



Performance Nxt Appraisal Q1

2018-2019



Appraisal WorkFlow Details

Prashanth Anthony

EMPLOYEE

Generation & Renewable - COE

Satya Prabhakar Kanchiraju

L1 MANAGER

EC - CoE

Prashanth Anthony

DISCUSSION FEEDBACK

Generation & Renewable - COE

Objective Details

Objective 1: Service Delivery

MEASUREMENT CRITERIA

SLA Adherence

Min 8 User tickets per day

Average tickets resolved per day

As per norms

Elements per FT

Identifying the automation of tasks
80% L1 Tasks Automation
40% L2 Tasks Automation

Automation

Same day ticket closure = 60%
Next business day closure = 20%
Dependency tickets = 10%

MTTR

No backlogs more than 3 days.

Backlogs

Should support 2 accounts

Multiple Accounts

> =90% of parameters as per ServiceNXT framework should be configured and monitored

Monitoring Effectiveness

Ensure Ageing tickets are updated on regular basis and escalated to next level if there is a delay in technical resolution

Validate the Ageing Tickets

Need to update SMTD Quarterly updates

SMTD Quarterly Updates

Daily Checks validation

Daily Checks

Regular Ticket updates on daily basis

Ticket Updates

Objective 2: Process & Quality

MEASUREMENT CRITERIA

First time resolution

80 % of the tickets resolved first time

Repeat / Reopen Calls

Less than 5% Repeat tickets & Reopen tickets - based on asset as well as category

Change Management

100 % of successful changes (successful - no back out, change implemented in scheduled window, no incidents due to change post implementation)
No Emergency change to be raised without an MI/P1.
No Backlog

Problem Management	Trend Analysis to be done on a monthly basis on events/incidents to identify repeat tickets and work towards reducing them. 100% RCA completion on time (wherever applicable) No Backlog
Backlog tickets in the Queue	Monitoring of ageing tickets with the team members and escalate on time to Tower lead or TSG for extending support.
Ticket Updates	Daily Monitoring of regular updates in tickets assigned to team members
NG Huddle	NG Huddle attendance mandatory daily
Assignment of Tasks	Based on health checks enable the tasks to L1 team members to fix issues proactively
Shift Handover	Need to update Shift handover properly
Tracking the Tasks	Tracking the tasks assigned by Tower Lead or TSG/Ops Manager and provide regular updates to them
Potential Issues/Risks Identified	Need to focus more on potential issues/Risk Identified proactively and resolve them if required escalate to next level before it becomes a Priority P1 or P2.
Resolver tickets	Resolving tickets mandatory (shouldn t be in Non-resolver group in a week)
Acknowledging emails	Acknowledge emails from internal teams & customer thereby avoiding escalations

Objective 3: CSAT & Compliance		
MEASUREMENT CRITERIA		
TCSAT	> 95% Satisfied Users	
Customer Complaints	Zero customer complaints	
TOFA	Average of 8.5 hours on a month on month basis	
Ticket Audits	90% (or 4.5 in a scale of 5) Compliance to Ticket Audits	
NG Huddle	NG Huddle attendance mandatory daily	
Shift Compliance	100% of adherence to the first prepared shift roster	

Objective 4: Value Adds & Self Development		
MEASUREMENT CRITERIA		
SIPs / Pragati	2 SIP per quarter	
Trainings provided	Provide atleast one session of two hour session per quarter	
	Seminars conducted	Provide atleast one session of two hour session per quarter through webcast to across location teams
Contribution to Knowledge Net	Contribute atleast one article to KNET	Provide mentorship to 10% of team members especially to L0 &

Mentorship	L1 teams on process & Technical knowledge inline with client environment.
Mandatory Training / Statutory Completed	within 1 months of joining
Catapult Training & Certification	Catapult & Trendnext certification
Other Trainings (includes CHRD trainings)	Average 2 days in a quarter

Objective 5: Hygiene	
MEASUREMENT CRITERIA	
CMDB / Inventory	Upto date CMDB
Monitoring to CMDB	Monitoring to CMDB ratio > =95%
Patch Management	Security & Vulnerability Patches Update - within 15 days Other Patches Update - within 30 days
Antivirus Management	100% compliance
Backup	100% compliance and is inline agreement with customer

Overall Comments

Employee Comments	<p>Objective 1 - Service Delivery :</p> <ul style="list-style-type: none"> As i have new joined GCC Wintel group currently working on 2 to 3 user tickets and resolving 25 to 30 tickets on an average. Quickly identifying the L1 tasks and closing it ASAP currently the same day closure of tickets percentage is high as i'm mostly concentrating on L1 tasks. Making sure that there is no long pending tickets with me and if any i'm taking help of an L2 agent to get it fixed ASAP. Started supporting 3 account for now. Monitoring of the queue is one of the major tasks. If any new ticket comes in to Wintel queue making sure it is been assigned to the agents working in the current shift. Updating ticket in regular intervals is a major tasks for each individual in the team. I have taken the responsibility to send a report of last updated. Hence this is taken care.
	<p>Objective 2 - Process & Quality</p> <ul style="list-style-type: none"> The first thing once stepping in to office is to pull up the ageing tickets dump from SNOW and forwarding it the team for updating it. Making sure that whatever alert tickets comes is been taken care by me on time. Sending Shit handover to the team with proper update of tickets pending/resolved/open currently working on 2 to 3 user tickets and resolving 25 to 30 tickets on an average. As i'm in to night shift currently whatever emails comes in from different accounts have been Acknowledged
	<p>Objective 3 - CSAT & Compliance</p> <ul style="list-style-type: none"> Working on Request need customer interaction for any doubt/confirmation. So, ill make sure i have a call with the user any clarify doubts and resolve the issue ASAP. TOFA is always around 8:30 to 9 hours Always present for Huddle

Objective 4 - Value Adds & Self Development

- Currently in middle of Catapult and will be done by the end of this month.
- Mandate training is also in process
- Still Imparting all process and Technical knowledge from senior folks in the team

Objective 5 - Hygiene

- As i am new to this project still in learning curve
- I have been part of patching once for Remote sites.

Objective 6 - Self Development

- Currently upgrading myself in Technical skills
- Its been just more then a month and i have learnt many things technically and still have the zeal to learn more

Anthony is a good resource with positive mindset very quick learner.

He has shown keen interest to move into Wintel team and showing good attitude and contributing to ticket closure in multiple accounts.

Focus areas:

Complete Catapult training and certification.

Work on more user related tickets and need to focus on next level.

More contribution required in terms of resolving the technical issues in RITM's and incidents.

Nominate for training for Wintel and VMWare.

Provide KT to other team members and ensure they are also being upscaled by giving them technical and process KT of customer environment.

Daily health checks need to be validated and ensure the criticality of tasks is cascaded to the new joiners.

Take care of Queue monitoring and ensure the tickets are assigned to team members balancingly.

Support multiple accounts in GCC.

L1 manager Comments