

# UNITEDHEALTH GROUP

## Common Review for PANT,SACHIN

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

**Reviewer Type:** Self Review  
**Reviewer Name:** PANT,SACHIN

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

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 development 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

Business Goals - What did you achieve?

1) I have always tried to uncover all the defects during testing so that it cannot cause issue in production environment.

a) In Claims GL, I have informed the business about the issues which can appear on production before APG go live and put an extra time to fix the same.

b) In NDC, I have found out the root cause due to which file was not getting loaded into the database.

c) I have also tested most of the mule applications that were part of mule centralization that was on priority.

2) I have always completed the mandatory training with 100% compliance.

3) I have always submitted the timesheet within the given time period.

4) I have taken prior approvals or informed my manager while doing work from home.

**Title** **Goal Category:** Vital Assets/People 1 2 3 4 5 N/A

**Enhance the competencies - UHOne**

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	Marginal	Effective	Outstanding	Not Applicable
Business Goals				

## Description

1. All QA must convert to SDET By Year End
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 have joined Optum as an Automation test engineer and I have performed my duties as an SDET in past 1 year. I have created the automation script for all the interfaces that were assigned to me. Also, I have contributed in updating and modifying the End to End test automation suite. Currently I am working to make a configurable automation framework so that it can be easy to use and we can sell same to other teams.

2) This year is a great learning curve for me. I have learned lots of new interfaces and new tools.

I have learned and worked in following interfaces -

- a) Claims (Claims GL, Interest & Penalties)
- b) Stepwise
- c) Policy Packets
- d) Finance (ACH & CC)
- e) FDB - NDC
- f) Accums
- g) Health X
- h) Multiple Mule interfaces (Tested in mule centralization process)

I have learned the implemented some of the following tools

- a) Onbase
- b) Loadrunner (Performance Testing)
- c) SOAP UI
- d) Gatling (Performance Testing)

3) I have completed the Onbase System Administration certification this year. Thanks to Santosh for allowing me to enroll and learn the basics of Onbase.

4) I have attended a few of the training sessions that were designed to gain the Health Care Domain Knowledge. Also attended the sessions that were basically designed for the Claims by Chitra Gupta.

5) I always try to help team members in doing automation and other day to day work. Prateek has aligned Srishthy Gupta with me in the end to end automation testing. I am helping her in creating the automation scripts. I have set up the weekly meetings to track the progress and remove the blockers if any. I am also actively involving in resolving the queries of the team member that they face while the development & testing process.

Title	Goal Category:	Customer/Provider	1	2	3	4	5	N/A
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	Marginal	Effective	Outstanding	Not Applicable
Business Goals				

## 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) I always interact with PO, SA, Business peoples, Developers while doing my day to day activities. I always provide my inputs while driving the work we do. Some of the instances are below :
- a) I have worked closely with Susan Ball in Claims GL process. With the last minute requirement changes I was able to help the developer in making the code change and successfully deploying it over production.
- b) I have worked with Kirk on finalizing the requirement for the FDB - NDC interface.
- c) I also work with the Stepwise team (Michelle & Theresa) to provide the extract and data for testing and then helping developer to update the code as per latest requirement.
- 2) I have always replied to the emails that I received in a timely manner without any escalations.
- 3) Me and Apoorva is working on creating a configurable automation framework that can surely help the customer experience.

Title	Goal Category:	Fundamental Execution	1	2	3	4	5	N/A
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## 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 \$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

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Business Goals				

technology, Batch Process Improvements etc. as applicable respective areas.  
11. Number of Production issues in YTD 2019 <2

## Comments

- 1) I have always reported the work with 100% quantity. There are no defect slippages reported against my name. There was one incident reported in NDC but that was due to incorrect requirement.
- 2) I am working on a configurable automation framework that will save time of the different teams in creating automation scripts.
- 3) I have closely worked with Molly & Paulette in creating and updating the detailed and clear acceptance criteria that can help both developer and tester and remove any confusions.
- 4) I have my input to Apoorva on creating the sheet for subscriber and claims creation which is saving a lot of time of the various people (Dev, tester, SA, Business).
- 5) I have achieved the 100% automation of the tasks that were assigned to me. Also, I have made sure that automation is 100% completed by my team.
- 6) There was no production issue reported against my name.

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

Title	1	2	3	4	5	N/A
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**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	1	2	3	4	5	N/A
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Marginal

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Not Applicable

## 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

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Marginal

Effective

Outstanding

Not Applicable

## Values Based Competencies (if applicable)

### 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**

### 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

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This year I have gained lots of experience and Knowledge in various fields that I can apply in future to make things better. It will help me to grow and works towards creating a better system. I have interacted with many colleagues, learned from them, provided my inputs to them.

## Development Focus

### Strengths

#### Automation Testing

Selenium, ETL Validations

#### Onbase

System Administration

#### Manual Testing

## Area For Improvement

#### Python

#### Performance Testing

Load Runner, J-Meter, Gatling

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