

OpTech Project Profiles

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Banking Profiles

Data Modeling Project

Banking

Project Summary

The Loan Center Management (LCM) application provides automation of processes for Comerica Loan Center (CLC) loans and lines of credit to businesses and private banking customers in order to reduce operating and credit costs, improve customer service and retention.

Account management processes can include annual reaffirmations, credit line increases and decreases, risk rating calculations and obligation terminations, as well as the associated customer communications.

Analysis of a customer's accounts facilitates timely decisions to override system recommended actions, risk ratings and limits due to benchmarks and/or exceptions.

Transition information is currently being processed by SAS programs using multiple files and databases into DB2 tables. OpTech incorporated information into existing or new PRT tables where feasible, and created a new DB2 database for the Loan Center Management (LCM) team.

Technology Platform

IBM mainframe with DB2 tables

Tools Used

Computer Associates International Erwin Data Modeler, version 4.1.4 to create the logical and physical data models.

OpTech's role in the project

Data Modeler, Data Integrator, Data Analyst, Program Specification Writer.

Project Management: Technology Refresh

Banking

Project Summary

OpTech participated in a corporate-wide technology refresh, including infrastructure design to support business and security policies. Our team enhanced current support options and workstation upgrades, using an office automation tool to transition to Microsoft Office and standardize other software.

Technology Platform	<i>Novell 6.5, ZenWorks, Windows XP</i>
Tools Used	<i>Novell, Wise, VMWare, VNC, ZEN, CTMS</i>
OpTech's role in the project	<i>Technical Project Coordination and Migration Management</i>

Project Management: Genesis

Banking

Project Summary

The goal of the Genesis project is to migrate all of the users in the company to Windows XP from a variety of older operating systems. This migration will include the deployment of the new operating system and most of the existing applications. These applications must work on Windows XP and then be packaged and prepared for deployment using a new application deployment mechanism that Genesis will put in place.

OpTech managed the application packaging team: packaging all of the company's applications, certifying that they will work together on the desktop, and preparing them for deployment. We also managed the offshore packaging operation.

Technology Platform	<i>Windows XP and Novell 6.5 on IBM hardware</i>
Tools Used	<i>Novell, Wise, VMWare, VNC, ZEN, CTMS</i>
OpTech's role in the project	<i>Project Management of on-site and offshore teams</i>

Domino Engineering Project

Banking

Project Summary

OpTech engineered and designed an eMail gateway network architecture and information flow, and an enterprise-wide eMail SPAM management solution.

Technology Platform

Lotus Notes, UNIX, Windows.

Tools Used

Under evaluation.

OpTech's role in the project

Engineer and design eMail gateway network architecture and information flow.

HelpDesk

Banking

Project Summary
Help Desk Support

Technology Platform

Windows 98, 2000, XP and Novell

Tools Used

Lotus Notes, Console One, Console One (remote control), I Manager, Netware Admin, VMWare Workstation, Mainframe, Peregrine, Rconj, I Manager Portal, IBM Remote Manager Card, Microsoft Office, User Manager, Printer Support

OpTech's role in the project

Help Desk Analyst

UNIX System Administration

Banking

Project Summary

UNIX OS installation/configuration/support, WebSphere installation/configuration/support, Disaster Recovery, Performance Tuning and SAN

Technology Platform

UNIX and WebSphere

Tools Used

Shell Script, HP Open view, Measureware

OpTech's role in the project

Administration and Support



Banking Statement Redesign Project

Banking

Project Summary

OpTech installed third party software, performed regression testing, identified software issues, communicated status to project lead, and performed testing and debugging for the Statement Redesign Project.

Technology Platform	<i>Mainframe</i>
Tools Used	<i>Hogan, Endeavor, Fileaid, MVS Utilities, JCL</i>
OpTech's role in the project	<i>Programming and Maintenance</i>

Application Development

Banking

Project Summary

OpTech developed a system that captures the CDF related information into a SQL database and displayed information in report format. We also migrated the existing CDF information from Excel and Lotus 1-2-3 sheets into the SQL database.

