

**Objective**

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

Description

Please record everything you need to deliver here:

Monitoring and Alerting. Set the baseline standards for teams to follow and champion the improvement to alerting across Manila CoE

Clarity of leadership - ensure team processes and structure are clear to the team and followed.

Team resilience: Ensure that there is no single point of failure in support capabilities within the team and that the appropriate levels of support are in place at all times.

CMDB attestations - Ensure these are always completed on time with nothing overdue, always highlighted on the TRF.

CMDB maintained—Ensure this is clean, there are no decommissioned servers associated, and we are on top of our applications.

Manager**Comment**

Monitoring - Jeff has been leading the way with this, he has been analyzing the alerts and helping to remove the noise to allow us to focus on the current alerts. We have definitely seen a downward trend and i hope that he is able to continue this with the new CheckMK

Clarity of leadership - Jeff has been coordinating the team in Manila well, he ensures the shifts are manned and patching efforts have enough resource to be successful. He has been able to work with the support teams to build up dashboards that give us a fantastic view on tickets, changes and problems which has enabled us to have a better view of what is going to breach. We had been guilty of CTASKS breaching up until recent months

Team Resilience - Pleased to see that Jeff has been able to work with Gerwin to address the patching key man dependency, it shows as an example to the rest of the team and I hope they will follow suit and reduce the single person dependencies we harbor.

Jeff has been central to all the application rollouts/removals and patching this year. Some fantastic work on automation and reporting have been really beneficial to the team. I hope that over the next 12 months Jeff is able to continue to hand on tasks such as these to the team to help spread the knowledge.

Employee**Comment**

Monitoring and Alerting: Established baseline standards for alerting, reducing Wintel alert noise by 83% over six months, with a sustained downward trend across Manila CoE, and addressed competing demands from infosec and operational roles while progressing the Checkmk project, resolving 209 critical pending hosts and 402 pending Wintel critical alerts.



Clarity of Leadership: Implemented clear team processes, including handover protocols, schedules, rotas, and dashboards for Wintel team metrics and monitoring. Supported the global Wintel head by addressing additional functional requirements.

Team Resilience: Eliminated single points of failure by redistributing patching responsibilities to Gerwin and John and motivating Rodrigo to document Citrix deployment.

CMDB Attestations: Ensured all assigned applications were attested or in progress with no overdue items, maintaining consistent compliance with TRF requirements.

CMDB Maintenance: Confirmed all assigned applications were attested, with no decommissioned servers associated, ensuring a clean and accurate CMDB.

Additional Achievements:

- Supported the migration of legacy web hosting sites to strategic servers.
- Documented and improved the patching process for better success rates.
- Contributed to the global rollout and repair of CrowdStrike and uninstalled Elastic Agent.
- Assisted with ODET server upgrades and the deployment of OT automation workflow systems to SysOps.
- Enhanced global application deployment processes and transitioned responsibilities to Gerwin and John.
- Implemented global ICMP checks to improve Checkmk monitoring of Windows servers.

History
History

Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
03/10/2025 08:26 PM	Pauline Beggs (92904)	Manage Objectives: Jeff Flores (99284)	Archived	Y	



Date	Updated By	Updated In	Field History		
			Field Updated	New Value	Prior Value
03/13/2024 10:48 AM	Brad Craig (2557)	2024 Objective Setting: Jeff Flores (99284)	Description	Please record everything you need to deliver here: Monitoring and Alerting. Set the baseline standards for teams to follow and champion the improvement to alerting across Manila CoE Clarity of leadership - ensure team processes and structure are clear to the team and followed. Team resilience: Ensure that there is no single point of failure in support capabilities within the team and that the appropriate levels of support are in place at all times. CMDB attestations - Ensure these are always completed on time with nothing overdue, always highlighted on the TRF. CMDB maintained—Ensure this is clean, there are no decommissioned servers associated, and we are on top of our applications.	Please record everything you need to deliver here:
01/23/2024 11:33 PM		Manage Objectives: Jeff Flores (99284)	Objective	DELIVER: What outcomes and results do you need to deliver in 2024 to be a Good Performer?	
			Description	Please record everything you need to deliver here:	

Objective

DEMONSTRATE : To be a Good Performer in 2024 you need to demonstrate

Description

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**Comment**

Jeff shows all the values of a triple A employee, demonstrates the DELIVER competencies required, is inclusive and is risk aware. Moving forward, he should consider taking a more proactive role in guiding team behavior and addressing discipline when necessary. By building on this solid foundation, Jeff can become an even more effective leader, helping the entire team achieve higher levels of performance. The organization is confident in his ability to reach these goals and will provide support as he continues to grow.



Employee

Comment Description
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 behavior 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)

Competencies: Successfully aligned with the DELIVER competencies for my role by ensuring effective performance and adherence to expectations.

Inclusion: Actively participated in Manila activities while maintaining deliverables, adhered to mandates, and remained open to continuous feedback and corrections to improve my role.

Risk: Maintained full compliance with TP ICAP Policies, the Code of Conduct, and all regulatory and legal requirements, ensuring strong standing within the firm.

History

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03/10/2025 08:26 PM	Pauline Beggs (92904)	Manage Objectives: Jeff Flores (99284)	Archived	Y	
01/23/2024 11:33 PM		Manage Objectives: Jeff Flores (99284)	Objective	DEMONSTRATE : To be a Good Performer in 2024 you need to demonstrate	
			Description	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)	

Objective

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



Description

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.

Manager

Comment

Jeff will question why something is required or why are we doing it that way and make suggestions to alternatives. He is by no means obstructive with this, just seeking clarity to help find the best outcome. It is great to sit down and discuss issues with Jeff, we will bounce off each other and find solutions. Often, i will come to work the following day and find Jeff has been working on delivering them. I rarely need to chase Jeff on projects, they are always in hand and delivered to agreed timescales. If there is a 3rd party blocking, he will be working behind the scenes to ensure it is not forgotten and working with the other party to conclusion keeping myself current on its status

Employee

Comment

- Consistently challenged requests for clarity, even during difficult conversations, to ensure mutual understanding.
- Continuously worked to understand the dependencies between our work and other service lines, ensuring effective alignment to support the business.
- Committed to learning and supporting the team through hands-on engagement with various systems and tools.
- Proactively raised concerns to the global Wintel head and collaborated to find practical solutions.
- Built meaningful connections within the office and strengthened relationships with colleagues.
- Dedicated to learning new processes and practices at TP ICAP to improve personal and team performance.
- Maintained open communication with the team to foster collaboration and transparency.
- Ensured steady progress on assigned projects and met deliverables.
- Strived to embody integrity by earning an honest day's wage through an honest day's work.

History



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			Field Updated	New Value	Prior Value
03/10/2025 08:26 PM	Pauline Beggs (92904)	Manage Objectives: Jeff Flores (99284)	Archived	Y	
12/21/2024 05:11 PM	Jeff Flores (99284)	End of Year Review 2024: Jeff Flores (99284)	Description	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.	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.



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03/13/2024 10:48 AM	Jeff Flores (99284)	2024 Objective Setting: Jeff Flores (99284)	Description	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):
01/23/2024 11:33 PM		Manage Objectives: Jeff Flores (99284)	Objective	DEVELOP: What skills and competencies will you develop to enhance your performance and / or potential?	
			Description	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):	

Objective

Production Stability

Description

Work with the Wintel team to ensure a reduction of P2s 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 examined with a P2 RCA and an incident retrospective review covering the specific and thematic issues. The performance target should be zero repeat incidents. This should be measured against the rate of change being introduced into the environment.

Manager**Comment**

Jeff handles change and he continues to be risk aware.



Employee

Comment

I continued to be cautious with change as much as possible.

History

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			Field Updated	New Value	Prior Value
03/10/2025 08:26 PM	Pauline Beggs (92904)	Manage Objectives: Jeff Flores (99284)	Archived	Y	
06/27/2024 04:32 PM	Jeff Flores (99284)	Mid-Year Review 2024: Jeff Flores (99284)	Objective	Production Stability	
			Description	Work with the Wintel team to ensure a reduction of P2s 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 examined with a P2 RCA and an incident retrospective review covering the specific and thematic issues. The performance target should be zero repeat incidents. This should be measured against the rate of change being introduced into the environment.	