

UNITEDHEALTH GROUP

Common Review for SRIVASTAVA,PIYUSH

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

Reviewer Type: Self Review
Reviewer Name: SRIVASTAVA,PIYUSH

| | | | |
|----------------------|---------------------------|------------------------|---------------------------|
| Current: | | On Review Date: | |
| Segment: | Optum Operations | Segment: | Optum Operations |
| Division: | OGS Technology Services | Division: | OGS Technology Services |
| Job Title: | Assoc Quality Engineer II | Job Title: | Assoc Quality 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: Fundamental Execution | 1 | 2 | 3 | 4 | 5 | N/A |
| Operational Discipline - UHOne | | | | | | | |
| Description | | | | | | | |
| <div>1. Demonstration of accountability in resolving issues, proactively contributing to the service improvements by uncovering potential issues/risks etc.</div> <div>2. 100% Compliance to all mandatory training/Certifications including developmcent plans.</div> <div>3. Timely reporting in PPM Optics with 0 Non Compliance.</div> <div>4. Timely status reporting & Timely escalation of issues.</div> <div>5. Work from Home only after prior approval from Manager as Co-location agenda required teams operating same location.</div> | | | | | | | |
| Comments | | | | | | | |
| <div>1. Working pro-actively with the team to resolve any potential risk/issues before starting any task related to QA or dev. This has led to the improvement in one of the project namely Provider Pick resulting in Accurate pick percentage. Worked closely with Jeff and team.</div> <div>2. All required training are completed well before the stipulated time as soon as they are added in the learning source.</div> <div>3. A reminder has been set for Thursday which helps in timely filling of timesheet without any NC.</div> <div>4. All issues are addressed to SM and CO as well as Dev lead as and when they are discovered. No spill over has been caused due to lazy reporting.</div> <div>5. As instructed WFH is very limited.</div> | | | | | | | |

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|---|---|---|---|---|---|---|-----|
| Title | Goal Category: Vital Assets/People | 1 | 2 | 3 | 4 | 5 | N/A |
| Enhance the competencies - UHOne | | | | | | | |
| Description | | | | | | | |
| <div>1. All QA must convert to SDET By Year End</div> | | | | | | | |

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Business Goals

2. All Dev/SA to be Full Stack and be proficient in Talend and Mule to support any work.
3. Flexibility for role reversal on need basis to improve the team's overall competencies and expertise.
4. Developer and SA should be able to design, develop and deploy the work independently (End to End)
5. Gain expertise in at least 2 functional modules in Facets.
6. Attend at least 2 Domain trainings/year to enhance business knowledge.
7. Mentoring and assisting other team members to enhance their technical and functional skills. Minimum 1 webinar and knowledge sharing sessions or other means.

Comments

1. I could not complete the SDET certification as it was dropped from the learning source. However, I find myself to be confident enough to clear SDET in one-go at later stage. I have fully equipped myself with SDET essentials like strong core programming in Java, Selenium, Cucumber, Jenkins and API testing. I feel more confident in SQL queries and Linux.
2. Currently I am pursuing Hadoop and Spark course which may benefit the organization
3. I find myself confident enough in Claims and Enrollment module of Facets. I have worked on Numerous stories including some of the big assignments like Provider Pick, Claims Interest and Penalty, Stepwise, etc.
4. I have not restricted myself to just QA activities. Time and again I have gained knowledge on SQL and Talend and helped new resources in completing their Dev task on numerous occasions.

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| Title | Goal Category: Customer/Provider | 1 | 2 | 3 | 4 | 5 | N/A |
|--------------|---|---|---|---|---|---|-----|

Improve Customer Satisfaction - UHOne

Description

1. Collaboration and Relationship building within and across different teams.
2. Develop and Demonstrate of your understanding of customer and the business needs by working closely with Capability Owners and business e.g Work closely with Business to have clear acceptance criteria.
3. Responsiveness to the customer requirements - 100% timely responses with no follow up or escalation.
4. Create solution which can improve the consumer experience.

Comments

1. In a span of one year, I have developed great collaboration with my team and business as well as some of the members outside the team.
2. I thoroughly go through the requirement and have often suggested improvements. To mention, I have extensively worked with Jeff on Provider Pick Issue and since it was long occurring defect in production, I helped in getting it resolved and deployed. I received appreciation from Jeff and Rod for the same.

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|--------------|---|---|---|---|---|---|-----|
| Title | Goal Category: Fundamental Execution | 1 | 2 | 3 | 4 | 5 | N/A |
|--------------|---|---|---|---|---|---|-----|

Delivery Transformation - UHOne

Description

1. On Time delivery of all the deliverables with zero quality issues. Zero defect slippages (do it right first time) / Defect removal efficiency / Defect Density.
2. 100% adherence to security compliance standards (unless exception approved). Security vulnerabilities (Fortify Scan) remediation before the production

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| | Marginal | Effective | Outstanding | Not Applicable |
|----------------|----------|-----------|-------------|----------------|
| Business Goals | | | | |

release.

3. Contribution to achieve Time to Build and Time to Value (TTV) Improvement by 50%.

4. Ensure detailed/clear acceptance criteria in the User stories to avoid any production issues leading from requirement gaps.

5. Demonstrate 10% productivity improvement- Leverage Dev Ops culture and practices

6. Innovation / Creativity - Identify & implement Bright ideas in terms of automation or process improvement which can create business savings of at least \$50,000/year

7. QE to achieve 100% in sprint Test automation and no manual test execution

8. Developers to create/leverage at least 1 generic modular component/quarter which can be reused by other teams.

9. Ensure the performance of the processes developed, ensure coding standards are adhered to.

10. Optimization & Modernization - Focus on Open source adoption, new technology adoption leading to enhanced business value, decommissioning old technology, Batch Process Improvements etc. as applicable respective areas.

11. Number of Production issues in YTD 2019 <2

Comments

All the deliverables have been submitted with zero quality Issues. None of my user story went into production with any defect.

As soon as the sprint starts I work closely with my developer and start working on the automation part. All my user stories are automated and simultaneously merged in EndToEnd suite. I have all taken the responsibility for running EndToEnd suite whenever any product is going live and helped in resolving issues.

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

Title

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|---|---|---|---|---|-----|
| 1 | 2 | 3 | 4 | 5 | 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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|---|---|---|---|---|-----|
| 1 | 2 | 3 | 4 | 5 | N/A |
|---|---|---|---|---|-----|

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Values Based Competencies (if applicable)

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

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.

Title

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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

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Not Applicable

Values Based Competencies (if applicable)

- 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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4

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N/A

Performance Value: Make Fact Based Decisions

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

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N/A

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)

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Needs
Improvement

Meets
Expectations

Exceeds
Expectations

Evaluation Summary

1

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4

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1. Worked incessantly towards one common goal of Business satisfaction through continuous delivery of features with zero-production defect.
2. Followed the set standard of validation through in-sprint automation.
3. Contributed largely on EndToEnd Automation of features.
4. I have been the mentor of Shreya and always tried to help the other resources as well based on my acquired skills and knowledge.

Development Focus

Strengths

Automation Testing

Strong hands on Java, Selenium, Cucumber, API testing and SQL

Big Data and Hadoop

Good knowledge of Hadoop Ecosystems like HDFS, MapReduce, Pig & Hive

Area For Improvement

Talend/Mule

d to understand the basic of Talend or Mule to contribute at the times of need