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| |  |  | | --- | --- | |  | **Average CJE Score:** | |  | 3.40 | |  | | **Overall Rating:** | Fully Successful | |  | | **Comments / Accomplishments:** | 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 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. | | |
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