# Job Descriptions & KPIs

## TPM

### JD - TPM

Following is the detailed job description for the above designation.

 convert this into a TPM JD.

#### Agile practice

 Proficient in Scrum methodology.

Has Good knowledge in other Agile frameworks (Crystal, Kanban, XP, SAFe, Agile Games etc.) and Lean will be added advantage.

Has good knowledge in Software development techniques such as ATDD, TDD, BDD, CI/CD, Continuous Testing, Pairing, Automated Testing.

Understanding of software development life cycle models (SDLCs) as well as in-depth knowledge of traditional project management principles (e.g.: - waterfall) and practices.

Ensure process compliance across all stages of Solution Delivery evident through reports.

Excellent Knowledge in user stories, Definition of done, backlog refinement, story splitting, estimation, velocity, retrospection, and other Scrum techniques.

Project facilitator who guides cross-functional teams in executing the principles of the Scrum framework.

Conducting of all Scrum ceremonies including, effective planning sessions, daily stand-ups, and retrospectives and promoting team ownership.

Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization

Guiding the team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks

 Knowledge of numerous well documented patterns and techniques for filling in the intentional gaps left in the Scrum approach (example: numerous Burndown techniques, numerous Retrospective formats, handling bugs, etc.)

#### Project execution

 Has a solid understanding of all 9 areas of project management.

Reviews the progress, identifies risks/issues, and works with product management and stakeholders to resolve them to achieve sprint commitments.

Resolve conflicts/impediments and remove obstacles that occur.

Provides insights for the Product Manager and team in the ongoing management of the product backlog.

Provides insight into the priorities, through an understanding of technical issues, and identifying dependencies on other teams and finding ways to close gaps in execution.

Removing impediments that prevent a team from completing the work it has committed for a given sprint.

Coaching the new joiners to the team to bring them up to speed on the agile processes practiced by the team.

Identifying gaps in skills in the team and working with the product management to address them effectively.

Build and maintain information radiators that reflect project performance data (KPIs) and analyzing it enable informed decision making

.

Manages virtual, distributed teams remotely comprising members from different backgrounds and cultures.

Ensures sprint commitment and completion and owns sprint delivery.

Report and escalate to management as needed.

Track project performance, specifically to analyze the successful completion of short and long-term goals.

 Makes sure due dates are updated within the first day of starting the sprint and ensures it reflects the reality throughout the sprint.

#### Tools

 Strong understanding of agile Project Management Tools such as Atlassian JIRA, Confluence.

 Skilled in using Agile/Scrum reports to manage and improve team performance.

#### Leadership

 Displays a servant leadership personality and skills.

Leadership coaching, mentoring and motivation skills.

Balancing the right ingredients (structure, simplicity, etc.) for each project to boost the team's engagement and performance.

Help build a productive environment where team members ‘own’ the product and enjoy working on it.

Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.

Facilitating getting the work done without coercion, assigning, or dictating the work.

#### Communication

 Excellent communication and mentoring skills.

End-to-end process coordination across multiple stages – from consuming the use cases and the business value to converting them to a robust, scalable, and high-performance solution.

Quickly ramp up on new delivery methodologies and delivery processes

Manage and coordinate across multiple stake holders both technical and business.

Serve as the main point of contact for internal/external stakeholders.

Maintaining the highest levels of transparency among all stakeholders for regarding sprint status, risks, and risk mitigation.

Facilitate internal communication and effective collaboration for the purposes of discussion, decision making, and conflict resolution.

Persuasive communication fluency in English.

Excellent email communication skills.

Problem-solving and conflict-resolution ability.

 Develop comprehensive project plans to be shared with the product management.

#### Technology

 Sufficient understanding of technologies in use.

#### Other

 Perform ad-hoc tasks assigned by the product management.

Bringing in suggestions to continuously improve the productivity of the team.

Supporting the Product Owner, especially with respect to grooming and maintaining the product backlog.

Solid organizational and multi-tasking skills.

Has attention to detail.

### KPIs - TPM

 [Agile and scrum](#_bookmark76)  [Project execution](#_bookmark78)  [Leadership](#_bookmark79)

 [Communication](#_bookmark80)  [Tools](#_bookmark81)

 [Technology](#_bookmark82)

 [Professional rapport](#_bookmark83)

 [Mentoring & Coaching](#_bookmark84)

#### Agile and scrum

 Conducts all scrum ceremonies adhering to given formats.



[Scrum Ceremonies](https://inivos.atlassian.net/wiki/spaces/T/pages/100859906)

 Understands and applies lean principles and contributes to improve processes.



[Lean Agile Process Improvement](https://inivos.atlassian.net/wiki/spaces/T/pages/111673346)

 Coaches the team on estimating work items and planning with above 80% accuracy [(completion/commitment) \* 100]. Uses the sprint planning & release planning sessions for this.

Implements recommended processes as instructed in the



[Engineering](https://inivos.atlassian.net/wiki/spaces/T)

Provides reports to the EM / HPMO on-time as instructed in [TPM reports](https://inivos.atlassian.net/wiki/spaces/T/pages/122126378) . Ensures an upward trend on team velocity.



Ensures quality in below areas and reports to EM / HPMO,

 Quality of processes - uses sprint retrospectives effectively for this.  Quality of estimation - uses backlog reviews effectively for this.

Ensures DoD criteria being met for stories moving to Done. Coaches the team on scrum framework.

Coaches the team on agile thinking guided by lean principles. Conducts daily scrum standups.

Promotes and ensures teamwork and team ownership on deliverables.

Assesses the scrum maturity of the team regularly using reports



[Scrum reports](https://inivos.atlassian.net/wiki/spaces/T/pages/122388513)

maturity at a sustainable and comfortable pace for the team and organization.

Assesses project delivery of the team regularly using reports

[Scrum reports](https://inivos.atlassian.net/wiki/spaces/T/pages/122388513)

at a sustainable and comfortable pace for the team and organization.

space.

and coaches the team achieve higher levels of

and coaches the team achieve higher levels of maturity

Guides the team on self-organizing to fill in the intentional gaps left in the Scrum framework.

#### Project execution

Has a solid understanding of all 9 areas of project management. ----

Risk management - Coaches the team to identify risks during scrum ceremonies and works with stakeholders on contingencies and solutions to achieve sprint & release commitments.

Resolve various types of conflicts/impediments that could arise in a project.

Scope conflicts Communication conflicts Time conflicts

Cost conflicts Quality conflicts Resource conflicts Risk conflicts

 Procurement conflicts

Keeps the EM / HPMO in the loop communications with the team and maintains transparency. Owns the “Ready to Groom” backlog.



[Allocation & release management](https://inivos.atlassian.net/wiki/spaces/T/pages/116621349)

Owns the release plan.

Owns resource allocations. / (eg:- Allocation plan for transpomate.xlsx (sharepoint.com)



[Allocation & release management](https://inivos.atlassian.net/wiki/spaces/T/pages/116621349)

Owns onboarding of new team members and team members who take up new roles.



[Onboarding checklists](https://inivos.atlassian.net/wiki/spaces/T/pages/116687258)

Provides insight into the priorities, through an understanding of technical issues, and identifying dependencies on other teams and finding ways to close gaps in execution. Effectively uses [Scrum Ceremonies](https://inivos.atlassian.net/wiki/spaces/T/pages/100859906) for this.

Makes sure due dates are updated within the first day of starting the sprint and ensures it reflects the reality throughout the sprint. (See -

& )

[Default due dates per transition](https://inivos.atlassian.net/wiki/spaces/T/pages/116687331)

[JIRA - How to](https://inivos.atlassian.net/wiki/spaces/T/pages/104890376)

Removing impediments/blockers that prevent your team from completing the work it has committed for a given sprint. Identifies new tools and techniques to manage and measure project performance.

Acknowledges production bugs within the same working day or as soon as the next working day starts. [Defect handling](https://inivos.atlassian.net/wiki/spaces/T/pages/116621397)

#### Leadership

Displays a servant leadership personality and skills. Leadership coaching, mentoring and motivation skills.

Balancing the right ingredients (structure, simplicity, etc.) for each project to boost the team's engagement and performance. Help build a productive environment where team members own the product and enjoy working on it.

Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.

#### Communication

Persuasive communication fluency in English.

Identify team members needing mentoring and mentor them. Mentor team members when needed or highlighted by HPMO / EM.

Provides end-to-end coordination across all stages of the project / story when necessary. At the same time actively reduces communication delays by implementing lean principles in communication management.

Manage and coordinate across multiple stake holders both technical (Devs, QAs, Dev/QA Leads) and business (BAs, PO).

Maintaining the highest levels of transparency possible among internal and external stakeholders for regarding sprint status, risks, and risk mitigation.

Displays email communication skills.

Actively resolves people conflicts that could arise.

Maintains and any instruction given to the team in confluence.

[Scrum reports](https://inivos.atlassian.net/wiki/spaces/T/pages/122388513)

Keep the Ops & Leadership sync board upto-date.

Do escalations to the HPMO / EM efficiently and on-time.

Build and maintain information radiators that reflect project performance data (KPIs) and analyzing it enable informed decision making. Displays organizing skills.

#### Tools

Strong understanding of agile Project Management Tools such as Atlassian JIRA, Confluence.

#### Technology

 Displays sufficient understanding of technologies in use for the project.

#### Professional rapport

 Perform diligently or do effective communication with regard to any project/team tasks assigned by the customer-side PO / HMPO / EM.  Maintain a professional relationship with your team members.

 Respect different cultures and maintains a welcoming environment for all.

#### Mentoring & Coaching

 Identifying gaps in skills in the team and working with the EM to address them effectively.  Bringing in suggestions to continuously improve the productivity of the team.

## BA

### BA - KPIs

 [Documentation](#_bookmark86)

 [Domain expertise](#_bookmark88)  [Communication](#_bookmark89)

 [Agile and scrum](#_bookmark90)  [Tools](#_bookmark91)

 [Professional rapport](#_bookmark92)  [Technology](#_bookmark93)

 [Training](#_bookmark94)

 [Day-to-day best practices](#_bookmark95)

#### Documentation

 Creates accurate user stories and develops accurate acceptance criteria that passed DoR checklist in one-go.  Writes accurate Business Requirement Documents (BRDs).



[Definition of Ready](https://inivos.atlassian.net/wiki/spaces/T/pages/90996737)



[Business Requirement Document (BRD)](https://inivos.atlassian.net/wiki/spaces/T/pages/124223590)

 Include both functional and non-functional requirements in acceptance criteria.

Uses to convey complex ideas efficiently and effectively.



[Diagrams](https://inivos.atlassian.net/wiki/spaces/T/pages/124223643)

Prepare mandatory BA documents when necessary. ( )



[Documents](https://inivos.atlassian.net/wiki/spaces/T/pages/124092563)

#### Domain expertise

 Proficient in processes, standards, entities, artifacts and related expertise to the product domain you are working on.  Understand your product market.

 Anticipates changes in micro and macro environments.

 Understand compliance requirements relating to your product.

 Assist sales team in client facing teams with necessary information needed for sales activities.

 Be proactive - identify gaps in requirements and drive discussions with internal team and external stakeholders (PO, Customer) toward solutions.

 Go beyond what your PO / Customer says identify/suggest new ways of solving problems.  Uncover areas of improvement and solutions.

#### Communication

 Persuasive communication fluency in English.

 Conducts effective and efficient in-person communications with,

 Internal stakeholder - (Devs, QAs, Architect, EM, TPM, HPMO)  External stakeholders - (PO, SMEs)

 Takes meeting notes, converts them into action items and shares them with stakeholders on-time.  Clarify requirements to team members on-time and effectively when necessary.

 Focus on building and maintaining strong relationships with customers and POs.  Uses requirement elicitation techniques ( [Requirement elicitation](https://inivos.atlassian.net/wiki/spaces/T/pages/124027063) ) effectively.  Sharing updates in daily standups.



#### Agile and scrum

Attends all scrum ceremonies adhering to given formats.



[Scrum Ceremonies](https://inivos.atlassian.net/wiki/spaces/T/pages/100859906)

Display understanding in the scrum framework and agile / lean thinking.

#### Tools

Maintains the BA & Lead board ( ). Uses Wireframes and Diagramming tools efficiently.



[BA & Lead board](https://inivos.atlassian.net/wiki/spaces/T/pages/118685701)



[Diagrams](https://inivos.atlassian.net/wiki/spaces/T/pages/124223643)



[BA - Tools](https://inivos.atlassian.net/wiki/spaces/T/pages/124092589)

Proficiency in designated tools related to BA activities.

#### Professional rapport

 Perform diligently or do effective communication with regard to any project/team tasks assigned by the customer-side PO / HMPO / EM.  Maintain a professional relationship with your team members.

 Respect different cultures and maintains a welcoming environment for all.

#### Technology

 Displays sufficient understanding of technologies in use for the project.

#### Training

 Participating in weekly BA sync up/trainings.  Completing any assigned training materials

 Conducting sessions for BA sync-ups [At least 2 per quarter]

#### Day-to-day best practices

In the event where you work in multiple projects, manage time in between projects efficiently while setting and maintaining expectations with all parties in a transparent manner.

Keep the BA WIP within healthy limits (Min 5 - Max 10 stories) while maintaining at least 2 sprints worth of work Ready to Groom for the team.

Uses lean management principles to make work more efficient. Contributes suggestions in .



[TS - Sprint Retrospectives](https://inivos.atlassian.net/wiki/spaces/T/pages/122618369)

### JD - BA

Following is the detailed job description for the above designation.

 [Requirement gathering and documentation.](#_bookmark97)  [Analytics.](#_bookmark98)

 [Communication](#_bookmark99)  [Tools usage](#_bookmark100)

 [Agile and scrum](#_bookmark101)

 [Project management](#_bookmark102)  [Teamwork.](#_bookmark103)

 [Time management](#_bookmark104)  [Technology](#_bookmark105)

 [Domain expertise](#_bookmark106)

 [Post-release activities](#_bookmark107)  [Pre-sales activities](#_bookmark108)

 [Attitude and culture-fit](#_bookmark109)  [Other](#_bookmark110)

#### Requirement gathering and documentation.

 Proficient in interpreting complex information.

Maintains high-quality product backlogs against stakeholder expectations.

Identifies functional/non-functional requirements.

Gathers critical information from meetings /discussions with internal & external stakeholders in the form of **meeting notes** and **follows up** on action items addressing them systematically.

Ensures meetings are productive and efficient.

Conducts special stakeholder / SME interviews.

 Creates accurate / high-quality user stories.

 Create and maintain comprehensive project documentation.

#### Analytics.

 Identify suitable service delivery models/process models.

Uncover areas of improvement and solutions.

Analyze complex business requirements and create user stories.

Stakeholder analysis.

Costs & Benefits analysis.

Process modeling.

Conducting market and competitor analysis

Plan, consult and perform BPR (Business Process Reengineering).

Variance analysis.

Problem solving.

Strategic thinking.

Attention to detail and proactive.

Backward compatibility of product changes.

 Analysis frameworks  PESTLE

 SWOT

 Evaluates ROI to the organization for items in product backlog.

#### Communication

 Interacts effectively with product owner / product-team / other internal-external stakeholders.

Provides monitoring reports to management on-time.

Liaises with vendors (Third-party companies).

Conduct Product status meetings with the product management.

Negotiate specifications and priorities with external stakeholders and product management.

Possesses team problem solving skills.

Possesses key consulting skills.

Explains complex issues in understandable ways both in written and verbal forms.

Facilitates internal/external meetings.

Conducts user trainings.

 Focus on building and maintaining strong relationships with project stakeholders.

#### Tools usage

 Proficient in JIRA.

Proficient in spreadsheets and excel based analytics and visualization.

Proficient in MS Word and Confluence.

Possesses basic Power BI skills.

Possesses basic SQL and SharePoint skills.

Proficient in using UI mockups (wireframes) to visually communicate information.

 Uses diagrams for analysis and communications effectively.

* Flow charts.
* DFDs (Data flow diagram)
* PFDs (Process flow diagram)
* Use case diagram
* Entity relationship diagram.
* Activity diagram.
* Business Domain Models.

#### Agile and scrum

 Proficient in Scrum / Agile methodologies.

Participates in sprint planning and backlog review meetings.

 Hosts sprint planning, backlog review and sprint review meetings in the absence of scrum master.

#### Project management

 Makes decisions within the provided parameters.

Takes an active part in sprint planning.

Create and own roadmaps.

Manages change in close collaboration with PM to manage the triple constraints (scope, time, cost) and monitor and report changes in all 9 product management areas to the management.

Anticipates changes in micro and macro environments.

Finish the project on-time / budget as per requirements.

Conducts Budgeting and forecasting.

Conducts product pricing.

Delegate project tasks based on junior staff members' individual strengths, skill sets, and experience levels.

 Overseeing the aspects of the development life cycle including budget, quality, risks, hand over to operations, procurement, vendor relations, etc. to ensure a smooth flow.

#### Teamwork.

 Supports the team on sprint completion by clarifying requirements on-time effectively.

#### Time management

 Manages time efficiently to meet tight-deadlines.

Communicates feature roadmap timeline changes in advance (1 sprint ahead).

Works in multiple projects and manages time in-between.

#### Technology

 Possesses basic understanding of technologies used in the projects.

 Possesses a good understanding on software development lifecycle (SDLC)

#### Domain expertise

 Excellent Business domain knowledge.

 Process compliance related work. (ISO 9001 (Quality)/ 27001 (Security) / 27701(Privacy)/HIPAA)

#### Post-release activities

 Conducts UAT and records them in JIRA.

Ensures proper adoption post-release.

Keeps track of KPIs and perform course corrections.

#### Pre-sales activities

 Prepare pre-sales documents.

 SOW

 Contracts  Proposals  PoCs

 RFP

 Assist sales team in client facing teams with necessary information needed for sales activities.

#### Attitude and culture-fit

 Client focused attitude.

Work independently.

 Understand company and product vision and reflects in work.

#### Other

 Handles ad-hoc tasks assigned by the product management.

## Functional Lead

### JD - Tech Lead

Job title – Associate Tech Lead

Following is the detailed job description for the above designation.

Technology

Leadership

Communication

41. Adoption and Implementation of DevOps Practices

### KPI – Dev

[Project execution](#_bookmark116)  [Code reviews](#_bookmark117)

 [Development](#_bookmark119)  [Delivery](#_bookmark120)

 [Version controlling](#_bookmark121)

 [Test case driven development](#_bookmark122)  [Agile, Scrum & Lean](#_bookmark123)

 [Collaboration & Communication:](#_bookmark124)

 [Continuous Learning & Self-Improvement:](#_bookmark125)

#### Project execution

##### Code reviews

1. Fully addresses Code Review Comments.



[Code review](https://inivos.atlassian.net/wiki/spaces/T/pages/127860922)

1. Maintains code-review turnaround time within healthy limits (30 mins - 1 working day).



[Default due dates per transition](https://inivos.atlassian.net/wiki/spaces/T/pages/116687331)

##### Development

1. Adheres to Development best practices.



[Development Best Practices](https://inivos.atlassian.net/wiki/spaces/T/pages/106364941)

1. Writes high-quality code. [Program quality metrics - Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/103153717)

[Code Quality Guideline](https://inivos.atlassian.net/wiki/spaces/T/pages/128221361)

1. Commits code to the repository at least once per day for development stories or at least at a reasonable frequency.
2. Writes your own code following coding standards and clean code principles.
3. Refactors codes other developers (when required) has written adhering to Coding standards while applying clean Code Principles.
4. Develops high-performing software.
5. Complies to Security Standards. [Security Standards](https://inivos.atlassian.net/wiki/spaces/T/pages/128778262)
6. Comments code sufficiently. [Code comments](https://inivos.atlassian.net/wiki/spaces/T/pages/128417831)
7. Utilizes state of the art Design Patterns and Architectural Principles.

[Design Patterns and Architectural Principles](https://inivos.atlassian.net/wiki/spaces/T/pages/128123122)

1. Successfully Implements all applicable areas of UX Specifications. selected for the task

[UX Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/113836048)

1. Understands database architecture of the project you are working on in-depth by the time you transition a relevant task to the QA.
2. Efficiency in Identifying and Fixing Regression Issues.
3. Innovation and Creativity in Problem-Solving in Software Development.

##### Delivery

1. Adheres to the sprint commitment.
2. Spends a sufficient percentage of your working hours producing deliverable high-quality increments to the product.
3. Produce sufficient amount (measured in [Story points](https://inivos.atlassian.net/wiki/spaces/T/pages/103579662) ) of deliverable work within a sprint with a maximum of 10% spilling over to the next sprint (for valid reasons).
4. Updates reasonable due dates and delivers tasks to QAs on-time as agreed.

[JIRA - How to](https://inivos.atlassian.net/wiki/spaces/T/pages/104890376)

1. Delivers high-quality releases to QAs frequently. (set a frequency here.?)
2. Engages and contributes to developing realistic sprint plans. [Sprint planning](https://inivos.atlassian.net/wiki/spaces/T/pages/102006795)
3. Acceptable cycle time for Feature Development.
4. Raises Bug Triages for bugs that has a chance of impacting the sprint delivery within 24 hours of the development cycle.

##### Version controlling

1. Accurately resolving and Merge Conflicts in GitHub.



[Code Review & Merge Process](https://inivos.atlassian.net/wiki/spaces/T/pages/128221318)

1. Follows the git branching strategy ( [Source Code Branching Strategy](https://inivos.atlassian.net/wiki/spaces/T/pages/128221283) ) and version controlling strategy ( [Versioning Strategy](https://inivos.atlassian.net/wiki/spaces/ITP/pages/60293168) ) effectively.

##### Test case driven development

1. Reviews, updates and removes test cases written against a story by other team members within the allocated time box your cycle time.

[Test case driven development](https://inivos.atlassian.net/wiki/spaces/T/pages/116621316)

1. Adds test cases against a story within the allocated time box of your cycle.
2. Fully covers the acceptance criteria and test cases relevant to stories and bugs.

[Test case driven development](https://inivos.atlassian.net/wiki/spaces/T/pages/116621316)

1. Collaboration with QA for Test Case Refinement
2. Sufficiently tests the software before releasing to QAs. Maintains a high-level of unit and integration test coverage.

#### Agile, Scrum & Lean

1. Contributes to sprint retrospections in the forms of feedback and suggestions in ways that helps reduce wastages. [Sprint Retrospectiv](https://inivos.atlassian.net/wiki/spaces/T/pages/102891533) [es](https://inivos.atlassian.net/wiki/spaces/T/pages/102891533) [7 Types of Lean Waste in software](https://inivos.atlassian.net/wiki/spaces/T/pages/115441665)
2. Contributes to identifying dependencies during backlog reviews and clears off dependencies assigned to self during backlog review

session within the first day of the sprint. [Backlog Review](https://inivos.atlassian.net/wiki/spaces/T/pages/101875718) [Sprint Schedule](https://inivos.atlassian.net/wiki/spaces/T/pages/96174088)

[Dependency management](https://inivos.atlassian.net/wiki/spaces/T/pages/111149077)

#### Collaboration & Communication:

1. Collaboration with Cross-functional Teams.
2. Ability to Handle and Resolve Team Conflicts
3. Proactiveness in Cross-Functional Collaboration
4. Effectiveness in Communicating Technical Concepts to Non-Technical Stakeholders
5. Timeliness and Clarity in Status Updates.
6. Contribution to Team Knowledge Sharing Sessions
7. Active Participation in Code Pairing Sessions
8. Responsiveness to Team Queries and Requests
9. Recognition and Acknowledgment from Peers and Team Leads
10. Level of Contribution in Team Innovation Initiatives
11. Shares knowledge on technologies and updates with fellow team members on a regular basis and on KT sessions. Shares research &

development outcomes in

[Research & Development](https://inivos.atlassian.net/wiki/spaces/T/pages/102694967)

1. Contributes to product architectural discussions.

section.

1. Does effective communication with regard to bug fixes reported from the QA end.
2. Demonstrates Understanding of Project Domain during backlog review calls, other sessions and shares them.
3. Proactively identifies Technical Debts ( [10 Types of Technical debts](https://inivos.atlassian.net/wiki/spaces/T/pages/110067760) ) and shares in all-team meetings. [Meetings](https://inivos.atlassian.net/wiki/spaces/T/pages/127336460)
4. Mentorship and Coaching Contribution to Junior Developers.

#### Continuous Learning & Self-Improvement:

1. Participation in Continuing Learning Programs/Courses related to projects.
2. Incorporation of Team Feedback into Development Process.
3. Learns and adopts new Technologies and Frameworks within a reasonable time (maximum is a per individual effort of an average sprint).

## QA - KPI & JD

Associate QA Engineer, QA Engineer, Senior QA Engineer, Associate QA Lead, QA Lead, QA

Manager Automation QA Engineer. Senior Automation

QA Engineer, Automation Lead, QA Architect

Have a metric over the capacity of stories that can be completed by a QA in a sprint.

### JD - QA

### QA - KPIs

 [Project execution](#_bookmark128)

 [Test case creation](#_bookmark129)

 [Test case execution](#_bookmark131)  [General](#_bookmark132)

 [Domain expertise](#_bookmark133)  [Agile and scrum](#_bookmark134)

 [Documentation](#_bookmark135)  [Communication](#_bookmark136)

 [Training & awareness](#_bookmark137)  [Professional rapport](#_bookmark138)

 [Tools](#_bookmark139)

 [Technology](#_bookmark140)

##### Project execution

###### Test case creation

 Writes accurate test cases using AIO reflecting the acceptance criteria while fully covering relevant QA checklists focusing on critical items related to the particular feature and project.

