

OpTech Project Profiles

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Utilities Profiles

Maximo Administration

Utilities

Project Summary

OpTech provided MAXIMO 5.2, MEA (MAXIMO Enterprise Adapter) and Actuate reporting system administration support to the utilities customer. We quickly learned and configured MXE's MAXIMO Enterprise Systems (MAXIMO 6) and MEA for new project at DTE Energy. Build/Deploy new configurations for the MAXIMO systems.

Technology Platform

All MRO products from MAXIMO 5.2 along with the add-ons (MEA, Actuate, Workflow) running on an AIX Application and Database server. Configuring and supporting MEA on two Windows 2000 Advanced Servers. Configure MAXIMO to communicate with SAP through MEA. All systems are supported using WebSphere.

Tools Used

MAXIMO 5.2, MAXIMO Enterprise Adapter, Workflow, MXE's version 6, WebSphere 4, Actuate, Windows 2000 Advanced Server, Oracle 9, PL/SQL Developer, Java, XML

OpTech's role in the project

Installing MXE's for the new project, providing a dual role supporting MAXIMO 5.2/MEA and helping with the development of MXE's MAXIMO 6. Installing and researching MXE's for new project.

Data Cleanse

Utilities

Project Summary

The purpose of DTE2 is to standardize, simplify and create effective processes across the enterprise and implement the optimum supporting software to put key information regarding Finance, Human Resources, Supply Chain and Work Management in one central, easily accessible place. DTE2 GOAL: Enable DTE Energy to achieve world class enterprise capabilities by creating systems and processes integrated with our Operating System Framework providing t, Standardization, Agility, Flexibility and Adaptability.

OpTech worked with the Business Team to monitor legacy system cleansing initiatives. We defined and documented mapping/cleansing rules and validated cleansed/converted data. On the legacy side, we developed, refined and validated extract criteria/schedules. The development was designed to consolidate and standardize data into a standard load format for conversion/load. OpTech performed testing to resolve data related TIR's, with EAC's coordinating cut-over activities/schedule. DBAT - Audit to ensure there is a clear audit trail for data from the source system to the target system.

Technology Platform	<i>SAP (R3systems) and MAXIMO</i>
Tools Used	<i>Data flux data cleansing tool, IBMDB2 database, SQLSERVER database, ORACLE database, SAP front end, Business objects (ETL), Maximo Actuate (Reporting tool)</i>
OpTech's role in the project	<i>Business requirements definition, documentation, data cleansing and conversion, application development</i>

Java/Oracle Testing

Utilities

Project Summary

OpTech worked as a business analyst on Java/Oracle Interface Testing (DTE2), WPC, E-TAG, CORA, WEBARMS, ODIN, ECARD Detail Reporting and volting Reports at FERMI Nuclear Power Plant.

Technology Platform

SAP/MAXIMO, JAVA, Forte, Oracle

Tools Used

Manual Testing and Mercury Tools and IT Service Center support

OpTech's role in the project

Principal Analyst (Business Analyst)

AIX Administration

Utilities

Project Summary

OpTech provided development and testing services as part of the DTE2 project, building Disaster-Tolerant High-Availability (DTHA) servers for DTE Enterprise Business Systems. Administrating and supporting approximately 200 IBM AIX servers.

<i>Technology Platform</i>	<i>UNIX, IBM AIX</i>
<i>Tools Used</i>	<i>Perl, Shell Scripting</i>
<i>OpTech's role in the project</i>	<i>DTHA Developing and Testing and AIX server administration</i>
<i>Awards and Accolades</i>	<i>Team awarded by CIO.</i>

Senior Business Analyst

Utilities

Project Summary

OpTech provided DTHA Developing and Testing and AIX server administration on the following systems:

Integration and Control of the KCS (Key Customer System), which is used to read power and gas usage of large companies and produce monthly bills. The project's goal is to reduce manual work and errors.

Upgrade the **Metavante BFS (Bill Format System)**, used by different systems to format bills and business correspondence and send it to the print room.

Technology Platform

HP-UX, Windows, Oracle 9i Forms, Metavante BFS

Tools Used

Oracle Forms Builder, MS Office 2003, FTP, Primavera, SDP Templates (Agile), Unix shell scripts, Metavante Designer, FTP

OpTech's role in the project

DTHA Developing and Testing and AIX server administration

Awards and Accolades

Business Owner expressed exceptional satisfaction with project progress and teams performance. Special luncheon provided for team members.

Senior Business Analyst

Utilities

Project Summary

OpTech provided production support to the traders and users of various applications associated with trading various commodities such as Natural Gas, Power, Oil, Coal, Financial Power, and Financial Gas. Applications included Endur, CPM, LIM/MFM, and EDI. ETS, MIMIC, OATi WebTrader, TIW, ES, XRef Maintenance and SourceForge.

Technology Platform

Windows XP OS, MS SQL Server DB, Citrix Neighborhood - Application Access, LIM DB - MIMIC Applications.

Tools Used

Business Objects XI - Reporting, MS Visio, MS Access DB, MS Visio, Endur, CPM, MFM, EDI. ETS, MIMIC, OATi WebTrader, XRef Maintenance and SourceForge

OpTech's role in the project

Primary Support for TIW - BO, CPM, Futrak and Integration (EDI, ETS) and backup support for ES - BO, Entegrate and LIM/MFM

Oracle Online Payment Module

Utilities

Project Summary

OpTech's professionals worked on the Customer Service and Billing (CSB) Module for a major public utilities provider.

The client uses CSB to bill their customers. The client supplies gas and electricity, and provides various types of payment plans for their customers. It provides online billing application for customers to view and pay bills online.

OpTech provided the following services:

- Performed analysis, design and development of CSB application.
- Participated in JAD sessions.
- Updated existing Procedure, Functions and Packages.
- Provided support to production issues.
- Developed forms and enhanced existing forms.

Technology Platform

Oracle 9i, HP-UX 11, Forms 6i, 9i Application Server, Tuxedo Server, Clear Case, Lotus Notes

Tools Used

*Oracle 9i, Developer/Designer 2000, Forms 6i, Clear Case, SQL*PLUS, SQL*LOADER, MS ACCESS, MSOffice tools, Humming Bird, FTP, TOAD 6.3, SQL Navigator, Ultra Edit, RTS, Lotus Notes applications*

OpTech's role in the project

Principal Analyst responsible for analyzing, developing, and updating existing and new modules.

Oracle Energy Meter Detection

Utilities

Project Description

OpTech's professionals worked on the Meter Data Management (MDM) project, which collects meter data for large and industrial commercial electric customers, mass-market customers, secondary gas customers and Choice Customers. OpTech's professionals developed documentation for the MDM project initiative.

- Recognized as TBSME for the above project.
- Developed Use Case and Test case.
- Interacted with Business to collect the requirement
- Conducted JAD sessions with business and technical team.
- Evaluated existing product with new products available in the market.
- Interacted with vendors to specify our requirements.
- Interacted with QMG group to meet all quality needs.

Environment

Rational tools, UML, Waterfall documentation architecture

Technology Platform

Oracle 9i, HP-UX 11, Forms 6i, web logic. Tuxedo, TOAD 7.2

Tools Used

*Oracle, Developer/Designer 2000, Forms 6i, Humming Bird, SQL * PLUS, TOAD 7.2, SQL * LOADER, MS ACCESS.*

OpTech's role in the project

Principal Analyst responsible for analyzing, developing, and updating existing and new modules.

Awards and Accolades

Recognized as a strong team player. Recognized as TBSME for MDM project.

SAP R3 and MRO Implementation

Utilities

Project Summary

OpTech performed SAP R/3 and MRO implementation FICO/SCM/HR and Work Management for a utilities client.

Technology Platform	<i>SAP R/3 4.7 and Maximo</i>
Tools Used	<i>SAP R/3, Maximo, Mercury Quality Center, Quick test Professional, others</i>
OpTech's role in the project	<i>SAP R/3 integration testing, system testing, and release management</i>

SAP Supply Chain Legacy Conversion

Utilities

Project Summary

OpTech converted a legacy system to SAP for a Supply Chain department. We worked as a Super User/System Administrator for one of the legacy systems (Walker), and were heavily involved with compliance for Sarbanes Oxley for this system. We also acted as a liaison between the user area and IT support for the legacy system.

