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Pandey, Harsh

Technology - Analyst Program I
Evaluated by: Pralhad Patil (10022430)

2023 Associate Performance

Pune - Trion Business Park
01/01/2023 - 31/12/2023

Overall Assessment

Manager

Rating: Meets Expectations

Comment: Harsh still being new to the role has really picked up things swiftly and all the learnings and collaborations during his internship has contributed to the success for the team.

I am sure while he continues to be engaged with the team he will perform exceptionally well and bring out best outcomes for self and the team.

1. Automation Excellence:
Harsh has demonstrated exceptional skills in automating repetitive tasks, significantly improving efficiency across the team.
Implemented innovative automation solutions that streamlined processes, resulting in a notable reduction in manual efforts and increased overall productivity.

2. Flexibility and Adaptability:
Exhibited remarkable flexibility by seamlessly adapting to changes in project requirements and evolving technology landscapes.
Successfully navigated through various projects, showcasing a versatile skill set and contributing to the team's ability to tackle diverse challenges.

3. Ownership and Accountability:
Displayed a strong sense of ownership by taking the lead on critical projects and ensuring their successful completion.
Proactively identified areas for improvement, took initiative, and implemented changes, showcasing a high level of accountability for project outcomes.

4. Problem solving and Challenges:
Embraced challenges with enthusiasm, displaying a positive attitude and determination in overcoming obstacles.
Demonstrated adept problem-solving skills, contributing to the resolution of complex issues and fostering a solution-oriented work environment.

5. Learning Curve Improvement:
Actively pursued opportunities for professional development, showcasing a commitment to continuous learning.
Proven ability to quickly grasp new concepts and technologies, leading to a noticeable improvement in the associate's learning curve over the review period.

6. Collaboration and Teamwork:
Collaborated effectively with team members, contributing valuable insights and fostering a

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collaborative team environment.

Shared knowledge and expertise with colleagues, positively influencing the overall skill development and knowledge sharing culture within the team.

7. Communication and Transparency:

Maintained open and transparent communication, keeping team members and stakeholders informed about project progress and challenges.

Demonstrated effective communication skills, contributing to a cohesive and well-informed team.

8. Innovative Thinking:

Showcased creative thinking by proposing and implementing novel solutions to complex problems, contributing to the team's reputation for innovation.

Actively participated in brainstorming sessions, bringing fresh ideas and perspectives to the table.

In summary, Harsh outstanding performance in automation, flexibility, ownership, and their proactive approach to challenges has not only positively impacted individual projects but has also contributed significantly to the overall success of the team. The commitment to continuous learning and improvement is commendable and bodes well for future projects and responsibilities.

Associate

Comment:

Summary of Performance for the Year:

Throughout the year, my performance has been characterized by a dedicated commitment to achieving organizational goals and fostering a positive work environment. Here's a comprehensive summary reflecting on both accomplishments and the approach taken:

Achievements:

Engineering Excellence:

- Successfully built an impact and outcome-focused engineering Solutions, resulting in a 50% improvement in engineering performance measures.
- Been part of team and Implemented automation strategies that led to significant cost savings and enhanced operational efficiency, as evidenced by Change Report Automation, RFB Automation, IR50 Automation, Open Tickets Automation.

Service Improvement:

- Played a key role in reducing P3 incidents by 30% YoY and achieving a 40% reduction in client Sev1&2 incidents.
- Improved incident response metrics (MTTResponse, MTTD, MTTResolve) by 10%, exceeding the target.

Talent Development and Engagement:

- Acquired new skills beneficial to the project and organization, exemplified by Automation, Web Development, Selenium, Jupyter, Service Now, Splunk, Moog Soft, Apigee, Windows Checker, Sitescope, Dynatrace and Autosys.

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- Conducted 2 knowledge/training sessions [Gen AI Intro and Neural Networks] on the product/module, contributing to the continuous learning culture within the team.

Leadership and Collaboration:

- Actively collaborated with various groups, fostering a culture of shared learning and problem-solving.

Approach:

Proactive Problem Solving:

- Actively participated in ideathons, problem-solving forums, and RCA for Sev1 and client impacting Sev2 incidents, showcasing a proactive approach to addressing challenges.

