
CMS + AP
NOISE PORTRAITS

What's this?

NOISE stands for Needs, Opportunities, Improvements, Strengths, and Exceptions. Typically used in a business context, this can similarly be used to represent personal characteristics between team members. Using this framework, we can share with one another the things we need to thrive as colleagues. To create a NOISE Portrait, fill out some sticky notes in each quadrant that are representative of your working style. Be as open and candid as you'd like to your comfort level.

This framework was originally created by Ploy Buraparate, where she pulled this concept from NOISE analysis and adapted it to portrait form via Tina L. Zeng.

EXAMPLE: Grace's NOISE

CMS Product Manager

Autonomy in my work.

Active feedback and collaboration with my teammates.

Learning and expanding in my work.

Direct communication.

I'm not precious about my work and always open to feedback.

Separating my work from my identity.

Being a real good product manager.

I was on a very big hard political project that burned me out last year, so I am working on more stillness and sustainability with work.

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Big complicated problems are my jam. I'm a strong systems thinker.

Making the hard decisions.

I was a teacher in a past life and still really enjoy leading trainings.

Very good at stakeholder management.

Identify some of the things you see on the horizon that are interesting to you. Consider areas of growth you want to achieve and places in your work where you can meet them.

OPPORTUNITIES

EXCEPTIONS

Reflect upon your personal contingencies. Consider what the team should know that may impact your physical, mental, or social well being that should be planned around.

List some of the core requirements you must have to be a successful teammate. Consider what you need from a balance, challenges, and outcomes perspective.

NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

Not great at slowing down and reflecting.

Asking for help.

Bringing my sustainable work practices into my day-to-day work. I am trying to move away from being a superhero into being a regular person.

Delegating instead of absorbing all the work myself.

I get worn out by a lot of complaining and blaming.

I can be very analytical and sometimes don't see the obvious.

I use jokes to make this work feel less hard.

I'm better in the mornings and usually fall apart by late afternoon.

I am happiest when I am solutioning. Don't love admiring the problem.

Coffee is lyfe.

Amanda's NOISE

CMS Drupal Developer

People open to change

A variety of work across the front and back end

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NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

Need more cross training on the different VA things

Focus - I tend to get distracted by Slack messages, etc

Bad at remembering to check/update tickets

STRENGTHS

Always willing to learn

Always willing to learn

Laid back about most stuff

Willing to teach others on a level they will understand

Learning more about devops

AP work

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I really dislike constant meetings

I do not like being forced into a role

I sometimes feel shy or like I do not want to interact with people as much (and just focus on work)

Edmund's NOISE

AP Senior Drupal Engineer

Zoom calls for long discussions, slack for quick questions and sharing

Feedback, if I say or do something that is offensive or hurtful, tell me so I don't do it again

Syncs with PM so I know I am headed in the right direction

Love to learn new technologies, new ways to implement things

I like to mentor and teach

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Problem solving

solutioning

planning

Drupal

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Health issues, migraines and severe chronic back pain

Can get overstimulated with too many meetings

NEEDS

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IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

Keeping things organized

Sometimes I have a hard time saying no, taking on too much

Grace's NOISE

CMS Product Manager

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Ian's NOISE

CMS Help Desk

Understanding of "Context"
I excel when I understand how my results fit into the bigger context

Collaboration Contributions
I need to "feel" when my work has helped my teammates and coworkers.

High "Giggle Factor"
By this I mean, enjoyment of the work.

Achievable Targets
Clear understanding of what success looks like.

1-1 Collaboration
I prefer autonomy, but then screen share with a second pair of eyes

Predictable Cycles
Sprints, Calendaring correct, Target timelines.

Clear Deliverables
When I hand off to the next team, I need to know I can forget about it.

Talented Coworkers
I need to work with teammates better than me. I stagnate when I am the only expert.

Reliable CI/CA Process
I need some foundation reference of process-flow.

Learn more about GitHub

Learn more about Twig and Symphony in Drupal

I hope to be a lot more involved with the Dev of the CMS KB A lot more.

Training Others (would be very enjoyable)

Regular Skills Training
Online 1:1 focused skills improvement

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Reliable

Trustworthy

Diverse background and skill set

Fast

Truthful

Secure

Fearless (other than...)

I really do not mind if I was wrong or incorrect. I am more interested in improvement.

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I need to work on becoming comfortable with not letting emergent demands affect my current task-completion

I can get too distracted by trying to find longer-term (durable) fixes.

I need to familiarize myself with not being the only one.
"Let go - they got this..."

I'm working on "talking" less. Less-wordy.

Get my "Routine" going. I feel my onboarding is still taking place (distracting).

Uncomfortable physically being indoors with people. Possibly a COVID-19 artifact.

I am not "fragile". I've learned that I need criticism privately so I can realize areas that I need to improve on.

I prefer to keep my private and professional aspects separate.

My family is far more important than my work.

If I miss something, tell me right away. Don't let things cook.

I have issues with foggy long-term goals.

Annoyed by changes that I could have done something about.

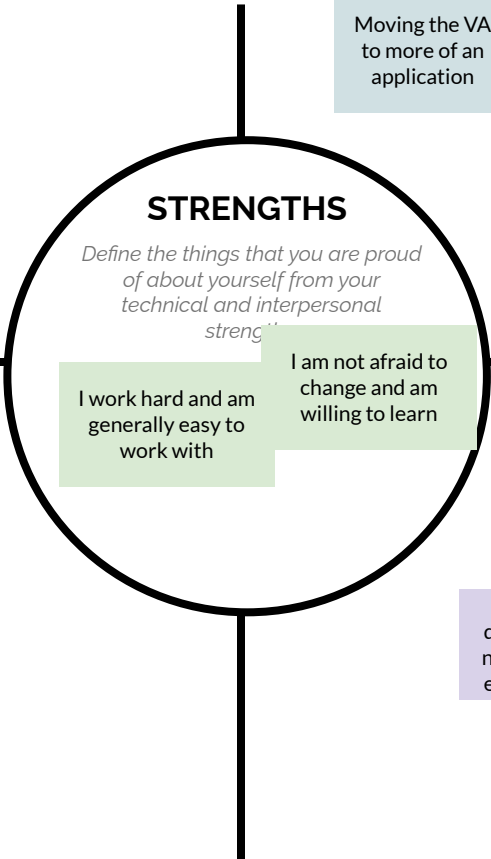
My only "fear" is Regret

Jake's NOISE

CMS Drupal Developer

- Clear communication and prioritized lists
- Active feedback and collaboration with my teammates.
- Check-ins on things that I may not have prioritized correctly
- I'm not precious about my work and always open to feedback.

Moving the VA to more of an application



STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths

- I work hard and am generally easy to work with
- I am not afraid to change and am willing to learn

List some of the core requirements you must have to be a successful teammate. Consider what you need from a balance, challenges, and outcomes perspective.

NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

- I have a tendency to "go with the flow"
- I get my head down on issues for too long
- I focus on solutions and not documentation

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OPPORTUNITIES

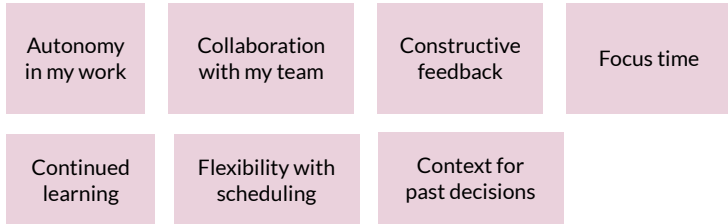
EXCEPTIONS

Reflect upon your personal contingencies. Consider what the team should know that may impact your physical, mental, or social well being that should be planned around.

- Some days are non-camera days
- My schedule for work isn't always 9-5
- I work best with show-me learning

Jon's NOISE

CMS Test Engineer



List some of the core requirements you must have to be a successful teammate. Consider what you need from a balance, challenges, and outcomes perspective.

NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

I sometimes struggle staying on task (easily distracted by "shiny" new tasks)

UX and accessibility are not my strong suit, and I should learn more about these

I sometimes bite off more than I can chew - I'm working on asking for help sooner



Instill more confidence in changes with better test coverage

Improve developer experience with faster testing feedback

I'd love to learn and become more proficient on the devops side of things

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I learn/comprehend better by seeing and doing rather than listening

Frequent context switching is particularly detrimental to my productivity

I can be pulled away unexpectedly having small children in my workplace (home)

Josh's NOISE

AP DevOps Engineer

Autonomy in my work

Flexible scheduling

Time for focused work

Continuous learning

Constructive feedback

Collaboration

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NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

I'm sometimes slow to ask for help if I run into an issue completing a task

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

I seek personal improvement and growth

I'm willing to help teammates however I can

Further increase DevOps-related efficiencies at the VA

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Frequent context switching negatively impacts my productivity

I learn best by completing hands-on tasks

JR's NOISE

AP Tech PM/Lead

Clear understanding of desired outcomes

Honest Feedback, no sugar coating

Trust

Finding ways to have better cross team communication

Looking to become better at technical writing

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Willing to work on anything

Always looking to challenge myself and learn

Will not crack under pressure

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NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

