

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 | 07 |
| Role | Package Consultant: Workday Data Conversion | Email | Theresa.Reinhard@ibm.com |
| Geography | 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 | State of Oregon |
| Project Name | State of Oregon Workday Implementation |
| Account ID | W0SGU |
| Estimated Hours on Project | 900 |

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 - 10/31/2018 |
| Due Date | 10/31/2018 |

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

To support the State of Oregon in Data Conversion activities: HCM/Payroll Workbook building, data error resolution, data loading for builds P1 through Gold

Not Started

Goal Details

| | | | |
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| Goal Description | To support the State of Oregon in Data Conversion activities: HCM/Payroll Workbook building, data error resolution, data loading for builds P1 through Gold | Status | Not Started |
| 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.Conversions

Technology Consulting

Expertise Level Demonstrated

Expert

Package Consultant: Workday.Conversions Expertise Level Descriptions

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

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

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

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

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

*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

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

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

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.**

Government

Expertise Level Demonstrated

Experienced

Government Expertise Level Descriptions

5. Thought Leader

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

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

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

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

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

Add Additional Roles

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

Dimensions

Business Results (Account Results)

Every Practitioner is part of an account, and working together, the account achieves business results for our clients. This section will evaluate the business results of your account and will be the same for everyone on the account. This information can be obtained from your Project Manager or Account Leader. Please do not include account financial results in the Project Assessment.

Feedback on the
Account Results

The team has maintained a good relationship with the State and within and across IBM and Workday to provide comprehensive solutions while presenting a seamless interface to the customer. The team has delivered quality deliverables against an ever-changing deployment timeline, supporting additional test phases and tenant builds and stepping in when needed to drive the client towards task completion. Customer satisfaction remains high and project financials are sound.

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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. • Independent interaction with client team • Demonstrates knowledge of clients' business • Takes ownership • Competent in 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. • Uses intellectual capital to contribute to deliverables

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. First experience of team leadership

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 is a primary contributor to our current success at the State of Oregon and is certainly a valued member of our Workday practice and IBM. As lead for the Data Conversion Team for the State of Oregon Workday implementation Theresa has taken full responsibility for coordinating and delivering a quality system for each tenant build. She has educated, mentored and coached the client team, provided tools to help with the quality of their data and has patiently walked through the errors with them to arrive at resolution. Theresa's deep knowledge of Workday and the conversion process has enabled her and her team to complete build and migration tasks wherever possible to mitigate delays while waiting on client data. Theresa exudes strong work stream management skills and should consider project management if interested 💎💎

Reviewer Comments

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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. • Independent interaction with client team • Demonstrates knowledge of clients' business • Takes ownership • Competent in 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. • Uses intellectual capital to contribute to deliverables

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. First experience of team leadership

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

I can't say enough good things about Theresa, but here's my attempt... Theresa was assigned as Conversion lead at the State of Oregon, replacing a functional consultant. At the time, we were in midstream of a tenant build and having some issues. On day 1, I asked Theresa to help in advance of turnover, instead, Theresa took full control of the process and full responsibility of getting the build completed. Impressive from the start and no different with subsequent builds and curve ball requirements. With new requirements, Theresa either new what needed to be done or was timely with investigations potential solutions. Theresa has been extremely professional and patient with a client that needs much hand holding. The project has asked much of the conversion team and Theresa has led her team to respond, many times going above and beyond. We feel lucky to have had Theresa assigned to the project and I expect great things ahead in Theresa's career.

Reviewer Comments