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Combined Assessment Mid-Year: 2012

Employee: Ashok Kumar Reddy Moori
Direct Manager: Pazhore Krishnakumar
Matrix Manager: Nigel B. Chilcott



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Employee Comments

CEEMEA workload and Rainbow Project :-

- SAN support processes and procedures differ considerably between ASPAC and EMEA. So educated the APAC System Administrators using the procedures detailed will lead eventually to a globally integrated approach to SAN support.
- For CEEMEA Workload/Rainbow project, I had contributed more efforts put to understand the storage requirements for more than 250 servers and documented in line with the the project time lines.
- Regularly attending SA, Storage & project meetings for CEEMEA migration projects.
- I was involved in FCIP configuration setup between Singapore/Frankfurt and Hong Kong/Riverdale datacenters
- Reviewed RAINBOW & CEEMEA TCRS requests and helped reserving the SAN disks with EMEA capacity team and allocating the disks using Aperture tickets
- Primary responsible for day to day support of systems and provisioning.
- As taking the ownership of this projects, Coordinating between ASPAC and EMEA to get the things done. And also working on almost every weekend for supporting the Provisioning/replication setup activities
- Huge number of last minute requests have been supported for business to achieve their time lines.
- Successfully migrated 30 terabytes of data for 90 UAT servers replicated from Hong Kong to RDC and performed the disk provisioning in RDC in addition to that 15 terabytes of disks provisioned for fresh build UAT servers in RDC.
- Successfully migrated 50 terabytes of PRODUCTION data replicated from Singapore to Frankfurt and provisioning completed in Frankfurt and Riverdale for almost 120 (PROD + COB) servers in addition to the 15 terabytes of disks provisioned for fresh build PROD/COB servers in Frankfurt and Riverdale data centers
- Participated in CEEMEA Work Load UAT Distributed Systems applications for all 11 CEEMEA countries and STRATUS cut-over completed successfully from APAC to EMEA over the weekend (09/10 June 2012) without any SAN issue reported.
- Involved in Production data replication tests took place on the weekend of the 30th June 2012. Some lessons were learned regarding the timing of replication splits.

COB :-

- To perform all checks and make ready for the COB environment before the COB Tests
- Participated in the CGC Annual COB Test and received RAVE award for an exceptional service.
- Participated recent annual RDC COB test. All replication operations and COB tests were carried out successfully and no errors involving the SAN have been reported. Received a RAVE award from SAN manager

Reclaims :-

- As part of the ongoing initiative to reclaim the unused SAN Storage and been put back into storage pool thus contributing to cost avoidance. Successfully reclaimed 13 terabytes of replicated & 26 terabytes of Non-replicated disks from last 6 months (from Jan 2012 to till date).
- Regularly updating the SAN reclaims into SMART report.

BAU activities :-

- Follow the ON-CALL Rota and provide the Primary ON-CALL support after office hours and also Secondary ON-CALL support for weekend.
- Planning, Supporting and carried out Weekend Activities and ensure auctioned the planned activities
- There is no Sev-1/2 incident happened due to the change activities performed or due to new allocations.
- Troubleshooting & analysis of SAN Environment, Host related, and Performance Issues.
- Regularly reviewing and generating the latest configuration matrix from the CATE
- Provided the required evidences and successfully completed the recent RCSA audit compliance.
- TCRS & Aperture procedures/process are explaining to APAC storage team to support the Globalization.

Manager Comments

Asok is really a dedicated person and works really well on those assigned to him. He also has done lot of work for ceemea work load migration where he worked in co-operation with regional Storage admins in singapore, and also with the platform teams. Overall Asok has done well during the review period and sure that he will contribute much more in the new global structure.

Matrix Manager Comments

Ashok has had a very busy year to date with CEEMEA/Rainbow and BAU. He has has worked most (if not all) available weekends

to accomodate the project while maintaining the EMEA SAN BAU work. Many thanks and pludits have been received for his project work.

In January during the Cisco EMS issue Ashok worked many hours over the weekend to support and resolve the problem but should have handed over when the hours became excessive. there are plenty of colleauges to help out and he shold be mindful to take a break.

As always we find Ashok to be flexible and hardworking. He is knowledgeable above his current grade of S. Ashok has been recommended for promotion to AVP and this is pending Citi's decision to progress with off cycle promotions. It is a real dissapointment that this has not happened yet as he deserves the recognition.

Ashok is a real asset to the team and whatever the next few months hold in store for him I sure he will take it in his stride.

SAN Manager Team Feedback

The BAU Team need to take control and produce 100% metrics and delivery of tasks. The tools to do this are now in place and escalation my the SAN manager has to reduce. Customer escalations should reduce by the use of better communications.

Innovation to improve the processes should come from within, team should work together to solve the problems they face.

The 2 major COB test this year have shown that the team can work together and achieve great results. Both tests were a success for the team and received many plaudits. This should be the benchmark for all BAU activities.

Everyone has a responsibility to contribute to compliance, RCSA/MCA/ETRAD and indentifying gaps such as the log review capturing and inventories. The current processes should be adhered to until such time as change or improvement is identified. The teams should work together to suggest improvements and raise with the compliance representatives without delay.

The SAN team need to work on their SAN Health check goal for the second period as though progress has been made this has not been reported back to the SAN manager as requested.

Mid-Year Performance Discussion Held?

Yes

Individual Development Plan Discussion Held?

Not Provided