

Bindoy, Michael

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.

- Consistently ranked in the top 30% of ticket closers each quarter.

Manager Appraisal

Comment:

Employee Appraisal

Comment:

One of the top performers of the team ranking 3rd in incidents closed, 5th with requests and 2nd with change controls year-to-date. Will continue to uphold or further improve the numbers on all ticket categories

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

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:

Unable to find any suitable learning tool within the company that can help. However, I have inquired with management regarding Microsoft vouchers and if we can avail some for external training to certified / authorized MS Training Centers. Learning portal Pluralsight access has been requested and is pending.

Will work on external training next year and would definitely use applicable processes and technology with my current role in TPICAP. For now, this will remain my deliverable.

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

- Recorded session of the training and confluence instructions.

Manager Appraisal

Comment:

Employee Appraisal

Comment:

Assisted and conducted 2 overview training session on Exchange primarily on Onprem

(Exchange 2016) and Exchange Online (M365). Covering the roles and the way emails are structured and how we have both as an enterprise hybrid environment (links in Confluence)

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

- 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: Captured and documented Vmware ESXi host build and DFS server configuration and configuration. Created to assist other and future members of the team on the current and best practices of both technologies.

DELIVER: What outcomes and results do you need to deliver in 2024 to be a Good Performer?

Please record everything you need to deliver here:

Introduce new Server policies to (GPO) to improve operations and lower costs.

Manager Appraisal

Comment:

Employee Appraisal

Comment: I believe it involves the primary technologies Wintel handles,

- Domain Controllers demoted and replaced with 2022 OS (Simplification Project-APAC, some in EMEA and AMER too - please see closed Changes/CTasks reports)
- File Server Build, decomms and EOL server replacements (Singapore, Manila, Sydney, Hong Kong, Belfast etc.)
- Vmware Host and Storage rebuilds (Manila Storage cleanup, Old storage rebuild from VMFS5 to 6, Dubai ESX03 build and configuration)
- Printer services migration for Sydney (Corp and global)
- VM host migrations and remediations (incidents and during planned outages)

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

Documented successful projects sent via quarter tracked through planner or Jira

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

Manager Appraisal

Comment:

Employee Appraisal

Comment: Assigned PEOS issues in Jira have been closed/ set to Done. Migrations and decomms following the migration scheduled right after completion.

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 believe I have demonstrated the required values and competencies required of me by the company. Likewise extending the same for the rest of the team encouraging comradery and participation as a team across all activities and projects.

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):

- 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.

Manager Appraisal

Comment:

Employee Appraisal

Comment: I have learned a lot of the management styles but somehow the TPICAP way of things is bespoke. It is one that I would like to learn and be part of in the future. It is something that I want to learn and be second nature to my way of doing things. Of course doing so while adhering to the best practices in the industry and the dynamic ways of my colleagues.

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
- Provide evidence of process improvement activities as stated

Manager Appraisal

Comment:

Employee Appraisal

Comment: Effectively closed significant number of tickets across different components and systems. Properly noting/ documenting RCA found, and the solution implemented while ensuring industry best options / resolutions available.

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

Ensure all mandatory training are complete before the deadline.

Manager Appraisal

Comment:

Employee Appraisal

Comment: All trainings to date from LearnUpon, Zebra, KnowB4 etc have been completed and closed out.

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

Ensure all mandatory training are complete before the deadline.

Manager Appraisal

Comment:

Employee Appraisal

Comment: All trainings to date from LearnUpon, Zebra, KnowB4 etc have been completed and closed out.

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.
- Achieve 100% compliance with SLA terms, with zero breaches reported throughout the year.

Manager Appraisal

Comment:

Employee Appraisal

Comment: Admittedly difficult to maintain, but managed to minimize SLA breaches for most of the INC and REQ tickets handled. However, some Change control SLA's have been breached due to factors not in my control. With these, learning to adapt and ensure timely closure of these tickets.

Production Stability

- Each individual is expected contribute to the WINTEL team attaining a reduction of P2's occurring in the WINTEL supported systems with a target of a 30% YoY decrease over 2023, with particular focus on change related outages. All changes must be reviewed and have CIO sign-off before going into production. Any change related failures will need to 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

Comment:

Employee Appraisal

Comment: Though at times impossible, always trying to ensure service and technology stability when implementing projects and solutions. Minimizing user frustration by doing tailored assistance and communication to attain positive if not high user satisfaction.

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

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Manager Appraisal

Comment:

Employee Appraisal

Comment: Managed to present and record high level KT of Exchange onprem and online for the easier understanding of email and its infrastructure from the users' perspective.

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

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment: Of course I seek to have a change of scope or new set of challenges within a year or so given I have been in the company for 2 years now. I see career growth as either a lateral or a vertical change of work scope and responsibilities. If ever given a senior, lead or even a management role, of course it would be a change that I will be grateful for.