

Combined Assessment Year End: 2008

Employee: Ashok Kumar Reddy Moori
Direct Manager: Pazhore Krishnakumar
Matrix Manager: Salauddin Ahmed
Completed By: Pazhore Krishnakumar
Printed: August 27, 2015



Part I - "How We Do Business"

SERVE OUR CLIENTS WITH DISTINCTION	Employee Rating	Manager Rating
Builds Client Relationships • Puts clients first; anticipates, understands and exceeds client expectations and needs. • Gains the trust and respect of clients. • Solicits, listens and responds to client feedback.	2 - Highly Effective	3 - Effective
Delivers Client Solutions • Continuously delivers superior advice, products and services; leverages internal expertise. • Identifies opportunities to improve products and services. • Recognizes and encourages cross business opportunities to meet client needs; provides references to other businesses where appropriate.	2 - Highly Effective	3 - Effective
Leverages Functional and Business Knowledge • Knows how the business works; understands the company's products, services and policies. • Keeps abreast of industry trends and marketplace strategies. • Keeps current on developments in his/her area of functional expertise. • Applies functional and business knowledge to maximize effectiveness.	2 - Highly Effective	2 - Highly Effective
Employee Comments: Day-to-day communication with client for better understanding their expectations and		

knowledge to maximize effectiveness.

Employee Comments:

Day to day communication with client for better understanding their expectations and needs

Providing solutions in terms of advice, products, technology and services.

Required enhancement is always carried out based on the client's feedback.

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Performance Management Assessment

Page 2 of 9

Manager Comments:

Matrix Manager Comments:

Ahmed, Salauddin:

Continue building better relationships with colleagues in UK and also within EMEA, hence raise profile of himself as well as the team. Ashok, has also been involved in producing PCM for SRDF/A as well as managing crucial Changes, such as major microcode updates for EMC and HDS systems.

BUILD A GREAT TEAM	Employee Rating	Manager Rating
Manages Performance (People Managers Only) • Sets clear and measurable goals. • Provides ongoing, candid and constructive feedback. • Recognizes and rewards based on merit.	2 - Highly Effective	N/A - Not Applicable
Recruits, Develops and Retains Talent (People Managers Only) • Attracts and hires top tier talent. • Encourages effective development plans are created and executed. • Coaches and mentors others to improve performance. • Moves individuals into challenging, developmental assignments and supports cross business mobility. • Builds a diverse talent pipeline at all levels. • Ensures leadership succession.	2 - Highly Effective	N/A - Not Applicable
Builds Partnerships and Values Diversity • Establishes an inclusive and positive team oriented work environment and treats all employees with dignity and respect. • Values and leverages diverse perspectives. • Collaborates with others to achieve	2 - Highly Effective	3 - Effective

• Values and leverages diverse perspectives. • Collaborates with others to achieve common goals and breaks down silos. • Shares ideas and best practices across businesses, products and geographies.		
Communicates Effectively • Communicates clearly and concisely, both orally and in writing. • Influences the decisions and opinions of others without having direct authority. • Keeps others informed by passing on relevant information in a timely manner. • Remains objective and resolves conflicts when they arise.	2 - Highly Effective	3 - Effective

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Performance Management Assessment

Page 3 of 9

Employee Comments:

Manager Comments:

Matrix Manager Comments:

Ahmed, Salauddin:

Ensure that other team members are more involved and are aware of the tasks that he performs and also get more involved in the tasks that others perform – e.g. EDC/IXE, RDC/FDC, Forecasting, Capacity Planning, ECC, SANScreen, Replstore, etc..

PRODUCE RESULTS WITH INTEGRITY/LEAD THROUGH INNOVATION	Employee Rating	Manager Rating
Drives Results • Leads by example, demonstrating ethics, judgment and integrity in decisions and actions. • Strives for “best in class” practices to be industry and market leader; demonstrates a desire to win. • Gets things done; overcomes obstacles and minimizes bureaucracy. • Holds self and others accountable for results. • Translates vision into clear strategies and specific priorities.	2 - Highly Effective	2 - Highly Effective
Uses Sound Judgment	2 - Highly Effective	3 - Effective

specific priorities.		
Uses Sound Judgment • Puts long-term interests above short term gains; thinks and acts like an owner. • Escalates issues when necessary and appropriate. • Probes beyond symptoms to determine the underlying causes of problems. • Seeks input and advice from others before making decisions. • Makes decisions in a timely manner, balancing a need for action with a need for analysis. • Develops strategies that contribute to sustainable business growth.	2 - Highly Effective	3 - Effective
Innovates and Manages Change • Inspires creativity and encourages others to continuously improve. • Develops innovative solutions that enhance our products, services and processes. • Challenges the status quo and traditional thinking.	2 - Highly Effective	2 - Highly Effective

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Performance Management Assessment

Page 4 of 9

• Works effectively in the face of ambiguity and adapts to change. • Communicates the need for change and inspires action.		
Manages Risk and Control • Takes responsibility for strong control environment; effectively uses Risk Control Self Assessment as a reliable framework for managing control structure. • Proactively manages risk; considers risk and control issues when developing new products and executing transactions. • Ensures transparency and candor in dealing with risk and control issues. • Incorporates risk and control perspectives in strategic plans and budgets. • (For Control Staff Only) Collaborates with business staff to find solutions to control issues; willing to accept measured and transparent risk-taking where appropriate.	2 - Highly Effective	2 - Highly Effective
Pursues Learning and Self Development • Recognizes personal strengths and	2 - Highly Effective	3 - Effective

transparent risk-taking where appropriate.		
Pursues Learning and Self Development - Recognizes personal strengths and development needs and is committed to self-improvement. - Learns from and accepts responsibility for mistakes. - Pursues continuous learning by seeking feedback from others.	2 - Highly Effective	3 - Effective
Employee Comments:		
Manager Comments:		
Matrix Manager Comments: Ahmed, Salauddin: Make time to acquire further technical and non-technical knowledge, taking advantage of training available both internally and externally.		

Overall "How We Do Business" Rating	Employee Rating	Manager Rating
	2 - Highly Effective	3 - Effective

Part II - Goals - What Business We Do
--

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Goal 1	Published to Directs: No
(01/02/08 - 31/12/08) Effective Queue Management - Ensure that Fault and Request queues are managed effectively on an ongoing basis, with daily reviews taking place to prevent tickets aging past 30 or 60 days unnecessarily, to ensure that tickets are classified and categorized appropriately and that regular updates are made.	
Employee Rating	1 - Exceptional
Manager Rating	3 - Effective
Employee Comments: - As a Member of SAN BAU Team, Managed to complete the relevant VCC tasks and all	

Employee Comments:

- As a Member of SAN BAU Team, Managed to complete the relevant VCC tasks and all other which are assigned to me.

- Monitoring the VT queue at least for every 3 hours and action upon and close accordingly.

- Monitoring the Virtual Change on-call rota basis and ensured all are completed with quality of work.

Manager Comments:

Effective in this area.

**Matrix Manager
Comments:**
Ahmed, Salauddin

Ashok's, management and handling of VT tickets and VCC tasks has been overall good. However, I find that on occasions he has to be prompted to do perform these tasks. It is the responsibility of everyone in team to effectively manage the ticket queue.

Goal 2

Published to Directs. No

(01/02/08 - 31/12/08) Produce thorough, accurate and timely results on a consistent basis. Ensure tasks, requests, objectives and requirements are managed appropriately thereby ensuring that they are thorough, accurate and delivered in a timely fashion, with advanced notice where deadlines will not be met on an ongoing consistent basis. This includes but is not limited to MARS & CAP Management, Placemat Submissions, Planview and RCSA-IRM.

Employee Rating

2 - Highly Effective

Manager Rating

2 - Highly Effective

Employee Comments:

- RCSA-IRM are delivered for last two quarter in an affective and timely fashion.

- All the Planview time sheets are completed as of now with accurate.

- All the tasks, requests, objects, and requirements are appropriately through, accurate and delivered in timely fashion.

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Manager Comments:

**Matrix Manager
Comments:**
Ahmed, Salauddin

Ashok, has been consistent on delivering on RCSA questions as well as completing regular admin tasks in a timely fashion.

Goal 3	Published to Directs: No
(01/02/08 - 31/03/08) Set up accounts, logons and share drive access for all tools and applications required for EMEA SAN BAU responsibilities - this includes Powerbroker, ECC, SANscreen, Replistore, Connectrix Manager, VT Aperture, Virtual Change, by end of March 2008	
Employee Rating	1 - Exceptional
Manager Rating	3 - Effective
Employee Comments: - Setting up the logon accounts in Tarantella, Terminal Services, and access to the EMEA SAN BAU work in Planview was the big achievements as this is a new process and there was a problem of adding APAC SOE-ids in to EUR domain and these were resolved and got all these applications working from APAC domain now. - All the access required monitoring and action upon the SAN BAU queues (VT, VCC, Virtual Change, Aperture, and EMS) are completed. - All the required access to perform SAN BAU tasks (UNIX accounts, Centera & HDS logins, powerbroker, ECC, Storage Scope, SAN Screen, RepliStore, Connectrix manager & CISCO logins, Shared drives) are completed.	
Manager Comments:	
Matrix Manager Comments: Ahmed, Salauddin	This has indeed been a struggle due to the different regions we operate in. And since we do operate in different regions, Krishnam, therefore needs to ensure that access to these various systems and applications are checked on a regular basis and any issues are resolved or escalated accordingly.

Goal 4	Published to Directs: No
(01/03/08 - 30/04/08) Attend London site - in order to meet EMEA BAU team and accomplish further x-training on products, applications and tools used for SAN BAU, by end of April 2008.	
Employee Rating	2 - Highly Effective
Manager Rating	3 - Effective
Employee Comments: - Although all travels are on-hold due to the current travel restrictions but gathered all the available EMEA relevant procedures/policies and thoroughly studied for better understanding of products, applications and tools used in EMEA SAN infrastructure	

- Weekly SAN BAU, Projects meetings and conference calls with other /colleagues/teams/vendors were arranged for knowledge sharing, and product updates to support EMEA SAN in an effective and timely manner.