I have the tendency to get frustrated on an issue not being resolved and doing it myself

Prioritizing small task, such as NOISE charts

I try to solve multiple problems in my head simultaneously which leads to weird gaffes

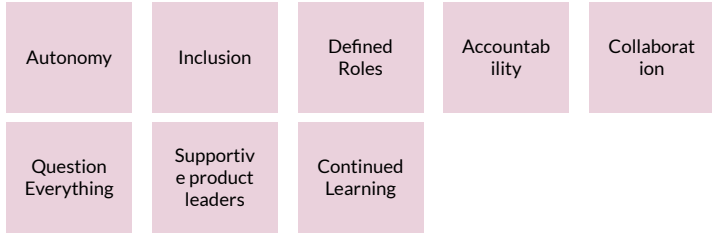
My dog is still super energetic and whines so I walk almost 3 - 4 times a day

I do my best work at night so often times I might save more difficult task for later in the evening

I turn off notifications when I am out doing task

Marisa's NOISE

CMS UX/Product Designer

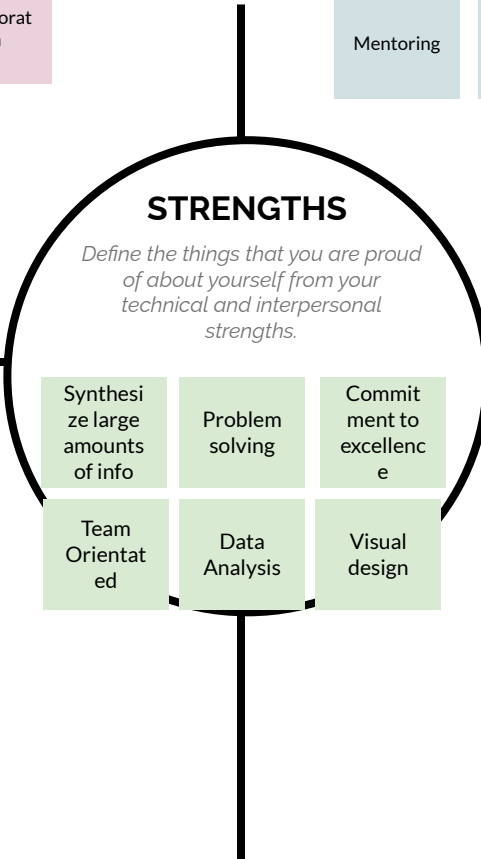
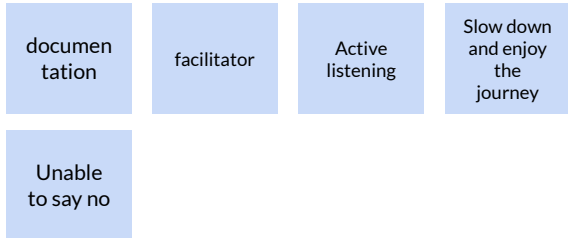


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NEEDS

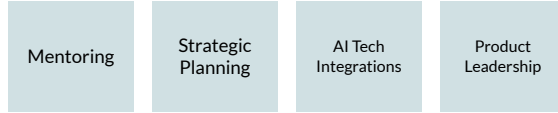
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Define the things that you are proud of about yourself from your technical and interpersonal strengths.

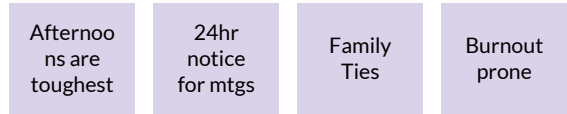


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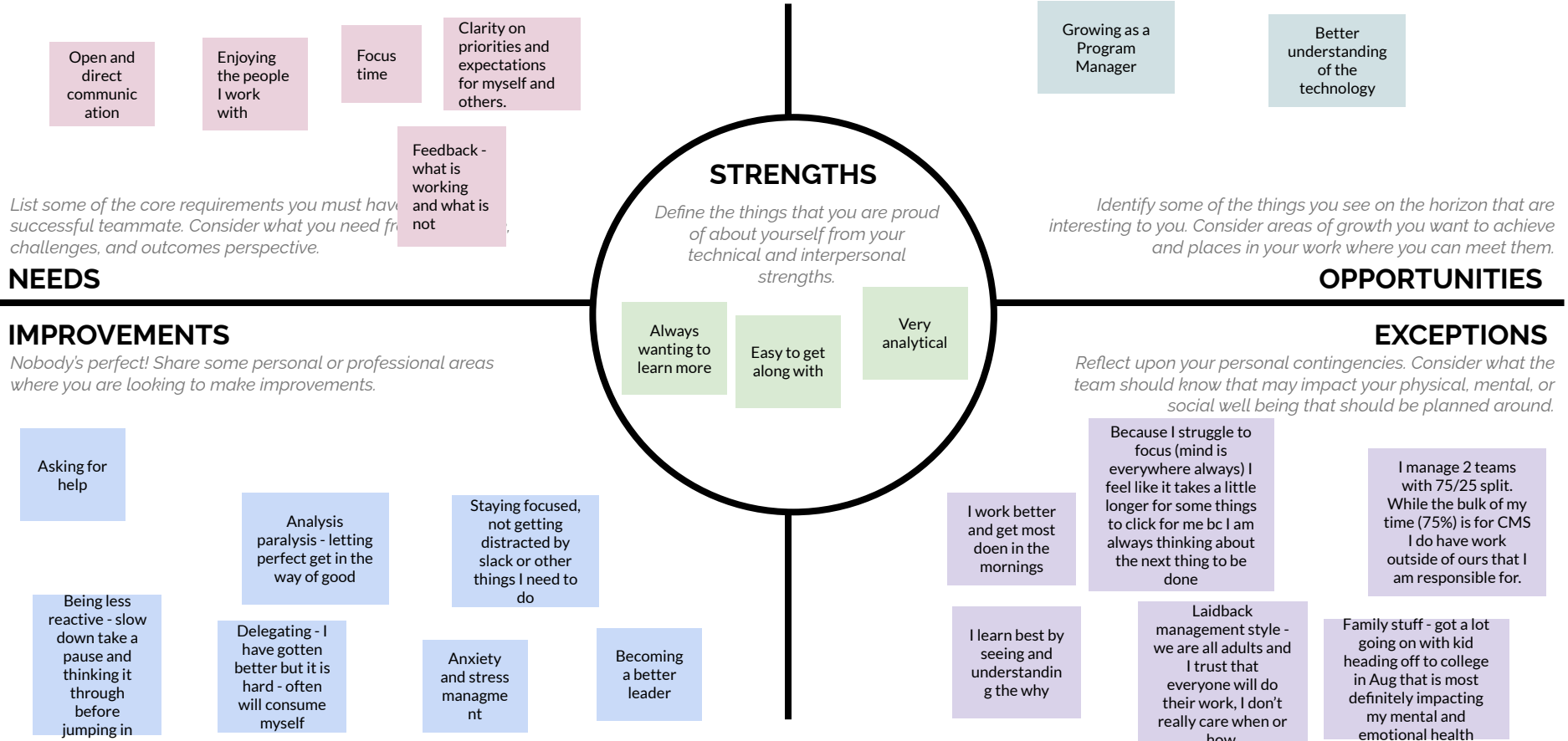
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Michelle's NOISE

CMS Program Manager



Nick's NOISE

AP DevOps Engineer

A system for prioritizing tasks and ensuring that all tasks are completed thoroughly

Accountability measures to ensure all tickets are completed satisfactorily

I like mentorship and would like an opportunity to shadow and learn.

Developing a more structured approach to task management

Setting clear goals and deadlines for tasks to ensure follow-through



I want to grow my skills in technical design and architecture.

intentionally. You see on the horizon that are of growth you want to achieve work where you can meet them.

OPPORTUNITIES

EXCEPTIONS

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Although I appreciate the convenience of Slack discussions, I personally prefer meetings. I find that having a scheduled meeting helps keep me focused and ensures that important discussions are prioritized. Without structured meetings, I tend to become absorbed in my work and may overlook important conversations or decisions

I have a difficult time working on a solution without full context. I need to know the reason we do things. Though i dont try to act on it, I thrive on challenges to my designs and approaches. I find it useful to have someone play devils advocate to really make me think.

I want to feel I am making strides both for the company and for the project. I look for opportunities to be able to prove this value and do well when I have feedback.

NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

Time management

Scope management

Tendency to seek out verification of work and have hard time moving forward without direction

Steve's NOISE

CMS 508 Accessibility Specialist

Honest feedback for my work and how I and my team are doing especially when it's not good

Accountability and inclusivity

Ability to bounce ideas around and try things

Plenty of opportunities for humor

Having a clear direction to improve myself and my career

Direct communication

Variety of work and challenges

Taking on more of a leadership role

Running more trainings, talks, and workshops

Learning how to build automated accessibility testing into codebase

Learning more ways AI can be used to help and not hurt accessibility

Learning more about how to work within an open source system

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Always advocating for the best experience for the users

Teaching and helping others with their goals is where I get a lot of energy

Moderating discussions on hard topics

Building intersectionality into everything I can

Life long learner going after any topic that peaks my interests

Holding space for those who need help whether it be venting or solutioning

Always looking for better ways to do things

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I had a TBI in 2011 that changed how my brain works and I'm still coming to terms/understanding what it means for me

My brain sometimes trails off and down rabbit holes while I'm talking and I can have a hard time getting back to the point I was trying to get to and need reminders. Totally fine with being called in that I've gone too far off

When I give feedback on work, I often challenge and play devil's advocate to make sure we are creating the best we can for the users.

