



## PMP



**Date:** 26-Sep-2022

**Time:** 8:36:21

### PMP Information

#### General Information

<b>Originator:</b>	Services, TrackWise	<b>Date Opened:</b>	27-Sep-2021
<b>Assigned To:</b>	Cuthbert, Heather	<b>Review Year:</b>	2021-2022
<b>(Parent) Employee Division:</b>	Clinical Technologies	<b>(Parent) Employee Department:</b>	CT PA New Products & Services
<b>(Parent) Job Title:</b>	CT PA Software Tester 3		
<b>Line Manager:</b>	Quinn, Amy	<b>Line Manager's Manager:</b>	Pitts, Daniel
<b>Additional Managers:</b>			
<b>Position Start Date:</b>	01-Apr-2016		



Assigned To:

Heather Cuthbert

Review Year:

2021-2022

## Annual Objectives Form 1

### Personal Business Objectives

**Personal Business Objective 1:** IXRS Testing and Continuous Improvements

- Deliver releases
- Revisit and improve regression approach
- Training and Knowledge Sharing

Why? – To ensure we deliver on time and with quality while following processes.

**This Yrs Target & Timeframe 1:**

- Deliver IXRS 2.0 and 3.0 projects per release plan
- Ensure quality with each release via functional and regression testing excellence
- Meet business expectations in product per scope delivered – determined in iteration 0 of project

**Weight (%) 1:** 50.00**Personal Business Objective 2:****This Yrs Target & Timeframe 2:****Weight (%) 2:****Personal Business Objective 3:****This Yrs Target & Timeframe 3:****Weight (%) 3:****Personal Business Objective 4:****This Yrs Target & Timeframe 4:****Weight (%) 4:**

### Last Years Competencies

**Communication:** FME- Fully Meets Expectations **Leads By Example:** EE- Exceeds Expectations**Customer Focus:** EE- Exceeds Expectations **Results Delivery:** EE- Exceeds Expectations**Proactive Solutions:** FME- Fully Meets Expectations **Job Specific Knowledge:** EE- Exceeds Expectations**Comments:**

### Personal Developmental Objectives

**Personal Development Obj 1:** AWS Cert

- Learning
- Product Support

Why? – Learn about technologies being used as part of the Cloud Migration project for IXRS 3.0



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**This FY Target & Timeframe 1:** Foundational AWS Certification

- o Dedicate time to taking courses and reviewing materials
- o Take and pass the exam
- o As we progress towards having a Sandbox environment, we can run POCs with AWS services we think might benefit the 3.0 teams for dev or test activities

**PDO Weight (%) 1:** 25.00

**Personal Development Obj 2:** IXRS University

- Leadership
- Knowledge Sharing

Why? – to ensure the partnership with consulting group is successful on a new approach to project work

**This FY Target & Timeframe 2:** Training

- o Create and organize training materials to be used on 3.0 process and procedures
- o Conduct sessions with consultants and support as needed

Leadership

- o Conduct Test Reviews
- o Ensure processes are being followed and QA compliance is met
- o Write and execute test cases for certain niche Almac specific functionality (SSO, permissions, etc.)

**PDO Weight (%) 2:** 25.00

### Overall Weighting

**Overall Weighting:** 100.00

### Personal Developmental Plan (PDP)

**PDP 1:**

**PDP 2:**

**PDP 3:**

### Date for Annual Review

**Planned Date for Annual Review:** 30-Sep-2022



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## Annual Progress Review Form 2

### Annual Progress Form F2

**Job Description Accurate:** Yes

**Personal Business Objective 1:** IXRS Testing and Continuous Improvements

- Deliver releases
- Revisit and improve regression approach
- Training and Knowledge Sharing

Why? – To ensure we deliver on time and with quality while following processes.

**Employee Comments 1:** I have ensured delivery on various product releases and projects during this fiscal year.

On Team Mark for Power BI reports 3.25, I verified functionality of partitioned reports, bug fixes, and performance test failure due to custom reports. For 3.25 regression testing, I verified my Team Jeremy Variable Assignment work items and support other testers.

