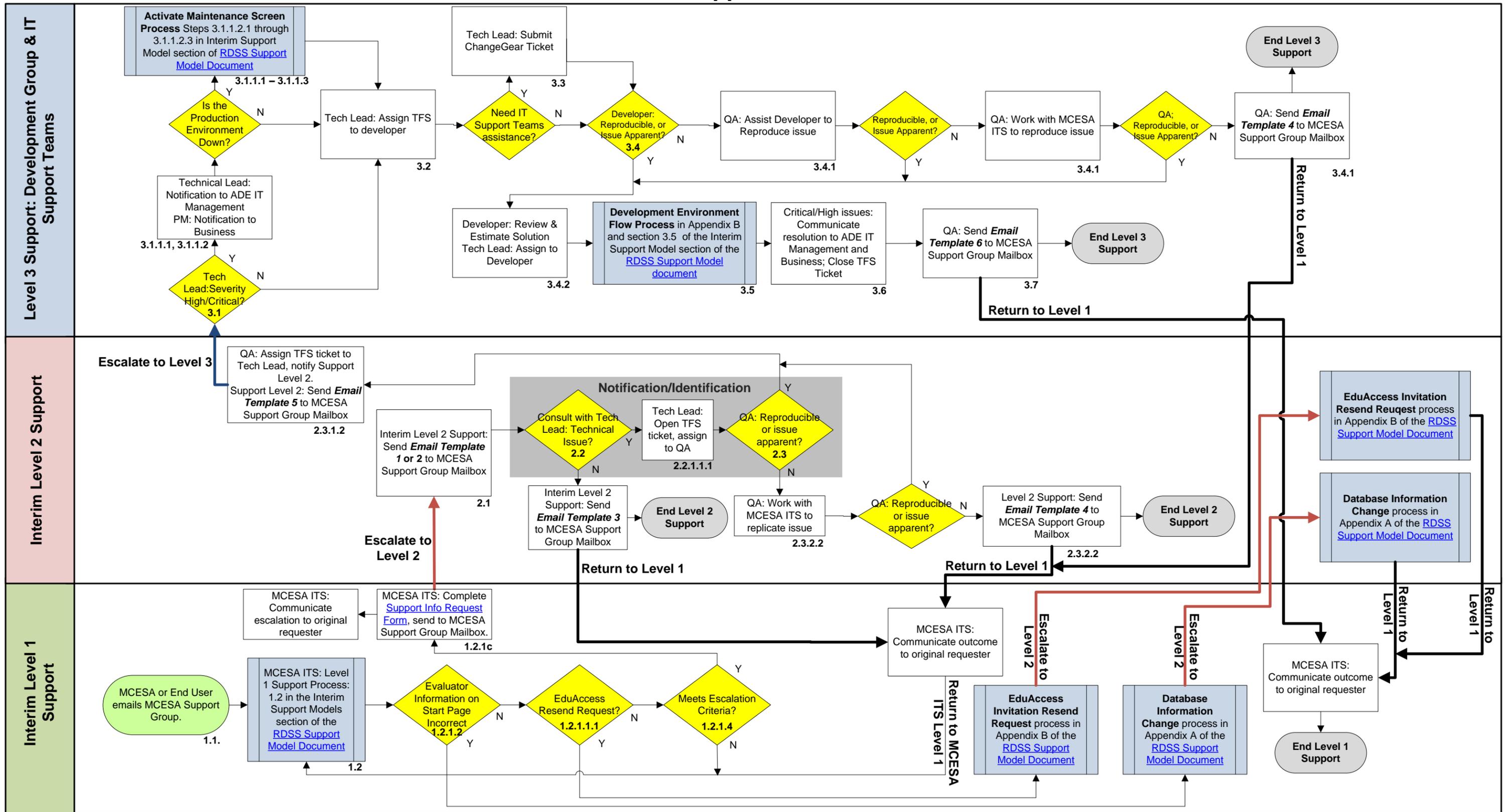


Interim RDSS Support Model Workflow Updated 5/23/2012



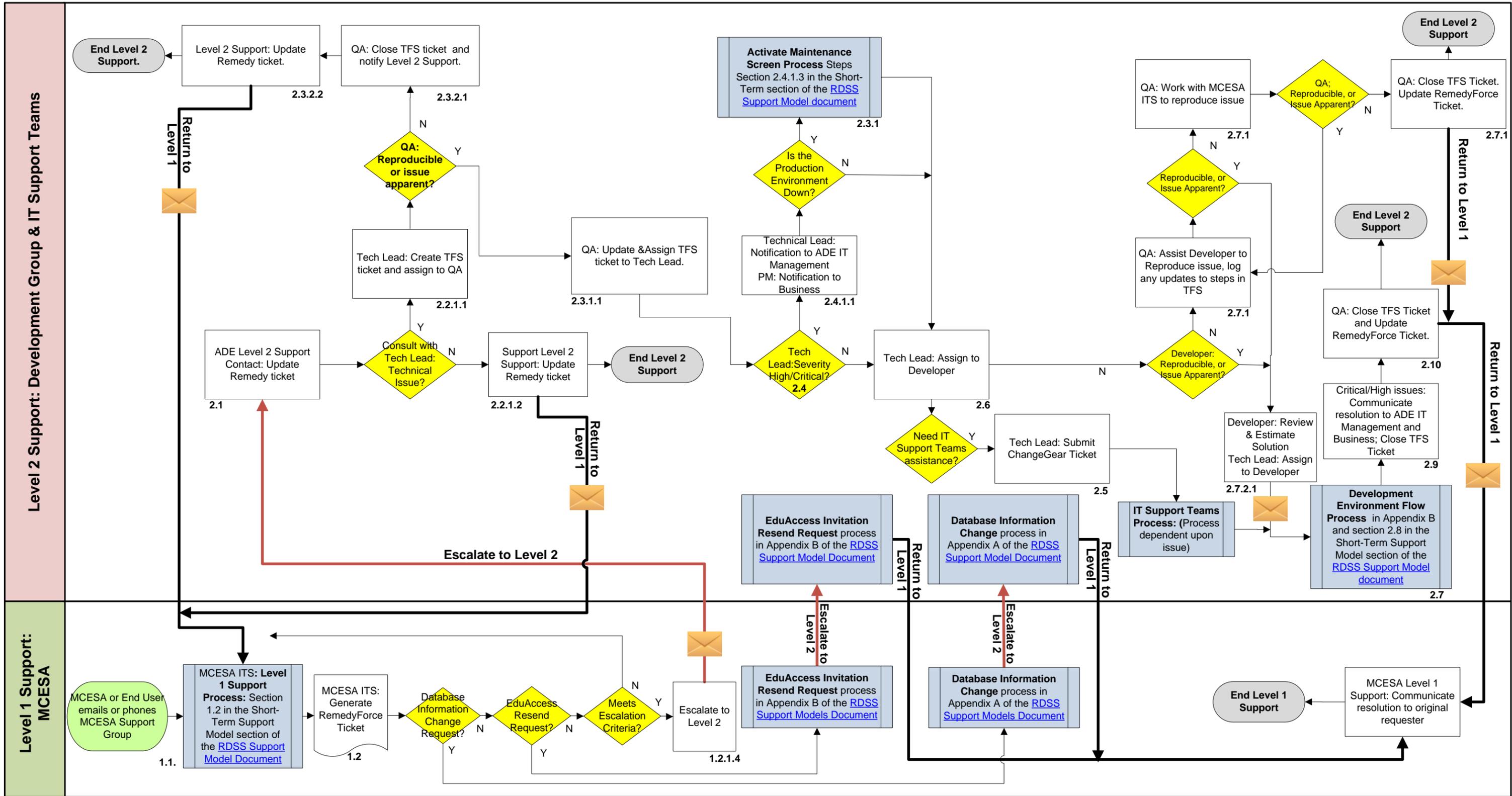
Interim Level 1 Support		
Company	Name	Role
ADE	Miruta Garg	Quality Assurance
ADE	Miruta Garg	Interim Level 1 Support
MCESA	Jean Bandes	Business Services Tech Operations Manager
MCESA	Ken Martinez	Help Desk Coordinator

Level 2 Support: Development Group		
Company	Name	Role
ADE	--	Developers
ADE	Miruta Garg	Quality Assurance
ADE	Scott Pfeiffer	Technical Lead
ADE	Marina Stover	ADE Level 2 Support Contact

Level 3 Support: Development Group		
Company	Name	Role
ADE	Scott Pfeiffer	Technical Lead
ADE	Miruta Garg	Quality Assurance
ADE	--	Developers
ADE	--	IT Support Teams

MCESA Support Group Mailbox Recipients					
Company	Name	Role	Company	Name	Role
MCESA	Al Dullum	REIL Data Mgmt System Project Director	ADE	Miruta Garg	Quality Assurance
MCESA	Jean Bandes	Business Services Tech Operations Manager	ADE	Scott Pfeiffer	Technical Lead
MCESA	Ken Martinez	Help Desk Coordinator	ADE	Marina Stover	ADE Level 2 Support Contact
ADE	Jolene Newton	Program Director	ADE	Gayle Hall	Lead Business Analyst
ADE	David Barcai	Project Manager			

Short-Term RDSS Support Model Workflow Updated 5/23/2012



Customer Communication Gate: Automatically generated emails to End User by Remedyforce to communicate escalation and de-escalation of tickets.

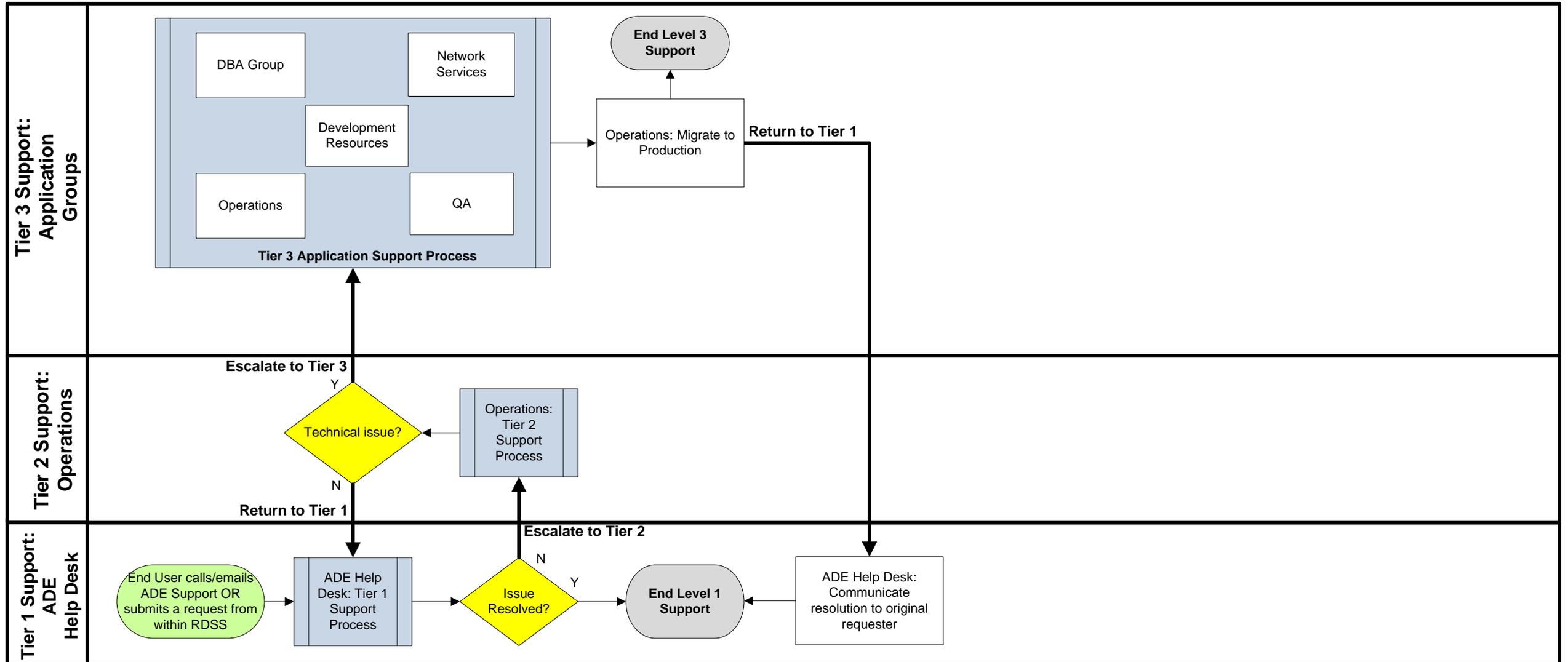
MCESA Level 1 Support		
Company	Name	Role
MCESA	--	MCESA REIL Field Specialists
MCESA	Jean Bandes	Business Services Tech Operations Manager
MCESA	Ken Martinez	Help Desk Coordinator

Level 2 Support: Development Group		
Company	Name	Role
ADE	--	Developers
ADE	Miruta Garg	Quality Assurance
ADE	Scott Pfeiffer	Technical Lead
ADE	Marina Stover	ADE Level 2 Support Contact

MCESA Support Group Mailbox Recipients					
Company	Name	Role	Company	Name	Role
MCESA	Al Dullum	REIL Data Mgmt System Project Director	ADE	Miruta Garg	Quality Assurance
MCESA	Jean Bandes	Business Services Tech Operations Manager	ADE	Scott Pfeiffer	Technical Lead
MCESA	Ken Martinez	Help Desk Coordinator	ADE	Marina Stover	ADE Level 2 Support Contact
ADE	Jolene Newton	Program Director	ADE	Gayle Hall	Lead Business Analyst
ADE	David Barcai	Project Manager			

Long-Term RDSS Support Model Workflow

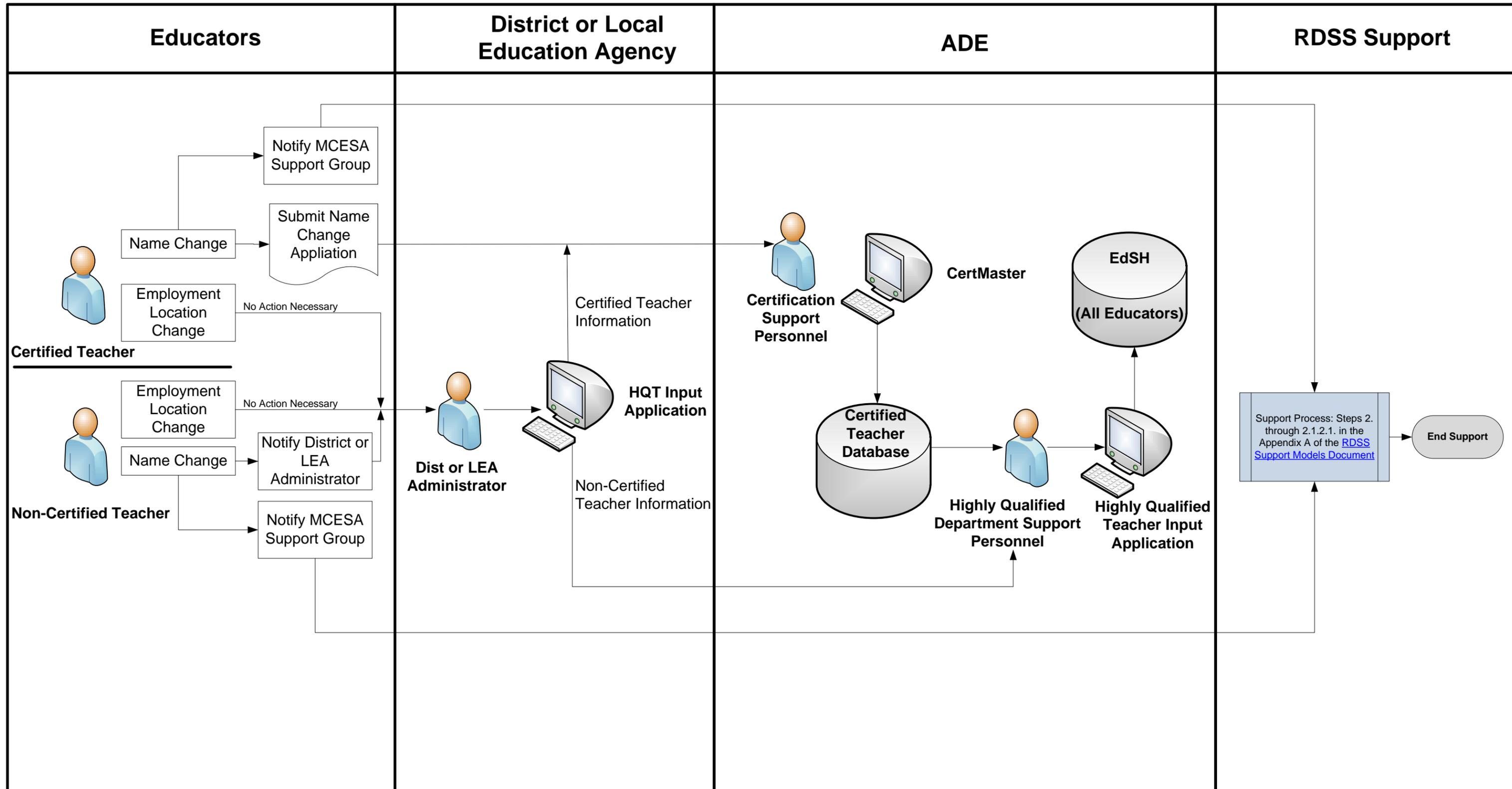
Updated 5/11/2012



INFORMATIONAL ONLY – PROVIDES OVERVIEW OF EACH GROUP RESPONSIBLE FOR EDUCATOR INFORMATION CHANGES IN THE RDSS PROGRAM

Interim and Short-Term Educator Information Update Flow

Updated 5/10/2012



VISUAL REPRESENTATION OF DEVELOPMENT CODE FLOW FOR DEFECTS

Updated 5/10/2012

