

UNITEDHEALTH GROUP

Common Review for SHARMA,MEENAKSHI

Review Date: February 16, 2020
Review Type: Common Review

Reviewer Type: Self Review
Reviewer Name: SHARMA,MEENAKSHI

Current:		On Review Date:	
Segment:	Optum Operations	Segment:	Optum Operations
Division:	OGS Technology Services	Division:	OGS Technology Services
Job Title:	Assoc Software Engineer II	Job Title:	Assoc Software Engineer II
Grade:	25	Grade:	25
Manager Name:	YADAV,SANTOSH KUMAR	Manager Name:	YADAV,SANTOSH KUMAR

Performance Summary

Marginal

Effective

Outstanding

Not Applicable

Business Goals

Title **Goal Category:** Customer/Provider

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N/A

SG25 - Stakeholder Satisfaction

Description

Meet stakeholder/customer needs

Timely response and communication on stakeholders/users

Primary Activities:

- Accurately identifies stakeholder/customer requirements, expectations, and needs. Follows up with stakeholders/customers to ensure problems are solved.
- Deliver maximum value and importance to stakeholder satisfaction and feedback. Provide partnership and maintain healthy working relationship with stakeholders.
- Able to exert effort in initiating or responding to email, text or other form of communications that pertains to work related matters. Communicates information clearly, concisely, and professionally.
- Continually searches for ways to improve customer service and remove barriers to service.
- Provide regular update on progress and ensure issues are escalated appropriately.
- Timely response to customer requests and reporting of issues / proactive follow-up on issue resolution
- Make clients comfortable in communication and discussions with you.

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Business Goals				

Success Measure:

Positive feedback from stakeholders/customers
Adherence to the SLA in replying to emails received; SLA - EOD.
Zero escalations.
- Commendations from stakeholders/customers such as Bravo awards, Star award, "good job" emails.
or
- 360 feedback - colleague input from MAP

Comments

- 1) I give regular updates on my progress and timely response to the mail.
- 2) I got appreciation for my work.I received recognition from manager for my work.
- 3) I always take follow up with stakeholders/customers and I ask question from them whenever needed, to ensure good deliverables.
- 4) I complete all my deliverables on within given time.

Title	Goal Category: Customer/Provider	1	2	3	4	5	N/A
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SG25 - Innovation/CI

Description

1. Drive Innovation mindset in the team
2. Six Sigma Project (Lean, etc.)
3. Improve ongoing performance (CI)
4. Technology Transformation - Leverage new technology to improve current service
5. IT-OPS collaboration - Collaborate with BA/OPS to identify avenues of manual and redundant tasks, propose and implement automation to reduce manual efforts

Primary Activities:

-
- Able to comply with company initiated deliverables like Bright Ideas, innovation challenge etc.
 - Participate on any innovation challenge sessions.
 - Participate in Six Sigma / lean project.
 - Identifies and communicates opportunities to improve processes and practices. Evaluates and pursues opportunities based on their fit with organizational strategies and priorities.

Success Measure:

"Either or all of the following:

1. Generates and champions new ideas and approaches to assignments. Submit at least 1 bright idea per year per team member. QNI Target 25K

2. Lean:

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Marginal	Effective	Outstanding	Not Applicable
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Business Goals

- Implement minimum 1 project per functionality/application
 - Track Project and completion date
 - Measure the effectiveness of the implementation using the available metrics per QMS
- or
 - be a support person of any GB, Lean projects.
- 3. CI:
 - Gain expertise and document at least 1 process or sub functionality of the UHOne application/system being worked. Cross train the team on the functionalities gained.
 - Identify a performance/CI opportunity in the functionality and present the PoC to the onshore/offshore teams (examples: reducing run time of a batch jobs/increasing response time on a online screen/tuning of a query in a complex program or DB/automation opportunities, etc.)"

Comments

- 1) I always try to participate in the innovation idea drive.
- 2) I always try to learn new technologies to cross train myself.

Title	Goal Category: Fundamental Execution	1	2	3	4	5	N/A
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SG25-Project Delivery/Solution Quality

Description

Dev

- Target 100% Defect free code
- 100% on time compliance towards Project documentation like Analysis document, Unit test case execution.
- Ensure to follow best coding & Performance practice
- Adopt and practice the 4DX principles to aid in achieving our team goal of reducing the average testing time of user stories by 10% by 6/30/19
- Attend weekly WIG sessions and make weekly WIG Commitments that will help us reach our stated goal.
- 100% compliance to logging defect and update Defect fields like status, root cause etc. appropriately.
- 10% productivity increase by 2019 end (e.g. reduce incident influx, reduce feature cycle time etc.).

QA

- Ensure zero defect leakage to prod
- Proactively find issues with existing application
- Adopt and practice the 4DX principles to aid in achieving our team goal of reducing the average testing time of user stories by 10% by 6/30/19
- Attend weekly WIG sessions and make weekly WIG Commitments that will help us reach our stated goal.
- 10% productivity increase by 2019 end.

