

Attachment 3

Contractor EOM Team Roles and Primary Responsibilities

Team	Role	Primary Responsibilities
Leadership	Project Executive	Serves as Department and AHCT main point of contact. Communicates, coordinates and supports prioritization of incidents with Department and AHCT. Oversees the Contractor EOM team and provides expertise in responding to incidents or developing improvements to the systems.
	Project Manager	Manages the day-to-day activities of the EOM team. Communicates, coordinates, and supports prioritization of incidents with Department and AHCT. Recommends system improvements and efficiencies. Designs and executes quality assurance and quality control methods.
Incident Management	Operational Lead/ Application Manager	Monitors incident management tools, initial triage, escalation/prioritization, and business user support. Oversees managerial and administrative reporting and resolution follow up. Recommends system improvements and efficiencies.
	PMO/ Business Analyst 1	Monitors incident management tools, initial triage, escalation/prioritization, and business user support.
	Operational Analyst / Business Analyst 1	Monitors incident management tools, initial triage, escalation/prioritization, and business user support.
	Technical Analyst/ Application Framework Analyst	Determines the root-cause analysis for the reported issues in the triage meetings. This individual works closely with Operational analyst to communicate the analysis to business user.
	Functional Analyst/ Implementation Specialist 1	Determines the root-cause analysis for the reported issues in the triage meetings. This individual works closely with Operational analyst to communicate the analysis to business user.
Incident Resolution	Technical Lead/ Technical Manager	Executes development fixes and Level 2 support for any system outage. This includes all facets of technology in these areas including understanding impact and code/database/configuration modification
	Developer/ Programmer 1	Provides technical and analytical support for code based incident resolutions.
	Technical Analyst/ Senior Programmer Analyst	Provides technical support for FileNet, SIT and Development environments
	Test Lead	Executes functional and regression testing of applications.
	Tester/ Tester 1	Executes functional and regression testing of applications.

	Batch Manager/ Senior Programmer Analyst	Provides technical support for Batches and Level 2 support for any system outage
	Batch Analyst/ Programmer 1	Provides technical support for Batches
	Database Analyst/ Database Administration 1	Provides technical support in Database