Manager Comments:

Matrix Manager Comments:
Ahmed, Salauddin

Having not met other team members in person, does indeed make teamwork a bit harder - however, I believe Ashok, has overcome this issue well and is working effectively with team members, vendors and other colleagues within the organisation.

Goal 5

Published to Directs: No

(01/02/08 - 30/04/08) To be able to provide core support functions required for SAN BAU - in terms of Zoning, LUN Masking, COB Tests, Server Troubleshooting - by end of April 2008

Employee Rating

2 - Highly Effective

Manager Rating

3 - Effective

Employee Comments:

- Participated in 2 major COB Testes which includes:

a) Preparation of DG checks & Masking/zoning verifications to make sure environment is up to dated.

b) Actioned the SRDF operations for the COB Test.

c) Updated the share point with SAN Team Actions for Management reviews.

- Participated in New Data Center (Frankfurt Data Center) implementation:

a) Testing of SRDF/A & SRDF/STAR scripts/functionalities, and Produce PCM for SRDF/A.

b) Testing of HDS Provisioning through Device Manager & Storage Navigator.

c) Managing and Provisioning of CISCO SAN environment.

- Performing SANITY & HEALTH CHECKS in SAN Environment on daily basis and actioned in timely manner.

- Troubleshooting & analysis of SAN Environment, Host related, and Performance Issues.

- Planning, Supporting and carried out Weekend Activities and ensure actioned the planned activities (Zone push, LUN Masking, reclaims, Apertures, and RFC), and resolve/support for client issues/requirements.

- Supporting EMEA SAN BAU, ON-CALL rota basis.

- Supporting EMEA SAN BAU, ON-CALL rota basis.

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Performance Management Assessment

Page 8 of 9

- Planed/Actioned for the Vendor notifications on H/W, and Product related fixes

Manager Comments:

**Matrix Manager
Comments:
Ahmed, Salauddin**

Goal successfully achieved.

Overall Goal Comments

Employee Overall Goal Comments:

As a key member of EMEA SAN BAU Team, managed all the related tasks and requests in effectively, and Involved support for COB Testing, Monitoring alerts on daily basis, Sanity tests, Health checks, sandb queries, host related performance issues, weekend activities, Escalations, producing RCSA, Product PCM for SRDF/A with high quality and effective manner.

Manager Overall Goal Comments:

Ashok is an effective storage administrator. He managed the BAU tasks and COB related activities without much implications. He has lot of room for improvement in the areas of verbal and written communications, and documentations skills. He need to pick up technically more to deliver more in the complex san environment, to make best judgements in projects and problem management etc. Overall he is an effective administrator for Midrange Storage operations for EMEA.

Matrix Manager Comments:

Ahmed, Salauddin:

In the past twelve months Ashok, has shown his technical ability by demonstrating that he is an effective and competent Storage Administrator. He now needs to complement his technical skills with more softer skills such as written and verbal communications as well as problem solving and project skills. I will work with him over the course of 2009 in order to develop these skills.

Overall Goals Rating	Employee Rating	Manager Rating
	2 - Highly Effective	3 - Effective

Part III - Manager Overall Rating and Comments

Manager Overall Rating	3 - Effective
Manager Overall Comments	Ashok is an effective storage administrator. He managed the BAU tasks and COB related activities without much implications. He has lot of room for improvement in the areas of verbal and written communications, and documentations skills. He need to pick up

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015

Performance Management Assessment

Page 9 of 9

	technically more to deliver more in the complex san environment, to make best judgements in projects and problem management etc. Overall he is an effective administrator (high 3) for Midrange Storage operations for EMEA.
Matrix Manager	Comments
Ahmed, Salauddin	The past twelve months have been a very challenging and dynamic period for Ashok and he has been a welcomed addition to the team. He is reliable, trustworthy and requires little supervision. He is able to perform his day-to-day BAU duties in an effective manner and is always willing to make personal sacrifices to meet the goals of the team and hence the organisation. Ashok, needs to focus on and improve his understanding of the following: 1) Manage customer expectations better and not to over-commit in order to keep customers happy which will inevitably lead to disappointment. 2) Continue building better relationships with colleagues in UK and also within EMEA, hence raise profile of himself as well as the team. 3) Ensure that other team members are more involved and are aware of the tasks that he performs and also get more involved in the tasks that others perform – e.g. EDC/IXE, RDC/FDC, Forecasting, Capacity Planning, ECC, SANScreen, Replstore, etc.. 4) Make time to acquire further technical and non-technical knowledge, taking advantage of training available both internally and externally consequently allowing him to complement his technical skills with personal and communication skills.

Employee	Signature:	Date:
Manager	Signature:	Date:

Manager	Signature:	Date:
----------------	-------------------	--------------

<https://hr.solutions.citigroup.net/GTMS/Performance/PrintFriendlyAssessment.aspx?S...> 8/27/2015