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| Culture Commitment Category | Grow Capabilities by Embracing Innovation |
| My Culture Commitment Action | Foster a culture of creativity and continuous improvement thru innovation across global teams: By FY25 Q3, I will lead the initiative to develop reusable utilities leveraging advanced technologies like Gen-AI which can be leveraged across the globally dispersed teams to cohesively use, reuse and benefit with the utility solution. The proposed solution and its knowledge will be shared for usage and available for adoption by the global teams.  The proposed utility will be developed leveraging GEN- AI and will target at improving the team's productivity ~ 15%. Will assist cross functional teams for improved ease of use for the day-to-day activities. |

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Goal : Delivery Quality outcome that Matters for our clients

IBO: GitHub: Improve GitHub standardization and Hygiene: GitHub is a new learning for most of the team members. From a user perspective, there are features within GitHub that are not in line with other tracking tools like Jira and Azure Dev/Ops that the team has been using.

For example, Issue Types (Epics/Features/User stories) in GitHub is not the same as other tracking tools that the team has used in the past. There are several other disparities in the tools which is a challenge for the users.

**IBO Details:**

As a Delivery Manager for AI Workbench, By the end of Q3 FY25 will work on developing and implementing in-house custom tools and utilities leveraging GitHub API and/or GraphQL that can benefit the Workbench team.

The new inhouse utility will aim at,

a) Assist in standardizing GitHub usage across teams

b) Ensure adherence to best practices, and improve collaboration between teams

c) Additionally provide a feedback loop by generating GitHub hygiene reports which will provide insights into non-compliance and non-adherence to GitHub standards.

This initiative aims to improving standardization on GitHub usage and report on the overall hygiene.

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1. IBO:

Goal: uplifting Organization, evolve work and you team and yourself satisfaction:

Process development: As a Delivery Manager I will initiate and lead process development and implement efficient Change Management and improve the collobration with the GTK Operations teams. Assist in developing a matured incident management, Change Managment and operation support processes that results higher standards and promote a culture of excellence by leading cross-functional teams to consistently deliver high-quality, reusable work.

IBO Details:

This initiative aims to improve uplifting Organization, evolve work and you team and meet or exceed project expectations as measured by client satisfaction scores, and foster a culture of excellence through quarterly review sessions and continuous feedback.

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Custom Key Metrics :

Metric Name:

Identify and implement automation solutions. By the end of Q3 FY25. Identify and implement automation solutions for at least three key processes within our current AI Workbench projects.

Metric Target:

Reduce manual work by 20 - 25%, improve efficiency, productivity when compared bw pre/post implementation

**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: "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 incident management, change management, and operation support processes.
  + Measurable: Improve quality standards by 25%, client satisfaction scores.
  + 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.

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.