

Attachment 10 includes a separate form (Excel file) for each Key Staff position and contains two (2) parts that must be completed for each proposed candidate:

### **Part 1 - Resume Tab**

**Instructions:** Include a Resume for all proposed Key Staff. The template prescribes the required content that must be submitted with Proposals in response to the RFP. This format should also be used by the successful Contractor for the duration of the Agreement.

**Key Staff Background:** Provide Contractor name, Key Staff name, Role of Key Staff within the Contractor organization, duration (in years) in that Role and a description of the Key Staff's role within the organization,

**Key Skills:** Provide a summary of all skills and qualifications the proposed Key Staff candidate possesses in support of the Key Staff position.

**Education/Certifications:** Provide education and any relevant certifications. Start with the most recent.

**Relevant Experience:** This section is optional. For any Projects not cited within Part 2, contractors may provide additional Projects that illustrate experience or background to support their Key Staff candidate. Start with the most recent experience and add as many rows as necessary.

### **Part 2 - Key Staff Minimum Qualification Tabs (\$13 - \$15)**

**Instructions:** Complete the Staff Project qualifications portion on each of the tabs of the form (all fields with a white background). All fields on the form must be completed, providing sufficient information to allow the Consortium to validate that the proposed Staff person meets the Minimum Qualifications (MQs).

For each Project, identify the name of the Project, Project/Project Role details, Description of the relevant Project Experience, and Project Contact information.

**Project/Project Role details:** Provide the Contractor name, Project start and end dates, percentage of time on the Project (100%, 50%, etc.), and name of Role on the Project.

**Description of Relevant Experience:** Provide a description that includes sufficient detail to verify that the Key Staff role/experience on the Project is relevant the MQ definition.

**Contact Information:** Provide the name, company/org name, role, email and phone number of a Client/Customer contact for this Project. Contact Information must be provided for a Project to be considered valid.

A full-time equivalent (FTE) is estimated to be approximately 1,920 hours annually. Proposed Staff may not cite full-time experience gained working simultaneously on multiple Projects.

If more than six (6) Projects must be cited in order to satisfy the MQ, insert the additional Project and Contact Information and a corresponding new summary table row.

Do not enter any data into the summary section of the tab. All summary table data will be populated from the Project details provided.

If a Project's start and/or end date is prior to the start time of the MQ or a Project does not comply with a specified Project detail, the form provides some basic "error" messaging. This messaging is informational. Contractors are responsible for the accuracy of their submissions and alignment of each Project with the details of the Minimum Qualifications (MQs).

BENEFITS CAL APPLICATION MANAGER			
PART 1 – RESUME			
Contractor	Accenture LLP		Candidate Name Vivek Narayanaswamy
Position in the Company	Delivery Lead Associate Director Successful project delivery, manage governance structure, manage complex IT projects		Length of Time in Position 10 years
Project Position & Responsibilities	Application Manager Vivek meets all the requirements as defined in RFP section 11.1.3.6.4.		
Skills & Qualifications for Project Position	<p><b>Skills:</b> Vivek manages projects to confirm adherence to budget, schedule, and scope. He uses PMBOK principles to standardize project management practices throughout project towers and across functions. He develops, designs, and maintains software products or systems to support client strategies. He collaborates with client technical teams, business process leads, end users, and stakeholders as part of large-scale IT implementations that include analysis, design, build, and test of new components or enhancements. He manages the SCR process to enable rapid releases into production and to the end users. His technical skills include application and system modification, systems engineering, release planning and management, capacity planning, performance testing and monitoring, and batch processing. Vivek develops communication plans for key application changes, collaborates with stakeholders, and assesses proposed enhancements.</p> <p><b>Qualifications:</b> Vivek is a Project Management Professional (PMP) with 26 years of experience managing complex IT projects and delivering technology-based business solutions for health and human services clients. He has demonstrated his leadership capabilities in agile planning and estimation, program/project management, scope management, application development automation, business process design, testing, process improvement, and quality and risk management (<b>Exceeds: \$13</b>). He has more than 10 years managing teams of 150 people across application development, system testing, and release management functions. Vivek's experience includes the full application development lifecycle, as well as maintenance and operations support for complex information systems (<b>Exceeds: \$14</b>). For more than a decade, he has applied user-centered design (UCD) and user experience (UX) principles to improve the user experience on IT projects through design sessions and walkthroughs (<b>Exceeds: \$15</b>).</p>		
Education (add rows as needed)			
Start	End	Degree / Course of Study	School
8/1/1992	4/1/1996	B.S., Mechanical Engineering	Shanmugha Arts, Science, Technology and Research Academy
Professional Certifications or Designations (add rows as needed)			
Certification or Designation	Organization	Dates	
SAFe Agile	SAFe Agile	Expires June 2025. Credential: 64910695-0970	
Project Management Professional	Project Management Institute	April 2012, expires April 2027. Credential: #1497005	