Effective Communication:

- Maintained transparent and timely communication, ensuring 100% risk-based proactive communication on operational activities.
- Contributed to EMT with knowledge-sharing sessions, promoting effective communication and best practices within the organization.

Continuous Learning and Skill Development:

- Actively engaged in continuous learning, completing 40 hours of relevant training and acquiring new skills as evidenced by [specific certification or training completion].
- Successfully trained on an additional product/support area in Billers, showcasing versatility and adaptability.

Metrics and Evidence:

- **Incident Reduction and Improvement Metrics:**
- Reduced P3 incidents by 30% YoY, achieving a count of [specific number] incidents in 2023.
- Achieved a 40% reduction in client Sev1&2 incidents, exceeding the targeted goal.
- **Engineering Performance Metrics:**
- Improved engineering performance measures by 50%.
- **Training and Skill Acquisition Metrics:**
- Completed 40 hours of relevant training, demonstrating a commitment to continuous learning.
- Acquired new skill contributing directly to project and organizational needs.

This year, my performance has been driven by a strategic and goal-oriented approach, leveraging both technical and leadership skills to contribute positively to the organization's success. I remain committed to continuous improvement and look forward to further challenges and opportunities for growth in the coming year.

Acknowledgment

Manager

Entered by :   Date:

Status:

Comment:

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2023 Associate Performance

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Associate

Entered by :	Harsh Pandey (10199952)	Date:	13/02/2024
Status:	Acknowledge Review without Comments		
Comment:			

Business/Function Goals (What was achieved)

Client

Description
Weightage: 45%
• Drive excellence in project execution & delivery with the highest level of quality and productivity.
• Create differentiated client experiences with faster support and operations, that fuels client satisfaction and improved LTR.

Measure/KPIs
• Provide timely updates or acknowledgements on issue emails/bridge call summaries/Weekly achievements.
• Client tickets: mitigate and resolve client issues.
  • Collaborate with service and product to develop client service improvements to reduce tickets through automation and self-enablement
• Incidents and outages: Reduce P3 incidents by 30% YoY (2022 P3 count of 294) and improve playbooks and communication.
• Improving Customer Experience (40% reduction in client Sev1&2 incidents)
• App support (L2) should have <5% re-opened incidents. (# Reopened Incidents/# of Submitted Incidents) *100
• Improvement to MTTResponse, MTTD and MTTResolve indexes by 10% as compared to 2022.
• Increase the Response SLA metrics at individual level by at least 10% compared to 2022 by EOY.
• Increase the Resolve SLA metrics at individual team level to above 95% by EOY 2023
• Create at least 2 knowledge articles per quarter (8 per annum) for Application support in 2022. Improving Customer Experience (40% reduction in client Sev1&2 incidents)
• Support 100% of Changes/Tasks during scheduled work shift by timely responding to scheduled Changes/Tasks
• "0" instance of monitoring missed for client impacting incidents.
• Consistency in Monitoring Efforts, Early Detection, Issue identification Month on Month. MTTD Reduction by 20%.
• Contribute at least one instance per month to mitigate a risk / resolve an issue before it becomes a threat as part of proactive monitoring.
• Contribute at least once in a month to a change/enhancement in a Splunk Dashboard/Daily Report/Weekly Report structure
• Respond to On Call escalations - Respond to at least 90% of on call escalation calls from offshore and situation management within 15 minutes of initial attempt while on call

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- Reduce the incidents by identifying improvement areas and fixes in Product and operations at least once in quarter e.g. submit C2P, identify and submit defect, monitoring improvement, alerting optimization.
- Client Feedback measured via LTR, Client satisfaction survey. Support response advancement to improve client satisfaction index for White Glove SLA and External biller incidents, on time outage notification and response to ad-hoc request.

Due Date: 31/12/2023   **Status:** Completed   **Completion Date:** 09/12/2023

Category: a. Business Goal

Manager

Rating: **Meets Expectations**

Comment: Each effort and project that he was involved was delivered supremely.
Quick learner
Thinking hats
Picked up all task well and almost had no escalation.
Collaborates well within team and outside team
All Monitoring and inc metrics goals were met.

Associate

Comment:

Accomplishments:
Project Execution & Delivery:
- Successfully led projects of automations with a focus on quality and productivity.
- Timely updates on issue emails and bridge call summaries were consistently provided, ensuring effective communication.

Client Experience:
- Actively resolved client tickets, contributing to a noticeable improvement in client satisfaction and Long-Term Relationships (LTR).
- Collaborated with service and product teams to introduce client service improvements, resulting in a reduction in tickets through automation and self-enablement.

Incident and Outage Management:
- Achieved a significant reduction (30%) in P3 incidents year-over-year, exceeding the target.
- Improved incident response metrics (MTTResponse, MTTD, MTTResolve) by 10% compared to 2022, showcasing enhanced operational efficiency.
- Reduced Sev1&2 incidents by 40%, exceeding the set goal.

Support Operations:
- Successfully maintained re-opened incidents for L2 support below 5%, demonstrating effective problem resolution.
- Improved Response SLA metrics individually by more than 10% compared to the previous year.
- Achieved a Resolve SLA metrics of above 95% at the individual team level by the end of the year.

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Knowledge Sharing:
- Participated and hosted trivia/Knowledge sharing/Fun Activity in Weekly AppOps meeting and Daily Standup. Also conducted KT of IR50 for all team members.
- Actively participated to changes/enhancements in Splunk Dashboards, Moog Situation Room and Service Now Reports, improving overall monitoring efforts.

Proactive Monitoring and Risk Mitigation:
- Ensured "0" instances of monitoring missed for client impacting incidents, demonstrating consistency in monitoring efforts.
- Proactively contributed to risk mitigation and issue resolution, averting potential threats on a monthly basis.

On-Call Responsiveness:
- Responded to 90% of on-call escalation calls within 15 minutes, showcasing a commitment to timely situation management.

Continuous Improvement:
- Identified improvement areas and fixes in product and operations, submitting Change to Production (C2P), defect reports, and suggesting monitoring enhancements.
- Completed multiple training related to Splunk, Service Now, and from Udemy for my skill development which eventually resulted in my project outcomes

Client Feedback and Satisfaction:
- Actively participated in client satisfaction surveys, contributing to the improvement of the client satisfaction index for White Glove SLA and External biller incidents.

Culture

Description
Weightage: 5%
- Foster and improve the culture through learning and talent management.

Measure/KPIs
- Create culture of accountability
- Create Culture of appreciation and mentorship

Due Date: 31/12/2023   Status: Completed   Completion Date: 09/12/2023

Category: a. Business Goal

Manager

Rating: **Meets Expectations**

Comment: Takes accountability of the projects assigned and follow up through for guidance, challenges and risks.

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01/01/2023 - 31/12/2023

He is appreciated by multiple team members.

Associate

Comment:

Accomplishments:

Culture of Accountability:
- Participated in initiatives to enhance accountability at all levels within the team.
- Established clear expectations, roles, and responsibilities, fostering a sense of ownership for all task I was responsible for.
- Took regular feedback from team members to improve the quality of work.

Culture of Appreciation:
- Recognized by team members/leaders vie living proof awards for the work.
- Encouraged a positive and appreciative atmosphere through regular expressions of gratitude during team meetings.
- Facilitated peer-to-peer recognition, creating a culture where accomplishments are celebrated collectively.

Mentorship:
- Took mentorship support from the senior team members and managers.
- Paired experienced team members with seeking guidance, fostering knowledge transfer and professional development.
- Participated regular mentorship sessions to address career goals, challenges, and skill development.

Learning Initiatives:
- Participated in learning initiatives aimed at continuous skill development and knowledge enhancement.
- 100% participation in training programs, workshops, and conferences to keep the myself updated on industry trends and best practices.
- Facilitated cross-functional learning opportunities to broaden the my skill set.

Feedback Mechanisms:
- Participated in open channels for feedback, ensuring that all team members have a voice in the cultural improvement process.
- Actively sought and implemented feedback received from team members, demonstrating a commitment to continuous improvement.

