

Abe, Patricia Anne

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

Achieve 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: I consistently rank among the top 30% of ticket closers for the Wintel team, both for alerts and user-generated incidents/requests. I am focused on ensuring that all tickets assigned to me are not only actioned promptly but also fully updated and resolved with a high degree of accuracy. I take ownership of each ticket and prioritize clear communication, ensuring that all stakeholders are informed throughout the resolution process.

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: I am currently completing two online training courses—one on CheckMK monitoring and another on Citrix infrastructure management—both of which are highly relevant to my role within the Wintel team.

I have already started applying the knowledge gained from the CheckMK course to assist in identifying issues with the newly integrated CheckMK site. Specifically, I contributed to troubleshooting and optimizing the monitoring system, helping to ensure that the new setup is functioning as expected and that alerts are properly configured for all regions.

Additionally, I plan to leverage my learnings from the Citrix course to improve support for Citrix-related incidents and requests, and I am actively looking for opportunities to apply this knowledge in troubleshooting and performance optimization tasks.

## 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:** The team was facing errors with the cross-domain file server migration, where the use of Synccovery was resulting in inaccuracies regarding permissions and file updates. This method was causing additional manual checks and corrections, leading to inefficiencies.

After researching the issue, I implemented a more reliable solution by successfully establishing a cross-domain DFS replication process. This solution reduces manual intervention, improves accuracy, and minimizes the risk of permission errors, ensuring a more reliable final sync.

To ensure the team can adopt this solution, I created a detailed step-by-step document outlining the new process and the best practices for performing the migration. This ensures that the entire team is equipped to perform the migration more effectively, reducing errors and improving overall efficiency.

# 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

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Comment:

## Employee Appraisal

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**Comment:** I have created and maintained several key documents that have significantly contributed to improving team efficiency and cross-team collaboration:

**Contact Information File:** I created and regularly update a comprehensive contact list for all sites across regions. This file has become a critical resource, eliminating the longstanding issue of identifying the correct contact for any given issue. The document is continuously updated whenever there are staff changes or replacements, ensuring that it remains accurate and relevant. It is used not only by our team but also by other teams across the organization.

**SysOps Documentation:** I have assisted in updating sysops documentation, which provides clear guidelines for handling alerts related to Wintel systems. This documentation has helped improve the efficiency of SysOps in managing alerts and escalations, leading to faster incident resolution times and more streamlined communication between teams.

**Cross-Domain File Migration Guide:** I also created a document detailing the **cross-domain file server migration process**, which had been causing significant delays and resource drain for the team. This new guide outlines a more efficient method for performing the migration, reducing the time and effort needed to complete it and

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

- **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:

### **Know Our Products, Customers, Technology, and Wider Marketplace:**

I actively keep myself updated on company products and industry trends through internal communications, industry reports, and social media channels. I stay informed about the latest technologies in my field to ensure I can apply relevant knowledge to my role and offer valuable insights.

### **Speak Up During Debate:**

I consistently engage in team discussions by offering insights and proposing solutions that help resolve issues quickly.

### **Be Inquisitive:**

I proactively seek out ways to improve both my individual performance and team processes.

### **Fill the Gaps:**

I regularly step in to assist with tasks outside my immediate responsibilities, ensuring smooth team operations. For example, whenever the dba team encounters errors with clustering, i step up to assist or display errors on oracle and resolve the matter. another example is when the network team had issues with certificates, i offered assistance to the team and resolved the issue.

### **Run Towards Problems:**

I prioritize addressing potential issues early. I recently managed to resolve a problem that could have escalated into a P2 incident by troubleshooting it within the first hour of detection, preventing any downtime or customer impact.

**Build Relationships:**

I have built strong relationships with users across multiple regions by consistently providing high-quality support and clear communication. This has helped reduce recurring issues and improve satisfaction with our services.

**Coach and Be Coached:**

I actively document solutions to reduce dependencies on others.

**Over-Communicate:**

I make sure to communicate effectively with users and the team to prevent misunderstandings. I keep users informed of the status of their requests and proactively educate them on best practices to avoid common issues, which has helped reduce repetitive inquiries.

**Strive for Progress over Perfection:**

I focus on continuous improvement, and I'm consistently working to upgrade my skills and increase efficiency in my role.

**Financial Hygiene:**

I manage my time effectively and ensure that resources are used efficiently.

## 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

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### Manager Appraisal

Comment:

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### Employee Appraisal

Comment:

**MBR to GPT Project:**

I successfully completed the **MBR to GPT migration project** within the designated timeline, eliminating previous storage constraints that had limited SQL data disk expansion to 2TB. By completing this migration, we were able to free up **38TB of**

**storage**, which is now available for future use. This initiative has significantly improved system scalability and alleviated resource bottlenecks. The project was tracked via **Jira**, with regular updates ensuring no delays or issues arose during the process, and it was completed with no negative feedback.

**File Server Migration from Idnpinffps01 to NetApp:**

I successfully completed the **file server migration** within **10 days**, which was originally handed over from a former team member who had made little progress after 8 months. My quick turnaround on this project ensured there was **no critical impact** on operations, and the transition was seamless. By completing the migration in a fraction of the expected time, I not only saved resources but also ensured that the project stayed within the original timeline, preventing further delays.

**File Server Migrations Across APAC and EMEA:**

In addition, I have successfully completed several **file server migrations** across the **APAC** and **EMEA** regions, each within the **set timeline** and with zero impact on user access. By adhering to the communicated timelines and proactively managing potential risks, I ensured that each migration was completed smoothly and efficiently, with no disruptions to services.

Each of these projects was delivered on-time and met the quality standards expected. I have ensured that **no negative feedback** was received on the output once implemented for any of these tasks, and the work was tracked and monitored through **Jira** and **Planner**, where my progress and success were consistently documented.

## 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

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Comment:

#### Employee Appraisal

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Comment:

**Triple A Values:**

I was nominated as **Engineer of the Quarter** for consistently demonstrating the **Triple A values**. A key example of this was during the **Crowdstrike issue** when I stepped in to assist the team despite being on my week off. I worked with the team to resolve the issue and made sure to keep all relevant stakeholders updated with timely progress reports. My actions during this critical time helped ensure that the issue was resolved promptly without significant service disruption, showcasing my accountability, adaptability, and commitment to the team's success.

**Competencies:**

In my role, I have consistently demonstrated competencies that exceed the expectations for my band level. For instance, I led the troubleshooting and resolution of complex system issues that were typically managed by senior engineers. One such example was my involvement in the **File Server Migration, Simplification Project & MBR to GPT migration**, where I handled the most challenging aspects of the migration and ensured its success within the planned timeframe. By taking on these high-level tasks, I was able to deepen my expertise, reduce dependency on senior team members, and contribute to the overall efficiency of the team.

**Inclusion:**

I am an active participant in **company activities**, regularly engaging in training sessions and team-building initiatives. Beyond this, I work to build strong, inclusive relationships with my colleagues across teams and regions. I make a point to support my peers by offering help when needed and ensuring that everyone feels included, especially during cross-regional projects. This has helped foster a positive and inclusive environment in our team.

**Risk:**

I fully comply with all **TP ICAP policies**, the **code of conduct**, and all relevant regulatory and legal requirements in my role. I consistently follow the company's guidelines and ensure that I meet all compliance standards in my daily activities, helping to mitigate risk and maintain a high level of professionalism and ethical behavior.

## 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

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Comment:

### Employee Appraisal

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Comment:

I will focus on **infrastructure automation**, particularly in the areas of **server provisioning** and **configuration management** using tools like **Ansible** and **PowerShell scripting**. I plan to complete an **online course on Ansible automation** and implement **automated deployment pipelines** within our team's workflow. This will not only streamline our operations but also reduce human error and increase efficiency. Over the next six months, I will aim to automate at least one manual process in our infrastructure management, and I will actively seek feedback from peers and managers to ensure continuous improvement.

## 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

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Comment:

#### Employee Appraisal

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Comment: I identified multiple **servers causing high alert volumes** due to being **decommissioned**, which had been left in the monitoring system. These alerts were contributing to unnecessary ticket creation, leading to a backlog of less critical issues. By taking these steps, I was able to not only streamline our workflow but also contribute to better **resource allocation** and **team focus** on what truly matters.

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

Ensure all mandatory training are complete before the deadline.

#### Manager Appraisal

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Comment:

#### Employee Appraisal

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Comment: All assigned trainings have been completed prior to deadline

## 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 is 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

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Comment:

#### Employee Appraisal

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Comment: All **changes** were executed and closed within their **planned start and end times**, contributing to maintaining **operational efficiency** and meeting project deadlines. This is a result of my **effective time management** and **prioritization** skills, which

ensure that I can balance multiple tasks and achieve successful outcomes without delays.

## 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

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Comment:

### Employee Appraisal

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Comment: All the **changes** I've implemented have been **successfully executed without any P2 incidents**, demonstrating my careful planning, testing, and risk management during the process. Each change was reviewed and approved by the **CIO**, ensuring full alignment with organizational standards and strategies.

Before implementation, I made sure all changes went through the proper **approval processes**, including comprehensive **technical reviews** and alignment with relevant teams to avoid potential disruptions. After the changes were implemented, I conducted thorough **post-implementation testing** to verify that everything was functioning as expected. Additionally, all changes were **properly documented** with detailed **checkouts** performed by application owners to ensure that the outcomes were reproducible and that we could track any issues in the future.

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

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

### Manager Appraisal

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Comment:

### Employee Appraisal

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Comment: **Cross-Domain File Server Migration**

The team was facing errors with the cross-domain file server migration, where the use of Syncovery was resulting in inaccuracies regarding permissions and file updates. This method was causing additional manual checks and corrections, leading to inefficiencies.

After researching the issue, I implemented a more reliable solution by successfully establishing a cross-domain DFS replication process. This solution reduces manual intervention, improves accuracy, and minimizes the risk of permission errors, ensuring a more reliable final sync. To ensure the team can adopt this solution, I created a detailed step-by-step document outlining the new process and the best practices for performing the migration. This ensures that the entire team is equipped to perform the migration more effectively, reducing errors and improving overall efficiency.

#### **MBR TO GPT Disk**

I identified that **disks in MBR format** were causing significant **storage issues** in **SQL**, leading to performance degradation and storage constraints. After thoroughly investigating the issue, I devised and completed a project to **convert these disks to GPT format**, effectively eliminating the problem.

This change significantly improved SQL storage performance, as **GPT disks** allow for larger storage capacities and greater reliability. Additionally, I communicated with the team to implement a **best practice** of mounting **GPT disks** moving forward, ensuring that this issue does not recur in the future.

The completion of this project not only resolved the immediate issue but also **enhanced system performance** and **future-proofed** our storage strategy.

## 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
- Provide evidence that IMS training has been performed and mentoring to a peer has been completed.

## Manager Appraisal

Comment:

## Employee Appraisal

Comment:

I have completed a couple of the Manila IMS training and have performed mentoring as well. A recorded training material has been uploaded as well regarding the Exchange on prem and cloud.

## Career

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

### Section Summary

## Manager Appraisal

Comment:

## Employee Appraisal

Comment:

I plan to focus on developing my **DevOps skills**, specifically by gaining proficiency in **Ansible** for infrastructure automation and **PowerShell** for task automation and system management. These skills will enable me to improve our team's ability to automate repetitive tasks, reduce manual configuration errors, and enhance our infrastructure management processes.