On Team Mark for Power BI reports 3.26, I verified functional CRs and performance. For 3.26 regression testing, I verified my Team Mark for Power BI reports work items and support other testers.

For 3.27, I verified BI Drug Pooling core work items on Team Jeremy included in release and then Shippable Quantity updates on Team Rachid.

For 3.25 and 3.26 regression testing, I reviewed APM metrics. For 3.27 regression testing, I prepared APM metrics.

For all 3.0 project releases, I delivered on time and did so while maintaining a high level of detail and quality. From a training and knowledge sharing standpoint, I shared progress on DevOps initiatives that impact NPS.

**Line Manager Comments 1:** Heather helped deliver IXR releases 3.25, 3.26, and 3.27 by performing functional, regression, and performance testing tasks. She also worked on testing of the IXR and PowerBI reports for the 3.26 BI Drug Pooling template. All projects were completed on or before the scheduled test completion date, with an emphasis on quality. She accomplished all of this while also keeping up with her work on the DevOps team and helping to deliver multiple TAF releases.

**PBO Rating 1:** EE- Exceeds Expectations

**Personal Business Objective 2:**

**Employee Comments 2:**

**Line Manager Comments 2:**

**PBO Rating 2:**

**Personal Business Objective 3:**

**Employee Comments 3:**

**Line Manager Comments 3:**

**PBO Rating 3:**



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**Personal Business Objective 4:**

**Employee Comments 4:**

**Line Manager Comments 4:**

**PBO Rating 4:**

**Personal Development Obj 1:**

- AWS Cert
- Learning
  - Product Support

Why? – Learn about technologies being used as part of the Cloud Migration project for IXRS 3.0

**Employee Comments 6:**

I passed the Foundational AWS Certification exam  
<https://aws.amazon.com/verification>  
EHKKS9JJFJB4QJWB

**Line Manager Comments 6:**

Heather took courses and practice exams to prepare for the AWS Certification, and she passed her AWS Certified Cloud Practitioner exam. She also helped other testers training for the exam by pointing them towards other resources/practice exams.

**PDO Rating 6:**

FME- Fully Meets Expectations

**Personal Development Obj 2:**

- IXRS University
- Leadership
  - Knowledge Sharing

Why? – to ensure the partnership with consulting group is successful on a new approach to project work

**Employee Comments 7:**

I supported the project discovery phase by providing overview of Almac test process for Version1 team, meeting notes for absent NPS test team members, and test scenarios based on meetings with stakeholders.

**Line Manager Comments 7:**

Heather helped guide testing practices during the discovery phase of this project by providing support to the consulting team and giving input on test scenarios.

**PDO Rating 7:**

FME- Fully Meets Expectations

**Competency Profile Review**



Assigned To:	Heather Cuthbert	Review Year:	2021-2022
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**Competency Self Review:**

**Communication**

My communication is clear, concise, and timely. During meetings, I raise questions for discussion and issues that need to be immediately addressed. I utilize MS Teams for individual discussion and more broadly on group channels. I share status of relevant DevOps projects for test lead meeting and during knowledge sharing sessions.

**Customer Focus**

I strive to ensure that our customers will be delighted with quality deliverables that meet their needs. During Power BI report performance testing, Report Reflects Transactions after a few hours rather than 5 minutes as expected. I reported failing results, retested frequently, and followed up with Observability team. In New Relic, Azure data factory and SQL database integration have been enabled for production performance monitoring.

**Proactive Solutions**

Using a proactive approach, I uncover potential roadblocks early. Leveraging the automation framework, I opened a change request when updates were needed to support unexpected changes in Power BI report export.

**Leads by example**

Fostering a climate of teamwork, I collaborate, share knowledge, and provide direction where applicable. For example, I encouraged others with the same Foundational AWS Certification goal to complete training on Pluralsight and for free from AWS. I recommended purchasing additional practice exams with Almac provided discount.