Additional Relevant Experience (Add additional tables as needed)				
Project Title #1				
Position Title				
Begin Date		End Date	# of Months	0.0
Scope and Description of Responsibility				
Skills Utilized and Experience Attained				
Project Title #2				
Position Title				
Begin Date		End Date	# of Months	
Scope and Description of Responsibility				
Skills Utilized and Experience Attained				

PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name -	Vivek Narayanaswamy	
Minimum Qualification - S13	A minimum of five (5) years of experience within the past ten (10) years of experience in the development, implementation and management of information technology -and IT systems, including cloud architectures, portal applications, business systems, server technologies, and communication technologies.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/30/2024	100%	64.9	64.9
LEADER Replacement System (LRS)	4/1/2014	3/3/2019	100%	59.1	59.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			Totals	123.9	123.9

PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S13	A minimum of five (5) years of experience within the past ten (10) years of experience in the development, implementation and management of information technology -and IT systems, including cloud architectures, portal applications, business systems, server technologies, and communication technologies.				
Project #1				Contact	
Company Name:	CalSAWS Consortium			Contact Name & Role:	Laura Chavez, IT Manager
Project Name:	CalSAWS			Company/Org Name:	CalSAWS Consortium
Start Date (MM/DD/YYYY):	3/4/2019	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:	
Staff Role:	Application Development Manager	Percentage of Time:	100%	Email:	

The CalSAWS project is a complex IT system with similar services to this project:

1. The CalSAWS solution **integrates custom Java code with COTS applications** (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).
2. The CalSAWS solution **interfaces and exchanges with 50 external systems**. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKS Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.
3. The CalSAWS solution is **accessed by an average of 18,500 daily users across 125 locations**. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.
4. The **CalSAWS contract value is \$1,425,495,842**.
5. The CalSAWS core eligibility application includes a **multi-tiered processing architecture**, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.

As the CalSAWS Application Development Team Manager, Vivek's responsibilities in the **development, implementation and management of IT and IT systems, including cloud architectures, portal applications, business systems, server technologies, and communication technologies** :

#### **Project Scope**

- Serves as the Application Development Manager, **overseeing Application Development teams of 250 onshore and offshore professionals** that **developed, implemented, and managed** the **CalSAWS cloud-based architecture application**
- Managed the inception of the offshore Application Development and Design teams to **develop, implement, and manage IT application changes** from the Accenture Global Delivery Network
- **Established a CalSAWS-custom SDLC delivery method, Release When Ready (RWR)**, to improve the agility of maintenance and enhancements delivery to production
- Provided guidance and drove conversations with Accenture and client executive teams to continuously improve the process used by all Application Development teams today
- **Managed application-related changes required to support a successful migration of the LRS application to the AWS Cloud environment**
- Facilitated productive conversations with the Technical and Infrastructure teams, contributing to key decisions and inputs required to migrate the system to AWS
- Managed the **capacity planning and implementation of 400 DD&I-related enhancements over two years** because of the application analysis

**Description of relevant experience:**

done to identify required enhancements to support the 58-county solution for **LRS, C-IV, and CalWIN business systems**

- Manages the daily activities and all aspects of Accenture's application staff including team assignments, subcontractors, and project deliverables for the release
- Establishes work plans and staffing plans
- Motivates team members to meet project goals, adhering to their responsibilities and project milestones
- **Manages a portfolio of complex initiatives** including Benefit Match for C-IV Conversion, Pandemic Response, and Post-Implementation Support for the C-IV Counties Works with the Accenture Leadership team, Consortium Policy Design/Governance Director, Release Management/Test Director, and other peers for strategy development and execution planning
- Develops cost estimates and implementation schedules for changes requested by counties, State, or legislature
- Manages the release schedule, including the coordination of any priority releases
- Works with the Consortium to prioritize and coordinate release content and effort based on the SCR backlog, service requests, third-party applications, and/or other CalSAWS components
- **Managed the Application Development team that designed, developed, and maintained the public-facing Your Benefits Now (YBN) and C4Yourself portal applications that BenefitsCal replaced in September 2021**
- Confirms design sessions and walkthroughs are planned, executed, and delivered on schedule
- Manages the Eligibility, Correspondence, Online, and Reports teams during system design and development
- Provides functional knowledge in application design and build
- Establishes practices, templates, policies, tools, and partnerships to expand and mature these capabilities for the organization
- **Delivers timely CalSAWS changes, enhancements, associated deliverables, and defect fixes**
- **Leads application scope management and the evaluation of potential application scope changes**
- Communicates plans for key application changes
- Manages the **IVR communication technology**

