IC Product Development Promotion Template
Miranda Organization

Employee Name: ███████████████████ **Manager:** ████████████████████████

Current Career Level, and Job Code: <u>13530.Technical Writer 3-ProdDev</u> **Proposed Position and Job Code:** <u>13540.Technical Writer 4-ProdDev</u>

# of Years in Current Position: <u>5 years</u> **# of Years in Industry:** <u>18 years</u>

Current Salary: $██████████ **Min Salary for New Position:** $████████

Performance Rating: <u>4- Exceeds Expectations</u> **VP/SVP:** <u>Liff Thomas</u>

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

SUMMARY OF EXPERIENCE

███████ has 5 years of experience as an ███████████████ for Oracle ██████████. Prior to that, she has held roles as Product Manager for Oracle ████████, ██████████████ for ███████████████, ██████████████ for █████████, and ████████████████.

███████'s main area of responsibility for ███████████████████ is support for Oracle ██████████. She has been the sole ██████████████ for this product and has therefore supported a large volume of functionality and user assistance for both ████████ and subsequent releases. ████████ educates her product team on standards and initiatives, actively participates in product design reviews, reviews all customer facing content such strings, seed data, and messages, and creates all documentation and curriculum associated with the product.

███████ is the primary ██████████ POC for ████████████████████ and supports the team with tools issues including troubleshooting and analysis. She maintains and manages our team portal and ensures that all relevant procedures, guidance, and resources are readily available to the team. ████████ is also the ████████████ ██████████████ POC for the ████████████████████ and helps to coordinate review and input between product teams, information development, and release management.

SCOPE OF POSITION

For ████████████, ██████ has been the sole █████████████████ for Oracle ███████████. To better reflect the anticipated scope of product development effort, we recently added an additional ½ resource to support her. ████████ is responsible for training her team on the ██████████████████████, reviewing all customer-facing content such as strings, seed data, and messages, and creating all documentation, demos, and curriculum associated with ██████████.

TECHNICAL ABILITY

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████████ is a quick learner and understands complex product concepts and relationships. She learns new information and tools quickly, and in the face of ambiguity and change, she organizes herself to ramp-up on product sets and to conduct her work with efficiency and keep the plan moving forward. She considers alternative solutions before making decisions, and anticipates problems and develops contingency plans. She always uses good judgment and focuses on the right issues.

████████ keeps up to date on development practices, procedures, and processes, and on acquiring knowledge of Oracle products both within and outside of her assigned scope. She owns her personal growth as she seeks and creates personal learning opportunities for herself. ████████ is conscientious of her commitments and deadlines. She plans well and executes per the agreed upon plan. If issues arise which have a material impact on her deliverables, she will identify the impact points and take steps to mitigate the effect on her deliverables. She develops systems and processes and identifies and implements effective processes and procedures for accomplishing her work. She takes the initiative to gather relevant information in a systematic way and considers a broad range of alternatives and factors. She grasps complexities and relationships among issues, seeks input from other stakeholders, and uses sound logic in her analysis. ████████ is meticulous in her attention to detail and consistently produces high quality results in all of her projects.

████████ has also developed expertise with our toolsets such as ████████ and the ████████████████ and provides support to other team members, volunteers for testing efforts, and helps to troubleshoot issues or solve challenges.

TEAMWORK AND INFLUENCE WITHIN ORACLE

████████ is a major contributor to the team as well as the broader Fusion Applications organization. She takes personal responsibility for planning, developing, and producing her deliverables, and is always willing and able to assist colleagues in her work group and other organizations across Fusion Applications. She has high credibility and respect from others and is perceived as a knowledgeable, respectful, and friendly resource - development team members, more senior Information Developers, and managers consistently seek her advice and support.

████████ willingly seeks new assignments to increase and improve her existing job skills, to support the team, and make sure that there are no "surprises". She is the first to volunteer for special projects, testing efforts, and offers suggestions for improved processes and communication.

She consistently shows a high work commitment, setting high personal standards of performance for herself and therefore encouraging this of others on the team.

LEADERSHIP & EXTERNAL VISIBILITY

████████ is comfortable taking on the role of a project lead and in fact other information developers naturally look to her for support. She is the lead ████████ POC for our team but members outside of the immediate team also look to her for tools support. As the ████████████ POC for the Fusion Applications ████████ she interacts with multiple product teams, information developers, and release management to ensure that content is complete, reviewed, and ready for publication. She always actively participates in her workings groups which have representation across all families.

ACHIEVEMENT

████████ has successfully completed multiple deliverables for Oracle ████████████ with high quality and efficiency including contributing to design reviews, design of embedded help and nonembedded help, review of all customer facing text including seed data, messages, and strings, and development of curriculum. As a prior product manager for ████████, she brings functional expertise to her work and is therefore viewed as an integral member of the product development team. ████████ takes the

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initiative to be "hands-on" with the product, take training, and review deliverables such as TOIs, release content documents, white papers, and other material for her product team.

As a top level performer, ████ is proactive, takes the initiative to both identify and troubleshoot problems, ensures that issues are clearly communicated to the team and management, and develops support materials as needed to ensure smooth and successful projects both within her product area and across the organization. She was instrumental in the successful rollout of the ████████ Tool within ██████ and across the organization by working closely with our technical team to ensure adequate guidance and resources for the development community.

Recommendations

████████, **Senior Manager,** ████████████████████:

Thank you for providing me an opportunity to share my thoughts about working with █████. I have been working with █████ since ████ first as fellow ████████████████ and then as ████████████████████ since ████. Since last 2 years, I have been interacting with █████ once or twice a week discussing the priorities, reviewing the topics and helping answer questions.

Diligent and thorough are the two words that come to my mind when I think of █████. She always comes very prepared for the meetings.
She has the meeting topics and the content clearly documented making the meetings efficient and productive. Before the meetings, █████ does all the legwork and research making the decision making and brainstorming very efficient.

In addition one thing that I appreciate a lot is that █████ is very hands-on. She actually runs through the business flow/features she is documenting. For the complex product like █████, this often means executing upstream Financials, Procurement, and Logistics setups and flows as well as learning about the integrating technologies like ████████████████████████████ and █████. █████ is eager to learn and execute these flows and technologies so that she can do a good job documenting these. She has demonstrated patience by contacting the subject matter experts in Imaging and Approval flows and making sure to incorporate their input which often is technical in nature and then doing justice to the documentation.

Even when she was knee deep in documenting █████ and ████████, █████ allocated time to participate in █████ design discussions in █████ PM meetings which though took time away from her immediate deliverable but helped her understand some complex ██ projects. I am confident this good judgment will benefit her in few months when we begin authoring ██ topics.

All this proves that █████ is very passionate about her work and takes her responsibilities as ████████████████ very seriously. I value █████'s hard work and thoroughness and enjoy working with her. Thank you again for giving me an opportunity to share my thoughts.

████████, **Director,** █████:

████████ - has demonstrated the ability to research and resolve issues with the tools provided and on the rare occasions when she cannot find the answer she clearly states the issue and provides the required information that enables my team to help resolve the issue. This is a key asset to the ██ community and the

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████████████████████ team. Her work helps keep the ███ productive and helps the █████ team stay focused on tool creation. I believe that she is well qualified to be a Principle Technical Writer.

████████, Senior Manager, ████████:

███████ supported the ████████████████ by assisting with validating updates or new functionality. With administrator privilege on our sites, I am unable to verify how a page renders from a 'regular' user's view. Testing on all browsers, ███████ reviewed and provided valuable feedback. She is always open to assist me to ensure that our portal provides useful information and functions properly.

███████ provided feedback on the requirements and functionality during the development of the ██████████████████. As an ████████████████ with an extensive ████████████ background, ███████ provides a unique and broad perspective. Her contribution to the development of the ████████ and enhancements were invaluable. We look forward to working with her on future projects

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Position Criteria

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

FACTOR	IC3	IC4	IC5	ARCHITECT – IC6
Summary Of Experience	BS or MS degree in CS or equivalent experience relevant to functional area. Typically has 3-4 or more years of related experience.	BS or MS degree in CS or equivalent experience relevant to functional area. Typically has 5-7 or more years of related experience. Candidates with less than five years experience must be star caliber and require review by Senior Mgt. staff.	BS or MS degree in CS or equivalent experience relevant to functional area. Typically has ten or more years of related experience. Candidates with eight or more years will be considered only if they are star caliber.	Typically has fifteen or more years of related experience.
Scope Of Position	Can code with minimal direction. Normally receives no instructions on routine tasks, with limited supervision on new tasks.	Has full responsibility for the architecture of a significant, self-contained portion of a product or a small product. 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.	Has full responsibility for the architecture of a medium-sized product or a substantial layer or subsystem within a large product .	
Technical Ability	Works on projects of moderate conceptual complexity. 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.	Works on projects of moderate to high conceptual complexity. Demonstrated ability to write high quality functional spec AND design documents for a major area. Provide url's for these documents. .	Recognized expert in area within division and/or Oracle. Works on extremely complex problems. Has deep understanding of how his/her area interacts with all related areas. 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.	

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		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 Product Development 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. Has delivered several high-quality, large-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	Recognized expert in field inside and outside Oracle
Recommendations	Comments supporting above criteria for promotion from outside immediate group from senior level developers and	Comments supporting above criteria for promotion from outside of immediate group from senior management and architect-level developers.	Approval from the architects club

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