

**Classified Staff and Service Professional
Performance Appraisal – SUPERVISOR'S WORK IN PROGRESS ASSESSMENT**

EMPLOYEE INFORMATION

Employee Name: TALBERT TSO	NAU ID (not SSN): 1824480	
Title: Applications Systems Analyst	Department: ITS Enterprise Info. Services	
Supervisor: Robert Brubaker	Period Rated From: 7/1/2019	To: 6/30/2020

Check one:☒ Annual assessment☐ Probationary assessment (CLS only)

Other

I: JOB FUNCTIONS AND STANDARDS

Describe the job functions / duties for this position for the appraisal period. For each function, describe the expectation or standard of performance. Indicate any changes since the last appraisal. **(Complete/update at beginning of appraisal period.)**

- Participates in the continued development of the Enterprise Information Services applications and corresponding data integration points across University systems.
- Is responsible for the ongoing configuration and support of Enterprise application systems used by the ITS operational areas; this includes but is not limited to OnBase ECM, ServiceNow, Qualtrics, Microsoft BizTalk, PeopleSoft processes, Web services, databases, and web applications.
- Coordinates with users and ITS team members on modifications, fixes and implementation of new functionality for Enterprise systems.
- Assists in evaluating and provides input on software products for their ability to interface with and augment student services and campus administrative functions.
- Participates with the Project Management Office, System Analysts, and Developer Team(s) as part of the design, development, and implementation of software applications.
- Communicates with peers to define and follow procedural flow between departments and/or divisions when developing and implementing solutions.
- Researches, designs and develops moderately complex technical procedural and/or software solutions.
- Creates and maintains written procedures, system specifications, support guidelines, processes, and other necessary documentation as related to development area.
- Confers with other ITS (Information Technology Services) personnel in resolving problems involving program content, input/output requirements, and other procedural and technical matters related to software solution designs.
- Answers questions and provides technical assistance and/or training to system users.
- Seeks opportunities to promote innovative use of technology in support of the mission of NAU.
- Exemplifies sensitivity to cultural diversity issues in order to communicate and interact effectively while representing ITS.
- Achieves additional training or certifications directly related to these responsibilities.

FUNCTIONS AND STANDARDS SUMMARY (complete at end of appraisal period)

Unsatisfactory Performance: *Did not meet job requirements. Significant improvement needed.*

Needs Improvement: *Sometimes met job requirements but improvement needed in certain areas.*

Good Performance *Consistently met and occasionally exceeded job requirements.*

Very Good Performance *Consistently met and frequently exceeded job requirements.*

Exceptional Performance: *Consistently exceeded job requirements.*

Selected Rating: NEEDS IMPROVEMENT

Describe any particular areas of the job functions where employee has excelled, could further develop, and/or needs improvement.

Talbert has maintained good communication with his teammates and clients. Clients in this case are Business Analysts, Project Leaders, Project Managers, Stakeholders, and testers of an application development project; as well as, the customers he interacts with through ServiceNow Incident and Request tickets. This communication leads to better repertoire and builds confidences in both the team and the members we serve.

An area that still needs improvement is Talbert's time management and completing of tasks. The time it takes for Talbert to complete a projects or resolving Incident/Service Request tickets still needs to be improved. An example of this is the internal testing queue has become a bottleneck and I have had to assign testing to other BPSM members to test and move solutions forward. He also needs frequent redirection and guidance with regards to prioritizing tasks.

Overall, I feel that he has shown small improvements in his work performance which is promising. I believe that was due in part to a transition of responsibilities in April to focus on Incidents and Service Request tickets rather than project development. If Talbert continues to improve at Ticket management and resolution, I am confident that he can earn better ratings in subsequent appraisal periods.

II: GOALS

Goals can be projects to make progress on or complete, job functions or behaviors to be improved, and/or skills and practices that could be further developed. All goals should be consistent with department and university goals.

GOAL DESCRIPTIONS

Employee and supervisor should establish goals at the beginning of the appraisal period. For each goal listed, include expected outcomes for the appraisal period and indicate measures, timelines, and resources.

1. Improve Northern Arizona University's operational efficiency by developing and configuring high quality, robust software applications that make up an extensive portfolio of commercial and custom applications
2. Development and maintain skills for current software technologies and methodologies
3. Maintain and document open communication with Systems Analyst, Business Analyst, peers, and other stakeholders in accordance with Enterprise Information Services practices and procedures
4. Reduce cost, downtime, and maintenance cycles by utilizing industry standard hardware, software, and change management solutions

PROGRESS REPORT (Optional)

If helpful, use this section to track progress, updates, and changes as many times as needed throughout the appraisal period.

Projects for the FY20:

ITS - Security Request for ArcGIS Online

July 2019 - January 2020

A new development project that replaces email request process for the GIS Team. This project was intricate in the levels of possible approvals requested and process for determining time-outs and notification reminders.

ITS - Key Audit Form

July 2019 - September 2019

Initially a project that I was going to develop for, turned into a project I oversaw for the ServiceNow team to develop. For this project I was acting Business Analyst, Project Leader, and Project Manager.

ITS - Pre and Post Travel Project

October 2019 - January 2020

Project was already started by former employee. I fixed all the errors that were seen and got the project working according to BPSM Teams specifications.

HR - Leave of Absence (Enhancement Request)

July 2019 - February 2020

OnBase Mobile

August 2019 - October 2019

EM - Travel Process

October 2019 - Present

PUR - CPRM Vendor Document Upload

June 2019 - Present

Services:

Primary focus on answering and processing ServiceNow Incidents and Service Request.

April 2020 - Present

GOALS SUMMARY (complete at end of appraisal period)

Unsatisfactory Performance: *Did not meet most of the expected outcomes of this appraisal period.*

Needs Improvement: *Met some but not all of the expected outcomes for this appraisal period.*

Good Performance *Met the expected outcomes for this appraisal period.*

Very Good Performance *Frequently exceeded the expected outcomes for this appraisal period.*

Exceptional Performance: *Consistently exceeded the expected outcomes for this appraisal period.*

Selected Rating: NEEDS IMPROVEMENT

Explain reason for rating.

Talbert has frequently met his goal expectations this appraisal period, but not all. He continues to slightly underperform which causes his teammates to assist him more than should be needed. I routinely assign

tickets to his teammates or ask them to test solutions to help him keep up with the demands Talbert frequently failed to deliver viable solutions in the timelines provided and frequently missed deadlines.

III: BEHAVIORS FOR SUCCESS

For each of the behavior groups below, use the following guide for rating each section:

Unsatisfactory Performance: *Failed to meet expectations for most/all behaviors. Significant improvement needed.*

Needs Improvement: *Sometimes met expectations for some behaviors but improvement needed in one or more behaviors.*

Good Performance: *Consistently met and occasionally exceeded expectations for most/all behaviors.*

Very Good Performance: *Consistently met and frequently exceeded expectations for most/all behaviors.*

Exceptional Performance: *Consistently exceeded expectations for most/all behaviors. Role modeled for others.*

Commitment to service

- Offers assistance, support and feedback to students, employees, and customers.
- Shows initiative, anticipates needs and takes appropriate action to meet needs.
- Projects a positive, consistent image that reflects institutional values.
- Shows an appropriate sense of urgency in completing work and addressing the needs of others.
- Promotes a student-centered approach to all work as it directly or indirectly impacts students.

Unsatisfactory

Needs Improvement

Good

Very Good

Exceptional

Selected Rating: NEEDS IMPROVEMENT

Commitment to forming and maintaining working relationships

- Is tactful, honest, and respectful in communications.
- Shows respect for individual differences (lifestyle, behavior, abilities, attitudes, values, and views).
- Demonstrates behaviors that embrace diversity.
- Is approachable and accessible; promotes cooperation.
- Deals maturely, discreetly, and directly with conflict.

Unsatisfactory Needs Improvement Good Very Good Exceptional

Selected Rating: VERY GOOD

Commitment to the mission of the university and work unit

- Ensures own actions are consistent with the university's mission and work unit's mission.
- Assists others in solving problems and achieving common goals.
- Makes appropriate use of resources in problem solving.
- Supports student success and excellence in their educational experience; promotes educational access for all.

Unsatisfactory Needs Improvement Good Very Good Exceptional

Selected Rating: GOOD

Positive approach to change and improvements

- Demonstrates receptiveness to new ideas and approaches.
- Is flexible in methods of work completion.
- Shows a willingness to try new methods; takes advantage of learning opportunities.
- Offers constructive solutions for making effective changes.

Unsatisfactory Needs Improvement Good Very Good Exceptional

Selected Rating: GOOD

Personal accountability for own work, words, and actions

- Operates with honesty and integrity.
- Completes work in a timely manner.
- Asks supervisor to clarify expectations when necessary.
- Exercises confidentiality in all aspects of work.
- Admits mistakes and attempts to learn from them.
- Seeks opportunities for professional growth.
- Solves problems by identifying issues and initiating solutions.
- Follows through on commitments.
- Carries out internal control activities.

Unsatisfactory Needs Improvement Good Very Good Exceptional

Selected Rating: NEEDS IMPROVEMENT

Complete this section only for those employees who supervise other employees (regular, graduate, student or temporary employees):

Fosters a respectful, effective, and trusting work environment

- Manages employee performance throughout the year and provides frequent feedback.
- Empowers others to make decisions and suggest changes.
- Addresses conflict and brings to a constructive conclusion.
- Accepts responsibility for mistakes and takes corrective action.
- Invites and accepts constructive feedback.
- Uses resources efficiently.
- Leads in a way that promotes a positive work environment.
- Ensures internal control activities are established and clearly communicates expectations about compliance.

Unsatisfactory

Needs Improvement

Good

Very Good

Exceptional

Selected Rating:

BEHAVIORS SUMMARY (complete at end of appraisal period)

Describe any particular areas of the behaviors for success where employee has excelled, could further develop, and/or needs significant improvement.

Talbert excels at asking me and his teammates for guidance and clarification. He writes well and responds and comments to his customers in a professional manner. Talbert often does not show the initiative or the sense of urgency needed to excel in this position. He struggles with multi-tasking and is easily flustered and overwhelmed with the expected pace the team operates at. We have discussed possible strategies to help him be more successful, but none have made large differences to this point. He is strongly task-oriented which might explain his improved performance since moving to a more task completion role. He seems to enjoy this role better than straight solution development so I hope he continues to build upon these improvements in the coming year.

IV: ADDITIONAL PERFORMANCE INFORMATION

List accomplishments and contributions not already discussed in previous sections. May update throughout appraisal period.

List training and development opportunities participated in during this appraisal period, including the approximate amount of time spent on each item. May update throughout appraisal period.

8 hours - Gender and IT Conference

5 hours - Prepping and hosting a training session for NAU Qualtrics Support for new BPSM members.

50+ hours - Self research into features of OnBase, Qualtrics, and ServiceNow using online references and community support websites.

20+ hours - Conferencing with co-workers as to best practices and approaches for project development and customer service.

OVERALL EMPLOYEE PERFORMANCE

Considering information from all sections of the appraisal, the employee self-assessment, and (if applicable) peer or customer input, select the best description of the employee's performance during this appraisal period.

Unsatisfactory: Performance failed to meet job requirements, goals and/or expectations for behavior. Immediate and continued improvement is necessary.

Needs Improvement: Performance was sometimes acceptable but did not consistently meet job requirements, goals and/or expectations for behavior. Performance improvement needed in one or more areas.

Good performance: Performance was dependable and met, and occasionally exceeded, job requirements, goals and expectations for behavior. May still be learning portions of the job, but responds to direction and feedback to enhance performance.

Very good performance: Performance consistently met, and frequently exceeded, job requirements, goals and expectations for behavior. Regularly contributed above expected levels for position.

Outstanding performance: Performance consistently exceeded job requirements, goals and expectations for behavior. Contributed significantly beyond the expected levels for this position.

Selected Rating: NEEDS IMPROVEMENT

FINAL OVERALL COMMENTS

Any final summary comments not already provided elsewhere.

Talbert's performance has improved since he has been assigned the main customer support and ticket triage role in April. The more direct problem-solving of customer questions and issues seems to be better suited to his personality and skillset. We have discussed his continuance of this role with the possible added responsibility of delivering a few express projects in the coming quarter.