Laurilla, Jayvee

Wintel 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

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	Employee Appraisal
Comment:	Comment: I'm pleased to report that I've significantly exceeded the goal of becoming part of the "'op 30% Ticket Closers." As of 19 Nov 2024, my contributions across all Wintel ticket categories demonstrate a strong commitment to resolving issues and facilitating smooth operations.
	Specifically, I ranked 2nd in incident ticket resolution, handling 25.32% of the total volume. This, combined with my 3rd place ranking in change requests (12.20% contribution) and 6th place in request tickets (8.00% contribution), showcases my consistent performance and ability to handle diverse challenges.
	These results clearly demonstrate my dedication to exceeding expectations and contributing to the team's success.

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	Employee Appraisal
Comment:	Comment: While I haven't completed any formal non-compulsory training courses this year, I've prioritized development opportunities that broaden my skillset and contribute to the firm's culture. My active involvement in the Manila Employee Engagement Committee and the APAC Diversity & Inclusion Network has allowed me to hone my communication, collaboration, and writing skills, which are valuable assets in any role. Through these

activities, I've further developed my ability to connect with colleagues across different departments and contribute to a more inclusive and engaging workplace.

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	Employee Appraisal
Comment:	Comment: While my current documentation output is one finalized runbook, "Raising Hardware Issues with Service Express," I've prioritized creating high-impact resources that empower the team and withstand the test of time. This runbook has already streamlined our vendor interactions and improved cross-team collaboration. I'm committed to delivering two additional comprehensive documents by year-end, ensuring they are meticulously crafted, readily adaptable to evolving needs, and provide lasting value.

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	Employee Appraisal
Comment:	Comment: Beyond creating my own documentation, I've actively contributed to upholding our team's documentation standards by mentoring a new hire. I'm guiding them in refining their initial runbook submission, ensuring it meets our quality benchmarks while preserving their valuable technical insights. This collaborative effort not only enhances our knowledge base but also fosters a supportive environment for continuous learning and improvement within the team.

DELIVER: What outcomes and results do you

need to deliver in 2024 to be a Good Performer?

Jayvee has worked on his documentation, these need to be within the correct temapate in Confluence but the documentation has been great.

Manager Appraisal	Employee Appraisal
Comment:	Comment: Thank you.

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	Employee Appraisal
Comment:	Comment: While I faced some personal challenges earlier this year that impacted my project delivery, I'm now fully committed to consistently delivering high-quality work on time. I've actively engaged with JM on assigned projects, providing regular verbal updates on progress and ensuring alignment with expectations. I'm dedicated to meeting deadlines and exceeding expectations as I continue to contribute to key initiatives.

DEMONSTRATE : Contribute to reducing P2 incidents in WINTEL-supported systems by 30% YoY, with zero repeat change-related incidents

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.

NB: Whilst you should not be judged on this during your mid year, it would contribute towards the end of year.

Manager Appraisal	Employee Appraisal
Comment:	Comment: I actively contributed to the team's objective of reducing P2 incidents. For example, in September, I addressed a critical hardware

failure on a production server. While the initial issue stemmed from a vendor misunderstanding, it was discovered that previous warning signs had been overlooked. My prompt action prevented a potential P2 escalation, data loss, and service disruption. This experience reinforced the importance of thorough ticket review and follow-up, and I subsequently shared the learnings with the team to improve our collective vigilance and prevent similar incidents in the future.

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: Please see details below.

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

• 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:

Build Relationships

I've actively focused on building strong relationships with end users, both within and outside of the Wintel team. My ability to clearly communicate technical information and provide effective solutions has led to me becoming a trusted point of contact for many colleagues. This stems from my experience in previous roles where I honed my skills in translating complex technical jargon into easily understandable language, bridging the gap between technical teams and end users. This has been invaluable in fostering positive working relationships and ensuring smooth issue resolution.

Coach and Be Coached

I've embraced opportunities to learn new skills and become a subject matter expert. When tasked with developing Power BI reports for Manila, I readily took on the challenge despite having no prior experience. This initiative not only resulted in a successful project (a scoreboard for our table tennis tournament) but also allowed me to develop valuable new skills. I'm now applying this knowledge to create impactful reports for the Wintel team, leveraging my creative strengths to present data in a compelling and easily digestible format for management. This experience exemplifies my commitment to continuous learning and my ability to quickly adapt and contribute to the team's evolving needs.

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	Employee Appraisal
Comment:	Comment:

Consistently Performed ticket volume reduction analysis

As a top contributor to incident resolution, I consistently perform a form of ticket volume reduction analysis by carefully identifying and closing out rogue or duplicate alerts in bulk. This proactive approach helps to declutter the ticket queue, allowing the team to focus on critical issues and prevent potential escalations. By ensuring that legitimate alerts are not overlooked, I contribute to maintaining service stability and preventing potential P2 incidents.

Identify a root cause that leads to multiple alerts

I actively identify root causes that lead to multiple alerts to prevent recurring issues. For example, during scheduled patching activities, I meticulously analyze alerts to distinguish those caused by the patching process from potentially critical incidents. This careful approach ensures that valid alerts receive appropriate attention, preventing accidental closures that could lead to service disruptions or P2 escalations. By accurately identifying and documenting root causes, I help the team proactively address recurring problems and improve overall system stability.

Automate a manual task and demonstrate

its toil reduction

To address recurring incidents of C: drive capacity issues on Windows servers, I developed a script that automates the process of identifying and resolving the root cause. This script, built upon previous versions and optimized for efficiency, has significantly reduced the need for manual disk extension and minimized service disruptions. By automating this previously manual task, I've not only reduced the team's workload but also improved our response time to these incidents, contributing to increased system stability and user satisfaction. I'm happy to share this script with the team to further enhance our collective efficiency.

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

Ensure all mandatory training are complete before the deadline.

Manager Appraisal	Employee Appraisal
Comment:	Comment: I have successfully completed all mandatory training assignments from Risk, Compliance, and other departments ahead of their respective deadlines.

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	Employee Appraisal
Comment:	Comment: To the best of my knowledge, I have maintained 100% compliance with SLA terms on all my Change tickets since the beginning of the year.

Objective

DEMONSTRATE : To be a Good Performer in

2024 you need to demonstrate

Triple A Values: By demonstrating Accountability, Adaptability and Authenticity
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Manager Appraisal	Employee Appraisal
Comment:	Comment:

Triple A Values

- **Accountability:** I consistently take ownership of my tasks and responsibilities, even in the face of challenges or setbacks. I focus on solutions and learning from mistakes rather than attributing blame.
- **Adaptability:** I demonstrate adaptability by readily adjusting to changing priorities and contributing to team efforts, even during high-pressure periods. While I prioritize my well-being, I'm always willing to go the extra mile to support the team, as evidenced by my frequent participation in weekend patching activities.
- **Authenticity:** I bring my whole self to work, acknowledging my strengths and areas for growth. My involvement in initiatives like the Manila Employee Engagement Committee and the APAC Diversity & Inclusion Network showcases my genuine commitment to fostering a positive and inclusive workplace. I believe in building trust through honest communication and demonstrating that technologists are not just skilled professionals but also relatable individuals who contribute to a vibrant company culture.

Competencies

- **Delivering Results:** I consistently deliver high-quality work, as evidenced by my contributions to ticket resolution, documentation creation, and process improvement initiatives. I prioritize efficiency and accuracy, always striving to exceed expectations.
- **Problem Solving:** I proactively identify and address challenges, as demonstrated by my ability to analyze alerts, identify root causes, and develop solutions to prevent recurring issues. I'm committed to continuous improvement and finding innovative ways to enhance our team's efficiency.
- **Collaborating and Influencing:** I actively collaborate with colleagues and stakeholders, both within and outside of the Wintel team. My effective communication skills and ability to build relationships enable me to contribute to a positive and productive work environment.
- **Developing Self and Others:** I'm committed to continuous learning and development, as shown by my willingness to embrace new challenges and mentor others. My initiative in learning Power BI and guiding a new hire with their documentation exemplifies my dedication to personal and professional growth.

Risk

I diligently adhere to all TP ICAP policies, codes of conduct, and regulatory requirements. To the best of my knowledge, I have not committed any actions that would constitute a risk event.

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

Employee Appraisal

| Comment: | Comment: | Building upon my successful development of the table tennis tournament scoreboard in Power BI, I've been entrusted with creating more complex and impactful reports for Manila. These projects leverage my technical skills and visual creativity to deliver insightful and engaging data visualizations. Currently, I'm developing two key reports: one analyzing tickets over 60 days old and another exploring the automation of overtime approvals. These initiatives aim to improve operational efficiency and provide valuable insights to management. I anticipate delivering functional prototypes for both projects by the end of the year, with the potential for wider implementation across different teams in Manila. |

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	Employee Appraisal	
Comment:	Comment:	I actively share my knowledge and expertise with colleagues, contributing to a culture of learning and development within the team. In addition to mentoring a new hire on documentation standards and best practices, I've also shared my Power BI knowledge and developed a valuable disk cleanup script that has improved team efficiency. I'm committed to supporting my peers and readily share my skills and resources to enhance our collective capabilities.

Career

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

Section Summary

Manager Appraisal

Employee Appraisal

Comment:

Comment: In the next 3-5 years, I aspire to leverage my strong communication and writing skills to contribute to TP ICAP in a role that allows me to connect with a wider audience and make a meaningful impact. While I value my current technical experience, I'm eager to explore opportunities in areas like Marketing and Communications, where I can further develop my writing and interpersonal skills. I'm particularly interested in creating engaging content, improving internal and external communications, and potentially bridging the gap between technical and non-technical audiences. I'm excited about the possibility of a Marketing and Communications team opening in APAC, and I would welcome the chance to contribute to its success from Manila. I believe this career path aligns with my strengths and passions, and I'm committed to pursuing development opportunities that will help me achieve these goals.