Details: Appraisee

Employee Name	**Atkinson, Mark**	Contingent Worker Name	**Atkinson, Mark**
Employee Number	**34081**	Contingent Worker Number	**60212**
Organization Email Address	MAtkinson@delta.org	Department	**6752-DDC - Portal Platform**
Manager	**Sinha, Arnab**	Job	**03463.Test Automation Engineer Senior.E**

Setup Details

Initiator	**Atkinson, Mark**	Template	**B) Professional 4.0**
Appraisal Purpose		Main Appraiser	**Sinha, Arnab**
Period Start Date	**31-Mar-2017**	Appraisal Date	**30-Nov-2017**
Period End Date	**31-Dec-2017**		

Objectives

Show All Details | Hide All Details

Details	Objective Name	Start Date	Target Date	Achievement Date	Appraisee Performance Rating	Main Appraiser Performance Rating	Line of Sight
Hide	Objective 1 Develop and implement an extensible test automation framework	28-Jun-2017	29-Dec-2017		4-Exceeds		

Additional Details

Created By	Atkinson, Mark
Aligned With	
Detail	**Requirement is to build out a Test Automation Frame work with a published API that is capable of supporting multiple software applications in the newly developed and released Customer Experience Suite of products. Buying and Acquisitions for the Direct HMO and PPO Channel, and the AARP HMO and PPO Channel, Provider Directory a replacement for the legacy application, Claims Management tool. All of this ability supported by multiple web browsers**
Success Criteria	**By the simple fact that we recently caught up covering all functionality developed by all three products and test across the top three designated browsers, This objective is met 100%**
Comments	**Work is never done. We find failures in our tests, and we find better ways to prove or disprove the application is working correctly. These two areas of mention and the fact that the product under test continue to develop and release new features mean we are always improving our product.**
Next Review Date	

Group	
Priority	
Weighting Scale	
Complete (%)	
Measurement Style	**None**
Overall Performance	**A much simpler and briefer set of tests could have been delivered in quicker time, but I felt it important to stretch beyond the minimum and exceed moderate standards and do a more exhaustive coverage. I think the results of this work have been returned in acceptance in the public**

Additional Details: Appraisee

Overall Performance	**A much simpler and briefer set of tests could have been delivered in quicker time, but I felt it important to stretch beyond the minimum and exceed moderate standards and do a more exhaustive coverage. I think the results of this work have been returned in acceptance in the public**

Additional Details: Main Appraiser

Overall Performance

Hide	Objective 2: Develop and Implement a test methodology to automate testing of the REST Micro services	28-Jun-2017	31-Dec-2017		4-Exceeds		

Additional Details

Created By	**Atkinson, Mark**
Aligned With	
Detail	**Requirement is to build out a means of automatically examining and validating correctness of operation and data returned by the Micro service REST APIs that are the core information getters and returners for the Customer Experience Suite of Products.**
Success Criteria	**My success: At the time of the midyear review we were not able to put a rating scale value to the work done. It was too immature and lacking clear though on how to robustly cover the entire information spectrum. With some consultation, discussion and experimentation a massive improvement was implemented, in a very quick period of time, which continues to grow. The addition of this test infrastructure to my suite have multiplied by a factor of three my ability to use the User Interface End To End Test Automation framework.**
Comments	**Our success is measured in the fact that we can quickly tell the health of the underlying subsystems that support our user applications quickly and that we have been able to**

greatly enhance our user interface testing by having a rigid source of truth to verify the User application against. Without this

Next Review Date	
Group	
Priority	
Weighting Scale	
Complete (%)	
Measurement Style	**None**
Overall Performance	**The coverage that we have met was always planned, the methodology that was to be used would have taken more time versus time it took using the methodology and technologies used. Why this rating exceeds is because of how we can leverage the use of the REST API Micro Service tests in order to enhance the focus and correctness of the other testing frameworks.**

Additional Details: Appraisee

Overall Performance	**The coverage that we have met was always planned, the methodology that was to be used would have taken more time versus time it took using the methodology and technologies used. Why this rating exceeds is because of how we can leverage the use of the REST API Micro Service tests in order to enhance the focus and correctness of the other testing frameworks.**

Additional Details: Main Appraiser

Overall Performance

Hide	Objective 3: Develop & deploy test infrastructure to support Automatic test initiation	28-Jun-2017	31-Dec-2017		3-Meets		

Additional Details

Created By	Atkinson, Mark
Aligned With	
Detail	**There are two distinctly different operational needs to this requirement,** **First: is to build out infrastructure and methodologies to run regression testing automatically** **Second: is to build out infrastructure and methodology to execute acceptance and functional testing against all new product builds. In both cases the code executed may be exactly the same. But, the timing and reason for the execution is completely different.**
Success Criteria	**The success of the first where regression testing is run automatically and reported continually has worked**

flawlessly. The test result are not always what we want, but the entire Regression Suite runs every four hours around the clock for Buying and Acquisition, and the Provider Directory Suite of tests has been running every 90 Min around the clock.
The second operational need has been met acceptably but not in an outstanding manner. This can be attributed to a number of external factors and in the timing of my communication of these factors. The work has been completed and has had to be re build with new machines. This will be back up and completely operational by early December 2017 (one week)

Comments	
Next Review Date	
Group	
Priority	
Weighting Scale	
Complete (%)	
Measurement Style	**None**
Overall Performance	**This will simply improve with time and experience with the corporate IT universe.**

Additional Details: Appraisee

Overall Performance	**This will simply improve with time and experience with the corporate IT universe.**

Additional Details: Main Appraiser

Overall Performance

Hide	Objective 4: Develop an Automated Test reporting methodology	28-Jun-2017	31-Dec-2017		3-Meets		

Additional Details

Created By	Atkinson, Mark
Aligned With	
Detail	**1. Requirement is for the test reporting to span time and present a historical perspective.** **2. The reporting is consumable by a wide audience.** **3. The reported data is persisted and available for review.**
Success Criteria	**Record of all tests run over time, with a reporting of the number tests that are added over time.** **The reports are human readable and the failures are clearly understood.** **We have a web server attached to each test machine for test report review. But I'm seeing a flaw in this approach. I am implementing a single centralized location where all reporting can be view in its raw data, and in an aggregated**

manner as well.

Comments	**This work is ongoing. Previously held opinions of what is or will work well is being challenged and improved.**
Next Review Date	
Group	
Priority	
Weighting Scale	
Complete (%)	
Measurement Style	**None**
Overall Performance	**The lack of the proposed dashboard is what is keeping this rating from being exceptional**

Additional Details: Appraisee

Overall Performance	**The lack of the proposed dashboard is what is keeping this rating from being exceptional**

Additional Details: Main Appraiser

Overall Performance

Hide	Objective 5: Complete several " Take Ten " professional development external courses	28-Jun-2017	31-Dec-2017		3-Meets		

Additional Details

Created By	**Atkinson, Mark**
Aligned With	
Detail	**Threshold is three courses** **Target is six courses** **Maximum measure is Ten Courses**
Success Criteria	**I have met the Threshold, and am showing a pattern to move to past the target. The maximum is attainable but will take some work.**
Comments	**I have already been able to apply multiple skills from each of the courses that I have taken.**
Next Review Date	
Group	
Priority	
Weighting Scale	
Complete (%)	
Measurement Style	**None**
Overall Performance	

Additional Details: Appraisee

    Overall Performance

Additional Details: Main Appraiser

    Overall Performance

Competencies

Show All Details | Hide All Details

Details	Competency	Appraisee Performance Rating	Main Appraiser Performance Rating	Appraisee Weighting	Main Appraiser Weighting
Hide	Accountability	4-Exceeds			

Additional Details: Appraisee

Comments **With experience gained at DD in understanding the entire IT organization and infrastructure, and developing key relationships with external controllers of my environments, I have been better able to honor commitments, find alternative ways to solve and resolve problems, ultimately delivering more results than previously.**

Additional Details: Main Appraiser

Comments

Hide	Collaboration	4-Exceeds			

Additional Details: Appraisee

Comments **I am still exceeding and will continue at this level or better. It has always been my approach and manner to develop relationships with colleagues or individuals who can improve or hamper my environment or progress. With an intimate professional understanding of each other we can know what to ask and when to ask it, in order to get the results we need, and also know what not to ask and when not to ask it. I value the people and relationships I develop in my professional existence.**

Additional Details: Main Appraiser

Comments					
Hide	Communication	4-Exceeds			

Additional Details: Appraisee

Comments **Having taken multiple training courses, there have been key competencies that relate directly to communication skills both soft are hard. I am actively practicing these skills on a daily basis and have seen improvement in understanding and a sense of confidence between parties that we have understood each other.**

Additional Details: Main Appraiser

Comments

Hide	Discipline around Fundamentals	4-Exceeds			

Additional Details: Appraisee

Comments **I am pushing my team and myself to tackle each of the items identified in this Behavioral indicator. We discuss how planned choices may cause problems and how we would mitigate a range of outcomes. Our entire professional existence is about repeating the same process identically each time it is called. I continue to drive that same mantra when we reconfigure our systems. Will our customer have the same experience and be able to interpret the results of the test even with our newly added testing features? Any time we cannot clearly answer 'Yes" to that question, we go back to our decision process and adjust our process so the answer is "Yes!"**
Today I can say our biggest success in this area is the combined test methodology of using results of the REST API Micro service tests to validate and check the results of the User Interface Automated testing. This has proven itself out numerous times since its inception.

Additional Details: Main Appraiser

Comments

Questionnaire: Appraisee

Questionnaire Name **Development Discussion Questions**   Last Submitted On **30-Nov-2017**

Hide Questionnaire

(1) Summarize the major accomplishments achieved during this performance appraisal period.

• Develop a page object model – an object oriented methodology – test automation framework and infrastructure that is robust and extensible • Provide to the consumer confidence that the application under test is working correctly, functionally and user workflows End to End, • Catch all errors and report immediately. • Accommodate the three CX Web Applications, and the Micro services REST Api tests. • Test across multiple browsers. • Implement a test reporting framework and dashboard that aggregates test server health and application test execution results • Bring on a team of three in India, keep them busy delivering valuable results • Bring on an additional staff member here in SF, train them to lead the off shore team.

(2) Summarize development goals and programs during this period.

• First prove Node JavaScript Protractor is as reasonable if not better than Java and Selenium • Develop knowledge within the team and implement a Page Object Model development methodology • Build out a testing framework based on this development methodology • Capture the needs of the customer as quickly as possible return test scripting to validate the customer's application • Build confidence and buy-in from external parties

(3) List areas to be further developed in order to increase your expertise or strengthen your job performance.

If we are talking about technical development goals, then it would be good to take a couple of external programming courses to brush up on some of the finer points of JavaScript, Node and the Protractor environment. If professional development goals are the subject of this summarization, then I welcome the challenge of adding staff, project scope, and product responsibility to the mix that is already in place. In fact, I would be disappointed if this didn't happen.

(4) Describe your short and long term career and professional development goals.

Short team is to deliver results in a quicker manner and to deliver greater sense of confidence to my consumers. To do a better job of

what we are currently doing, and to successfully implement the good Ideas that have been reviewed and captured. Longer term goals are to expand my circle of influence, to provide technological knowledge and managerial responsibilities across multiple teams. As I've spoken with my manager, If there were to be a Quality organization that were developed in the CX organization, I would want my name considered and would want the managerial team to take my proposal to manage with serious consideration. The addition of yet another silo within our organization seems to make this a less likely outcome. But, knowing that my director has had an entire business unit added to his responsibility, this same Idea but a Quality and Test Automation organization that spans both business units seems a more likely possibility. A role of this nature has very strong appeal to me. Either way, I am strongly interested in incorporating my background and experience as a Quality organizer and implementer of solutions that I can bring to the organization, more than just the lead Test Automation brain.

(5) List any additional comments for this performance appraisal period.

I would like to thank my managerial team for the consideration they've given me listening to my opinions, and for the opportunity that was presented to me at the beginning of the year.

Questionnaire: Main Appraiser

Questionnaire Name   **Workplace safety and**   Last Submitted On
                      Compliance

Hide Questionnaire