



**Department
of Health**

Request for Proposals

RFP # 20506

Medicaid Systems Quality Assurance Services

**Attachment F – QA Additional and Supplemental Staff Responsibility and
Experience Descriptions**

**Attachment F
 Medicaid Systems Quality Assurance Services
 Staffing Table – Additional and Supplemental Staff**

QA Additional and Supplemental Staff Specifications

The tables below describe in detail the specifications for the QA staff titles to be used for Additional Staff and Supplemental Staff positions.

All Submitted staff should meet as close as possible the Target Qualification/Experience specification. Each specification will be assessed on how it exceeds, meets, or falls below the target criteria described.

Staff that meet or exceed the “Preferred Specification” will receive additional points.

The Department reserves the right to request references from provided client information to confirm qualifications and experience. Bidder’s will need to supply the client contact information including name, title, phone number, and email address, upon the request of the Department.

The Department reserves the right to waive requirements to hire the best candidate possible for a position.

Additional and Supplemental Staff Labor Categories		
Senior Level		
Labor Category	General Responsibility	Qualifications / Experience
QA Senior Project Manager	<ul style="list-style-type: none"> Responsible for quality of large projects or programs or significant segment of a large complex project or program. Works with client and team members to ensure business requirements are fully documented in the business requirements documents (BRD) (or similar documents) and meet quality standards. Responsible for assessing the quality of contractor submitted project deliverables such as Project Schedules, Status Reports, and Risks, Actions, Issues, and Decision (RAID) logs. Leads a QA team in providing quality assurance (QA) throughout the SDLC, including QA for initiating, planning, controlling, executing, and closing tasks of a project or program to produce the solution deliverable. SDLC methodologies and frameworks may include Waterfall, Agile, Hybrid, DevOps, DevSecOps in a Cloud or On-Prem environment. Anticipates potential quality-related problems and manages risks, issues, escalations, and communication(s). 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years or more of progressive experience with Project Management related tasks, including Initiation, Planning, Executing, Monitoring and Controlling tasks and preparing and using all PM management plans, as described by Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).</p> <p>B. Five (5) years of experience applying PMI Project Management practices managing Quality Assurance projects, activities, and tasks.</p> <p>C. Five (5) years of experience working with team size of 10 (ten) or more staff.</p> <p>D. Three (3) years of experience with MS Project, including baselines, tracking progress, resource usage and reporting progress against planned schedule.</p> <p>E. Bachelor’s degree in Information Technology field, Business</p>

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Additional and Supplemental Staff Labor Categories		
Senior Level		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> As appropriate, challenges the validity of given procedures and processes with a view toward continuous improvement. Performs reviews to accuracy of various contract deliverables from contractors, such as submitted invoices, SLAs, replacement staff resumes, etc. Manages the QA team assignments and schedules to ensure timely review of submitted artifacts. Facilitates information sharing among the entire QA project team to identify risks issues, and opportunities associated with system interoperability. Accurately reports status to Department using QA standard operating procedures and templates. Evaluate contractor reported burn-rates and budget actuals against planned. 	<p>Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>F. A current PMI certification, including Professional Project Manager (PMP), Certified Associate Project Management (CAPM), Program Management Professional (PgMP), Portfolio Management Profession (PfMP), Risk Management Professional (RMP), Agile Certified Practitioner (ACP), Professional in Business Analysis (PBA), PMO Certified Practitioner (PMO-CP), PMO Certified Consultant (PMO-CC).</p> <p>G. Two (2) years of experience with project management on a Healthcare Systems Project or Program.</p>
QA Senior Technical Analyst	<ul style="list-style-type: none"> Evaluates the business structure with a broad view of the systems and requirements to ensure designs align with approved plans. Responsible for assessing the quality of contractor submitted SDLC deliverables including the Requirements Specification Document (RSD)/Business Requirements document (BRD), Functional Design Documents (FRDs), Technical Design Documents (TDDs) and provides constructive feedback, especially technical-related, to documents to ensure that system functionality will meet user needs. Evaluates current system designs, including enterprise architecture, and makes recommendations for improvement. Recommends improvements to business operations in line with strategies and SLAs. Monitor systems and platforms for compliance to SLAs. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years or more experience in software development lifecycles and database management, with hands-on experience in writing and debugging complex queries. analyzing data, understanding system architectures, and troubleshooting issues effectively, leading to efficient problem resolution.</p> <p>B. Five (5) years of experience developing and implementing QA processes and strategies, performing QA assessments of document artifacts associated with system implementation projects, and providing strong leadership skills, with ability to mentor junior analysts, manage cross-functional collaborations, and communicate effectively with stakeholders at all levels.</p>

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	<ul style="list-style-type: none"> Evaluates Service Desk and Call Center tickets for trends, aging tickets, and recommends improvements. Performs code reviews on various components of the system. Evaluates various models such as service models, capability maturity models, and operating models for quality and adherence to defined standard criteria. Utilizes comprehensive understanding of both physical and logical database models along with the utilization of database queries to conduct performance tests and analyses of database efficiencies. Capable of interpreting database performance metrics and operational utility reports and providing assessment. Reviews database schemas, tables, procedures, and permissions to ensure compliance to appropriate standards and regulations. Assesses Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are accurate. Evaluates deployed releases and the resulting services to verify customer requirements and expectations are met. Assists with planning and identifying staff required to ensure that the IT operations department can support the new service. Assesses system upgrades and patches made by contractors to ensure there are no negative impacts to existing systems. 	<p>C. Five (5) years of experience with analysis of organizational structure and functional interdependencies.</p> <p>D. Two (2) years of experience with cloud-based solutions and architectures.</p> <p>E. Bachelor's degree in Information Technology field, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>F. Three (3) years of experience using Orbus iServer suite.</p> <p>G. Preferred certifications may include any of the following: The Open Group TOGAF Business Architect Certification, Certified Business Architect (Business Architecture Guild), Microsoft MCSA Certifications, ITIL certifications or equivalent Business Architecture certifications.</p> <p>H. Two (2) years of experience performing the described responsibilities on Healthcare Systems.</p>
QA Senior Business Analyst	<ul style="list-style-type: none"> Establishes Quality Assurance standards, frameworks, and procedures for business analysis and business process improvement. Responsible for assessing the quality of contractor submitted SDLC deliverables including the Requirements Specification Document (RSD)/Business Requirements document (BRD), Functional Design Documents (FRDs) 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in information technology business analysis, testing, project management or Quality Assurance services.</p> <p>B. Five (5) years of experience managing requirements.</p>

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	<p>and provides constructive feedback, especially business-related, to ensure that system functionality will meet user needs.</p> <ul style="list-style-type: none"> • Perform reviews of system deliverables for adherence to contractual and functional requirements. • Reports quality metrics on contractor submitted artifacts. • Evaluates bi-directional requirements traceability such that all requirements may be traced to a specific release or deliverable and that all releases or deliverables identify the applicable requirements they fulfill. • Verifies testing strategies, use cases and test results meet requirements, business functionality, and system design. • Performs independent functional and user acceptance testing on various components of the system. • Identify and reports on risks and issues, along with recommendations for mitigation or resolution. • Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned and carried out. • Oversee and support Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are identified. 	<p>C. Five (5) years of experience preparing documents related to Business Process Design using Business Process Modeling and Notation (BPMN 2.0), swim lane diagrams, process flows, etc.</p> <p>D. Five (5) years of experience working with team size of 5 (five) or more staff.</p> <p>E. Five (5) years of experience with business process models and/or use cases.</p> <p>F. Bachelor's degree in Information Technology field, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>G. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification.</p> <p>H. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban.</p> <p>I. Two (2) years of experience in a healthcare or insurance domain.</p>
QA Senior System Tester	<ul style="list-style-type: none"> • Oversees test progress and results. Monitors test defect management process. Reviews and evaluates testing results of complex applications. • Participates in all phases of risk management assessments and performs analysis of user requirements, test design and test tools selection. • Evaluates test plans and documentation for comprehensive test cases per system requirements. • Assesses and recommends improvement to assure software testing is being performed adequately through 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience with testing and quality management for a large-scale IT system.</p> <p>B. Five (5) years of experience building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience; ensuring client (internal management or customer) is aware testing status and defects; and building credibility and</p>

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	<p>review of test plans or other documentation and through direct observation of testing.</p> <ul style="list-style-type: none"> Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and stakeholders are fully informed of testing status and application deviations from documented user requirements. Develops risk identification processes and oversees risk-based testing tasks that include risk identification, risk assessment, and risk mitigation. Establishes standardized technical test techniques and criteria including statement testing, decision testing, modified condition/decision (MC/DC) testing, multiple condition testing, basis path testing, and API testing. Develops and documents standard processes and templates for performing static and dynamic analysis. Establishes standardized test models and techniques for black-box and experienced based testing for functional and non-functional quality characteristics. Identifies and selects the test automation approach that considers factors such as automating through the GUI, applying a data-driven approach, applying a keyword-driven approach, handling software failures, and considering the system state. Prepares test cases, scripts, executes testing, and records actual results and identifies defects. Monitors test defect management process. Identify needed data sources working with data owners, stakeholder, and DOS staff. 	<p>fostering business-partnering relationships.</p> <ul style="list-style-type: none"> C. Three (3) years of experience with end-to-end testing, from system testing through user acceptance testing (UAT). D. Three (3) years of experience with test automation technologies and implementations including the creation and management of automated tests. E. Two (2) years of experience using SQL and data reporting tools. F. Bachelor's degree in Information Technology field or another similar field. <p><u>PREFERRED Qualification/Experience</u></p> <ul style="list-style-type: none"> G. Five (5) years of experience with highly integrated, large-scale integrated healthcare systems. H. International Software Testing Qualifications Board (ISTQB) Foundation certification or equivalent or higher. I. Two (2) years of experience in a healthcare or insurance domain.

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QA Senior Data Analyst	<ul style="list-style-type: none"> • Understands conceptual, logical, and physical data models and flowcharts used in the MES environment. • Evaluates Data Management standards and makes recommendations for improvement. • Evaluates Metadata Management solutions. • Evaluates Master Data Management solutions. • Assists in the development of test cases to identify data anomalies, inconsistencies, and errors. Validates data transformations and aggregations for accuracy and completeness. • Assesses data orchestration solutions and impact on Department's needs. • Communicates data quality issues and risks to relevant stakeholders. • Contributes to the development of data governance policies and procedures. • Helps the Department promote a culture of data quality within the organization. • Assesses the effectiveness of data analytic tools provided in each of the various MES systems to support the data analysis needs of the Department. • Can provide advice and recommendations on emerging technologies, including AI/ML, which can potentially enhance the Department's data analytics capabilities. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in data analysis (e.g., statistical analysis, data mining, data visualization), quality assurance, or related field.</p> <p>B. Five (5) years of experience in using SQL, other data manipulating languages, and data reporting tools.</p> <p>C. Three (3) years of experience with data warehousing and ETL processes.</p> <p>D. Three (3) years of experience with data quality assessment and improvement techniques.</p> <p>E. Two (2) years of experience with cloud-based data analytics solutions.</p> <p>F. Two (2) years of experience with data governance and data quality initiatives.</p> <p>G. Bachelor's degree in Information Technology, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>H. Data analyst certification including: Certified Analytics Professional (CAP), CDA (Certified Data Analyst), Certification of Professional Achievement in Data Sciences, Amazon Web Services Big Data Specialty Certification, SAS Certified Data Scientist, Cloudera Certified Associate (CCA) Data Analyst, EMC Proven Professional Data Scientist Associate (EMCDSA), MapR Certified Data Analyst, Microsoft Certified Solutions Expert (MCSE): Data Management and Analytics, Microsoft Certified Data Analyst Associate. Certified Data Management Professional</p>

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		<p>(CDMP) or equivalent/higher certification.</p> <p>I. Two (2) years of experience performing data analytics support in a large healthcare system.</p> <p>J. Two (2) years of experience using one or more of the following programming languages SAS, Python, R, and Scala.</p> <p>K. Two (2) years of experience using business intelligence/visualization tools (e.g., Tableau, Qlik).</p>
QA Security Analyst	<ul style="list-style-type: none"> • Identifies, evaluates, and reports on the contractor systems' security compliance, regulatory, legislative, and contractual requirements. • Assesses system contractors' ability to monitor, coordinate, and implement policies, standards, procedures, controls, and guidelines to support security, compliance, and audit requirements. • Evaluates and makes recommendations to improve information security, compliance, and privacy policies of system contractors. • Reviews and assesses vulnerability testing results to help prevent data breaches and ensure compliance with HIPAA and other relevant regulations. • Review, assess and report on compliance with IT security audit procedures relevant to NYS Office of Information Technology Services (ITS) standards, ISO 2700-1, NIST 800-23, HIPAA, Pub 1075, HITECH, MARS-E. • Assesses system contractor's response to and resolution of security breaches. • Reviews and assesses system contractor vulnerability assessments, penetration tests, and security audits. • Recommends additional security solutions or enhancements to existing security solutions to improve overall enterprise security. • Review logs and reports of all in-place devices, whether they be under direct 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in security role within information technology industry.</p> <p>B. Five (5) years of experience in information security, reviewing and assessing system and application security and using various security testing methodologies, including penetration testing, vulnerability scanning, and risk assessments.</p> <p>C. Two (2) years of experience working with cloud-based systems and understanding their security implications.</p> <p>D. Two (2) years of experience with security frameworks and standards such as ISO 270001, SOC2, NIST Cybersecurity Framework.</p> <p>E. One or more of the following certifications, or equivalent:</p> <ul style="list-style-type: none"> a. CompTIA Security b. GIAC Information Security Fundamentals c. Microsoft Certified Systems Administrator: Security d. Associate of (ISC) e. Certified Information System Security Professional (CISSP) f. Certified Information Security Manage (CISM) g. Offensive Security Certified Professional (OSCP)

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	control (i.e., security tools) or not (e.g., workstations, servers, network devices). Interpret the implications of that activity and devise plans for appropriate resolution.	<p>h. Certified Ethical Hacker (CEH)</p> <p>F. Bachelor's degree in Information Technology, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>G. Two (2) years of experience with the security provisions described in Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 at the Moderate level.</p> <p>H. Two (2) years of experience as a Security Analyst for a large healthcare system.</p>
Senior Technical Subject Matter Expert (SME) (Senior-Level)	<ul style="list-style-type: none"> • Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. • Resolves problems, which require a deep knowledge of the related technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. • Supports the definition of processes and policies, business rules and procedures, and communicates the contexts in which the rules, processes and policies are applied. • Accurately represents their business units' needs to the project technical team. • Validates the requirements and deliverables that describe the product(s) or service(s). • Provides input for the design and construction of test cases and scenarios and may also validate executed test results. • Provides input into and executes user documentation and training material. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in the applicable specialty field.</p> <p>B. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>C. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p> <p>D. Bachelor's degree in Information Technology, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>E. Two (2) years' experience in a large healthcare system.</p>

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	<ul style="list-style-type: none"> • Provides technical specifics of the product(s) or service(s) for user acceptance testing. • Guides other team members on the QA activities or technology related to their area of expertise. • Resolves issues relevant to project deliverable(s) within their area of expertise. 	

