2024 H2 Performance Review for Dinesh Dilli

Introduction

The employee and Appraising manager discuss performance against objectives and behaviors. Performance ratings are confirmed at Appraisal Conclusion.

Employee Information

First Name	Dinesh	Last Name	Dilli
DAS ID	A883794	Job Title	Lead Consultant
GCM Job Code	TEN06	Department	A APAC SCB Ops SCB Ops IN (70032368)
Line Manager	Satheesh Kumar Gadapa	Appraising Manager	Satheesh Kumar Gadapa

Individual Objectives

Please focus on all four categories of Individual objectives :
1. Financial Objectives
2. Quality and Customer Objectives
3. Efficiency and Process Objectives
4. People Objectives

Quality and Customer
Offshore evaluation rating

On Track

Rating 4: Rating >=9.0 and <9.4 , and >80% to <85%

Rating

4. Fully meets objective

Objective Details

Objective Name	Offshore evaluation rating	Status	On Track
Measure	Rating 4: Rating >=9.0 and <9.4 , and >80% to <85%	Objective Description	Offshore evaluation rating for Semester from SCB APAC. Target rating = 9.0 and response for 80% eSO's Rating 6: Rating > 9.5 and >95% Rating 5: Rating between > 9.4 and <= 9.5 and >85% to <95% Rating 4: Rating >=9.0 and <9.4 , and >80% to <85% Rating 3: Rating >= 8.5 and < 9.0 , and >=75% to <80%

Rating 2: Rating < 8.5 and <75%

Start Date	07/01/2024	End Date	12/31/2024

Quality and Customer

Customer Satisfaction - SCB Tactical CSAT

rating 4 : >= 8.9 <=9.3

Rating

4. Fully meets objective

Objective Details

Objective Name	Customer Satisfaction - SCB Tactical CSAT	Status	On Track
			Tactical CSAT Survey per Semester
			Target - 9
Measure	rating 4 : >= 8.9 <=9.3	Objective Description	rating 6 : >= 9.6 rating 5 : >9.3 to <9.6 rating 4 : >= 8.9 <=9.3 rating 3 : >=7.9 to <=8.9 rating 2 : >= 7.5 to < 7.9
Start Date	07/01/2024	End Date	12/31/2024

Quality and Customer

Monthly Joint Tower Ops Review with SCB (with defined tower-based metrics and re-validated MIS reports presented, and associated minutes/actions issued)

On Track

Rating 4 : 6 Good ratings

Rating

4. Fully meets objective

Objective Details

Objective Name	Monthly Joint Tower Ops Review with SCB (with defined tower-based metrics and re-validated MIS reports presented, and associated minutes/actions issued)	Status	On Track
			Monthly Joint Tower Ops Review with SCB (with defined tower-based metrics and re-validated MIS reports presented, and associated minutes/actions issued)
			Target - 6 reviews
Measure	Rating 4 : 6 Good ratings	Objective Description	Rating 6 : 6 reviews, 5 or more excellent ratings, no average rating Rating 5 : 6 reviews, 2-4 Excellent and

2-4 - Good ratings
Rating 4 : 6 Good ratings
Rating 3 : 1 -2 Average rating
Rating 2 : 3 or more Average rating
Rating 1 : 1 or more poor rating.

Start Date	07/01/2024	End Date	12/31/2024

Quality and Customer
Service Stability

On Track

As per Description

Rating

4. Fully meets objective

Objective Details

Objective Name	Service Stability	Status	On Track
Measure	As per Description	Objective Description	1. Incident Level (20% reduction)* (a) P1 / P2 incidents : Target =0 : rating 2 >=2, rating 4 =0, rating 6 =0 (b) P3 / P4 incidents : Target <=10 : rating 2 >=16, rating 4 <=10, rating 6 <=0 2. Zero P1 or P2 incident attributed to Atos operational defect* Target = 0, rating 2 >=1, rating 4 = 0, rating 6 = 0 3. Incidents due to Change (20% reduction)* (a) P1 / P2 Incidents : Target =0 : Rating 2 >=1, rating 4 = 0, rating 6 =0 (b) P3 / P4 Incidents : Target <=3 : Rating 2 >=2, rating 4 <= 1, rating 6 =0 4. Zero unauthorized change* Target :0 . Rating 2: >= 1* ; Rating 4: = 0* ; Rating6 : 0* 5. SCA Reduction (20% Reduction)* target : <= 3,200 : Rating 2: >=10,000 ; Rating 4: <=3,200 ; Rating6 :<=0 (* Performance Rating depends on individual team performance)
Start Date	07/01/2024	End Date	12/31/2024

Quality and Customer
Operational Level Targets

On Track

As per Description

Rating

5. Exceeds objective

Objective Details

Objective Name	Operational Level Targets	Status	On Track
Measure	As per Description	Objective Description	1. FAST Recovery: (a) Average "P1" recovery within 45 mins, Target : <= 45 mins; Rating 2: >= 120 mins , Rating 4:<= 45 mins , Rating 6:<= 30 mins (b) Average "P2" recovery within 120 mins, Target : <= 120 mins; Rating 2: >= 240 mins , Rating 4:<= 120 mins , Rating 6:<= 60 mins 2. Availability: Achieve 99.9% of all online availability targets , Target ; >= 99.9%; Rating 2: <= 99.8% , Rating 4=99.9% , Rating 6=100% 3. Zero escalation of unnecessary delays from Atos Support, regardless if incident is due to Atos or not. (a) in recovering of High or Critical incidents (b) timely updates to SCB Core Infra Stakeholders incident recovery P1 (every 30 mins) / P2 (every 60 mins) and root cause summary, finding updates (every 12 hrs). Target :0; Rating 2: >= 1* , Rating 4 : 0* , Rating 6 : 0* 4. Zero service-impacting incidents that could have been avoided if monitoring alerts were remediated properly Target :0 ; Rating 2: >= 4* , Rating 4 : 0* , Rating 6 : 0* 5. Complete mandatory trainings, such as Cybersecurity Awareness Trainings and Change Management Refresher Training, within due dates Target: 100% ; Rating 2: <= 90%* , Rating 4 : 100* , Rating 6 : 100* 6. Complete all audit liaison activities within the agreed timescale with SCB & No major non compliance (NC) records from the SCB audits & regulators Target: No major non-compliance; Rating 2: 1 major NC , Rating 4: No major NC , Rating 6:No major or minor NC (* Performance Rating depends on individual team performance)
Start Date	07/01/2024	End Date	12/31/2024

Efficiency and Process
Service Improvement

	On Track

As per Description

Rating

5. Exceeds objective

Objective Details

Objective Name	Service Improvement	Status	On Track
			1. Automation -reduction of identified and agreed manual tasks* Target : Reduce by 50%* Rating2 : 0%, Rating3 : 25%, Rating4 : 50%, Rating 5 : 60%, Rating 6 : 70%
			2 Defects: (a) Reduce Operational Defect by 20% overall : Target : <1* Rating2 : >= 1*, Rating4 :0*, Rating 6 : 0* (b) Zero Human Error : Target : 0* : Rating2 : >= 1*, Rating4 :0*, Rating 6 : 0*
			3. Infrastructure and sub-system monitoring compliance to GMS and Atos rules (referencing compliance report on last day of the month) per Tower with GMS and/or Atos ruleset Target : 100% Compliance ; Rating2 : >= 92%*, Rating4 :>=100%*, Rating 6 : 100%*(with no missing alert)
Measure	As per Description	Objective Description	4.Inventory: (a) Detect and update "Support by" assignment in SNOW and recertify for the queue assignment – Average Number of mismatch detected during monthly validations (provided biweekly reports are shared with Support team and excluding unilateral changes performed by SCB (PSS/SNOW) team.) Target : <10 Rating2 : > 10*, Rating4 :<=10*, Rating 6 : 0*
			(b) Actual status of the device to be accurately reflected in SNOW and Atos Inventory - Reduction in data quality issue, compared against beginning of 2024. (Appliable for team responsible and accountable for this task, provided biweekly reports are shared with Support team and excluding unilateral

changes performed by SCB (PSS/SNOW) team.)
Target : 40%Reduction Rating2 : < 40% Reduction*, Rating4 :>40% Reduction*, Rating 6 : >50% Reduction*

(* Performance Rating depends on individual team performance)

| Start Date | 07/01/2024 | End Date | 12/31/2024 |

People

Global and Local compliance

<div style="border:1px solid">On Track</div>

Complete mandatory Information Security / Cybersecurity Trainings within due dates

Rating

5. Exceeds objective

Objective Details

Objective Name	Global and Local compliance	Status	On Track
Measure	Complete mandatory Information Security / Cybersecurity Trainings within due dates	Objective Description	1. Global Mandatory Trainings : 100% compliance for all Global trainings for all the months. Target: 100% all the 6 months rating 2 : 75%, rating 3 : 95%, rating 4: 100% in the last month of the semester, rating5 : 100% for 4/6months , rating 6 :100% for all 6months.

2. Local Mandatory trainings : 100% compliance for all Local trainings for all the months. Target: 100% all the 6 months rating 2 : 75%, rating 3 : 95%, rating 4: 100% in the last month of the semester, rating5 : 100% for 4/6months , rating 6 :100% for all 6months.

3. Timesheet Compliance ; weekly/monthly Timesheet compliance Target: 100% all the 6 months rating 2 : 75%, rating 3 : 95%, rating 4: 100% in all the monthly timesheet, rating5 : 100% all monthly and for 18/25 weekly TS , rating 6 :100% for all 6months/25 weeks.

4. MPP Compliance Target: 100% all the 6 months rating 2 : 75%, rating 3 : 95%, rating 4: 100% in the last month of the semester, rating5 : 100% for 4/6months , rating 6 :100% for all 6months. |

Behaviours

Assessment of Atos Behaviors:

The assessment of each of the below behaviors is optional. The behaviors assessment is designed to help better structure feedback discussions. During objective setting you can, if you wish, make specific comments about the behaviors.

Atos Behaviors Journey

Client Oriented

Be an ambassador for Atos (You are Atos). Proactive care for your client's challenges. Be solution oriented and manage expectations.

Rating

Silver

Committed

Show ownership and accountability. Be proactive with a positive attitude. Be reliable, build trust and lead by example.

Rating

Gold

Entrepreneurial

Be curious, go & see, continuously learn & develop. Think end-to-end, create alignment on challenging goals and solve problems systematically. Realize innovation and continuous improvements.

Rating

Silver

Team oriented & People care

Recognize and Reward success. Engage your team and your colleagues. Develop your team and care for others.

Rating

Silver

Individual Development Plan

The employee and manager mutually agree on both the development goals and development actions.

If you are ready to Move and want to be part of the Global Hands Up Program.

(Global Hands Up: allows you to express your career aspirations and be proactively contacted by HR professional for any open positions)
Then please register by clicking here

Be sure to include this as part of your development objectives within your individual development plan.

Development Objectives
1.1 Know about ORACLE OCI

On Track

Objective Details

Development Objective	Know about ORACLE OCI	Knowledge, Skills & Competencies	1. Essential Skills
Status	On Track	Purpose	General skillset
Start Date	01/01/2024	Due Date	12/31/2024

Development Objectives
1.2 Know about AWS migration

<div style="text-align:right">On Track</div>

Objective Details

Development Objective	Know about AWS migration	Knowledge, Skills & Competencies	1. Essential Skills 2. Initiative and Follow Through
Status	On Track	Purpose	General skillset
Start Date	01/01/2024	Due Date	12/31/2024

Overall Performance Summary

This section is used to summarize the employee's overall performance during the review period.

Overall Form Rating:

4. Fully meets expectation for role

Name	Rating
Individual Objectives	4.43
Offshore evaluation rating	4. Fully meets objective
Customer Satisfaction - SCB Tactical CSAT	4. Fully meets objective
Monthly Joint Tower Ops Review with SCB (with defined tower-based metrics and re-validated MIS reports presented, and associated minutes/actions issued)	4. Fully meets objective
Service Stability	4. Fully meets objective
Operational Level Targets	5. Exceeds objective
Service Improvement	5. Exceeds objective
Global and Local compliance	5. Exceeds objective
Individual Development Plan	
Know about ORACLE OCI	
Know about AWS migration	

Objectives Acceptance and Approval Signatures

Employee Decision:	I have seen this form and AGREE with the content
Date:	01/28/2025
Employee's Comments:	Accepting the objectives

☑
Manager Signature

| Date: | 01/27/2025 |
| Manager's Comments: | |

Ratings Acceptance and Approval Signatures

Employee Decision:

Date:

Employee's Comments:

☐
Manager Signature

Date:

Manager's Comments: