

IC Product Development Promotion Template

Employee Name: [REDACTED]

Manager: [REDACTED]

Current Career Level and Job Code: IC4

Proposed Position and Job Code: IC5

of Years in Current Position: 6.5 Years

of Years in Industry 17

Current Salary: [REDACTED]

Min Salary for New Position [REDACTED]

Performance Rating: 5

VP/SVP: Paulo Back

Please address the following factors, including examples when recommending promotions to senior development positions in Product Development.

SUMMARY OF EXPERIENCE

(Provide a brief description of current and previous experience, education, and areas of responsibilities.)

[REDACTED] brings with him a wealth of software development experience that he has built up over the last 17 years. Currently he is in a leadership position acting as a [REDACTED] which is a core module in [REDACTED]. In addition, he is a strong contributor in almost all modules of [REDACTED] like [REDACTED]. Some of [REDACTED] recent achievements are listed in the 'Achievements' section. As a highly effective senior member of the [REDACTED] team, he has grown into excellent leadership role in [REDACTED] team as well as providing hands-on quality and time-bound solutions to critical customer issues.

SCOPE OF POSITION

(Describe the scope and complexity of the technical work being performed. Describe how the position or deliverable is important to Oracle's strategic plan or revenue.)

- Provide hands-on leadership in aggressive reduction of bug-count, escalations and aging in [REDACTED] team across geographical locations
- Engage in active role to provide mentorship, TOI to [REDACTED] team members in all modules of [REDACTED]
- Act as a [REDACTED] to standardize development processes and development environment
- HQ POC Online patching uptake [REDACTED]
- Rise in leadership role in working with highly visible customers like [REDACTED] and [REDACTED] by providing solutions in critical customer pain-point issues like performance and useability as well as in various enhancement requests

TECHNICAL ABILITY

(Describe the individual's technical skills: skill in solving technical problems, time needed to solve difficult problems with minimal direction, creativity in problem solving, ability to present new ideas/concepts, judgment in evaluation of alternative courses of action, reliability of design and project decisions.)

[REDACTED] is very strong in technical abilities and has built up a reputable credential as an expert in (1) [REDACTED] (2) [REDACTED] programming, (3) [REDACTED] (4) [REDACTED] (5) [REDACTED] (6) multiple modules in [REDACTED] and (7) [REDACTED]. He is very detailed and thorough in in-depth analysis, works independently in problem solving, consistently produces quality work within time, mentors others with any technical questions and

APR-08

follows through the issues to a successful completion. He conducts effective OWCs with the customers, judges the problems and provides course of actions based on the criticality of the problems the customer is facing.

TEAMWORK AND INFLUENCE WITHIN ORACLE

(Describe the individual's ability to be effective in a team; ability and willingness to help others when needed; ability and willingness to direct the efforts of others formally or informally; working relationships with other group members. Describe the amount and quality of inter-action with other Oracle groups and what results have been achieved. How has the position contributed to their success or how has it influenced other groups to ensure the success of their own strategic projects?)

- [REDACTED] is a very good team player. Since he is patient, precise and detail-oriented, he mentors other employees so that they can also gain appropriate level of expertise. He always takes active role in team discussions to spread his knowledge and understanding.
- He is taking true ownership of [REDACTED] by managing bugs inflow, prioritizing queues, pre-triaging issues. Additionally, his credit is to focus on root cause in order to decrease the inflow of bugs and increase of true customer satisfaction.
- Because of his strong analytical skills as an individual contributor, he comes up with solutions independently of very complex problems and communicates them effectively to the Senior Architects in the team.

EXTERNAL VISIBILITY

(How much time does the individual spend representing Oracle to outside interests, such as customers, partners, press and analysts. These contacts should address a technology, product or program area that is highly visible and recognized as an independent entity.)

[REDACTED] has engaged in regular calls with Support and customer for several [REDACTED] areas to progress bugs to resolve issues and/or providing suggestions of workarounds to the customers inspiring confidence that they can count on him to get the job done. Examples of the some of the critical customers are [REDACTED] and [REDACTED]

ACHIEVEMENT

(Describe specific, significant deliverables or accomplishments attributed to this individual as the major contributor. Who within or outside of Oracle would know of these achievements? Also explain how the individual exhibits the qualities of leadership, technical credentials and overall ability to represent their group/ST both within and outside Oracle.)

- [REDACTED] took the ownship of [REDACTED] after his transfer to this team in [REDACTED]
- Starting [REDACTED] he was one of the pioneer members to take up [REDACTED] modules so that customer issues can be fixed in HQ. With minimum supervision, he self-learned, built up the expertise and functional knowledge and is now considered as a go-to person.
- His major accomplishment is to [REDACTED] as well as drive down aging and escalations. He has emerged as a true leader of this module by constantly handling critical customers, and providing bug fixes/enhancements on time and with quality. He has also reached out to the wider team of product management and pre-triage team to train them and help them to make the new process a success. In addition, he trains and mentors newly-joined team members across time zones and geographical locations in order to ensure his whole team can succeed
- [REDACTED] is one of the top performers by consistently meeting his personal target bug closure numbers and is a highly valuable contributor in meeting his overall team target of bug closure numbers.
- As a [REDACTED] he has standardized processes, enforced them and trained team members in all of [REDACTED] modules.
- [REDACTED] tremendous growth, maturity, confidence to handle the diverse customer-related issues in [REDACTED] should be recognized. As a result, he is a suitable candidate for the next level of promotion.
- A summary form of the tracks he has delivered are listed below:

APR-08

Product(s)	Release	Project	Key Challenge	Key Deliverables
[REDACTED]			Handling multiple P1 issues, meeting bug closure targets	Regular bug updates maintain P1 SLA, Bug closures, communicating with Support and customers, calming escalations
			Handling multiple P1 issues	Regular bug updates maintain P1 SLA, Bug closures, communicating with Support and customers, calming escalations
			<ul style="list-style-type: none"> - Reducing backlog, escalations and age - Respond to RFA's - Pre-triage and prioritize issues for team members - Clarify functional / technical issues encountered by team members. - Work with product management team - Conduct training sessions to make team members aware of [REDACTED] functionality 	<p>Meeting and beating targets of bug closure numbers, mentoring team members in order to meet team goals</p> <ul style="list-style-type: none"> - Brought down the age (bugs) to 28 from 79 days. - Pre-triage all the [REDACTED] bugs (around 25 bugs per month). - Clarify and respond to RFA's (around 5 per month) and ensure that customer's issues don't produce another bug for us.
			Time critical product enhancements for customers like [REDACTED] etc	Developed various product enhancements on-time.
			HQ contact point for the [REDACTED]	
[REDACTED]			- Define processes and	Avoided dependency on

APR-08

	standards for [REDACTED]	operations team and streamlined processes that improved development team's efficiency
	<ul style="list-style-type: none"> - Communicate and present sessions re-iterating the processes - Help team members resolving issues with self service (around 38 instances) environments - Discuss and analyze [REDACTED] report on a monthly basis so that any process deviations can be identified and corrected 	
	Take ownership after transition	Write up proper documentation explaining functionality to both internal and external audience
	Designed and developed [REDACTED] integration	Significantly improved [REDACTED] pricing performance
	Had to overcome technical challenges involving framing the contract terms (legal document) and delivery of email	Developed this key feature which enabled Oracle increase the [REDACTED] renewal revenue significantly.
	Redesigned and developed this highly complex renewal and approval system. Also developed workflow which manages the entire contract life cycle	Greatly enhanced performance, maintainability and ability to extend to incorporate advance features
Designed solution for [REDACTED] contracts approvals using [REDACTED]	Wrote the functional design which is the core of the current [REDACTED]	

APR-08

Recommendations

(Comments from other senior management staff, both within and outside of group – Min of three.)

APR-08

Position Criteria

(Senior development positions may include unique requirements, therefore template metrics are general guidelines, not hard rules.)

FACTOR	SMTS – IC3	PMTS – IC4	CMTS – IC5	ARCHITECT – IC6
Summary Of Experience	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has 2.5 or more years of related experience.</p>	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has five or more years of related experience. Candidates with less than four years experience must be star caliber and require review by DAS staff.</p>	<p>BS or MS degree in CS or equivalent experience relevant to functional area.</p> <p>Typically has ten or more years of related experience. Candidates with eight or more years will be considered only if they are star caliber.</p>	<p>Typically has fifteen or more years of related experience.</p>
Scope Of Position	<p>Can code with minimal direction. Normally receives no instructions on routine tasks, with limited supervision on new tasks.</p>	<p>Has full responsibility for the architecture of a significant, self-contained portion of a product or a small product.</p> <p>Has demonstrated technical leadership for his/her area. This is usually done by being a project lead for a small project team of two to three developers.</p>	<p>Has full responsibility for the architecture of a medium-sized product or a substantial layer or subsystem within a large product</p>	
Technical Ability	<p>Works on projects of moderate conceptual complexity.</p> <p>Starting to demonstrate ability to write spec's and designs. Specifies, designs and develops software according to provided requirements, with sole responsibility for the design.</p>	<p>Works on projects of moderate to high conceptual complexity.</p> <p>Demonstrated ability to write high quality functional spec AND design documents for a major area. Provide url's for these documents.</p>	<p>Recognized expert in area within division and/or Oracle.</p> <p>Works on extremely complex problems. Has deep understanding of how his/her area interacts with all related areas.</p> <p>Models best engineering practices. This includes clarity and completeness of spec's and designs, code cleanliness and quality, thoroughness of testing, attention to documentation, and response to bugs and regressions.</p>	

APR-08

		Is highly encouraged to maintain an architecture and detailed design document for his/her area. Provide url for this document.	
External Visibility	Must have good visibility so can be effectively ranked; giving a seminar is good way to do this and is advised.	Represents group within Oracle.	
Teamwork and Internal Influence		Exhibits effective teamwork with senior developers and senior management within ST and across Oracle.	
		Is the technical "go-to person" (consultant) for his/her area within the group and across Product Development.	
		Strongly influences the technical decisions of ten or more developers.	
Achievements	Demonstrated ability to take feature/design through software lifecycle to release of robust, high-quality, production code.	Under broad direction, defines requirements for new projects and specifies, designs and develops software to those requirements.	Recognized expert in field inside and outside Oracle
		Has delivered several high-quality, PMTS-scale projects to market that have been successfully used by production customers for several years.	
		Has delivered innovative and creative solutions to complex problems.	
		Works effectively with others in managing extremely complex projects	
Recommendations	Comments supporting above criteria for promotion from outside immediate group from PMTS-level developers or managers	Comments supporting above criteria for promotion from outside of immediate group from ST senior management and three CMTS or architect-level developers.	Approval from the architects club

APR-08

APR-08

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