Technology Platform	<i>Windows 2000</i>
Tools Used	<i>ASP.Net, Crystal Report on .Net platform</i>
OpTech's role in the project	<i>Project Lead, Project Architecture, Database design, Development, Testing</i>

Help Desk Project

Banking

Project Summary

OpTech supplied first and second level problem determination / resolution for all system and network problems reported to the Client Resolution Center. Our team was responsible for analyzing and resolving client problems, reviewing problems / records via "ServiceCenter" for resolution activity, and verifying adherence to problem management processes. Our team interfaced with second and third level support areas within Comerica and vendors to ensure problems are resolved in a timely manner.

Technology Platform	<i>Windows 2000</i>
Tools Used	<i>Windows 98 2000 XP NT, Lotus Notes 4.6.7, 5.0, 6.5, Novell 4.90.6.1</i>
OpTech's role in the project	<i>Troubleshoot, train, upgrades and installations, administration</i>

MQSI Integration

Banking

Project Summary

OpTech provided PIA services necessary for integration with the Comerica CIS system (ECIS) and other third party systems. PIA enables TouchPoint to create and deploy Java components to the TouchPoint Enterprises Services platform.

PIA does not interface with ECIS directly. These PIA services send/receives messages to the Comerica MQSI layer. The MQSI layer is commonly known as the Integration

Technology Platform

*Windows 2000, AIX,
OS/390*

Tools Used

MQ, MQSI, and JAVA

OpTech's role in the project

MQ and MQSI



Lotus Notes Administration

Banking

Project Summary

OpTech provided third-level technical support of the eMail infrastructure as well as engineer and design future considerations.

OpTech engineered, documented and deployed the infrastructure to upgrade the bank's eMail to Lotus Notes 6.

Technology Platform

Domino6 on Windows 2003

OpTech's role in the project

Technical support, engineering, and documentation

Awards and Accolades

Our professional was offered a full-time position by the client based on performance.

Infrastructure Upgrade

Banking

Project Summary

OpTech is upgrading all corporate workstations to a common platform, transition to new office automation suite of products. Upgrade or refresh 110 NetWare file Servers, upgrade or replace 7800 workstations.

Technology Platform

Windows 95, 98, NT, 2000, Linux, Windows XP SP2, NetWare 6

Tools Used

Various

OpTech's role in the project

Technical Project Coordinator

Application Development

Banking

Project Summary

OpTech supported multiple initiatives related to Hogan Inbounds, OTP and PAS interfaces. The financial institution's Deposit Systems get updated from numerous sources (ATM transactions, Teller transactions, ACH transactions, payments, pledges and hard holds) throughout the day. The client wanted their Deposit System customers to have a single available balance appear, whether requested through ATMs, phone, or over the Internet.

Technology Platform

Hogan Banking Systems and TPX to log onto the mainframe to support this application.

Tools Used

Endeavor, ICTOOL, Eztrieve, FTP, Lotus Notes, VISIO and Hogan Cobol.

Particular role in the project

Technical support

Accolades or awards

Recognized as a strong team player willing to go the extra mile. Called back to this account three times to support mission critical projects.

Applications Development

Banking

Project Summary

OpTech developed a system to capture CDF-related information into SQL database and display the information as reports. We also moved existing CDF information from Excel and Lotus 1-2-3 sheets into the SQL database.

Technology Platform

Windows 2000

Tools Used

ASP. Net, Crystal Reports on .Net Platform

OpTech's Role in the Project

Project Lead, Project Architect, Database design, Developer, Tester

Commercial Loan Center Management

Banking

Project Summary

The goal of this project is to transition information currently being processed by SAS programs using multiple files and databases into DB2 tables. Information is to be incorporated into existing and or new PRT tables where feasible and a new DB2 database created for the Loan Center Management (LCM) team.

The Loan Center Management (LCM) application provides automation of processes for Comerica Loan Center (CLC) loans and lines of credit to businesses and private banking customers in order to reduce operating and credit costs, improve customer service and retention.

Account management processes can include annual reaffirmations, credit line increases and decreases, risk rating calculations and obligation terminations, as well as the associated customer communications.

Analysis of a customer's accounts facilitates timely decisions to override system recommended actions, risk ratings and limits due to benchmarks and/or exceptions.

Technology Platform

IBM Mainframe DB2 tables

Tools Used

*Computer Associates
International ERWin Data
Modeler, version 4.1.4*

OpTech's role in the project

*Data Modeler, Data Integrator,
Data Analyst, Program
Specification Writer*

Fraud Detection Project

Banking

The client requires a new software tool to be developed and deployed to help detect fraud. There are a variety of fraudulent activities that are currently being investigated, including check fraud, check kiting, identity theft and many others.

OpTech provide custom development for and support of vendor-supplied software.

Technology Platform

The software vendor is Digital Harbor and utilizes a J2EE (Java) platform.

Tools Used

IBM's Rational Application Developer (RAD) is used for any custom coding. Also, there is a proprietary interface to the Digital Harbor front end that is utilized to create user screens. Lotus Notes is used for all email traffic, and Windows XP is the desktop.

OpTech's role in the project

Provide some add on development to customize Java code, maintain running order of the system, and troubleshoot problems as needed. Make recommendations to improve the speed and stability of the system.

Design, Install and Configure Servers / Operating Systems

Banking

Project Summary

OpTech's responsibilities included the following:

- Install, configure and support WebSphere/IHS/WebSphere Portal applications with WebSphere base and network deployed
- Develop tools to automate day to day system admin activities through shell scripts
- Storage migration from FASTt, Shark, HP to ES/SVC
- Setup SSH trust between Jump box and target hosts with Open SSH and WRQ
- UID/GID standardization for eTrust implementation/support
- Brocade, McData and Cisco switch migrations
- Support HACMP for Oracle and DB2 environments
- Setup and support Disaster Recovery solutions
- P Series Virtualization
- Manage/troubleshoot multipathing through MPIO, SDD and Veritas DMP
- Manage/support HACMP clusters
- Monitor daily tasks, troubleshoot problems, performance tuning
- Follow change management policies and practices

Technology Platform	<i>UNIX, WebSphere, Webserver</i>
Tools Used	<i>Shell script, HP OpenView, measure ware, performance tools, eTrust</i>
OpTech's role in the project	<i>System Administration and Web Administration</i>
Awards/Accolades	<i>Received top management appreciation for improvement (job reduced from 22 hrs to 2 hrs)</i>

Data Architecture Projects

Banking

Project Summary

OpTech's consultant is working on the following projects:

- Portfolio Analytics Wave II- Commercial Client Risk Analysis project
- AML TM- AML Transaction Monitoring
- Insight-Enterprise Data Warehouse Project
- Workout Data Capture- Data Migration

Services provided include ETL Architect, Data Warehousing design, Source Data Extraction design, Informatics Installation, Configuration, and Administration, and Relational DBMS skills.

Technology Platform	<i>DB2 UDB (v8, v9)</i>
Tools Used	<i>Informatica (v7.1.3, v8.1.1), UNIX AIX 5.3</i>
OpTech's role in the project	<i>ETL Architect, Data Warehousing Design</i>

Secure Transaction Zone Project

Banking

Project Summary

OpTech is replacing the client's existing DMZ infrastructure with a new Secure Transaction Zone (STZ). The STZ is based on an enhanced modular design that will better meet company's business needs.

Included within the STZ is a refreshed firewall/switch infrastructure, the addition of network/application monitoring tools, and an integrated set of advanced security tools.

Technology Platform

Variety of Windows and Unix based platforms.

Switches, routers, hardware appliance, and software based solution.

Tools Used

MS Word, MS Excel, MS Project, Visio, Lotus 1-2-3, Project Workbench, Adobe Acrobat Distiller

OpTech's role in the project

Support Project Manager in planning, quality reviewing, and business analysis functions on large IT project.

Update and maintain the overall project schedule and work plans.

Analyze processes to identify opportunities for improvement, developing process documentation, and cost savings.

Track project risks and issues.

Coordinate project status meetings for multiple work-streams.

Preparation of meeting documentation.

Coordinate with IS Technical Staff for deliverable status, task status, status and time reporting, issue follow-up and resolution.

Maintain/report project metrics to various levels of management.

WEB Interest Rates and Fees Display

Banking

Technology Platform

IBM Mainframe – Hogan Deposits application

Tools Used

OS/MVS-XA, ESA CICS/VSAM, TSO/ISPF, OS JCL Utilities, CLISTS, VSAM-Assist, TSO File Aid, FDR, Librarian, Endeavor, Changeman, NDM Direct-Connect, CICS/Verify, DMS/OS, SDSF, Interest, Expediter, DB2 Utilities, QMF, SPUFI, Control-M, PVCS Tracker.

OpTech's role in the project

Software Developer - Consultant