

Platform Gatekeeper

Organization: QNX Wireless Framework (Karen [REDACTED])

Manager: Karen [REDACTED]

Location: Cary, CG2

Evaluated By: Karen [REDACTED]

03/01/2016 - 02/28/2017

## Overall

### Manager Overall Evaluation

Rating: Meets Expectations

## Goals

### FY17 Goal 1 - Secure [REDACTED] in revenue.

We can affect revenue by targeting an intense focus on ensuring development resources/time is put on services, custom engineering, billable products (shorter term growth) and gated projects for longer term growth.

We must build products to sustain long term growth of revenue but also ensure we continue short term revenue through billable services dollars via CE (Custom engineering), CSP (Customer service Plan) or Priority Support. Accuracy of billable work and time sheets is paramount and the more accurate we can bill the better (rather than lumping all work in one development project which isn't customer paid).

Due Date: 02/28/2017 Status: In Progress Completion Date:

### Manager Evaluation

### FY17 Goal 2 - Secure delivery accuracy of >90%.

Measure development teams against estimates and project commitment dates.

We should be meeting our project commitments that are gated or provided as part of Job work orders in Services as the delivery accuracy is being tracked and measured.

Due Date: 02/28/2017 Status: In Progress Completion Date:

### Manager Evaluation

### FY17 Goal 3 - Achieve Operating Earnings of >\$[REDACTED]

Define & develop technology that contributes to gross margin, increases our market share or facilitates customer uptake of QNX product & services.

We should define and develop new technology to support increasing our gross margin or facilitate customer uptake of QNX technologies (services). We can also reduce our operating expenses where spending is wasteful and not contributing to revenue in a meaningful way either strategically or tactically.

Due Date: 02/28/2017

Status: In Progress

Completion Date:

#### Manager Evaluation

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### FY17 Goal 4 - Innovation

#### 1-2 New product categories or concepts explored for future growth

Explore new areas of development or offerings such as [REDACTED] or launching the [REDACTED] framework with a partner. Looking for new areas of growth and idea generation based on feedback from customers, industry etc.

Due Date: 02/28/2017

Status: Not Started

Completion Date:

#### Manager Evaluation

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#### Section Summary

## Performance Evaluation Questions

### Highlight Key Accomplishments/Achievements:

#### Manager Evaluation

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Comment: Jerren brings solid technical expertise and system analysis skills to the team. He successfully pursued a solution for [REDACTED] cloudworthy / [REDACTED] upload feature. Jerren helped define the meta-data which was vital to get the [REDACTED] remote [REDACTED] design and implementation started. Jerren researched and prototyped several iterations to completely understand how the cloud interface works. The result was a fully functioning prototype that achieved the objectives we set internally.

Jerren is very good at functional breakdown, determining a design proposal, and maintaining the interworkings between them. He takes into account future improvements and often looks at efficiency of a solution to see how it can be automated or improved.

This year, Jerren stepped out of his comfort zone and worked on the Posix test environment. He concentrated on the test setup and reporting, which enabled the project to view testing status. The Posix test suite is huge and Jerren's contributions made a big dent towards POSIX compliance.

Jerren also serves as the surrogate IT support for the site. Many folks use his skills in this

#### Employee Evaluation

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Comment:

- Designed a way for the [REDACTED] device to upload [REDACTED] (and other) [REDACTED] to an AWS cloud, then built a system ([REDACTED]) that could index and retrieve them in a cost-effective manner. [REDACTED] took the charging structure of AWS into consideration to minimize the cost incurred to QNX and also provided a fast way for developer to identify issues that needed to be addressed.
- Automated the POSIX test system so that the full suite of test, which originally took 12+ hours to run, could be run in under 5 hours. Also developed a spreadsheet to manage the 68 separate suites and 9000 individual test, allowing fixes and new problems to quickly be identified and quickly addressed.

area, and it is very beneficial to the team and site.

Highlight areas where company values have been demonstrated. Share specific examples about how the goals were achieved in a way that supported the BlackBerry values of Customer Focus, Innovation, Integrity, Team Work, Mutual Respect and Accountability:

#### Manager Evaluation

Comment: Jerren demonstrates good teamworking skills and collaboration with teammates. He is willing to have his ideas and designs challenged and discussed. He is innovative in his thinking and provides constructive ideas and solutions. Jerren is also good at sharing his knowledge, helping to bring colleagues upto speed on areas he has researched (ie: Amazon S3 server).

Regarding customer service, if you view local employees as customers, Jerren has provided efficient, timely and helpful IT support. His willingness and positive attitude towards helping in this area is much appreciated.

From an accountability view, Jerren is focused on completing his assignments and improving team performance by optimizing processes. Overall, Jerren is a valued team member and I look forward to the next year.

#### Employee Evaluation

Comment: - The [REDACTED] remote [REDACTED] system was designed to leverage the rich features of the AWS infrastructure, but to minimize cost to both QNX and to potential customers looking to accomplish the same functionality. I took several Amazon Web Service courses to learn about the different services provided by AWS. After learning about the feature provided, and how Amazon calculated the cost of each action performed within their services, I used this knowledge to designed the [REDACTED] service to maximize the information that was available for our developers and future customers, and at the same time minimize the cost incurred with this external provider. [REDACTED] retrieved and stored the meta-data of uploaded [REDACTED] from [REDACTED] devices in realtime, and implemented a local caching feature of [REDACTED] files that had already been retrieved from the AWS cloud. This feature prevented costly request to download the same logs which had previously been retrieved from AWS.

- Analysizing the number of individual POSIX test was a lot to manage for [REDACTED]. In order to streamline the testing process and to help others on the team identify the problem areas, I took on the responsibility of building a harness around the provided POSIX test system and automating the process. Originally, a full run of test took 12+ hours to run, and had many places where it simply hung, making it difficult to complete a full run. To fix this, I wrote scripts to automate the process by breaking the test down into individual suites, then distributed each suite to a separate VM so they could be executed in parallel. This method also allowed for problematic suites to be skipped, without blocking the remaining suites from executing. This approach reduced the total time to run the full suite of test to less than 5 hours. I also build a spreadsheet to import the test results from the test runs and then format the information in a way that allows us to identify



the areas with the most problems and also to monitor the changes as we frequently moved forward on the mainline branch.

### Highlight areas of improvement required in the current role:

#### Manager Evaluation

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**Comment:** Agree with Jerren about raising his Linux knowledge, QNX knowledge and C/C++ programming capability. Together, Jerren and I should explore opportunities to be working directly on QNX products and/or customer service work.

#### Employee Evaluation

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**Comment:** Before working with POSIX, I had very little direct interaction with the QNX OS itself; my work had been limited to developing tools and automating processes to help developers. Working with POSIX testing has introduced me to both Linux and the QNX OS more directly, but I still have a lot to learn about these two OSes and how they work. I have recently started getting back into C programming, and have a lot to re-learn here. Hopefully over the next several months, I will continue to rebuild my knowledge of programming in C/C++ so that I can be more effective when helping in this area.

### Highlight areas that can support you in your career development (12 - 18 months):

#### Manager Evaluation

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**Comment:** Agree with Jerren about participating in exploring new and innovative solutions for BlackBerry.

#### Employee Evaluation

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**Comment:** Similar to improvements in my current role, I need to continue (re)developing my C/C++ programming skills. Also, this past year, a small group of us were briefly tasked with exploring new sectors where QNX could gain a foothold in the IoT world. This work was shelved in order for us to focus on [REDACTED] certification and [REDACTED] work. I'm interested in revisiting that work and exploring the opportunities where QNX can continue to grow and benefit our customers.