5.3 Technical Description

The system and technology architecture of myBIS provides a modernized platform and operational solution that meets AWI's requirements. The proposed system and technologies provide advanced capabilities that allow implementation of system and process improvements quickly, with low risk and in a manner that is most cost effective in the long term.

5.3.1 General System Architecture

The *myBIS* solution architecture as depicted in Figure 5-57 describes, at a high-level, the architectural layers and components used to realize the AWI UC requirements. The Accenture Team's system and technology architecture for developing *myBIS* is proven, secure, and can scale to meet your requirements for growth. The *myBIS* solution provides many advantages described above and others which differentiate our solution such as:

- Real-time integration capabilities that can reduce the amount of information requiring verification
- Ability to add new channels leveraging real-time data services
- Responsive transaction performance
- Use of proven vendor products with sustainable market relevance
- Technology platform provides support for high availability
- Consistent with Florida enterprise architecture and agency partners

5.3.2 Technical Architecture

The *myBIS* technical architecture solution leverages the proven Illinois implementation of the foundational application for *myBIS*. Use of the system software and supporting COTS products that have been integrated and previously tested enables reuse of developed system artifacts and reduces integration and re-platform design, testing and implementation effort. Use of the proposed technical architecture reduces implementation risk and accelerates implementation timeframes. Following are descriptions of each of the Technical Architecture Solution Components.

IBM HTTP Server and WebSphere Application Server

myBIS uses IBM WebSphere as the Application Server and IBM HTTP Server (IHS) as the Web Server for *myBIS*. The core application operates already operates successfully with these industry leading components. The solution leverages standard technical functions and processes available in WebSphere and IHS:

- JSPs and JSP TagLibs for the Presentation Layer, which results in Internet screens used by Claimants, Employers, and AWI Staff.
- Servlets for Navigation Control, Activities (i.e., handling inbound http requests), State Management, Conversation Flows, Form Validation, and Error Handling.
- Business layer implements the UC business logic.
- Core Technical Services such as Clustering, Security, and Logging.

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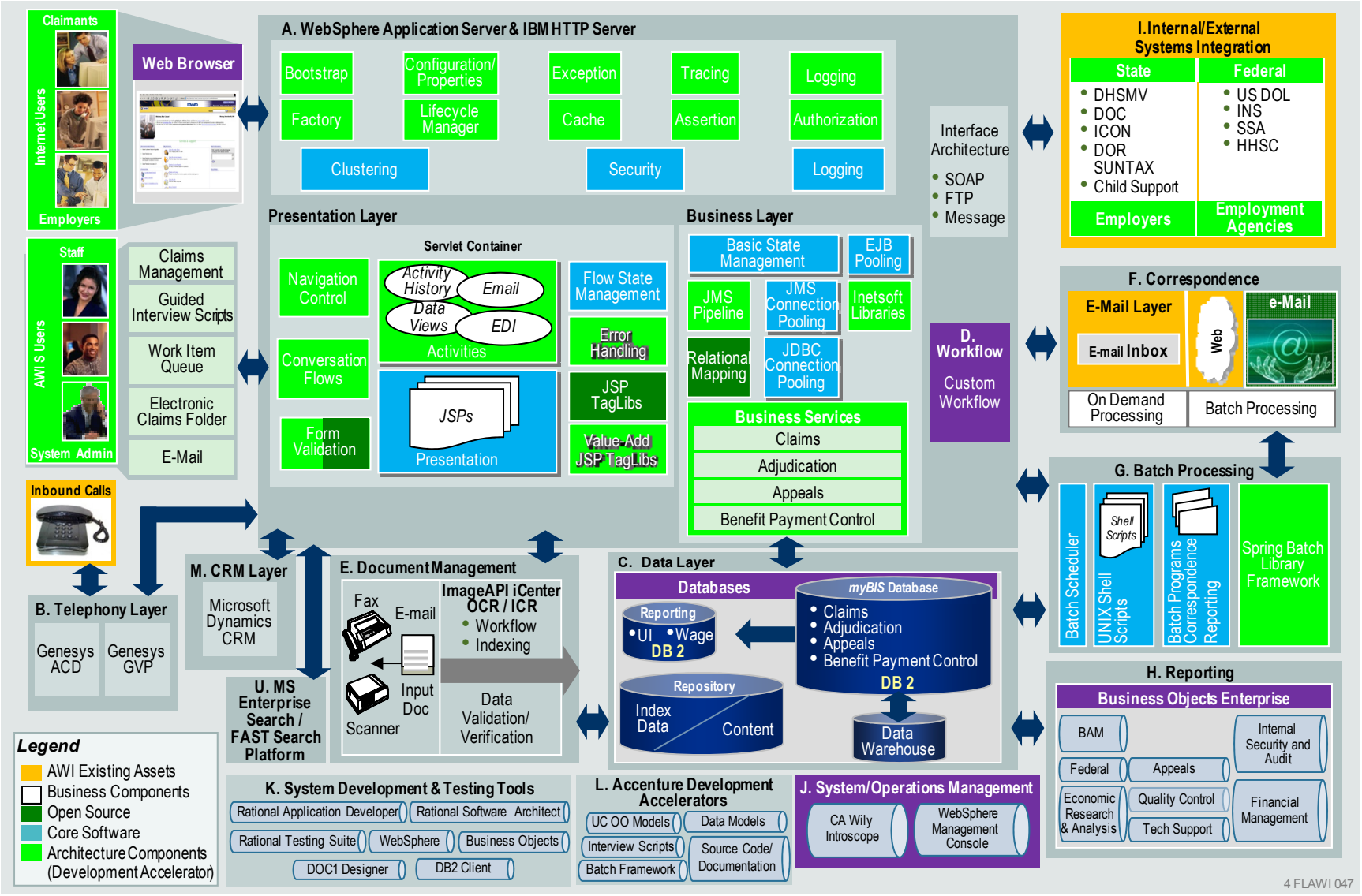

Figure 5-57. Our solution is built using n-tier architecture and is compatible with existing AWI assets

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Telephony Layer – Genesys CIM Platform

The Genesys CIM platform provides the telephony platform that enables telephone-based access to *myBIS*. The Genesys platform is an industry leader that has almost a decade of proven history supporting Florida state agency call centers like the Department of Business and Professional Regulation (DBPR). The *myBIS* application integrates seamlessly with the proposed Genesys Voice Platform and *myBIS* call center components.

The solution also supports required call center capabilities such as soft-phone for call management, agent status and supervisor management (agent transfer). *myBIS* also has the capability to provide AWI staff with screen pops of information collected by the IVR that have been intelligently routed to an available agent that supports claim processing.

Genesys ACD

The Genesys ACD is a leader in the current trend to adopt IP telephony. The solution provides benefits such as cost saving and current technology integration that is capable of handling AWI's inbound and outbound increasing call volume. The ACD integrates well with the other call center components. Genesys ACD supports the following feature:

- Automatic Call Distribution: Calls are distributed through defined ACD rules.
- Time of Day: Calls are managed based on the time of day.
- Call Treatment: Genesys ACD handles the call based on set rules at the ACD level and routes calls to pre defined destinations
- Prompting: ACD is capable of simple prompting and digit collecting
- Agent Phone system: AWI agents handle voice calls using agency telephony functions and status like Log In, Ready for calls, Dial, Answer Calls, Hold, Retrieve, Conference, Transfer, Disconnect, Not Ready and After Call Work.

Genesys GVP

Calls are routed to the IVR for identification, authentication and self-service. A caller is prompted to enter account values that are used to locate a caller's record. Genesys GVP guides the caller through the identification process and the workflow based on the callers' reason for calling. If the caller opts out to speak to an AWI agent, call data collected in the IVR is passed with the call for CRM system automated account lookup and screen pop. Some of the benefits of Genesys GVP include:

- Agent utilization: self service callers are not transferred to an agent
- Completion: callers receive the info requested without speaking to an agent
- Customer Experience: callers successfully complete a transaction without an agent

Data Layer – IBM DB2 LUW

The IBM DB2 LUW relational database integrates, manages, and stores *myBIS* data. The IBM DB2 data base management system was used successfully in the State of Illinois implementation of the *myBIS* application. The IBM DB2 system will accommodate AWI specific business requirements and customizations to our UC data model to provide the framework to design and implement the logical data model that supports the *myBIS* application.

The *myBIS* application has been extensively performance tested under high volume usage scenarios. In the course of this performance testing, the database has been optimized to handle large transaction volumes.

