

Combined Assessment Mid-Year: 2008

Employee: Ashok Kumar Reddy Moori
Direct Manager: Pazhore Krishnakumar
Matrix Manager: Salauddin Ahmed
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Part I - "How We Do Business"

SERVE OUR CLIENTS WITH DISTINCTION

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.

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.

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.

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.

Manager Comments:

Matrix Manager Comments:

Ahmed, Salauddin: None

BUILD A GREAT TEAM

Ahmed, Salauddin: None

BUILD A GREAT TEAM

Manages Performance (People Managers Only)

- Sets clear and measurable goals.
- Provides ongoing, candid and constructive feedback.
- Recognizes and rewards based on merit.

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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.

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 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.

Employee Comments:

Being a team player always established an inclusive and positive team oriented work environment by treating all colleagues with dignity and respect.

Sharing of ideas and best practices between regions APPC and EMEA

Attending of weekly meetings to collaborate with in the team to achieve the common activities and distribute to each one for welcoming better ideas and work improvement.

Manager Comments:

Matrix Manager Comments:

Ahmed, Salauddin: None

PRODUCE RESULTS WITH INTEGRITY/LEAD THROUGH INNOVATION

Drives Results

- Leads by example, demonstrating ethics, judgment and integrity in decisions and actions.

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.

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.

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- Develops strategies that contribute to sustainable business growth.

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.
- 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.

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.

Employee Comments:

Following the common environment procedures which are provided and approved global (CITI)

Being a Team player participating in execution of RCSA in our environment for strong control

Periodical self assesment to recognize personnel strengths, development needs and pursue continuous learning by seeking feedback fromm others.

Control

Periodical self assesment to recognize personnel strengths, development needs and pursue continuous learning by seeking feedback fromm others.

Manager Comments:

Matrix Manager Comments:

Ahmed, Salauddin: None

Part II - Goals - What Business We Do

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

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tickets are classified and categorized appropriately and that regular updates are made.

Employee Comments:

Updating or acknowledging the new tickets.

Closing the tickets after completion of the work with proper root cause.

Ensuring that don't have tickets in queue for exceeding 30 days based on a Sev 3.

Providing the Daily Status Notification on Sev-1 and Sev-2 tickets

Monitoring the Aperture tickets queue and understanding the work flow, this portioin is needed 2-3 weeks time for managing end to end.

Manager Comments:

Matrix Manager Comments:
Ahmed, Salauddin

Ashok, has been reviewing and managing the Problem Management queue for the BAU team quite effectively. As time progresses he will gain more experience and familiarity with the infrastructure that he is supporting thus enabling him to become more productive.

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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 Comments:

Completed the Q2- - IRM-RCSA as per Audit and Compliance requirements.

Completing the VCC Tasks and signed off.

As of now Planview profile is in APAC domain and requested to change to EMEA domain; which is pending from Planview Support Team and expected to be completed within a week time.

Manager Comments:

**Matrix Manager
Comments:
Ahmed, Salauddin**

Good work achieved with RCSA-IRM work and VCC tasks.

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

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Powerbroker, ECC, SANscreen, Replistore, Connectrix Manager, VT Aperture, Virtual Change, by end of March 2008

Employee Comments:

Now successfully login to entire EMEA SAN environment . Understand & Manage the Day to Day SAN activities .

Unix Management Station Login Access(Powerbroker) - completed

ECC - Completed

SanScreen - Completed

Replistore - Completed

Connectrix Manager - Completed

VT - completed

Aperture - Completed

Repertoire - Completed
 Connectrix Manager - Completed
 VT - completed
 Aperture - Completed
 Virtual Change - Completed
 Terminal Servers - Completed
 Tarantella Access - Completed
 SAN Email DistributionList - Completed
 Shard Directory Access - Completed
 Group Phone Re-direction - Completed

Manager Comments:

Matrix Manager
Comments:
Ahmed, Salauddin

Due to different location with respect to base team, it was an uphill struggle to get all the necessary accounts set up and configured. I believe Ashok, now has access to all required systems and applications in order to carry out his role and responsibilities in an effective and productive manner.

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 Comments:

Travelling to London is on HOLD due to current travel restrictions.

Manager Comments:

Matrix Manager
Comments:
Ahmed, Salauddin

Acquiring X-training via phone calls and net-meeting is not ideal - however, due to current company economics we will need to be more creative in providing Ashok, the relevant training and development he will require to function efficiently and effectively.

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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

April 2008

Employee Comments:

Verifying the Zonings, Port failures, HBA Online/Offline status using Connectrix Manager.
Adding & removing the LUN Masking for Day to Day activities.
Providing the support to troubleshoot & resolve the Server related issues.
Using SANDB for Day to Day tasks.
Participated and actioned the SAN related activities(Split, Establish, Failover & Failback) on 15th May 2008 COB Test.
Understanding and Approve/Reject the SAN Virtual Changes.
Monitoring the Power Path Alerts and resolve the issues.
Monitoring the Centera/EMC Alerts and action when required.
Raising & follow up with EMC Support for Service Requests.
Updating the Storare Requests into the SAN Actual Database.
Completed the HDS & SRDF/A UAT Familiarization.
Generate and Verify unwated Zone removals and and adding into Weekend activities list.

Manager Comments:

**Matrix Manager
Comments:
Ahmed, Salauddin**

As stated above Ashok, has now covered relevant activities and tasks. Now with recent Tarantella and hence Connectrix Manager, access I will now be including Ashok, into the on-call and weekend work rota, so that he will be able to participate further in BAU workload.

Overall Goal Comments

Employee Overall Goal Comments:

Manager Overall Goal Comments:

Matrix Manager Comments:

Ahmed, Salauddin:

Having been in the SAN-BAU role for only six months - and taking into account initial difficulties encountered in terms accounts and profile setup, location, etc., I believe that Ashok, has been able to achieve a fair amount of success within this short period.

Part III - Manager Overall Comments

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Manager Overall Comments	
Matrix Manager	Comments
Ahmed, Salauddin	Having been in the SAN-BAU role for only six months - and taking into account initial difficulties encountered in terms accounts and profile setup, location, etc., I believe that Ashok, has been able to achieve a fair amount of success within this short period. With the volume of change happening in the current EMEA SAN infrastructure, the next six months will be even more challenging and Ashok, will need to maintain this standard of work if not exceed it. I will be working with Ashok, to ensure that the latter half of 2008 is both challenging and rewarding for him. I will also be encouraging him to think of ways we can proactively monitor and manage our environment rather than the traditional way of reactive operational management.

Employee	Signature:	Date:
Manager	Signature:	Date:

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