Problem Resolution Report

CoSD Contract No. 554833
Application Developer - Advance Technology
Labor Category Revision
ES/CoSD 067

perspecta.

Date: February 12, 2020

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

The Applications Developer - Advanced Technology (ADAT) labor category description required revision.

Resolution:

1. The Parties agree that the ADAT labor category applies 1) when tasks require a deep understanding of new and emerging technologies (i.e., Data Science / Analytics, UX Design, Artificial Intelligence (AI) / Machine Learning, and Mobile Development) and/or 2) in complex application integration projects. The Parties established an initial set of ADAT tasks, which shall be published as part of Schedule 5 Report 165 – ADAT Resource List. Furthermore, the Parties agree to review the tasks on at least an annual basis.

2. The Parties agree that only pre-approved resources, who are performing ADAT tasks, can bill against the ADAT labor category. The Parties agree to establish an initial list of resources with the required set of qualifications and skills / experiences for ADAT, which shall be published as part of Schedule 5 Report 165 – ADAT Resource List. Furthermore, the Parties agree to review the list of pre-approved resources on at least an annual basis. Attached to this PRR is a copy of Schedule 5 Report 165 – ADAT Resource List as of February 1, 2020.

3. The Parties agree to develop a process and procedure, APPS-002-004 – Application Developer – Advanced Technology Usage, to document the following processes:
   a. ADAT Tasks and Qualifications Updates
   b. ADAT Resource List Management
   c. Removing a person from ADAT Resource List
   d. Utilizing the ADAT Labor Category

4. The Parties agree to replace the ADAT description in Schedule 16.1, Exhibit 16.1-4 Labor Categories with the following:

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2.23 Applications Developer - Advanced Technology (ADAT)

The ADAT labor category is applicable when tasks require a deep understanding of new and emerging technologies and/or in complex application integration projects. Additionally, only pre-approved resources who meet the established qualifications are eligible to charge against the ADAT labor category.

ADAT tasks, qualifications, and pre-approved resources are documented in Schedule 5 Report 165 – ADAT Resource List.

5. The Parties agree that the resolution described herein to be effective February 1, 2020. In-flight projects and delivered estimates which use the ADAT labor category are grandfathered under the previous ADAT criteria.

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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO	ENTERPRISE SERVICES, LLC
By:	By:
Name: John M. Pellegrino	Name: Max Pinna
Title: Director, Department of Purchasing and Contracting	Title: Contracts Manager
Effective Date: 2/25/2020	Date: February 12, 2020

PRR 067 - Applications Developer - Advanced Techonology Labor Category Revision- Attachment 1
Copy of Schedule 5 Report 165 – ADAT Resource List as of February 1, 2020

Team	Manager	ADAT Name	ADAT Area	Perspecta Apps Team Area	Status	Effective Date	Notes
CWSD	Corio	Buckmeier, Darrell	Complex Integration	Cognos	Active	2/1/2020	Complex Integration with Curam; problem solving often includes IBM (product owner)
CWSD	Corio	Duvvuri, Harini	Complex Integration	Cognos	Active	2/1/2020	Complex Integration with Curam; problem solving often includes IBM (product owner)
CWSD	Corio	Lane, Rob	Complex Integration	IBM Master Data Mgmt (MDM)	Proposed		
CWSD	Corio	Tacopino, Mike	Complex Integration	Curam	Active	2/1/2020	
CWSD	Corio	Sivasankaran, Kumar	Complex Integration	SOA (Oracle Fusion MW)	Active	2/1/2020	
CWSD	Corio	Srinivasan, Vivek	Complex Integration	SOA (Oracle Fusion MW)	Active	2/1/2020	
CWSD	Corio	Glover, Jason	Complex Integration	ConnectWell Technical Lead	Active	2/1/2020	
ERP	Machiaverna	Singh, Sanjay	Complex Integration	EBS Lead	Active	2/1/2020	Development Lead backup or for overflow work
ERP	Machiaverna	Rajappa, Ramanan	Complex Integration	EBS	Proposed		leads operational work requested by CoSD; includes overall EBS environment
ERP	Machiaverna	Trinh, Chantha	Complex Integration	EBS	Proposed		manages integration of different modules
ERP	Machiaverna	Reddy, Vengala	Complex Integration	EBS	Proposed		manages integration of different modules
ERP	Machiaverna	Shah, Ashok	Complex Integration	OBI Lead	Active	2/1/2020	
ERP	Machiaverna	Mettepalli, Sudhir	Complex Integration	OBI Lead	Active	2/1/2020	
ERP	Machiaverna	Vellayan, Sarumathy	Complex Integration	FMW Lead	Active	2/1/2020	
ERP	Machiaverna	Dhiman, Alok	Complex Integration	IDAM Lead	Active	2/1/2020	
ERP	Machiaverna	Talluri, Sridhar	Complex Integration	IDAM Lead	Active	2/1/2020	
ERP	Machiaverna	Naik, Akshara	Complex Integration	Peoplesoft, Kronos Lead	Active	2/1/2020	Development Lead backup or for overflow work
ERP	Machiaverna	Bollineni, Rajeswar	Complex Integration	Peoplesoft	Proposed		replaced Charlie Ukwu, and Rahul Gudipudi, who are now focusing mostly on M&D
ERP	Machiaverna	Varma, Ranjith	Complex Integration	Peoplesoft	Proposed		replaced Charlie Ukwu, and Rahul Gudipudi, who are now focusing mostly on M&D
ERP	Machiaverna	Kizer, Mike	Complex Integration	Kronos	Active	2/1/2020	
BU Apps	J. Roehr	Factor, Anjun	Complex Integration	Accela	Proposed		
BU Apps	J. Roehr	Reyes, Polo	Complex Integration	Accela	Proposed		
BU Apps	J. Roehr	Tangeman, Andrew	Complex Integration	GIS (mapping)	Proposed		
Enterprise Platforms	M. Roehr	Kirawant, Gitar	Complex Integration	Documentum	Active	2/1/2020	Development Lead backup or for overflow work
Enterprise Platforms	M. Roehr	Johnson, Robert	Complex Integration	AEM Sites	Active	2/1/2020	Development Lead backup or for overflow work
Enterprise Platforms	M. Roehr	Gibson, Rob	Complex Integration	Documentum/CARA	Active	2/1/2020	Development Lead
Enterprise Platforms	M. Roehr	Lee, Anthony	Complex Integration	eForms	Active	2/1/2020	Development Lead; Depends on project and applications and complexity of integration to other systems (i.e. EDPP upgrade and middleware upgrades as an example).
Enterprise Platforms	M. Roehr	Norton, Brian	Complex Integration	Capture (Captiva, ImageTrust)	Active	2/1/2020	Development Lead; Depends on project and applications and complexity of integration to other systems (i.e. EDPP upgrade and ImageTrust HTML version change, as an example).
Enterprise Platforms	M. Roehr	Yong, Kim	Complex Integration	JELS	Active	2/1/2020	Development Lead; C#/.NET and Sharepoint integration. CTO embedded, requested by Susan Green
Enterprise Platforms	M. Roehr	Mohammed, Waseem	Complex Integration	AEM Sites	Active	2/1/2020	Development Lead; Depends on project and applications and complexity of integration to other systems (i.e. B-Link as an example).
Enterprise Platforms	M. Roehr	Sanini, Christina	UX Design	User Experience (UX)	Active	2/1/2020	UX designer
Enterprise Platforms	M. Roehr	Joe Kraus	Complex Integration	Dynamics365	Active	2/1/2020	Development Lead; Depends on project and applications and complexity of integration to other systems (i.e. B-Link with CalWin and SIMs interfaces as an example).
Enterprise Platforms	M. Roehr	Lowry, Curt	Complex Integration	OES solutions	Proposed		Development Lead; emergency map, emergency portal
Enterprise Platforms	M. Roehr	Robillard, Brian	Mobile	Mobile apps	Proposed		Development Lead; Depends on project and applications and complexity of integration to other systems, as well as adoption of new technology (Outsystems)

Criteria for tasks that require the use of the Advanced Developer role fall into two categories:

1. Tasks that require a deep understanding of new and emerging technologies, and come at a premium in the marketplace. These currently include:

Task Description	Basic Qualifications	Skills/Experience
a. Data Science/Analytics, for tasks that require: • Complex statistical analysis and visualization techniques • Integrating, applying, and testing machine learning • Hands-on knowledge of statistical methods and techniques (e.g., predictive modeling, segmentation, regression) • Knowledge of web analytics tools/business intelligence tools, data warehousing techniques • Data mining and processing unstructured information	• 5 years of professional experience in Data Science/Analytics plus Bachelor's degree in computer science, information systems, math or other technical/scientific field • Without a degree, 8 years of professional experience in the Data Science/Analytics field	• Client-facing experience providing and implementing analytical solutions • Ability to lead development efforts in Agile or Waterfall frameworks • Ability to support gathering complex analytic requirements from non-technical clients • Extensive research and presentation skills • Extensive experience in use of statistical techniques and developing visualizations • Skills in Python, SQL, predictive analytics, data modeling, data quality • (LinkedIn Sources: Data Analytic Consultants – DXC, Unify)
b. UX design – for tasks that require: • Wire framing, prototype tools, user experience/customer experience (UX/CX) expertise • Digital design capability • Utilize user-centered design methodologies to design intuitive and desirable solutions that incorporates business requirements, research findings and user behavior metrics	• Bachelor's degree in design, human-computer interaction (HCI) or equivalent professional experience • 6+ years of experience as a user experience designer, interaction designer, information architect, or similar role • At least 2 years on mobile design projects	• Proficiency in design tools • Strong skills in visual design • Experience working in a collaborative team, white-boarding and working directly with developers for implementation • Ability to drive the design review cycle and close on design requirements independently (LinkedIn Sources: Sr. User Exp Designer, Personalization – Amazon; Sr. UX Designer – AT&T)
c. Artificial Intelligence (AI)/ Machine Learning, for tasks that require: • AI-driven development for embedding AI capabilities in applications • Development via Cloud-native and/or event-driven AI services • Voice interaction development	• Bachelor's degree in Computer Science, Engineering, Information Systems, Technical Science or 4 years of equivalent work experience • Minimum 2+ years of hands-on web app development experience in a multi-tier architecture in one or more of the areas listed in the skills column	• Basic understanding of machine learning techniques and industry applications • Knowledge about various architectures and protocols such as Java, Python or JavaScript, app development using MEAN stack, data exchange technologies like JSON • Knowledge and hands-on experience on implementation of Chatbot using MS Bot Framework, API.AI, or Watson • Experience working in a Dev/Ops environment and using industry standard tools • Experience with scripting languages • Deep experience designing modular, object-oriented programming (LinkedIn Sources: Artificial intelligence developer – Accenture, Deloitte)

PRR 067 - Applications Developer - Advanced Techonology Labor Category Revision- Attachment 1

Copy of Schedule 5 Report 165 – ADAT Resource List as of January 22, 2020

d. Mobile Developer – for tasks that require:	• Bachelor's degree in Computer Science or Information Systems, or equivalent work	• Experience with County standard mobile development platform(s)
• Use of mobile application development platform(s)	equivalent experience	• Experience with dynamic HTML, client-side scripting, web services and APIs
• Mobile app development using agile approach	• 5 or more years in application design, development, installation and modification of	• Agile Development experience
• Refinement of mobile app requirements using "design thinking"	software	• Ability to deliver across entire app life-cycle from concept, design, build, deploy, test,
approach	• Prior experience in mobile development – Android/iOS – including two or more	release to app stores and support
• Ability to leverage experience on 5+ paid mobile app development	production apps	
projects of similar scope		(LinkedIn Sources: Sr. Mobile App Developer – EastWest Bank; Sr. Developer, Mobile Apps
• Experience working in a product-oriented continuous		– United Airlines)
improvement mode for mobile apps		

2.   In addition, the Advanced Developer role will also apply to complex application integration projects as follows:

Task Description	Basic Qualifications	Skills/Experience
Tasks that involve planning, executing, and managing complex integration of applications that require a deep understanding of specific integration technologies and architecture. The advanced developer will:	• Bachelor's degree in Computer Science or Information Systems, or equivalent work experience	• Knowledge about various architectures and protocols such as MOM, XSLT, SOA, UDDI, EDA, REST, XML, FTP, WSDL, JSON and SOAP
• Work with IT teams and business analysts to understand integration needs and develop solutions.	• Experience in enterprise application development, integration technologies and toolsets	• Knowledge of and experience with multiple integration platforms (e.g., MuleSoft, SAP PI/PO, Red Hat® JBoss® Fuse, Dell Boomi, TIBCO, Oracle Fusion, IBM MQ)
• Work with Applications Architects as appropriate to develop designs and requirements on complex integration tasks, and provide direction to other software developers on their assigned tasks, e.g., to integrate disparate architectures.	• Experience in architecture patterns and integration design principles	• Ability to relate architectural decisions and recommendations to business needs
• Identify gaps in available integration services and work on remediation strategies to minimize the impact of integration on various existing processes.	• A thorough understanding of software development methodologies (Agile essential), values and procedures	• Experience developing reference architecture, principles and standards
• Lead efforts to execute on all the above.		• Ability to regularly learn and adopt new technology
		• Strong analytical and problem-solving skills
		• (Source: Application Integration Specialist, Gartner Research)