

Alueta, Randy

Infrastructure Support 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

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.

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

Comment:

Employee Appraisal

Comment: making effort to foster a positive and inclusive work environment by promoting open communication and encouraging collaboration successfully involve in few projects and that they are completed on time and making sure procedures have been followed up to details also consistently demonstrate a positive attitude and work ethic, working with the team to achieve the team's goal also perform collaboration with cross functional teams in order to resolve user or infrastructure issue

Complete all task and projects/BAU

Please record everything you need to deliver here:

Manager Appraisal

Comment:

Employee Appraisal

Comment: perform File server migration
perform OS upgrade for Domain controllers
perform Domain Controller decommission
handle Operational tickets both user incident and user request
indicate work solution in the closure notes
handle system alert tickets and perform work around
perform hardware replacement for physical server issues
collaborate with vendor for troubleshooting major issues
being sensitive by answering all queries in all forms of communication email, MS teams and phone calls
joining P2 calls and ITOM to represent our Wintel team to assist and troubleshoot if needed
take participation in AMER and EMEA network isolation
actively participate in Window server patching for Windows infrastructure and perform checkouts

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 have consistently demonstrated a strong commitment to TP ICAP's values aligning my

action and decisions with the ICAP's mission and goals.
i have sought out opportunities to promote and reinforce the ICAP's values both within my work and interactions with others.
tried implement other management techniques like creating a to do list and documenting work procedures and resolutions

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

Comment:

Employee Appraisal

Comment: prevents SLA for tickets and change and closing it out on time
working on ticket and prioritizing it according to urgency
able to show strong conflict resolution skills by navigating and resolving disagreements and challenges professionally.

Career

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

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment: wanted to take AWS and Microsoft certifications
Wanted to be powershell knowledgeable attending citrix training which is related to our infrastructure
able to master the iCAP infrastructure to be able to support very effectively
be a model employee by following the company's goal and objective

try to be more efficient and more accountable
to my actions