Tools Used

*Microsoft Office Suite (Excel, Access);
COGNOS Impromptu' basic mainframe
utilities.*

OpTech's role in the project

*Definition and testing of system
enhancements and fixes.

Develop reports via COGNOS
Impromptu for users who need data from
the system.*

Awards and Accolades

*Many 'thanks' and kudos from client
management.*

Wireless and Network Security

Utilities

Project Summary

OpTech initially provided a Network Security Analyst, but the need soon arose for a Senior Network and Security Architecture Consultant. OpTech's professionals worked on the Network Security team of the Information Protection Group (IPG) which sets policy and best security standards and practices for the Client.

Our services included the following:

- Provided Subject Matter Expert level consultation for Network Technology Security and Network Perimeter Defense Strategies and Practices.
- Assisted IPG Employee Team members with Network Technology and Security Troubleshooting and Electronic Forensic Evidence Gathering and Interpretation as required.
- Provided Expert Level Consultation to IPG and the Client's-ITS Senior and Executive Management.
- Managed IPG Projects and Technology Implementations.

Technology Platform

Checkpoint-Nokia Firewall Appliances, Juniper Netscreen IDP Appliances, F5 - BIG-IP and 3DNS Appliances, RF Protect Wireless Intrusion Detection and Prevention, 802.11i Wireless Security Networking with 2-Factor, RADIUS/Certification AAA, Lucent NavisRadius, SUN and HP-UX, 802.1x and Smart Card Authentication, Cisco and Enterasys Wired Network Infrastructure, Cisco-based Wireless Network Infrastructure, Win2000/XP/2K3

Tools Used

Network Instruments Observer Expert V10.0 Protocol and Wireless Analyzer, RF Protect Mobile – Wireless RF Analyzer and 802.11 location and survey tool, MS Office Suite of Products, MS Project, Notes, Primavera TeamPlay, Laptop and Desktop Hardware

OpTech's role in the project

Senior Project Manager - Develop and manage the implementation of Wireless Intrusion Protection, Coordination of IPG Resources and IPG POC for the Client's



Initiative.

Senior Network Security Engineer: *Create security solutions for the network infrastructure.*

Senior Network Architect - *Provide SME consults for IPG Teammates.*

802.11 Wireless Networking and Security SME - *Develop and manage the implementation of Wireless Intrusion Protection.*

Level 4 and 5 802.11 technical support for Network Engineering - *Develop 802.11i and 802.1x Wireless NAS (AP) configurations for Cisco BR1310 and C1231B Access Points for Network Engineering.*

Awards and Accolades

— *Keep up the great work in charging the appropriate MIK#'s. By being diligent with hours tracking and charge back, you have made the groups ability to maintain its staffing levels and proactive nature.*

— *Kudos . . . for his assistance in the Corporate Emergency Operations Center today! While he was investigating a wireless access point in the EOC I asked for help in reprogramming the cable TV equipment (after a repair to the cable). Well, I asked the right person! He was impressively knowledgeable. He got the books out and had that system working properly in short order. You are most fortunate to have him on your team. He is as kind and considerate as he is talented.*

— *I would like to once again thank you for your help in configuring the wireless bridges that are being installed at Trombly Service Center. Being short on 802.11 expertise within my group, your assistance was greatly appreciated.*

With the template that you created, we can also provide this type of wireless bridging solution at other C locations. Thanks again.



Program Management: Customer Service and SOX Applications

Utilities

Project Summary

OpTech provided application development and production support for the IT Customer Service department. The department supports one of the most critical functions at this company—keeping satisfied customers.

Mobile Data Terminal Installation and Support

Utilities

Project Summary

OpTech provided the project lead to build, support, and maintain a rugged Mobile Data Terminal project for the client's service centers. Our professionals manage the software, hardware, and management control applications

Technology Platform

Windows 200/XP and various software deployment tools (Marimba, Active Directory, etc)

Tools Used

WISE Package Studio, VB Script, Windows developer tool kits, Marimba

OpTech's role in the project

Subject matter expert and technology lead

Awards and Accolades

Received numerous eMail accolades from both customers and IT management alike.

