

**<Account Name>**

## QUARTERLY BUSINESS REVIEW

<Quarter> <Year>



# ACTION ITEMS

#S.No	Focus Area	Status
1	Strengthen the PRD issue process and Responses to PRD issues were delayed.	<ul style="list-style-type: none"><li>● PRD issues process document updated.</li><li>● Escalation path defined.</li><li>● Responses to PRD issues are tracked.</li><li>● IN PROGRESS</li></ul>
2	Understanding SeCo and Nixle integration .	<ul style="list-style-type: none"><li>● SeCo documentation is updated.</li><li>● Additional test cases are covered for SeCO and Nixle.</li><li>● CLOSED</li></ul>
3	Nixle product ownership	<ul style="list-style-type: none"><li>● The team started owning the end to end engineering process.</li></ul>
4	Wayfinding product ownership	<ul style="list-style-type: none"><li>● All the metrics are standardized and tracked in biweekly reports.</li><li>● The team is owning the end to end engineering process.</li><li>● CLOSED</li></ul>



# PROJECT REVIEW



	Objectives	Measurements	Metric	Comments from Everbridge's EM	Rating by Everbridge's EM Evaluation Scale : 1 (Poor) – 5 (Excellent)
Delivery Ownership	Deliver per the Product Roadmap and priorities	Completion of the PI commitment	% completion for the PI scope	Prioritization can improve through more collaboration with US product owners.	3
	Quality of deliverables	Overall quality of deliverables	Escaping defects	Grooming sessions need to be more organized.	
	Well defined delivery process & repeatable	Trend of release issues	Timeliness of releases		
CSAT	EDC team seen as advisor & partner	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback	Various instances where proactive responses were missing. Responses to production issues were delayed leading to escalation from product owners in US.	2
	Proactive Response	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback	Missing proactive-ness to understand the feature requirement in detail and how it integrates end-to-end with EB suite	
Resourcing	Adequate skills for the product teams	Delays and quality related issues due to skill gaps	Defects and related RCAs	Swathi's onboarding was quick and seamless. She has quickly become productive.	4
	Resource fulfillment	Time to close open position	Closure trend (% within 2 weeks, % more than 2 weeks)		
	Simplified and efficient onboarding process	Time taken to onboard a team member	Time taken to make resource productive		
Learning & Growth	Team to have strong functional & technical knowledge of the application	Dependency on Everbridge's engineering teams	Observations and trend of issue resolution	See several gaps in knowledge in the team related to SeCo and Nixle integration, both with dev and QA team.	3
	Maintain knowledge base for the application	Quality of product Documentation & KT/Demo Videos	Documentation in confluence		



# EMA HIGHLIGHTS: Q4 - 2024

## Delivery Updates Per Planning

Planned Scope Item	Status
High & Medium Accessibility Observations	✓
Android 12 upgraded	✓
Pre-trip Country Reports for Travel Protector	✓
Delivery Workshop	✓
New SSO workflow	✓

## Plans/Priorities for Next Quarter

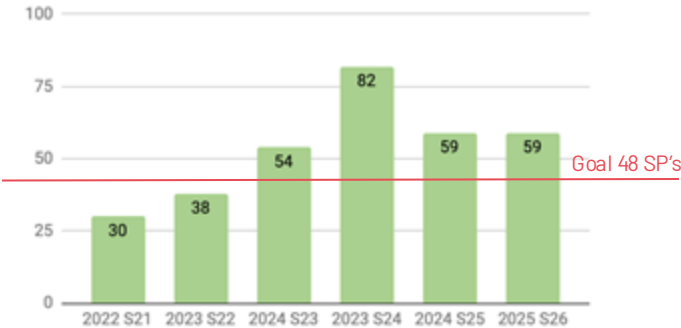
- Stabilization & Routine Maintenance
- TechDebt/Housekeeping Activities
- Planning on Delivery workshop action items
- Address Firebase crashes
- Add logs at integration points of EMA with 3rd party applications
- Do a POC in flutter for TRM country report
- Flutter readiness

## Value Additions

- Spike on having Logging enabled in EMA app at 3rd party sdk/api integration points.
- Extending the Technical documentation.
- Flutter Training & Execution.

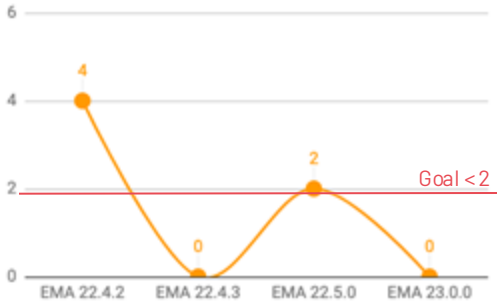
# DELIVERY TRENDS

## Velocity

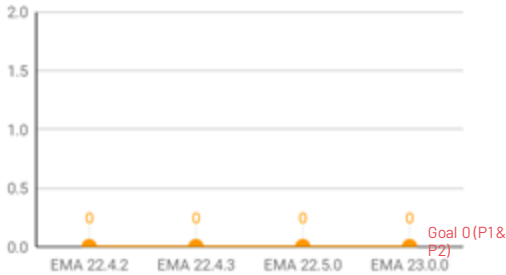


The velocity goal is 48 and there are 2 new additions to the project to cover the automation, hence the velocity is on higherside for couple of sprints.

## Stage Defects Trend



## PRD Defects Trend



	Objectives	Measurements	Metric	Comments from Everbridge's EM	Rating by Everbridge's EM Evaluation Scale : 1 (Poor) – 5 (Excellent)
Delivery Ownership	Deliver per the Product Roadmap and priorities	Completion of the PI commitment	% completion for the PI scope	The Accion team has been able to meet commitments. Dates that have been missed were not missed by much and were usually due to taking on unplanned work.	4
	Quality of deliverables	Overall quality of deliverables	Escaping defects		
	Well defined delivery process & repeatable	Trend of release issues	Timeliness of releases		
CSAT	EDC team seen as advisor & partner	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback	Throughout the engagement I feel we have been aligned and working as partners. Accion has been responsive to feedback and dealing with issues encountered.	4
	Proactive Response	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback		
Resourcing	Adequate skills for the product teams	Delays and quality related issues due to skill gaps	Defects and related RCAs	Accion has been able to respond quickly to changes in team size. The team has done a good job onboarding new engineers. One year into the engagement we had to bring in a more senior engineer (cost increase) to achieve the collective skillset required for the team.	4
	Resource fulfillment	Time to close open position	Closure trend (% within 2 weeks, % more than 2 weeks)		
	Simplified and efficient onboarding process	Time taken to onboard a team member	Time taken to make resource productive		
Learning & Growth	Team to have strong functional & technical knowledge of the application	Dependency on Everbridge's engineering teams	Observations and trend of issue resolution	The team has gained a good understanding of the application over the past two years. There are still some gaps in knowledge, and ideally would be more evenly distributed across the team.	3
	Maintain knowledge base for the application	Quality of product Documentation & KT/Demo Videos	Documentation in confluence		



# VCC CLASSIC HIGHLIGHTS: Q4 - 2024

## Delivery Updates Per Planning

- Released Saved view enhancements for Meta.
- Updated and delivered GeoSpark connection for Meta.
- Bank of America environment upgrade regression in progress.

## Plans/Priorities for Next Quarter

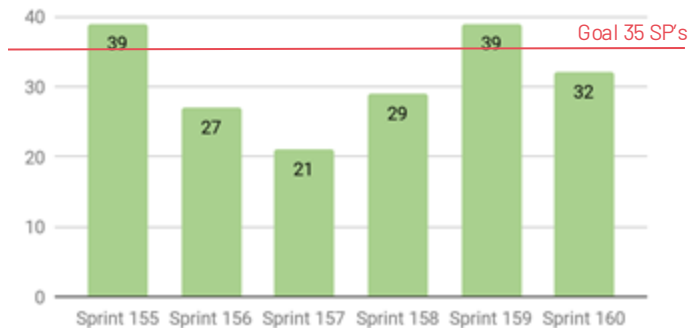
- Upgrade Search functionality for Meta.
- Upgrade Bank of America to VCC core 8.0.4 version.

## Value Additions

- Streamlined release process for Bank of America.
- Advanced Map Annotation extensively tested, discover some new regression bugs and fixed them.

## DELIVERY TRENDS

### Velocity Delivered



The velocity is on the lower side in couple sprint due to Annual Vacations and movements in the team.

### Customer Defects Trend



	Objectives	Measurements	Metric	Comments from Everbridge's EM	Rating by Everbridge's EM Evaluation Scale : 1 (Poor) – 5 (Excellent)
CSAT	EDC team seen as advisor & partner	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback	Team is independent as well as a great partner.	5
	Proactive Response	Feedback from Everbridge's product owner & other engineering teams	Documented Everbridge team's feedback		
Resourcing	Adequate skills for the product teams	Delays and quality related issues due to skill gaps	Defects and related RCAs	Finding new resources was very challenging – but I also think in a general environment where this was very hard. It was a long process to bring on Vikas and talked to many, many candidates without skills needed. The ability of the team to self-train and on-board is very impressive.	3
	Resource fulfillment	Time to close open position	Closure trend (% within 2 weeks, % more than 2 weeks)		
	Simplified and efficient onboarding process	Time taken to onboard a team member	Time taken to make resource productive		
Learning & Growth	Team to have strong functional & technical knowledge of the application	Dependency on Everbridge's engineering teams	Observations and trend of issue resolution	Good job with documentation. Generally strong technical skills but need architectural guidance. Able to work with our typically vague requirements on feeds. Need to be careful about over-commit – but really, that is just accounting not delivery so a lesser concern.	4
	Maintain knowledge base for the application	Quality of product Documentation & KT/Demo Videos	Documentation in confluence		





# REI HIGHLIGHTS: Q4 - 2024

## Delivery Updates Per Planning

- Delivered NWS Enhancements like API migration to 1.2 with backward compatibility.
- Enhancements to the GIS Polygon Service.
- Implemented metrics and monitoring for the North Star project.
- Contributed to the Early Hurricane feed implementation.
- Geometry optimization for NWS and IBM weather.
- End to End ownership for (design and development) Partner Feeds.
- Periodic prod releases with Zero production observations.

## Plans/Priorities for Next Quarter

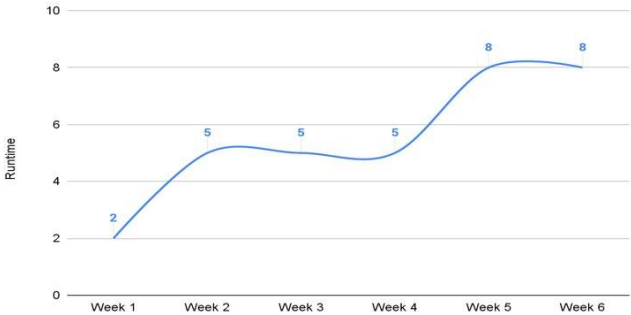
- Continuation of Partner Feed implementation.
- Delivery of Early Hurricane feed

## Value Additions

- Expanded the technical documentation to provide comprehensive and up-to-date information.
- Developed the gis-polygon service with efficient and scalable geometry processing and reduced the workload on ingestors and transformers.
- Collaborating with EB US team to identify and evaluate potential solutions to improve SQS Queue Performance.
- Proactively learning new tools and technologies needed for delivering the tasks successfully. (Sumologic, datadog, lens etc)

# DELIVERY TRENDS

Velocity Delivered



The velocity for S21 & 22 on the lower side due to Annual Vacations.



# PARTNER ENGINEERING HIGHLIGHTS: Q4 – 2024

## Delivery Updates Per Planning

- Terraform API Gateway Module to publish Open API spec to API Gateway Service
- Set Response error templates in API Gateway Module
- Open API Spec Linting with Spectral Tool
- Setup Scala Framework for API Gateway Throttling

## Plans/Priorities for Next Quarter

- Develop APIs for API Throttling in Scala
- Springboot Scala Framework Enhancement
- Develop Robot Test Framework for Test Automation of API Throttling
- Monitoring API Throttling in Datadog

## Value Additions

- Delivered multiple POCs and got approved/demoed.
- Implementation documentation of Spectral Linting Tool
- Knowledge imparted on AWS Cloud Development Kit for API Throttling



# ACCOLADES

I'd like to pass the following appreciation note for Swathi:

Swathi quickly elevated herself to be a subject matter expert in all areas of Everbridge app that she has worked on. She's been instrumental in understanding legacy code and providing troubleshooting steps for customer support issues. She's very thorough in her analysis and goes the extra mile to have a consultative approach in all her interactions. It's been a pleasure having her in the team

**Jency Mary John / Senior Product Manager**

Just wanted to pass on our appreciation for Lalith's work that he has done for us. He has been a great contributor to Nixle and brings in strong technical skills. He also brings in a strong work ethic and treats EB customers as his own. This reflects a strong sense of ownership, and he goes the extra mile to deliver

**Manprit Singh Aurora / Senior Engineering Manager**

I wanted to highlight an instance where Manohar contribution is noteworthy.

We had a customer delivery in December and during UAT it was discovered that one of the micro-service needed to have a new feature to support iPhone devices as part testing.

Since we were pressed against the time(as customer acceptance was in progress and apple device testing was mandatory)both developer & QA (Manohar)went above and beyond to develop, QA certify and deliver the required feature on time by prioritising the tasks/co-ordinating the end to end testing with other team members

**Vikram BS/ Director Engineering**



# Thank You!

