GBS- Project Assessment for THERESA REINHARD

Introduction

Project Assessments (PAs) are used by practitioners to record **project-related goals and progress against those goals** and provide practitioners with an evaluation of the skills and results demonstrated on a project.

- Practitioner **discusses project priorities and goals with the Evaluator**, documenting agreed upon goals in the PA
- Practitioner **attaches supporting documentation** to the PA such as client letters, commendations, etc.
- Practitioner sends the PA to the Evaluator for feedback throughout the evaluation period (optional)
- Practitioner **sends the PA to the Evaluator for a formal evaluation** at the end of the evaluation period.
- **Evaluator completes the evaluation**, rating the skills and expertise the Practitioner demonstrated on the project, and rating project performance.

Practitioner Information

First Name	THERESA	Global Manager	Daniel Paz
Last Name	REINHARD	Band	08
Role	Package Consultant: Workday Data Conversion	Email	Theresa.Reinhard@ibm.com
Geography	US Americas USA		

Project Information

Provide overview information for this Project Assessment. Please note that the "Account ID" code is required. For ILC time system users, please use your ILC Account ID in the "Account ID" field. For all other time system users, please use your charge code in the "Account ID" field. If you have multiple account/charge codes, enter the primary code where you charge the most time.

Client Name	ABB
Project Name	ABB Ph2: Palomino
Account ID	WPN7W
Estimated Hours on Project	800

Assessment Period

Provide the start and end date for the Project Assessment by clicking in the start/end date fields and using the calendar to select the dates. The Evaluator is responsible for completing the evaluation within 30 days from the end of the assessment period.

Originator	THERESA REINHARD (Theresa.Reinhard@ibm.com)
Review Period	08/01/2019 - 07/01/2020
Due Date	11/30/2020

Project Goals

Practitioners document project goals as discussed and agreed upon with the Evaluator.

- Goals should be limited to key priorities (minimum of one goal; maximum of ten goals)
- Goals should be specific, measurable, achievable, realistic and time-bound.
- **To add a goal, click the "add goal" link on the far right side of the screen.**

Goals

Complete multiple DC loads for ABB China population

| Complete |

Goal Details

Goal Description	Complete multiple DC loads for ABB China population	Status	Complete
Progress/Results			

Project Expertise

The Project Expertise section documents the skills and expertise demonstrated on the project. The Practitioner:

- **adds enterprise skills** demonstrated on the project (required)
- **adds industry skills** demonstrated on the project (required)
- selects up to two additional job roles specific to the project (optional)

During the Evaluation phase, the Evaluator assesses the level of expertise demonstrated. **To add expertise demonstrated on a project** related to a growth play, industry, and/or an additional skill, **click the "add" link on the far right side of the screen.**

Package Consultant: Workday Data Conversion

Technology Consulting

Expertise Level Demonstrated

Expert

Package Consultant: Workday Data Conversion Expertise Level Descriptions

5. Thought Leader

- Designed and delivered innovative solutions from concept through implementation in a complex environment and consistently met client expectations - Leveraged technical knowledge and expertise across the geography through thought leadership, market presence, or development of technology solutions - Led technical quality reviews of complex projects - Rapidly analyzed, identified, and corrected the most complex business critical problems within an enterpriseï¾'s information technology environment(s) - Identified and addressed the critical technical success factors for complex engagements - Demonstrated knowledge of the strategic alignment of information technology solutions with business objectives

3. Experienced

- Applied specialized knowledge to analyze, design, construct and implement solutions which addressed moderately complex business or technical requirements and consistently met client expectations - Adapted appropriate methods, tools, training courses, techniques and knowledge resources to complete tasks and deliver work products in multiple phases of the technology project - Leveraged technical knowledge and prior experience to develop, present and support rational conclusions, recommendations and implementation strategies/plans - Demonstrated knowledge of complete lifecycle in a recognized method, including linkages between tasks and work products - Anticipated potential technology issues and solved difficult technology-related challenges with only occasional need for assistance from others - Demonstrated understanding of the business case and addressed the trade-offs between business requirements, cost, and performance - Participated in quality reviews for technical tasks on the project

4. Expert

- Designed and implemented solutions to solve complex technical problems and consistently met client expectations - Leveraged technical and prior experience to design and implement robust, innovative technology solutions to complex technical problems - Achieved recognition as a subject-matter expert in area of technical specialization through demonstrated technology capabilities and the ability to add value by creating, sharing and leveraging knowledge - Conducted technical quality reviews of on the project - Identified and resolved critical and complex design issues on the project - Reviewed technology solution implementations, documented lessons learned, and recommended improvements where appropriate - Demonstrated understanding of the impact of the range of technology issues affecting consultantï¾'s area of specialization

1. Entry

- Delivered quality work products in two of the following areas of a system lifecycle: - analysis - design - construction - testing - implementation - support & maintenance that met client specific needs - Understood and applied appropriate methods, tools, training courses, techniques and knowledge resources to complete technology tasks - Contributed to solutions by applying technology skills and knowledge

2. Foundation

- Delivered quality work products in at least three of the following areas of a system lifecycle, one of which must be construction or integration testing: - analysis - design - construction - testing - implementation - support & maintenance that met client specific needs - Understood and applied appropriate methods, tools, training courses, techniques and knowledge resources to complete technology tasks in multiple phases of a system lifecycle - Leveraged technical knowledge or prior experience to develop, present, and support sound recommendations - Identified specific business issues and their technological implications by applying detailed knowledge of technology and its relationship with business functions

*Add Enterprise Skills
Select at least one (maximum of two) enterprise skill(s) demonstrated on the project. **This field is required.**

Cloud

Expertise Level Demonstrated

No Opportunity to Observe

Cloud Expertise Level Descriptions

4. Expert

Designed and implemented solutions to solve complex growth area problems and consistently met client expectations - Recognition as a subject matter expert in the strategic growth area through demonstrated growth area capabilities and the ability to add value by creating, sharing and leveraging knowledge - Identified and resolved critical and complex client growth area-related issues - Developed the business case for the added value realized by a project by outlining specific performance measures, targets, and goals - Conceptualized solutions by integrating growth area knowledge with a range of service market offerings - Reviewed growth area solution implementations, documented lessons Learned, and recommended improvements where appropriate

2. Foundation

Delivered quality work products that demonstrated a broad knowledge of the strategic growth area including best practices and trends and met client specific needs - understood and applied appropriate methods, tools, training courses, techniques and knowledge resources to complete tasks and deliver work products leveraging growth area knowledge - Leveraged knowledge or prior experience in the growth area to synthesize findings and to develop and present alternatives and recommendations - Identified specific business issues and their implications by applying detailed knowledge of the growth area - Engaged with clients in defining strategic growth area requirements

3. Experienced

Developed solutions that demonstrated expertise in the strategic growth area by leveraging knowledge of best practices, trends and consistently met client expectations - Adapted appropriate methods, tools, training courses, techniques and knowledge resources to complete tasks and deliver growth area work products in multiple phases of the project - Leveraged knowledge and prior experience to develop, present and defend rational conclusions, sound recommendations and implementation strategies/plans - Evaluated growth area-specific solutions while identifying strategy, process, or technology issues which impacted the project

5. Thought Leader

Delivered innovative solutions from concept through implementation in the complex environment and consistently met client expectations - Achieved Recognition both within IBM and externally in the growth area as a subject-matter expert, as a professional adviser to the project team - Leveraged knowledge and experience in the strategic growth area across geographies through thought leadership, market presence, or development of growth area offerings - Identified and addressed critical success factors for complex growth area engagements - Generated groundbreaking solutions recognized as best practices for the growth area

1. Entry

Delivered quality work products which demonstrate a broad knowledge of the strategic growth area and met client specific needs - Learned, understood and applied appropriate methods, tools, training courses, techniques and knowledge resources to complete tasks and deliver work products leveraging growth area knowledge - applied understanding of information specific to the strategic growth area to contribute to issue identification and problem solving

*Add Industry
Select the primary industry (maximum of one) supported on the project. **This field is required.**

Other

Expertise Level Demonstrated

Expert

Add Additional Roles
Select any additional roles (maximum of two) demonstrated on the project. **This field is optional.**

Dimensions

Business Results (Account Results)

This section will evaluate your individual contribution to the account results: how you delivered your key committed business and financial objectives

| Feedback on the Account Results | Theresa is exceptionally adept at understanding the complex data requirements for international clients. Her communication skills are excellent at helping her to decipher client data. |

Rating

Exceeds

Client Success

Your individual contribution to client success. Rates your impact on client outcomes by going above and beyond to add value to internal and/or external IBM clients. • Able to use industry knowledge to add value to the client • Takes personal responsibility • Contributes to a bid or proposal • Proficient in GBS work methods

Rating

Exceeds

Innovation

Your demonstration of innovation through leveraging intellectual capital and best practices to bring improvements in how we work and what we deliver. • Able to design & implement innovative solutions • Creates intellectual capital and shares with broader community

Rating

Exceeds

Responsibility to Others

Your collaboration and teaming to cultivate positive working relationships with project team members and other stakeholders, such as clients and partners. For those with leadership or management responsibilities, includes effective team leadership. • Builds and maintains productive client relationships as a trusted advisor, even in difficult situations • Team leader role on projects

Rating

Exceeds

Skills

Your demonstration of skills and expertise that contributed to project outcomes and the extent to which you further developed your skills during the project.

Rating

Exceeds

Feedback and Development Opportunities

Evaluator to document comments/feedback to support the assessment.   In addition, Evaluator to document any learning and/or development opportunities that would benefit the Practitioner. This section is required.

Evaluator Comments

Reviewer Comments

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Client Name	Johnson & Johnson
Project Name	Phase 4 SAP to Workday Implementation
Account ID	WA8HV
Estimated Hours on Project	1600

Assessment Period

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Originator	THERESA REINHARD (Theresa.Reinhard@ibm.com)
Review Period	01/01/2020 - 11/30/2020
Due Date	11/30/2020

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Goals

Work with client and IBM team to successfully complete multiple data conversion cycles for 55k+ workers across 5 countries from SAP to WD.

| Complete |

Goal Details

Goal Description	Work with client and IBM team to successfully complete multiple data conversion cycles for 55k+ workers across 5 countries from SAP to WD.	Status	Complete
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Package Consultant: Workday Data Conversion

Technology Consulting

Expertise Level Demonstrated

Expert

Package Consultant: Workday Data Conversion Expertise Level Descriptions

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Cloud

Expertise Level Demonstrated

Expert

Cloud Expertise Level Descriptions

4. Expert

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geographies through thought leadership, market presence, or development of growth area offerings - Identified and
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specific needs - Learned, understood and applied appropriate methods, tools, training courses, techniques and
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*Add Industry
Select the primary industry (maximum of one) supported on the project. **This field is required.**

Healthcare & Life Sciences

Expertise Level Demonstrated

Experienced

Healthcare & Life Sciences Expertise Level Descriptions

2. Foundation

- Delivered quality work products that demonstrated a broad knowledge of the strategic industry including best practices
and trends and met client specific needs - Understood and applied appropriate methods, tools, training courses,
techniques and knowledge resources to complete tasks and deliver work products leveraging industry skills - Leveraged
knowledge or prior experience in the industry to synthesize findings and to develop and present alternatives and
recommendations - Identified specific business issues and their implications by applying detailed knowledge of the
industry segments - Engaged with clients in defining industry area requirements

1. Entry

- Delivered quality work products which demonstrate a broad knowledge of the strategic industry and met client specific
needs - Understood and applied appropriate methods, tools, training courses, techniques and knowledge resources to
complete tasks and deliver work products leveraging industry knowledge - Applied understanding of information specific
to the strategic industry to contribute to issue identification and problem solving

5. Thought Leader

- Delivered innovative solutions from concept through implementation in a complex environment and consistently met
client expectations

4. Expert

- Designed and implemented solutions to solve complex industry problems and consistently met client expectations -
Recognized as a subject matter expert in the strategic industry through demonstrated industry capabilities and the ability
to add value by creating, sharing and leveraging knowledge - Identified and resolved critical and complex client industry-
related issues - Developed the business case for the added value realized by a project by outlining specific performance
measures, targets, and goals - Conceptualized solutions by integrating industry knowledge with a range of service
market offerings - Reviewed industry solution implementations, documented lessons learned, and recommended
improvements where appropriate

3. Experienced

- Developed solutions that demonstrated expertise in the strategic industry by leveraging knowledge of best practices,
trends and consistently met client expectations - Adapted appropriate methods, tools, training courses, techniques and
knowledge resources to complete tasks and deliver industry work products in multiple phases of the project - Leveraged

knowledge and prior experience to develop, present and defend rational conclusions, sound recommendations and implementation strategies/plans - Evaluated the practicality of industry-specific solutions while identifying strategy, process, or technology issues which impacted the project

Add Additional Roles
Select any additional roles (maximum of two) demonstrated on the project. **This field is optional.**

Dimensions

Business Results (Account Results)

This section will evaluate your individual contribution to the account results: how you delivered your key committed business and financial objectives

Feedback on the
Account Results

Rating

Exceeds

Client Success

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Rating

Exceeds

Responsibility to Others

Your collaboration and teaming to cultivate positive working relationships with project team members and other stakeholders, such as clients and partners. For those with leadership or management responsibilities, includes effective team leadership. • Builds and maintains productive client relationships as a trusted advisor, even in difficult situations • Team leader role on projects

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Exceeds

Skills

Your demonstration of skills and expertise that contributed to project outcomes and the extent to which you further developed your skills during the project.

Rating

Exceeds

Feedback and Development Opportunities

Evaluator to document comments/feedback to support the assessment.   In addition, Evaluator to document any learning and/or development opportunities that would benefit the Practitioner. This section is required.

Evaluator Comments

Reviewer Comments

Theresa was a critical resource at Johnson and Johnson data conversion project. Client really likes her for her experience and attitude and work ethics and personally reached out to me appreciating her work. She is a true professional and always willing to go above and beyond and exceeded client expectations. Considering the fact that data conversion work was inherited from previous vendor and IBM was brought in half way into the project and was a very high visible project , Theresa immediately stabilized the team , understood the current design and with her expertise added a lot of value and enabled TS Data conversion lead in having smooth conversations with all stakeholders with regards to Data Conversion work. With her positive attitude and experience data conversion timelines improved with each conversion cycle and the final production cutover was done in less than 2 days exceeding all the expectations. This helped in early start of catch up transactions and helped in early kick off o other cutover activities. This was one of the key reasons of a successful phase 4 implementation at J&J and received appreciation from executive Steering Co. Theresa , happy to have you in the team and thank you for all your hard work.