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In addition, the database has been designed to speed the creation of large reports by tuning parameters and summarizing some data in optimized reporting tables.

Workflow

myBIS automates workflow processes through application embedded workflow functionality. Embedded application workflow features provide tight integration into the UC Solution. We have found most clients favor this approach. We understand that Florida is unique and AWI has specific requirements for a more robust workflow engine with additional Business Process Management (BPM) and Business Process Execution Language (BPEL) functionality. As such, we are proposing to supplement our embedded workflow component with the Oracle BPM Suite. We will work with you during design to identify key business processes that could benefit from the Oracle BPM workflow component.

The workflow component provides the ability to route work tasks/activities to various users in a business process. Key benefits of our workflow solution include:

- Eliminates many manual tasks through workflow automation
- Routes work to the right AWI staff member based on their role and skills
- Requires minimal effort for *myBIS* to reflect business process and workflow changes
- Intelligently invokes *myBIS* capabilities in the context of AWI staff workflows

myBIS provides capabilities to intelligently route tasks to the right worker. It also monitors assigned work to make sure it is completed on a timely basis. Examples include notifying AWI Staff about claimants or employers with overdue activities and transferring activities from one AWI staff member to another, or to a supervisor.

Document Management

ImageAPI's iCenter is the foundation of the document management solution component that enables *myBIS* to store and retrieve imaged documents, correspondence and account information regardless of the source. The ImageAPI iCenter solution framework includes centralized storage and an image scanning facility. The electronic storage of documents, which can either be paper based or other readable formats, provides the following capabilities:

- Allows AWI staff to access pertinent documents when needed via Electronic Case Folder tab of the *myBIS* application. This content appears "in-context" to the related application functionality (claim, claimant, appeal, etc.).
- Enables sharing imaged documents across the enterprise i.e. Adjudication and Appeals documentation among Local offices, Regions, and the Central Office
- Minimizes the need to enter data into or retrieve data from multiple systems
- Integrates document retrieval within core *myBIS* functions
- Provides security against unauthorized access or loss of valuable data

myBIS electronic document and image management capabilities reduce data management costs. AWI receives certifications, adjudication files, which include supporting records, and many appeals related documents. The *myBIS* application enables centralizing these documents where they are scanned and stored electronically in the *myBIS* content repository. This provides AWI staff, employers and other authorized users a single point of access to the documents through a Web browser supporting the case management of claim and employer data.

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As shown in Figure 5-58, the *myBIS* solution will leverage the Image API iCenter application for image capture, image indexing, document management and storage. Accenture has successfully implemented correspondence imaging system with Image API at various clients. The benefits of iCenter are:

- Currently being used at AWI, and it is known by the AWI staff.
- Current images in the iCenter repository don't need to be converted to a new system
- Built on a scalable architecture comprised of product layers
- Follows AWI processes with automated workflow capability enabling enterprise-wide collaboration, approvals, and better management.
- Supports effective content use by delivering controlled, transparent access, storage and publication of large volumes of documents.

The iCenter software provides image capture, email and fax-to-image, content redaction capabilities, and indexing processes. We have chosen to incorporate iCenter software because it is a proven product in a variety of environments including Florida Department of Management Services (DMS). The solution leverages work Image API has done helping the State of Florida achieve many of its goals for improving processes through automation, content management solutions, and business processing.

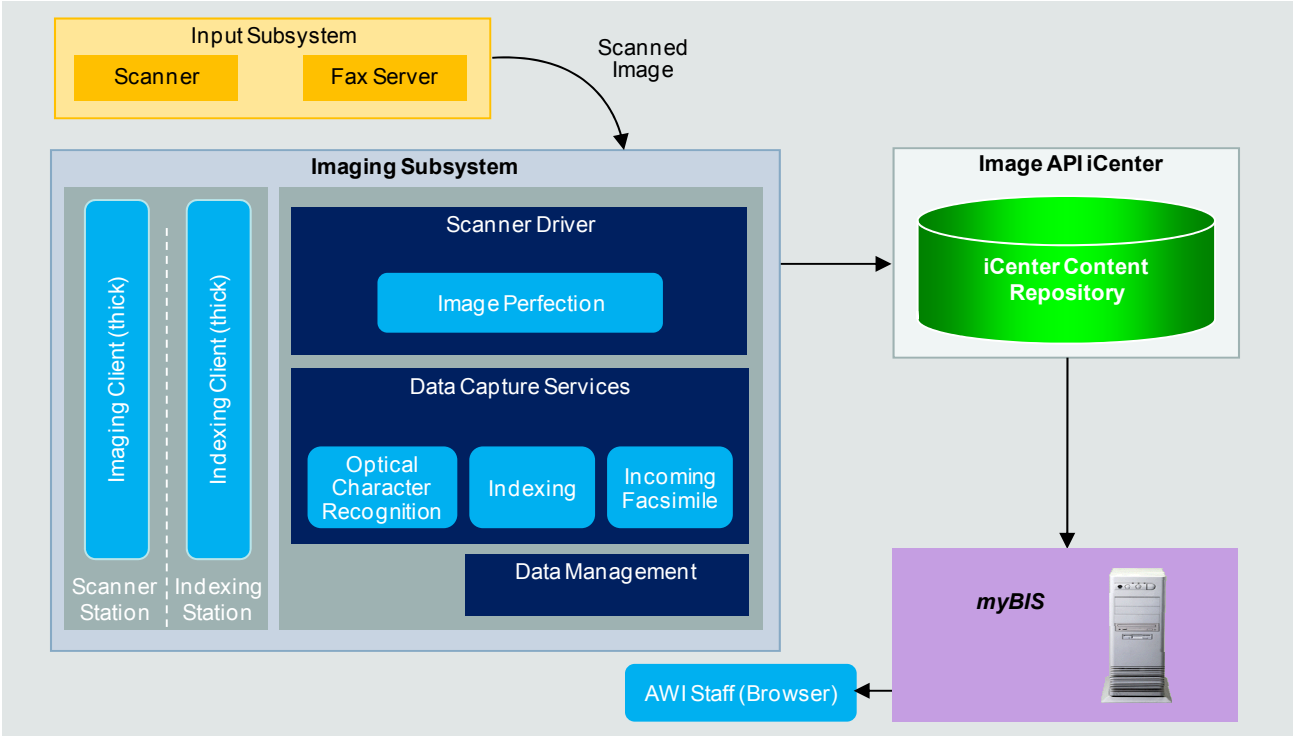

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Figure 5-58. We base our document and image management solution on ImageAPI's iCenter

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Correspondence

myBIS correspondence provides multiple options to generate and distribute correspondence. The solution uses, Pitney Bowes DOC1, for creating correspondence templates. Figure 5-59 depicts the interrelationship of scheduled batch processing, typically during non-peak hours, with on-demand processing and email. AWI staff or system events trigger requests to generate correspondence through the *myBIS* Integrated Desktop or through Batch Processing. The correspondence generation capability provides the following options:

- Print Centrally (queue up in batch schedule): Gives AWI the ability to generate mass correspondence through scheduled batch processing. This allows for the generation of small and large quantities of correspondence.
- On-Demand Print Locally (On-Demand): Allows AWI staff to request correspondence on-demand. In addition, AWI staff can choose from various distribution options.
- E-mail: Allows AWI staff to distribute correspondence via email, either real-time or batched for delivery of one common message to multiple recipients. This correspondence email includes an active hyperlink allowing customers to navigate to the login page of the AWI portal and retrieve the message after logging in. If the customer fails to acknowledge the email or the response is invalid, system parameters regenerate, print, and mail the piece of correspondence to the customer.
- Fax: Allows AWI staff to distribute correspondence via fax, either real-time or batched for delivery of one common message to multiple recipients.

Each correspondence item is stored as a template within *myBIS*. The solution provides the ability to associate required and optional sections to a template and can associate variables with correspondence, which minimizes the need for AWI staff to manually enter data for the correspondence.

During Batch Processing, system batch jobs utilize the correspondence templates and use the Pitney Bowes DOC1 software to generate the correspondence items. Before distributing each piece of correspondence, the system stores the outbound item in the iCenter content repository along with associated data and transaction information.

