Section II. PERFORMANCE REVIEW AGAINST PREDEFINED ANNUAL OBJECTIVES

Complete the following during the appraisal interview:

1. This section deals with actual achievement in the last one year. Please be as specific as possible in describing your achievements.

2. List each of your annual objectives separately. Against each objective, record achievement levels, especially where you surpassed your objectives or where slippage occurred.

3. Assess your performance for the entire year, and not just the most recent events.

4. Please add more objectives as relevant.

RATING SCALES

Please use the descriptions below as a guide to rate your overall performance for this review period

Rating	Definition
1. Significantly Exceeds Requirements	Consistently demonstrates superior performance. Initiative and outputs are beyond the stated requirements. Extremely competent and knowledgeable individual who constantly exceeds requirements. Seeks additional responsibility and shows initiative in meeting new challenges. This rating should be reserved for truly outstanding performance.
2. Fully Meets All Requirements	Consistently demonstrates excellent performance. Initiative & outputs are dependable and are of high quality as per stated requirements. A very competent knowledgeable individual who constantly meets all the requirements for the position. Good, solid team member.
3.Meets Most Requirements	Demonstrates good performance in most areas, but needs improvements in one or more aspects that are critical to the position. Initiative and outputs are generally good, as per stated requirements. Productivity and quality of work are adequate but has potential to improve. Has met most of his/her objectives satisfactorily, whereas some others might be half met.
4. Below Requirements	Constantly performs below the level expected of the position. Initiative, outputs and the quality of work are below the stated requirements. The employee lacks the competence and knowledge of critical aspects for the position and constantly fails to meet the requirements of the job. Performance at this level is subject to close supervision and should be placed under a performance improvement plan.

Objective Type		Objectives
1	Objective	IT & USER SUPPORT

Percentage	40.0 %	Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.		Yes
2	General End User Support	Assist users on all IT related issues e.g setting up projectors, setting up internet connection on their machines, assist on troubleshooting or administering any company software, recovery of files where need be, how to use printers		Yes
3	VPN user setup and configuration	Assist laptop owners in setting up a VPN connection to the office server.This will be done regularly with a directive from the system administrator or the IT Manager.		Yes
4	User domain & email accounts creation	Create and configure user domail accounts, emmail account and email quotas when need arises.		Yes
5	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.Troubleshoot and resolve any network/internet outages on-daily basis. r=		Yes

Objective Detail		Success Indicator	Achievements	Completed
6	Tydying User Workstations	Ensure that all user worrkstations and cabling are neat.		Yes
7	Off-site or Field Stations Support	Schedule fortnight visits to all field stations to check machine status, update software, preventive maintenance, update antivirus & resolve any end user issues.		Yes

Employees's comments on achivements against objective		
I have diligently been able to offer IT assistance to the users on their day-to-to day operational basis.	Employee Rating :	2

Reviewer's comments on achivements against objective		
You will need to be more proactive towards visiting the field offices to offer support. You have only been there once.	Reviewer's Rating :	2

2   Objective   GENERAL HARDWARE & SOFTWARE SUPPORT

Percentage   30.0 %   Date Set : 28/10/14 08:28

Objective Detail		Success Indicator	Achievements	Completed
1	Deployment of Hardware & Software	Assist the System Administrator in configuring & deploying any hardware or software in the office or in the field stations when need arises.		Yes
2	Hardware issuance	Issue & document any type of hardware to users.This will be done with advise\directive from the System Administrator or the IT Manager.		Yes
3	Hardware audits/assesments & ensure equipment are in good working condition.	Take weekly/monthly/quarterly hardware assesment to ensure flawless working condition.Document & report any faults or damages noted, organize maintenance or repairs		Yes
4	Software audits and upgrades.	Assess all software in the organization.Check compatibility of new software with our current OS platforms.Document and report any troublesome/incompatible software applications.Ensure that all computers have compatible and stable software applications on their computers & laptops.This will be done		Yes
5	Software installation	Install software on end user computers or laptops.This will be done with advise/directive from System Administrator or the IT Manager.		Yes
6	Server Management & Configuration	Install,configure & deploying of various Servers likeProxy(Squid),samba, Apache, Print & Firewall.e.t.cThis will be done with advise /directive from the System Administrator or the IT Manager.		Yes

Employees's comments on achivements against objective		
Efficient assesment and audit of both hardware and software duly implemented.	Employee Rating :	2

Reviewer's comments on achivements against objective		
You will need to be more careful with handling the IT store key. More than once I have found it on the table. The installed projectors must be shut off after use and it is your duty to ensure that this happens before you leave the center.	Reviewer's Rating :	2

3   Objective   ICT MANAGEMENT

Percentage   20.0 %   Date Set : 28/10/14 08:28

Objective Detail		Success Indicator	Achievements	Completed
1	Audio Visual Equipment management	Management of all audio visual equipment like projectors, video conferencing equipment, PA systems on-demand basis.		Yes
2	Disaster recovery	Work together with the Systems Administrator & IT Manager to evaluate our disaster recovery procedures, how to better manage downtimes & backups.		Yes

	Objective Detail	Success Indicator	Achievements	Completed
3	User file Backup	Setup backup syste, software(Backup-Pc) on all end-user computers and laptop so as to back up their files on the server.Periodically verify backups are being successfully done.		Yes
4	Supervision of private contractors/consultants	Supervise any private consultants or contractors during installing or servicing any ICT equipment owned by the organization.		Yes
5	Capacity Audit	Take weekly/monthly/quarterly capacity audits.Ensure that there is sufficient hardware equipment in the organization for new/existing staff for the sake of replacing faulty hardware.		Yes
6	Systems & Network Administration	Assist the IT Manager & System Administrator in troubleshooting and administering the entire IT infrastructure e.g servers, network hardware like routers and switches, CCTV equipment, enterprise software when need arises.		Yes
7	Scheduling & Supervision of preventive maintenance.	Schedule for quarterly preventive maintenance of printers, computers & laptops. Supervise the service providers during the exersice. Ensure that all hardware is in good working condition during and after the preventative maintenance.Communicate & address any issue		Yes
8	Management of Offsite Backup	Work together with the Systems Administrator & IT Manager on ensuring that offsite backups are in a healthy status.		Yes
9	ICT Helpdesk/Asset Management	Take weekly/monthly/quarterly and annualy inventory of all ICT assets and report on their status.Organize on disposal of items that have reached their end of life support,end of maintenance and any other incompatible hardware.		Yes
10	ICT Hardware & Software procurement	procure hardware and software for each users in accordance with set APHRC policies and procedures.This will be done with the advise/directive/approval form the System Administrator & IT Manager.		Yes

Employees's comments on achivements against objective		
Effective and efficient of ICT management by conducting capacity audits,system and network administration,evaluating disaster recovery and back up procedures,ICT hardware nad software procurement and audio visual equipment management.	Employee Rating :	2

Reviewer's comments on achivements against objective		
	Reviewer's Rating :	2

4	Objective	DOCUMENTATION
	Percentage	10.0 % Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	keep a record of rampant issues and document their solutions.	Regularly document any solutions to recurring issues with any software/hardware.		Yes
2	Create template documents on how to install certain software /hardware	Document any standard procedures of installing software or configuring new or existing hardware regularly.		Yes
3	Track and document all APHRC software licences	Maintain a document of all software, their licences, to whomthe licence has been assigned to.e.t.c.		Yes

Employees's comments on achivements against objective		
Overseen the record keeping of recurring issues and standard procedures with any software or hardware.	Employee Rating :	2

Reviewer's comments on achivements against objective		
To date, I have not received any type of documentation from you, please put more effort in this area and submit atleast one before end of 2014.	Reviewer's Rating :	3

| Self Rating : | 2.00 | Supervisor's Rating : | 2.10 |