**Frontend Developer Interview Scorecard**

Candidate Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Role Interviewed For: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Dimension** | **Guidance** | **Score (1–5)** |
| Incident Triage & Resolution | 1-2: Fails to identify severity or priority; incidents frequently reopen or miss SLAs.
3: Correctly triages severity and follows runbooks to resolve incidents within SLA.
4: Anticipates escalation paths, reduces time-to-resolution through proactive coordination.
5: Prevents repeat escalations and materially lowers MTTR through systemic actions. |  |
| Cross-functional Coordination | 1-2: Fails to engage required teams; handoffs are unclear or delayed.
3: Brings required teams together and tracks action items to closure.
4: Proactively removes blockers and aligns priorities across functions.
5: Establishes reliable escalation paths and reduces cross-team handoff time. |  |
| Stakeholder Communication | 1-2: Provides late, inconsistent, or unclear updates that increase confusion.
3: Delivers timely status updates to customers and stakeholders during incidents.
4: Tailors updates to audience needs and proactively manages expectations.
5: Serves as trusted spokesperson who reduces stakeholder escalations through clarity. |  |
| Root Cause Analysis & Continuous Improvement | 1-2: Resolves symptoms without identifying root cause; no actionable postmortems.
3: Conducts postmortems and documents root causes with corrective actions.
4: Ensures corrective actions are implemented and verified to prevent recurrence.
5: Drives systemic changes that measurably reduce incident frequency and impact. |  |
| Process & Playbook Development | 1-2: Runbooks are missing, outdated, or inconsistently used.
3: Maintains up-to-date runbooks and follows defined escalation processes.
4: Improves playbooks and automates repeatable remediation steps.
5: Builds versioned, scalable processes adopted by multiple teams. |  |
| Metrics, Reporting & Risk Management | 1-2: Does not track key incident metrics or miss emerging risk signals.
3: Tracks MTTR, incident counts, and delivers regular reports.
4: Uses metrics to prioritize work and highlight operational risk trends.
5: Builds dashboards and forecasting that enable proactive risk mitigation. |  |
| Leadership & Coaching | 1-2: Avoids ownership or fails to develop responders; accountability gaps persist.
3: Coaches responders, enforces accountability, and mentors team members.
4: Runs drills, develops skills, and improves team incident performance.
5: Builds and mentors a high-performing escalations capability across the organization. |  |

 **Overall Evaluation**

**Strengths Observed:**

**Concerns / Weaknesses:**

**Recommendation (Yes / No / With Reservations):**

**Final Score (Avg / Weighted):**