The solution also provides for handling and routing returned correspondence. It can assign unique

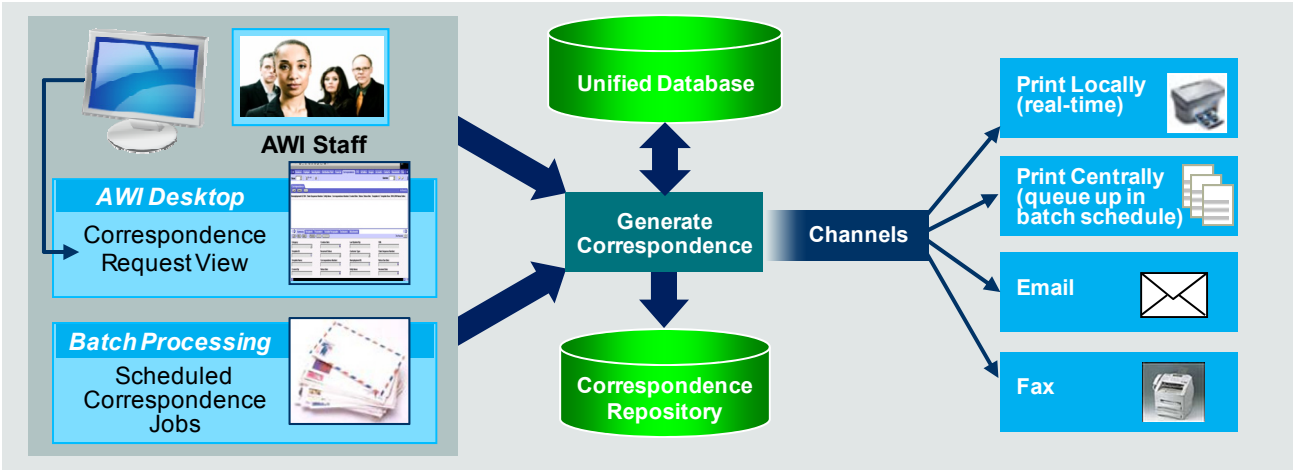

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Figure 5-59. Our custom solution allows FL AWI staff to create correspondence using multiple communication channels

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barcodes to out-bound correspondence. As shown in Figure 5-60, when customer returned correspondence arrives at the AWI Central Office, the item is scanned, imaged, indexed, and a workflow activity is created, notifying the appropriate AWI staff that the returned correspondence piece is available.

Batch Processing

The Batch Processing component for *myBIS* includes batch programs, scripts, and utilities. Batch processing capabilities are built using the popular Spring Batch Framework. Batch Processing supports key areas such as Correspondence, Check Generation, and Reporting. *myBIS* integrates easily with the operating system scheduling application for batch scheduling.

The Spring Batch Framework provides reusable functions that are essential in processing large volumes of records, including logging/tracing, transaction management, job processing statistics, job restart, skip, and resource management. It also provides more advanced technical services and features that enable high-volume and high performance batch for jobs though optimization and partitioning techniques. Both simple and complex, high-volume batch jobs can leverage the framework in a highly scalable manner to process significant volumes of information.

Reporting

The *myBIS* Reporting solution leverages the Business Objects reporting tool for batch and on-demand reports. The Business Objects reporting tool centralizes report management and allows seamless integration with *myBIS*, as shown in Figure 5-61.

We recognize AWI's need to quickly and accurately satisfy Federal and State UC reporting requirements, as well as the important data analysis you perform in Quality Control. To support these needs, the solution provides Batch Reporting and On-Demand Reporting:

- Batch Reporting: Batch reporting creates and delivers pre-defined reports on a specified frequency (daily, weekly, monthly, quarterly or annually). Batch reporting uses report templates that can easily be tailored to the needs of AWI.
- On-Demand Reporting: On-Demand reporting provides AWI staff with the ability to request information from *myBIS* when needed. Business Objects software provides an easy to use graphical interface to allow business users to quickly and easily create customized reports.

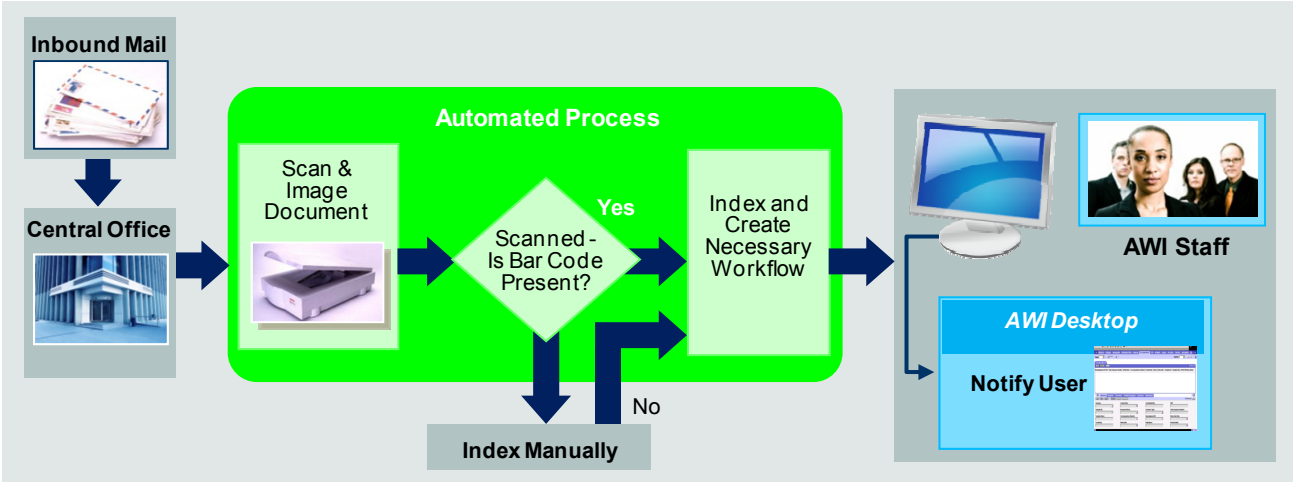

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Figure 5-60. myBIS uses a unique identifier to notify staff they received returned correspondence

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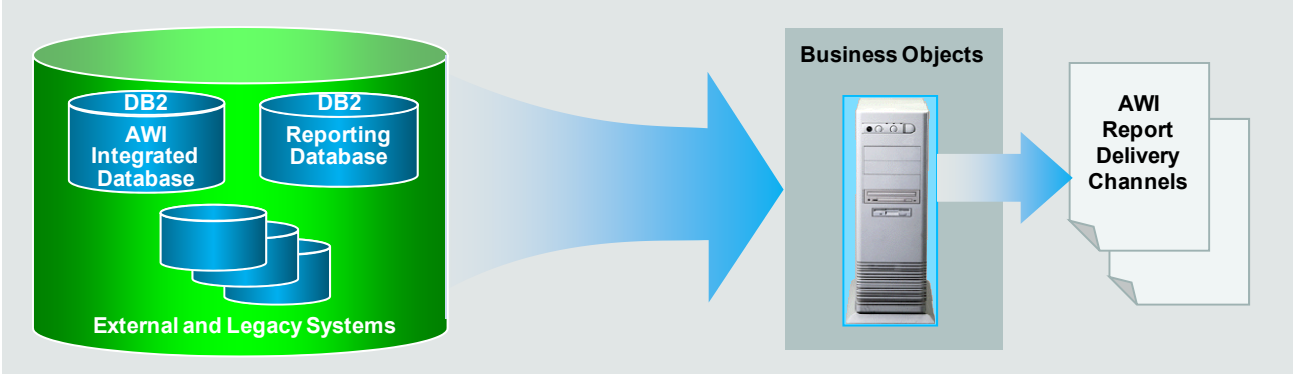

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Figure 5-61. Coupled with DB2 database, Business Objects provides AWI users safe and flexible access to system reports

Internal/External Systems Integration

The *myBIS* Internal /External System Integration Architecture supports integration with existing AWI systems such as Mainframe, email, TRAIN, TeleClaims, FLUID and other systems. *myBIS* can easily process standard UC files that integrate with existing legacy systems. This approach provides tight integration between the various systems not easily achieved through vendor software. Technical integration is accomplished through SOAP, FTP or messaging. The *myBIS* system integration solution enables *myBIS* to successfully integrate with your mission critical systems, as described in Section 5.3.4 Non-functional Requirements.

Systems/Operations Management

myBIS incorporates the systems and operations management tools required for monitoring and supporting the system. The solution leverages proven off-the-shelf tools including:

- BMC Patrol Express: monitors system servers and databases
- WebSphere Management Console: to monitor WebSphere Application Server
- DB2 Performance Monitor: to monitor DB2 database performance

System Development and Testing Tools

myBIS leverages a set of proven System Development and Testing Tools to design, code, test and maintain the solution. These tools include:

- Rational Application Developer (Java IDE): to code and unit test the java-based components that run on WebSphere
- Rational Suite: to perform system development lifecycle activities from requirements gathering through system test and implementation including change management and configuration management
  - Rational Clear Quest: to track and report requests for change identified during the project lifecycle, including Change Requests (CRs), Database Change Requests, (DBCRs), and System Investigation Requests (SIRs). This integrated Rational® tools allow customization and configuration of tracking data and enforce processes change through workflows. The Rational Clear Quest tool also has a reporting and charting capability to monitor SIR trends and status
  - Rational Clear Case: to provide life cycle management and control of software assets, including integrated version control, parallel development support, baseline management, and build and release management

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  - Rational Functional Tester: to perform automated regression testing
  - Rational PureCoverage: to perform unit test code coverage analysis
  - Rational Performance Test: to execute performance test
- DOC1 Designer: to design the *myBIS* templates for forms and letters
- Business Objects: to design, build, and test reports
- Oracle UPK: to develop online help pages

Accenture Development Accelerator

The Accenture Development Accelerator toolset provides AWI with reusable UC application and technical components that are customized across many of the Application Infrastructure components described above. The toolset assists in the creation of *myBIS* deliverables providing:

- UC specific object oriented model
- Proven scripts for staff claimant interviews
- Source code and knowledge transfer documentation for implementing system architecture and infrastructure services for *myBIS*
- Integrated relational data model from past UC experience
- Batch processing framework to write faster and more reliable batch programs

UC Specific Object Model. The UC specific object model is a collection of components that describe business rules and functions, and incorporates components for Claims, Benefit Payment Processing, Benefit Payments Control, Appeals and Adjudication from previous UC projects. Use of the model accelerates the design and development process for new functionality extensions to the core *myBIS* system. This proven object model is being successfully implemented in Illinois.

Interview Scripts. Along with the object model, the Accenture Development Accelerator assists in building the adjudication interviews. The tool includes guided interview scripts which provide AWI staff with proper questioning sequences, consistent answers, and a reduced error rate in responding to customers. This tool has helped build similar UC systems, such as Illinois IBIS, which guide staff through the proper order of steps via a common interface that helps facilitate the claims process.

System Architecture and Infrastructure Services. The Accenture Development Accelerator also provides architecture components that support the development process for *myBIS*. The components that are included in the accelerator are based on an open/scalable J2EE architecture framework and represent system development proven practices. Figure 5-62 highlights key benefits of these components.

Integrated UC Data Model. Based on Accenture UC experience, the integrated UC Data Model provides a starting point data model for modernized UC systems. Accenture recognizes that AWI's database requirements are unique. The data model provides a jump start for designing custom *myBIS* functional requirements. The data model also demonstrates our experience in creating an accurate data design that correctly represents UC benefits system business needs.

Spring Batch Processing Framework. This framework provides a standard way of writing batch programs and provides common services such as checkpoint-restart processing. This framework enables to quickly deliver a batch solution for the required business needs.

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Feature	Description	Benefit to AWI
• Open APIs	• Bundles proven, mature, widely used libraries from open source efforts with source code for common technical services and other components allowing AWI the flexibility to extend or build upon the framework	• Accenture Development Accelerator functionality is extended and maintained in the future as needed by AWI as a result of open APIs
• Production Tested	• Has been used and production-tested on over 300 large-scale engagements with scalable results	• As AWI grows, the framework continues to support the application
• Layered Architecture	• Forces developers to follow strong architecture layering principles, separating presentation logic, business logic, and data access logic	• A well-layered system is easier to maintain as a result of clearly defined separations of concern in architecture components
• Common Technical Services	• Includes logging, error handling, security, database access, state management, configuration, messaging, pagination, and Web conversation flow	• Common services standardization throughout the application: • Reduces architectural development time • Supports rapid application modification • Allows developers to focus on building business functionality instead of framework details
• Centralized Logic	• Centralizes reusable logic for common architecture services, thereby supporting "fix in one place"	• Avoiding duplication in making modifications reduces AWI operations cost and maintenance efforts
• Reusable Services	• Provides architectural services that are built into framework to multiple applications	• Other applications that AWI builds leverage existing common framework infrastructure and services

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Figure 5-62. myBIS builds on a proven J2EE framework that includes reusable and object-oriented design concepts so that AWI realizes its vision

Customized Solutions. Finally, the Accenture Development Accelerator enables implementing a customized solution and does not impose limitations or constraints on designing and implementing *myBIS*. Different custom solutions driven by the clients' needs (Kansas, Texas, Illinois, Florida, California) were built using this tool.

CRM Layer – Microsoft Dynamics CRM

The *myBIS* CRM layer improves customer service by providing a 360° view of customer information and minimizes development effort. The heart of *myBIS* CRM layer is based on the Microsoft Dynamics CRM product. Strong integration and configuration capabilities uniquely positions Dynamics CRM to streamline the way AWI communicates with customers and collaborates internally. At the heart of Dynamics CRM is a customizable user interface that connects to the underlying data objects without programmatic extensions. Core Dynamics CRM functionality includes built in features to perform and document common business interactions while supporting common business practices. These strengths provide the capability to build the basic user forms and business processes using out of the box user interfaces, while relying on CRM's underlying .Net architecture and APIs to build the more complex and technical application integrations.

Our *myBIS* CRM solution empowers AWI agents to manage customer interactions, make notes, change status, search and report on a call records. The CTI platform associates each call with call data collected from

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the IVR or Web to perform account lookup and automated screen pop. AWI Agent desktops will display a caller's account details upon receiving the call or other interaction arrival. Figure 5-63 shows how the Microsoft Dynamics CRM is integrated with the call center system.

Genesys Virtual Hold - technology to hold a caller's place in the wait queue without the need to continue to wait on the phone. The proposed call center solution monitors call traffic and agent availability. Virtual hold implements a rule based on the Call Center thresholds where callers are advised of longer than usual hold time and the system offers the option to be called back when and agent becomes available. This feature has many benefits including freeing up call center resources.

Genesys Workforce Management - feature enables forecasting staffing levels, flexibly managing agent schedules, and accurately tracking workforce performance and results in AWI's multi-site and multi-channel Call Centers. This integrated workforce management solution offers automatic updates of historical data and agent skill information in real-time across all media channels to achieve a more accurate planning. Advantages include:

- Enables businesses to develop scheduling strategies based on skills, tasks, and shift preferences
- Helps managers determine if plan is being met through intra-day schedule views
- Improves productivity through a click-and-drag interface and bulk schedule edits
- Improves contact center performance by sending alerts when variances exceed specified levels
- Enables managers to perform root cause analysis of changes made in workforce management
- Eliminates manual and error-prone skill-set updates with easy integration to the Genesys CIM platform

