

## 2024 Objectives

### Deliver confidence in the systems and processes of Wintel support.

Handle the Wintel-required daily incidents, requests, problems, and change tasks, signifying a strong understanding of these processes

#### Manager Appraisal

Comment:

#### Employee Appraisal

Comment:

- Attending incident and request tickets
- Attending Problem tickets
- Participating in change tasks for other team's change to provide Wintel Support
- Creating/filing change records for any Wintel related incidents and requests
- Attending Decommission request tickets
- Participating on Global Patch Deployment/ Security Remediation

## 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

Comment:

#### Employee Appraisal

Comment:

- Able to own, progress and update problem tickets
- Attending incident and request tickets with proper information
- Providing consistent Wintel Support for other team's change tasks
- Keeping track of the progress of Decommission tickets and ensure all related tasks are completed based on the process
- Ensure Wintel Change tickets have accurate information and reviewed prior

implementing to prevent impact to business  
- Ensuring weekend availability for every  
Global Patch Deployment/Security  
Remediation and completing assigned  
Servers

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

Provide/extend assistance with Messaging Team (MADS)  
Look for gaps with the processes and find how to do better

### Manager Appraisal

Comment:

### Employee Appraisal

Comment: Attending O365 incident/request tickets  
Reviewing Wintel Daily Checks process

## Career

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

### Section Summary

### Manager Appraisal

Comment:

### Employee Appraisal

Comment: