applications, one of which is a COTS:** The Health-e-Arizona Plus (HEAPlus) solution integrates with multiple applications including COTS applications, such as Kofax for document/PDF transfer management, and Accenture proprietary applications including myWizard.
- Interfaces with at least five external systems, at least one of which is real-time:** The Health-e-Arizona Plus solution interfaces to a variety of external systems to provide web service and batch integration. These external systems with real-time interface include federal hub, state data integrations, and external private services like the Asset Verification System, Social Security, Medicaid program lookups, United States Postal Service (USPS) for address verification, and the Department of Motor Vehicles (DMV) for residency verification.
- Is accessed by at least 1,000 users at multiple locations:** The end-to-end solution that Accenture supported for the state of Arizona, serves over 3,900 internal state workers.
- Has a contract value of at least \$10 million:** The solution contract value is \$121 million.
- Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The Health-e-Arizona Plus solution includes a user-facing, multi-tiered, web-based portal application and accompanying mobile application that supports Android and Apple iOS platforms. HEAplus provides portals for consumers, eligibility workers, and community assistants and supports eligibility determinations and ongoing case management for State programs such as Medicaid, Children's Health Insurance Program (CHIP), Medicare Savings Program (MSP), Arizona Long-Term Care System (ALTCs), Supplemental Nutrition Assistance Programs (SNAP), and Temporary Assistance for Needy Families (TANF).

**As the Transition Manager, Miguel's responsibilities included:**

- Managed operational transition-in activities on the Health-e-Arizona Plus (HEAPlus) Maintenance & Operations (M&O) project, a large and complex IT system, to deliver a successful transition of infrastructure, applications, security, and IT services from incumbent to Accenture**
- Successfully managed transition with no technical or functional documentation and with no access to code base, database, or environment on time and on budget**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- **Led a global transition team of more than 150 personnel across the North America and India, utilizing ITIL program management principles**
- Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities
- Managed the operational readiness testing (ORT) of HEAPlus in the Microsoft Azure cloud environment in preparation for service commencement
- Developed, delivered, maintained and executed Transition-In Master Plan in coordination with the State of Arizona that served as a master document by which other transition documents were referred which included transition plans for infrastructure, applications, security, and automation
- Performed gap analysis between existing documents and industry best practices to identify areas for change in State plans without access to existing code base, database, or Azure environments
- Led the creation of documentation of system design and technical components for the State
- Developed working plans for the State based on the Transition-In Work Plan and prepared reports for the State containing direct outputs from the Transition-In Work Plan
- Developed, delivered, maintained, and executed a Transition-In Work Schedule with the State of Arizona and updated as needed until transition completion
- Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
- Facilitated leadership stakeholder meetings, managed issues, and risks
- Managed due diligence, joint transition planning, and transition execution activities
- Managed set-up and testing of the service desk for community assistants
- Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition

**Collaboration:**

- Worked collaboratively with the State of Arizona's existing IT services team to accomplish a smooth transition of all HEAPlus infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services
- Collaborated with the State of Arizona's transition manager to implement and manage a comprehensive project transition office to manage transition activities and related communications
- Worked closely with the State of Arizona's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
- Led daily, weekly, and monthly meetings with the State of Arizona's executives including internal and external stakeholders to discuss the progress of transition activities

**Project #4**

**Contact #4**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

Company Name: Chesapeake Energy Corporation	Contact Name: [REDACTED]
Project Name: AO/IO Chesapeake Transition	[REDACTED]
Time Period: June 1, 2020 – September 30, 2020	Company Name: [REDACTED]
Percentage of Time: 100%	Phone Number: [REDACTED]
Staff Role: Transition Manager	Email: [REDACTED]

*Description of relevant experience:*

The AO/IO Chesapeake Transition project meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:

- 1. Integrates with at least two applications, one of which is a COTS:** The transition of AO/IO services for Chesapeake involved the support of all applications and underlying technology, including integration with SAP ECC, a COTS enterprise resource planning (ERP) platform, and other applications such as Concur, Concur Expense, including homegrown applications such as CHKShot and Treasury AMC (access management control).
- 2. Interfaces with at least five external systems, at least one of which is real-time:** Chesapeake’s IT services interface with several external systems in real-time, including Bar Tender that is used to print thermal labels for core materials in the RTC warehouse. Other external systems include data visualizer, GeoDepth, global energy mapper, NeuraSection, Techlog.
- 3. Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 1,300 users across multiple facilities in the U.S.
- 4. Has a contract value of at least \$10 million:** The solution contract value is \$40 million.
- 5. Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, variance and result analysis, and master data maintenance.

**As the Transition Manager, Miguel’s responsibilities included:**

- **Managed operational transition activities on the AO/IO Chesapeake Transition project, a large and complex IT system in the resources industry from incumbent to Accenture**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Successfully completed the transition on time**
- **Led a global transition team of over 100 personnel, utilizing ITIL program management principles**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Managed the rapid service transition to mitigate client resource attrition with capacity staffing enabled and onboarded into operations within one month of Transition start
  - Developed, delivered, maintained and executed Transition-In Master Plan in coordination with Chesapeake that served as a master document by which other transition documents were referred
  - Performed gap analysis between existing documents and industry best practices to identify areas for change in Chesapeake plans
  - Developed working plans for Chesapeake based on the Transition-In Work Plan and prepared reports for Chesapeake containing direct outputs from the Transition-In Work Plan
  - Developed, delivered, maintained, and executed a Transition-In Work Schedule with Chesapeake and updated as needed until transition completion
  - Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
  - Developed, delivered, and maintains an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure, applications, and automation
  - Created a comprehensive risk management and service continuity plan
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
  - Facilitated leadership stakeholder meetings, managed issues, and risks
  - Managed due diligence, joint transition planning, and transition execution activities
  - Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Collaboration:**
- Worked collaboratively with the Chesapeake Energy Corporation's existing IT services team to accomplish a smooth transition of infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services
  - Collaborated with Chesapeake Energy Corporation's transition manager to implement and manage a comprehensive project transition office to manage transition activities and related communications
  - Worked closely with Chesapeake Energy Corporation's' transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
  - Led daily, weekly, and monthly meetings with Chesapeake Energy Corporation's executives including internal and external stakeholders to discuss the progress of transition activities

**Project #5**

Company Name: Exelon

Project Name: ePeople Transition

**Contact #5**

Contact Name: [REDACTED]

Company Name: [REDACTED]

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

Time Period: February 1, 2018 – July 31, 2018	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	

*Description of relevant experience:*

The ePeople Transition project meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:

- 1. Integrates with at least two applications, one of which is a COTS:** The transition of Oracle HCM Cloud solution (ePeople Transition) involved the support of payroll, benefits and compensation, payroll, and HR modules. The solution is also integrated with COTS application such as HP Service Management (HPSM), a ticketing tool.
- 2. Interfaces with at least five external systems, at least one of which is real-time:** The Oracle HCM Cloud solution interfaces with several external systems in real-time, including BI publisher and OBIEE for reporting, eTime and Taleo for time and expense management, and Oracle Event Processing, an SOA interface.
- 3. Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 35,000 users across multiple facilities.
- 4. Has a contract value of at least \$10 million:** The solution contract value is \$15 million.
- 5. Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, and master data maintenance.

**As the Transition Manager, Miguel's responsibilities included:**

- **Managed operational transition activities for the ePeople Transition Project, Oracle HCM Cloud, a large and complex IT system in the resources industry, which transitioned from in-house and Accenture Systems Integrations team to Accenture support team**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Successfully completed the transition on time and on budget**
- **Led a global transition team of over 200 personnel in the U.S. and the Philippines (Accenture and Exelon combined), using ITIL program management principles**
- **Developed, delivered, maintained and executed Transition-In Master Plan in coordination with Exelon that served as a master document by which other transition documents were referred**
- **Performed gap analysis between existing documents and industry best practices to identify areas for change in Exelon processes**
- **Developed working plans for Exelon based on the Transition-In Work Plan and prepared reports for Exelon containing direct outputs from the Transition-In Work Plan**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Developed, delivered, maintained, and executed a Transition-In Work Schedule with Exelon and updated as needed until transition completion
  - Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
  - Developed, delivered, and maintained an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure tools, applications, and processes
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
  - Facilitated leadership stakeholder meetings
  - Managed joint transition planning, and transition execution activities
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Collaboration:**
- Worked collaboratively with Exelon's existing IT services to accomplish a smooth transition of all ePeople Transition components to align on the roles and responsibilities, activities, and schedule for transitioning services
  - Collaborated with the Exelon's transition manager to implement and manage a comprehensive project transition office and related communications
  - Worked closely with the Exelon's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
  - Led daily, weekly, and monthly meetings with Exelon executives and internal and external stakeholders to discuss the progress of transition activities

<b>Total Duration of all Projects cited to meet the MQ:</b>		<b>2 years, 5 months</b>
<b>Minimum Qualification ME-S16</b>	Experience within the past ten (10) years, managing the successful transition of large and complex IT systems from one (1) company or contract to another on at least two (2) separate Projects. The Transition Manager's experience will have been for a minimum duration of three (3) months for each Project.	
<b>Project #1</b>	<b>Contact #1</b>	
Company Name: Huntsman	Contact Name: [REDACTED]	
Project Name: IT Managed Services	Company Name: [REDACTED]	
Time Period: September 1, 2022 – February 28, 2023	Phone Number: [REDACTED]	
Percentage of Time: 100%	Email: [REDACTED]	
Staff Role: Transition Manager		
Description of relevant experience:		

## PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

The IT Managed Services (Project Imagine) project meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:

1. **Integrates with at least two applications, one of which is a COTS:** The transition of IT Managed Services for Huntsman involved the support of all applications and underlying technology, including integration with SAP HANA, a COTS enterprise resource planning (ERP) platform, and IBM planning analytics tool for business performance management, and Accenture proprietary applications, including myWizard.
2. **Interfaces with at least five external systems, at least one of which is real-time:** Huntsman’s IT services interface with several external systems, including warehouse interfaces, banking interfaces, vendor interfaces, customer interfaces, government interfaces, and carrier interfaces, which operates in real-time.
3. **Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 9,000 associates across 70 plus production facilities in 30 countries.
4. **Has a contract value of at least \$10 million:** The solution contract value is \$110 million.
5. **Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, variance and result analysis, master data maintenance, adjustment, and revaluation.

### As the Transition Manager, Miguel’s responsibilities included:

- **Managed operational transition activities for the IT Managed Services Project, a large and complex IT system in the resources industry which transitioned from in-house and incumbent to Accenture**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of transition execution activities**
- **Successfully completed the transition on time and on budget**
- **Led a global transition team of over 500 personnel (Accenture, Huntsman, Incumbent combined), utilizing ITIL, and SAFe program management principles**
- **Developed, delivered, maintained and executed a Transition-In plan in coordination with Huntsman that served as a master document for seamless transition**
- **Worked alongside Huntsman team and incumbent to identify gaps in standard operating procedures and to provide best practices to fill those gaps**
- **Performed gap analysis between existing documents and industry best practices to identify areas for change in Huntsman plans including process gap assessments on existing service management processes and incorporated Accenture best practices**
- **Developed working plans for Huntsman based on the Transition-In Work Plan and prepared reports for Huntsman containing direct outputs from the Transition-In Work Plan**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Scheduled meetings to do walk-through of deliverables and answered any questions to expedite deliverable approvals, led to quicker review turnaround and deliverable approvals and on-time submission
  - Developed, delivered, maintained, and executed a Transition-In Work Schedule with Huntsman and updated as needed until transition completion
  - Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for daily, weekly, and monthly transition meetings
  - Developed, delivered, and maintained an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure, applications, security, and automation
  - Created a comprehensive risk management and service continuity plan to comply with attrition impacts, business criticality and Huntsman's zero outage transition requirements
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
  - Facilitated leadership stakeholder meetings with Huntsman, Accenture, and third party vendor executives
  - Managed due diligence, joint transition planning, and transition execution activities
  - Managed set-up and testing of the service desk L1 support across multiple regions including the U.S., Europe, Middle East, and Africa (EMEA), and Asia-Pacific (APAC)
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Collaboration:**
- Worked collaboratively with Huntsman's existing IT services to understand client-specific operating processes and requirements to accomplish a smooth transition of all IT Managed Services' infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services
  - Collaborated with the Huntsman's transition manager to implement and manage a comprehensive project transition office and related communications
  - Worked closely with the Huntsman's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
  - Led daily, weekly, and monthly meetings with Huntsman executives and internal and external stakeholders to discuss the progress of transition activities

Project #2	Contact #2
Company Name: McCormick	Contact Name: [REDACTED]
Project Name: McCormick Transition	Company Name: [REDACTED]
Time Period: October 1, 2021 – March 31, 2022	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	

PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

Description of relevant experience:

The McCormick Transition meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:

- 1. Integrates with at least two applications, one of which is a COTS:** The McCormick Transition involved the support of all applications and underlying technology, including the integration with SAP HANA, a COTS enterprise resource planning (ERP) platform, and Denodo, which is a data virtualization platform for data service creation and delivery, and Accenture proprietary applications, including myWizard.
- 2. Interfaces with at least five external systems, at least one of which is real-time:** McCormick's IT services interface with several external systems, including EUSHEETS supplied by Selerant, which is used to manage dangerous declarations on external documentations, which operates real-time. Other external systems include CAS TPM, CCure, Hamilton Grant, Longstars, and Invar.
- 3. Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 20,000 users across multiple geographic locations including US, APAC, and EMEA.
- 4. Has a contract value of at least \$10 million:** The solution contract value is \$30 million.
- 5. Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. The applications support and enable functions within each specific market, including planning, manufacturing and direct procurement, distribution and logistics, selling and go-to-market, business intelligence and reporting, corporate functions, and R&D.

As the Transition Manager, Miguel's responsibilities included:

- **Managed operational transition activities on the McCormick Transition, a large and complex IT system in the products industry from client in-house and the Accenture System Integration team to Accenture**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Successfully completed the transition on time and on budget**
- **Led a global transition team of over 200 personnel (Accenture, McCormick, Incumbent combined), utilizing ITIL, and SAFe program management principles**
- **Managed the rapid service transition to mitigate client resource attrition with capacity staffing enabled and onboarded into operations within one month of Transition start**
- **Developed, delivered, maintained and executed Transition-In Master Plan in coordination with McCormick that served as a master document by which other transition documents were referred**
- **Performed gap analysis between existing documents and industry best practices to identify areas for change in McCormick plans**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Developed working plans for McCormick based on the Transition-In Work Plan and prepared reports for McCormick containing direct outputs from the Transition-In Work Plan
  - Developed, delivered, maintained, and executed a Transition-In Work Schedule with McCormick and updated as needed until transition completion
  - Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
  - Developed, delivered, and maintains an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure, applications, security, and automation
  - Created a comprehensive risk management and service continuity plan
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
  - Facilitated leadership stakeholder meetings, managed issues, and risks
  - Managed due diligence, joint transition planning, and transition execution activities
  - Developed, delivered, and maintains an integrated master schedule/work plan for the full project scope, which included transition plans for applications, and automation
  - Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities
  - Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Collaboration:**
- Worked collaboratively with McCormick's existing IT services to accomplish a smooth transition of all McCormick's components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services.
  - Collaborated with McCormick's transition manager to implement and manage a comprehensive project transition office and organizational change management team to manage transition activities and related communications and change management activities
  - Worked closely with McCormick's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
  - Led daily, weekly, and monthly meetings with McCormick's executives and internal and external stakeholders to discuss transition activity progress

<b>Project #3</b>	<b>Contact #3</b>
Company Name: State of Arizona	Contact Name: [REDACTED]
Project Name: Health-e-Arizona Plus (HEAPlus) Maintenance & Operations (M&O)	Company Name: [REDACTED]
Time Period: October 1, 2020 – June 30, 2021	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	

PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

Description of relevant experience:

The State of Arizona project meets the definition of "large and complex IT system," based on the following criteria defined in the RFP:

- 1. Integrates with at least two applications, one of which is a COTS:** The Health-e-Arizona Plus (HEAPlus) solution integrates with multiple applications including COTS applications, such as Kofax for document/PDF transfer management, and Accenture proprietary applications, including myWizard.
- 2. Interfaces with at least five external systems, at least one of which is real-time:** The Health-e-Arizona Plus solution interfaces to a variety of external systems to provide web service and batch integration. These external systems with real-time interface include federal hub, state data integrations, and external private services like the Asset Verification System, Social Security, Medicaid program lookups, United States Postal Service (USPS) for address verification, and the Department of Motor Vehicles (DMV) for residency verification.
- 3. Is accessed by at least 1,000 users at multiple locations:** The end-to-end solution that Accenture supported for the state of Arizona, serves over 3,900 internal state workers.
- 4. Has a contract value of at least \$10 million:** The solution contract value is \$121 million.
- 5. Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The Health-e-Arizona Plus solution includes a user-facing, multi-tiered, web-based portal application and accompanying mobile application that supports Android and Apple iOS platforms. HEAplus provides portals for consumers, eligibility workers, and community assistants and supports eligibility determinations and ongoing case management for State programs such as Medicaid, Children's Health Insurance Program (CHIP), Medicare Savings Program (MSP), Arizona Long-Term Care System (ALTCs), Supplemental Nutrition Assistance Programs (SNAP), and Temporary Assistance for Needy Families (TANF).

