

Estropigan, John Rich

Wintel Server Engineer

Manager: Jeff Flores (99284)

Evaluated By:

End of Year Review 2024

Organization: TP ICAP - Platform Operations (Jeff Flores (99284))

Location: Philippines - A.T. Yuchengco Centre - Taguig City

01/01/2024 - 12/31/2024

2024 Objectives

Archive to be on the top ticket closer of the Wintel team.

Be one of the main ticket closers for the Wintel team.

Key Results: Be one of the main ticket closers for the Wintel team.

Manager Appraisal

Comment:

Employee Appraisal

Comment:

Reflecting on my ticket closures for this fiscal year, I might not be among the top performers when it comes to the number of tickets resolved.

However, my focus has been on tackling the complex and challenging issues our team has faced. These are often time-consuming and require a deep technical understanding of the issue, as well as innovative solutions.

By prioritizing quality over quantity, I have contributed to resolving critical tickets that have a significant impact on our team's performance. This approach has allowed me to add more value to our team's overall success, even if it doesn't always reflect in the numbers alone.

Complete a minimum of 2 non-compulsory training courses related to your current role.

Key Results: Complete at least two additional training courses and demonstrate the application of new skills in a project or operational tasks by Q4.

Manager Appraisal

Comment:

Employee Appraisal

Comment:

Despite the lack of a dedicated platform for technical training within our team, I took the initiative to independently study modules on PowerShell, Power Automate, and Ansible. This self-driven learning significantly enhanced my skills and boosted my technical skills.

Complete cross-training to enable you to cover other areas of support within your team

Handover a specific skill with a training video or confluence page

Key Results: Recorded session of the training and confluence instructions.

Manager Appraisal

Comment:

Employee Appraisal

Comment: I may not have formally documented cross-training efforts, I successfully shared my skills with colleagues, particularly in areas that supported project execution, such as file server migration.

Contribute to creating and maintaining the team's documentation (runbooks, confluence updates, etc.)

Create and maintain two documents. Per 6 months to be reviewed midyear and year-end performance review

Key Results: Updated and maintained two team documentation per quarter, with a bi-annual content review, achieving two secured approval ratings from team members on each artifact.

Manager Appraisal

Comment:

Employee Appraisal

Comment: Maintaining documentation in Confluence is an area I need to improve, as I couldn't keep it up to date due to the workload and multiple assigned projects this fiscal year.

Delivery of any assigned project tasks to a high quality and on-time

Documented successful projects sent via quarter tracked through planner or Jira.

Key Results: Complete 100% of assigned project tasks on time with no less than one negative feedback

Manager Appraisal

Comment:

Employee Appraisal

Comment: Throughout this fiscal year, I successfully delivered several challenging projects, including the following:

Domain Controller Upgrade to Windows Server 2022

- ALCPINFDCG02
- BERPINFDCG02
- AMSPINFDCG01
- AMSPINFDCG02
- HOUPINFDCG01
- LOUPINFDCG01
- SEOPINGDCA01
- SEOPINGDCG01
- SNGPINFDCA04
- SNGPINFDCG03
- SNGPINFDCG06

DFS File Server Upgrade to Windows Server 2022

- amspinffps01
- amspinffps02
- berpinffps01
- berpinffps02
- bfpinffps02
- bocpinffps01

- bocpinffps02
- chipinffps01
- chipinffps02
- coppinffps01
- coppinffps02
- houpinffps01
- houpinffps02
- ldnpinffps01
- norpinffps01
- norpinffps02
- torpinffps01
- torpinffps02

File Server Migration from Windows Server
2008 to 2022
- sngfs02

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 successfully adhered to all policies and requirements for fiscal year 2024

DEVELOP: What skills and competencies will you develop to enhance your performance and / or potential?

Please record everything you need to develop here in addition to mandatory training which is allocated to you (focus on on the job learning experiences where possible):

Manager Appraisal

Employee Appraisal

Comment:

Comment: In addition to completing mandatory training, I took the initiative to enhance my knowledge in PowerShell, Power Automate, and Ansible.

Identify opportunities to enhance processes and procedures for greater efficiency or accuracy.