**Results delivery**

Efficient and thorough, I test to deliver products meet client's needs. Amgen SDI in 3.0 certificate update but no means to verify were available. I deployed study to external-facing demo, failed the test, and followed up with Mark Dickenson to update certificate variable name.

**Job specific knowledge**

I am always seeking to expand my understanding about the IXR and well as more technical areas. The variety of testing task on the DevOps team have been great opportunities. I enjoyed learning about GIT for seeding tool 2.04 release, Powershell for Automated Test Cleanup, SQL server for SQL backup and restore, and troubleshooting Octopus deploy failures during ZDT fix testing. This enables me to make more contributions to the team. During AES and security patch testing, I diagnosed Octopus deploy failures. For Octopus Deploy Migration, I identified that new Octopus API is slow to list projects (2 minutes vs 2 seconds in production)

**Competency Profile Line Manager Review**

**Communication Rating:** FME- Fully Meets Expectations

**Leads By Example Rating:** EE- Exceeds Expectations

**Customer Focus Rating:** EE- Exceeds Expectations

**Results Delivery Rating:** EE- Exceeds Expectations

**Proactive Solutions Rating:** EE- Exceeds Expectations

**Job Knowledge Rating:** EE- Exceeds Expectations



Assigned To:

Heather Cuthbert

Review Year:

2021-2022

**Manager's Competency  
Comments**

**Communication:**

Heather communicates well, both in team meetings and in writing. She raises concerns or issues whenever necessary and keeps me informed of what's going on in the DevOps team through bi-weekly status emails. These status emails, which are comprehensive without going too in-depth with minor details, have helped to ensure that Test Leads, and ultimately the rest of NPS test, stays up-to-date on what's going on in DevOps.

**Leads By Example:**

Heather is an outstanding team player and is eager to assist fellow testers or teammates whenever she can. She sets the bar very high for technical knowledge, quality of work, and attention to detail, acting as an excellent example for her peers. She has successfully led test meetings with Version One on the Almac University project, and has taken the lead on performance testing of Power BI reports and TAF releases, providing valuable insights and helping to shape processes.

**Customer Focus:**

Heather is focused on the clients' needs, and this shows in the quality of her work on client-facing projects and on internal products. She is willing to go above and beyond to ensure the highest quality, such as when she worked late to help test the Cybereason removal rollout that was experiencing errors. On the Almac University project, she has demonstrated detailed organization skills by incorporating meeting notes with the test perspective, which has helped guide the consultants by showing the big picture as well as the finer details.

**Results Delivery:**

Heather has contributed to many projects throughout the year, both from the DevOps side as well as for the IXR itself. She has worked on testing of a ZDT deployment fix, SQL backup and restore, AES patch testing, TAF releases, and BI drug pooling. She also helped out on multiple IXR releases including the upcoming 3.28 release of shippable quantities, and has made a huge impact on the quality of the Power BI reports by executing performance tests and analyzing APM metrics. For any project she is on, she jumps right in and immediately starts contributing, and completes her work on time and with the highest quality.

**Proactive Solutions:**

Heather is always looking for ways to do things better or add more value to her team, and she takes a very proactive approach to coming up with solutions to avoid larger problems down the road. For example, she shared with the NPS test team that the Service Insight license would be expiring and sent instructions on where to get the new license file and how to install it. This prevented people from scrambling to get the new one when it finally expired. She also prepared a report of APM metrics at the end of each IXR release and reviewed the report to catch any performance hiccups during regression. For Almac University, she took the initiative to create a detailed outline of discussion points in preparation for a test review meeting with Version One, providing detail on how we structure our testing.

**Job Specific Knowledge:**

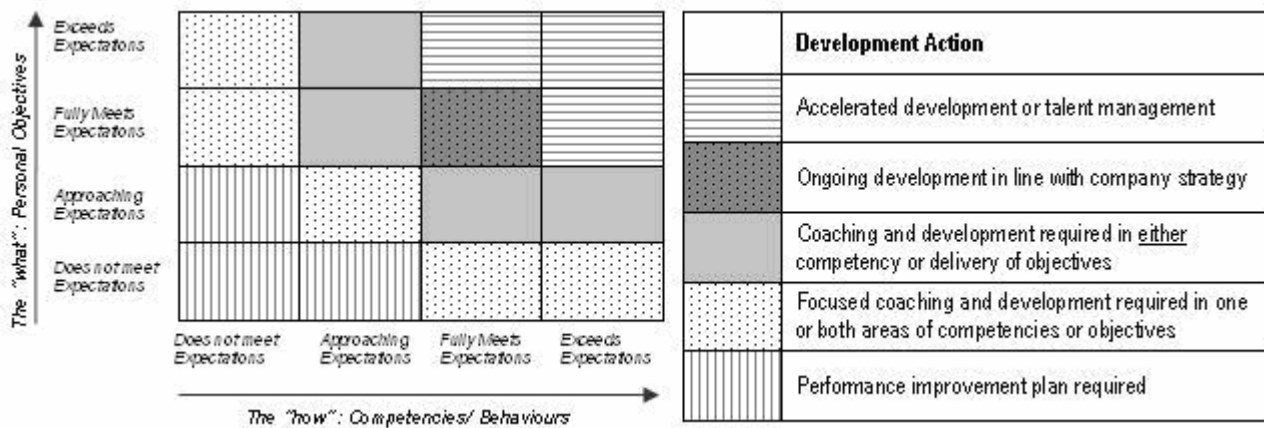
Heather has extensive knowledge of the IXR as well as more technical components and products. She has shared her knowledge of the DevOps work with NPS testers during release training, let testers know about available trainings for New Relic, and assisted testers with Cloud certification training by sharing available practice exams and other resources. She also used her experience with performance testing of the Power BI reports to pass along this knowledge to other members of the team. She continues to learn new things and expand her knowledge through working on new and challenging DevOps projects, passing her AWS certification, and through her work on IXR University.

**Rating Summary**

Assigned To: Heather Cuthbert Review Year: 2021-2022

The "what" Personal Obj Rating: FME- Fully Meets Expectations

The "how" Competency Rating: EE- Exceeds Expectations



Developmental Action: Accelerated development or talent management

### Efficiency in Role (Employee Comments)

Efficiency in Role (Employee): Provide work assignments that meet Almac business objectives.

### Future Aspirations in Almac

Future Aspirations in Almac: Through consistent high quality performance, delight Almac customers with expanded IXRS functionality that support patient centered solutions and clinical trial innovation.

### Conclusions & Final Comments

Employee Comments: This year we excelled as a team and delivered features that matter to customers. Next year, I am looking forward to building on those successes in IXRS 3.0, TAF projects, and DevOps.

Line Manager Comments: Heather had another productive year and was a key contributor to various important projects. She is a highly valued member of the NPS team and is a pleasure to work with. I look forward to continuing to work with her and ensuring that she is given the opportunity to work on more challenging and interesting projects.





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## Transition States & Signatures

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Cancelled By:

Cancelled On:

LM Drafted Objectives By: Quinn, Amy

LM Drafted Objectives On: 04-Apr-2022

Employee to Draft Obj By:

Employee to Draft Obj On:

Draft Objectives Submitted By: Cuthbert, Heather

Draft Objectives Submitted On: 04-Apr-2022

Revision Needed By:

Revision Needed On:

Objectives Approved By: Quinn, Amy

Objectives Approved On: 04-Apr-2022

Revise Objectives By:

Revise Objectives On:

Objectives Final Approval By: Pitts, Daniel

Objectives Final Approval On: 06-Apr-2022

Annual Review Submitted By: Cuthbert, Heather

Annual Review Submitted On: 19-Aug-2022

Revise Annual Review By:

Revise Annual Review On:

Annual Review Approved By:

Annual Review Approved On:

Reject Annual Review By:

Reject Annual Review On:

Final Approval By:

Final Approval On: