Costuna, Samuel

Wintel Messaging 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

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	Employee Appraisal
Comment:	Comment: Triple has been awarded to me on the 3rd quarter of this year in the category of adaptability, authenticity and accountability. This was recognized during EMEA DC Isolation, I worked for almost 24 hours to complete the important tasks and fixed some major technical issues during the activity. The necessary work to implement the Exchange DR was not yet tested and the new approach to perform DC Isolation was very challenging but I was able to implement it successfully and work together with MADS to correct the DR step by step procedure.

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: My work is aligned with email messaging so I am looking to get more trainings related to O365 services particularly in Azure and Email Security. Aside from the new trainings I am keen to upskill or have certifications on cloud like AWS, OKTA and Mimecast.

Innovate and Enhance the team's processes and procedures

1. Contribute to creating and maintaining the team's documentation (runbooks, confluence updates, etc.)
2.Identify opportunities to enhance processes and procedures for greater efficiency or accuracy.

1. 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.
2. Provide evidence of process improvement activities as stated

Manager Appraisal	Employee Appraisal
Comment:	Comment: Technical documents and runbooks for Wintel offered services like Email (Exchange Online, Exchange OnPrem and Mimecast), Identity Access Management (OKTA) and other daily operational support and procedure are already available in Confluence. We will upload more documents once new Confluence becomes available for editing. We will also cascade and share these documents to GSD and IT Security once MADS approved to whom delegate some of the tasks in Mimecast

Objective

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	Employee Appraisal
Comment:	Comment: Currently I am the only resource person on the operational support managing our email environment for APAC, EMEA and AMER. The number of tickets I closed/resolved was around 700+ tickets this year. There are lots of major server and security issues I have identified and provide solutions and these have been relayed to MADS and IT Security for review and approval. Through proactive monitoring even on weekend I was able to identify and fixed issues before it will arise and impact our organization with major issues on email. I even sometimes need to communicate with our vendors (Microsoft, Mimecast and other internal/external partners) and work together to immediately resolve the issue.

Objective

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

Description

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Objective

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: On a daily basis it's my duty to always identify and performs RCA on a common issue that eventually will know to become P2. I would say I perfectly handled and effectively manage many of these cases to prevent P2, I do sometimes engage and collaborate with other internal parties or SME to discuss and immediately resolve the issue.

Personal/Team development

1. Complete a minimum of 2 non-compulsory training courses related to your current role.
2. Seek to mentor others within the team to share knowledge in your areas of expertise.
3. Archive to be on the top ticket closer of the Wintel team.
4. Complete cross-training to enable you to cover other areas of support within your team

1. Achieve 100% compliance with SLA terms, with zero breaches reported throughout the year.
2.Ensure all mandatory training are complete before the deadline.

3. Summarize the technical solutions you developed to address problems identified by management/leads or yourself within projects during 2024..
4. Complete 100% of assigned project tasks on time with no less than one negative feedback

Manager Appraisal	Employee Appraisal
Comment:	Comment: I am 100% compliant, my mandatory trainings are completed on time
	Since my works is mostly aligned with messaging, as per Chris Stradling, he may get me involve in a project next year to upgrade our email environment to Exchange 2019
	In terms of number of tickets closed/resolved, I have worked on email related request/ incidents of 700+ with satisfaction feedback from our caller
	I hope MADS will help to provide feedback to support my performance evaluation

Project Support

1. No SLA change and problem breaches - Zero tolerance for these. The more there are in the individual areas, the more they cascade upwards.
2. Mandatory training - Ensure all done and completed on time, zero breaches
3. Provide technical guidance and expertise on internal Project Support and the wider organization.
4. Delivery of any assigned Project tasks to a high quality and on-time

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2. Ensure all mandatory training are complete before the deadline.
3. Summarize the technical solutions you developed to address problems identified by management/leads or yourself within projects during 2024..
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I hope MADS will help to provide feedback on my performance to support my performance evaluation

Career

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

Section Summary

Manager Appraisal

Comment:

Employee Appraisal

Comment: I'm hoping soon I will be working with our engineering team that focus on IT architecture and security of our digital infrastructure.