2018 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 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%.

Growth and Profitability
Delivery and Quality

35% of total score

Not Started

Delivers work products that meet Highest quality and business expectations
Achieve Individual Minimum SLA targets as outlined per Month -
BenReports (Excluding Discretionary): 5 Research PPMCs per week, 4 development PPMCs per Sprint and 4 Fix/Enhancement/Project/Other PPMCs per Monthly Release release
BenRules: 160 hrs equivalent of RDVs per Month with in the dictated SLA per RDV
Discretionary Projects (H&W 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
-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
-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

Rating

Exceeds Expectations

Rating

Meets Expectations

Employee Comments

I'm still learning the business and processes and procedures related to my job.
This means that I take more time on Research PPMC's than someone with more experience would.
I also don't usually have 4 development PPMC's per Sprint, although sometimes (like the December release), I have more.

I would estimate that my time submission is 95% accurate and submitted on time.

I attend all project related meetings that I am invited to, even when I'm invited at the last minute.

Objective Details

Objective Name	Delivery and Quality	Objective Description	Delivery and Quality
Weight	35%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
Complete	0.0%		

Other Details

Tasks

Quality and Operational Efficiency
Drive Quality and Operational Efficiency

25% of total score

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

Rating	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

I have room for improvement regarding the percentage of code defects that make it to the QA level. Since starting to work on development PPMC's, the complexity of the changes requested and my quality level have both gone up.

I believe that there has only been 1 Prod Defect, and it was due to a misunderstanding on my part regarding how to report the date of death. (The field exists on the snapshot object, but will never be populated. Date of death must be retrieved from HOBS data, not the snapshot).

I follow the processes I am aware of to the best of my abilities. When I'm unsure of the correct process, I ask my coworkers and leader.

There have been no Client Escalations based on the work that I have done to-date, both within Development PPMC's and Research PPMC's.

Objective Details

Objective Name	Drive Quality and Operational Efficiency	Objective Description	Drive Quality and Operational Efficiency
Weight	25%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
Complete	0.0%		

Other Details

Tasks

Leadership and Talent Development
Team Relationship and Behavior

15% of total score

Not Started

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

Rating	**Rating**
Exceeds Expectations	Meets Expectations

Employee Comments

I believe that I have a positive relationship with my coworkers here in Halifax, as well as those abroad in India and the US.
I am always willing to provide assistance when it is requested of me, which has become quite often.

My workday usually starts between 8.30am and 9am so that I can coordinate with coworkers in India before their workday ends.

Objective Details

Objective Name	Team Relationship and Behavior	Objective Description	Team Relationship and Behavior
Weight	15%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
Complete	0.0%		

Other Details

Tasks

10% of total score

Develop market consumable competencies and skills

Not Started

-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 trainings and certifications

Rating

Meets Expectations

Rating

Meets Expectations

Employee Comments

I am up-to-date on all my mandatory training, and have started several courses on Catalys.

Objective Details

Objective Name	Develop market consumable competencies and skills	Objective Description	Develop market consumable competencies and skills
Weight	10%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
Complete	0.0%		

Other Details

Tasks

Others

10% of total score

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

Rating

Exceeds Expectations

Rating

Exceeds Expectations

Employee Comments

I worked with Jason Myers to create a use a template script for scheduling updates during the AE period.
In Sprint 21, I had a PPMC to enhance the EATN self service snapshots. As part of that, I identified a way to improve the existing self service enhancements by putting the self-service components in a common package. Now, when a Part Builder is modified, if it uses the self service components, it is updated to use the common package.

I received 2 Green Miles this year, one for my work on the NG files for Sprint 22, the other for my efforts with the BAYR RHTS files during the December release.

Objective Details

Objective Name	Above and Beyond	Objective Description	Above and Beyond
Weight	10%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
Complete	0.0%		

Other Details

Tasks

Others

5% 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 trainings (global initiatives)
100% Utilization

Rating	Rating
Meets Expectations	Meets Expectations

Employee Comments

My time tracking is 95-98% accurate and submitted on time.
I attend all project meetings.
I was very flexible with the AE load, including supporting Deepak and Kotesh during Nov/Dec
My time is approved before I take leave.
I have completed all mandatory training

Objective Details

Objective Name	Performance Excellence	Objective Description	Performance Excellence
Weight	5%	Status	Not Started
Start	04/01/2018	Due	03/31/2019
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	Rating
Exceeds Expectations	Exceeds Expectations

Employee Comments

During the December release, I assisted the BAYR client by attempting to fix the numerous defects associated with the new RHTS files. I was unable to fix all of them with the time available, however I made a sizable dent in them. I also followed up in the new year regarding getting a PPMC created to address the remaining defects even though the RHTS file was not originally assigned to me, proving my client-first and quality focus.

I received a Green Mile for my assistance with those files, so my efforts were noted.

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	Rating
Meets Expectations	Meets Expectations

Employee Comments

I need to slow down and work on expressing information clearly and concisely during meetings and in-person, however my emails, IM's, and PPMC communications do convey information cleanly and effectively.

I have not been called out for any unprofessional behaviour, so I can only assume that I am maintaining a high level of professionalism.

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	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

I am a good strategic thinker. I understand our company and competition, and can identify opportunities. I know what is important for success and plan accordingly.

Some examples include my efforts to always create a centralized solution; one that can be re-used.
I've also begun documenting processes and procedures in Confluence.

Commitment to Growth

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

Rating	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

My performance has been adequate to excellent this year, and has been noticed by coworkers/clients. For example, this year I received 2 Green Mile's, and Jason Myers has told me on more than one occasion that he likes the way I think and wants me on the scheduling project in 2019.

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	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

I can be counted on to address and resolve problems that develop in my area of responsibility. I recognize good opportunities and am willing to accept a level of risk in pursuing them.

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	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

Since I don't have anyone that reports to me, I can't really meet this expectation.

I do assist and mentor teammates when they need help if I can, or point them to someone who can.

Relationship Building

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

Rating	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

I am an open-minded person who is receptive to new thinking. I listen to others, take an objective view of situations, and adjust my approach when better suggestions come up. I keep my eye on important goals but am flexible in the way I achieve 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	**Rating**
Meets Expectations	Meets Expectations

Employee Comments

I work well in groups. I ask for ideas and offer my own, and maintain good relations with everyone in the group.

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:

Meets Expectations

Section Comments:

Manager's Comments

Serena has picked up the role very well. She is very enthusiastic to pick up new work and goes a long way to ensure timely delivery with good quality. Keep up the good work Serena. As a Benreports team member building competencies on Java will be a value add and will be in line with the upcoming framework upgrades

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: _____ 04/15/2019

Manager: _____ 04/16/2019