# Kyle Timins - Goals

EMPLOYEES: please provide comments for each goal.

MANAGERS: please provide comments and a numerical rating for each goal.

1 = Underperform
2 = Perform
3 = Outperform

**Rating Scale** Three Point

**Section Weight**
90%

Employee Goals

**2019 - Accountability - Best Practices, Meeting Deadlines, &**
0**% complete**

**Goal Weight**: 20%

BEST PRACTICE ADHERENCE Adhere to prescribed best practices for aligned role (example: workflow, usage of templates, documentation, etc.) MEETING DEADLINES Ensure commitments are met OR proactive communication is provided if commitment will be missed. If a commitment is going to be missed, discussion must occur between Employee & Manager to assess reason for miss & potential next steps. Communication to Account Manager / Project Manager will occur as applicable. TIME & UTILIZATION: Know your official work allocation(s) and spend your actual time accordingly Accurate & timely Time Sheet submissions Measurement: BEST PRACTICE ADHERENCE Sampling of employee work, assessment of quality MEETING DEADLINES For Service Pack Planned work - Run a report by named resource and compare the committed release field to the assignment closed date and ensure that the assigned closed date is within the targeted SP. Note that it is valid for a manager to move a target date to align with other commitments, for instance a Problem log might be estimated at 8 hrs but it is going to take 16 hrs, the manager should updated the Assignment to reflect the delivery Service Pack for the assignment. % of Deadlines Met: - Under 94% = Does not meet - 95% = meets TIME & UTILIZATION: - Adheres to Time Reporting Standards - Enters time on a daily basis - Submits time sheets on schedule 100% of the time - Adheres to work allocation plan and respects billable%/utilization% targets as established - Proactive in asking about additional priorities if capacity is generated
Hide details

Notes

**Kyle Timins**, Employee

I don't have the stats on me right now, but I tried my best to make this goal. Not sure if I hit the 95% mark or not. Most of my work for the first half of the year was fixing OOBs between PD and BD. While most of them were easy to knock out, there were always ones that needed much more further research to complete and could cause delays, thus not completing within the original hours or assignment due date.

As well, part of my first half of the year was done upgrading MSXML to MSXML6 in all of VB6 applications. Because this was done in a rushed fashion and the ability for testing was limited, time was spent fixing issues in Daily Builds related to handling the different XML issues and the various namespaces.

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**Melissa Koneski**, Manager

2

This was an area of significant opportunity when Kyle and i first started working together earlier this year. Early on, we took the time to establish expectations for best practices, maintaining commitments, etc. I am pleased to note that Kyle responded nicely to the expectations laid out for him. Generally speaking, he followed through on commitments and communicated proactively when something was in jeopardy. At times, my followups with him were necessary for work to be finalized as it should. I encourage Kyle to build upon his success in this area thus far as his 2020 work gets underway!

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**2019 - Accountability - Estimation** **Goal Weight**: 20%

0**% complete**

ACCURATE ESTIMATION Ensure estimates are accurately identified & met. Ensure an accurate description of work & starting estimate is linked to all of your assignments prior to beginning work. Measurement: ACCURATE ESTIMATION For those who do Enhancement work, 85% of your actual work to not exceed estimates by more than 15%. This applies to Enhancements after the point of detailed pricing (Ex. Spec, Development, Analyst Testing). For those who do Project work (including Large Regulatory Projects), review of assignments and direct input from Project Manager will be requested. Run a closed assignment report by named resource and compare the Scheduled effort to the Actual effort to calculate the variance. The variance threshold will be calculated by: - Actual Effort/Estimated Effort = % Accuracy

Show details…

Notes

**Kyle Timins**, Employee

This one is also hard to say exactly since it had the same issue as the previous goal. Most of my work was correcting BD vs PD OOBs which always included ones that didn't make sense and took a good amount of further research to determine how to fix.

With the few GL logs I have taken, now that I am on the Liability team, it is hard to estimate effort since the business side of it causes issues in determining the fix.

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**Melissa Koneski**, Manager

2

At time of Triage, we have the opportunity to set the scheduled effort. A team very well-versed in the work that is coming through is able to estimate with a very high degree of accuracy.

I do not agree with Kyle's comments that suggest that it is hard to assess scheduled effort. While there will always be outliers, the large majority of work (regardless of complexity) can be effectively estimated. In looking back at past work, it seems that estimation was not taken seriously. Kyle and I have spoken about why this step is so important as it directly relates to our ability to plan work based on capacity AND it creates a reasonable opportunity for each person to complete work as committed

Given that it seems strong estimation practices were not used in the work Kyle was assigned to prior to joining the Liability team, I have not pulled estimate to actual information. In 2020, it will be absolutely necessary to evaluate Kyle's overall abilities in this space by comparing estimate to actual.

