Goals and Objectives for the year 2023-24

Employee Name	Mr. Akhil S (55049284)

Employee Job Role	Product Manager	**Location**	Bangalore
L1 Manager's Name	Mr. Sai Krishna J	**Functional Manager's Name**	Not assigned
HRBP Name	Ms. Kavya Chaturvedi	**HR Head Name**	Mr. Akhand Kumar
Current Status	Completed		

Objectives and Key Results:

Sr. No	Objectives	Key Result	Measure
1	Improve usability and user-experience of Avighna.	Development and deployment of features such as 1. Symptom Icons 2. Progress Bar 3. Updated result Page 4. Specialization recommendation 5. Multi-lingual support	1. Launched Symptom icons, progress bars, updated result page and specialization recommendation on Avighna production 2. Launched Avighna in Hindi language 3. Bounce rate dropped from 45 percent to 20.37 percent
2	Increase Reach and userbase.	1. Integrate with RDHL ecosystem 2. Integrate with external 3rd party players 3. Increase in userbase and assessments	1. Completed integration with Jiohealthhub and Myjio 2. Design and Development completed for Avighna-kivi flow as well as Avighna-KareXpert flow 3. Design completed for Avighna-Netmeds flow 4. Total userbase increased from roughly 2000 to over 10000
3	Adhere to Government regulations and improve Security Compliance	1. Improvement in handling cyber security threats 2. Integration with ABDM ecosystem	1. Web Application Security Assessment of Avighna application completed successfully 2. ABDM M1 Flow design and development completed. Assessment completed by govt empaneled agency M/s Sumasoft
4	Setup analytics platform and leverage the insights from analytics to plan next course of action	1. Setup user behavior analytics tool for Avighna for all channels 2. Design develop and launch Analytics dashboard to monitor, track user behavior and generate insight to plan next course of action.	1. Integration of Google Analytics 4 with Avighna completed to track user behavior across all channels 2. Lead the design, development and deployment of Analytics dashboard to track user behavior and overall analytics towards insight generation
5	Create Business plan and Project Charter for the Product	1. Identify key markets and clients to target 2. Develop pricing models 3. Plan roadmap for the next 5 years along with estimates for people requirement.	1. Key markets and clients identified and approached 2. Developed pricing models for Avighna SAAS 3. Created Project Charter for Avighna along with 5-year roadmap plan and estimates for people requirement.
6	Evaluate Product accuracy and performance in real world situation	1. Design Plan and Conduct real world testing to assess Avighna performance 2. Evaluate Avighna against test cases from established sources and medical journals	1. Conducted Field trial at RCP medical centers. Accuracy of Avighna found to be 60 percent for precision at 5 aggregated across all phases. 2. Tested Avighna across Australian Medical Journal vignettes with precision at 5 found to be 95 percent
7	Avighna Version 2- Feasibility study of integrating Avighna with LLM	1. Analyse and conclude on the feasibility of integrating Avighna with LLM 2. Design and develop mockups for the integrated flow 3. Brainstorm with Avighna dev and product team to design and develop integrated Avighna-LLM architecture.	1. Feasibility Study in progress 2. Integrated architecture design in progress 3. Development of a comprehensive Testing Standard is in progress via collation of popular clinical vignettes in a standardized format which can be ingested to Avighna.

Sr. No			
8	Improving the management of Avighna Technical Infrastructure- Servers and Databases	Initiated and lead the discussions and talks with Jio Infra team towards migrating Avighna infra from self-managed cluster to Azure Managed AKS cluster.	1. Migration in progress 2. This will result in reduction in downtime and quicker resolution to issues reported on Avighna production servers.

Support Required

Sr. No	Development Needs	Manager Remarks	Support/ Issue
1	Understanding and staying abreast of ethical considerations and regulatory requirements related to AI technologies specially in the AI based Digital Healthcare Domain	Let us create a learning plan and track progress.	
2	Learning and understanding the process of devising Go-to-Market Strategies for AI based Digital Healthcare product.	Let us create a learning plan and track progress.	
3	Improve technical fluency with regards to understanding of AI technologies such as LLM architecture so as to develop product which may leverage strength of these tools and techs.	Let us create a learning plan and track progress.	
4	Learning to manage Risk with regards to the design and development of features taking into consideration the pros and cons of developing a feature for an AI based healthcare product.	Let us discuss and make the learning areas concrete. We can reach out to the reliance ecosystem for practical insights along with public learning resources	
5	Improve overall communication skills. Learn and master the art of data presentation and articulation across various forums.	Let us create "practice with feedback" opportunities.	

YEAR-END FEEDBACK

L1 Manager Remarks

What Went Well

Akhil has managed various complex internal and external integrations well working with diverse set of stakeholders and teams. He has also successfully managed a complex assignment such as the RCP field trials of the product. Akhil has also represented Avighna in various internal and external events and is really shaping up well as a future product leader.

What can be done better

Akhil will skill up in AI/Data Science as already discussed. This will help him manage the data science track of various AI products (both current and future ones that we works on).

Employee Remarks

What Went Well

A) Designed the user flow and UX designs for the
1. Avighna-JioHealthHub integration
2. Avighna-Kivihealth integration
 and lead the production deployment of the same resulting in over 5x increase of Avighna userbase.

B) Led the flow design, UI-UX development for
1. Avighna-KareXpert (HMIS) Integration
2. Avighna- Netmeds (Healthtech- Online medicine delivery) Integration
3. Avighna-CSquare Integration
deploying and testing them across various environments and planning for strategic deployments across various channels.

C) Identified critical improvement points for Avighna UI-UX and implemented design changes such as
1. Progress bar
2. Symptom Icons
3. Updated Result Page
4. Investigation recommendation among others

resulting in improved user experience and engagement reducing bounce rate from 45% to 20%.

D) Designed and Successfully Conducted Pilot Study of the Avighna symptom checker at 3 Reliance Corporate Park Medical centers resulting in identification of key improvement points for the product in lines of UI-UX,flows,Medical knowledge and disease prediction generation logic.

E) Designed, Developed and Deployed user analytics tracking for Avighna using GA4 along with launching a dedicated analytics dashboard for avighna towards generating actionable insight for improvement of the product.

F) Led and Completed government compliance based developments for Avighna such as Application WASA and ABDM M1 functional testing improving application security and enhancing user trust on the product.

G) Drafted the Project Charter and Product roadmap for Avighna from scratch and in the process developed the overall long term strategy for the development and deployment of Avighna across various market along with successful enhancement of the product in an iterative manner

What can be done better

A) Continuously enhance technical knowledge by staying updated on the latest advancements in AI such as Large Language Models (LLMs), while actively analyzing their benefits and drawbacks from product, user, and business viewpoints.

B) Continue my learnings and efforts towards advancing my expertise to develop compelling Go-to-Market Strategies tailored for our Digital Healthcare Product, ensuring its successful launch and market penetration.

C) Expand my knowledge further on AI ethics to ensure our Digital Healthcare Product aligns with ethical principles, fostering trust and accountability in our technology

Normalized Rating	**A+**