

2024 Objectives

1. Administrative hygiene

- No SLA change breaches - Zero tolerance for these. The more there are in the individual areas cascades upwards
- Mandatory training - Ensure all done and completed on time, zero breaches

2. Project Support

- Provide technical guidance and expertise on both internal PS projects and those of the wider organization
- Deliver any assigned Project tasks to a high quality and on time

3. Innovate and Enhance teams processes and procedures

- Contribute to the creation and maintenance of the teams documentation (runbooks, confluence updates etc.)
- Identify opportunities to enhance processes and procedures for greater efficiency and/or accuracy

4. Personal/Team development

- Complete a minimal of 2 non compulsory training courses related to your current role
- Seek to mentor others within the team to knowledge share in your areas of expertise
- Complete cross training to enable you to cover other areas of support within your team

5. Individual Objective

- Jscape automation and maintenance
- Participate in Jscape DR Test
- Perform duties as primary point of contact for CheckMK

Deliver Objectives

Manager Appraisal

Comment:

Employee Appraisal

Comment:

1. Administrative hygiene
 - Successfully achieved full compliance with no SLA change breaches across all areas, avoiding any escalations. All mandatory training was completed on time, ensuring zero breaches and full adherence to requirements.
2. Project Support
 - I have been a key contributor to the success of the Jscape project, helping establish it as one of the core services provided by our team. Additionally, I serve as the primary point of contact for the CheckMK project, playing a significant role in driving it toward its upcoming go-live.
3. Innovate and Enhance teams processes and procedures
 - I have consistently maintained comprehensive and well-structured documentation for all the projects I have worked on, ensuring clarity and accessibility for the entire team. The majority of this documentation is organized and readily available on our team's OneNote, serving as a valuable resource for reference, knowledge sharing, and continuity in project workflows.
4. Personal/Team development

- I have conducted detailed training sessions for our team on Jscape and CheckMK, ensuring that my knowledge is effectively shared and that team members are well-equipped to work with these tools. Additionally, I have explained some of my scripts, breaking down their functionality and logic to help others understand the workflows and processes. Furthermore, I have extended my support to other teams, particularly on the CheckMK project, to help them understand the tool and its capabilities. I demonstrated how to onboard their machines to CheckMK, showcasing how they can leverage its features to benefit their operations. This collaborative effort has not only enhanced our team's proficiency but also empowered other teams to maximize the value of this tool.

5. Individual Objective

Jscape automation and maintenance

- I have consistently taken the lead in managing and delivering Jscape automation projects. One of my key accomplishments this year has been the successful integration of Jscape into our invoicing process, enabling seamless delivery of invoices from our finance department to our bank partners. I played a central role in automating this workflow by developing scripts to automatically transfer invoices to the banks. This automation significantly improved the process, making it faster, more accurate, and far more secure. My contributions have not only streamlined operations but have also added measurable value to the organization's efficiency and reliability.

Participate in Jscape DR Test

- I have actively participated in several Jscape disaster recovery (DR) tests, with my primary contribution being in addressing and resolving issues that arose during those tests. I worked closely with the network team, participating in troubleshooting calls and collaborating on potential improvements. A notable example of my involvement was in optimizing the load balancer setup. I suggested an efficient configuration that ensured the load balancer worked seamlessly with our existing Jscape infrastructure, enhancing system performance and resilience.

Perform duties as primary point of contact for CheckMK

- Throughout my involvement in the CheckMK project, I took the initiative to independently learn the product, quickly becoming the primary point of contact for all related queries and support. I played a crucial role in streamlining the onboarding process, including developing automation scripts to rename all onboarded hosts to FQDN, which was a significant and time-consuming task. Additionally, I identified and addressed gaps in monitoring by locating and onboarding unmonitored physical hosts. I also explored and implemented solutions for onboarding specialized machines, such as Netscalers, Storage Devices, and UCS Fabric Connects, ensuring comprehensive monitoring coverage. As part of my efforts to optimize the system, I worked diligently to reduce Critical and Stale alerts, bringing them down to a manageable level and preparing the system for go-live. Ultimately, I was responsible for leading the project toward its successful go-live, ensuring all components were in place for smooth and reliable operations.

1. Behaviors of Excellence - Champion a culture

for sustainable success:

- Know our Products, Customers, Technology and Wider Marketplace
- Speak Up During Debate
- Be inquisitive
- Fill the Gaps: Help to address something that is not in your immediate work area
- Run Towards Problems: Address issues with urgency before they deteriorate
- Build Relationships: Know and understand your end users
- Coach and Be Coached: Embrace learning, become an SME, Reduce dependencies on calling on others
- Over communicate: within and outside your team, with customers
- Strive For Progress over Perfection
- Financial Hygiene: Don't waste time or resources, Treat the company as your own.

Development Objectives

Manager Appraisal

Comment:

Employee Appraisal

Comment: I believe I have consistently adhered to the behaviors of excellence in all aspects of my work. I ensure that every transaction I engage in aligns with these principles, striving to uphold the highest standards in everything I do.

DEMONSTRATE : To be a Good Performer in 2024 you need to demonstrate

Triple A Values: By demonstrating Accountability, Adaptability and Authenticity

Competencies: Demonstrate the DELIVER competencies for your Job Band or Success Profile

Inclusion: By participating in training, activities and demonstrating behaviour that promotes an inclusive workplace

Risk: By complying fully with the TP ICAP Policies and Code of Conduct, all regulatory and legal requirements of your job (any policy breaches may impact your performance rating)

Manager Appraisal

Comment:

Employee Appraisal

Comment: I've always made sure to follow the core values and goals set for me. I stay accountable, adaptable, and authentic in everything I do. I've worked to meet the DELIVER competencies for my role, and I actively take part in training and activities that support an inclusive work environment. I also

make sure to fully comply with TP ICAP policies, the Code of Conduct, and all relevant regulations, ensuring no breaches or escalations along the way.

Career

What are your career aspirations for the next 3-5 years?

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment:

My goal over the next few years is to stay up-to-date with emerging technologies such as cloud-native environments, automation, and artificial intelligence in system management. I want to continue learning and evolving with the industry, ensuring I can offer the most effective solutions and remain a key player in any team I'm part of. I'm also looking to take on more leadership responsibilities, whether that's leading projects or mentoring junior admins. I enjoy collaborating and sharing knowledge, so I aspire to be in a position where I can guide and support a team, ensuring we stay ahead of trends in system administration and implement best practices effectively.