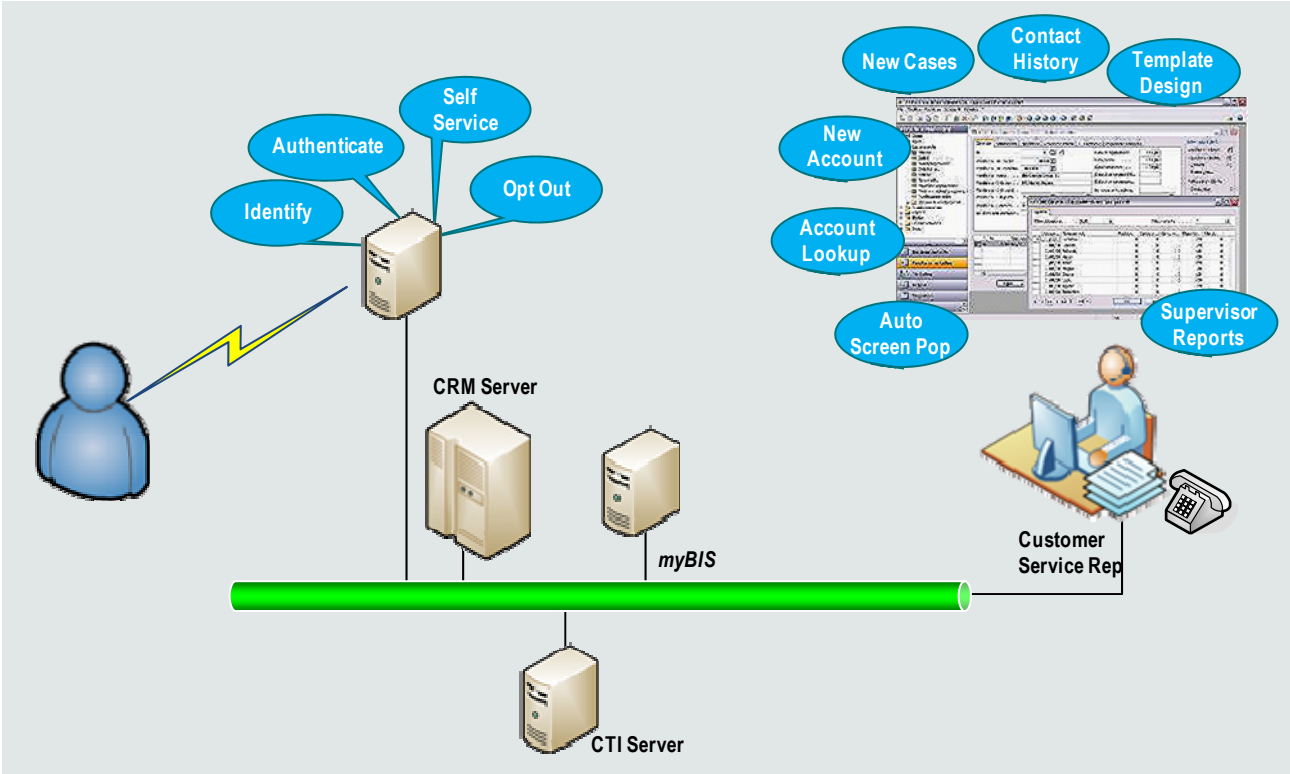

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Figure 5-63. The IVR, CRM, Call Center, and myBIS applications are tightly integrated allowing customer service representatives to provide seamless assistance to claimants and employers

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Genesys Real-time Reporting - powerful real-time reporting tool empowering call center supervisors and managers to access real-time information of the call centers' activities and statistics. Users can view call center interaction statistics, agent activities and status and filter based on user defined criteria. Thresholds can be configured to trigger visual alerts that may require attention such as the number of waiting calls, wait time or service levels. These statistics are also used for call treatments such as routing a call if a certain threshold has been reached.

Quality Monitoring -*myBIS* provides the ability to record and store AWI's caller and agents' interaction for quality monitoring purposes. The amount of recording is configured based on storage considerations. *myBIS* quality monitoring solution can capture the agents' desktop screens and associated voice recording. Recorded interactions are available for auditing, agent training, scoring and exporting to portable media devices.

Genesys Screen Pop- Genesys links and maintains call data collected through the life of all inbound and outbound interactions. The CRM system uses this data to lookup a call record and automatically display account details pertaining to the caller's record (screen pop)

Knowledge Base The *myBIS* knowledge base supports call center agents with documented knowledge of policy and how to process call requests. The Microsoft Dynamics CRM knowledge base feature is integrated with the Microsoft Dynamics CRM platform providing a robust integrated solution.

Virtual Call Center -*myBIS* call centers and agents residing in multi locations are configured and treated as a virtual call center. Interactions are routed to agents in a single site or are grouped together as a single site. This feature provides for maximum resource utilization and enhanced customer service. Interaction rules can select a local or enterprise-wide target agent group

Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform

The *myBIS* solution includes Enterprise Search Service capabilities to perform advanced searches across various documents and data repositories. The Microsoft Enterprise Search / Fast Search and Transfer (FAST) Search Platform is an excellent tool to meet AWI advanced search requirements. This includes word stemming, federated search, reliability, performance and ease of integration within the overall architecture. To address these requirements the *myBIS* Architecture uses Enterprise/FAST Search from Microsoft which is very robust and provides industrial strength search engines capable of indexing search results from variety of sources and processes large amounts of data.

Business Rules Management System

myBIS business logic is currently coded into the application. Dynamic parameters with the potential to change frequently are stored in the database and can be easily updated via a simple script. These parameter changes do not require modifications to application code. We have found this approach to work well numerous states. To make the process of updating dynamic business logic even more streamlined, we are proposing to incorporate the JBoss Enterprise BRMS into *myBIS*.

This component will be used to ease business policy and rules development, access, and change management for business areas with frequent changes. JBoss Enterprise BRMS includes a rules engine and rules development, management, and repository. It also makes it easier for trained business analysts to view and manage AWI business rules as encoded in the AWI application infrastructure. Using JBoss Enterprise BRMS requires less development time to update applications, application deployment and business processes with the latest business rules and policies delivering the business agility required to respond to

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changes in requirements. JBoss Enterprise BRMS improves business agility, reduces costs, and improves user satisfaction.

5.3.3 Functional Requirements

The technical components that make up our *myBIS* solution architecture have been chosen because they support the functional and non-functional requirements in a proven way with high quality at a reasonable price point. While all of the technical components are involved in supporting the functional requirements, this section highlights some of the key components that support the following major business functions.

- Claims: Key Technologies (WebSphere Application Server, Genesys CIM Platform, Document Management, and Correspondence): *myBIS* provides multichannel support for claimants, employers and AWI staff to interact with the claims system through the self-service portal, IVR, and email and fax gateways.
- Appeals: Key Technologies (Document Management, WebSphere Application Server, and Batch Processing): The appeals process involves a large amount of documentation and *myBIS* provides easy access to the appeals-related documents through its document management functionality provided by Image API's iCenter software..
- Benefit Payment Control: Key Technologies (Batch Processing, External Systems Integration, and Correspondence): *myBIS* provides an integrated approach to all areas of Benefit Payment Control (BPC). Many of the BPC functions are related to external systems integration and batch processing including cross-match functionality. Once an overpayment or other issue is detected, *myBIS* communicates the issue to the appropriate customer with the correspondence component.
- Adjudication: Key Technologies (*myBIS* application, Batch Processing, and Document Management): The adjudication process involves interviews that are automatically scheduled by the *myBIS* scheduling component. During the interview, UC staff members can follow the guided interview scripts that exist in *myBIS*. These scripts are built on a flexible architecture that allows for questions to be easily modified, added, or removed. Our document management component allows AWI staff to easily view these related documents.

5.3.4 Non-functional Requirements

Our UC Solution meets AWI's non-functional requirements through out of the box capabilities or customizations to COTS products. Non-functional requirements are listed below with our approach to meet them.

- Account Management: *myBIS* provides external users the ability to create an account on the system and maintain their information.
- Workflow: *myBIS allows* AWI users to create and update workflow items. This would include associating users and tasks to work items.
- Usability: *myBIS* provides a consistent channel optimized user interface and experience which provides ease of use.
- Correspondence: Please refer to Section 5.3.2 on our approach for Correspondence.
- Imaging: The UC Solution provides the capabilities to ingest content from different sources such as fax or email and routes the content into the content management system. Different routing rules are applied based on the data scanned from content.

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- Customer Relationship Management: The CRM desktop application manages call records and uses call data collected to perform automated account lookup and to screen pop customized templates based on call data. A call record can be updated and transferred to another agent in a virtual call center environment without any loss of collected data or updated call record. A call record is assigned a unique id and can be linked to other call records. The CRM application can edit, assign, modify the status or change due dates of call records by data entry or from a predefined pull down list of values or notes. AWI agents are empowered with scripts that guide them through problem resolution processes. Managers and supervisors can manage tabs and view history of a record.
- Database Architecture: *myBIS* uses DB2, an industry leading database platform to stores data.
- Development and Support Services: myBIS provides capabilities for system support individuals to gain access the system and enable them with the necessary tools.
- *Disa*ster Recovery: Please refer to Section 5.3.5 on our approach for disaster recovery.
- Events and Scheduling: *myBIS* provides the ability to schedule events to necessary users based on specific rules.
- Interfaces and Interoperability: Please refer to Section 5.3.7 on our approach for interfaces and interoperability.
- Notes: *myBIS* will display notes to users based on rules setup by system administrators.
- Policies and Standards: *myBIS* complies with the required standards such as NIST Special Publication 800-53, Section 508, Florida Accessible Electronic and Information Technology Act, HIPAA, and other security/privacy guidelines.
- Record Management and Audit: *myBIS* provides an audit trail for system administrators to understand events. These records are sent to the required individuals and retained for documentation purposes.
- Reporting: Please refer to Section 5.3.2 on our approach for Reporting.
- Search and Navigation: *myBIS* provides consistent navigation options throughout the application. Search capabilities allow users to locate necessary content.
- Security: *myBIS* handles security from a process and technology perspective. Our solution incorporates security from various levels within the technology which includes network, servers, access, and application levels.
- System Architecture: Please refer to Section 5.3.1 for description of the system architecture.

5.3.5 Disaster Recovery

Our UC Solution provides hardware and software technology components that meet AWI requirements for reliability, availability and disaster recovery. Our solution utilizes leading systems software and hardware, a modernized core application, and development / maintenance tools and methodology that enhance overall reliability, availability and disaster recovery capabilities for the overall UC system.

Our UC Solution and supporting systems utilize hardware and system software from market leading vendors operating on widely used proven software versions to provide a reliable, high availability and disaster recoverable solution. These system software products support load balancing, clustering, automated failover, restart, advanced monitoring and self healing capabilities that increase the reliability and availability of the overall solution. Underlying the system software layer of the solution is a robust layer of leading hardware products with redundant power supplies, multiple network interface connections, redundant storage drives and blade based CPUs that also contribute to reliability, availability and disaster recovery goals.

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The core *myBIS* application that operates on the system software and hardware layers of the UC solution technology enhances the system software capabilities with coding conventions that would do not reduce reliability, availability or the ability to perform disaster recovery. For example, coding references to external resources utilize virtual resource references such as a Virtual IP address (VIP) instead of hardcoded static IP addresses. Likewise, the application follows coding practices that do not impede the system software from utilizing clustering capabilities in the application server and database server layers. Session information is managed at the application server layer so that in the event of a failure of a system software instance that processing can proceed without user impact.

In addition to the production architecture technology components, the development and testing tools provided by our solution also contribute to consistent reliability, high availability and a disaster recoverable solution. The application, system software and hardware that support the UC Solution and supporting systems will need periodic maintenance and enhancements to be implemented. Accenture's use of Accenture Development Tools (which include multiple integrated IBM Rational products) provides consistent quality implementation of maintenance changes and enhancements.

Reliability

Our UC Solution can meet the AWI reliability requirements that enhance user productivity, user satisfaction and trust in the UC system. In addition to the items described above, our solution can be highly reliable because of the use of a thoroughly tested application, reliable system software, reliable hardware, and effective change control processes. From a functional perspective the UC solution and supporting systems calculate results accurately and manage information efficiently. Effective change control processes also support reliability goals by managing the implementation of maintenance and enhancement changes into periodic releases that are thoroughly tested, communicated to users and evaluated by system stakeholders.

Availability

High availability results from load balancing and clustering or application servers. The database servers are also configured for high availability so that a hardware failure, system software defect or custom application system problem does not cause the system to be unavailable when needed.

Disaster Recovery

Our UC Solution would utilize procedures defined in the disaster recovery plan to meet AWI recovery time and recovery point requirements. Our response assumes the disaster recovery strategy would be a hot site / cold site strategy. The cold site would provide equipment to support recovered operations after a disaster.

The technology capabilities of our solution that provide the ground work for successful recovery following a disaster are established long before the system disaster occurs. To successfully resume operations, there are many technology and process elements that must be in place. A small subset of the basic technology capabilities provided through our solution that enhance disaster recovery success includes:

Backup / recovery capabilities and strategy – The *myBIS* solution will utilize a system and data backup strategy that captures application data from both system artifacts as well as from the core UC system and supporting systems, The backup strategy will include a rotating mix of full and partial backups that allow recovery of information from the backup media. We anticipate operational processing related to backups will be implemented consistent with the hosting data centers backup capabilities.

Offsite data transmission – Transmission or transportation of system backups to the offsite location on a periodic basis ensures information is available for recovery following a disaster. To prevent loss of data,

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transmission of database log files and synchronization of offsite storage copies in advance to the failover site reduce the possibility of data loss or extended outage periods.

Management and Control of system configuration artifacts – It is just as important to manage the backup and recovery of system configuration artifacts as the data in the system databases. The use of Rational ClearCase has been helpful in managing system artifacts that are important to restoring system and application software to most recent versions.

Operational procedures – In general our objective is that while operating from a disaster failover location to have operational procedures closely parallel normal operational procedures. Special operations procedures to backup transmit and access information would be contained in the disaster recovery plan.

Attachment O, describes the services Accenture would perform related to disaster recovery planning and testing.

5.3.6 COTS Customization

The COTS products proposed in the solution generally require normal configuration that can be performed as a normal part of implementing a project. We anticipate few situations requiring COTS customization. In Florida, Accenture has implemented COTS products at several state agencies, such as the Florida Department of Business and Professional Regulation, Department of Management Services and the Office of Financial Regulation. In each of these projects, we worked closely with the vendor to successfully implement customizations to their COTS product for our client. We will use the same approach to handle COTS customizations for the UC Solution.

Approach and Strategy

During requirements verification, implementation and maintenance, we work with the COTS software vendor ("the vendor") to perform an analysis on issues, requests, and enhancements that are identified. During our analysis, we determine if the change can be satisfied by an application extension (i.e., report, correspondence, interface, form, or extension), or if the change should be included as part of the base COTS product. We have worked with our COTS vendors on past implementation projects to incorporate changes to their products.

If we identify a change that may be a fit for inclusion into the base COTS product, we will work directly with the software vendor to determine an approach for customization or workaround. We will work with the vendor to develop an Implementation Plan that will consist of gathering requirements, creating a detailed design, building a work estimate, and creating a deployment schedule.

After the detailed design is created, we will review the design with the Agency to confirm the design. Since the change will be made to the base COTS product, it is important to finalize the design and clearly define the scope of the change, so that the change only needs to be made once.

Upon approval, the vendor creates a release schedule and we authorize them to move forward and execute the change using their internal development and quality assurance process. We will require the vendor to produce detailed documentation about the change, release notes, and instructions for upgrading the current version of the software.

When the vendor has given us the release version and associated documentation, we will introduce the change to our own change control process, updating our project documentation, updating the requirements matrix, and submitting the change to all testing phases (unit, system, user acceptance, stress, performance, and regression testing).

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After sign off has been received, we will work with the Agency to confirm the deployment schedule to implement the change. We will deploy the change (code) to the production environment.

Conclusion

Our team has demonstrated the ability to collaborate with the COTS vendor to determine the industry leading methods to implement a customization. Whether the customization is a direct change to the product or if it is implemented in a custom developed extension, we have a solid change control approach that works to confirm that the change meets our client's expectations.

5.3.7 External Interface Strategy

Accurate data supports the sound management of Unemployment Compensation. AWI gathers and processes data that is important to the needs of many Florida agencies. In turn, other Florida agencies and Federal agencies have data AWI needs. The Accenture Team will use its system integration experience to enable the exchange of data with each organization that will interface with *myBIS*. *myBIS* processes standard files through ICON (Interstate Connection) which will support interfaces with Federal agencies related to Unemployment Compensation and with external applications. To facilitate the exchange of this mission critical data, we intend to use existing interfaces when possible and to create new interfaces when necessary. Our team has experience working with most of the agencies and organizations that were identified in the ITN for interfaces. We have collaborated with some of these agencies to create interfaces on previous engagements.

To help AWI realize its vision for effectively exchanging of data between agencies and systems, we can leverage our national integration experience, we will staff the project with people who have experience working on integration projects in Florida, and we will utilize the features of the core component of *myBIS*. Together, these will enable our team to fulfill AWI's interface needs.

Approach to Building and Reusing Interfaces

Based on our experience with integration projects, especially those in Florida, we have developed an interfaces approach that has been used effectively in our work. We follow the steps below to effectively implement inter-agency interfaces.

Identify Interface Requirements

We plan on conducting a full requirements gathering and validation effort around the interfaces needed for *myBIS*. We will determine if these interfaces already exist, or if elements of existing interfaces can be re-used. All interfaces will be reviewed to confirm that they provide enough business value to justify use of AWI and external agency resources. The remaining interface development steps will be followed for the resulting prioritized list of interfaces.

Document and Analyze Interfaces

We document the interfaces, both existing and new and perform a gap analysis. We will reuse those existing interfaces that meet the needs of the solution. We will identify those interfaces that are insufficient for meeting the needs of the solution and need to be modified.

Identify Interface Stakeholders

There will be a need to modify existing interfaces or implement new interfaces. We will need to identify key stakeholders and owners at the external agencies where these interfaces will be exchanging data. The stakeholders will manage, develop, test, and maintain the interfaces in their system. Our Accenture team will support all meetings between agencies, prepare meeting minutes, and track action items. We will work with

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AWI and each interfacing external agency to establish a Memorandum of Understanding (MOU) that defines the scope of work, and schedule for interfaces that will be built or modified.

Identify Interface Benefits for External Stakeholders

For new or modified interfaces, the external agencies must devote resources for development, testing, and maintenance of interfaces. We encourage buy in from these external agencies by identifying key benefits that will be derived through the implementation of the interface. In many cases, interfaces will reduce work through the reduction of data entry, the provision of accurate data, and access to data not previously obtainable.

Plan and Design Interfaces

We will need to coordinate work between our client and the external agencies to reach concurrence on interface design and work efforts. We create of a detailed design document for the interface, a detailed work plan, and an implementation schedule. The implementation schedule considers factors related to the external interface design, development, testing and deployment. We incorporate the planning and designing of interfaces as part of our overall project Implementation plan. It details of the deployment of the interface and a schedule for the rollout. The external interface deployment will map to the project's release.

We will define an Interface Definition document (also called the 'Interface Detailed Design') that provides a detailed description of the interface, specifying its purpose, format, content, frequency and processing for each interface transaction. The team will create one Interface Definition document per External Partner. Each of these documents will need to be created and signed off by each agency.

Service Level Agreements

Some of the interfaces in *myBIS* will provide critical data required for AWI staff. We will work with AWI and the external agency to create a Service Level Agreement (SLA) for these specific critical interfaces. A mutually agreed upon set of service levels revolving around performance, availability, and accuracy of the data. These Service Level Agreements will be defined in the MOU with the external agency.

Development

Once our planning and design for interfaces has been approved by all participants, development and testing can proceed. As with all development and configuration efforts for *myBIS*, we will use the approaches and procedures identified in Section 5.2 of this response to develop and test each interface.

Deployment and Final Approval

After development and testing are completed, we work with the Agency and the External Partner agency to deploy the external interface. It is at this point that we will seek Final Approval from all participants to go live with the interface.

Update Technical System Design & Requirements Matrix

Updates will consist of updated the technical architecture diagram as well as software module inventory to reflect any new or existing interfaces. Moreover, the Requirements Matrix will be updated with any new requirements that are produced as a result of the creation, modification or reuse of an interface into *myBIS*.

Issue Management

Accenture uses formal issue management to drive decision-making at the correct level of delegation within the system. Issues can be identified during any testing phase by anyone on the project. Team leaders evaluate which issues logged in the formal issue tracking process. Items that require a formal decision and

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audit trail are logged. We have provided a full discussion of Issue Management in Tab 4 - Managing Risks, Issues and Opportunities

Our team will bring their prior experience to help with issue identification and prevention. They will also use this experience in identifying proactive strategies for preventing problems from occurring such as open and honest communication with stakeholders to identify concerns early in the process so they do not become issues.

5.3.8 Hardware Requirements

We have chosen hardware products and quantities based on requirements of the ITN as shown on Figure 164 on the following pages. Our solution does not require proprietary hardware and we have flexibility in the manufacturer, model, and configuration of hardware that would support the solution. We are able to work with AWI to adjust the proposed hardware to support enterprise standards, purchasing relationships, and reuse of existing equipment, consistency of operational process or other considerations that could drive different hardware products from what we have specified.

The hardware architecture would be designed and built to effectively support the required number of users and allow for flexible scaling for future growth. Our proposed server architecture plan is based on a multi-layered, redundant architecture. We have experience developing n-tier hardware solutions using modern technologies for many of our government clients similar to the technical requirements outlined for AWI.

We would use the Shared Services Resource Center (SSRC) to host and provide services for *myBIS* Solution Server. The services that SSRC would provide are TCP/IP based Network, firewalls, network routers and switches, racks, physical security, physical space, power connections and cabling to name a few.

Servers

The table below lists the servers that would be necessary to support the *myBIS* solution. The servers proposed are HP blade servers designed to reduce space, power, and cabling required in the data center. The servers are stored in the HP BladeSystem c7000 enclosure. Each enclosure provides all the power, cooling, and I/O infrastructure needed to support modular server, interconnect, and storage components today and in the future. The enclosure is 10U high and holds up to 16 server and/or storage blades. The proposed list of blade servers is based on two main server types: Standard - HP BL460c G6 blade server can hold up to 2 CPUs with 2, 4, or 6 cores each and 192 GB of memory and Large - HP BL680c G5 blade server can hold up to 4 CPUs with 4 or 6 cores each and 128 GB of memory.

Figure 5-64 below describes each server, its role and the general configuration specifications.

Description	Environment	Server Type	Qty	CPU	RAM (GB)	Storage (GB)	Operating System
Build Server	Development/Test	Standard	1	2	12	200	Windows 2008 Server
Web Servers	Development/Test	Standard	1	1	4	5	Red Hat Enterprise Linux
WebSphere App Server	Development/Test	Standard	1	2	10	20	Red Hat Enterprise Linux
Workflow Server	Development/Test	Standard	1	2	4	5	Red Hat Enterprise Linux
Rules Engine	Development/Test	Standard	1	2	4	5	Red Hat Enterprise Linux

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Description	Environment	Server Type	Qty	CPU	RAM (GB)	Storage (GB)	Operating System
Edge Server	Development/Test	Standard	1	1	2	5	Red Hat Enterprise Linux
Business Objects Reporting Server	Development/Test	Standard	1	2	4	10	Windows 2008 Server
LDAP	Development/Test	Standard	1	2	4	5	Red Hat Enterprise Linux
DB2 Database Servers	Development/Test	Standard	2	2	64	100	Red Hat Enterprise Linux
Batch servers	Development/Test	Standard	1	2	8	20	Red Hat Enterprise Linux
iCenter Web Server	Development/Test	Standard	1	1	4	5	Windows 2008 Server
iCenter App Server, Fax Server	Development/Test	Standard	1	1	4	10	Windows 2008 Server
iCenter DB Server	Development/Test	Standard	1	2	4	5	Windows 2008 Server
Correspondence Generation Server	Development/Test	Standard	1	1	4	10	Red Hat Enterprise Linux
Microsft FAST Search Server	Development/Test	Standard	1	1	4	5	Red Hat Enterprise Linux
Genesys GIM Historical Reporting	Lab	Standard	1	2	4	20	Windows 2008 Server
Genesys Real Time Reporting, WFM, CIM	Lab	Standard	1	2	4	20	Windows 2008 Server
Genesys GVP	Lab	Standard	1	2	4	20	Windows 2008 Server
Genesys SIP Server, Media, Virtual Hold	Lab	Standard	1	2	4	20	Windows 2008 Server
Microsoft Dynamics CRM - App Server	Development/Test	Standard	3	2	4	20	Windows 2008 Server
Microsoft Dynamics CRM DB Server	Development/Test	Standard	2	2	16	40	Windows 2008 Server
Web Servers	Production	Standard	2	1	4	5	Red Hat Enterprise Linux
WebSphere App Server	Production	Standard	3	2	10	20	Red Hat Enterprise Linux
Workflow Server	Production	Standard	2	2	4	5	Red Hat Enterprise Linux
Rules Engine	Production	Standard	2	2	4	5	Red Hat Enterprise Linux
Edge Server	Production	Standard	2	1	4	5	Red Hat Enterprise Linux
Business Objects Reporting Server	Production	Standard	1	2	4	40	Windows 2008 Server
LDAP	Production	Standard	2	2	4	5	Windows 2008 Server
DB2 Database Servers	Production	Large	2	4	128	1000	Red Hat Enterprise Linux

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Description	Environment	Server Type	Qty	CPU	RAM (GB)	Storage (GB)	Operating System
Batch servers	Production	Standard	2	2	64	100	Red Hat Enterprise Linux
iCenter Web Server	Production	Standard	2	1	4	5	Windows 2008 Server
iCenter App Server	Production	Standard	2	2	4	5	Windows 2008 Server
iCenter DB Server	Production	Standard	2	2	6	20	Windows 2008 Server
iCenter Fax Server	Production	Standard	2	2	4	5	Red Hat Enterprise Linux
DOC1 Generate Server	Production	Standard	1	2	6	100	Red Hat Enterprise Linux
MS FAST Search Server	Production	Standard	2	2	8	5	Windows 2008 Server
ETL Server for Conversion	Production	Standard	1	2	32	600	Red Hat Enterprise Linux
Genesys GIM Historical Reporting	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys Real Time Reporting	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys WFM	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys CIM	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys Interactive Insights	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys Agent Desktop	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys GVP	Production	Standard	4	2	4	40	Windows 2008 Server
Genesys SIP Server, Media	Production	Standard	4	2	4	40	Windows 2008 Server
Genesys Virtual Hold	Production	Standard	2	2	4	40	Windows 2008 Server
Genesys Media Gateway	Production	Standard	4	2	4	200	Windows 2008 Server
Genesys SBC	Production	Standard	1	2	4	40	Windows 2008 Server
Microsoft Dynamics CRM App Server	Production	Standard	2	2	8	40	Windows 2008 Server
Microsoft Dynamics CRM DB Server	Production	Standard	2	2	96	200	Windows 2008 Server

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Figure 5-64.

