TSA 2 interview **STAR**

- Think of situations where you were challenged with what was the right thing to do. What did you do and how did you handle it?

- To prepare for these questions, take a moment to think of a number of challenging situations you have faced, such as difficulty with a new technology, project, timeline, customer, ambiguity, process, or even a team member.
- Also, consider situations when you haven't succeeded as you had hoped. Why did it happen and what did you learn from that experience?
- Think of the impact you had in any given situation. Impact is crucial. How did something specifically benefit from having you engaged?
- What are you working on right now to enable you to be a better engineer, software developer, designer, etc.? How do you strive toward excellence? How do you learn? Are you proactive in learning? Do you learn by observation, by doing, by educating yourself through training, reading, or classes?

- Days in Backlog (DIB) over doubled when I was out in July
- OneNote
- Round table
- Office hours for FRT
  - Queue scrubs
  - Prevent SLA misses
- Run group chat for DOD specific.
- CWx dropping tickets in our unassigned queue
- Consulting making changes
  - Didn't have to get approval for reaching out to them and communicating their mess up
    - Duplicate tab
- Validations
- Seamless go live
- Federal timeseries tables
- Andy's escalated tickets
- Review
  - Exceeds expectations

FY23 KEY PERFORMANCE INDICATORS:

FY23 Closes: 1506*

FY23 Closes/Day: 5.91*

FY23 SMEs: 12

FY23 SMEs/Day: 0.05

Outbound Communications: 6612*

Outbound Comms/Day: 26.13*

24hr Initial Comm: 75.13%*

- Highest month was May at 92.11%

Inbound to Outbound Comm: 73.61%*

- Highest month was May at 88.19%!

Outbound to Outbound Comm:

- %14D Make: 97.70%*
- %21D Make: 99.36%*
- %30D Make: 99.59%*

** Indicates Team High*

Upset customer/ethical decision (Rev Cycle button)

Situation

- revenue cycle short cut to powerchart toolbar was broken for SOME users

Task

- Figure if this was occurring for a specific position and why it was not working.

Action (what did I do)

- Changed my position to the users and experienced same issue
- Pulled a query to see a user with CONFIG had recently updated the toolbar button
- Messaged them and got their change request ticket to see the positions this was added to. (5 positions affected not just the one originally mentioned)
- Pulled all positions with the rev cycle tab to see what file paths were being used for the other positions.
- Saw a user level preference where our engineer updated it to a new file path in the past.
- At the user level I added that file path to my preference and it worked
- The end user insisted this would not need approval and was getting irritated I could not fix it right there.
- Reached out to the SSO's to help make the right decision. They determined we could test with the VA testers and make the change

Result

- The new file path is more specific and catered to all devices file paths rather than the old path.
  - CONFIG will now be using the new file path going forward and prevents future tickets.

Benefit from me being engaged (FRT days/the beginning)

Situation

- PowerChart FRT was down to 3 associates and new manager
- Queues of 200-300 at times
- On PowerChart for less than 6 months

Task

- Became a role coach asap so I could train new associates.
- Manage large queue, answer calls, get out updates, train new associates and help my co-workers with any questions.

Action

- Trained 2 new associates at the same time (both shadowed me)
- Shared all my material (notes, documents, links)
- I would assign them a ticket or 2 to accelerate their learning so they could take on volume.
- First gave them email templates for follow ups on my tickets to help me and give them exposure.
  - Slowly gave them more responsibility and eventually gave them their own small queue while increasing their volume when necessary.
- FEDERAL volume coming in and no one cleared so APPSVCS was taking our volume.
  - Now had to go through the onboarding process while managing training, mentor, and my queue
- Did queue scrubs to work on bringing queues down and not miss SLA

Result

- Got the new associates fully aligned and taking tickets
- Got federally cleared and took over all federal FRT volume
  - This also helped prod
- Created strong relationships with co-workers who later became trainers
- FRT as of 1/11 has 156 tickets and 10 or so associates
  - During my FRT time I assisted in training 8 different associates directly

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APPLIED LEARNING (ONE NOTE/Federal round table)

