



Navin, Ann

Design & Usability Analyst Senior

Manager: Tim Priebe (1033540)

Evaluated By: Tim Priebe (1033540)

2023 Mid-Year Connect

Organization: Tim Priebe (1033540) Department

Location: US WI MKE 4900

01/01/2023 - 07/16/2023

Mid-year Summary Review (Mandatory)

Manager Overall Input

Rating: Exceeds

Comment: Ann successfully applied expert skills and patience to shift her work from project to project (due to corporate restructuring) and maintain the highest quality of work. Ann showed her strong collaboration & teaching skills as well as patience as team partners shifted. Ann is not only a strong designer but seen by leadership as valuable contributor to the overall strategy and process that makes projects successful. I look forward the contributions Ann will be making to the teams she supports in the second half of the year.

Employee Overall Input

Comment: My focus so far in 2023 has been on assessing UX needs for several product teams, advocating for and incorporating UX Research and Design in varying projects. Highlights include:

- Organizing/Leading UX Research Forum monthly meetings
- Assessment of UX needs for Payments One configuration project that was handed off to a consulting company due to resource constraints.
- Assessment of UX needs/estimate for D1 Teller/IBS Teller/D1 Banker
- Working with UserTesting.com vendor to coordinate education sessions for the UX team, as well as facilitating their help with UX research projects.
- Business Hub - ongoing UX research and contributing to design discussions
- Other duties as assigned, including but not limited to: UX Scorecard input/testing, ad hoc D1 design rework, research library explorations.

Acknowledgement

Employee

Entered by: Ann Navin (5433498)

Date: 08/23/2023

Status: Acknowledge

Comment:

Approved Goals (Review/Edit/Add)

CEO Goals / Colleague Experience - Help contribute to a positive employee experience at FIS

ANN: Collaborate with other designers and team members on projects to better incorporate UX/research activities and knowledge into the project. Facilitate education and participation in new skills and broaden design thinking.

Cascaded Goal: Contributing to a positive employee experience is a broad category that could cover a broad spectrum. Here are a few examples: Contribute to a culture of gratitude by using the FIS Celebrate tool, help another employee to learn something new or grow their career, be inclusive of other perspectives and get input and feedback from lots of different people. These are just a few ideas. Also, consider prioritizing your own well-being: What do you need to improve your own employee experience? Discuss with your manager, ask for support, and be proactive.

Due Date: 12/31/2023

Status: 3 - In Progress

Category: 2. My Performance

CEO Goals / Revenue Growth - Contribute to an effort that brings in revenue to FIS in 2023.

ANN: Use UX best practices and UX research to ensure we're building the right thing for our clients and customers that will contribute to revenue-generating products.

Cascaded Goal: Talk to your stakeholders to better understand how the project(s) you are assigned to are predicted to bring in revenue in 2023. Follow up and continue this conversation throughout the year to track progress.

Due Date: 12/31/2023

Status: 3 - In Progress

Category: 3. My Clients

CEO Goals/ Risk & Compliance - Support efforts to design and demo products that reduce risk.

ANN: Incorporate UX best practices and research to reduce risk of building products that don't meet client needs, which protects FIS from financial risk of products that aren't profitable.

Cascaded Goal: Deliver UX designs or Demo Studio capabilities that protect FIS, its clients, and their customers against financial and non-financial risk. This could mean delivering designs that are risk compliant and meet accessibility design standards.

Due Date: 12/31/2023

Status: 3 - In Progress

Category: 1. CEO Goals

CEO Goals/Efficiency - Leverage assets to make the project you are working on more efficient

ANN: Influence teams and incorporate research to make better UX decisions and avoid rework.

Cascaded Goal: Leveraging assets could mean reusing existing code from an existing demo, utilizing design system components, or utilizing existing code, designs, or patterns.

Due Date: 12/31/2023

Status: 3 - In Progress

Category: 1. CEO Goals

Continue to cultivate professional development and leadership opportunities through work as well as organizations outside of work.

Use opportunities within my assigned project as well as through involvement with The Rotary Club of Milwaukee and as a board member with the Milwaukee Rowing Club to learn new skills, influence change and practice servant leadership.

Due Date: 12/31/2023

Status: 3 - In Progress

Category: 5. My Development

Connect Focus Areas (Mandatory)

LOOK BACK: What did you achieve during this performance period and how did you perform within the seven Performance Categories?

Manager Input

Response: Ann has succeeded in contributing to multiple projects that allowed her to apply her extensive experience and robust skills set. Ann was able to rapidly shift focus from research, design, and strategy work while effectively navigating project priorities resulting from several corporate restructurings. Ann led research for the D1 Business project while also contributing design insights. Ann was a valuable support for management in providing UX needs assessments for Payments One and D1 teller. In addition to assigned research initiatives Ann hosted a monthly UX research forum.

Employee Input

Response: As it was last year, my role so far in 2023 has been very flexible as I've been assigned to several short-term projects to help assess and estimate UX work, as well as contribute as a UX researcher and designer. The team has also navigated several corporate restructures/realignments which has impacted project assignments and scope of work.

- D1 Business Hub - ongoing UX research and contributing to design discussions
- Assessment of UX needs for Payments One configuration project that was handed off to a consulting company due to resource constraints.
- Assessment of UX needs/estimate for D1 Teller/IBS Teller/D1 Banker
- Working with UserTesting.com vendor to coordinate education sessions as well as research projects.
- UX Research Forum monthly meetings - leading meetings and finding/creating topics that are meaningful for the team
- UX Strategy efforts, including continued professional development with online workshops and WeLearn courses
- Other duties as assigned, including but not limited to: UX Scorecard input/testing, ad hoc D1 design rework, research library explorations.

LOOK FORWARD: What actions will you focus on to help achieve our CEO goals, deliver for your clients, and execute within the seven Performance Categories?

Manager Input

Response: Ann continually demonstrates her passion for research and understanding and clearly communicating to teams the needs of the end user. Ann has opportunities in the second half of the year to continue research on the Business Hub Project as well as find additional opportunities to leverage the relationship with usertesting.com. Ann's Research forum will continue to provide a place to inform team members of available assets and methods for understanding users.

Employee Input

Response: Continue to focus on UX Research, with an emphasis on talking to clients and end-users as well as competitive analysis and best practices. My goal is to help product teams focus on user and client needs as they relate to specific product lines.

- Business Hub project: Continued UX and research work

- UserTesting.com (our UX research vendor): continue to maximize use of their platform; partner with their research professionals to augment our resources and lead efforts to conduct UX Research on the D1 suite of products.
- UX Operations: UX Scorecard pilot, other ad hoc projects as needed

YOUR DEVELOPMENT: What skills, knowledge and/or experiences do you want to build and what support do you need from your manager, or others, to help you develop at FIS, grow your career, & with your overall well-being?

Manager Input

Response: In addition to the opportunities already discussed, Ann is a self-starter in her professional development and has great habits in communication to share the insights gained with her teammates. Projects in the second half of this year should provide a place to put that knowledge to work as projects shift to active research phases. I can see opportunities in the research forum how those research projects progress and share insights with the larger group.

Employee Input

- Response:**
- Conduct UX Research on D1 suite of products - use those findings to improve the products, but also present the studies to other product teams to demonstrate the value of incorporating UX research into product development.
 - Facilitate and educate co-workers with the Research Forum re. UX research activities and how they can provide value to current product efforts.
 - Continue to seek out and participate in professional development opportunities through WeLearn, LinkedIn Learning, Baymard, Jared Spool, UserTesting.com workshops, etc.
 - Find ways to incorporate user-centered design practices in day-to-day work
 - Advocate for incorporating UX activities in the product development lifecycle outside of creating screens for scrum teams
 - Become more proficient with ever-changing technology - Figma, UserTesting.com, Miro, etc.