**Cloud architectures, portal applications, business systems, server technologies, and communication technologies involved**

- AWS Cloud architecture
- Public-facing Your Benefits Now (YBN) and C4Yourself portal applications
- LRS, C-IV, and CalSAWS business systems
- Elastic Compute Cloud (EC2) virtual servers in AWS Cloud
- IVR communication technology

**Quality**

**Quality**

- **Delivered high-quality releases consistently with an defect density rate of less than 2%**
- Oversees the requirements management processes
- Monitors and assesses issues relating to requirement changes and manages the SCR
- Documents defect fixes and confirms SCRs are reflected in the appropriate deliverable accurately

**Collaboration**

- Collaborates with the Infrastructure Operations Service Desk Lead and manages Tier 3 support for application tickets that occur in non-production and production environments
- Monitors quality and timeliness
- Confirms adherence to standards and quality assurance methodologies are followed to support CMMI compliance.
- Supports stakeholder and program sponsor sessions in the development of application functionality

**Continuous Improvement**

- Collaborates with continuous improvement manager's SCR process efforts to enable rapid releases into production and to the end users
- Evaluates CalSAWS software and performance, evaluates AWS services, and formulates recommendations to adopt native cloud services
- Assesses proposed CalSAWS enhancements for design alternatives based on all identified constraints, such as cost, schedule, usability, maintainability, and reliability

Project #2				Contact	
Company Name:	LA County Department of Public Social Services (DPSS)			Contact Name & Role:	Cristina Contreras, CalSAWS Release Management Manager
Project Name:	LEADER Replacement System (LRS)			Company/Org Name:	LA County Department of Public Social Services (DPSS)
Start Date:	4/1/2014	End Date:	3/3/2019	Phone Number:	
Staff Role:	Application Development Manager	Percentage of Time:	100%	Email:	

The LRS project is a complex IT system with similar services to this project:

1. The LRS solution integrated with a member self-service portal, IVR, EDMS (document imaging), call center application, mobile apps, and a real-time lobby check-in. **LRS and ancillary services use 60 COTS software components** as part of the overall solution including Adobe, Cisco, IBM, Informatica, Oracle, Pitney Bowes, SAP, ServiceNow, and VMware.
2. The LRS solution **interfaced with several real-time external systems** including MEDS, IEVS, DMS/ELP, CalWIN, Department of Children and Family Services (DCSF), Child Support, Department of Public Social Services (DCSS), and CalHEERS (near real time).
3. The LRS solution was **accessed by 13,000 Los Angeles County users at 130 office locations**.
4. The solution **contract value was \$1,054,145,353** (initial term, amended).
5. The LRS solution includes **multi-tiered architecture including front-end applications** optimized for various user interface platforms.

As the LRS Application Development Manager, Vivek's responsibilities in the **development, implementation and management of IT and IT systems, including cloud architectures, portal applications, business systems, server technologies, and communication technologies** included:

#### **Project Scope**

- Served as the Application Development Manager on the **cloud-based LEADER Replacement System (LRS)**, overseeing the Application Development and Design teams of 200 onshore professionals who **developed, implemented, and managed the system**
- **Developed, implemented, and managed** the **successful phased rollout** of the **LRS portal and mobile application** from the LEADER business system for LA County DPSS and DCFS, delivering the project on time and within budget with zero defects reported at go-live
- **Managed Joint Application Development (JAD) sessions** before LRS Application go-live as a key contributor and decision-maker to critical go-live activities for LEADER to LRS migration
- **Implemented a benefit match process** as part of the LRS Application go-live, reducing overhead for the LA County workers and **worker intervention for case review with a benefit match rate of 75%**. —a process still used today as a key part of the successful go-live for C-IV and CalWIN Counties with a 73% and 71% match rate respectively
- Managed the daily activities and all aspects of the application staff including the definition and development of overall project objectives, scope, work, resource allocation, and contracts (firm fixed price and time and materials)
- Planned, prioritized, organized, and controlled team assignments, verifying appropriate personnel were assigned to specific and applicable project roles
- Participated in the development of the advance planning document
- Managed **application scope and evaluation of potential scope changes**
- Communicated plans for key application changes

**Description of relevant experience:**

- Supervised requirements management process, including monitoring and assessing issues that related to requirements changes
- Created work plans and staffing plans
- Developed cost estimates and implementation schedules for changes requested by counties, State, or legislature
- **Managed the release schedule, including the coordination of priority releases**
- Worked with the LA County to prioritize and coordinate release content and effort based on the SCR backlog, service requests, third-party applications, and/or other LRS components
- Managed technical analysts in the design, development, and test of system enhancements and defects
- **Delivered timely changes, enhancements, associated deliverables, and defect fixes**
- **Assessed proposed enhancements for design alternatives** based on all identified constraints, such as cost, schedule, usability, maintainability, and reliability
- Managed and tracked actual versus planned project hours for all personnel assigned to Application Development and Test teams
- Supported conversion activities
- Confirmed the documentation of defect fixes and SCRs were reflected in the appropriate deliverable accurately
- Collaborated with client to set target dates for the SCRs and deficiencies
- Provided functional knowledge in application design and build
- Shared extensive project knowledge and program management principles, methods, and techniques to grow team development
- **Managed various business process reengineering projects**
- Managed 200 people, including subcontractors and cross-functional team members, across application development, system test, and release management
- Worked with the Infrastructure Operations Service Desk Lead and managed Tier 3 support for application tickets that occurred in non-production and production environments
- **Managed IVR communication technology**

**Cloud architectures, portal applications, business systems, server technologies, and communication technologies involved**

- AWS Cloud architecture
- LRS Portal and mobile application
- LEADER business system
- Elastic Compute Cloud (EC2) virtual servers in AWS Cloud
- IVR communication technology

**Quality**

- Monitored quality and timeliness
- **Managed project and program issues and risks** to mitigate impact to baseline
- Initiated, managed, and implemented continuous process improvements including for the SCR process to enable rapid releases into production and to the end users

**Collaboration**

- Tracked overall project performance
- Shared performance data with internal and external teams
- **Developed public-facing application functionality**
- Supported stakeholder and program sponsor sessions
- Created project reports for stakeholders and sponsors
- Reported on project success criteria results, metrics, test, and deployment management activities
- Confirmed design sessions and walkthroughs were planned, executed, and delivered on schedule
- Evaluated LRS software and performance and formulated recommendations to adopt



Project #3				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

Project #4				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

Project #5				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

Project #6				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name - Vivek Narayanaswamy		
Minimum Qualification - S14	A minimum of five (5) years of experience within the past ten (10) years, managing a SDLC, including business and system requirement specification, design, development, testing, and implementation, on Projects involving complex IT systems.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/31/2024	100%	64.9	64.9
LEADER Replacement System (LRS)	4/1/2014	3/3/2019	100%	59.1	59.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				124.0	124.0

PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S14	A minimum of five (5) years of experience within the past ten (10) years, managing a SDLC, including business and system requirement specification, design, development, testing, and implementation, on Projects involving complex IT systems.				
Project #1			Contact		
Company Name:	CalSAWS Consortium		Contact Name & Role:	Laura Chavez, IT Manager	
Project Name:	CalSAWS		Company/Org Name:	CalSAWS Consortium	
Start Date (MM/DD/YYYY):	3/4/2019	End Date (MM/DD/YYYY):	7/31/2024	Phone Number:	
Staff Role:	Application Development Manager	Percentage of Time:	100%	Email:	

The CalSAWS project is a complex IT system with similar services to this project:

1. The CalSAWS solution **integrates custom Java code with COTS applications** (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).
2. The CalSAWS solution **interfaces and exchanges with 50 external systems**. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKS Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.
3. The CalSAWS solution is **accessed by an average of 18,500 daily users across 125 locations**. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.
4. The **CalSAWS contract value is \$1,425,495,842**.
5. The CalSAWS core eligibility application includes a **multi-tiered processing architecture**, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.

As the CalSAWS Application Development Team Manager, Vivek's responsibilities in **managing an SDLC** include:

#### **Plan and Analyze**

- Managed the capacity planning and implementation of 400 DD&I-related enhancements over two years because of the application analysis done to identify required enhancements to support the 58-county solution for LRS, C-IV and CalWIN
- Manages a portfolio of complex initiatives including Benefit Match for C-IV Conversion, Pandemic Response, and Post-Implementation Support for the C-IV Counties
- Works with the Accenture Leadership team, Consortium Policy Design/Governance Director, Release Management/Test Director, and other peers for strategy development and execution planning
- Develops cost estimates and implementation schedules for changes requested by counties, State, or legislature
- Facilitated productive conversations with the Technical and Infrastructure team, contributing to key decisions and inputs required to migrate the system to AWS
- Manages the daily activities and all aspects of Accenture's application staff including team assignments, subcontractors, and project deliverables for the release
- Establishes work plans and staffing plans
- Motivates team members to meet project goals, adhering to their responsibilities and project milestones

**Description of relevant experience:**

- Manages the release schedule, including the coordination of any priority releases
- Works with the Consortium to prioritize and coordinate release content and effort based on the SCR backlog, service requests, third-party applications, and/or other CalSAWS components
- Leads application scope management and the evaluation of potential application scope changes
- Communicates plans for key application changes

**Design**

- Confirms design sessions and walkthroughs are planned, executed, and delivered on schedule
- Managed the Application Development team that designed, developed, and maintained the public-facing Your Benefits Now (YBN) and C4Yourself applications that BenefitsCal replaced in September 2021

**Build**

- Provides functional knowledge in application design and build
- Managed application related changes required to support a successful migration of the LRS application to the AWS cloud environment
- Delivers timely CalSAWS changes, enhancements, associated deliverables, and defect fixes

**Test**

- Managed the testing effort for the Release When Ready portion of the project

**Deploy**

- Works with the Deployment team to develop schedules and post-production activities

**Quality**

- Delivered high-quality releases consistently with a defect density rate of less than 2%
- Oversees the requirements management processes
- Establishes practices, templates, policies, tools, and partnerships to expand and mature these capabilities for the organization
- Monitors and assesses issues relating to requirement changes and manages the SCR
- **Documents defect fixes and confirms SCRs are reflected in the appropriate deliverable accurately**

**Collaboration**

- Serves as the Application Development Manager, overseeing Application Development teams of 250 onshore and offshore professionals on

serves as the Application Development Manager, overseeing Application Development teams of 200 onshore and offshore professionals on CalSAWS

- Established a CalSAWS custom SDLC delivery method, Release When Ready (RWR), to improve the agility of Maintenance and Enhancements delivery to production
- Managed the inception of the offshore Application Development and Design teams to deliver application changes from the Accenture Global Delivery Network
- Collaborates with the Infrastructure Operations Service Desk Lead and manages Tier 3 support for application tickets that occur in non-production and production environments
- Monitors quality and timeliness
- Confirms adherence to standards and quality assurance methodologies are followed to support CMMI compliance
- **Supports stakeholder and program sponsor sessions in the development of application functionality**

**Continuous Improvement**

- Collaborates with continuous improvement manager's SCR process efforts to enable rapid releases into production and to the end users
- Provided guidance and drove conversations with Accenture and client executive teams to continuously improve the process used by all Application Development teams today
- Evaluates CalSAWS software and performance, evaluates AWS services, and formulates recommendations to adopt native cloud services
- **Assesses proposed CalSAWS enhancements for design alternatives** based on all identified constraints, such as cost, schedule, usability, maintainability, and reliability

Project #2					Contact	
Company Name:	LA County Department of Public Social Services (DPSS)			Contact Name & Role:	Cristina Contreras, CalSAWS Release Management Manager	
Project Name:	LEADER Replacement System (LRS)			Company/Org Name:	LA County Department of	
Start Date:	4/1/2014	End Date:	3/3/2019	Phone Number:		
Staff Role:	Application Development Manager	Percentage of Time:	100%	Email:		

The LRS project is a complex IT system with similar services to this project:

1. The LRS solution **integrated with a member self-service portal, IVR, EDMS (document imaging), call center application, mobile apps, and a real-time lobby check-in**. LRS and ancillary services use 60 COTS software components as part of the overall solution including Adobe, Cisco, IBM, Informatica, Oracle, Pitney Bowes, SAP, ServiceNow, and VMWare.
2. The LRS solution **interfaced with several real time external systems** including MEDS, IEVS, DMS/ELP, CalWIN, Department of Children and Family Services (DCSF), Child Support, Department of Public Social Services (DCSS), and CalHEERS (near real time).
3. The LRS solution was **accessed by 13,000 Los Angeles County users at 130 office locations**.
4. The solution **contract value was \$1,054,145,353** (initial term, amended).
5. The LRS solution includes **multi-tiered architecture including front-end applications optimized for various user interface platforms**.

As the LRS Application Development Manager, Vivek's responsibilities **managing an SDLC** included:

#### **Plan and Analyze**

- Managed technical analysts in the design, development, and test of system enhancements and defects
- Managed more than 200 people, including subcontractors and cross-functional team members, across application development, system test, and release management
- Managed application scope and evaluation of potential scope changes
- Communicated plans for key application changes
- Managed the daily activities and all aspects of the application staff including the definition and development of overall project objectives, scope, work, resource allocation, and contracts (firm fixed price and time and materials)
- Planned, prioritized, organized, and controlled team assignments, verifying appropriate professionals were assigned to specific and applicable project roles
- Participated in the development of the advance planning document
- Supervised requirements management process, including monitoring and assessing issues that related to requirements changes
- Created work plans and staffing plans
- Managed the release schedule, including the coordination of priority releases
- Worked with the LA County to prioritize and coordinate release content and effort based on the SCR backlog, service requests, third-party applications, and/or other LRS components
- Managed and tracked actual versus planned project hours for all resources assigned to Application Development and Test teams
- Supported conversion activities

<b>Description of relevant experience:</b>	<ul style="list-style-type: none"> <li>• Collaborated with client to set target dates for the SCRs and deficiencies</li> <li>• Managed various business process reengineering projects</li> </ul>		
	<b>Design</b> <ul style="list-style-type: none"> <li>• Provided functional knowledge in application design and build</li> <li>• Managed Joint Application Development (JAD) sessions before LRS Application go-live as a key contributor and decision-maker to critical go-live activities for LEADER to LRS migration</li> <li>• Developed cost estimates and implementation schedules for changes requested by counties, State, or legislature</li> <li>• Assessed proposed enhancements for design alternatives based on all identified constraints, such as cost, schedule, usability, maintainability, and reliability</li> </ul>		
	<b>Build</b> <ul style="list-style-type: none"> <li>• Served as the Application Development Manager on the LEADER Replacement System (LRS), overseeing the Application Development and Design teams of 200 onshore personnel</li> <li>• Managed the successful phased rollout of the LRS application from the LEADER system for LA County DPSS and DCFS, a project that was delivered on time and within budget with zero defects reported at go-live</li> <li>• Delivered timely changes, enhancements, associated deliverables, and defect fixes</li> </ul>		
	<b>Test</b> <ul style="list-style-type: none"> <li>• Managed the testing for the LRS application</li> <li>• Implemented a benefit match process as part of the LRS Application go-live, reducing the overhead for the LA County workers, reducing worker intervention for case review with a benefit match rate of 75%—a process still used today as a key part of the successful go-live for C-IV and CalWIN Counties with a 73% and 71% match rate respectively</li> </ul>		
	<b>Deploy</b> <ul style="list-style-type: none"> <li>• Worked with the Deployment team to develop schedules and post-production activities</li> </ul>		
<b>Quality</b> <ul style="list-style-type: none"> <li>• Monitored quality and timeliness</li> <li>• Managed project and program issues and risks to mitigate impact to baseline</li> <li>• Initiated, managed, and implemented continuous process improvements including for the SCR process to enable rapid releases into production and to the end users</li> <li>• Shared extensive project knowledge and program management principles, methods, and techniques to grow team development</li> <li>• Confirmed the documentation of defect fixes and SCRs were reflected in the appropriate deliverable accurately</li> </ul>			
<b>Collaboration</b> <ul style="list-style-type: none"> <li>• Tracked overall project performance</li> <li>• Shared performance data with internal and external teams</li> <li>• <b>Developed public-facing application functionality. Supported stakeholder and program sponsor sessions</b>. Created project reports for stakeholders and sponsors.</li> <li>• Reported on project success criteria results, metrics, test, and deployment management activities</li> <li>• Confirmed design sessions and walkthroughs were planned, executed, and delivered on schedule</li> <li>• Evaluated LRS software and performance and formulated recommendations to adopt</li> <li>• Worked with the Infrastructure Operations Service Desk Lead and managed Tier 3 support for application tickets that occurred in non-production and production environments</li> </ul>			
Project #3		Contact	
Company Name:		Contact Name & Role:	

Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):	End Date:	Phone Number:	
Staff Role:	Percentage of Time:	Email:	
Description of relevant experience:			
Project #4		Contact	
Company Name:		Contact Name & Role:	
Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):	End Date:	Phone Number:	
Staff Role:	Percentage of Time:	Email:	
Description of relevant experience:			
Project #5		Contact	
Company Name:		Contact Name & Role:	
Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):	End Date:	Phone Number:	
Staff Role:	Percentage of Time:	Email:	
Description of relevant experience:			
Project #6		Contact	
Company Name:		Contact Name & Role:	
Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):	End Date:	Phone Number:	
Staff Role:	Percentage of Time:	Email:	
Description of relevant experience:			



PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name - Vivek Narayanaswamy		
Minimum Qualification - \$15	A minimum of three (3) years of experience applying UCD processes and User Experience (UX) activities (such as usability reviews, studies, and testing) on IT Projects.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/30/2024	100%	64.9	64.9
LEADER Replacement System (LRS)	4/1/2014	3/3/2019	100%	59.1	59.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				123.9	123.9

PART 2 – APPLICATION MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S15	A minimum of three (3) years of experience applying UCD processes and User Experience (UX) activities (such as usability reviews, studies, and testing) on IT Projects.				
Project #1				Contact	
Company Name:	CalSAWS Consortium		Contact Name & Role:	Laura Chavez, IT Manager	
Project Name:	CalSAWS		Company/Org Name:	CalSAWS Consortium	
Start Date (MM/DD/YYYY):	3/4/2019	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:	
Staff Role:	Application Development Manager	Percentage of Time:	100%	Email:	

<p><b>Description of relevant experience:</b></p>	<p>The CalSAWS project is a complex IT project:</p> <ol style="list-style-type: none"> <li>1. The CalSAWS solution integrates custom Java code with COTS applications (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).</li> <li>2. The CalSAWS solution interfaces and exchanges with 50 external systems. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKS Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.</li> <li>3. The CalSAWS solution is accessed by an average of 18,500 daily users across 125 locations. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.</li> <li>4. The CalSAWS contract value is \$1,425,495,842.</li> <li>5. The CalSAWS core eligibility application includes a multi-tiered processing architecture, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.</li> </ol> <p>As the CalSAWS Application Team Lead, Vivek's responsibilities <b>applying UCD processes and User Experience (UX) activities on IT Projects</b> include:</p> <p><b>Project Scope</b></p> <ul style="list-style-type: none"> <li>• <b>Applies UCD and user experience (UX) principles where applicable to improve the user experience for customers and County staff.</b> The functionality such as CalSAWS Application impacts from BenefitsCal, C-IV &amp; CalWIN Conversion Benefits Match, and GA/GR were implemented by following UCD processes amongst other system enhancements</li> <li>• Conducts <b>usability reviews, studies, and testing</b> with the CalSAWS Usability Lead, Consortium, and relevant stakeholders</li> <li>• <b>Collaborated with State advocates regarding public requests for the updated Self-Service Portal</b> and verified the requested functionality can be implemented and integrated with CalSAWS</li> <li>• <b>Collaborated with the County workers regarding the outcome of Benefit Match</b> to support efficient County business processes for post-conversion activities regarding case management, ultimately resulting in less workload and overhead</li> <li>• <b>Collaborated with the CalWIN County Workers and Gainwell to collect requirements and review the existing design</b> for GA/GR in CalWIN to verify the CalSAWS implementation was completed similarly with additional enhancements—a solution successfully implemented with minimal impact to the existing County business processes</li> <li>• Confirms design sessions and walkthroughs are planned, executed, and delivered on schedule</li> <li>• Manages Application Development teams during system design and development. Provides functional knowledge in application design and build</li> <li>• Participates in establishing practices, templates, policies, tools, and partnerships to expand and mature these capabilities for the organization</li> <li>• <b>Delivers timely CalSAWS changes, enhancements, associated deliverables, and defect fixes related to UCD</b></li> <li>• Leads application scope management and the evaluation of potential application scope changes</li> <li>• Communicates plans for key application changes</li> </ul> <p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Monitors quality and timeliness. Confirms adherence to standards and quality assurance methodologies are followed to support CMMI compliance</li> </ul> <p><b>Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• <b>Assesses proposed CalSAWS enhancements for design alternatives</b> based on all identified constraints, such as cost, schedule, usability, maintainability, and reliability</li> </ul>				
	<p><b>Project #2</b></p>				
<p><b>Company Name:</b></p>	<table> <tr> <td data-bbox="552 1409 1312 1472"> <p>LA County Department of Public Social Services (DPSS)</p> </td><td data-bbox="1312 1409 1860 1472"> <p><b>Contact</b></p> <table> <tr> <td data-bbox="1312 1409 1564 1472"> <p><b>Contact Name &amp; Role:</b></p> </td><td data-bbox="1564 1409 1860 1472"> <p>Cristina Contreras, CalSAWS Release Management Manager</p> </td></tr> </table> </td></tr> </table>	<p>LA County Department of Public Social Services (DPSS)</p>	<p><b>Contact</b></p> <table> <tr> <td data-bbox="1312 1409 1564 1472"> <p><b>Contact Name &amp; Role:</b></p> </td><td data-bbox="1564 1409 1860 1472"> <p>Cristina Contreras, CalSAWS Release Management Manager</p> </td></tr> </table>	<p><b>Contact Name &amp; Role:</b></p>	<p>Cristina Contreras, CalSAWS Release Management Manager</p>
<p>LA County Department of Public Social Services (DPSS)</p>	<p><b>Contact</b></p> <table> <tr> <td data-bbox="1312 1409 1564 1472"> <p><b>Contact Name &amp; Role:</b></p> </td><td data-bbox="1564 1409 1860 1472"> <p>Cristina Contreras, CalSAWS Release Management Manager</p> </td></tr> </table>	<p><b>Contact Name &amp; Role:</b></p>	<p>Cristina Contreras, CalSAWS Release Management Manager</p>		
<p><b>Contact Name &amp; Role:</b></p>	<p>Cristina Contreras, CalSAWS Release Management Manager</p>				

Project Name:		LEADER Replacement System (LRS)		Company/Org Name:		LA County Department of			
Start Date:		4/1/2014		End Date:		3/3/2019			
Staff Role:		Application Development Manager		Phone Number:					
		Percentage of Time:		100%		Email:			
Description of relevant experience:		<p>The LRS project is a complex IT project:</p> <ol style="list-style-type: none"> <li>1. The LRS solution integrated with a member self-service portal, IVR, EDMS (document imaging), call center application, mobile apps, and a real-time lobby check-in. LRS and ancillary services use 60 COTS software components as part of the overall solution including Adobe, Cisco, IBM, Informatica, Oracle, Pitney Bowes, SAP, ServiceNow, and VMWare.</li> <li>2. The LRS solution interfaced with several real time external systems including MEDS, IEVS, DMS/ELP, CalWIN, Department of Children and Family Services (DCSF), Child Support, Department of Public Social Services (DCSS), and CalHEERS (near real time).</li> <li>3. The LRS solution was accessed by 13,000 Los Angeles County users at 130 office locations.</li> <li>4. The solution contract value was \$1,054,145,353 (initial term, amended).</li> <li>5. The LRS solution includes multi-tiered architecture including front-end applications optimized for various user interface platforms.</li> </ol> <p>As the LRS Application Development Manager, Vivek's responsibilities <b>applying UCD processes and User Experience (UX) activities on IT Projects</b> included:</p> <p><b>Project Scope</b></p> <ul style="list-style-type: none"> <li>• <b>Applied UCD and user experience (UX) principles, where applicable to improve the user experience for customers and County staff</b> as part of the LRS project. The functionality such as change reason, preview NOA, and Foster Care no-touch process was implemented by following UCD processes among other system enhancements.</li> <li>• Collaborated with the County workers from the District Office and LA County business analysts to <b>gather requirements and implement a custom process, Change Reason</b>, to handle changes to case data. This process has carried forward to CalSAWS and is currently in use today.</li> <li>• Conducted <b>usability reviews, studies, and testing</b> with the LRS Usability Lead, Consortium, and relevant stakeholders</li> <li>• <b>Collaborated with the County workers from the District Office and LA County business analysts to gather requirements and implement a custom process, Preview NOA</b>, to allow worker to view NOAs before authorizing the benefits from an EDBC run. This process has carried forward to CalSAWS and is currently in use today.</li> <li>• <b>Collaborated with the County workers from the District Office and LA County business analysts to gather requirements and implement a custom process, Foster Care No-touch</b>, to automatically create Foster Care applications, complete data collection and authorize EDBC without worker intervention. This process has carried forward to CalSAWS and is currently in use today.</li> </ul> <p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• <b>Developed public-facing application functionality</b>. Supported stakeholder and program sponsor sessions</li> <li>• Created project reports for stakeholders and sponsors</li> <li>• Reported on project success criteria results, metrics, test, and deployment management activities.</li> <li>• Confirmed design sessions and walkthroughs were planned, executed, and delivered on schedule.</li> </ul> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>• Monitored quality and timeliness.</li> <li>• <b>Initiated, managed, and implemented continuous process improvements</b> including for the SCR process to enable rapid releases into production and to the end users.</li> <li>• Provided functional knowledge in application design and build. Shared extensive project knowledge and program management principles, methods, and techniques to grow team development.</li> </ul>							
		Project #3						Contact	
		Company Name:						Contact Name & Role:	

<b>Project Name:</b>				<b>Company/Org Name:</b>			
<b>Start Date (MM/DD/YYYY):</b>				<b>End Date:</b>			
<b>Staff Role:</b>				<b>Percentage of Time:</b>			
<b>Description of relevant experience:</b>							
<b>Project #4</b>				<b>Contact</b>			
<b>Company Name:</b>				<b>Contact Name &amp; Role:</b>			
<b>Project Name:</b>				<b>Company/Org Name:</b>			
<b>Start Date (MM/DD/YYYY):</b>				<b>End Date:</b>			
<b>Staff Role:</b>				<b>Percentage of Time:</b>			
<b>Description of relevant experience:</b>							
<b>Project #5</b>				<b>Contact</b>			
<b>Company Name:</b>				<b>Contact Name &amp; Role:</b>			
<b>Project Name:</b>				<b>Company/Org Name:</b>			
<b>Start Date (MM/DD/YYYY):</b>				<b>End Date:</b>			
<b>Staff Role:</b>				<b>Percentage of Time:</b>			
<b>Description of relevant experience:</b>							
<b>Project #6</b>				<b>Contact</b>			
<b>Company Name:</b>				<b>Contact Name &amp; Role:</b>			
<b>Project Name:</b>				<b>Company/Org Name:</b>			
<b>Start Date (MM/DD/YYYY):</b>				<b>End Date:</b>			
<b>Staff Role:</b>				<b>Percentage of Time:</b>			
<b>Description of relevant experience:</b>							