Throughout FY24, I have dedicated myself to contributing significantly to KPMG's strategic initiatives, specifically GATE and the MDP program. My efforts have been in direct alignment with KPMG's values of leading by example, working together, respecting the individual, seeking the facts and providing insight, being open and honest, and being committed to communities. My focus has consistently been on enhancing quality, efficiency, and technological advancement, embodying KPMG's core competencies and values both internally and externally.

Working on the above initiatives throughout the year and aligning with the organization’s goals of quality, efficiency, and technology advancement.  Year by year my goal has always been to align, learn on skills, competencies and exhibit the true values of KPMG inside and outside in real life.

**1. GATE Initiative: (Period: Q2, Q3 2024)**

**Implemented the target operational model for GATE** (Global Advisory Technology Enablement) and successfully delivered the first workload (CIQ) on the GAC environment on 6/21 in less than 6 months from inception to delivery this critical KPMG milestone initiative.

Collaborating with multiple teams such as US AT SMO, Platform Engineering, Global SMO, SNOW team, GSOC, and Global Security teams, I assessed existing processes, crafted a strategy, and introduced the GATE approach and adoption framework for an operational model. Play the role where in when needed to achieve the goal.

This encompassed managing incident, L1 and L2 support, change and vulnerability management, licensing requirements, GAC's application onboarding, and setting up security operations and monitoring (below list).

* Incident Management
* L1 and L2 support Change Management
* Vulnerability Management
* Licensing requirements
* Application onboarding for GAC
* Setup of Security operations and monitoring

**Advancing KPMG's Competencies and Values:**

**Business**:

1.**Critical thinking**: Throughout the year, I consistently applied critical thinking skills to analyze complex issues, evaluate alternative solutions, and make informed decisions.

**Evidence**: This was evident in my assessment of existing processes that US AT and develop the proposed an improved GATE target operational model and critical analysis on closest fit to Azure cloud adoption framework (AzCAF). I effectively utilized industry best practices and advancement to extract meaningful insights from various sources AzCAF and source of other best practices for an informed decision-making during the development and implementation of the operational model. Demonstrating proficiency in my deep knowledge on Operational framework and methodologies and leveraged them effectively to streamline processes, enhance collaboration, and optimize the efficiency of operations.

2.**Facilitation**: I successfully facilitated several collaborative discussions and workshops including 1:1 with subject matter experts across various cross-functional teams such as US AT SMO, Platform Engineering, Global SMO and SNOW team. I enabled effective problem-solving and decision-making. By collaborating with stakeholders like US AT SMO, Platform Engineering, and Global SMO, I was able to develop consensus and drive the successful deployment of the operational model thru productive interactions and consensus building for successful implementation of the GATE approach.

3.**Knowledge managemen**t: Worked extensively with subject Matter experts in US AT to identify the L1, L2 Support. Incident Management, change management and document these in several collaborative artifacts to deeply study and leverage practices in the GATE operational model. The artifacts are listed in the below contributions section. By effectively managing knowledge resources, I ensured that information was shared and utilized within the organization.  Few examples are developing checklists, establishing runbooks, and collaborating with Global SMO and workload teams, I facilitated knowledge transfer and best practice implementation. I effectively managed knowledge resources by organizing and sharing information, ensuring that valuable knowledge was accessible to team members in Global SMO and can be utilized to to drive continuous improvement in processes and operations.

4.**Negotiation**: I consistently displayed strong negotiation skills during interactions with various teams, achieving favorable outcomes and influencing decisions in line with the goals of the project. My strong negotiation skills were evident in challenging business situations. For instance. I successfully negotiated with the workload team during CIQ deployment on insisting the adherence to best practices and compliance to creating of runbook and testing IAC in lower environments and the support and operations agreement.  I took the extra step in outside of my role to creating a program level Go No Go Checklist specific to workload team and worked very closely with the workload PM to ensure stakeholders collaborate and achieve favorable outcomes, fostering communication and effective decision-making.

