

**Uday Kumar Chippada (1000654)**

Sr. ETL Developer

**Appraisal Cycle Name:** Quarterly Performance Review - Q3**Appraisal Name:** Quarterly Performance Review - Q3 (01 Oct 2023 to 31 Dec 2023)**Total Goal / Key Result Area**

14

**Goal / Key Result Area****1. On-time Delivery****Goals / Key Result Areas Description**

On-time delivery of assigned tasks/projects by following the development process defined by customer. No of story points achieved per sprint within the agreed timelines. Below 3 story points per sprint - 1 Average of 3 to 5 story points per sprint - 2 Average of 5 to 6 story points per sprint - 3 Average of 7 to 8 story points per sprint - 4 Average of more than 8 story points per sprint - 5 along with On-time delivery = 80% and = 90% and = 95% and

Start Date	End Date	Weightage	Status
01-Jan-2024	31-Mar-2024	10	In Progress

Metric	Target
NA	NA

Scorecard Pillar  
Customer

**Ratings & Comments****Reporting Manager****Rating**

Comment  
Agreed

**Self**

Rating  
Outstanding

**Comment**

All tasks assigned to me delivered on time. This is visible from the sprint metrics where all stories are usually closed by end of sprint.

**2. Estimation quality****Goals / Key Result Areas Description**

Providing estimation for BL and NBL stories as per the MSA SLA. No. of milestones estimated accurately !00% accurate estimation - 5 95% accurate estimation - 4 90% accurate estimation - 3 80% accurate estimation - 2 Below 80% accurate estimation - 1

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	10	In Progress

Metric	Target
NA	NA

Scorecard Pillar  
Customer

**Ratings & Comments**

### Reporting Manager

Rating

Comment

Agreed

### Self

Rating

Outstanding

Comment

Similar to the above, this is visible from the sprint metrics and SLA metric where estimation quality is "met" as per the SLA

## 3. Quality of Deliverables - Testing Effectiveness

Goals / Key Result Areas Description

Defect free deliveryNumber of defects found during UAT/post productionTesting as per quality standardsAverage number of defects found per quarter>5 - 12 to 5 -22 defects - 31 defect - 4Zero defects - 5

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress
Metric	Target		
NA	NA		

Scorecard Pillar

Customer

### Ratings & Comments

#### Reporting Manager

Rating

Comment

Uday to look into the causes and identify permanent corrective actions to ensure defect backlog is zero at some point soon

#### Self

Rating

Outstanding

Comment

We strive to be zero defects in the team. Most of the development done is tested by Premier QA engineers as we do not have QA engineers in the L80 team.

## 4. Projects / Tasks / Activities Handled

Goals / Key Result Areas Description

Knowledge sharing within team (functional/technical/implementation) % of Involvement (self learning or training attended)Involvement =75% - 2Involvement >=85% - 3 Involvement >=95% - 4Involvement 100 % - 5

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress
Metric	Target		
NA	NA		

Scorecard Pillar

Customer

### Ratings & Comments

#### Reporting Manager

Rating

Comment

Agreed

#### Self

Rating

Outstanding

Comment

We have tech connect calls 3 times a week in the Insights team and the resources discuss the code developed in the sprint along with other technical and implementations. We also have knowledge sharing sessions where resources discuss within to gain knowledge

## 5. Customer Success

Goals / Key Result Areas Description

1. !00% meeting the Monthly SLAs 2. CSAT to be administered every quarter Meeting the monthly SLAs and CSAT received from customer

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress
Metric	Target		
NA	NA		

Scorecard Pillar

Customer

### Ratings & Comments

#### Reporting Manager

Rating

Comment

Agreed

#### Self

Rating

Meets Expectations

Comment

Currently we had a 3.0 CSAT score in the last quarter. We have addressed some of the issues mentioned in the CSAT and are continuously striving to get better

## 6. Adherence to Quality Standards

Goals / Key Result Areas Description

Closing Incidents and NBL tickets as estimated within the SLAMaking sure high priority incidents are closed as per the SLA norms

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	10	In Progress
Metric	Target		
NA	NA		

Scorecard Pillar

Process

**Ratings & Comments****Reporting Manager**

## Rating

## Comment

Significant reduction and Uday to continue to make a difference on the pending Incident back log

**Self**

## Rating

Exceeds Expectations

## Comment

This is another SLA metric that has improved after I joined the team. Previously, we used to have 30-35 open incidents. I have worked with Emily and Stephanie to reduce this to under 10 out of which some are blocked due to waiting on customer inputs. Currently there are only 4 open incidents on the board which team is actively working on.

**7. Production Support**

## Goals / Key Result Areas Description

Involvement in Production Support Make sure the application is up and running as the client requirement

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	10	In Progress

Metric	Target
NA	NA

Scorecard Pillar

Process

**Ratings & Comments****Reporting Manager**

## Rating

## Comment

Agreed. Uday to analyze incidents that were breached and look to see how AOC team can make a difference by creating new meaningful alerts for proactive Incident handling.

**Self**

## Rating

Exceeds Expectations

## Comment

This is an area I am not involved in much as the offshore team takes care of most of the production support. However, I monitor the uptime of the web application and am the point of contact for the AOC team in case Solar Winds reports an outage. I immediately involve the team to look into the failures and get it running as soon as possible. In meantime I work with AOC team to get the monitoring paused while the issue is resolved, so as not to affect the SLA metrics adversely.

**8. Technology Awareness**

## Goals / Key Result Areas Description

Up-skilling/Re-skilling - % age of population undergoing successful capability building of strategic and key skills - leading to deployment/utilization  
Up-skilling/Re-skilling functional/process/technologies

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress

Metric	Target

NA NA

Scorecard Pillar  
Innovation & Capability Building

**Ratings & Comments****Reporting Manager**

Rating

Comment

Uday to identify areas for improvement including process or Technology and ensure that its implemented successfully which will assist in managing Product increments long term using the new capability learnt

**Self**

Rating

Outstanding

Comment

I am always upskilling. I learnt Azure and GCP after joining the team. We also try to cross train team members across multiple things. Example - Hadoop engineers training in Abinitio ... and Abinitio engineers trouble shooting Hadoop failures etc.

**9. Implement automation / Value Adds**

Goals / Key Result Areas Description

Reduction in costs through Automation / Value AdditionNumber of automation /value add

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	10	In Progress
Metric	Target		
NA	NA		

Scorecard Pillar  
Innovation & Capability Building

**Ratings & Comments****Reporting Manager**

Rating

Comment

Uday to continue on this goal and look to generate bandwidth as required and try to create a case for adding QA scope into Long80

**Self**

Rating

Outstanding

Comment

I have recently implemented automation of code to Movelt which saved 2-3 hrs from every deployment. We don't have the need to move the code manually anymore and it automated in the Azure pipelines. Regarding QA automation, we do not have QA engineers in the team, so we are unable to do any QA automation. It is performed by Premier Engineers.

**10. Innovation/Automation**

Goals / Key Result Areas Description

1. Activities which result in adding Automation / Value Addition2. Brain storming sessionsNumber of automation, value add and ideas implemented

Start Date	End Date	Weightage	Status
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01-Apr-2023	31-Mar-2024	10	In Progress
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Metric	Target
NA	NA

Scorecard Pillar  
Innovation & Capability Building

### Ratings & Comments

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#### Reporting Manager

Rating

Comment

This will remain a concrete goal for Uday and should continue to improve on the capability Index for Long80 in creating working Technical successors within the team.

#### Self

Rating

Exceeds Expectations

Comment

I am continuously suggesting ideas on how to better the ETL process. Recently, we have implemented clean up on Hadoop workflows which helped in saving 30 mins on one of the workflow runs. We also have brainstorming sessions where we discuss as a team on how we can improve

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## 11. Engaged and diverse workforce

Goals / Key Result Areas Description

% of successors who are role ready/number of resources ready

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress

Metric	Target
NA	NA

Scorecard Pillar  
Employee Engagement

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### Ratings & Comments

#### Reporting Manager

Rating

Comment

Agreed. Uday should identify ways to deploy the trained staff on the job to determine the efficacy of each staff

#### Self

Rating

Exceeds Expectations

Comment

We are continuously training junior engineers to understand the functional aspects of Insights team. I mentor the team members to understand why we are doing what we are doing instead of blindly going forward with whatever is given to them. This helps them to get role-ready and understand and get better.

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## 12. Engaged and diverse workforce

**Goals / Key Result Areas Description**

Attrition rateNumber of attrition in your team

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress

Metric	Target
NA	NA

Scorecard Pillar

Employee Engagement

**Ratings & Comments****Reporting Manager****Rating****Comment**

Agreed

**Self****Rating**

Outstanding

**Comment**

There are zero resources that left the team. Unfortunately there were some resources that were let go due to downsizing of the team, but there hasn't been any attrition so far. The team is happy with whatever work is being given to them. There were concerns recently about providing support over the weekends. We quickly resolved this by training couple of engineers from AOC team on the workflows and processes that run over the weekend, and AOC team is taking care of any failures over the weekends.

**13. Engaged and diverse workforce****Goals / Key Result Areas Description**

Regular effort tracking and On time document submissionTeam members' regular availability for  
 1) Meeting  
 2) Actual effort  
 3) WSR/ MSR/ Retro/ PMO documents availability on time without follow-ups

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress

Metric	Target
NA	NA

Scorecard Pillar

Employee Engagement

**Ratings & Comments****Reporting Manager****Rating****Comment**

Agreed

**Self****Rating**

Outstanding

**Comment**

Either Aditya or myself provide all the required documents. WSR, MSR, Horizon updates and I fill in the monthly SLA metrics before the deadline without need for follow-ups.

#### 14. Engaged and diverse workforce

Goals / Key Result Areas Description

% of Employee Engagement (like taking interview, participating GAVS initiatives, account level initiatives...etc.,) Number of activities involved

Start Date	End Date	Weightage	Status
01-Apr-2023	31-Mar-2024	5	In Progress

Metric	Target
NA	NA

Scorecard Pillar  
Employee Engagement

#### Ratings & Comments

##### Reporting Manager

Rating

Comment

Agreed

##### Self

Rating

Meets Expectations

Comment

We are not having interviews onshore. However, the team does do offshore interviews as needed by GAVS management. The team also participates in the GAVS initiatives offshore.

#### Goal Overall

#### Ratings & Comments

##### Self

Rating

Exceeds Expectations

Final Review |

#### Overall Review

#### Ratings & Comments

##### Reporting Manager

Rating

Comments

Uday has always focused on making a difference to his team and has contributed as required within a short time span.Uday is on the growth path and should continue to work on the focus areas mentioned above

### Ratings & Comments

#### Self

Rating

Exceeds Expectations

Comments

NA

Final Review | Meets Expectations