

2019 Performance Review Delivery (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 core competencies and 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%, and there must be a rating for each objective before the form is sent for signatures. 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%.

Client Satisfaction

Team Relationship and Behavior

10% of total score

On Target

Builds positive relationships with all team members, clients and other consultants
-Develops professional/consultancy skill set through training
-Regular use of Yammer/Stars program
-Overall behavioral attributes – attitude,team player, supportive, communicative, flexibility, Punctuality

Rating	Rating
Meets Expectations	Meets Expectations

Employee Comments

I have used the Stars program this year to recognize several coworkers.
I have built positive relationships, improving those that were less than stellar, and become a person that people are comfortable coming to with questions, both from my co-workers in India, and the client's Business Analysts and Project Managers.

Objective Details

Objective Name	Team Relationship and Behavior	Objective Description	Team Relationship and Behavior
Weight	10%	Status	On Target
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details

Tasks

Delivery Quality

Delivery and Quality

35% of total score

On Target

Delivers work products that meet Highest quality and business expectations
Achieve Individual Minimum 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/Endeavor: 160 hrs equivalent of RDVs/OAB PPMCs per Month with in the dictated SLA per RDV/OAB PPMC
Mercury/Clover - 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 satisfaction of client and adherence to PROD support SLAs
-Appropriate Project/development task risk identification and escalation to PM's
-0 % production defects
-5% or less valid defects per PPMC/RDV/Project Module or equivalent

Rating

Exceeds Expectations

Rating

Exceeds Expectations

Employee Comments

I am frequently called on to resolve high priority Prod issues, including the GDYN Payroll issues that came up this year, and I resolve them in a timely manner while still maintaining my expected Sprint workload.

I regularly overachieve on the number of PPMC's completed per sprint.

I have high quality work that usually does not result in a Prod defect.

The number of valid defects found in my work is minimal, usually 0 to 2 per PPMC.

Objective Details

Objective Name	Delivery and Quality	Objective Description	Delivery and Quality
Weight	35%	Status	On Target
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details**Tasks**

Delivery Quality

25% of total score

Drive Quality and Operational Efficiency

On Target

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

Rating

Exceeds Expectations

Rating

Exceeds Expectations

Employee Comments

I perform code reviews frequently

When my solutions are complex, I discuss them with my co-workers to ensure that they are sound and reasonable.

I have 0-1% Prod issues

I have 100% process compliance

I do not believe I have ever had any client escalations

Objective Details

Objective Name	Drive Quality and Operational Efficiency	Objective Description	Drive Quality and Operational Efficiency
Weight	25%	Status	On Target
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details**Tasks**

Delivery Quality

10% of total score

Performance Excellence

Not Started

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 training (global initiatives)
100% Utilization

Rating
Exceeds Expectations

Rating
Exceeds Expectations

Employee Comments

Submit time accurately 100% of the time, although I usually submit PPMC task timesheets the following Monday.
I attend all project meetings that I am invited to and have shown exemplary flexibility during AE time. My personal time tracker has shown that during AE I worked around 70 hours per week instead of 40 in order to absorb the extra deliverables during that time.
I always submit my vacation time in advance to ensure there is no impact on the team.
I have 100% compliance with mandatory NTT and client training.

Objective Details

Objective Name	Performance Excellence	Objective Description	Performance Excellence
Weight	10%	Status	Not Started
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details

Tasks

Labor Management

10% of total score

Develop market consumable competencies and skills

On Target

Competency development - Complete/make progress on Domain or primary skillset related Industry standard Certifications in Oracle, Java, web services, JS, Cloud, Agile, DevOps as applicable
-Personal development initiatives - soft skills or technology training and certifications

Rating
Meets Expectations

Rating
Meets Expectations

Employee Comments

I am learning more about Outbounds, Unix, and Oracle performance
I self-taught how to replace a table partition with the contents of a table.

Objective Details

Objective Name	Develop market consumable competencies and skills	Objective Description	Develop market consumable competencies and skills
Weight	10%	Status	On Target
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details

Tasks

Talent

10% of total score

Above and Beyond

On Target

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

Rating

Meets Expectations

Rating

Exceeds Expectations

Employee Comments

Early 2019, I was requested to pick up Jason Myers's leftover development work when he switched roles. I assisted with the integration of BitBucket, Jenkins, the Java snapshot cutover, and the self-service scheduling project in 2019. I received 3 green miles in 2019.

Objective Details

Objective Name	Above and Beyond	Objective Description	Above and Beyond
Weight	10%	Status	On Target
Start	04/01/2019	Due	03/31/2020
Complete	0.0%		

Other Details

Tasks

Competencies

This section is for evaluating competencies (how you perform your job). You must provide a rating for each competency before moving on to the next section.

