

UNITEDHEALTH GROUP

Common Review for O'SHEA,PATRICK S

Review Date: February 24, 2013
Review Type: Common Review

Reviewer Type: Manager Review
Reviewer Name: ONEIL,MICHAEL S

Current:		On Review Date:	
Segment:	UHG IT	Segment:	UHG IT
Division:	Infrastructure Operations	Division:	Infrastructure Operations
Job Title:	Sr IT Sys Mgmt Cnslt	Job Title:	Sr IT Sys Mgmt Cnslt
Grade:	28	Grade:	28
Manager Name:	ONEIL,MICHAEL S	Manager Name:	ONEIL,MICHAEL S

Performance Summary

Marginal

Effective

Outstanding

Not Applicable

Business Goals

Title **Goal Category:** Fundamental Execution

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N/A

Infrastructure upgrades and expansion

Description

Upgrades to all products including dynaTrace, DCRUM, ServerVantage abd VantageView. New product expansion including Portal, BSM, and CSS. New environments such as the Axolotyl expansion and the Tricare Enclave.

Comments

Patrick was heavily involved in almost every new product buildout and upgrade. He constantly is the team's "go to guy" for infrastructure builds with the ability to crank through the work with a high degree of speed and precision. Although 2012 was a stellar year for Patrick's massive expansion and upgrades, he did go through a bit of a soft patch where some key infrastructure components were allowed to languish.

Title **Goal Category:** Customer/Provider

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N/A

New customers

Description

Onboard new customers and expand our service offering into new business units

Comments

As he has demonstrated many times before, Patrick had another great year in 2012 with his customer service, typified by the extremely delicate and complicated expansion of our services to cover the Axolotyl business. Not only was that a technical feat, it also was a very complex relationship at an organizational level. His patience and steady progress was exactly what we needed to push through the Axolotyl expansion.

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	Marginal	Effective	Outstanding	Not Applicable
Business Goals				

Title	1	2	3	4	5	N/A
Infrastructure hardening						
Description	Increase our processing capacity and redundancy to improve the availability and performance of our services.					
Comments	Patrick helped spearhead the deployment of new dynaTrace collectors on our AMD servers. He also oversaw the addition of new AMDs and dynaTrace servers to help spread the load accross multiple servers. His efforts brought a lot more stability to our environment and allowed it to expand to monitor more services .By the end of 2012, there still were some servers that had not been completed, and although the cause of their delay often rested with other groups, Patrick can improve the quality and timeliness of work by following up more often with his service providers (like Systems Engineering).					

	Marginal	Effective	Outstanding	Not Applicable
Values Based Competencies				

Title	1	2	3	4	5	N/A
Integrity Value: Act Ethically						
Description	<ul style="list-style-type: none">- Demonstrate Integrity- Comply with Applicable Laws, Regulations and Policies <p>Trust is fundamental to our mission. We make honest commitments. We never compromise ethics. We must diligently work to ensure that integrity is at the core of everything we do. We speak the truth. We deliver on our promises and honor our commitments. We acknowledge mistakes and quickly address them. We are known for living up to the highest standards of ethical behavior and for complying with all applicable laws and regulations.</p>					

Title	1	2	3	4	5	N/A
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Marginal

Effective

Outstanding

Not Applicable

Values Based Competencies

Compassion Value: Focus on Customers

Description

- Identify and Exceed Customer Expectations
- Improve the Customer Experience

As individuals and as an organization, we take an active interest in the lives of others. We consistently strive to walk in the shoes of those we serve, and of one another. We actively listen to fully understand and genuinely empathize with other people's perspectives. Our compassionate focus on customers shows that we understand and identify with their needs.

Title

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N/A

Relationship Value: Act as a Team Player

Description

- Collaborate with Others
- Demonstrate Diversity Awareness
- Learn and Develop

Our mission requires trust throughout our global enterprise. We build that trust through collaboration when making decisions, taking action and finding solutions. We approach all people with respect, humility, confidence and energy. Because we depend on one another, we actively engage with each other to share information and ideas. We authentically confront issues and constructively resolve differences. We recognize that diversity and respect bring us together and make us more effective as individuals and team members.

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N/A

Relationship Value: Communicate Effectively

Description

- Speak and Write Clearly
- Listen Actively
- Influence Others

Because we work in highly diverse, complex, multi-functional teams, we're at our best when we build relationships in ways that create trust. As we engage with one another to build and maintain productive relationships, we need to continually share information, ideas and resources within and across teams. Regardless of the pace, intensity or urgency we may encounter in specific situations, we always communicate with respect and humility as well as confidence and energy. We confront issues, not people.

Title

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N/A

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	Marginal	Effective	Outstanding	Not Applicable		
Values Based Competencies						
Innovation Value: Support Change and Innovation						
Description						
<ul style="list-style-type: none">- Work Effectively in a Changing Environment- Contribute Innovative Ideas						
Our success within a dynamic and fast-paced marketplace depends on our ability to invent the future as we learn from the past. It requires an innovative mind-set that involves respectfully challenging the way things are done as well as having the curiosity and courage to develop new ideas. We are curious and not afraid to fail in honest efforts to focus on practical and purposeful innovation that builds value. We recognize the impact that innovation has beyond our products or services, and how it can enhance the way we conduct business. It helps create positive, practical change to best serve our mission of helping people lead healthier lives.						
Title	1	2	3	4	5	N/A
Performance Value: Make Fact Based Decisions						
Description						
<ul style="list-style-type: none">- Use Sound Judgment- Apply Business Knowledge						
We are committed to deliver and demonstrate excellence in everything we do. We constantly strive for, and achieve, excellence in the decisions we make and the solutions we create. We are accountable for delivering high-quality results and making a difference. We constantly focus on cultivating and developing our business knowledge and judgment.						
Title	1	2	3	4	5	N/A
Performance Value: Deliver Quality Results						
Description						
<ul style="list-style-type: none">- Drive for Results- Manage Time Effectively- Produce High-Quality Work						
We are accountable and responsible for consistently delivering high-quality results that have a positive impact on our business. We establish and achieve challenging objectives and goals. We constantly strive to improve our business outcomes in all key performance areas, and understand that clear direction, high self-awareness and constant feedback help foster exceptional performance. We consistently focus on demonstrating operational excellence, clear communication and effectively managing priorities to achieve business success.						
Title	1	2	3	4	5	N/A

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	Marginal	Effective	Outstanding	Not Applicable
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Values Based Competencies

Teamwork

Description

Patrick has a great working relationship with his teammates. This is crucial to our team that is spread accross many time zones. He collaborates directly with Matt on many projects and needs no management meddling to keep up this very productive relationship. I've seen him improve his relationship with other team members who he may have gotten off to a rocky start with. However, it's not Patrick's style to leave a relationship on the rocks, and he demonstrated his maturity by figuring out how to work with everyone on the team.

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N/A

Technical skill

Description

Patrick has the uncanny ability to figure pretty much any problem out. This is crucial to a team that has to deal with brand new products, upgrades and versions on a nearly daily basis. Rather than rely on others to figure out how new things work, Patrick leads the way with rapid problem triage and remediation of problems in the infrastructure. He knows better than to try to do this all on his own and constantly collaborates successfully with the rest of this team and with Compuware tech support in order to keep our infrastructure running at its peak performance and availability.

Values Based Competency Comments

	Needs Improvement	Meets Expectations	Exceeds Expectations
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Evaluation Summary

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Patrick is absolutely essential to a top performing team like EPS. With his focus and ability, he drives our infrastructure forward relentlessly. The sheer volume of work that he can produce is often simply amazing. He has demonstrated this ability countless times over the years. One of the many

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special traits that Patrick possesses is his ability to evaluate the best way to make a service as reliable and robust as possible. He's dug into all of our team's tools that we support and come up with ways to monitor those services and identify when they're having problems. Never content to leave them as they are, he'll constantly be improving and tweaking the monitoring systems. He does this with little to no prodding by management as I see that he truly believes in offering the best possible experience to our customers that rely on our services. In 2012, Patrick had a bit of a soft spot and some of his projects fell behind. It's a testament to his abilities that even a small ripple in his productivity can be felt by the broader team. By the end of 2012, Patrick had whipped it back in shape and doubled-down on the Tricare build - getting it back on track after it had started to languish. His contributions are crucial to our team and heavily appreciated.

Employee Comments