2020 Performance Review (Year-End) for Serena Cassell

Introduction

Welcome to your NTT DATA, Inc. performance review. The purpose of this process is to evaluate employee performance against objectives, which were established earlier in the review period. This is also an opportunity to capture key accomplishments and discuss career growth opportunities for the future.

Objectives

This section is for evaluating accomplishments of objectives. Note that the weights for the objectives in this section should add up to 100%. Also, please note that there should be a minimum of 3 objectives and a maximum of 10 objectives. Each objective should have a minimum weighting of 5%.

Company Revenue and Profit
Delivery and Quality

	Not Started

Delivers work products that meet Highest quality and business expectations
Achieve Individual MinimumSLA targets as outlined per Month/SPRINT -
BenReports/Voyager (Excluding Discretionary): 4 Research PPMCs per SPRINT, 5 Fix/Enhancement/Project/Other PPMCs per 2 SPRINTS
BenRules/OAB/Endeavor/Athena: 160 hrs equivalent of RDVs/OAB PPMCs per Month with in the dictated SLA per RDV/OAB PPMC
Mercury/Crimson/Shamrock - Discretionary Projects (H&W/HCS and SPS): 160 hrs equivalent of story completion that can be clearly identified and defined at project SPRINT level
Utilization of 160 hrs/month clearly Identifiable by project delivery and login reports.
-Understand requirements, write code based on best practices and/or client standards
->90% attendance to all SCRUM meetings, Daily stand up, backlog refinement, prioritization, sizing, Planning, Demo and other client specific meetings
- Production support - Follow PROD Roster and highest priority response to all PROD issues to the satisfacation of client and adherance to PROD support SLAs
-Appropriate Project/development task risk identification and escalation to PM's
-0 % production defects & client escalations
-5% or less valid defects per PPMC/RDV/Project Module or equivalent

Achievements

04/16/2021	Actively participated in implementation of new ALTR 800RHTS file. - Worked 10hrs while on PTO to ensure that development was completed and delivered as promised - Identified 2 requirements defects prior to initial delivery by proactively reviewing the vendor feedback - Worked quickly to get resolutions for the defects deployed at the last minute.
09/04/2020	Prod Support: GDYN - extensive analysis identified all files affected by a coding miss in copying elements out of the GD Standard into individual files. This was on-going and uncovered issues from two separate Dev PPMC's.
09/03/2020	Prod Support: GDYN BCBS MI
09/02/2020	Prod Support: GDYN Prime (7112859)
08/20/2020	Participated in EBS upgrade implementation which went to prod successfully and smoothly
04/06/2020	Prod Support: NGRC Payroll (Related to fix 7061404)

Objective Details

Objective Name	Delivery and Quality	Objective Description	Delivery and Quality
Weight	35%	Status	Not Started
Start	04/01/2020	Due	03/31/2021
Complete	0.0%		

Other Details

Tasks

Drive Quality and Operational Efficiency

Not Started

Reduce defects due to code issues to under 5% valid defects per PPMC Request
- Reduce no. of Iterations per RDV to under 10% per RDV volume
- Meet quality standards for all Discretionary Projects
- 0% Production Defects
- 0% misses in code review process
- 100% Process compliance in Delivery
- 0 Client Escalations

Achievements

04/16/2021	Actively participated in implementation of new ALTR 800RHTS file. - Worked 10hrs while on PTO to ensure that development was completed and delivered as promised - Identified 2 requirements defects prior to initial delivery by proactively reviewing the vendor feedback - Worked quickly to get resolutions for the defects deployed at the last minute.
04/16/2021	Found missing requirement from 2016 for ALTR W2 file; documentation is now more accurate.
03/17/2021	Updated documented process for pushed tickets, making the process more streamlined/efficient
03/10/2021	Participated in 19c analysis - Received Thank You email from Miguel and Anup
10/30/2020	Ongoing Training of team members - Graduated Sowmya from Buddy Program
10/07/2020	Participated in UNLV AE window - Received "Customer Obsessed" Green Mile award
08/21/2020	Participated in GANN AE window - Received "Thinks and Works Across Fidelity" Green Mile award for participation

Objective Details

Objective Name	Drive Quality and Operational Efficiency	Objective Description	Drive Quality and Operational Efficiency
Weight	25%	Status	Not Started
Start	04/01/2020	Due	03/31/2021
Complete	0.0%		

Other Details

Tasks

Develop market consumable competencies and skills

Not Started

Competency development - Growing need of skillsets around Java, springboot and REST webservices on future projects. These skills will be necessary in the near future.
- 100% compliance to all Trainings requirements (Mandatory & Enterprise initiated) for NTT Data and Client

Objective Details

Objective Name	Develop market consumable competencies and skills	Objective Description	Develop market consumable competencies and skills
Weight	20%	Status	Not Started
Start	04/01/2020	Due	03/31/2021
Complete	0.0%		

Other Details

Tasks

Delivery Quality
Performance Excellence

<div style="float:right">Not Started</div>

100% submission and accuracy in reporting work on work tracker (Sharepoint) and JIRA and/or reporting PPMC Hrs breakup by task/PPMC within approved timeline (Weekly before Friday EOD)
100% attendance to all project related meetings
100% flexibility in absorbing AE load & backing team when necessary
100% Adherence in leave planning to ensure no impact on delivery
100% compliance with NTT and Client trainings (global initiatives)
100% Utilization

Achievements

| 11/06/2020 | Assisted with UNLV Metlife file delivery - received "Customer Obsessed" Green Mile award |

Objective Details

Objective Name	Performance Excellence	Objective Description	Performance Excellence
Weight	5%	Status	Not Started
Start	04/01/2020	Due	03/31/2021
Complete	0.0%		

Other Details

Tasks

Cost Management
Team Relationship and Behavior

<div style="float:right">Not Started</div>

Work From Home Environment - 100% adherence to WFH protocols and ensure there is no impact on Client delivery
Builds positive relationships with all team members, clients and other consultants
-Develops professional/consultancy skillset through training
-Regular use of Yammer/Stars program & client collaboration initiatives
-Overall behavioral attributes – attitude, team player, supportive, communicative,
flexibility, Punctuality

Achievements

10/07/2020	Participated in UNLV AE window - Received "Customer Obsessed" Green Mile award
09/04/2020	Prod Support: GDYN - extensive analysis identified all files affected by a coding miss in copying elements out of the GD Standard into individual files. This was on-going and uncovered issues from two separate Dev PPMC's.
09/03/2020	Prod Support: GDYN BCBS MI
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08/21/2020	Participated in GANN AE window - Received "Thinks and Works Across Fidelity" Green Mile award for participation
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Objective Details

Objective Name	Team Relationship and Behavior	Objective Description	Team Relationship and Behavior
Weight	5%	Status	Not Started
Start	04/01/2020	Due	03/31/2021

Complete   0.0%

Other Details

Tasks

Talent and Labor Management
Above and Beyond

Not Started

Implement technology and process improvements to existing client applications that is proven and accepted - Client appreciation on going above and beyond to achieve project delivery, process improvement - Cost saving project ideas implemented by client

Objective Details

Objective Name	Above and Beyond	Objective Description	Above and Beyond
Weight	10%	Status	Not Started
Start	04/01/2020	Due	03/31/2021
Complete	0.0%		

Other Details

Tasks

Performance Summary

The Manager's ratings are the "ratings of record" and is finalized in the system. You may save the form by using the save icon in the upper right corner of the form, or save at the bottom to exit the form.

Overall Form Rating: **Calculated Form Rating:**

Exceeds Expectations   unrated

Section Comments:

Manager's Comments

Serena has been a valuable resource on the team. She has handled all her individual responsibilities to utmost satisfaction. She has played key role in successfully handling business critical and visible projects this year that has garnered appreciations from the customer. Serena can improvise more on handling team dynamics and varied skill levels of other associates. Acknowledging the difficulties of working from home environment that all of us are facing, she can plan her personal commitments better to ensure out of office appointments are minimal during business hours.

Signatures

Once the review is completed you will be able to electronically sign the form. Your electronic signature will be stored in this section of the form.

Employee:		06/14/2021
Manager:		06/14/2021