

2019 JFM Anniversary

Employee Information

Employee: lakshmi kalatippi
Employee PERNR: 50216831
Performance Reviewer: Siddharth Mittal
Validity Period: 01.01.2018 to 31.12.2018
Status: Completed
Substatus:

Additional Employee Data

Job Name: Junior Operations Analyst 2
Preferred Name:
Country: India
SBU: CIS
Local Organization:
Global ID: 1191174
N/A:

Predefined Objectives

Delivery Excellence

Description:

#No. of Tickets: Closed/ Reopened/ Quality Score/ % of first time right
#SLA Adherence as per contract and internal timelines with no deviation
Stakeholder Agreeability # 0 Escalations/ CSAT score/ Appreciations received
Improve turnaround time - Usage of KM portal, KEDB, SOP's
0 human errors

Weighting:

40

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- 1) Working in A&W Food Services Canada Inc. project as a developer and administrator.
- 2) Working in Tropical Smoothie Cafe ServiceNow project as a developer & administrator.
- 3) Worked in Cona Coke One North America ServiceNow project for survey implementation.

Reviewer Year-End Assessment:

Lakshmi as ServiceNow developer has managed the A&W ServiceNow support project extremely well. Customer and Internal team has appreciated her work on the A&W project.

Also she worked well both of TSC and CONA project

Process Excellence

Description:

#100% Compliance to organizational Local/ Group/ Project specific Standards/ Process/ Policies/ System
#Quality parameters (CII)
#Voice / quality Audit Scores > 90%
#Ticket Documentation Score > 90%

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#No of Knowledge sharing sessions attended > X
#Number of Knowledge assets updated/ created > X
#IEVOLVE reuse and savings
#No of CVA, CGVA, IEVOLVE submissions and savings

Weighting:

25

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- 1) Till now there has been a 100% Compliance to organizational Policies.
- 2) Attended all the learning sessions which organised and gives us an opportunity to learn something new Along with that I have attended all the meetings.

Reviewer Year-End Assessment:

I agree

Professional Development

Description:

Attend mandatory 40 hrs of trainings (including mandatory project level trainings)
At least 1 Professional Certifications acquired
#L1 assessment

Weighting:

15

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- 1) I successfully attended all the training, which include the 40 hour training related to soft skills such as Email etiquette, Time Management etc.and technical training such as java script, angular js training.
- 2) Completed Self-Paced ServiceNow fundamentals training and aquired ServiceNow Administrator certification on London version.
- 3) Worked mostly of Admin & development work units in last couple of months, analyzing, developing and testing work units assigned to me as promptly as possible and handled the workload on base Business.

Reviewer Year-End Assessment:

I agree

Organisational Excellence

Description:

#Proper Shift handover with no deviation and escalation
#100% Schedule adherence (Break, shift adherence)
#100% compliance to HR/ ISMS (including any other project specific compliance)

Weighting:

10

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

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Employee Year-End Assessment:

- 1) Always punctual to the office.
- 2) 100% Schedule adherence, always reached office during my shifts and completed the assigned work on time.
- 3) Followed the HR policies such as dress code, E-learning modules , Remain in the office for the assigned period of time etc. and never indulged in any unethical practice.

Reviewer Year-End Assessment:

I agree

Customer Excellence

Description:

#High CSAT score and no escalations
#End user C-SAT rating improvement by X%
#Customer escalations handling as per SLA with no deviation

Weighting:

10

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- 1) Working in A&W , Tropical Smoothie Cafe project ,gave my 100% efforts and completed the project requirements in assigned time.
- 2) No escalations from my end and always tried to make good relationships with team members.I completed my work with in timelines.Handled complex work units.

Reviewer Year-End Assessment:

I agree, Recently, she played crucial role for TSC project and did outstanding work to build the Incident module & Service Portal with stringent timeline. With her contribution, we were able to went LIVE as per deadline agreed with customer.

Individual Objectives

Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

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Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

Input Individual Objective Here

Description:

Weighting:

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Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

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Input Individual Objective Here

Description:

Weighting:

0

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

Reviewer Year-End Assessment:

Financial KPI's

Utilization

Description:

KPI Target:

KPI Actual:

Contribution Margin

Description:

KPI Target:

KPI Actual:

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Sales

Description:

KPI Target:

KPI Actual:

Revenue

Description:

KPI Target:

KPI Actual:

Late Timesheets

Description:

KPI Target:

KPI Actual:

Other 1

Description:

KPI Target:

KPI Actual:

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Other 2

Description:

KPI Target:

KPI Actual:

Other 3

Description:

KPI Target:

KPI Actual:

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Competency & Career Development Plan

Click here to review and assess the competencies for your current role: "Talent Review Profile".
In the field below, indicate your training objectives (for competency and career development) for current and future potential roles.

Competency & Career Development Plan

Description:

- 1) Enhance my professional & technical skills in order to advance in the organization.
- 2) Keep on upgrading my skills in Service-Now administration & development so that it can help to pursue a professional certification and become a certified Service-Now developer in near future.
- 3) Educate myself more to be involved in other projects apart from Base Business.

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Employee Year-End Assessment:

- 1) Enhanced my skills in ServiceNow administration & development by working in multiple projects .
- 2) Worked actively in Tropical Smoothie Cafe ServiceNow project.
- 3) Acquired ServiceNow Administrator certification in London version.
- 4) Exploring new things like Service portal.

Reviewer Year-End Assessment:

Lakshmi as ServiceNow developer has managed the A&W ServiceNow support project extremely well. Customer and Internal team has appreciated her work on the A&W project. A&W being on shared instance, she has made sure that there is no impact on other projects which are on-boarded to MSP Instance. Recently, she played crucial role for TSC project and did outstanding work to build the Incident module & Service Portal with stringent timeline. With her contribution, we were able to went LIVE as per deadline agreed with customer.

Career Aspirations

Description:

- 1) Become an expert in a field.
- 2) Gain more autonomy at work.
- 3) Network more on a professional level.
- 4) Learn and work with emerging technologies in the near future.

Employee Mid-Year Assessment:

Employee Year-End Assessment:

- 1) To keep on upgrading my skills so that it would help me to grow as an individual professionally and to meet company goals and objective.
- 2) Eager to learn more and to be involved in other projects apart from Base Business.

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International Mobility

Please indicate if you are interested in working on international projects, should the opportunity arise. If you are, please indicate if you would be willing to work abroad on either a temporary or permanent basis, and the maximum length of assignment you would consider.

Expressing an International interest will not guarantee an International project.

Description:

Employee Mid-Year Assessment:

Employee Year-End Assessment:

Very much eager for on site opportunities temporarily as well as permanent endeavor.

Overall Mid-Year Assessment

Your assessment should reflect compliance with our Code of Business Ethics and other Group policies, and demonstrate behaviours in line with the Group's values

Overall Mid-Year Assessment

Employee Mid-Year Assessment:

Reviewer Mid-Year Assessment:

Overall Year-End Assessment

Your assessment should reflect compliance with our Code of Business Ethics and other Group policies, and demonstrate behaviours in line with the Group's values

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Overall Year-End Assessment

Employee Year-End Assessment:

- 1) This year, I am working actively in A&W and Tropical Smoothie Cafe projects as a developer & administrator.
- 2) Worked in Cona Coca cola project for a short period of time.
- 3) Certified as ServiceNow Administrator in London Version.
- 4) Exploring new technologies like Service portal. Eager to learn more and want to be involved in a project apart from this.

Reviewer Year-End Assessment:

Lakshmi as ServiceNow developer has managed the A&W ServiceNow support project extremely well. Customer and Internal team has appreciated her work on the A&W project. A&W being on shared instance, she has made sure that there is no impact on other projects which are on-boarded to MSP Instance. Recently, she played crucial role for TSC project and did outstanding work to build the Incident module & Service Portal with stringent timeline. With her contribution, we were able to go LIVE as per deadline agreed with customer. Currently she is also working on CONA Survey Module and completed all deliverables on time.

Work/Life Balance Discussion Held?:

No

Employee Signoff comments:

Ratings

Calibrated Ratings

Performance Rating:

2

Career Track:

Experience in role: