Reyes, David

Linux 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

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

--No SLA change breaches - Zero tolerance for these. The more there are in the individual areas cascades upwards

-Provide technical guidance and expertise on both internal PS projects and those of the wider organisation
-Contribute to the creation and maintenance of the teams documentation (runbooks, confluence updates etc.)
-Identify opportunities to enhance processes and procedures for greater efficiency and/or accuracy

Manager Appraisal	Employee Appraisal
Comment:	Comment: I have regularly worked on BAU tasks such as change tickets and incident tickets. I have contributed a few articles on team tasks by documenting them on One Note.

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: For all the four quarterly linux server patching weekend cycles, I have made myself available and indeed participated in the patching of production linux servers for the thousand plus servers of the company.

DEMONSTRATE: To be a good performer in 2024 you need to demonstrate

Competencies that apply to your job nand or Success Profile
Inclusion by participating in training and activities that promote an inclusive workplace
Risk by complying with the TPICAP Code of Conduct and all regulatory and legal requirements

-Mandatory training - Ensure all done and completed on time, zero breaches
-Complete a minimal of 2 non compulsory training courses related to your current role
-Seek to mentor others within the team to knowledge share in your areas of expertise
-Complete cross training to enable you to cover other areas of support within your team

Manager Appraisal	Employee Appraisal
Comment:	Comment: I have completed all mandatory compliance trainings to -date. I work closely with my colleagues, offering my insight and knowledge if I know it can postively impact the performance of our team. I am usually physically present in the office four out of five times in a week.

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

1. Enhance knowledge and abilities for RedHat's new updates and innovations.
2. Gain a better understanding of system automation or AI.

Manager Appraisal	Employee Appraisal
Comment:	Comment: I read online whatever updates vendor Redhat makes available for the general public regarding their RHEL OS and Ansible products which the company employs.

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

-potentiall learn more Ansible, learn Kubernetes/Rancher, Learn and adopt Jscape workload
Learn more RHEI 8/9
FUNCTIONAL 1 : help on the Simplification project
- move Servers to RHEI 8/9 from RHEL 7, decom servers in UK non-strategic Zone
FUNCTIONAL2 : Continue BAU working on Incidents, rquests, changes to meet SLAs
Continue BAU working on Incidents, rquests, changes to meet SLAs
Individual Ojectives:
-Learn how to provision storage space for DBA team
-Learn how to Jscape application works in order to support it
-Learn new features of RedHat 9 as it will replace most OS versions currently installed on office servers

Behavioral
• 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: I regularly work on BAU tasks such service now change and incident tickets.

Career

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

Section Summary

Manager Appraisal	Employee Appraisal
Comment:	Comment: I aspire to continue to acquire familiarity with the team tasks, and indeed be open to

learning new tasks as needed in the ever evolving IT environment which is required being a member of linux support team.