

Performance Review 2019

Employee Information

Employee: lakshmi kalatippi
Employee PERNR: 50216831
Performance Reviewer: Ravi Kant Mishra
Validity Period: 01.01.2019 to 31.12.2019
Status: In Review
Substatus: Mid-Year Assessment/Signoff (Reviewer)

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:

- 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) Started working in TreeHouse Foods ServiceNow project.

Process Excellence

Description:

#100% Compliance to organizational Local/ Group/ Project specific Standards/ Process/ Policies/ System
#Quality parameters (CII)
#Effort saved through re-usability and usage of KM portal /SOP's
#No of Knowledge sharing sessions attended > X
#Number of Knowledge assets updated/ created > X
#No of CVA, CGVA, IEVOLVE submissions and savings

Weighting:

25

Employee Mid-Year 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.

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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:

- 1) I am attending My Learning usefull trainings to complete 40 Hours.
- 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.

Professional Development

Description:

#Mentor freshers/ juniors at least X
Attend mandatory 40 hrs of trainings (inlcuding mandatory project level trainings)
At least 1 Professional Certifications acquired
#Monthly assessment score > 90%
#No. of knowledge sharing sessions conducted > X
#L2 assessment

Weighting:

15

Employee Mid-Year 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.

Organizational 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)
#No. of Request for process improvement (RFPI)s raised and accepted
#Participation in org wide initiatives (ICARE/ interviews / campus visits)

Weighting:

10

Employee Mid-Year Assessment:

- 1) Working in A&W , Tropical Smoothie Cafe and TreeHouse Foods projects gave my 100% efforts and competed 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.

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Individual 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
#Error free output
#Usage of KM portal , ServiceNow community, ServiceNow doc to improve turn around time
#Ensure timely Project delivery based on approved solution and proposal
#Implement best practices, innovative ways, reusable solutions for process improvements/ cost saving based on previous project/s Implementation
#Timely completion of the assigned tasks
#Reporting/Status Report - As per agreed schedule with no deviation
#Daily/Weekly/Bi-Weekly/Monthly meetings with customer and project stakeholders for Project execution.
#Customer appreciation through CSAT / Email
0 human errors
#No Project Stakeholders/ Customer Escalations"

Weighting:

40

Employee Mid-Year Assessment:

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.

Process Excellence

Description:

"#Adherence to standards defined at the project / unit / process level based on customer specifications,ServiceNow recommendation and internal standards for the processes owned by the individual
#Quality paramteres
#100% Compliance to organizational Local/ Group/ Project specific Standards/ Process/ Policies/ System
#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:

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

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Professional Development

Description:

"# Attend mandatory 40 hrs of trainings (including mandatory project level trainings)
At least 1 ServiceNow Certifications acquired
#L1 assessment
#No. of knowledge sharing sessions conducted > X
#L2 assessment"

Weighting:

15

Employee Mid-Year 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 acquired 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.

Organisational Excellence

Description:

"#Proper task handover with no deviation and escalation
#100% Schedule adherence (Break, shift adherence)
#100% compliance to HR/ ISMS (including any other project specific compliance)
#No. of Request for process improvement (RFPI)s raised and accepted
#Participation in org wide initiatives (ICARE/ interviews / campus visits)"

Weighting:

10

Employee Mid-Year Assessment:

- 1) Working in A&W , Tropical Smoothie Cafe project ,gave my 100% efforts and completed the project requirements in assigned time.
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Customer Excellence

Description:

"#High CSAT score and no escalations
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- 1) Working in A&W , Tropical Smoothie Cafe project ,gave my 100% efforts and completed the project requirements in assigned time.
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Financial KPI's

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:

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Late Timesheets

Description:

KPI Target:

KPI Actual:

Other 1

Description:

KPI Target:

KPI Actual:

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. Explore more serviceNow modules and concepts.
2. Involve in more projects to explore Service Portal and Integrations.
3. Try to have implementation certification on any module.

Employee Mid-Year Assessment:

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

Career Aspirations

Description:

Employee Mid-Year 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.

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:

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:

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

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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

Ratings