**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.

**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.

**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.

**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.

**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.

**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:  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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