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**2019 - DEV Skill Development** **Goal Weight**: 25%

0**% complete**

APPLICATION KNOWLEDGE Become proficient in all relevant (to your role) areas of the system. Includes cross-trained in other areas. Provide training / education to peers - Cross-train Nathan Wallack on the CiBillingInterface logic that is used to create the Issuance Billing XMLs. TECHNOLOGY / INSURANCE APTITUDE Aligned with Insurity roadmap, pursue educational opportunities to develop aptitude Measurement: Management team will roll out self-assessment approach to all staff by 4/5/19. Staff will complete self-assessments by 4/16/19 Meet with Manager to identify your customized skill development plan for 2019 aligned with above activity. Modify this goal to include the skill(s) to be developed, action plan, & method of measure by 5/3/19

Show details…

Notes

**Kyle Timins**, Employee

--- APPLICATION KNOWLEDGE ---
The first part of this, "Become proficient in all relevant (to your role) areas of the system", becomes a little hard to nail down. For most of this year, I was working on fixes for policies that had OOBs between PD and BD, changes to the Billing XML for various clients (mostly WK clients), and the MSXML6 upgrade of the VB6 code.
- Changes to Billing XML and fixing OOBs between PD and BD: Within this, I would say I became proficient. I continued working with the WK Analysts and Billing Analysts (mainly Georgios) and learned a good deal with working as the, literal and metaphorical, bridge between two systems that aren't completely "on the same page.
- With respect to MSXML6, I would say I have become proficient since I have spent a large amount of time (nearing triple digits) researching the documentation and others for MSXML6 and have found different things that are not included in any documentation.
- As far as GL goes, it is hard to state proficiency since the workings of GL, both Business side and code style, is extremely different than how the Property line I know operate. So, while I can wonder through the code to determine issues from an "objectively" code viewpoint, I get tripped up in GL "style". It is almost as if I need to unlearn my Property LOB knowledge to learn GL.

--Cross-Training--
- While it wasn't intended cross-training, I did learn a good amount of performing DevOps work. Example would be becoming a one-man DevOps during the MSXML6 upgrade.
- For cross-training Nathan on CiBillingInterface, we have discussed and determined that, by the end of the year, we will spend an hour of me showing him how CiBillingInterface works. Unfortunately, there are no Billing XML logs out there for him to work on, at the moment.

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**Melissa Koneski**, Manager

2

Kyle has worked to develop his skills and those of others in 2019. Now that he has been a member of the Liability team for a good period of time, i would like to see him really actively pursue his abilities in this space. He is willing to take on work that is assigned to him, but only just recently has he taken initiative to take hold of work that may be a good fit for him -- either because it is something he knows how to do OR it is something that he wants to learn. I strongly encourage Kyle to take a more active role in seeking work that will help him evolve his skills such that he can become a strong contributor within the LOB team.

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**2019 - Efficiency** **Goal Weight**: 15%

0**% complete**

Identify at least 1 efficiency recommendation (with Return On Investment articulated) to be submitted to the Business Transformation Team or aligned Discipline. The recommendation must be reviewed & approved by aligned Manager

prior to submission. Return On Investment / value of your recommendation will be a key factor in approvals. Measurement: Ideas submitted & approved by end of April 2019 If employee is directly involved in further exploration or implementation of idea, this goal will be updated to outline next steps and action plan / timeline.
Show details…

Notes

**Kyle Timins**, Employee

Despite having many issues coming up with ideas with ROI being part of the reasoning behind the idea, I was able to come up with three ideas. Two are related to recent happenings.

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Title - 1

Create method of extracting Pass2 WINS record layouts from VB6 files during checkin.

Notes - 1

When a WhTypes VB6 file for a WINS Pass2 project is checked in, have TFS spin-off a script/program that parses out the Record layouts from the UDTs, defined in the WhTypes files, and store them in a different format. This could either be converted to a Excel file for easy viewing or into an XML or JSON file to back a W file viewer. (Current "IG File Viewer" uses XML in a specific schema. But a new viewer could be created, that allows for better usage and functions, in the future.)

ROI - 1

ROI Calculation Method -- "T-Shirt Sizing"
T-Shirt Size -- "Small - < 50 Hours"
Total Hours Saved -- "50"

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Title - 2

Increase EAS subscribe-able email notifications to other areas than just DevOps.

Notes - 2

On EAS, there are notifications that you can subscribe to that will send you an email when a notification is posted to that category. My idea is to expand this to more areas of the company so that people can be informed about things without people having to send out company-wide emails. And, this would allow people to view the info that is pertinent to them and not what isn't.
An example is when issues occur within PPM. It is very irregular that an email is sent out that there is an issue. (There are multiple reasons that could be why.) But this causes issues as everyone is emailing/asking others if they are having issues and many people emailing support about the issue. And still, no email comes out about the issue. Then, when the issue is resolved, no email is sent out, as well, and people don't know that

it is fixed and just don't do anything on PPM since they assume it is still broken. Only when another coworker says it is working for them, do they start using PPM again.
If there was a notification "channel"/category for PPM where a post could go stating there is an issue and another where it states it is resolved, people would be informed. This is like knowing when Daily Builds goes down and comes back up, allowing one to test stuff without waiting.
Estimating a T-Shirt size of Large since even a single occurrence that causes a 30 minute disruption for 200 people becomes 100 hours lost. Multiple occurrences a year could add up very fast, even small time amount occurrences with a huge amount of people to multiply against.

ROI - 2

ROI Calculation Method -- "T-Shirt Sizing"
T-Shirt Size -- "Large 200 - 500 Hours"
Total Hours Saved -- "500"

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Title - 3

Set up Wake On LAN (WOL) on computers in Wadsworth, Bushnell, and Charter Oak.

Notes - 3

There are a lot of times that a computer is turned off in one of these three rooms. Since the physical "box" is in a locked section of the desks, it is impossible to turn the computer back on. Enabling WOL would allow these machines to be started from a remote location without having to have IT open the lock and physically press the power button.
With WOL enabled on these machines, a website/webpage could be created on EAS or Insurity IT that has a layout of the machines in the rooms. The person could then select the computer, from the layout, and hit a button that sends a "Magic Packet" to that machine to start the machine via WOL.
An additional feature could be a PING feature that the user could use to see if the machine is on or not. (They don't have to see anything related to the actual PINGing, but just a quick spinner that shows while
the PINGs are happening and goes away after results are in and a red or green light next to the machine on the screen to symbolize OFF or ON, respectfully.) The other reason for adding a PING/"Is Computer On?" functionality would be that, sometimes, the issue is that the USB for the keyboard and/or mouse are unplugged. So while the machine is on, there is no user interface devices for the machine.
A third feature would combine the first two, in that, if the user is still unable to turn on or interface with the machine, they could send a report to IT straight from the site that would auto-collect the info from if WOL, from part one, was performed and if the computer responded to PINGs, from part two, and have that included. It would make the process of reporting these issues much easier on the user and might actually happen by the user.
While, it may actually make 50 hours in lost time if there are other open machines in the room they can move to, which only takes about 20 seconds to test the machine and move machines. But if there aren't any

open machines, that whole meeting could be considered time lost for that person. Considering the number of meetings that happen during the year, the hours could add up fast.

ROI - 3

ROI Calculation Method -- "T-Shirt Sizing"
T-Shirt Size -- "Medium 50 - 200 Hours"
Total Hours Saved -- "200"

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**Melissa Koneski**, Manager

2

Kyle presented recommendations aligned with this goal prior to joining the Liability team. However, our department direction changed a bit mid-year and we did not go full steam ahead on this overall initiative.

I encourage Kyle to continue to look for ways within his team / his work to contribute to efficiency and quality improvements

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**Refactor CiBillingInterface - Personal Goal**

**Goal Weight**: 20%

0**% complete**

Refactor Billing Interface

Show details…

Notes

**Kyle Timins**, Employee

Since there is no real description on how to qualify/quantify this goal, I'm more going to state refactorings I've done and the focus in them.
(NOTE: A C# rewrite of the program has been done that may make these refactorings unnecessary, but that is more of a statement of the rewrite happened than any determination of its impact on this goal.)

- I focused most of my effort on the PolicyTransactionDetail node logic since that has a lot of code/logic in one method and is the biggest cause of issues.
- For commissions, I took the logic that was contained in one method and split it out into multiple method. Creating a path for each LOB and client, where client logic deviated from BASE. This allowed easier modification of each case. As well as creating a proper stack trace if an issue, during runtime, arised.
- For WK, various PolicyTransactionDetail nodes needed to be created that did not come from stat coding, so I worked on trying to extract those out of the main PolicyTransactionDetail method. This would allow the code to show that they were called/created, but kept the "static" creation out of the more "dynamic" creation done with the stat records.
- I abstracted out the method of increasing the size of the BillData array. While this didn't do much in increasing efficiency, it consolidated the size of the code needed to increase the array's size, which was done in multiple places.
- When a XML boolean node was created, I tried to make it more using the verbage "true"/"false" instead of "1"/'0" for the value, in an attempt to keep a standard. While I didn't get a chance to do this for the whole codebase, I did this will all new code and was able to switch some previous code to this when I was able to.

- Worked on removing "Magic Strings" from the code. (Again, mostly in the PolicyTransactionDetail node section.) Magic strings being strings that have no meaning to them to the dev if they don't have knowledge of what they mean. I tried to create a standard for Constants' name creation to replace these magic strings.
  - An example would be "000039". This is the coverage code of Expense Constant in WK. Rather than having the Magic String of "000039" everywhere, I replaced it with a constant "EXPENSE_CONSTANT_DBCOVGCD" which gives the developer the knowledge that it is a Coverage Code (from the DBCovgCd field in the stat coding) and it is the Expense Constant.
  - (As a side note, I was able to get some of this thinking out into other areas of development. When David LaCroix was here, he liked the idea and worked on doing similar things in Auto with constants and enums.)
- Put a focus on abstracting out logic into smaller, separate methods and finding common functionality to reduce same code in multiple places.

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**Melissa Koneski**, Manager

2

This goal was developed prior to Kyle and I working together. It was not well constructed and measurable. That being said, Kyle did make progress as he has outlined in his comments above.

Kyle also played a role in the Billing XML rewrite initiative, but he decided to back away from the effort when Sarah & Matt also got more involved.

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Average Goal Ratings

| | Manager Rating |
|---|---|
| | 2.00 |