Workstations

Our assumption is that our project team members will be provided with workstations adequate to perform design, build, test, and other activities associated with the project. We assume these workstations will have

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hardware specifications in line with the current Agency standard for personal computers as documented in the AWI Responses to Respondent Questions.

Storage

The *myBIS* solution requires SAN storage for storing images and data. The storage device we propose is the HP StorageWorks 4400 Enterprise Virtual Array. This fibre channel device offers enhanced performance, better capacity utilization, and easier management than other options. We recommend starting with a configuration of at least 6 TB of storage. See Figure 5-65 below. The EVA4400 offers expandability to a maximum storage capacity of 96 TB. We also propose the HP StorageWorks MSL2024 tape library for automated backups.

UPS

The *myBIS* solution Power, Power Conditioning and UPS resources should be provided by the SSRC.

Printers and Peripheral Equipment

The *myBIS* Solution will use the existing printers, existing Multi Functional Printer's or printing devices that the Agency uses today with their Windows computers.

Network

The *myBIS* solution uses the open standards of IEEE, OSI, and IETF RFC and is based on Transport Control Protocol/Internet Protocol (TCP/IP) network protocol. The Southwood Shared Resource Center (SSRC) uses TCP/IP network for its current implementations and the network is implemented using Cisco network devices (e.g. routers, firewalls, load balancers and switches). Our recommendation is that *myBIS* use these SSRC provide these services (network and associated hardware devices).

Description	Environment	Qty	CPU	RAM (GB)	Storage (GB)	Operating System
HP EVA4400	Production	1			6000	
HP MSL2024 Tape Library	Production	1				

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Figure 5-65.

Other Required Hardware for *myBIS*

Additional hardware required for our proposed *myBIS* Solution is listed in Figure 5-66 below.

Description	Environment	Qty
• Fujitsu Fi-5110C Dev Scanners	• Development/Test	• 2
• Tower of Cool Rack	• Development/Test Production	• 5
• Patch Panels	• Development/Test Production	• 10
• Circuits for Racks	• Development/Test Production	• 20
• Alcatel-Lucent IP Touch 4008 Phone	• Development/Test Production	• 320
• Fujitsu Fi-5110C • Low Volume Scanner	• Production	• 8
• Fujitsu Fi-6140 • Mid Volume Scanner	• Production	• 2
• Kodak i620 • High Volume Scanner	• Production	• 2

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Figure 5-66. Other Hardware

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5.3.9 Software Requirements

Figure 5-67 provides a detailed list of the software our team will use for *myBIS*.

Component	Qty	License Type	Environment	Proposed Software	Software Type
Unemployment Compensation System	1	Project	Production	• *myBIS*	Proprietary
Operating System Software (for both Servers and Workstations)	30, 56	Each	Development/Test Production	• Red Hat Enterprise Linux Server • Windows 2008 Server • Windows 7 Professional	COTS
Network Software			Development/Test Production	• TCP/IP based network, uses existing network infrastructure. Currently Cisco is the main device provider for the network	COTS
Network Management Software		Project	Development/Test Production	• Cisco Smarts	COTS
Data Management Software					
Database Management System	400	PVU	Development/Test	• IBM DB2 LUW	COTS
Database Management System	800	PVU	Production	• IBM DB2 LUW	COTS
Data Modeling		Accenture Project Team	Development/Test	• IBM InfoSphere Data Architect	COTS
Business Intelligence/Reporting Tool	5	User	Development/Test	• SAP Business Objects Xcelsius Enterprise • Crystal Reports 2008	COTS
Business Intelligence/Reporting Tool	1	CPU	Production	• SAP Business Objects Enterprise Premium • SAP Business Objects Web Intelligence • Xcelsius Enterprise Interactive Viewing • SAP Business Objects Metadata Management	COTS
ETL for Conversion	560	PVU	Development/Test Production	• IBM InfoSphere DataStage	COTS

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Component	Qty	License Type	Environment	Proposed Software	Software Type
System Software Tools					
Operations Monitoring		Project	Production	• BMC Patrol Express	COTS
Application Management		With WebSphere App Server	Production	• IBM WebSphere Management Console	COTS
Development Tools		Accenture Project Team	Development/Test	• IBM Rational Application Developer • IBM Rational Functional Tester • IBM Rational PureCoverage • IBM Rational Performance Test	COTS
LDAP	140	PVU	Development/Test	• IBM Tivoli Directory Server	COTS
LDAP	280	PVU	Production	• IBM Tivoli Directory Server	COTS
Security And Controls Software			Development/Test Production	• Symantec Virus Scan for File Uploads • WebSphere Security	COTS
Version Control Software		Accenture Project Team	Development/Test	• IBM Rational ClearCase	COTS
Business Rule Management Software	4	CPU	Production	• JBoss Enterprise BRMS	Open Source
Other Required Software for the Proposed Solution					
Web Server			Production	• IBM HTTP Server	COTS
Address Normalization	1600, 6	User	Development/Test Production	• QAS Pro • QAS Pro Web	COTS
Application Server	560	PVU	Development/Test	• IBM WebSphere Application Server	COTS
Application Server	2240	PVU	Production	• IBM WebSphere Application Server	COTS
Batch Processing			Production	• Spring Batch Framework	Open Source
SAN Backup	1		Production	• HP Data Protector	COTS
Correspondence	1	CPU	Production	• Pitney Bowes EngageOne Interactive	COTS
Correspondence	5	Instance	Development/Test	• Pitney Bowes DOC1 Designer	COTS
Spell Checker	1	Site	Development/Test Production	• JSpell SDK for Java Global Site License	COTS

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Component	Qty	License Type	Environment	Proposed Software	Software Type
Workflow	20	Named User	Development/Test	• WebLogic Suite • SOA Suite for Oracle Middleware • Unified Business Process Management Suite	COTS
Workflow	2	CPU	Production	• WebLogic Suite • SOA Suite for Oracle Middleware • Unified Business Process Management Suite	COTS
Enterprise Search	2	Environments	Development/Test	• Microsoft FAST Enterprise Search	COTS
Enterprise Search	1	Production	Production	• Microsoft FAST Enterprise Search	COTS
Imaging/Content Management	1	Global	Production	• ImageAPI iCenter • Fax Software • MS SQL Server	COTS
Anti-Virus			Production	• Symantec Virus Scan for File Upload	COTS
Customer Relationship Management	320	Seats	Production	• Microsoft Dynamics CRM	COTS
Training Simulations	2	User	Development/Test	• Oracle UPK • Adobe Captivate	COTS
Call Center	1	Lab	Development/Test	• Genesys CIM Platform • Genesys Info Mart • Genesys Workforce Management • SIP Server • AIModule • Genesys Voice Platform	COTS

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Component	Qty	License Type	Environment	Proposed Software	Software Type
Call Center	320	Seats	Production	• Genesys CIM Platform • Genesys Info Mart • Genesys Workforce Management • Genesys Interactive Insights • SIP Server • SNMP • AIModule for TTS/ASR • Genesys Voice Platform • Genesys Universal SDK • Genesys Agent Connector • Genesys Virtual Hold Concierge • Media Server Ports • Voice & Screen Record + Live Monitor, Scorecard	COTS

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Figure 5-67. The solution uses proven software for myBIS

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