As the Transition Manager, Miguel's responsibilities included:

- **Managed all infrastructure transition-in activities on the Health-e-Arizona Plus (HEAPlus) Maintenance & Operations (M&O) project, a large and complex IT system, to deliver a successful transition of infrastructure, applications, security, and IT services from incumbent to Accenture**
- **Successfully managed transition with no technical or functional documentation and with no access to code base, database, or environment on time and on budget**
- **Led a global transition team of more than 150 personnel across the North America and India, using ITIL program management principles**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Managed the operational readiness testing (ORT) of HEAPlus in the Microsoft Azure cloud environment in preparation for service commencement**

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Developed, delivered, maintained and executed Transition-In Master Plan in coordination with the State of Arizona that served as a master document by which other transition documents were referred which included transition plans for infrastructure, applications, security, and automation
- Performed gap analysis between existing documents and industry best practices to identify areas for change in State plans without access to existing code base, database, or Azure environments
- Led the creation of documentation of system design and technical components for the State
- Developed working plans for the State based on the Transition-In Work Plan and prepared reports for the State containing direct outputs from the Transition-In Work Plan
- Developed, delivered, maintained, and executed a Transition-In Work Schedule with the State of Arizona and updated as needed until transition completion
- Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
- Facilitated leadership stakeholder meetings, managed issues, and risks
- Managed due diligence, joint transition planning, and transition execution activities
- Managed set-up and testing of the service desk for community assistants
- Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition

**Collaboration:**

- Worked collaboratively with the State of Arizona's existing IT services to accomplish a smooth transition of all HEAPlus infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services
  - Collaborated with the State of Arizona's transition manager to implement and manage a comprehensive project transition office to manage transition activities and related communications
  - Worked closely with the State of Arizona's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
- Led daily, weekly, and monthly meetings with the State of Arizona's executives including internal and external stakeholders to discuss the progress of transition activities

<b>Project #4</b>	<b>Contact #4</b>
Company Name: Chesapeake Energy Corporation	Contact Name: [REDACTED]
Project Name: AO/IO Chesapeake Transition	Company Name: [REDACTED]
Time Period: June 1, 2020 – September 30, 2020	Phone Number: [REDACTED]

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

Percentage of Time: 100%

Email: [REDACTED]

Staff Role: Transition Manager

Description of relevant experience:

The AO/IO Chesapeake Transition project meets the definition of “large and complex IT system,” based on the following criteria defined in the RFP:

- 1. Integrates with at least two applications, one of which is a COTS:** The transition of AO/IO services for Chesapeake involved the support of all applications and underlying technology, including integration with SAP ECC, a COTS enterprise resource planning (ERP) platform, and other applications such as Concur, Concur Expense, including homegrown applications such as CHKShot and Treasury AMC (access management control).
- 2. Interfaces with at least five external systems, at least one of which is real-time:** Chesapeake's IT services interface with several external systems in real-time, including Bar Tender that is used to print thermal labels for core materials in the RTC warehouse. Other external systems include data visualizer, GeoDepth, global energy mapper, NeuraSection, Techlog.
- 3. Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 1,300 users across multiple facilities in the US.
- 4. Has a contract value of at least \$10 million:** The solution contract value is \$40 million.
- 5. Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, variance and result analysis, and master data maintenance.

**As the Transition Manager, Miguel's responsibilities included:**

- **Managed operational transition activities on the AO/IO Chesapeake Transition project, a large and complex IT system in the resources industry from incumbent to Accenture**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Successfully completed the transition on time and on budget**
- Led a global transition team of over 100 personnel (Accenture and incumbent combined), using ITIL program management principles
- Developed, delivered, maintained and executed Transition-In Master Plan in coordination with Chesapeake that served as a master document by which other transition documents were referred
- Performed gap analysis between existing documents and industry best practices to identify areas for change in Chesapeake plans
- Developed working plans for Chesapeake based on the Transition-In Work Plan and prepared reports for Chesapeake containing direct outputs from the Transition-In Work Plan

**PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE**

- Developed, delivered, maintained, and executed a Transition-In Work Schedule with Chesapeake and updated as needed until transition completion
- Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
- Developed, delivered, and maintained an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure, applications, and automation
- Created a comprehensive risk management and service continuity plan
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition
- Facilitated leadership stakeholder meetings, managed issues, and risks
- Managed due diligence, joint transition planning, and transition execution activities
- Created a comprehensive risk management and service continuity plan to ensure smooth execution of transition activities
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition

**Collaboration:**

- Worked collaboratively with the Chesapeake Energy Corporation's existing IT services to accomplish a smooth transition of infrastructure components, including with the incumbent contractor to align on the roles and responsibilities, activities, and schedule for transitioning services
- Assisted Chesapeake Energy Corporation's team in understanding transition-in activities, timelines, and impacts
- Collaborated with Chesapeake Energy Corporation's transition manager to implement and manage a comprehensive project transition office to manage transition activities and related communications
- Worked closely with Chesapeake Energy Corporation's transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams
- Led daily, weekly, and monthly meetings with Chesapeake Energy Corporation's executives including internal and external stakeholders to discuss the progress of transition activities

Project #5	Contact #5
Company Name: Exelon	Contact Name: [REDACTED]
Project Name: ePeople Transition	Company Name: [REDACTED]
Time Period: February 1, 2018 – July 31, 2018	Phone Number: [REDACTED]
Percentage of Time: 100%	Email: [REDACTED]
Staff Role: Transition Manager	
Description of relevant experience:	

## PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE

The ePeople Transition project meets the definition of "large and complex IT system," based on the following criteria defined in the RFP:

1. **Integrates with at least two applications, one of which is a COTS:** The transition of Oracle HCM Cloud solution (ePeople Transition) involved the support of payroll, benefits and compensation, payroll, and HR modules. The solution is also integrated with COTS application such as HP Service Management (HPSM), a ticketing tool.
2. **Interfaces with at least five external systems, at least one of which is real-time:** The Oracle HCM Cloud solution interfaces with several external systems in real-time, including BI publisher and OBIEE for reporting, eTime and Taleo for time and expense management, and Oracle Event Processing, an SOA interface.
3. **Is accessed by at least 1,000 users at multiple locations:** The solution is accessed by over 35,000 users across multiple facilities.
4. **Has a contract value of at least \$10 million:** The solution contract value is \$15 million.
5. **Includes multi-tiered processing, including a customer or user-facing front-end optimized for multiple user interface platforms:** The solution features multi-tiered processing, including a user-facing front end. It provides portal access to business users to facilitate key business processes such as reporting, costing run analysis, and master data maintenance.

### As the Transition Manager, Miguel's responsibilities included:

- **Managed operational transition activities for the ePeople Transition Project, Oracle HCM Cloud, a large and complex IT system in the resources industry, which transitioned from in-house and Accenture Systems Integrations team to Accenture support team**
- **Managed the end-to-end execution of the transition activities including the development of the detailed transition plan, execution of knowledge transfer sessions, job shadowing, operational readiness assessment, and oversight of the cutover activities**
- **Successfully completed the transition on time and on budget**
- **Led a global transition team of over 200 personnel in the U.S. and the Philippines (Accenture and Exelon combined), using ITIL program management principles**
- Developed, delivered, maintained and executed Transition-In Master Plan in coordination with Exelon that served as a master document by which other transition documents were referred
- Performed gap analysis between existing documents and industry best practices to identify areas for change in Exelon processes
- Developed working plans for Exelon based on the Transition-In Work Plan and prepared reports for Exelon containing direct outputs from the Transition-In Work Plan
- Developed, delivered, maintained, and executed a Transition-In Work Schedule with Exelon and updated as needed until transition completion
- Scheduled, tracked, documented, recorded, and shared agendas and meeting minutes for weekly and monthly transition meetings
- Developed, delivered, and maintained an integrated master schedule/work plan for the full project scope, which included transition plans for infrastructure tools, applications, and processes
- Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition

PART 2 – M&E TRANSITION MANAGER MINIMUM QUALIFICATIONS TABLE	
<ul style="list-style-type: none"><li>• Facilitated leadership stakeholder meetings</li><li>• Managed joint transition planning, and transition execution activities</li><li>• Managed project risks and developed mitigation plans to minimize potential impact to end users and business operations during transition</li></ul> <p><b>Collaboration:</b></p> <ul style="list-style-type: none"><li>• Worked collaboratively with Exelon’s existing IT services to accomplish a smooth transition of all ePeople Transition components to align on the roles and responsibilities, activities, and schedule for transitioning services</li><li>• Collaborated with the Exelon’s transition manager to implement and manage a comprehensive project transition office and related communications</li><li>• Worked closely with the Exelon’s transition manager to plan, manage, execute, and close out transition activities and support alignment across transition teams</li><li>• Led daily, weekly, and monthly meetings with Exelon executives and internal and external stakeholders to discuss the progress of transition activities</li></ul>	<b>2 years, 5 months</b>
<b>Total Duration of all Projects cited to meet the MQ:</b>	





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Chief Executive Officer  
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