



Annual appraisal interview

Employee Form

2019-2020

Interview date: DD/MM/YYYY

INTERVIEWEE

Last name:	KHARAZI ESFAHANI	Position:	Technical Project Lead
First name:	Mohsen	Seniority in the position:	6 Months
Department:	IT	Seniority in the company:	6 Months

INTERVIEWER

Last name:	Siddeeq	Position:	CTO
First name:	Shaheer Muhammad	Department:	IT

POSITION'S KEY RESPONSIBILITIES AND SCOPE

The Technical Project Leader leads a team on project basis. Through coaching and mentorship, the Technical Project Leader guides the teammates on development efforts to deliver high quality Card Management System (Fuel, Loyalty and Gift Card) within project scopes and scheduled time frames.

1. Translate Business Functional Needs into Technical Brief.
 - Understand business requirements and translate business functional needs into highly specified technical brief.
 - Plan Project timeline and deliverables with Business Solution Team.
 - Define and assign technical tasks to project teammates and monitor project progress.
 - Define and document system gap analysis with other teams.
 - Identify and assists on technical specifications / proposals as and when required.
 - Work closely with other teams (Business Development, Architecture, Support and Infrastructure / Hosting) to achieve common understanding and to ensure project delivery is smooth.
2. System Development Lead.
 - Be a technical mentor / coach to developers and ensure they execute their assigned tasks according to the business needs and timeline.
 - Contribute to programming development of the technical competence as and when required.
 - Maintain effective and cooperative working relationships with teammates.
 - Monitor system bug progress raised by quality assurance team.
 - Participate in internal project progress meeting.

3. System Implementation Lead.
 - Provide system functionality training, workshops and prepare troubleshoot guideline to helpdesk / support team.
 - Lead the system implementation phase of testing and production environment, which include installation setup and data migration.
 - Carry out a high level testing plan on post-installation with diagnostic steps and identify problem root cause if any.

CONTEXT & EXCEPTIONAL EVENTS OF THE YEAR

Circumstances/changes that had an impact on regular responsibilities

2019 REVIEW : PERFORMANCE APPRAISAL

Quantitative objectives	Assessment of objectives fulfilment (vs. KPIs set last year)	Target (%)	Result (%)
EBIT Cardtrend	EBITActual 2019 > EBITBudget 2019	15 %	15 %

Qualitative objectives	Assessment of objectives fulfilment (vs. KPIs set last year)	Target (%)	Result (%)
Technical Delivery <ul style="list-style-type: none"> - Exhibit understanding of business requirements and translate system FIT and GAP into highly specified technical brief / document. - Ensure assigned tasks are delivered in a thorough, accurate, and timely manner that achieves expected and required outcomes. - Ensure check-in check-out source code in GIT repository, and manage the branching - Follow Organization Best practices for coding aligned with Platform Development framework, structures, agreed naming convention, adding comment, and writing technical document in Jira and Confluence. 	<ul style="list-style-type: none"> - Delivery On Scope - Delivery On Time - Review and Provide Release Note for Deployment detailing process of clean implementation of code, services, SQL where applicable with rollback plan, Diagnostic of delivery for ITO smooth handover and transition. - Review and implement source code version control standards(Branching, Code Ethics etc). - Document, Develop and maintain applications, interfaces and batch services according to the coding standard and pre-defined architecture / design. 	30%	28%
Technical Project Lead <ul style="list-style-type: none"> - Lead and manage the technical development team and ensure successful execution of all tasks of technical development within the scope of functional quality/ project timeline as agreed with clients. 		15%	13%
Professional / Technical Knowledge and Skills <ul style="list-style-type: none"> - Display positive, cooperative attitude and willingness to share knowledge 		15%	14%

<p>with others, team work, simple and effective communication.</p> <ul style="list-style-type: none"> - Effectively adapts to change with new ideas, process even in the most difficult job situations. - Work closely with Technical Leads on the platform designs. 			
<p>Customer Focus and Support</p> <ul style="list-style-type: none"> - Exhibit concern for the tickets raised by customer and business support; proactive to handle multiple responsibilities in an effective manner. - Ability to understand and resolve challenges considering all areas of impact rather than resolution via case by case basis. 	<ul style="list-style-type: none"> - Support to Business and Support Units in compliance to SLA 	10%	9%
<p>Reporting</p> <ul style="list-style-type: none"> - Present periodic and quality reporting of project progress and technical tasks through written document and verbal discussion. 	<ul style="list-style-type: none"> - Meeting Minutes of all discussions to confirm scope of requirements - Manage JIRA Timesheet log for Team assigned 	10%	5%
<p>HR Rules and Policies</p> <ul style="list-style-type: none"> - Compliance to organization human resources rules and policies. 	<ul style="list-style-type: none"> - Follow Employee Code of Conduct 	5%	4%

Total =

100%

88%

OVERALL COMMENT ON OBJECTIVES FULFILMENT

Reviewed, revised and translated business requirement and lead development team toward smooth delivery based on timelines. Stablish proper team monitoring and delivery organization using Jira, code review and version maintenance using bitbucket and context creation to help understanding of ongoing CR and projects using confluence and specification documents. Helped QC, BA, PM and support team by working closely on CR and IN to enhance quality of delivery and response time.

2019 REVIEW : SKILLS APPRAISAL

BEHAVIORAL SKILLS REQUIRED FOR THE POSITION*

	Highly skilled	Skilled	Skills partly acquired	Skills not acquired	Comments
Analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Analyze gathered requirement and translate to functional specification and help BA and client to finalize requirements and confirm analysis
Autonomy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to perform task with minimum supervision
Commitment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Delivered tasks with quality and based on deadlines
Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Smoothen communication between teams (PM, BA, QC, Developers) and also client
Initiative	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proactively find system weaknesses and bugs and report and fix
Innovation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have capability of being innovative but as our system is legacy system there is not much room for it as of now
Inter-personal Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improve communication with colleagues and managers
Organization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Having track of task, resources and timelines using agile methodology by Jira
Result-orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	But prefer to have mix of process-orientation and result-orientation
Stress Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need to work on it ..

* Examples of behavioral skills are available in the appendix



TECHNICAL SKILLS REQUIRED FOR THE POSITION

	Highly skilled	Skilled	Skills partly acquired	Skills not acquired	Comments
Platform	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Catching new era of system step by step
SQL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Move toward tuning
ASP.NET / MVC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Need to move from .Net Core LTS 2.1 to 3.1 and familiarity with useful library of .Net Core itself rather than recoding
C#	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhance based on SOLID design pattern
OAS 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	To provide training for other team members to have smoother process
wordpress	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hardening required
GIT, Bitbucket	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have same practice in all project to avoid confusion

EMBODYING GROUP VALUES

	Deeply exemplifies	Exemplifies	Partly exemplifies	Not exemplifies	Comments / Example of behaviours
Passion for customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Respect	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Imagination	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Simplicity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Entrepreneurial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does this option related to my position?

OVERALL ANNUAL APPRAISAL FOR 2019

Given the fulfillment of job responsibilities & 2019 objectives, and given the skills appraisal, the holder of the position:

<input type="checkbox"/> A: significantly exceeds position's requirements	<input type="checkbox"/> B: meets position's requirements	<input type="checkbox"/> C: partially meets position's requirements	<input type="checkbox"/> D: does not meet position's requirements
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PREPARING 2020 : SET GOALS FOR INDIVIDUAL PERFORMANCE

Group Guidelines for Individual Goal Setting – Related to Individual Performance Applicable for All Edenred Employees

You need to set **5 goals** (4 job-related goals + 1 behavior-related goal).

The **Behavior-related** objective should count for **20%** of the global weighting that cannot exceed **100% overall**. These guidelines apply for all employees. Please note that **collective quantitative objectives** (i.e linked to EBIT criteria) should **not be included in the section below**, dedicated only to individual performance goals.

	Job related objectives	Description Key Performance Indicators	Due Date	Target (%)
1	Strategic Solution Delivery Member of Strategic Solution Delivery Team Of New Projects and Enhancements of Existing Services to meet Cardtrend- EdenRed Mission and Vision	Ready for Implementation of Key projects <ul style="list-style-type: none"> - New (Project / Solution / Process) Implementation as assigned (DevOPS, Monitoring and Diagnostic Tools, Cloud Services Adoption and Implementation) - FleetOps demo based on scope defined by the end of March 2020 - Delivery On Scope (90% of Total Planned Projects) as assigned - Delivery On Time (90% of Total Planned Projects) as assigned 	Measured End of Year 2020	20%
2	Technical Delivery <ul style="list-style-type: none"> - Exhibit understanding of business requirements and translate system FIT and GAP into highly specified technical brief / document. - Ensure assigned tasks are delivered in a thorough, accurate, and timely manner that achieves expected and required outcomes. - Ensure check-in check-out source code in GIT repository, and manage the branching - Follow Organization Best practices for coding aligned with Platform Development framework, structures, agreed naming convention, adding comment, and writing technical document in Jira and Confluence. 	<ul style="list-style-type: none"> - Review and Provide Release Note for Deployment detailing process of clean implementation of code, services and DB logic where applicable with rollback plan, Diagnostic of delivery for ITO smooth handover and transition. - Review and implement source code version control standards(Branching, Code Ethics etc). - Document, Develop and maintain applications, interfaces and batch services according to the coding standard and pre-defined architecture / design. 	Measured End of Year 2020	30%
3	Team Management <ul style="list-style-type: none"> - Lead and manage the Technical development team assigned and ensure successful execution of all tasks of technical development within the scope 	<ul style="list-style-type: none"> - Ensure that's assigned Team achieve Objectives planned for 2020 - Delivery On Scope (90% of Total Planned Projects) as assigned - Delivery On Time (90% of Total Planned Projects) as assigned 	Immediate (Measured End of Year)	20%

	of functional quality/ project timeline as agreed with clients.			
4	Reporting Present periodic and quality reporting of project progress and technical tasks through written document and verbal discussion.	<ul style="list-style-type: none"> - Manage JIRA Timesheet log and contribution to Knowledge base in Confluence - Weekly Reporting of Team's Project Progress Management 	Immediate (Measured End of Year)	10%

	Behavior related objective	Description	Due Date	Target (%)
5	Training and Engagement	<ul style="list-style-type: none"> - Achieve an 80% Trainee Satisfaction Survey rating for Workshop Conducted (70%) (Measured End of Year) - Actively participate in company's events (30%) 	Measured End of 2020	20

Total =

100%



GENERAL COMMENTS RELATED TO 2020 OBJECTIVES

CAREER WISHES

Interviewee's career wishes	Description of career wishes (upwards, transversal, expertise...)
Short term (0 to 18 months)	<ul style="list-style-type: none">- Advance team management techniques (Resource planning, time planning ...)- technical improvement in cloud native application architecture and development- certified in togaf
Medium term (3 years)	<ul style="list-style-type: none">- move more on technical resource management and solution architecture

Geographic mobility? (if yes, specify targeted geography + timing)	Yes, Singapore, north America and Europe.
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INDIVIDUAL DEVELOPMENT PLAN

Training requirements	Individual development needs	Expected results	Development actions (training, project...)
To fulfil requirements and annual objectives of current position			Training on products like Atlassian for better management and monitoring, workshop and communication with headquarter to exchange

			experience on architecture ...
To prepare career wishes			Training and workshop and providing online materials like pluralsight could help

OVERALL COMMENT, FEEDBACK & SIGNATURES

Interviewee's upward feedback to direct manager & comments

- positive changes are observable during past 6 month towards having quality, on time smooth delivery.
- Technical teams are being well organized and inter department communication is getting better.
- Resource gaps are fading.

Can be improved:

- equal opportunity can be implemented based on Edenred Statute.

Interviewer's (direct manager) comments

In the short time he joined, Mohsen has grown into his role with the challenges faced and is able to mitigate situations both internally and externally well. He has to further his reporting skills and Team Management however with clear direction, I am confident he will excel and am looking forward to the achievement of his objectives for 2020. Wishing him the very best.

Interviewee's signature

Mohsen Kharazi

Direct manager's signature

L+2 manager's signature