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QA Additional and Supplemental Staff Labor Categories		
Mid-Level		
Labor Category	General Responsibility	Qualifications / Experience
QA Project Manager Mid-Level	<ul style="list-style-type: none"> Responsible for quality of small to medium size projects or a segment of a project or program. Verifies business requirements documents (BRD) (or similar documents) and meet quality standards. Verifies SDLC and PM artifacts meet quality assurance criteria and standards. Understands traditional SDLC methodologies which may include Waterfall, Agile, Hybrid. Raises potential quality-related problems to senior QA staff for inclusion in risk, issues register. As appropriate, challenges the validity of given procedures and processes with a view toward continuous improvement. Performs and directs reviews to accuracy of various contract deliverables from contractors, such as submitted invoices, SLAs, replacement staff resumes, etc. Performs and directs timely reviews of submitted artifacts. Contributes to status reports using QA standard operating procedures and templates. Collects information on contractor-reported burn-rates, project estimates, and planned schedules and communicates to senior team members. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience with Project Management related tasks, including Initiation, Planning, Executing, Monitoring and Controlling tasks and preparing and using all PM management plans, as described by PMI PMBOK.</p> <p>B. A minimum of two (2) years' experience applying PMI Project Management practices managing Quality Assurance projects, activities, and tasks.</p> <p>C. A minimum of two (2) years' experience with MS Project, including baselines, tracking progress, resource usage and reporting progress against planned schedule.</p> <p>D. Bachelor's degree in Information Technology, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>E. A current PMI certification, including Professional Project Manager (PMP), Certified Associate Project Management (CAPM), Program Management Professional (PgMP), Portfolio Management Profession (PfMP), Risk Management Professional (RMP), Agile Certified Practitioner (ACP), Professional in Business Analysis (PBA), PMO Certified Practitioner (PMO-CP), PMO Certified Consultant (PMO-CC).</p> <p>F. One (1) year experience on a Healthcare system or project.</p>

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Labor Category	General Responsibility	Qualifications / Experience
QA Technical Analyst Mid-Level	<ul style="list-style-type: none"> Provides project level account team support to ensure information technology solutions strategy and architecture align with business strategy. Reviews and assesses technical contractor SDLC deliverables and system documentation, including design documents, technical design documents, operational manuals, etc. Identifies where technology best practices concepts may be applied or implemented and make recommendations. Analyzes technical and data requirements and specifications, data mapping, diagrams, and flowcharts testers to use for test plans. Translates highly technical specifications into clear non-technical requirements. Evaluates Service Desk and Call Center tickets for trends, aging tickets, and recommends improvements. Capable of tracing ticket issues to potential system problems. Performs or assists with code reviews on various components of the system. Assists with evaluating Disaster Recovery (DR) testing efforts, evaluates DR test results and ensure improvement plans are accurate. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience in information technology technical analysis, testing, or Quality Assurance services.</p> <p>B. Bachelor's degree in Information Technology, Business Administration, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Any current business or technical analyst certification.</p> <p>D. One (1) year experience within the Healthcare Industry or Medicaid Systems environment.</p>
QA Business Analyst Mid-Level	<ul style="list-style-type: none"> Uses Quality Assurance standards, frameworks, and procedures for business analysis and business process improvement. Assesses the quality of contractor submitted SDLC deliverables including the Requirements Specification Documents (RSDs)/Business Requirements documents (BRDs), Functional Design Documents (FRDs) and provides constructive feedback, especially business-related, to ensure that system functionality will meet user needs. Perform reviews of system deliverables for adherence to contractual and functional requirements. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience in information technology business analysis, testing, project management or Quality Assurance services.</p> <p>B. A minimum of two (2) years of experience managing requirements.</p> <p>C. A minimum of two (2) years of experience preparing documents related to Business Process Design, swim lane diagrams, process flows, process models, etc.</p> <p>D. A minimum of two (2) years of experience with test plans, test scripts, and/or use cases.</p>

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	<ul style="list-style-type: none"> • Reports quality metrics on contractor submitted artifacts. • Evaluates bi-directional requirements traceability such that all requirements may be traced to a specific release or deliverable and that all releases or deliverables identify the applicable requirements they fulfill. • Verifies test plans, use cases and test results meet requirements, business functionality, and system design. • Assists senior staff with independent functional and user acceptance testing on various components of the system. • Identifies and reports on risks and issues, along with recommendations for mitigation or resolution. • Evaluates contractor submitted SLAs, related files and results and reports findings. 	<p>E. Bachelor's degree in Information Technology, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>F. Any current Business Analyst or related certification.</p> <p>G. One (1) year experience on a Healthcare system or project.</p>
Data Analyst Mid-Level	<ul style="list-style-type: none"> • Understands conceptual, logical, and physical data models and flowcharts used in the MES environment. • Evaluates Data Management standards and makes recommendations for improvement. • Evaluates Metadata Management solutions. • Evaluates Master Data Management solutions. • Assists in the development of test cases to identify data anomalies, inconsistencies, and errors. Validates data transformations and aggregations for accuracy and completeness. • Communicates data quality issues and risks to relevant stakeholders. • Contributes to the development of data governance policies and procedures. • Helps the Department promote a culture of data quality within the organization. • Assesses the effectiveness of data analytic tools provided in each of the 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience as a Data Analyst, performing tasks such as data analysis (e.g., statistical analysis, data mining, data visualization), quality assurance, or related field.</p> <p>B. Three (3) years of experience in using SQL, other data manipulating languages, and data reporting tools.</p> <p>C. Two (2) years of experience with data warehousing and ETL processes.</p> <p>D. Two (2) years of experience with data quality assessment and improvement techniques.</p> <p>E. Two (2) years of experience with data governance and data quality initiatives.</p> <p>F. Bachelor's degree in Information Technology, Engineering, or another similar field.</p>

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	<p>various MES systems to support the data analysis needs of the Department.</p> <ul style="list-style-type: none"> • Can provide advice and recommendations on emerging technologies, including AI/ML, which can potentially enhance the Department's data analytics capabilities. 	<p><u>PREFERRED Qualification/Experience</u></p> <p>G. One (1) year experience with cloud-based data analytics solutions.</p> <p>H. One (1) year experience within the Healthcare Industry or Medicaid Systems environment.</p>
<p>QA System Tester Mid-Level</p>	<ul style="list-style-type: none"> • Reviews and evaluates testing results of systems and applications. • Participates in all phases of risk management assessments and performs analysis of user requirements, test plans and test cases. • Evaluates test plans and documentation for comprehensive test cases per system requirements. • Prepares conclusions and recommendations based on test results and informs stakeholders of testing status and application deviations from documented user requirements. • Performs technical testing including statement testing, decision testing, modified condition/decision (MC/DC) testing, multiple condition testing, basis path testing, and API testing. • Develops and documents standard processes and templates for performing static and dynamic analysis. • Contributes toward establishing standardized test models and techniques for black-box and experienced based testing for functional and non-functional quality characteristics. • Uses test automation tools on various types of testing. • Prepares test cases, scripts, executes testing, and records actual results and identifies defects. • Verifies that test defects are retested. • Identify needed data sources working with data owners, stakeholder, and DOS staff. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) with IT testing and quality management for an IT system(s).</p> <p>B. Two (2) years of experience building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience; ensuring client (internal management or customer) is aware testing status and defects; and building credibility and fostering business-partnering relationships.</p> <p>C. Two (2) years of experience of end-to-end testing, from system testing through user acceptance testing (UAT).</p> <p>D. Two (2) years of experience with test automation technologies and implementations including the creation and management of automated tests.</p> <p>E. Two (2) years of experience in using SQL and data reporting tools.</p> <p>F. Bachelor's degree in Information Technology, Business Administration, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p>

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Labor Category	General Responsibility	Qualifications / Experience
		<p>G. International Software Testing Qualifications Board (ISTQB) Foundation certification or equivalent or higher.</p> <p>H. One (1) year experience within the Healthcare Industry or Medicaid Systems environment.</p>
<p>QA Administrator/ Admin Support Mid-Level</p>	<ul style="list-style-type: none"> Assists in monitoring, tracking, and reporting various QA documents and reports. Proofs and edits QA documents. Provides administrative support to QA team and Department. Evaluates QA status reports for completeness and quality. Coordinates and schedules team member activities. Assists with managing QA document repository in SharePoint. Various administrative duties with tracking documents and correspondence. Creates and manages documentation and reports. Distribute reports as directed. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience with administrative duties.</p> <p>B. Between two (2) and eight (8) years of experience using Microsoft (MS) Office suite, including Outlook, Word, Excel, PowerPoint, SharePoint.</p> <p>C. Bachelor's degree in Information Technology, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>D. One (1) year experience using Microsoft SharePoint.</p> <p>E. One (1) year experience within the Healthcare Industry or Medicaid Systems environment.</p>
<p>Technical Subject Matter Specialist (SME) Mid-Level</p>	<ul style="list-style-type: none"> Applies subject matter knowledge and analysis skills to assist with the review of various IT documents such as, design documents, models, simulations, integrations, documentation, and implementation documents. Assists with resolving problems related to a technical subject matter. Applies principles and methods of the subject matter to specialized solutions. Supports the definition of processes and policies, business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Between two (2) and eight (8) years of experience in the applicable specialty field.</p> <p>B. Bachelor's degree in Information Technology, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Two (2) years of experience in a large healthcare system.</p> <p>D. Any certifications and experience with process improvement</p>

**Attachment F
 Medicaid Systems Quality Assurance Services
 Staffing Table – Additional and Supplemental Staff**

QA Additional and Supplemental Staff Labor Categories		
Mid-Level		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Uses business needs and requirements documents to communicate them to the project technical analysts and identifies weaknesses and improvement opportunities. • Assists with validation of the requirements and deliverables that describe the product(s) or service(s). • Provides input for the design and construction of test cases and scenarios and may also validate executed test results. • Provides input into and executes user documentation and training material. • Provides technical specifics of the product(s) or service(s) for user acceptance testing. • Resolves issues relevant to project deliverable(s) within their area of expertise. 	<p>techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>E. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>

**Attachment F
 Medicaid Systems Quality Assurance Services
 Staffing Table – Additional and Supplemental Staff**

QA Additional and Supplemental Staff Labor Categories		
Intern / Entry-Level		
Labor Category	General Responsibility	Qualifications / Experience
QA Technical Analyst Entry-Level	<ul style="list-style-type: none"> Assists with reviewing and assessing technical contractor SDLC deliverables and system documentation, including design documents, technical design documents, operational manuals, etc. Supports other higher-level QA analysts with analysis of business, technical and data requirements and specifications, data mapping, diagrams, and flowcharts testers to use for test plans. Supports other higher-level QA analysts with evaluating Service Desk and Call Center tickets for trends, aging tickets, and recommends improvements. Supports other higher-level QA analysts with code reviews on various components of the system. Supports other higher-level QA analysts with evaluating Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are accurate. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Less than two (2) years of experience in information technology business or technical analysis, testing, or Quality Assurance services.</p> <p>B. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science or related major.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Any current business or technical certification.</p> <p>D. Experience within the Healthcare Industry or Medicaid Systems environment.</p>
QA Business Analyst Entry-Level	<ul style="list-style-type: none"> Assists with reviewing and assessing technical contractor SDLC deliverables and system documentation, including design documents, technical design documents, operational manuals, etc. Supports other higher-level QA analysts with business analysis, technical and data requirements and specifications, data mapping, diagrams, and flowcharts testers to use for test plans. Supports other higher-level QA analysts with evaluating Service Desk and Call Center tickets for trends, aging tickets, and recommends improvements. Support other higher-level QA analysts with code reviews on various components of the system. Supports other higher-level QA analysts with evaluating Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are accurate. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Less than two (2) years of experience in information technology business or technical analysis, testing, project management or Quality Assurance services.</p> <p>B. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science, information technology, business administration or related field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Any current business or technical certification.</p> <p>D. Experience within the Healthcare Industry or Medicaid Systems environment.</p>

**Attachment F
 Medicaid Systems Quality Assurance Services
 Staffing Table – Additional and Supplemental Staff**

QA Additional and Supplemental Staff Labor Categories		
Intern / Entry-Level		
Labor Category	General Responsibility	Qualifications / Experience
Data Analyst Entry-Level	<ul style="list-style-type: none"> • Understands conceptual, logical, and physical data models and flowcharts. • Evaluates Data Management standards and makes recommendations for improvement. • May participate with evaluating Metadata Management solutions. • Supports high-level data analysts with the development of test cases to identify data anomalies, inconsistencies, and errors. Validates data transformations and aggregations for accuracy and completeness. • Communicates data quality issues and risks to QA Team. • Contributes to the development of data governance policies and procedures. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Less than two (2) years of experience in information technology data analysis, testing, business or technical analysis, or Quality Assurance services.</p> <p>B. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science, information technology, business administration or related field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Any current business or technical certification.</p> <p>D. Experience within the Healthcare Industry or Medicaid Systems environment.</p>
QA System Tester Entry-Level	<ul style="list-style-type: none"> • Supports and assists other higher-level QA analysts with reviewing and evaluating testing results of systems and applications. • Supports and assists other QA analysts with reviewing and evaluating user requirements, test plans and test cases. • Supports and assists other QA analysts with reviewing and evaluating test plans and documentation for comprehensive test cases per system requirements. • Supports and assists other QA analysts with developing and documenting standard processes and templates for performing static and dynamic analysis. • Learns and uses test automation tools on various types of testing. • Supports and assists other QA analysts with preparing test cases, scripts, executes testing, and records actual results and identifies defects. • Verifies that test defects are retested. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Less than two (2) years of experience in information technology business or technical analysis, testing, or Quality Assurance services.</p> <p>B. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science, information technology, business administration or related field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Any current business or technical certification.</p> <p>D. Experience within the Healthcare Industry or Medicaid Systems environment.</p>

**Attachment F
 Medicaid Systems Quality Assurance Services
 Staffing Table – Additional and Supplemental Staff**

QA Additional and Supplemental Staff Labor Categories		
Intern / Entry-Level		
Labor Category	General Responsibility	Qualifications / Experience
QA Administrator/ Admin Support Entry-Level	<ul style="list-style-type: none"> Assists in monitoring, tracking, and reporting on various QA documents and reports. Proofs and edits QA documents. Assists with administrative support to QA team and Department. Coordinates and schedules team member activities. Assists with adding documents to QA repository in SharePoint. Various administrative duties with tracking documents and correspondence. Distributes reports as directed. 	<p><u>TARGET Qualification/Experience</u></p> <ul style="list-style-type: none"> A. Less than two (2) years of experience with administrative duties. B. Less than two (2) years of experience using Microsoft (MS) Office suite, including Outlook, Word, Excel, PowerPoint, SharePoint. C. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science, information technology, business administration or related field. <p><u>PREFERRED Qualification/Experience</u></p> <ul style="list-style-type: none"> D. Any current business or technical certification. E. Experience within the Healthcare Industry or Medicaid Systems environment.
QA Intern / Entry Level	<ul style="list-style-type: none"> Assists with research of Healthcare/Medicaid industry trends and solutions. Utilizes education and experience to assess and analyze operational and functional processes. Assists with resolving problems related to business or technical subject matter. May participate in design reviews to validate processes, designs, implementation approach and associated work products. May track risks and issues in various program areas. May assist with validation of the requirements and deliverables that describe the product(s) or service(s). Various duties as assigned. 	<p><u>TARGET Qualification/Experience</u></p> <ul style="list-style-type: none"> A. Associate or bachelor's degree or on track to receive an Associate or bachelor's degree in computer science, information technology, business administration or related field. B. Experience using Microsoft (MS) Office suite, email, and calendar software tools. Familiar with MS Word, Excel, or PowerPoint. <p><u>PREFERRED Qualification/Experience</u></p> <ul style="list-style-type: none"> C. Any current business or technical certification. D. Experience within the Healthcare Industry or Medicaid Systems environment.