## Performance Appraisal Discussion Form 2020-2021

Employee Name and Title: Talbert Tso, Applications Programmer, Intermediate

Department: NAU ITS Business Process and Service Management

Employee ID: 1824480

Date of Discussion: 07/9/2021

Supervisor Name and Title: Robert Brubaker, Manager, Applications Programming

1. Areas of job duties, behaviors for success that are going well (included regular duties, adjusted duties, or special assignment duties).

“Commitment to forming and maintaining working relationships” – Maintains good and friendly standing with fellow team members. Remains cordial and respectful to each team member. Communication with clients is respectful and has received some gratitude for quick turnarounds for Incident/Service Requests.

“Commitment to the mission of the university and work unit” – Works well with other team members towards project goals and incident resolution. Assists clients towards resolutions for Incident/Service Requests by utilizing past experience and systems knowledge.   
  
“Positive approach to change and improvements” – Receptively accepted and adopted new changes in ticketing management application. Willingness to try new methods to perform better.

1. Areas for improvement or change and how the supervisor can assist.

“Commitment to service” – Lacking in initiative and sense of urgency to clear ticket quantities. Leading to a buildup of tickets and possibly loss of customer satisfaction.   
  
“Personal accountability for own work, words, and actions” – Frequently shows lack of confidence when working with specific clients. Has shown difficulties on following through on commitments for Incident/Service Request tickets.

1. Key accomplishments and/or goals met:

“Reduce cost, downtime, and maintenance cycles by utilizing industry standard hardware, software, and change management solutions” – Reduction in the number of SLA warnings sent by ServiceNow system regarding tardy response to new Incidents/Service Requests.

1. Goals for the new appraisal year (short term as we respond to changes in our work over the next couple months AND/OR long term for the 2021-2022 appraisal year):

Work to maintain Service Request and Incident Tickets below ten at any given moment. This will require more commitment to follow through and urgency to achieving resolution for Incident/Service Request tickets.