 Analyzes technical documents (eg:- API spec) when required for test case creation.

Write test cases covering areas highlighted in in all the projects.



[UX Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/113836048)

When testing APIs, ensure that you create test cases for scenarios in the .



[API Testing Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114098183)

When testing UIs, ensure that you create functional and non-functional test cases for all scenarios in the [UI Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114229257) . .



[NFRs](https://inivos.atlassian.net/wiki/spaces/T/pages/122126353)

 When testing Web broweser UIs, ensure that you create test cases for areas mentioned in the [Web Responsive checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114294800) .



 When testing Mobile app UIs, ensure that you create test cases for areas mentioned in the [UI - Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114294814) .



[Mobile Responsive checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114229283)

When testing Mobile app, ensure that you create test cases for functional aspects of the app. [Functional Checklist](https://inivos.atlassian.net/wiki/spaces/T/pages/114130953) When testing a Mobile app, ensure that you create test cases for general aspects of the app. [General Checklists](https://inivos.atlassian.net/wiki/spaces/T/pages/113311796) .

###### Test case execution

and

Executes test cycles as soon as the task moves to QA in-progress and executes all test cases within a working day and closes the cycle before moving the status.

[Test cycles & Case creation & execution](https://inivos.atlassian.net/wiki/spaces/T/pages/126943282)

Executes test cases following the process and expectation.

[Test cycles & Case creation & execution](https://inivos.atlassian.net/wiki/spaces/T/pages/126943282)

Analyzes data, databases and logs when required for test case execution. Uses production-like test data for test case execution.

###### General

In the event where you work in multiple projects, manage time in between projects efficiently while setting and maintaining expectations with all parties in a transparent manner.

Keep the QA In-progress and QA-todo within healthy limits.

Uses lean management principles to make work more efficient. Contributes suggestions in Handles UAT & Production defects following the right process. [Defect handling](https://inivos.atlassian.net/wiki/spaces/T/pages/116621397)

[TS - Sprint Retrospectives](https://inivos.atlassian.net/wiki/spaces/T/pages/122618369)

##### Domain expertise

Proficient in processes, standards, entities, artifacts and related expertise to the product domain you are working on and reflect them in your test-cases.

Understand compliance requirements relating to your product.

 Understand NFRs specific to your product.

 Uncover areas of improvement and solutions in the product. Provide these insights during [Meetings](https://inivos.atlassian.net/wiki/spaces/T/pages/127336460) .



 Display full understanding of the BRD and provides BAs on the acceptance criteria when there are misalignments during the ready to groom stage and other phases of the story.

##### Agile and scrum

 Attends all scrum ceremonies adhering to given formats.



[Scrum Ceremonies](https://inivos.atlassian.net/wiki/spaces/T/pages/100859906)

 Display understanding in the scrum framework and agile / lean thinking.

##### Documentation

 Submit below reports on-time.



[Deliverable Formats](https://inivos.atlassian.net/wiki/spaces/T/pages/118620170)

 Sprint Summary Report/ Internal Release note  Client Release Note

 Postmortem update for UAT/Production bugs.

##### Communication

 Effective communication fluency in English.

 Participates and clarifies different test case scenarios from fellow team members during scrum ceremonies and other meetings.



[Mee](https://inivos.atlassian.net/wiki/spaces/T/pages/127336460)

[tings](https://inivos.atlassian.net/wiki/spaces/T/pages/127336460)

 Clarify test cases team members on-time and effectively when necessary.  Conduct product demos during sprint reviews.

 Be proactive in communications - identify gaps in requirements and drive discussions with the internal team toward solutions.

 Conducts effective and efficient in-person communications with Internal stakeholders - (Devs, QAs, Architect, EM, TPM, HPMO)  Takes meeting notes when you are a designated passive member of a discussion.



[Meeting note-taking](https://inivos.atlassian.net/wiki/spaces/T/pages/126943333)

 Sharing updates in daily standups.

##### Training & awareness

 Participating in weekly QA related trainings.

 Stays upto date on documents related to QAs and general.

 QA - [Labelled content - Company Engineering - Confluence (atlassian.net)](https://inivos.atlassian.net/wiki/label/T/qa)

 General - [Labelled content - Company Engineering - Confluence (atlassian.net)](https://inivos.atlassian.net/wiki/label/T/general)  Completing any assigned training materials

 Conduct trainings and awareness sessions for fellow QA team members when allocated.

##### Professional rapport

 Perform diligently or do effective communication with regard to any project/team tasks assigned by the customer-side PO / HMPO / EM.  Maintain a professional relationship with your team members.

 Respect different cultures and maintains a welcoming environment for all.

##### Tools

 Maintains QA-todo, QA In-progress columns of the [Scrum Board](https://inivos.atlassian.net/wiki/spaces/T/pages/118521864) .  Uses AIO effectively and efficiently.



[Diagrams](https://inivos.atlassian.net/wiki/spaces/T/pages/124223643)



[QA - Tools](https://inivos.atlassian.net/wiki/spaces/T/pages/127139903)

 Proficiency in designated tools related to QA activities.

Uses Github PR comments before executing test cycles (from the second cycle onwards)



[Code review comment structure](https://inivos.atlassian.net/wiki/spaces/T/pages/112721968)

##### Technology

 Displays sufficient understanding of technologies in use for the project.

### Test Automation

 [Technical skills](#_bookmark141)  [Soft skills](#_bookmark143)

 [Tools usage](#_bookmark144)

 [Agile and Scrum](#_bookmark145)

 [Project Management](#_bookmark146)  [Teamwork](#_bookmark147)

Domain knowledge

 Possess comprehensive knowledge on all RCM processes.

#### Technical skills

 Review and analyze the User Stories and requirements specifications and convert them into comprehensive and well-structured test cases without supervision.

Identify all test scenarios on the first test round itself.

Carry out sole manual testing if necessary and only if instructed to do so by supervisor/PM.

Execute test cases, review, and report back to the team within the day.

Report both functional/non-functional issues.

Update your supervisor daily on progress.

Participate Daily Scrums and Provide feedback and Suggestions when required.

Should be able to plan and prioritize tasks based on sprint priorities.

Setup and perform automated regression testing on the staging environment within set intervals on a regular basis.

Identify the Automation and Non-Automation Test Cases.

Develop test automation plans.

 Capable of building a test automation framework from the scratch and deploying it in dev/test/staging and production environments.

#### Soft skills

 Demonstrate analytical skills.

Demonstrate Problem-Solving skills.

Motivated to self-learn and upskill at a quick pace and stays upto date with the state-of-the-art.

Flexibility and adaptability in carrying out duties.

 Maintains a smooth and professional relationship with team members and management.

#### Tools usage

 Proficient in Java and Selenium.

Proficient in TestNg and building dashboards out of it.

Generate custom test automation reports.

Working knowledge on Jenkins and CI/CD.

GIT (Version Controlling)

Proficient in querying databases with MySQL within the test automation framework and workbench.

Skilled in postman-based API testing.

Proficiency in load testing with JMeter.

Good understanding in HTML/XML and Json.

 Skilled in working in JIRA.

#### Agile and Scrum

 Proficient in Scrum / Agile methodologies applies Agile/scrum methodologies on daily basis.

Actively takes part in story point estimation.

 Participates in sprint planning and backlog review meetings and provides at least one input per session.

#### Project Management

 Proficient in creating test planning and monitoring.

 Understands the role and importance of Quality and Automation within the overall project.

#### Teamwork

 Support the team after the release in identifying bugs and issues on production.

### JD - TA

 [Domain knowledge](#_bookmark148)  [Technical skills](#_bookmark149)

 [Soft skills](#_bookmark151)

 [Tools usage](#_bookmark152)

 [Agile and Scrum](#_bookmark153)

 [Project Management](#_bookmark154)  [Teamwork](#_bookmark155)

#### Domain knowledge

 Possess comprehensive knowledge on all processes.

#### Technical skills

 Review and analyze the User Stories and requirements specifications and convert them into comprehensive and well-structured test cases without supervision.

Identify all test scenarios on the first test round itself.

Carry out sole manual testing if necessary and only if instructed to do so by supervisor/PM.

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### TA - KPIs

## Scrum Team Description & KPI

## KPI Guidelines

Characteristics of a good KPI

 Should fulfill SMART criteria.