

**To:** Alex Rivera

**From:** Kyle Timins

**Subject:** Salary Increase Letter

**Date:** July 19, 2016

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I appreciate the opportunity I have had during the last twenty-five months of serving as a vital member of the CL Property team. During the past several months, I have taken on extra work and more responsibilities because I know that my performance is closely tied to the performance of our team and the company. Over this time, my responsibilities and workload have evolved to include the following:

- Running/leading the Allstate ENF triage team. This involves running daily meetings (or as close to daily as possible), during which ENFs for that day are reviewed and creating the necessary resolution path required for each issue. Other items that have come from this responsibility are:
  - I have taught two new members of the ENF team, Chunze Chen and David LaCroix, how to perform the tasks needed for the ENF triage process.
  - I have been setting standards on how to create CSRs and emails as part of ENF resolution. This will create a consistent look and ensure all needed information is included.
  - I have taken ownership of the ENF process and code. This involves setting the protocol for the triage process, as well as making changes to the ENF logic, in the code. This will increase the usable information that is brought down via the ENFs. As part of this duty, I am a source of information. This sometimes includes being the first to raise the alarm when major issues happen within Allstate's environment.
    - ◇ An example of this is when a major environmental problem occurred in Allstate's Production environment on the evening of March 23<sup>rd</sup>. I was one of the first to notice this happening and raised the issue. On top of writing up the initial overview of what was happening in the ENFs, I kept a close watch on the database reporting any new ENFs being created. This also included getting the needed information to those involved in mitigation including SANs being affected, logs, time ranges, etc. until the issue had been mitigated and I could confirm no new occurrences happened for at least an hour's time. (See attached email from Adam LaFlamme on this subject.)
    - ◇ I have created an ENF monitoring script. The script is capable of looking at the ENF database supplied and getting information on ENFs that have occurred. It uses a config file for its dynamic parameters, allowing it do be customized to the need of the user. The customization can be narrowed down to a group of exception messages, lines of business, portfolios, and more.

- At current, this script monitors, at all times of the day, the ENFs for Allstate's Prod and PreProd environments for known high priority ENFs that cause major issues for the environments. It then creates an email with the needed information to allow me, or whomever runs the script, to know what is happening. This allows me to alert the IIAS email group when issues appear that need immediate remediation.
- I am currently in the process of using said script to allow the CL LOB teams to monitor the Daily Builds ENFs for their lines of business. This will allow them to get an automated email every day (or to their preferred timeframe) that tells them of any ENFs that have occurred for their lines of business. As most teams do not have experience with the ENF utility and database, this allows them to easily be alerted and get all needed information without having to use the ENF tool. Since most teams do not currently monitor the Daily Builds ENFs, this gives more vision to errors that occur and allows us to fix more bugs before they reach the client.
- Helping with mentoring Dan Schofer. This involves his normal logs and his work with the updates to the Rate File Compare utility.
- Helping with the mentoring of Ken Levasseur. This involves acclimating him to the culture of Insurity and helping him with his work.
- Helping with the mentoring of Philip Dinius. This involves helping with his assignments, helping him to get information on parts of our systems, and directing him to know valuable employees that he can talk to when he has specific types of issues.
- Providing assistance to other employees. This would include being able to connect people to other employees to help them with the issue at hand. As well as performing research that expands beyond "normal amounts" including using VSS to search through records prior to 2010, working with code for non-Property LOBs, and assisting in designing and troubleshooting changes being made to Acord by Nathan Wallack.
- Taking on a "Second in Command" responsibility for the Property team. This involves:
  - Knowledge of current issues being worked on by other team members, including providing assistance with issues like Out of Memory and the Rate File Compare utility.
  - Being a point of contact for the Property team for AEs, AMs, etc...
  - Helping with emergency issues such as issues with FTPs and being on call for Allstate loads.
  - Being "head" of Property back-end while Alex is out of the office.
- Working extra hours to be able to handle the increased work load and responsibilities.

As outlined above, I am hard working and always willing to put in the necessary time into getting the job done to insure Insurity meets the needs of the client. Within my short period of time, my performance has continued to take on increasing responsibility. (I reference your attention to Adam LaFLamme's feedback on March 23<sup>rd</sup>, 2016.) I am a quick learner and have put a bit of time and effort into working with our newest employees.

Through these, I have demonstrated a good understanding of what needs to be accomplished to achieve our team goals. I look forward to continuing to play a key role within the team. Given all of my recent accomplishments and work effort, I would like to kindly ask you to consider a review of my salary and/or position at your earliest opportunity.

Thank you in advance,  
Sincerely

Kyle Timins

Enclosure: Email from Adam LaFlamme, dated March 23<sup>rd</sup>, 2016

## Timins, Kyle

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**From:** LaFlamme, Adam  
**Sent:** Wednesday, March 23, 2016 22:00  
**To:** Timins, Kyle  
**Cc:** Rivera, Alex  
**Subject:** ENF Monitoring - Thank You!!

Kyle,

I just wanted to say thank you for your continued diligence on monitoring ENFs. I saw your notes today to both Stuart and the internal Allstate team raising the alarm on an environmental issue that could have been catastrophic if not caught, and I know you were working off-hours when you caught this.

Your dedication is exemplary, and I continue to be impressed with how quickly you're picking things up regarding the front-end ENFs and how you're leading by example in teaching the Auto recruits about the triage!

We really wouldn't be able to have any success without your help. I can't thank you enough for all that you do; your support and patience as we refine the process and work towards better tools and alignment across the teams has been crucial!

**Adam LaFlamme**  
Mgr Software Engineer  
Insurity  
860.616.2556  
860.616.7690 fax  
[adam.laflamme@insurity.com](mailto:adam.laflamme@insurity.com)

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