

Enhanced Evaluation Criteria (Detailed Breakdown)

1. Contribution to Team Objectives (30 Points)

Break this down into:

- **Ticket Resolution / Task Completion (10 pts):** Timely, complete, and accurate.
 - **Quality of Work (5 pts):** Minimal rework or escalations.
 - **Impact on System Stability / Business Continuity (5 pts):** Especially for infra/monitoring roles.
 - **Handling Critical Tasks or Incidents (5 pts):** Effective under pressure.
 - **Consistency in Delivery (5 pts):** Performs reliably across the month/quarter.
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2. Ownership & Initiative (20 Points)

- **Takes Full Ownership (7 pts):** Doesn't require follow-ups from manager.
 - **Self-Initiated Improvements (5 pts):** Process/documentation enhancements.
 - **Accountability During Incidents (5 pts):** Takes the lead, stays calm, drives resolution.
 - **Volunteering for Extra Tasks (3 pts):** Proactive in downtime.
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3. Collaboration & Team Spirit (20 Points)

- **Helps Peers Willingly (7 pts):** Especially when others are overloaded or stuck.
 - **Shares Knowledge (5 pts):** Informal KTs, SOP writing, or documentation.
 - **Team Morale Contribution (5 pts):** Positive, motivating presence.
 - **Respects Diversity & Inclusion (3 pts):** Supports team culture.
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4. Communication & Stakeholder Engagement (15 Points)

- **Clear Ticket/Incident Notes (5 pts):** Easy to understand, helpful.
 - **Regular Status Updates (4 pts):** Communicates proactively.
 - **Professional Tone (3 pts):** Both internal and external interactions.
 - **Handles Difficult Conversations Well (3 pts):** User frustration, escalations, etc.
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5. Learning & Improvement (15 Points)

- **Certifications / Trainings (5 pts):** Relevant and recent.
 - **Applied Learnings (5 pts):** Used new skills/tools in real work.
 - **Suggestions for Team or Tools (3 pts):** Helped evolve team capability.
 - **Participation in Team L&D Efforts (2 pts):** Sharing resources, mentoring, etc.
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Optional Add-on Category (for Quarterly Evaluation Only)

6. Strategic Contribution / Leadership Potential (10 Points)

(Add this only for senior or high-potential employees)

- Leads initiatives or automation efforts
- Mentors others formally
- Trusted during major outages, audits, or escalations

Star Performer Evaluation Template

Employee Information

Employee Name: _____

Evaluator Name: _____

Evaluation Period: _____

Role Type (Ticket/Non-Ticket): _____

Evaluation Criteria (Monthly / Quarterly)

Sub-Criteria	Max Points	Score	Comments
Ticket Resolution / Task Completion	10	_____	
Quality of Work	5	_____	
Impact on System Stability / Business Continuity	5	_____	
Handling Critical Tasks or Incidents	5	_____	
Consistency in Delivery	5	_____	
Takes Full Ownership	7	_____	
Self-Initiated Improvements	5	_____	
Accountability During Incidents	5	_____	
Volunteering for Extra Tasks	3	_____	
Helps Peers Willingly	7	_____	

Shares Knowledge	5	—	
Team Morale Contribution	5	—	
Respects Diversity & Inclusion	3	—	
Clear Ticket/Incident Notes	5	—	
Regular Status Updates	4	—	
Professional Tone	3	—	
Handles Difficult Conversations Well	3	—	
Certifications / Trainings	5	—	
Applied Learnings	5	—	
Suggestions for Team or Tools	3	—	
Participation in Team L&D Efforts	2	—	
Leads initiatives or automation efforts	4	—	
Mentors others formally	3	—	
Trusted during major outages, audits, or escalations	3	—	

Final Score: _____ / 100

Evaluator Comments:
