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| HRB horizontal 376C_Black54.jpg | **Performance Goals & Review** |

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| **Name:** | **Title:** | **Performance Period:** |
| Arunima VS | Junior Software Engineer | Jan 1, 2018 – Jan 31, 2018 |
| **Manager:**  Aravind Raveendran | **Department Name:**  HRB Global Technology Center | **Second-Level Manager:**  Mohammed Sahil N |
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| Untitled.jpg | At H&R Block, we seek to display **High Ambition**, and the ***AIM HIGH*** program was developed to encourage that behavior in all associates across our organization. Driving and delivering higher performance and engagement requires clear performance expectations, frequent feedback conversations, and an ongoing focus on career development.  The year-end performance review is the opportunity to recap performance and to discuss how to improve future performance. Complete the review as follows:  **Associate**:   1. Detail performance against goals and how you demonstrated our Values and Block Behaviors in the Associate Looking Back section. 2. Describe the 1-2 things you will do to improve your performance and contribution next year in the Associate Looking Forward section.   **Manager**:   1. Detail how the associate performed against goals and how they demonstrated our Values and Block Behaviors in the Manager Looking Back section. 2. Describe the 1-2 things you would like the associate to do to improve their performance and contribution next year in the Manager Looking Forward section. |

**H&R BLOCK VALUES**

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| **VALUE** | **CATEGORY** |
| **We do the right thing** | Break Boundaries (All Associates) |
| Live ‘No Blame’ Accountability (All Associates) |
| Communicate for Impact (All Associates) |
| **We believe in our people** | Be Agile (All Associates) |
| Aim High (All Associates) |
| Learn Something New (All Associates) |
| **We take care of our clients** | Take Care of Clients (All Associates) |
| **We deliver for our shareholders** | Deliver for Shareholders (All Associates |
| Think Global (All Associates) |
| Leadership Block Behavior: Be a Great Leader |
| Be a Great Leader |

**IT GUIDING PRINCIPLES**

Our IT Guiding Principles are the fundamental expectations for all associates and to successfully meet our goals, we must adhere to these guiding principles:

* **Quality, stability, and security are essential**
* Quality must be embedded in every step of technology delivery
* Build solutions that resilient, scalable, and redundant
* Ensure a proper balance of business needs with security controls and risk mitigation
* Focus on proactive, preventative efforts
* **Enable our business strategy through technology**
* Deliver highly adaptable technology solutions that easy to configure as business needs change
* Provide platforms that can be leveraged across siloed applications
* Buy commoditized solutions, build differentiators
* **Drive client centricity**
* Focus on the client at the center of our solutions, not the transactions
* Provide solutions that consistently engage clients across all channels
* **Enable information-driven decisions**
* Leverage an enterprise data architecture with cross system information needs in mind
* Provide analytics and machine learning capabilities to accelerate analysis and decisions
* Arm the business with greater ability to access the information they need
* **Drive efficiency through technology**
* Automate repetitive tasks to reduce labor costs
* Utilize tools that provide workflow and visibility to bottlenecks and breakpoints
* **Be a great place to work**
* Enable a flexible/mobile workforce
* Empower people
* Provide a good work-life balance

**PERFORMANCE GOALS**

In addition to the above, we have performance goals that will help us improve year over year.

Write your performance goals in the spaces below. Note any goals that were not achieved or were only partially achieved. As you outline your results, note how you demonstrated our **core values** and **Block Behaviors**.

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| **PERFORMANCE GOAL #1** | |
| ***Delivery***  **On time delivery of Project / Tasks** | **Meeting Project Schedule and deployment calendar**   1. No# times schedule not adhered to for allocated tasks 2. No# times PM has to follow up to know the status. 3. Meet SLAs for prod fixes.   **Success of transition**   1. Realistic Knowledge Transition Plan 2. KT Completion as per the plan. 3. Confidence built with KC managers on transition |

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| **PERFORMANCE GOAL #2** | |
| ***Quality***  **Defect Free Product Delivered** | **Post release defects**   1. Measures on Post release defects - S1 = 0, S2 < 5 2. No of defects found in QA cycles to assess the DEV quality |

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| **PERFORMANCE GOAL #3** | |
| ***Continuous Improvement of Domain / Technology / Soft skills***  **Associate Development ( Self or Team )** | **Domain / Technology / Automation**   1. Enhancing tax domain knowledge 2. Updating HRB University on regular basis 3. Learning new technologies 4. Identify the scope of automation in the projects 5. Conduct cross application/technology trainings sessions within team or within GTC 6. Encourage team members to take certifications 7. Conduct / share knowledge (Leads / Seniors) |

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| **PERFORMANCE GOAL #4** | |
| ***Org Initiatives***  **Participation / contribution towards org level** | Org Initiatives/Interviews/Other initiatives done by the organization   1. Attend in all organizational initiatives 2. Contribute towards talent hiring for the organization 3. Conduct/Lead organizational activities 4. Plan and execute CSR activities |

**DEVELOPMENT GOALS**

Write your development goal(s) in the spaces below and summarize your results and achievements in the comments section. Development goals should focus on improving selected skills or Block Behaviors.

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| **DEVELOPMENTAL GOAL #1** | |
| **Goal Statement:**  **(SMART)** | Delphi Learning |

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| **DEVELOPMENTAL GOAL #2** | |
| **Goal Statement:**  **(SMART)** | Learning Angular 2 basics. |

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| **DEVELOPMENTAL GOAL #3** | |
| **Goal Statement:**  **(SMART)** | Improving .Net skills (LINQ, Generics etc.) |

**SUMMARY COMMENTS**

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| **Looking Back: Successes and Challenges** |
| **Associate:**  Note any additional accomplishments you want your manager to be aware of as well as challenges you faced this year. |
| **PERFORMANCE GOAL #1**   * Joined the team to start working on defects within first two weeks of KT sessions. * Took the ownership of defects, fixing them within the allotted time. * Learned Blockworks application.   **PERFORMANCE GOAL #2**   * No sev1 prod fixes. * Done feature implementation for ION Comparison Tool created by offshore billing team. * **Got appreciation from onsite for modifying and adding new functionalities in ION Comparison Tool**.   **PERFORMANCE GOAL #3**   * Attended Blockworks applications KT sessions and attained knowledge on tax domain. * Learned NUnit testing for POS unit testing. * Improved .NET skills (LINQ, XML, Generics etc.) * Learned basics of Object Pascal as part of Migration project for Blockworks downstream. * Conducted technical session on “Blockchain” for the HRB associates * Conducted technical session on “Machine Learning”. * Conducted technical session on “Constants and Variables” as part of .Net training. * Learned angular 2 basics.   **PERFORMANCE GOAL #4**   * Conducted preplacement presentation talks for HRB campus drives. * **Achieved Quarterly award and recognition for preplacement talk “Life @ HR Block” as part of campus placement drives for HRB**. * Member of HRB fun team to promote a cultural as well as arts activities. * Member of Technology Evangelist of HRB Group to spread technology and to create a tech savvy culture in employees. * Member of the Cricket core committee for HRB. * Active participant for Cultural, Sports and CSR activities.   **DEVELOPMENTAL GOAL #1- Delphi Learning**   * Delphi Learning – Learned basics of Object Pascal, Currently Delphi to C# conversion is on hold.   **DEVELOPMENTAL GOAL #2 - Learning Angular 2 basics**   * Start attending the Angular session when the slot allocate   **DEVELOPMENTAL GOAL #3 - Improving .Net skills (LINQ, Generics etc.)**   * Improving .Net skills by code reviewing for developing ION Tool Comparison |
| **Manager:**  Note any additional significant accomplishments, challenges the associate faced, and areas where their performance fell short of expected results. |
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| **Looking Forward: Improvement for Next Year** |
| **Associate:**  Think about how you can build on this year’s successes as well as what you learned this year that you will incorporate into your work next year. What 1-2 things will you do to improve your performance and contribution going forward? |
| * Learning blockworks application in detail. * Improving .Net skills * **Learn C# basics** to ensure the optimization of code. * **Complete Angular 4 training** to start working on projects and focus on more Front End technologies. * Improve the knowledge on tax domain thereby assuring the quality of code as well increasing the code coverage for unit tests. |
| **Manager:**  What 1-2 performance areas and behavior changes do you suggest for the associate to improve their performance and contribution going forward? |
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**Goal Setting Signatures**

Sign below to acknowledge that you have reviewed your FY18 goals.

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| **Associate Signature** |  | **Date:** | 02/01/2018 |
| **Manager Signature** |  | **Date:** |  |
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**Year-end Performance Review Signatures**

Sign below to acknowledge that you have had your year-end performance review.

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| **Associate Signature** |  | **Date:** |  |
| **Manager Signature** |  | **Date:** |  |
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