

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

FIRSTNAME	THERESA	MANAGER	Daniel Paz
LASTNAME	REINHARD	CUSTOM01	08
JOBCODE	Package Consultant: Workday Data Conversion	EMAIL	Theresa.Reinhard@ibm.com
DEPARTMENT	US NA 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	Morsco
Project Name	Morsco WD Implementation 2.0
Account ID	WQZ57
Estimated Hours on Project	600

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	01/01/2018 - 03/31/2019
Due Date	11/25/2019

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

Architect the process for converting 3 years of HCM and Compensation historical worker data.

Complete

Goal Details

Goal Description	Architect the process for converting 3 years of HCM and Compensation historical worker data.	Status	Complete
Progress/Results			

Project Expertise

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

- **adds growth 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

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

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 consultant'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

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

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 enterprise'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

*Add Growth Play

Select at least one (maximum of two) growth play(s) demonstrated on the project. **This field is required.**

Cloud

Expertise Level Demonstrated

Expert

Cloud Expertise Level Descriptions

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

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

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

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

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

*Add Industry

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

Consumer

Expertise Level Demonstrated

Expert

Consumer Expertise Level Descriptions

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

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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

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 was part of a team that allowed Morsco to go live in June 2019, after the initial January 2019 go-live was delayed.

Rating

Achieves

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

Theresa posted approximately 460 hours to this project in the role of HCM Data Conversion. I assumed the EM role for this project for approximately half of those hours incurred. Based upon my time on the project and feedback from the customer, I have the following feedback:

Strengths:

1. Skills/knowledge: Theresa had a big role on this project, which was to convert HCM data for Morsco. This required multiple iterations of data loads for several tenant builds, with an excessive amount of detail. Given her solid expertise in this area, she was able to complete all data conversion without incident and few, if any, issues. This was a major accomplishment given the nature of the redeployment of Workday at Morsco.
2. Reliability: Theresa was able to manage her role with little supervision / direction and always completed her tasks accurately and on time, which was a major responsibility on this project.
3. Communication/follow-up: Theresa did an outstanding job of following up with me and was always willing to get on a call to address my data conversion questions that I had for her. She was truly a pleasure to work with and able explain tasks in simple terms.
4. Responsibility to Team: Theresa was very effective at being able to sync with other team members, especially given that this project had several HCM leads during the project. Theresa did an outstanding job of ensuring that she understood exactly what needed to be completed and when. She always completed her tasks on time.

Reviewer Comments

Areas for Improvement:

1. None noted.

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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 NA USA		

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Complete

Goal Details

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Progress/Results			

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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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*Add Growth Play

Select at least one (maximum of two) growth play(s) demonstrated on the project. **This field is required.**

Cloud

Expertise Level Demonstrated

Expert

Cloud Expertise Level Descriptions

2. Foundation

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*Add Industry

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Consumer

Expertise Level Demonstrated

Expert

Consumer Expertise Level Descriptions

1. Entry

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5. Thought Leader

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

4. Expert

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2. Foundation

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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

Select a rating...

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

Theresa did an excellent job on a first of its kind Data Conversion effort where Workday was the legacy system. She created a repeatable process that should be used in future similar implementations. The client trusted Theresa as her communication, knowledge and responsiveness was much appreciated by the client.

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Client Name	Marriott Vacations Worldwide
Project Name	MVW Workday Implementation
Account ID	WC36W
Estimated Hours on Project	600

Assessment Period

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Originator	THERESA REINHARD (Theresa.Reinhard@ibm.com)
Review Period	04/01/2019 - 11/25/2019
Due Date	11/25/2019

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Goals

Lead team on conversion of 24,000+ workers across 20+ countries throughout multiple tenant builds.

Complete

Goal Details

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- 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

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

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

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

Other

Expertise Level Demonstrated

Experienced

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	Data Conversion has been an extremely challenging task, yet Theresa has consistently delivered as needed under tight deadlines. Several times Theresa was able to pull in her tasks quickly to make corrections to the timeline caused by client not meeting their due dates.
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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

Achieves

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

Theresa is very professional and dedicated to her work. Very simply, if she can make it happen, she will. Quite honestly, we would not be having the success we are on this project if it wasn't for Theresa's ability to work with the client to communicate and resolve their data issues. She is always willing to help out other team members and puts the project success above all else. Theresa's technical skills in Data Conversion are outstanding.