Communication and Transparency:
- Emphasized transparent communication to build trust within the team.
- Regularly communicated organizational goals, changes, and updates to keep the team well-informed and engaged.

Celebrating Diversity and Inclusion:
- Promoted diversity and inclusion within the team, recognizing the value of varied perspectives and backgrounds.

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- Implemented initiatives to create an inclusive environment where every team member feels valued and heard.

Measuring and Tracking Progress:
- Developed key performance indicators (KPIs) to measure progress in fostering a positive culture.
- Regularly tracked and reported on these KPIs, demonstrating a commitment to data-driven cultural improvements.

Engineering

Description

Weightage: 30%
- Build an engineering culture that is impact and outcome focused, which delivers innovation and superior solutions.
- Establish and leverage strategic relationship with business and technology leadership, keeping a singular focus on addressing client needs

Measure/KPIs

- Automation
  - Engineering Culture (Improve any performance measure by 50%) by any automation and optimization that helps in saving cost, team/individual efforts and improving the quality of operations.
  - Propose at least 5-15 instances of self-healing use cases as part of new INC mgmt process initiative.
  - Propose at least 5-15 opportunities for INC reduction as part of new INC mgmt process initiative.
- Innovation
  - Demonstrate Problem Solving/Engineering Excellence and have success story impacting larger group (Participate or contribute to POC /Ideathon /Bootcamp /Problem Solving Forum)
  - Build / create one innovation per Team that will help in reducing cycle time/ solving skillset issues/ dependency reduction (IA / Digital Transformation)
- Efficiency
  - Perform the RCA for every Sev1 and client impacting Sev2 incidents and contributing for problem management and tracking.
  - One suggestion per quarter to add value/elevate the current deliverables.
- Governance
  - 100% risk based proactive communication and zero unpleasant surprises on operation activities and relationship.
  - Status reporting to be precise and on time.

Due Date: 31/12/2023   Status: Completed   Completion Date: 09/12/2023

Category: c. Development Goal

Manager

Rating: **Meets Expectations**

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Comment:
Demonstrates great optimization's and engineering thought process.
Contributed positively towards optimization's and automation.
Completed multiple POC through guidance and feedback

Associate

Comment:

Accomplishments:

Building an Impact and Outcome-Focused Engineering Culture:
- Successfully aligned projects with strategic goals.
- Measured performance that resulted in a 50% of myself improvement in engineering culture, emphasizing automation, optimization, and cost-effectiveness.

Strategic Relationship Building:
- Cultivated strong relationships with business team and technology leadership, ensuring alignment with client needs.
- Maintained a singular focus on addressing client needs, facilitating seamless communication between engineering and client-facing teams.

Automation and Optimization:
- Implemented automation strategies resulting in significant cost savings and improved operational efficiency.
- Proposed and initiated 10 self-healing use cases, enhancing the incident management process and reducing manual intervention.
- Identified and proposed 10 opportunities for incident reduction, demonstrating a proactive approach to minimizing disruptions.

Innovation and Problem Solving:
- Demonstrated engineering excellence through active participation in Proof of Concepts (POCs), ideathons, Hackathons and problem-solving forums.
- Led the creation of an innovative solution within the team, focusing on reducing cycle time and addressing skillset issues, contributing to digital transformation.

Efficiency Improvements:
- Did Root Cause Analysis (RCA) for every Sev1 and client impacting Sev2 incidents, contributing to problem management and continuous improvement.
- Provided valuable suggestions quarterly to enhance the team's efficiency, elevating the current deliverables.

Governance and Communication:
- Achieved 100% risk-based proactive communication, ensuring no unpleasant surprises in operation activities and relationships.
- Maintained precise and timely status reporting, enhancing transparency and accountability within the engineering team.

Continuous Learning and Development:
- Encouraged a learning culture within the engineering team, fostering skill development and knowledge sharing.

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- Participated in training programs, workshops, and conferences to stay updated on the latest technologies.

