# 2018 JFM Anniversary

# Employee Information

Employee: lakshmi kalatippi
Employee PERNR: 50216831
Performance Reviewer: Siddharth Mittal
Validity Period: 01.01.2017 to 31.12.2017
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) Started working in cloud COE : In COE team, I have worked and
   enhanced my skills on the following technologies:
   1.1 Performed various tasks on AWS platform like EC2,S3,Cloud
       formation,EBS,ELB etc.
   1.2 Worked on VRO and VRA:
       - Performed basic tasks using the workflows in VRO such as
       displaying VM details, checking whether ther requested VM is there
        in the Vcenter or not, etc.
    1.3 Learnt & practiced Python & Power Shell script.

2). Trained in ServiceNow platform administration & development. Tried
    working on as much  servicenow admin work units as possible and
    successfully moved them.I did my level best to deliver assigned tasks
    within timelines.

3) Started working in A&W project as an Associate : In this project I am
    working on following modules :
   3.1 Incident Management:
      -Configured incident module as per requirement in the project.

    3.2 Service Catalog:
      -Configured service request module & worked on catalog
       administration & catalog workflows.
    3.3 Knowledge Management:
      - Configured knowledge module handshaking with problem &
       incident module as per the requirement in project.
    3.4 System UI:
      -Worked on UI Policies,UI Actions & Script Includes,Views etc.
    3.5 Worked on email notifications, workflows, scripting, transform
      mapping ,application menus and modules.
4) Worked & have knowledge about MSP instance in ServiceNow.

Reviewer Year-End Assessment:

**Process Excellence**

Description:

#100% Compliance to organizational Local/ Group/ Project specific Standards/ Process/ Polices/ System
#Quality parameters (CII)
#Voice / quality Audit Scores > 90%
#Ticket Documentation Score > 90%
#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 Polices.
2) Attended all the learning sessions which organised to make all the team members aware on which tasks/ stories their colleagues are working on and gives us an opportunity to learn something new Along with that I have attended all the meetings.
3) Attended all the daily stand-ups& meetings in which we tell about the current status of the assigned task.

Reviewer Year-End Assessment:

**Professional Development**

Description:

# Attend mandatory 40 hrs of trainings (inlcuding 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) Has successfully attended all the trainings, which include the 40 hour
   trainings related to soft skills such as Email etiquette, Time
   Management etc.and technical trainings such as Tech Prime, which is
   also a project level training.

2) Attended different AWS APN trainings and practiced the free labs
    provided in AWS APN portal.

3) Attended one month Service-now training.

4) Worked mostly of Admin 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:


**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:


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:


**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) In COE Lab, we have automated various tasks in given time as discussed above in the Delivery Excellence section.
2) Worked in A&W project ,gave my 100% efforts and competed the project requirements in assigned time.
3) 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:

# Individual Objectives

**Delivery Excellence**

Description:

#No. of Tickets: Closed/ Reopened/ Quality Score/ % of first time right
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# 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:


Reviewer Year-End Assessment:


**Process Excellence**

Description:

#100% Compliance to organizational Local/ Group/ Project specific Standards/ Process/ Polices/ System
#Quality parameters (CII)
#Voice / quality Audit Scores > 90%
#Ticket Documentation Score > 90%
#No of Knowledge sharing sessions attended > X
#Number of Knowledge assets updated/ created > X
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Weighting:

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Employee Mid-Year Assessment:


Reviewer Mid-Year Assessment:


Employee Year-End Assessment:


Reviewer Year-End Assessment:

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**Professional Development**

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Weighting:

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Employee Mid-Year Assessment:


Reviewer Mid-Year Assessment:


Employee Year-End Assessment:


Reviewer Year-End Assessment:


**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:


Employee Year-End Assessment:


Reviewer Year-End Assessment:


**Customer Excellence**

Description:

#High CSAT score and no escalations
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Weighting:

10

Employee Mid-Year Assessment:


Reviewer Mid-Year Assessment:


Employee Year-End Assessment:


Reviewer Year-End Assessment:


# Financial KPI's

# 2018 JFM Anniversary

**Utilization**

Description:

KPI Target:

KPI Actual:

**Contribution Margin**

Description:

KPI Target:

KPI Actual:

**Sales**

Description:

KPI Target:

KPI Actual:

**Revenue**

Description:

KPI Target:

KPI Actual:

# 2018 JFM Anniversary

**Late Timesheets**

<u>Description:</u>

<u>KPI Target:</u>

<u>KPI Actual:</u>

**Other 1**

<u>Description:</u>

<u>KPI Target:</u>

<u>KPI Actual:</u>

**Other 2**

<u>Description:</u>

<u>KPI Target:</u>

<u>KPI Actual:</u>

**Other 3**

<u>Description:</u>

<u>KPI Target:</u>

<u>KPI Actual:</u>

# 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:

I want to enhance my technical skills to be in a responsible position by improving my quality of work.

Employee Mid-Year Assessment:


Reviewer Mid-Year Assessment:


Employee Year-End Assessment:

1) Enhanced my skills in ServiceNow administration & development.
2) Looking forward to learn and work with emerging technologies in the near
   future and get myself tagged in a project as soon as possible.
3) Planning to do ServiceNow Developer certification in the coming time.

Reviewer Year-End Assessment:

Ok

**Career Aspirations**

Description:

To give my best in my professional work for overall growth and benefit of the company.
To obtain a position of responsibilities that utilises my skills.

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) Looking forward to pursue a professional certification and become a certified
   ServiceNow developer in near future.
3) Eager to learn more and to be involved in other projects apart from Base
   Business.

**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:

Yes

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

# 2018 JFM Anniversary

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

**Overall Year-End Assessment**

Employee Year-End Assessment:
1) This year, I have  attended training in Cloud COE which includes training
    & assignments in AWS, VRO, VRA and Python.
2) Attended Service-now Development Training ,Started working as an
    associate for A&W project.
3) Looking forward to pursue a certification and become a certified Service-
    now developer in near future.
4) I want to learn new technologies like Service portal.Eager to learn more and
    want to be involved in a project apart from this.


Reviewer Year-End Assessment:
Ok
Work/Life Balance Discussion Held?:
No

Employee Signoff comments:

# Ratings

**Calibrated Ratings**

Performance Rating:
2
Career Track:

Experience in role: