Bargaining Unit Performance Appraisal and Recognition Election
(Review instructions before completing this form)

1. Name of employee (Last, first, middle initial) Cusey,John Joseph	2. Last 4 Digits of SSN ***-**-5363	3. Reason for Appraisal ☒ Annual Rating ☐ Other Reason for other:
4. Office symbols/Organization 933522223703040000/COMMON BUSINESS SERVICES	5. Pay plan, series and grade GS-2210-14	
6. Position title PC/Server & Web Applications Developer (Technical)	7. Period covered From: 01-JAN-2024 To: 31-DEC-2024	8. Mandatory progress review was conducted on Mid Year Review Not Held

9. Fair and Equitable Treatment of Taxpayers Retention Standard Rating   ☒ Not Applicable   ☐ Met   ☐ Not Met

10. Critical Job Elements (CJEs)	11. Performance Aspects	12. Performance Aspects Rating				13. CJE Ratings
		Exceeds	Meets	Fails	N/A	
I. Employee Satisfaction - Employee Contribution	A. Workplace Interaction		X			Fully Successful
	B. Workgroup Involvement		X			
	C. Workplace Environment	X				
II. Customer Satisfaction - Knowledge	A. Technical Skills	X				Exceeds Fully Successful
	B. Installation and Maintenance	X				
	C. Problem Resolution		X			
III. Customer Satisfaction - Application	A. Customer Service		X			Fully Successful
	B. Written Communication	X				
	C. Oral Communication		X			
IV. Business Results - Quality	A. Analysis and Design		X			Fully Successful
	B. Accuracy of Work		X			
	C. Security	X				
V. Business Results - Efficiency	A. Workload Management and Utilization of Time		X			Exceeds Fully Successful
	B. Staff and Administrative Work	X				
	C. Program and Project Management	X				

14. Overall rating	15. Average CJE Score 3.40
☐ Outstanding ☒ Fully Successful ☐ Unacceptable ☐ Exceeds Fully Successful ☐ Minimally Successful ☐ Not Ratable Reason for Not Ratable:	

A. Certification of Rating - *By signing below, each Rater and Reviewer certifies that records of tax enforcement results (ROTERs) were not used to prepare this appraisal.*

16a. Rater name/title/signature/date

Rushin,Alex Joseph / Supervisory IT Project Manager /   /s/ Alex Joseph Rushin   / March 14, 2025

16b. Reviewing Official name/title/signature/date

Singh,Manisha Siddhu / Supervisory IT Specialist /   /s/ Manisha Siddhu Singh   / March 17, 2025

16c. Employee signature/date   *(Signature only indicates copy has been received, not agreement)*

17a. Revalidation of Rating of Record *(Period covered)* From: To:	17b. Mandatory progress review conducted on	18a. Revalidation of Rating of record *(Period covered)* From: To:	18b. Mandatory progress review conducted on
17c. Rater name/title/signature/date		18c. Rater name/title/signature/date	
17d. Reviewing Official name/title/signature/date		18d. Reviewing Official name/title/signature/date	
17e. Employee signature/date *(Signature only indicates copy has been received, not agreement)*		18e. Employee signature/date *(Signature only indicates copy has been received, not agreement)*	

All information requested on page one must be completed for processing.

Detailed information on administering the Performance Management System for Bargaining Unit employees is available at: http://shr.web.irs.gov/pers/pm/NonmgrIndex.htm and http://shr.web.irs.gov/cje/index.htm

Blocks 1, 2, 5 and 6. Self-explanatory.

Block 3. Reason for Appraisal: If "Other" is checked, provide a reason (e.g. Within-Grade Increase determination).

Block 4. Office symbols/Organization: State office symbols and business unit (to include section down to the immediate office (e.g. W:CAR:MP:M)).

Block 7. Period covered: State the actual dates of the appraisal period. The period covered is normally twelve months, however, there are situations when the period covered will be either longer or shorter than a twelve-month period (e.g. 90 Day Appraisal, Interim Rating).

Block 8. Mandatory progress review was conducted on: Supervisor annotates the date mandatory progress review was conducted with the employee.

Block 9. Retention Standard Rating: Narrative is mandatory if assigned rating is "Not Met".

Block 10. Critical Job Elements (CJEs): The five (5) critical job elements for all positions are listed.

Block 11. Performance Aspects: List performance aspects for each CJE, which are identified in the performance plan. Each critical job element consists of 3 - 5 aspects.

Block 12. Performance Aspects Rating: Rate each aspect as Exceeds, Meets, Fails or Not Applicable (N/A) by checking the appropriate block.

Block 13. CJE Ratings: Appraise the employee against the CJEs of his/her position for the rating period. In rare situations, if performance of the duties/responsibilities reflected by a CJE has not been observed for the mandatory minimum time required, rate the CJE as "Not Applicable" (N/A). Reasons for not appraising CJE(s) must be documented as part of the appraisal.

The rating for each CJE will be based upon a review and consideration of all aspects of the CJE, using the following scale:

- OUTSTANDING - "5" - Exceeds all performance aspects of the CJE.
- EXCEEDS FULLY SUCCESSFUL - "4" - Exceeds more than half of the performance aspects of the CJE and meets the remaining performance aspects.
- FULLY SUCCESSFUL - "3" - Meets all performance aspects of the CJE.
- MINIMALLY SUCCESSFUL - "2" - Fails one performance aspect of the CJE.
- UNACCEPTABLE - "1" - Fails two or more performance aspects of the CJE.

Block 14. Overall Rating: After rating the individual critical job elements (Column 13) and the Retention Standard (Block 9), assign an overall rating using the following scale:

- OUTSTANDING - Employee is rated "Outstanding" in more than half of the CJEs and "Exceeds Fully Successful" in the remainder of the CJEs, and receives a "Met" on the Retention Standard.
- EXCEEDS FULLY SUCCESSFUL -Employee is rated "Exceeds Fully Successful" or above in more than half of the CJEs and "Fully Successful" in the remainder of the CJEs, and receives a "Met" on the Retention Standard.
- FULLY SUCCESSFUL - Employee is rated "Fully Successful" or above in all of the CJEs, and receives a "Met" on the Retention Standard.
- MINIMALLY SUCCESSFUL - Employee is rated "Minimally Successful" in one or more CJEs but not "Unacceptable" in any CJE, and receives a "Met" on the Retention Standard.
- UNACCEPTABLE - Employee is rated "Unacceptable" in one or more CJEs or receives a "Not Met" on the Retention Standard.

Block 15. Average CJE Score: Is determined by dividing the sum of the ratings assigned in column 13 by the total number of CJEs. Supervisor annotates the numerical score to include two decimal places (e.g. 4.50).

Block 16. Certification: Required signatures.

Blocks 17 and 18. Revalidation of Rating of Record: If a supervisor determines that a journey level or above employee, in at least the second year of their position, would receive a Rating of Record for the current appraisal period identical to the Rating of Record for the previous period, the supervisor may certify that the most recent Rating of Record is valid for performance in the current appraisal period. When revalidating an appraisal, supervisors are also revalidating the Retention Standard Rating from the previous rating of record. Appraisals may be revalidated indefinitely.

Privacy Act Notice

1. EMPLOYEE SATISFACTION - EMPLOYEE CONTRIBUTION

1A. WORKPLACE INTERACTION

John has forged strong, positive relationships with coworkers, management, and customers, consistently nurturing these connections with integrity and a desire to enhance them further. He continuously supports Common Business Services (CBS) Application Development with his extensive Oracle Java knowledge and experience, contributing to CI/CD deployments alongside other teams. John is a versatile worker who integrates well with various teams. He has supported the operation support team by writing numerous request and incident tickets in both Kisam and its replacement system, ServiceNow. To ensure efficiency, he has collaborated with different assignment groups to understand their specific ticket completion preferences. Additionally, when CBS hired a new Linux developer, John trained the new hire and helped develop standard operating procedures (SOP) for the operation support team. John was assigned to the Enterprise API Gateway (EAG), where he worked on PowerApps and met with EAG customers to gather system requirements. John is reserved in his interactions and could take a more proactive approach.

1B. WORKGROUP INVOLVEMENT

John attentively listens to each team members input and asks questions to fully understand their ideas. John is an exemplary team player, always demonstrating his ability to work well in group settings. His approachable demeanor and willingness to train his team by creating written materials, such as Git manuals for the testing, development, and deployment teams, significantly contribute to the progress of projects. Johns clear communication skills and his ability to collaborate with System Administrators (SA) when writing tickets and scheduling work ensure that tasks are completed efficiently. John has a lot to offer but is slow to take ownership and see the issue to resolution.

1C. WORKPLACE ENVIRONMENT

John consistently demonstrates professionalism, a trait he honed during his service in the United States Navy as a Fighting Sea Bee and in the United States Army as part of the 101st Screaming Eagles. He treats all his coworkers and management with utmost respect meaning of selfless service as a "soldier in slacks." Fiserv acknowledges his reliability during the after-hours Monthly Scheduled Maintenance windows, noting that he is always available to handle any issues. John ensures that the leadership team is kept informed of all changes, showcasing his commitment to communication and responsibility.

2. CUSTOMER SATISFACTION - KNOWLEDGE

2A. TECHNICAL SKILLS

John embodies the essence of a polyglot programmer. He dedicates a minimum of five hours each week to learning new technologies. Throughout his career, John has worked with both Microsoft .NET and Oracle Java Spring frameworks. He has experience with various data sources, including Microsoft SQL Server and Oracle PL/SQL Server. In his off hours, he studies TypeScript frameworks such as Angular. At the start of his career, John worked on JBoss Java and JavaScript applications. While working at the IRS, he was involved in middleware RESTful applications. The IRS contracted Emergent LLC to provide Red Hat OpenShift training, which John attended monthly. There, he learned about OpenShift web-based applications with command-line tools, Kubernetes, and Docker Hub. He is always available to answer questions from the development team about Git commands. John was assigned to the Enterprise API Gateway to build PowerApp applications.

2B. INSTALLATION AND MAINTENANCE

While at the IRS, John was part of the operations support and Red Hat Enterprise Linux (RHEL) upgrade team. As the sole member of the operations support team, John successfully completed 120 request tickets and 20 incident tickets for CBS. He collaborated with various assignment groups, including the DBS Team, GitHub, AppDynamics, B2 Team, and F5 teams. John worked closely with CBS team leaders and developers to create instructions for these teams. He scheduled meetings with System Administrators (SAs) and Database Administrators (DBAs) to collaboratively address ticket requests. In instances where the system went down, John would reach out on Microsoft Teams to seek assistance from the Unix/Linux Product & Application Support Section 2B Chief, ensuring the necessary resources were deployed to resolve the issue.

2C. PROBLEM RESOLUTION

As a Senior Java Developer, John has resolved numerous complex problems, showcasing his technical expertise and problem-solving abilities. One notable example is when he successfully collaborated with a Solution Architect to write Knowledge Articles and Software Specifications. John completed ServiceNow training on how to write Knowledge Articles. Additionally, he played a key role in optimizing the code through software code reviews, significantly improving the system's efficiency and response times. John's proactive approach, combined with his thorough understanding of the technology stack, has consistently led to the resolution of challenging issues, ultimately driving the success of the projects he is involved in. John is fully capable but could reach further and showcase his talents.

3. CUSTOMER SATISFACTION - APPLICATION

3A. CUSTOMER SERVICE

John proactively establishes reach out to new team member help with the onboarding process. When a new Project Manager join the CBS team, he would communicate daily to insure smooth transition. John works diligently to create a dialogue with those he supports, asking insightful questions to better understand project challenges. He collaborates with project teams to ensure that timelines and dependencies are identified early in the development stages. John has frequently worked after hours to resolve issues and meet deadlines, directly contributing to the success of several projects within the branch. As an effective communicator, he leverages his previous experience to find solutions to complex problems. John expresses himself clearly and is adept at presenting easy-to-understand summaries of issues and concerns to both peers and management. John is very skilled individual with many talents and capabilities but could use some work in being self-motivated and reliable to listen and drive the task to completion.

3B. WRITTEN COMMUNICATION

John was responsible for writing instructions for the SAs to run on the RHEL servers. He meticulously verified each instruction in a lower environment to ensure its accuracy. Once confirmed, he emailed the instructions and ticket information to the CBS team leader for final approval. If the SAs encountered issues while running the Linux scripts, John provided assistance. He consistently wrote numerous emails and documents while collaborating with various teams. Additionally, John took detailed notes during the weekly meetings with the EAG team to facilitate the building of Power Applications.

3C. ORAL COMMUNICATION

John is an exceptional communicator on Microsoft Teams within his team. His active listening skills enable him to grasp

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the nuances of his teammates' ideas and concerns, fostering an environment of mutual respect and collaboration. Johns approachable nature and open dialogue encourage team members to share their perspectives freely, leading to innovative solutions and effective problem-solving. His ability to mediate conflicts and maintain transparency strengthens the team's cohesion and trust. John's commitment to clear and respectful communication makes him an invaluable asset, driving the team towards its goals of the IRS with unity and purpose. John is approachable and willing. Id like to see John listen for opportunities, drive the change and rely on him to provide updates.

4. BUSINESS RESULTS - QUALITY

4A. ANALYSIS AND DESIGN

John has proven himself as an good Developer using clean code standard at the IRS, consistently delivering high-quality code by working with peers. His deep understanding of both development and analysis allows him to create robust solutions that meet the complex needs of the organization. Johns code is not only efficient and reliable but also well-documented, making it easy for other team members to understand and maintain. His ability to troubleshoot and resolve using Junit and log files. John using JaCoCo maven plugin insure close to hundred percent code coverage. Johns dedication to continuous learning ensures he stays up to date with the latest technologies and best practices, further enhancing his contributions. His meticulous attention to detail and proactive approach makes him an invaluable asset to the IRS team. John is capable but does require a level of monitoring to ensure the path is accurate and the requirements are met.

4B. ACCURACY OF WORK

John ensures the accuracy of his work by employing a variety of strategies. He diligently reviews and tests his code, often using automated testing tools to catch errors and validate functionality. Peer code reviews are a key practice for John, as he examines his colleagues work to identify potential issues and suggest improvements. He utilizes version control systems, like Git, to manage changes and maintain a history of the codebase, allowing for easy tracking and rollback of modifications. John follows best practices and coding standards to maintain consistency and readability in his code. Detailed documentation and thorough unit tests further contribute to the accuracy and reliability of his work. By combining these methods, John strives to deliver high-quality software that meets project requirements and user expectations. John is capable but does require a level of monitoring to ensure the path is accurate and the requirements are met.

4C. SECURITY

After the servers have been scanned for vulnerabilities, John removes the Jar files in the lower environments and creates a ticket in ServiceNow for the SAs to perform the same task in the higher environments. He reviews the process to ensure that developers are not logging taxpayers' Personally Identifiable Information (PII). John collaborates with the CBS Solution Architect to review the Open Worldwide Application Security Project (OWASP) report, remediating and refactoring the codebase as necessary. Additionally, John worked with the CBS developers to train and configure their computers so they can log into servers using PUMAS.

5. BUSINESS RESULTS - EFFICIENCY

5A. WORKLOAD MANAGEMENT AND UTILIZATION OF TIME

John has demonstrated his ability to manage these activities, effectively balance his workload, and produce high-quality products. John understands and appreciates the IRS's limited budget and finite resources. He consistently arrives at work on time and makes efficient use of his time. He prioritizes and organizes his assignments to ensure he meets scheduled

deliverable deadlines. John is always willing to accept additional assignments when necessary. He is often called away from his current tasks to research issues requested by management or to recommend technical solutions to problems. John is willing to help and is capable, but is eagerly distracted away from his role to take on new things.

5B. STAFF/ADMINISTRATIVE WORK

John always ensures he submits leave requests in advance and notifies the team about who will act as his replacement when he is out of the office. He diligently documents each system he works on and saves the information on the branch's SharePoint site. For ServiceNow tickets, he includes instructions on how to verify the work was completed correctly and directs the SAs to record this information in the ticket before closing it. John reviews his tickets daily to ensure they are closed properly. If a ticket remains unaddressed after a few days, he contacts the SAs to find out when they plan to work on it.

5C. PROGRAM AND PROJECT MANAGEMENT

John excels in time management, maintaining a calm and composed demeanor even when juggling multiple tasks. He carefully prioritizes his assignments, ensuring that each task is completed efficiently and on schedule. By breaking down larger projects into manageable steps, John keeps his workflow organized and stress-free. He utilizes tools like calendars, to-do lists, and time-tracking software to stay on top of his responsibilities. John's ability to remain focused and composed under pressure not only enhances his productivity but also sets a positive example for his team. His calm approach to time management ensures that deadlines are met without compromising the quality of his work.

Award Determinations

Cusey,John Joseph   PC/Server & Web Applications
                                  Developer (Technical)   GS-2210-14   Step   04

Award Payout Year: 2025   Period Begin: Jan 01, 2024   Period End: Dec 31, 2024

Overall Rating: Fully Successful

Rating Official Rushin,Alex Joseph approved the employee option of a time-off award in lieu of a monetary performance award, should the employee qualify for a performance award.

Rating Official Name / Title / Signature / Date

Rushin,Alex Joseph / Supervisory IT Project Manager /   /s/ Alex Joseph Rushin / / March 14, 2025

Employee Name / Title / Signature / Date