**Final version to be submitted is BELOW**

Refined IBOs with Alignment Details:

1. Uplift our organization: Evolve your work, your team, and yourself

Process Development: As a Delivery Manager for AI Workbench and AIQ, my goal by the end of Q3 FY25 would be work towards process development and implementing and a mature change management framework for Workbench deliverables. Collaborate with cross functional teams and GTK operations to assist in building an efficient incident management, operation support processes. This initiative aims to improve production quality standards by 15% thru less incident reporting in production and gain a higher customer satisfaction resulting in meet or exceed customer expectations.

Developing a process and continuous improvement through quarterly review sessions and continuous feedback to evolve the maturity and adaptability across individuals and teams. A well-coordinated effort across teams will help uplift team members and individuals to help foster a culture of excellence.

IBO Details:

* + Specific: Develop a change management, and assist in incident management, operation support processes.
  + Measurable: Improve production quality standards by 15% and meet and exceed client satisfaction.
  + Attainable: Feasible within the given timeframe and your role as a Delivery Manager.
  + Relevant: Aligns with the organizational goals and promotes a culture of excellence.
  + Time-bound: To be achieved by the end of FY25.

Alignment with AT Priorities:

* + Uplift our organization: Focus on process development to improve collaboration and set high standards, promoting a culture of excellence.
  + Refine operating model: By improving workflows and operational efficiencies.
  + Lead in leveraging Gen AI: By improving organizational processes through advanced technologies.

REFINED 11/22:

**1. Uplift our organization: Evolve your work, your team, and yourself** **Process Development:** "As a Delivery Manager for AI Workbench and AIQ, by the end of Q3 FY25, work towards process development and implement a mature change management framework for Workbench deliverables. Collaborate with cross-functional teams and GTK operations to establish efficient incident management and operation support processes. This initiative aims to improve production quality standards by 15% through reduced incident reporting in production and to achieve higher customer satisfaction, resulting in meeting or exceeding customer expectations. Develop a process for continuous improvement through quarterly review sessions and continuous feedback to evolve the maturity and adaptability across individuals and teams. A well-coordinated effort across teams will help uplift team members and foster a culture of excellence."

IBO Details:

* **Specific**:
  + Develop and implement a mature change management framework.
  + Establish efficient incident management and operation support processes.
  + Collaborate with cross-functional teams and GTK operations.
* **Measurable**:
  + Improve production quality standards by 15% through reduced incident reporting in production.
  + Achieve higher customer satisfaction, meeting or exceeding customer expectations.
* **Attainable**:
  + Achievable within the given timeframe and with available resources and collaboration.
* **Relevant**:
  + Aligns with organizational goals of process development, continuous improvement, and fostering a culture of excellence.
* **Time-bound**:
  + Completion by the end of Q3 FY25.

Custom Key Metrics:

* **Metric Name**:
  + "Implement process development and mature change management framework for AI Workbench and AIQ by end of Q3 FY25."
* **Metric Target**:
  + "Improve production quality standards by 15% through reduced incident reporting in production and achieve higher customer satisfaction, meeting or exceeding customer expectations."

Alignment with AT Priorities:

* **Uplift our organization**:
  + Focus on process development to improve collaboration and set high standards, promoting a culture of excellence.
* **Refine operating model**:
  + Improve workflows and operational efficiencies through mature change management and support processes.
* **Lead in leveraging Gen AI**:
  + Utilize advanced organizational processes to streamline and support operations.

\*\*\*\*\*\*\*\*\* Ignore below text

with Set high standards and promote a culture of excellence by leading cross-functional teams to consistently deliver high-quality, reusable work.

1. **Drive Quality Outcomes that Matter for our Clients**

Improving GitHub Standardization and Hygiene: "As a Delivery Manager for AI Workbench, by the end of Q3 FY25, develop and implement in-house custom tools and utilities leveraging GitHub API and/or GraphQL to standardize GitHub usage across teams. This will ensure adherence to best practices, improve collaboration, and provide a feedback loop through GitHub hygiene reports to identify non-compliance and non-adherence to standards. This initiative aims to enhance standardization and report overall GitHub hygiene, leading to a 20% improvement in code quality and reduced integration issues."

IBO Details:

* + Specific: Develop and implement custom tools for GitHub standardization and hygiene.
  + Measurable: 20% improvement in code quality and reduced integration issues.
  + Attainable: Achievable given your role and resources.
  + Relevant: Addresses current disparities and improves team efficiency.
  + Time-bound: To be completed by Q3 FY25.

Alignment with AT Priorities:

* + Drive quality outcomes that matter for our clients: Enhancing code quality and reducing integration issues.
  + Drive the innovation agenda: Implementing innovative tools and processes for improvement.
  + Continually improve our processes: Ensuring better standardization and hygiene in GitHub usage.

1. **Deliver Exceptional Client Experience**

Enhancing Client Experience through GitHub Tools: "By the end of Q3 FY25, develop and implement custom tools and utilities leveraging GitHub API and GraphQL to address disparities with other tracking tools like Jira and Azure Dev/Ops. This will assist in standardizing GitHub usage across teams, ensure adherence to best practices, and improve collaboration between teams. Additionally, generate GitHub hygiene reports to provide insights into non-compliance and non-adherence to standards. This initiative aims to improve client experience through better project tracking and reporting, resulting in a 15% increase in client satisfaction as measured by Net Promoter Scores (NPS)."

IBO Details:

* + Specific: Develop and implement custom tools using GitHub API and GraphQL.
  + Measurable: 15% increase in client satisfaction as measured by Net Promoter Scores (NPS).
  + Attainable: Achievable within the given timeframe.
  + Relevant: Improves project tracking and reporting, addressing client needs.
  + Time-bound: To be completed by Q3 FY25.

Alignment with AT Priorities:

* + Deliver exceptional client experience: Enhancing client satisfaction and improving project tracking.
  + Drive our Net Promoter Scores (NPS) to 9: Directly targeting client satisfaction.
  + Build trust through fulfilment of commitments: Ensuring high-quality deliverables and improved communication.

**Culture Commitment Category Grow Capabilities by Embracing Innovation**

IBO:

"By FY25 Q3, foster a culture of creativity and continuous improvement through innovation across global teams by leading the development of reusable utilities leveraging Gen-AI. The proposed solutions will aim to improve team productivity by 15% and ease day-to-day activities. The solutions and their knowledge will be shared and made available for adoption by all global teams to ensure cohesive use and reuse."

Alignment with AT Priorities:

* **Drive quality outcomes that matter for our clients**: Developing reusable utilities that improve quality and productivity.
* **Deliver exceptional client experience**: By enhancing and simplifying day-to-day activities.
* **Uplift our organization**: By fostering creativity and continuous improvement through innovation.

SMART Breakdown:

* **Specific**: Clearly defines the action (develop reusable utilities using Gen-AI) and the outcome (improve productivity by 15%).
* **Measurable**: Improvement in productivity by 15% is a clear metric.
* **Attainable**: Given the resources and your leadership, it is achievable.
* **Relevant**: Aligns with the organizational goals of fostering creativity, improving productivity, and assisting cross-functional teams.
* **Time-bound**: Completion by FY25 Q3.

Custom Key Metrics

IBO: By the end of Q3 FY25, identify and implement automation solutions for at least three key processes within our current AI Workbench projects. This initiative will aim to reduce manual work by 25% and improve process efficiency and productivity, as assessed by pre- and post-implementation performance metrics.

Metric Name:

"Identify and implement automation solutions for AI Workbench projects by end of Q3 FY25."

Metric Target:

"Reduce manual work by 25%, improve efficiency, and enhance productivity as measured by pre- and post-implementation performance metrics."

IBO Details and Alignment with AT Priorities:

* Specific: Clearly defines the action (develop reusable utilities using Gen-AI) and the outcome (improve productivity by 15%).
* Measurable: Improvement in productivity by 25% is a clear metric.
* Attainable: Given the resources and your leadership, it is achievable.
* Relevant: Aligns with the organizational goals of fostering creativity, improving productivity, and assisting cross-functional teams.
* Time-bound: Completion by FY25 Q3.

Alignment with AT Priorities:

* Drive quality outcomes that matter for our clients: Enhancing productivity and quality through automation solutions.
* Deliver exceptional client experience: By improving efficiency and reducing manual work.
* Uplift our organization: Promoting continuous improvement and innovation through automation.

**Resubmitted all o the above 5 pages again to prompt returned the consolidated below**

Your IBOs and their alignment with AT priorities look comprehensive. For structured and clear presentation, let's finalize the IBOs and ensure that each one is concise, SMART, and clearly linked to AT priorities.

**Finalized IBOs:**

**1. Uplift our organization: Evolve your work, your team, and yourself**

**Process Development:** **IBO**: "By the end of Q4 FY25, work on process development by implementing efficient incident management and operation support processes with a mature change management framework. Set high standards and promote a culture of excellence by leading cross-functional teams to consistently deliver high-quality, reusable work. This initiative aims to improve quality standards by 25%, meet or exceed project expectations as measured by client satisfaction scores, and foster a culture of excellence through quarterly review sessions and continuous feedback."

**IBO Details**:

* **Specific**: Develop reusable and advanced technologies together with globally dispersed teams
* Increase efficiency, productivity, work quality, and improve the customer experience

**Specific:**

* Develop reusable utilities using Gen-AI
* Share solutions and knowledge for adoption by global teams

**Measurable:**

* Improve productivity by 15%

**Attainable:**

* Achievable within the given timeframe, leveraging available resources and expertise.

**Relevant:**

* Aligns with organizational goals of fostering creativity, improving productivity, and supporting cross-functional teams.

**Time-bound:**

* Completion by FY25 Q3

**Metric Target:**

* "Improve team productivity by 15%, as measured by tracking key performance metrics pre- and post-implementation."

**Alignment with AT Priorities:**

* **Drive quality outcomes that matter for our clients**: By improving work quality and productivity.
* **Deliver exceptional client experience**: By enhancing and simplifying day-to-day activities for teams.
* **Uplift our organization**: Promote continuous improvement and foster innovation.

**2. Drive Quality Outcomes that Matter for our Clients**

**Improving GitHub Standardization and Hygiene:** "As a Delivery Manager for AI Workbench, by the end of Q3 FY25, develop and implement in-house custom tools and utilities leveraging GitHub API and/or GraphQL to standardize GitHub usage across teams. This will ensure adherence to best practices, improve collaboration, and provide a feedback loop through GitHub hygiene reports to identify non-compliance and non-adherence to standards. This initiative aims to enhance standardization and report overall GitHub hygiene, leading to a 20% improvement in code quality and reduced integration issues."

**IBO Details:**

* **Specific**: Develop and implement custom tools for GitHub standardization and hygiene.
* **Measurable**: 20% improvement in code quality and reduced integration issues.
* **Attainable**: Achievable given your role and resources.
* **Relevant**: Addresses disparities and improves team efficiency.
* **Time-bound**: To be completed by Q3 FY25.

**Metric Target:**

* "20% improvement in code quality and reduced integration issues as measured by pre- and post-implementation performance metrics."

**Alignment with AT Priorities:**

* **Drive quality outcomes that matter for our clients**: Enhance code quality and reduce integration issues.
* **Drive the innovation agenda**: Implement innovative tools and processes for improvement.
* **Continually improve our processes**: Ensure better standardization and hygiene in GitHub usage.

**3. Deliver Exceptional Client Experience**

**Enhancing Client Experience through GitHub Tools:** "By the end of Q3 FY25, develop and implement custom tools and utilities leveraging GitHub API and GraphQL to address disparities with other tracking tools like Jira and Azure Dev/Ops. This will assist in standardizing GitHub usage across teams, ensure adherence to best practices, and improve collaboration between teams. Additionally, generate GitHub hygiene reports to provide insights into non-compliance and non-adherence to standards. This initiative aims to improve client experience through better project tracking and reporting, resulting in a 15% increase in client satisfaction as measured by Net Promoter Scores (NPS)."

**IBO Details:**

* **Specific**: Develop and implement custom tools using GitHub API and GraphQL.
* **Measurable**: 15% increase in client satisfaction as measured by Net Promoter Scores (NPS).
* **Attainable**: Achievable within the given timeframe.
* **Relevant**: Improves project tracking and reporting, addressing client needs.
* **Time-bound**: To be completed by Q3 FY25.

**Metric Target:**

* "15% increase in client satisfaction as measured by Net Promoter Scores (NPS) by the end of Q3 FY25."

**Alignment with AT Priorities:**

* **Deliver exceptional client experience**: Enhance client satisfaction and improve project tracking.
* **Drive our Net Promoter Scores (NPS) to 9**: Directly target client satisfaction.
* **Build trust through fulfilment of commitments**: Ensure high-quality deliverables and improved communication.

**Goals and IBOs Summary:**

**Uplift our organization: Evolve your work, your team, and yourself**

* IBO 1: Process Development
  + "By the end of FY25 Q3.

**Alignment with AT Priorities:**

* **Deliver exceptional client experience**: Enhance client satisfaction and improve project tracking.
* **Drive our Net Promoter Scores (NPS) to 9**: Directly targeting client satisfaction.
* **Build trust through fulfilment of commitments**: Ensure high-quality deliverables and improved communication.

**Summary of all IBOs**

**I. Uplift our Organization: Evolve your work, your team, and yourself**

**Process Development:** "By the end of Q4 FY25, work on process development by implementing efficient incident management and operation support processes with a mature change management framework. Set high standards and promote a culture of excellence by leading cross-functional teams to consistently deliver high-quality, reusable work. This initiative aims to improve quality standards by 25%, meet or exceed project expectations as measured by client satisfaction scores, and foster a culture of excellence through quarterly review sessions and continuous feedback."

* **Metric Name**: "Improve quality standards through process development and support."
* **Metric Target**: "Improve quality standards by 25%, measure client satisfaction scores."

**II. Drive Quality Outcomes that Matter for our Clients**

**Improving GitHub Standardization and Hygiene:** "As a Delivery Manager for AI Workbench, by the end of Q3 FY25, develop and implement in-house custom tools and utilities leveraging GitHub API and/or GraphQL to standardize GitHub usage across teams. This will ensure adherence to best practices, improve collaboration, and provide a feedback loop through GitHub hygiene reports to identify non-compliance and non-adherence to standards. This initiative aims to enhance standardization and report overall GitHub hygiene, leading to a 20% improvement in code quality and reduced integration issues."

* **Metric Name**: "Standardize GitHub usage and improve hygiene."
* **Metric Target**: "20% improvement in code quality and reduction in integration issues."

**III. Deliver Exceptional Client Experience**

**Enhancing Client Experience through GitHub Tools:** "By the end of Q3 FY25, develop and implement custom tools and utilities leveraging GitHub API and GraphQL to address disparities with other tracking tools like Jira and Azure Dev/Ops. This will assist in standardizing GitHub usage across teams, ensure adherence to best practices, and improve collaboration between teams. Additionally, generate GitHub hygiene reports to provide insights into non-compliance and non-adherence to standards. This initiative aims to improve client experience through better project tracking and reporting, resulting in a 15% increase in client satisfaction as measured by Net Promoter Scores (NPS)."

* **Metric Name**: "Enhance client experience through improved GitHub usage."
* **Metric Target**: "15% increase in client satisfaction as measured by Net Promoter Scores (NPS)."