Network Engineering

Utilities

Project Summary

OpTech provides technical resources for the following projects: MV90/MVRS (Meter reading), Server Consolidation (VMWare), NetBackup and SAN (Symetrix, Clarion).

Technology Platform

Windows NT, 2000, 2003, Windows Clustering, VMWare ESX 2.5, Symetrix and Clarion SAN, Netbackup 5.1 MP2, Linux and MNotes

Tools Used

VMWare Virtual Center, NetBackup Java Console, ECC (for SAN) and Altiris Deployment Manager

OpTech's role in the project

Subject matter expert and technology lead



Disaster Tolerant High Availability Server Project

Utilities

Project Summary

OpTech built Disaster-Tolerant High-Availability (DTHA) servers for a public utility company. Our team administered and supported approximately 200 IBM AIX servers.

Technology Platform

UNIX, IBM AIX

Tools Used

Perl, Shell Scripting

OpTech's role in the project

DTHA Developing and Testing and AIX server administration.

Our team received an award from the CIO.

Maximo Administration

Utilities

Project Summary

OpTech supports the current environment of Maximo 5.2 using MEA/SAP interfaces and Actuate reporting.

Technology Platform

The current environment consists of AIX (Maximo and Oracle Database) Servers, Windows 2000 advanced server running Web methods as B2B connections to Maximo MEA and SAP MEA, WebSphere environment and Actuate reports. Future projects include developing and configuring Maximo MXE (Maximo 6) and MEA.

Tools Used

Oracle 9i, Maximo 5.2, Maximo MXE, B2B Web Methods, WebSphere, AIX Server, Windows 2000 Advanced Server, Terminal Services.

OpTech's role in the project

Maximo/MEA (Maximo Enterprise Adapter) consultant for DTE Energy

Any accolades or awards received

This is an eMail sent from a VP at DTE Energy on September 2nd:

(We) would like to thank all of you for your hard work and perseverance in identifying and fixing the production problem in Maximo this past Friday. It was an example of really great teamwork. This was the first real "production" problem the CPG has been faced with and this team came through with flying colors. We recognize that you all had places you would rather have been on the start of a long holiday weekend but you understood the gravity of the situation and the impact it would have on the business and stayed with it until we had it solved. Thanks team!!! We truly appreciate your efforts.

Michigan Public Service Commission Rules Implementation

Utilities

Project Summary

OpTech's consultant is working on the MPSC (Michigan Public Service Commission) Rules Implementation project called Revised Billing Practice Rules.

Every year MPSC implements or Changes the New/Existing rules for the Utility Companies.

The client has millions of Residential Customers and Commercial Customers including Low-income and seniors. Rules will be implemented for Residential and Commercial Customers and some of the rules will be Implemented for Low-income and seniors.

OpTech is currently working on the Customer Service and Billing Application.

Technology Platform

Oracle 9i Database, Oracle Forms 6i, Oracle PL/SQL, Tuxedo Server, HP UNIX Server, Oracle Designer, Windows XP

Tools Used

TOAD, Ultra Edit, Exceed Hummingbird, RTS, Lotus Notes, MVS

OpTech's role in the project

Developer

Skills Summary

*Oracle 10g/9i/8i, Oracle Forms 6i/6.0, UNIX, Linux, Business Objects, Oracle Data Warehousing, SQL Server
TOAD, SQL Navigator, MS-Office, Oracle Designer*

Credit and Collections Project

Utilities

Project Summary

The client has sold off segments of its debt portfolio over the past few years. In 2006 Credit and Collections determined that portfolio sales would be an ongoing business activity. To enable business to carry out that activity on a regular basis IT has to provide business with a system that will give business the ability to manage debt sale effectively without a great deal of manual effort from IT.

This project will deliver a robust system will allow sale of debt on a regular basis. The solution will also allow predetermined sale to selected vendors at a regular frequency.

<i>Technology Platform</i>	<i>Oracle and Java/J2EE</i>
<i>Tools Used</i>	<i>Primavera 5.0</i>
<i>OpTech's role in the project</i>	<i>Project Manager</i>

Risk Management

Utilities

In 2006, a risk management software solution was implemented to provide “intelligent” guidance to Credit and Collection regarding the treatment of collection accounts. Past due accounts are passed through models, specifically a ‘charge off model’ and a ‘field’ model and assigned a score per model. The score was an indicator of the likelihood of that account to charge off and or to respond to a physical field collection. In turn, this helped Credit and Collection concentrate earlier and more aggressively on those identified accounts and to better utilize its field collection resources.

The client currently provides its customers written collection notification of overdue accounts through the monthly bill statement. In addition, Credit and Collections will contact customers through automated phone calls in order to solicit overdue payments.

The current process limits the amount of information to the customer. The monthly bill statement does not allow for delivery of a written notice to a customer indicating the ramifications of the collection actions being carried out. Because collection information is embedded within the existing bill format structure, it does not have a significant presence and may not be clear to the customer. In addition, a bill statement limits the quantity and tone of information.

In 2006 it became evident that additional models are needed to further help Credit and Collection assess the best treatment for collection accounts. My project will develop 3 additional risk models with the assistance of the intelligent results vendor, enhance the current risk models as identified and target collection accounts via off -cycle collection notices.

The impact of this project is an expectation that arrears will decrease 2% annually.

Technology Platform

Oracle and Java/J2EE

Tools Used

Primavera 5.0, SPSS (statistical tools)

OpTech’s role in the project

Project Management



Portfolio Analytics Wave II- Commercial Client Risk Analysis

Utilities

Projects include the following:

AML TM- AML Transaction Monitoring

Insight-Enterprise Data Warehouse Project

Workout Data Capture- Data Migration

Technology Platform	<i>Oracle and Java/J2EE</i>
Tools Used	<i>Primavera 5.0, SPSS (statistical tools)</i>
OpTech's role in the project	<i>Project Management</i>

Enterprise Business Systems

Utilities

Project Summary

EBS includes new end-to-end business unit processes that interact with each other. Each business process also includes numerous sub-processes.

OpTech provided the following services:

Developed reports for different plants like FERMI, FAM, FOSGEN, NUC etc

Built custom reports for wide range of users meeting their requirements

Developed variety of reports which include Work Orders details report, Work Orders summary report, Work Orders status report, Labor report, Locations report and many more.

Technology Platform	<i>Actuate, Maximo</i>
Tools Used	<i>Actuate e.Report Designer Professional 8, Actuate e.Report Designer Professional 7, Oracle8i, Oracle9i, Maximo 6.0, Maximo5.2, RTS, Team play</i>
OpTech's role in the project	<i>Systems Analyst</i>
Awards/Accolades	<i>OpTech's consultant was one of the few to be allowed to support the system after it went live.</i>

IDQ Project

Utilities

Project Summary

The IDQ Project ensures that the client's customers' email addresses, phone numbers, and physical addresses are kept up to date and that outdated information is purged.

Technology Platform	<i>Windows XP, Unix, Oracle</i>
Tools Used	<i>Mercury Quality Center</i>
OpTech's role in the project	<i>Quality Assurance Testing</i>

Customer Issue Tracking

Utilities

Project Summary

The client's Customer Care department wants to understand why calls are coming into the call center due to requests not being done correctly the first time. Some of the return work calls include advising a customer to visit a credit center in error, collecting money in error, issuing the wrong Home Protection Plus® vendor, wrong field resource sent or an order not being placed. Therefore, Customer Care has established a Microsoft Excel template for customer service representatives to use to track when these type of calls come in and enter information pertaining to that return work. Over 300 people submit return work via e-mail and approximately 15 people use individual versions of the Excel template to track return work calls which results in approximately 700 records a month.

Customer Care outsources approximately 50% of its calls to third party agencies (Vital and NCO). There are times when these agencies will send back some of these call to the client to handle for various reasons. About 40 people track these return calls using a Microsoft Excel template which generates about 10,000 records a month.

In addition, about 10 people in Customer Care sit and listen to real calls and evaluate how a customer representative handled the call based on 10 questions. About 50 records are generated a month from these "Mystery Calling" evaluations completed using Microsoft Excel.

All of this tracked work (return work, return calls and mystery calling) is then aggregated manually into a three separate master Excel files for each type of calls monitored. About 6 individuals spend 15-20% of their time aggregating and manipulating the data.

Technology Platform

WebLogic 9.1, Oracle 9i, EJB 2.0, JSF, Java 1.5.0, Ant 1.6.2

Tools Used

IntelliJ Idea, TOAD, Weblogic Application Server 9.1

OpTech's role in the project

Requirements analysis, Analysis and Design, Development, Testing, Implementation and User Training

Packaging and Software Distribution

Utilities

Project Summary

OpTech's consultant is the lead designer for packaging and software distribution, the Senior Engineer for Mobile Data Terminals, and is involved in policy and support decisions at the 3rd tier level.

The packaging team has grown to over five full time resources, managing over 100 applications in a diverse 11,000 user environment.

MDTs comprise 1800 units deployed throughout the service fleet for all of the client's field support personnel.

Technology Platform

WISE for application installation management and packaging and MARIMBA for software deployment. MDT's are comprised of both common and mission-specific technologies such as ruggedized hardware, wireless LAN/WAN, and GPS systems.

Tools Used

WISE Package studio, Marimba, Active Directory, VBS, WSH, and various other scripting/office automation tools

OpTech's role in the project

Lead Engineer

Awards/Accolades

Recognized by the client's CIO for contributions to the MDT Deployment project, as well as numerous letters to supervisors from various customers internal to the client

SAP Implementation

Utilities

Project Summary

Implementation of SAP-based suite of products and retirement of the legacy mainframe systems.

Technology Platform

Walker (system being converted), DB2, Oracle, SAP R/3, SRM, Microsoft Access, Cognos Impromptu, Toad

Tools Used

WISE Package studio, Marimba, Active Directory, VBS, WSH, and various other scripting/office automation tools

OpTech's role in the project

Lead Analyst

Awards/Accolades

Received the Giraffe award for being a "key person in resolving all MMap (Walker) data mapping and extract issues for Mock 1"E

Customer Service Website

Utilities

Project Summary

The client's external customer service website CSO is one of the channels that customers have to gain access to its products and services. CSO offers various self-service options that include delivery of electronic bills (eBill) in place of paper bills, various payment options (Credit card, Bank Account), placement of various service requests (Turn on, transfer, disconnect, order status, Report Electric outage, Restoration Estimate, police / fire electric trouble reporting, GreenCurrents and etc..) and account management. Most transactions that can be completed through an automated process.

OpTech is responsible for design, development, enhancement and supporting different functional modules of the CSO application using project specific technologies and using the client's solution delivery process (SDP) and process tools.

Technology Platform

Weblogic 9.1, Linux, J2EE, EJB, Struts, Tiles, JSP, Servlets XML, Verisign API, NACHA, Hibernate, Oracle 8.0

Tools Used

IntelliJ IDEA 4.5, Eclipse, Toad for Oracle, Tealeaf, Exact Target, Rational Clear case, Mercury

OpTech's role in the project

Lead Analyst

Awards/Accolades

Team received Sarah Sheridan award for eBill Project

Appreciation received from Detroit Police department for Police / Fire Trouble report project

Appreciations received from project manages and business customers for different projects

Greater Michigan Gas Leak Survey Project

Utilities

Project Summary

The client implemented an automated leak survey data capture program in 2003, with extracted MARS (Mapping and Automated Record System) facility information, that runs on Itronix handheld PCs. In order to maintain consistency within the Leak Survey process throughout the state, we provided software modifications, specific for the Out state locations, to the current Leak Survey application and hardware to the all Out state locations that will be implementing Automated Leak Survey in 2007.

OpTech's responsibilities included the following:

- Facilitate Meetings with business partners for requirements gathering and document meeting minutes.
- Analyze business process and change requests for impacts. Communicate prototypes with business for user review.
- Completed testing the application successfully with 0 defects and conduct feedback surveys for User Acceptance Testing.
- Implemented SDP (Solution delivery process) for this project, deliverables produced included Requirement List, Quality Plan, Maintain Issue log, Change and content management, Features List, Traceability Matrix, Test Cases, TBD Matrix, Defect List, Work Product Review Log, and User Acceptance Review Results.

Technology Platform

Windows Ce 5.0, Oracle8.1.6, Html, Asp, Mdl, Odl, Perl, Visual Basic6.0, Argent, Digital Print Room, Field View, Framme3.8, Gtviewer, Maestro, Microstation95, Web, Vb.Net

Tools Used

Itronix PCs, Documentum, Remote Display Control and Microsoft Office

OpTech's role in the project

*Business Analyst
Quality Assurance*

Awards/Accolades

Scored 92.75% for the Usability Review.

Maximo Systems Administrator/Build and Deployment Manager.

Utilities

Project Summary

OpTech administers Maximo Systems for the client. Past activities include migrating Maximo 5.2 systems to Maximo's latest version Maximo 6.0 (MXE's).

OpTech is responsible for

- Moving all changes into the client's five Maximo environments
- Running database configurations to get attributes loaded into Maximo
- Loading and moving Java class files for Maximo builds.

Technology Platform

*AIX Unix/Oracle
Database/Eclipse*

Tools Used

*Maximo, Eclipse, Oracle
Developer Suite, Putty, JAD
Windows 2000, Remote Desktop*

OpTech's role in the project

*Maximo Build / Deployment
Manager*

IT Service Center

Utilities

Project Summary

The IT Service Center provides technology support to the client's employees by facilitating the resolution of technology-related problems. Problems that cannot be resolved by the IT Service Center technician during the initial call are documented in a trouble ticket and escalated to the appropriate Level 2 support group. The IT Service Center team manages approximately 90,000 incoming calls per year, and it's dedicated to achieving a monthly average speed of answer for all incoming calls of 70 seconds or less.

OpTech provided the following services:

- Install, troubleshoot, and support SAP R/3 and Maximo Enterprise
- Adapter functionality to support the business processes. Installation, client configuration and level 2 support of Lotus Domino Web and Lotus Notes 6.5
- Extensive hands-on troubleshooting of Lotus Notes R6 client and identifying server issues
- Provide technical support to 10,000+ employees for network infrastructure and internal desktop systems software/hardware
- Set up and support users in accessing network remotely
- Support remote users on Citrix Metaframe
- Identify and troubleshoot local system/application issues/network outages

Technology Platform

*Windows XP Professional,
Windows 2000 Profession*

Tools Used

Peregrine, DameWare, Active Directory, Mainframe, Maximo, Citrix Management Console

OpTech's role in the project

Maximo Build / Deployment Manager

Awards/Accolades

Exceeded goal by taking over 500 calls in a week's time

Resource Management System

Utilities

Project Summary

OpTech is responsible for ongoing maintenance and coordination regarding the utilization of RMS (Resource Management System), Request Management System New RMS and the Time Tracker. Other responsibilities include the development of application functionality, database enhancements and reporting capabilities.

Technology Platform

Cold Fusion, VB, Reporting using Reporting Services, and Visual Studio .Net, Access, SQL Server, ERWin

Tools Used

Dream Weaver, Visual Studio .Net 2003, SQL Enterprise Manager, ERWin

OpTech's role in the project

Maximo Build / Deployment Manager

Awards/Accolades

Exceeded goal by taking over 500 calls in a week's time

KCS – Customer Self Service

Utilities

Project Summary

This project will create a web interface for key customers (Industrial and Business Accounts).

The interface will allow customer to view and pay their bills.

Technology Platform	<i>J2EE, WebLogic, Oracle</i>
Tools Used	<i>MS Office, MS Visio, SDP Templates, Documenter</i>
OpTech's role in the project	<i>Business Analyst</i>

Theft Detection

Utilities

Project Summary

The goal of this project is to create a system that will provide intelligence on Customer Accounts that might be engaged in energy theft.

OpTech was responsible for the analysis of business requirements and processes, creation of requirements and features documentation as well as use cases, navigation flow design, screen design, usability study, collecting and documenting technical specifications, and coordination with outside vendors.

Technology Platform

Java, Oracle, WebLogic

Tools Used

MS Office, MS Visio, SDP Templates, Documenter, Mercury Quality Center

OpTech's role in the project

Business Analyst