Some meetings or days have to be camera off days for me with how my brain is functioning

Generally hit my peak productivity 3-6pm

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NEEDS

IMPROVEMENTS

Nobody's perfect! Share some personal or professional areas where you are looking to make improvements.

Feeling guilt when I need a break

Being able to focus on the boring, non-shiny work that is still important

Self validation and taking complements

Not apologizing for things that are out of my control

Taking on emotions and guilt that aren't my own to take on

Giving myself the same grace and patience I give others

Tim's NOISE

CMS Tech Lead

I need adequate sleep

I appreciate lots of information, especially in Slack or tickets

I like direct communication with kindness and no ego

I like knowing what motivates you and how you like to communicate

I push for the best outcome, regardless of whether it benefits my team or company / contract

I need and like to reassess often how the team is working & doing and make adjustments

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IMPROVEMENTS

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I would like to learn to say "I can't" more

I would like to be better at focusing on positive outcomes

I would like to jump to conclusions more slowly

Sometimes direct discussion around issues can come across as critical or blaming

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Have seen the Boredoms live about 9 times

I'm interested in dynamics within teams and between teams in orgs

I'm interested in how to preserve knowledge and momentum across contracts & companies

I would like to learn more about how to quantitatively measure success of complex work

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Therisa's NOISE

AP Front-End Developer

Acknowledgement and feedback in private so I can confirm that I am serving the team well and where to improve

Being in the loop for context reasons

Visuals and written expectations/checklists

Feel heard and supported

Direct communication

1:1 or 1:2 collaborations

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Asking for help

Quality of sleep; hypersomnia

Delegating instead of absorbing all the work myself.

Anxiety, overthink, guilt

Quality of life

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Adapting

Creative; Visuals

Patient

Share knowledge and help

Empathy

Flexible

Team player

Open-minded

Interested in well-roundedness, such as fullstack with focus on front-end (AWS, Datadog, SCSS)

Participating in learning opportunities to improve my front-end skills

Collaborate with UX/UI

Discussions that could produce better results and tech health

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I am impacted and influenced by my peers.

I am happiest when I feel useful

Knowledge hoarding. This caused tasks to be more difficult or take longer than it needed to be

I get bursts of productivity and clarity. There will be periods where I struggle on something for hours and then the next day solve it within minutes

Finger pointing and blaming causes burn out; Rather prioritize finding a solution and learning from mistakes

Troy's NOISE

CMS Helpdesk Manager

Thoughtful words and Respectful interactions

I am process oriented - lists, step-by-step, visual guides are all very helpful

Patience (both ways)

When I am signed off, I am signed off*

Metrics (Helpdesk)

KBAs

Automation - of any sort, in any system

Increase knowledge of CMS

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Facility Workflows (in progress)

Points of Contact for specific issues (in progress)

Cross-referencing documentation (working to improve)

Distractions (Slack, Ticketing systems, email x 3, etc.) and Delegation

General Note: I can relate to most things everyone has mentioned -

STRENGTHS

Define the things that you are proud of about yourself from your technical and interpersonal strengths.

Dependable

Trustworthy

Equally Left/Right Brained

Honesty

Committed / Dedicated

Well-rounded

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I tend to keep work/private separate

I have 'quiet days' where I may not communicate much - more of a focus rather than mood

It is not what you say, but how you say it...

Family -

I am a 'processor' - I hear, I 'digest', then I act /decide

Tyler's NOISE

CMS Senior DevOps Engineer

Direct communication

Put me in charge

But hold me accountable

Mentoring DevOps Principles

Setting a new record for "Days Without a Fire"

Broad communication of the critical value our team provides

Collaboration

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NEEDS

IMPROVEMENTS

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Project Planning

Endurance in Large Scale Projects

Delegating Appropriately

Communicates the value of Complex Systems in plain talk

Humor

Loves to Learn (and teach)

Firefighting

Active Listening

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Sometimes too eager to please and over-shares

Struggling with the feelings of "not enough time or energy"

High Energy Mornings followed by Lower Energy Afternoons