Please provide evidence of participation in at least three of the following activities as a minimum:

- *Consistently Performed ticket volume reduction analysis.
- *Identify a root cause that leads to multiple alerts.
- *Provided high-quality post-incident reports for learning
- *Automate a manual task and demonstrate its toil reduction

Key Results: Provide evidence of process improvement activities as stated

Manager Appraisal

Comment:

Employee Appraisal

Comment: Throughout this fiscal year, I had the opportunity to participate in the following projects and tasks:

Data Center Isolation

- I was the designated engineer for AMER data center isolation

CrowdStrike Installation

- I was responsible for developing a script to automate the global installation of the CrowdStrike agent.

Problem Ticket Resolution

- PRB0042756
- Resolved DFS replication issue in KDH that was more than 800 days existing

Microsoft Support

- I was involved in troubleshooting complex issues alongside Microsoft Support.

Automation - GlobalSign SSL Tracker

- I developed an automated solution using Power Automate to track expiring SSL certificates, streamlining the previously manual process

Automation - Event Driven Automation

- I am currently working closely with the engineering team to develop and implement an automation process for resolving alerts in Checkmk. This involves running a specific playbook in AWX when a certain condition has been met in ServiceNow. The goal is to streamline our monitoring system, reduce manual intervention, and improve response

times, ultimately enhancing operational efficiency

Mandatory training - Ensure all done and completed on time, zero breaches.

Key Results: Ensure all mandatory training are complete before the deadline.

Manager Appraisal

Comment:

Employee Appraisal

Comment: I successfully completed all required training courses for the fiscal year. This included fulfilling the mandatory certifications and skill development programs necessary to meet organizational standards.

No SLA change and problem breaches - Zero tolerance for these. The more there are in the individual areas, the more they cascade upwards.

SLA breaches for these are escalated to the highest level of management. We need to avoid being part of the problem.

Key Results: Achieve 100% compliance with SLA terms, with zero breaches reported throughout the year.

Manager Appraisal

Comment:

Employee Appraisal

Comment: I adhered to all service level agreements (SLAs) without any breaches. By efficiently managing tasks and projects, I ensured that everything was completed within the required timelines

Provide technical guidance and expertise on internal Project Support and the wider organization.

Key Results: Summarize the technical solutions you developed to address problems identified by management/leads or yourself within projects during 2024.

Manager Appraisal

Comment:

Employee Appraisal

Comment: Automation - GlobalSign SSL Tracker
- I developed an automated solution using Power Automate to track expiring SSL certificates, streamlining the previously manual process

Reduction of P2 occurring in the Wintel Supported system

Each individual is expected to contribute to Wintel's team effort in attaining a reduction of P2's occurring in the Wintel-supported systems with a target of a 30% YoY decrease over 2023, focusing on change-related outages. All changes must be reviewed, and the CIO must sign off before going into production. Any change-related failures must be reviewed with a P2 RCA and an incident retrospective review covering the specific and thematic issues. The performance target should be zero repeat incidents.

Manager Appraisal

Employee Appraisal

Comment:

Comment: I contributed to the reduction of P2 tickets by carefully reviewing my implementations and taking proactive measures to prevent potential major outages

Seek to mentor others within the team to share knowledge in your areas of expertise.

Complete the Manila IMS training materials and complete IMS training for the year. Also, handover one SME skill to a peer with recorded training and confluence documentation

Key Result: Provide evidence that IMS training has been performed and mentoring to a peer has been completed.

Manager Appraisal

Comment:

Employee Appraisal

Comment: Maintaining up-to-date documentation in Confluence and conducting training is an area I need to improve, as my workload and the multiple projects assigned this fiscal year made it challenging to stay on top of these tasks.

Simplification Project - Windows OS Upgrade to 2022

Upgrade file servers to Windows Server 2022

Manager Appraisal

Comment:

Employee Appraisal

Comment: Domain Controller Upgrade to Windows Server 2022

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- AMSPINFDCG02
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Career

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

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment:

Becoming a senior Wintel engineer at TPICAP has always been my goal, but after being assigned challenging tasks like automation, I discovered a deeper interest in infrastructure development.

This experience has sparked a passion for this field, and if given the opportunity, I would love to pursue a role as an infrastructure developer