

# UNITEDHEALTH GROUP

## Common Review for PANWAR,NISHA

Review Date:

February 16, 2020

Review Type:

Common Review

Reviewer Type:

Manager Review

Reviewer Name:

YADAV,SANTOSH KUMAR

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: Fundamental Execution

1

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N/A

Operational Discipline - UHOne

Description

1. Demonstration of accountability in resolving issues, proactively contributing to the service improvements by uncovering potential issues/risks etc.  
2. 100% Compliance to all mandatory training/Certifications including developmcent plans.  
3. Timely reporting in PPM Optics with 0 Non Compliance.  
4. Timely status reporting & Timely escalation of issues.  
5. Work from Home only after prior approval from Manager as Co-location agenda required teams operating same location.

#### Comments

Title

Goal Category: Fundamental Execution

1

2

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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 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

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Marginal

Effective

Outstanding

Not Applicable

## Business Goals

\$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

<b>Title</b>	<b>Goal Category:</b> Vital Assets/People	<div>1</div>	<div>2</div>	<div>3</div>	<div>4</div>	<div>5</div>	<div>N/A</div>
<b>Enhance the competencies - UHOne</b>							
<b>Description</b>							
<ol style="list-style-type: none"><li>1. All QA must convert to SDET By Year End</li><li>2. All Dev/SA to be Full Stack and be proficient in Talend and Mule to support any work.</li><li>3. Flexibility for role reversal on need basis to improve the team's overall competencies and expertise.</li><li>4. Developer and SA should be able to design, develop and deploy the work independently (End to End)</li><li>5. Gain expertise in at least 2 functional modules in Facets.</li><li>6. Attend at least 2 Domain trainings/year to enhance business knowledge.</li><li>7. Mentoring and assisting other team members to enhance their technical and functional skills. Minimum 1 webinar and knowledge sharing sessions or other means.</li></ol>							

## Comments

<b>Title</b>	<b>Goal Category:</b> Customer/Provider	<div>1</div>	<div>2</div>	<div>3</div>	<div>4</div>	<div>5</div>	<div>N/A</div>
<b>Improve Customer Satisfaction - UHOne</b>							
<b>Description</b>							
<ol style="list-style-type: none"><li>1. Collaboration and Relationship building within and across different teams.</li><li>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.</li><li>3. Responsiveness to the customer requirements - 100% timely responses with no follow up or escalation.</li><li>4. Create solution which can improve the consumer experience.</li></ol>							

## Comments

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	Marginal	Effective	Outstanding	Not Applicable		
<b>Values Based Competencies (if applicable)</b>						
<b>Title</b>	1	2	3	4	5	N/A
<b>Integrity Value: Act Ethically</b>						
<b>Description</b>						
<ul style="list-style-type: none"><li>- Demonstrate Integrity</li><li>- Comply with Applicable Laws, Regulations and Policies</li></ul> <p>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.</p>						
<b>Title</b>	1	2	3	4	5	N/A
<b>Compassion Value: Focus on Customers</b>						
<b>Description</b>						
<ul style="list-style-type: none"><li>- Identify and Exceed Customer Expectations</li><li>- Improve the Customer Experience</li></ul> <p>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.</p>						
<b>Title</b>	1	2	3	4	5	N/A
<b>Relationship Value: Act as a Team Player</b>						
<b>Description</b>						
<ul style="list-style-type: none"><li>- Collaborate with Others</li><li>- Demonstrate Diversity Awareness</li><li>- Learn and Develop</li></ul> <p>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.</p>						
<b>Title</b>	1	2	3	4	5	N/A
<b>Relationship Value: Communicate Effectively</b>						

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Marginal

Effective

Outstanding

Not Applicable

## Values Based Competencies (if applicable)

### 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

1	2	3	4	5	N/A
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**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

1	2	3	4	5	N/A
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**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

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

### Description

- Drive for Results
- Manage Time Effectively

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Marginal

Effective

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Not Applicable

## Values Based Competencies (if applicable)

- 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

## Evaluation Summary

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Nisha joined the organisation in mid 2019 and has been integral part of the Chaingang team since then. Her initial few months were spent in understanding/gathering knowledge about the application, function, team, processes etc. She has been a quick learner and gained quite a few appreciations. Her effort has been greatly appreciated by the stakeholders for role in 5.6 upgrade, application/eligibility processing issues, stepwise etc.

While she has shown great potential, there are many areas/functions Nisha has to explore to be contribute in greater capacity. Nisha should explore areas of opportunities that help at program level than just Chaingang team.

I wish her all the best.

## Employee Comments

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