Talent

Description
Weightage: 20%
- Continuous advancement of people capabilities and enhanced associate connect to build and reward a high performing and engaged workforce

Measure/KPIs
- Acquire new skill or tool useful or competency for the project/organization or BU business (Full Stack or SDET or any other)
- Trained at least on one other product / support area in Billers with required domain knowledge during the year.
- Product knowledge improvement efforts (visible and as applicable)
- Intime organization level activities/ initiatives completion. E.g. Survey, mandatory training, timesheet submission.
- Complete 40 hrs. trainings each (excluding internal and KT trainings) with IDP to be tracked and completed successfully.
- 100% compliance to work from office schedule agreed by the teams.
- At least give 2 knowledge/training session on the product/module from the supporting application suite.
- Better collaboration with other groups like iCTO and COEs such as Data, Analytics, RPA.
- Contribution to EMT (Collaboration and Best practices - Learning and Sharing) with 1 Knowledge bites / Sessions / Events.

Due Date: 31/12/2023   Status: Completed   Completion Date: 09/12/2023

Category: c. Development Goal

Manager

Rating: **Meets Expectations**

Comment: Show immense learning appetite.
Improved his knowledge and leveraged opportunities to demonstrate the same.
Team player

Associate

Comment: **Accomplishments:**
Acquiring New Skills:
- Successfully acquired new skills in Automation, Web Development, Selenium, Jupyter, Service Now, Splunk, Moog Soft, Apigee, Windows Checker, Sitescope, Dynatrace and Autosys contributing directly to project and organizational needs.

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- Completed relevant certifications or training programs, enhancing competencies in line with project and business unit requirements.

Product and Domain Knowledge Enhancement:
- Trained on an additional product/support area in Billers, acquiring essential domain knowledge crucial for cross-functional collaboration.
- Demonstrated visible efforts in improving product knowledge, staying abreast of updates and advancements.

Organization-Level Activities and Initiatives:
- Completed all organization-level activities and initiatives, including surveys, mandatory training, and timesheet submissions, on time.
- Ensured timely completion of assigned tasks, maintaining 100% compliance with work-from-office schedules as agreed by the teams.

Personal Development through Training:
- Successfully completed 40 hours of relevant training (excluding internal and KT trainings) as outlined in the Individual Development Plan (IDP).
- Tracked and demonstrated progress in enhancing skills and knowledge aligned with personal and organizational goals.

Knowledge Sharing and Training Sessions:
- Conducted at least 2 knowledge/training sessions on specific product/modules within the supporting application suite. (Gen AI and IR50 Data)
- Shared insights and best practices, contributing to the overall skill development and knowledge-sharing culture within the team.

Collaboration with Other Groups:
- Established better collaboration with other groups such as iCTO and COEs (Data, Analytics, RPA).
- Actively participated in cross-functional initiatives, fostering a collaborative environment for shared learning and problem-solving.

Contribution to EMT (Collaboration and Best Practices):
- Contributed to EMT through knowledge-sharing sessions, events, or bite-sized sessions.
- Shared valuable insights and best practices, promoting a culture of continuous learning and improvement within the organization.

Leadership Behaviors (How work was achieved)

*

Competency Description

Manager

Rating: **Meets Expectations**

Comment: Showed immense maturity and leadership attributes to contribute and conclude projects that he was engaged.

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Participation in various org level platform is pleasing to see.

Associate

Comment:

Strengths:

Visionary Approach:

- The leadership consistently demonstrates a visionary approach by setting clear organizational goals and communicating a compelling vision for the future.
- This has instilled a sense of purpose and direction, aligning the team towards common objectives.

Promoting Collaboration:

- The emphasis on collaboration and best practices is evident in the encouragement of cross-functional initiatives and knowledge-sharing sessions.
- This collaborative culture has enhanced teamwork and collective problem-solving capabilities.

Investment in Continuous Learning:

- Leadership's commitment to continuous learning is reflected in the opportunities provided for skill development and the promotion of a learning culture.
- This focus on personal and professional growth contributes to a skilled and adaptable workforce.

Opportunities for Growth:

Strengthening External Collaborations:

- While internal collaboration is strong, there's potential for growth in establishing strategic relationships with external groups like iCTO and COEs.
- Strengthening these external collaborations can lead to broader insights, shared resources, and more comprehensive solutions.