Situation

- The first associate to have the PowerChart_FRT_DOD queue when it went live
- The only DOD FRT associate federally cleared and access to the domain

Task

- Learn how the DOD and VA operate vs how commercial operates.
- Document my findings and share for when more people get federally cleared

Action

- Created a separate One Note that consisted of new Federal teams like custom_edge
- As I came across issues that were not the same as commercial, I would document that
- Have a list of team names and what federal components they own as this is a learning curve.
    - I made a lot of connections during this time from reaching out to many teams which helped grow the one note even more.
- Created Guides, email templates, go live schedules, team contacts, links for federal specific things, a processes page for close/transfers and approvals
- I applied knowledge from many wikis, dragondrops, teams channels, DHA updates and compiled it into an easy to follow and understand notebook.

Result

- It has been shared with 13 people across my team, managers, and other teams and continues to grow and get more requests to share
- It is now a starting guide that newly cleared associates can have confidence when working with federal
- I also run a DOD specific chat where anyone can ask specific DOD questions that is especially helpful when starting out.
- Became a top federal associate with closes and communication
    - Got hand picked for a federal roundtable with some of Oracle Cerners VP's to discuss issues we are facing and give suggestions on what could be done to help us

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New Software/function (federal workbook)

Situation

- Received a ticket for slowness that was escalated to the IRC for consistent slowness for a specific user.

Task

- Figure out where the slowness was occurring, if it's a Cerner issue or local issue, and in a timely manner since this was with the IRC.

Action

- Begin troubleshooting with the user but they were not able to reproduce on demand. Was occurring on and off
- Tried watching users Sessions back, running stability but was not having any luck
- Went to the federal teams channel where an SSO posted a link to a federal specific workbook/tableau
- Was able to follow the instructions for the workbook that I had never used and see the end user had a Citrix latency spikes way higher than normal.

Result

- Able to verify to user was using a VPN and engage CWX that verified it was a local issue with the VPN.
- User was set up with a new device that resolved the issue
- Able to use this now for all slow/crashing tickets to see what team can assist best.

ANDYS QUEUE

Situation

- System analyst (Andy) was on vacation for 2 weeks and had a queue of about 10 tickets with a few escalations on them

Task

- Take on all of his tickets and try to get them moving while he is out on vacation. Goal was to get the escalated tickets out

Action

- A system analyst is more technical that a technical solution analyst 1 so I started with the tickets I was strongest with.
- Read through each to see where he was at with the investigations and if any needed further communication.
- Reached out on ALL tickets to provide an update and gather any additional information and verify issue was still occurring.
- I utilized Wikis, dragondrops and other teams to assist with the investigations and manage his tickets
- Federal not as many resources
- Look up past tickets
- Reached out to IP who was working on a CR for one escalation to gather updates each day and keep it moving while providing updates to Gabbi

Result

- By the time he returned I had resolved or transferred almost all of the tickets and only had 1 escalation ticket remaining. Was able to close all other escalations
- Was able to get the last escalation ticket related to the CR and closed which took our team off the stage 8 Federal Burndown list
- While managing his queue I was also able to continue working my tickets as they came in and did not fall behind

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FONT (upset user)

Situation

- Ticket came through stating Oracle Cerner was not 508 compliant
- User was upset that there was nothing in PowerChart that can assist visually impaired users
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Task

- Due to the Citrix environment of PowerChart we are not able to provide an option directly so I needed to find an alternative to make the user happy and verify Cerner is 508 compliant since it is required
- Normally this would be an onsite issue but wanted to be ethical and make sure we were adhering to federal guidelines

Action

- I searched wiki's, dragon drops, and VA websites to find what it took to be 508 compliant
    - This just meant we must give users that are visually impaired an alternative way to view charts
- Utilized the SSO teams channel where I was given a contact to reach out to
- I spoke with the user before hand and was able to add the contact to the email thread.
- Verified with contact we are compliant and there is an alternative option

Result

- VA has a third party program called ZoomText that allows visually impaired to see Powerchart better.
- I now have an email template for when tickets come through for this and a direct solution to their issue.