Clients First and Quality Focus

Provides timely and valued service to both internal and external clients; demonstrates responsiveness to client needs and requests; considers the needs of the client when making decisions. Uses formal and informal tools and techniques to achieve operational excellence. Maintains a constant focus on efforts to improve performance, quality, and efficiency.

Rating

Meets Expectations

Rating

Exceeds Expectations

Employee Comments

I feel that I've become known as someone who "gets things done" because I'm frequently called on to work on Prod issues, especially the high visibility GDYN ones that cropped up this year.

Communication & Professionalism

Expresses ideas and information in a clear and concise manner; messages are both complete and succinct; focuses on critical information and leaves out irrelevant or unnecessary details. Maintains high level of professionalism.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

The ideas that I need to communicate are usually very complicated. Sometimes I struggle to articulate them succinctly, but I always ensure that the people I'm talking to (business or coworkers) understand what I'm trying to convey. I also let my coworkers know that I understand what they are trying to convey by rewording it back to them. This helps resolve any communication issues earlier on.

Foresight, Innovation and Thought Leadership

Develops and presents new ideas, concepts, solutions, and approaches for company and client success. Effective at thinking through complex problems and information, using traditional and innovative approaches, to identify effective solutions. Creates and communicates a compelling vision that motivates others; links department, team, and individual initiatives to the corporate vision and mission; encourages reasonable risk taking.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

I strive to provide the best value to the client on a daily basis. I provided several good ideas for process improvements related to the Jenkins/BitBucket transition and continue to look for ways to improve that process.

Commitment to Growth

Identifies opportunities for business growth; contributes to the achievement of company targets.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

I believe that my daily activities and drive to always provide the best quality of work and the most complete analysis of issues and scenarios contributes to the achievement of company targets.

Initiative and Dependability

Takes proactive steps to promote ideas and translate them into actions that are in-line with company objectives. Goes beyond minimum requirements; seeks out and finds new ways to contribute to the organization; constantly looking for ways to drive performance. Trusted by colleagues, management, and clients to consistently follow through on commitments and responsibilities.

Rating

Meets Expectations

Rating

Exceeds Expectations

Employee Comments

I have created many templates to be used to perform tasks that are repeated, such as a script for modifying schedules (for files that can't use the new SS Scheduling tool), and I've documented steps used to set up systems and perform regular duties so that new team members can be onboarded more quickly and to ensure consistency when processing the development lifecycle.

During the analysis phase of the dev lifecycle, I frequently ask probing questions to get to the root of the requirement, rather than just accepting the given solution when there appears to be ambiguity.

Recognizing and Motivating Talent

Holds people accountable for accomplishing objectives and complying with rules and policies; recognizes and rewards people who achieve results and deliver on performance expectations; differentiates rewards given to employees based on their level of performance.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

This is not applicable to me. The closest thing would be working with my assigned Buddies to ensure that they are not left stranded.

Relationship Building

Develops and maintains respectful relationships with external and internal clients. Creates strong partnerships with a focus on mutual achievement of objectives.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

I strive to maintain a pleasant and respectful relationship with all my colleagues, whether I report to them or I am mentoring them.

Teamwork and Collaboration

Values the differences that each employee makes and connects their role to organizational and team success. Provides direction and guidance in team and collaborative settings. Works well with people of diverse backgrounds, and encourages cultural awareness and mutual respect among team members and demonstrates compassion and sensitivity.

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

I keep team goals in mind and am usually able to stay objective. I respect others' opinions equally and do not take offense if someone disagrees with me. I clearly understand my role in meeting team goals. I never have to be reminded of a deadline or deliverable and often complete my work ahead of time. My work is always well thought-out and on target.

Performance Summary

The Manager's ratings are the "ratings of record" and will not be calculated into the overall form calculation until the form is finalized in the system. You may save the form by using the save button in the upper right corner of the form to view your calculated score, or save at the bottom to exit the form.

Overall Form Rating:

Far Exceeds Expectations

Section Comments:

Manager's Comments

Serena is an excellent resource on the team. She is very dependable and has handled Ongoing, AE and discretionary projects to utmost satisfaction. Having been on the team for over a year and obtaining strong domain knowledge, goal for upcoming year would be to have a strong plan to mentor, train and hand hold junior resources on the team. This should include boot camp materials, training modules for learning days, identifying weak links on the team and come up with specific knowledge sharing material, training documentation on confluence page. Contribute significantly to SPRINT demos throughout the year. Learning Java is an add on skill to help in the direction of project's technology needs.

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: _____ 05/07/2020

Manager: _____ 05/15/2020