5.**Opportunity management**: Throughout the year, I actively identified and capitalized on opportunities for business growth and improvement, taking strategic actions to maximize the benefits for the organization. Proactively identifying and capitalizing on opportunities for business growth and improvement, I played a significant role in the successful go live of the CIQ workload of the operational model. This included identifying and addressing security vulnerabilities, managing application onboarding, and establishing robust security operations and monitoring for the GAC environment.

6.**Project managemen**t: As a PMP / SAFe Product Owner Certified and a Scrum Master certification I am deeply skilled in Project Management and I was able to leverage this to assist the PDD Team to track, monitor and timely deliver the GAC environment.  I facilitated discussions with cross functional team on the different technical deliverables of the operational model for GATE. On behalf of the PDD team, I collaborated with multiple teams to have the GAC environment and successful go-live for the first workload on the GAC environment. I was instrumental in contributing to the successful of GATE in its plan, execute, within planned timelines and budgets.

7.Communications: Throughout the year, I displayed excellent communication skills, effectively conveying information, ensuring transparency, clarity, alignment of goals, and ideas to various stakeholders. This was crucial in facilitating collaboration, obtaining necessary buy-in, and ensuring successful execution of initiatives.

**Leadership**:

8.**Apply a strategic perspective**: Throughout the year, I consistently applied a strategic perspective in my decision-making, aligning my actions with the organizational goals of quality efficiency and technology advancement. Applying forward thinking and a strategic perspective and strategic mindset in crafting a strategy for Global SMO for L1, L2 Support. Incident Management, change management the operational model and considering the long-term implications, I ensured that my work contributed to the strategic objectives of the organization.

9.**Build collaborative relationships:** I established strong and collaborative relationships with various teams, such as Global SMO, GSOC, and Global Security teams, fostering an environment of trust and collaboration, which contributed to the successful implementation of the GATE approach. Developing strong and productive relationships with colleagues and stakeholders was a key aspect of my role. By collaborating with multiple teams, facilitating discussions, and fostering a sense of teamwork, I built collaborative relationships that facilitated the successful implementation of the operational model.

10. **Develop and motivate others**: Throughout the year, I actively supported the growth and development of team members. By providing guidance and motivation, I fostered a positive and productive work environment, enabling others to perform at their best by actively supporting the growth and development of team members, providing guidance, and assigning meaningful responsibilities, I motivated them to perform at their best, contributing to the overall success of the project.

11.**Drive quality**: By implementing efficient incident management, support, and change management processes, I ensured that quality standards were met and maintained. Setting high standards and promoting a culture of excellence, I drove the cross functional teams to consistently deliver high-quality reusable work and meet or exceed project expectations. Demonstrating a commitment to driving quality, I fostered a culture of excellence for developing the operational model organization.

12**.Foster innovation**: Throughout the project, I encouraged and embraced innovative ideas and approaches, fostering a culture of creativity and continuous improvement, which contributed to the successful implementation of the GATE operational model. Encouraging and embracing innovative ideas and approaches, I fostered a culture of creativity and continuous improvement. By adopting advanced technologies like Gen-AI, I demonstrated a willingness to explore innovative solutions that enhance productivity and quality.

**\**

**Technical**:

13. **Commercial acumen**: Throughout the year, I demonstrated a strong understanding of the commercial aspects of the business. By considering financial implications and identifying cost-saving opportunities during the implementation of the operational model, I contributed to the firm's profitability.  
Industry: My work throughout the year showcased my deep industry-specific knowledge. By collaborating with teams like Platform Engineering and Global Security, I utilized industry insights to inform and guide decision-making processes.

14. **Operational excellence**: Striving for operational excellence, I consistently sought opportunities for process improvements and implemented best practices throughout the year. This ensured efficiency and effectiveness in the implementation of the operational model. Throughout the project, I consistently aimed for operational excellence, identifying opportunities for process improvements, streamlining operations, and implementing best practices to optimize efficiency.

15. **Service and solution expertise**: Throughout the year, I developed expertise in the services and solutions provided by the organization. By understanding and leveraging these offerings, I effectively addressed customer needs and maximized value delivery. demonstrated expertise in the services and solutions provided by the organization. This expertise enabled me to effectively leverage them to meet customer needs, contributing to the successful implementation of the GATE operational model.

**Contributions**/ Artifacts:( few listed)

* GATE\_OperationalModelV3.pptx
* GATE\_SMO\_Support.pptx
* Checklist of Go No Go.xlsx
* Checklist for Onboarding.xlsx
* SOA Agreement.docx
* GATE\_SMO\_GAPs.xlsx
* AzCAF framework
* GATE\_Incident Management.vsdx
* GATE\_IntakeProcessFlow.vsdx
* GATE\_VulnerAbilityMgmt\_Process.draw.io
* GATE Onboarding questionaire.xlsx
* GATE Support Questionaire.xlsx
* Deployment\_Prod\_RACI\_Ver2.xlsx
* Reference\_Links.docx
* KBA Template v4.1.docx
* GATE\_Backlog\_Tracker.xlsx

**MDP Program (Period: Q1 2024)**

Strategic Agile Leadership: As a Release Train Engineer, I guided the MDP program through its initial SAFe and Scrum implementation, leading the first PI planning session. My strategic planning and facilitation skills ensured alignment of the product roadmap with business values, addressing conflicting requirements effectively.

As part of an urgent and time critical requirement, I was overnight deployed on MDP as a SAFe Release Train Engineer PI planning, business value alignment for time sensitive deliverables employing SAFe, Scrum practices. I facilitated several pre planning sessions leading to the PI planning kickoff where we successfully managed to reprioritize the product roadmap and backlog and aligning them to business values.

* Defined and build a suite of project planning, tracking, execution, and support operations processes thru site reliability engineering practices for MDP and its adoption and support.
* Built a reusable framework is flexible enough to be applied to other product support scenarios.
* Built strategical goals to bring together a large group of MDP accelerator teams to work together through PI planning and define a roadmap for the product that resulted in greater efficiencies and better outcomes for the project delivery cycles.
* Additionally, also instituted sprint metrics tailored to MDP that increased the delivered sprint value and improved team accountability.  Key to this was educating individuals and leaders on SAFe practices and driving adoption.
* All these changes were implemented on a compressed schedule that the RTE role required strong leadership skills to drive adoption and realize value from the efforts.

**Accomplishments**

1. **Successfully onboarded new clients**: proactively worked with cross-functional teams to resolve roadblocks and meet expectations for new client onboarding on MDP, resulting in increased revenue for the firm.
2. **Enhanced collaboration and quality**: Aligned KPMG partner teams with diverse skill sets to deliver better quality to clients, resulting in improved reputation and increased business opportunities for the firm.
3. **Successfully facilitated the first PI Planning** for MDP workstream with the immediate need reprioritized release backlog that captured Market demand. The Successful PI delivered the following.
4. **Increased productivity and efficiency**: Instrumental in creating a sprint-wise product backlog and roadmap that helped the team prioritize tasks, resulting in greater efficiency and better outcomes on MDP project, ultimately delivering products to market faster.
5. Coach and Mentor team members on best practices and help capture and report relevant sprint metrics that contributed to MDP namely,
   * **Accelerated adoption of Agile SAFe practice**s:
   * Improved coordination and efficiency and drove the **adoption of Agile practices across workstreams**, resulting in effective cross-functional team coordination, **increased efficiency** ultimately resulting in **cost savings and increased profitability** for the firm.
   * **Refined Scrum Metrics**: Increased effectiveness and efficiency: Successfully **transitioned** to **refined and effective sprint metrics** tailored for MDP project, resulting in increased sprint value delivered and improved team accountability

**6. Develop Revised Release Process:** Improved Release Management, Project Planning, obtained buy-in from leadership, (PO's and pod leads) developed a more efficient, structured release plans, better forecasting of prod issues, and overall increased productivity for the firm.

* + **Process development**: Designed and developed the below listed artifacts for MDP Ops and Support strategy laying out the complete end to end flow for (new/existing capabilities onboarding, Intake, Incident Management, Change Management and SLA adherence
  + Improved Ops/Support process strategy for effectiveness and efficiency: Developed a framework for a reduced downtime and ensure quick and efficient incident resolution, increased client satisfaction and fewer business disruptions for the firm.
  + A process that addresses known risks and issues: Includes incident management, change management, and SLA adherence processes that addressed current issues on MDP, resulting in reduced risk and improved compliance for the firm Streamline the end-to-end MDP flow and call out RACI for each workstream.

**Competencies**:

**Leadership:**(Competency area)

* **Developed ops support framework**: Designed an ops support framework that targeted an improved service levels and efficient incident resolution. This framework includes incident management, change management, and SLA adherence processes for MDP.
* **Developed release backlog:** Instrumental in creating a sprint-wise product backlog and roadmap to increase team productivity and efficiency.
* **Developed a more refined Release Management Process plan**: Obtained buy-in from leadership, PO's, and pod leads to develop an efficient plan across MDP.

**Business:**(Competency area)

* **Improved quality**: Aligned global KPMG partner teams with diverse skill sets to deliver improved quality to clients.
* **Realign to business Market trend**: Successfully implemented the first PI plan for the MDP program that resulted in reprioritized product backlog that aligned to trends from market activation team
* **Onboarded new clients**: As RTE, proactively worked with cross functional workstreams to timely resolve roadblocked resulted in quick turnaround and onboarded new clients on MDP

**Technical:**(Competency area)

* Revise the**"definition of Done" and user story ownership for Closed / Accepted**: As an RTE for MDP incorporated the need for QA to own and sign off on user stories to be marked as Complete or Closed that prevents defect leakage to UAT.
* **Refined Scrum metrics**: Successfully transitioned to refined and effective sprint metrics tailored for MDP project, and assisted Scrum masters to refine their practices and capture relevant metrics.

**Contributions**/ Artifacts:

* ·        ProposedDraft\_IntakeProcessVer2.png,
* ·        Draft\_Onboarding\_Existing\_Capabilities.png,
* ·       Draft\_Onboarding\_New\_Features.png
* ·        Incident Mgmt\_Process Flow.png
* ·        DraftVer\_MDP\_RACI.xlsx
* ·       MDP\_DataIntake\_design\_questionaire.xlsx

**Culture values**: (KPMG Values)

**At KPMG**: During this FY24, I worked on building the A**gile Maturity and SAFe adoption.** I setup weekly sessions with Scrum Masters to help develop the agile maturity in the project teams. Thru the efforts of coaching and mentoring scrum master's on the best practices helped accelerate our Agile maturity and adoption of Agile SAFe principles for the organization

**Community Engagement and Leadership Development:**

1. Volunteered for Robotics team "EPIC Adventurer" that qualified for FTC league Robotics World Championship held in Houston in March 2024.

The team of middle/high school students of Adventurers won regional and state championship and qualified for the world championship where the received the **2nd Place for the FTC Connect award** First Tech Challenge (FTC**).** This is my third year of volunteering for the team and thereby developing a pipeline of future talent and increasing community building across the globe.

1. **Developed future leaders**: As part of the member of the Advanced the Let's Talk Toastmaster Club,
   * Mentored public speaking and team presentations as part of, developing future leaders with strong communication skills that could eventually contribute to the community service
   * **Empower teams**: Proactively worked with student teams on the culture to be bold, empowered to speak up and reach out helped resolve roadblocks effectively across cross-functional sub teams, improved the collaboration and develop self-driven teams.

My volunteer work with the Robotics team "EPIC Adventurer" and my involvement in the Let's Talk Toastmaster Club exemplify my commitment to developing future talent and leaders. These efforts not only support KPMG’s commitment to communities but also foster a culture of learning and empowerment.

**Conclusion:**

FY24 has been a year of significant achievements, marked by my ability to adapt, innovate, and lead in various capacities. My contributions have not only furthered KPMG's strategic goals but have also reinforced its values within and outside the organization. I have demonstrated resilience, flexibility, and a continuous drive for improvement, positioning myself as a valuable asset to our team and the broader KPMG community.