OM

- Ensure on time response to Incident / Problem tickets.
- Accept 100% of incidents within Service Now SLA timelines.
- Ensure at least 90% of incidents have daily communication updates logged in Service-Now.
- Ensure 100% of incidents have root cause and caused-by change assigned when closed.
- 10% productivity increase by 2019 end (e.g. reduce incident influx, reduce feature cycle time etc.).
- Increase the number of incidents closed within the agreed SLA from to 95% by 12/31/2019.

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Business Goals

Primary Activities:

Ensures that outputs, products, and services are of high quality.

Should be able to evaluate and provide the best working solution.

Able to demonstrate a strong sense of ownership and a commitment to achieving meaningful results. Puts in persistent efforts to accomplish desired results.

- Keep track of all project activities including their timelines and ensure software quality
- Able to resolve tickets within SLA and ensures that outputs are of high quality

Additional Note for reference only.

DIRFT - Do It Right First Time

Zero defects is NOT about being perfect. Zero defects is about changing your perspective. What does it mean then?

Be familiar with the high cost of quality issues

Always think of the places where defects may be introduced

Work proactively to address the flaws in systems and processes, which allow defects to occur.

Success Measure:

- 100% schedule adherence, zero defects
- Ensure 100% QMS process compliance
- Reduce the testing time by 10% by 6/30/19
- 10% productivity increase by 2019 end. (reduce incident count, reduce feature cycle time)

Comments

- 1) I complete all my deliverables on time.
- 2) I proactively try to find issues and also report them if any changes required in the existing functionality.
- 3) I try to ensure zero defect leakage in my unit testing.
- 4) I have worked on all the interfaces and have good understanding of the processes.
- 5) I always try to find easiest approach to complete my work. For example I created one trigger instead of job to save time in development efforts.

Title	Goal Category:	1	2	3	4	5	N/A
SG25-Process Compliance	Fundamental Execution						
Description							
1. Complete any organizational compliance tasks/trainings (MAP, Learnsource, WMOHub, CMMI/QMS, etc.)							
2. Observe UHG values and ethics. (ICRIP) (for individual contributor only)							
Complete time reports on time. (CA Agile Central task updates, PPM Optics etc.)							

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Business Goals

Primary Activities:

1. Makes timely compliance of any tasks given requiring immediate attention.

2. Regularly complying with company ethics like not sleeping in the workplace, proper attire, professionalism, etc. Regularly complying with all the company policies and have not been sanctioned with administrative reminders. Chooses courses of action or makes decisions that are consistent with policies, procedures, and rules.

Regularly complying with the preset local team rules and policies like not abusing unplanned PTO privileges, avoid being a gossip monger, respectful, acting professionally, honest and trustworthy, not informing WFH, unauthorized breaks, tardiness, etc. (Dress code, Attendance, Desk Policy, etc.)

Regularly complying to all needed weekly task deliverables like tasks updates, PPMOptics, leave updates completely and correctly with Zero reminders and follow-up.

Success Measure:

1. 100% compliance on any organizational tasks

2. Complete adherence to UHG values and ethics

No delays in logging time entries

Comments

- 1) I didn't get any compliance for transport, PPM Optics and WMO Hub. I make sure to update my roster and timesheet on time.
- 2) I complete my all Learn source trainings on time.
- 3) I didn't take much WFH and whenever I am on WFH I make sure to inform my team mates regarding that.
- 4) I follow all UHG ethics and follow a proper dress code.
- 5) I update my tasks on Agile Central regularly and complete my deliverables on time.

Title	Goal Category: Vital Assets/People	1	2	3	4	5	N/A
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SG25-Talent and Knowledge Management

Description

Be proactive in self-development
(Learnsources or learning goals to be met .1; UHOne project related; 2. UHOne/UHG domain/functional; 3: IDP)

Talent Transformation

1. Full Stake Developer -

Identify the knowledge gaps to complete the deliverables independently.

Enhance technical, domain and functional knowledge to handle end to end delivery

QA to QE transformation -

Attend training on QA to QE transformation

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Business Goals

Learn about different automation frameworks and make efforts to introduce for current application

Primary Activities:

Able to comply necessary duties like learnsource accomplishments, sharepoint entries and other form of deliverables

Take note on 2019 OGS Learning Map.

Understand Org initiatives related to Talent Transformation and make efforts towards reaching the goal

Success Measure:

100% adherence to all training schedules assigned.

For QA - complete QA level-1 /2 as applicable by year end

Gain in-depth knowledge about at least 2 functional areas of application (e.g. interfaces, EDI processes, Claims, PA etc.)

Comments

- 1) I have complete the QA foundational level certification.
- 2) I am learning VB script, python, Talend and Mule for self development.
- 3) I am also trying to gain in depth knowledge on Claims, Eligibility, Rates, Provider etc.

Title	Goal Category:	Vital Assets/People	1	2	3	4	5	N/A
SG25-Teamwork								
Description								
Promote camaraderie and teamwork.								
Primary Activities:								
Able to demonstrate traits that contributes to teamwork and camaraderie particularly like cooperation, open-mindedness, honesty, etc. Builds relationships with people across a variety of functions within the organization. Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background.								
Success Measure:								
"360 feedback - colleague input from MAP								
<ul style="list-style-type: none">- Demonstrates respect for the opinions of others.- Identifies and pushes for solutions in which all parties can benefit.- Helps and supports fellow colleagues in their work to contribute to overall success.- Keeps people informed and up-to-date.- Shares information and own expertise with others to enable them to accomplish group goals."								

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Business Goals				

Comments

- 1) I coordinate with my team member and I effectively communicate with them.
- 2) I help and support them whenever needed.
- 3) I share my expertise with my teammates if they need my help.

	Marginal	Effective	Outstanding	Not Applicable
Values Based Competencies (if applicable)				

Title

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N/A

Integrity Value: Act Ethically

Description

- Demonstrate Integrity

- Comply with Applicable Laws, Regulations and Policies

Trust is fundamental to our mission. We make honest commitments. We never compromise ethics. We must diligently work to ensure that integrity is at the core of everything we do. We speak the truth. We deliver on our promises and honor our commitments. We acknowledge mistakes and quickly address them. We are known for living up to the highest standards of ethical behavior and for complying with all applicable laws and regulations.

Title

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N/A

Compassion Value: Focus on Customers

Description

- Identify and Exceed Customer Expectations

- Improve the Customer Experience

As individuals and as an organization, we take an active interest in the lives of others. We consistently strive to walk in the shoes of those we serve, and of one another. We actively listen to fully understand and genuinely empathize with other perspectives. Our compassionate focus on customers shows that we understand and identify with their needs.

Title

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N/A

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Values Based Competencies (if applicable)

Relationship Value: Act as a Team Player

Description

- Collaborate with Others
- Demonstrate Diversity Awareness
- Learn and Develop

Our mission requires trust throughout our global enterprise. We build that trust through collaboration when making decisions, taking action and finding solutions. We approach all people with respect, humility, confidence and energy. Because we depend on one another, we actively engage with each other to share information and ideas. We authentically confront issues and constructively resolve differences. We recognize that diversity and respect bring us together and make us more effective as individuals and team members.

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N/A

Relationship Value: Communicate Effectively

Description

- Speak and Write Clearly
- Listen Actively
- Influence Others

Because we work in highly diverse, complex, multi-functional teams, we're at our best when we build relationships in ways that create trust. As we engage with one another to build and maintain productive relationships, we need to continually share information, ideas and resources within and across teams. Regardless of the pace, intensity or urgency we may encounter in specific situations, we always communicate with respect and humility as well as confidence and energy. We confront issues, not people.

Title

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N/A

Innovation Value: Support Change and Innovation

Description

- Work Effectively in a Changing Environment
- Contribute Innovative Ideas

Our success within a dynamic and fast-paced marketplace depends on our ability to invent the future as we learn from the past. It requires an innovative mind-set that involves respectfully challenging the way things are done as well as having the curiosity and courage to develop new ideas. We are curious and not afraid to fail in honest efforts to focus on practical and purposeful innovation that builds value. We recognize the impact that innovation has beyond our products or services, and how it can enhance the way we conduct business. It helps create positive, practical change to best serve our mission of helping people lead healthier lives.

Title

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N/A

Performance Value: Make Fact Based Decisions

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Values Based Competencies (if applicable)

Description

- Use Sound Judgment
- Apply Business Knowledge
We are committed to deliver and demonstrate excellence in everything we do. We constantly strive for, and achieve, excellence in the decisions we make and the solutions we create. We are accountable for delivering high-quality results and making a difference. We constantly focus on cultivating and developing our business knowledge and judgment.

Title

1	2	3	4	5	N/A
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Performance Value: Deliver Quality Results

Description

- Drive for Results
- Manage Time Effectively
- Produce High-Quality Work
We are accountable and responsible for consistently delivering high-quality results that have a positive impact on our business. We establish and achieve challenging objectives and goals. We constantly strive to improve our business outcomes in all key performance areas, and understand that clear direction, high self-awareness and constant feedback help foster exceptional performance. We consistently focus on demonstrating operational excellence, clear communication and effectively managing priorities to achieve business success.

Values Based Competency Comments (if applicable)

Needs Improvement	Meets Expectations	Exceeds Expectations
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Evaluation Summary

1	2	3	4	5
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I joined this team this year and in the minimal time I started working with less dependency on others. I am committed to deliver and demonstrate excellent performance. I am curious to know everything working around me and not afraid to fail in honest efforts to interact with team members. I always work on enhancing my technical and non-technical skills and ready to accept any kind of feedback to improve myself. I am very passionate to work and I have a positive attitude towards completing my task. I am eager to learn new technologies.

Development Focus

Strengths

Punctual

I have always completed all the assignments on time

Team Player

I have always helped my team members whenever needed.

Hard Working

I always give my best to complete the work

Positive attitude

I always possess positive attitude towards my work

Area For Improvement

Impatient

I get impatient when projects run beyond the deadline.
