

Operational Administration - User Group Overview

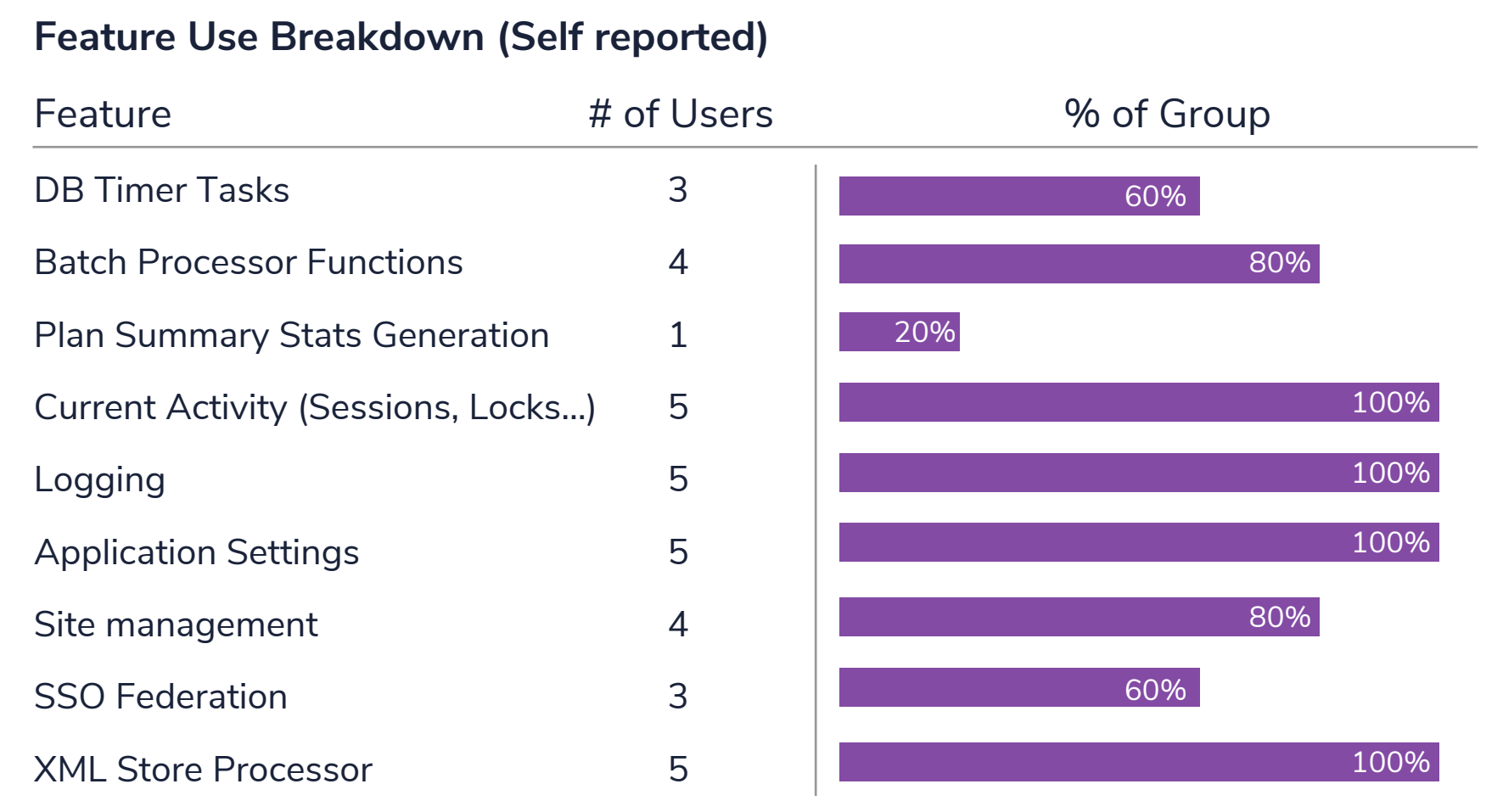
Internal User Groups

Controllers

Group Description
This group is responsible for building, maintaining, and troubleshooting the application in the production environment. They have the highest amount of interaction with the tool.

Included Job Titles and Teams
Web Applications Administrator (WAO)

- Key Tasks**
- Helping a Partner solve a simple issue
 - Performing a site upgrade
 - Performing daily application maintenance
 - Firefighting an EMS issue
 - Setting up a new Enterprise Partner
- Secondary Tasks**
- Providing a Partner with information
 - Comparing site configuration
 - Troubleshooting deployment issues
 - Performing infrequent client file management

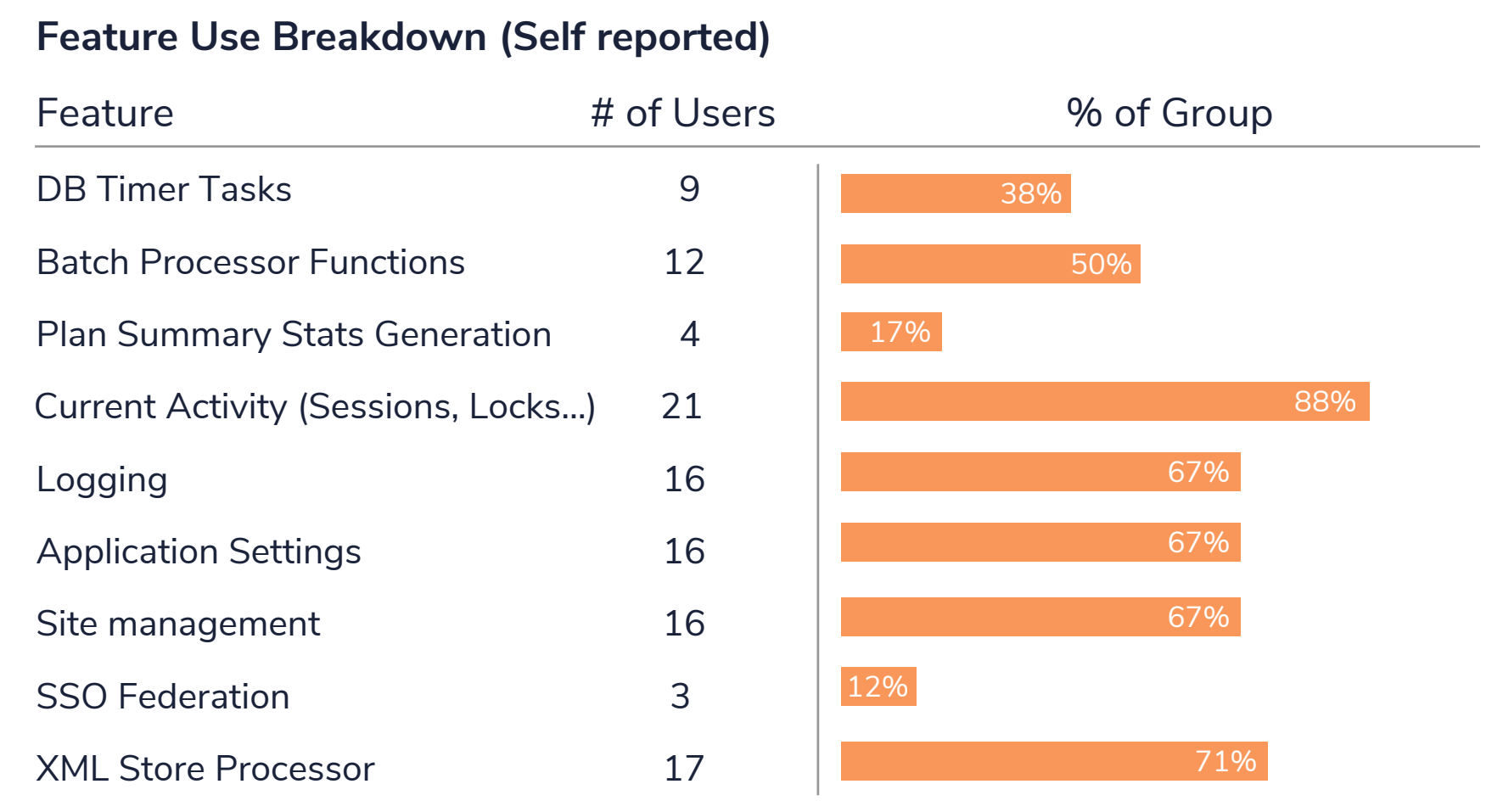


Tinkerers

Group Description
This group only uses the tool in the testing environments for debugging and modeling purposes and to test new code. They generally have a moderate amount of interaction with the tool.

Included Job Titles and Teams
Software Developer, Quality Assurance Analyst, Dev Ops, Software Architect, Software Developer in Test

- Key Tasks**
- Performing daily application maintenance
 - General troubleshooting
 - Firefighting an EMS issue
 - Testing scenarios
 - Setting up QA & local sites
- Secondary Tasks**
- Providing a Partner with information
 - Helping a partner solve a simple issue
 - Performing a site upgrade

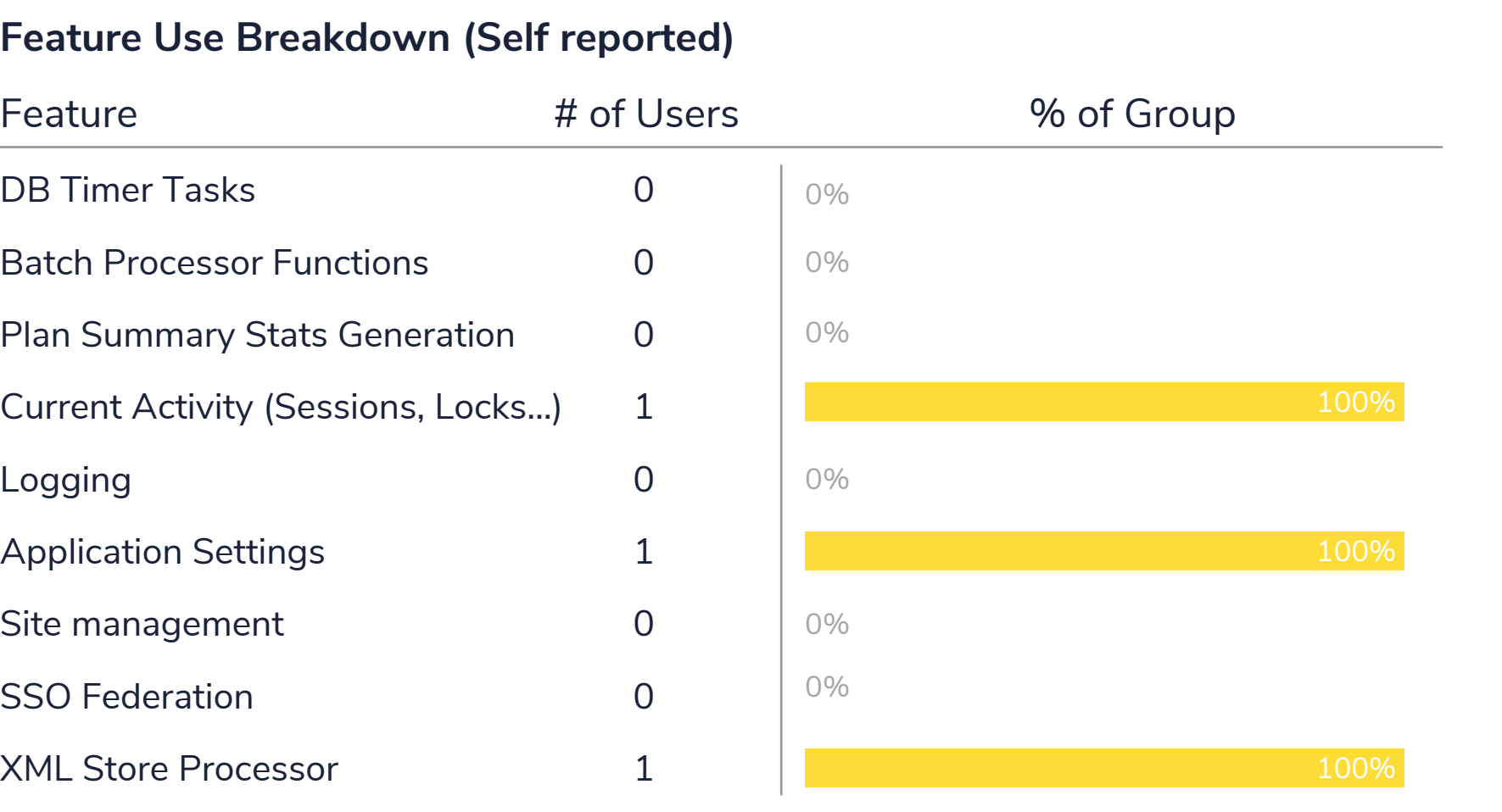


Assistants (Hypothesized)

Group Description
This group may use the tool in either the production or testing environments in order to help Partners, internal customers and themselves troubleshoot issues and answer questions. They have a low amount of interaction with the tool.

Included Job Titles and Teams
Business Analyst, Support, Partner Experience

- Key Tasks**
- Helping a Partner with a simple issue
- Key Tasks**
- Performing a site upgrade

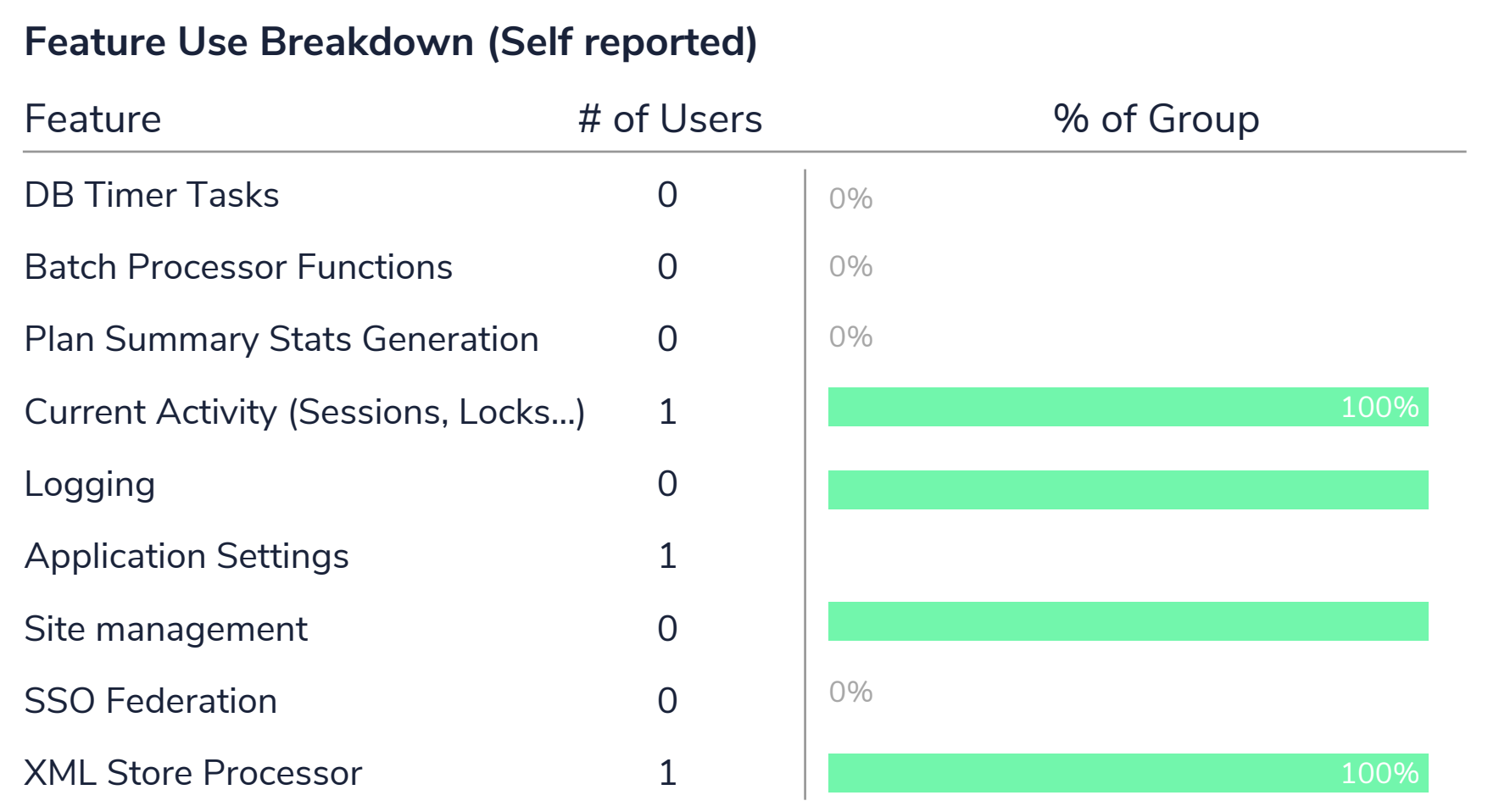


External User Groups

Servicers

Group Description
This group is responsible for building, maintaining, and troubleshooting the application in the production environment. They have the highest amount of interaction with the tool.

Included Job Titles and Teams
Web Applications Administrator (WAO)



Helpers

Group Description
This group is responsible for building, maintaining, and troubleshooting the application in the production environment. They have the highest amount of interaction with the tool.

Included Job Titles and Teams
Web Applications Administrator (WAO)

