

Thursday, August 27, 2015  
4:33 PM

## Combined Assessment Year End: 2012

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



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### Goals - What We Do

#### Goals Cascaded by Business

| Goal #1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                             |
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| <b>Fulfill my responsibilities with respect to Anti-Money Laundering (AML) and Sanctions requirements:</b> <ul style="list-style-type: none"> <li>Understand the structure and function of Citi Global AML, Sanctions Compliance, and AML Technology within GFTS (Global Functions Technology Services)</li> <li>Assure that all technology changes and additions in the production environment comply with the required controls (e.g. Transaction Reconciliation, AML Transaction Monitoring, Know Your Customer, Name and Sanctions Screening)</li> <li>Assure, as appropriate to my function, that appropriate priority, resources and focus is applied to data quality in customer, account, and transaction processing systems as these have impact on the firm's ability to prevent and detect money laundering</li> <li>Ensure that my function complies with appropriate standards and directives (e.g. Transaction Code Management Directive), which directly impact the firm's ability to manage money laundering risks</li> <li>Ensure that senior management are fully informed of significant AML and Sanctions issues on a timely basis, and</li> <li>Understand and maintain awareness of AML regulatory requirements and industry standards</li> <li>If I am a manager, set an appropriate culture of compliance by ensuring that the importance of AML and Sanctions controls are understood and communicated to all levels in my organization.</li> </ul> |                                             |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>Successfully completed the AML certification in time</li> <li>Understand the structure and functions of Citi Global AML, Sanctions compliance and AML technology within Global functions Technology services.</li> <li>Understand and maintain awareness of AML regulatory requirements and industry standards.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Employee Rating:</b><br>Highly Effective |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Manager Rating:</b><br>Highly Effective  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Consistently Strong<br>Ashok fulfills his responsibilities to AML                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                             |

### Personal Goals

| Goal #1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                        |
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| <b>To Participate in CEEMEA Workload &amp; Rainbow migration projects</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                        |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>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.</li> <li>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 project time lines.</li> <li>Regularly attending the SA, Storage &amp; project meetings for CEEMEA migration projects.</li> <li>I was involved in FCIP configuration setup between Singapore/Frankfurt and Hong Kong/Riverdale datacenters.</li> <li>Reviewed RAINBOW &amp; CEEMEA TCRS requests and helped reserving the SAN disks with EMEA capacity team and allocating the disks using Aperture tickets.</li> <li>Primary responsible for day to day support of systems and provisioning.</li> <li>As taking the ownership of these projects, coordinating between ASPAC and EMEA to get the things</li> </ul> | <b>Employee Rating:</b><br>Exceptional |

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| <p>done. And also working on almost every weekend for supporting the Provisioning/replication setup activities</p> <ul style="list-style-type: none"> <li>● Huge number of last minute requests has been supported for business to achieve their time lines.</li> <li>● 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.</li> <li>● Successfully migrated 60 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.</li> <li>● 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.</li> <li>● 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.</li> <li>● Participated in production CEEMEA Migration dress-rehearsal exercise 2 on August 2012 and performed Split/Establish operations from SAN side. DR2 has been completed without any SAN issues</li> <li>● Participated in production CEEMEA Migration dress-rehearsal exercise 3 on September 2012 and performed Split/Establish operations from SAN side. DR3 has been completed successfully without any SAN issues</li> <li>● Participated in Production CEEMEA Work Load migration cut over on 21st October 2012 and performed all the required SAN actions in time. Successfully completed the cut over without any SAN issues.</li> <li>● Overall 80% of weekends spent for this migration since the project started for FCIP, RDF setups between Asia and EMEA, to support scheduled replication configuration activities and ADHOC requirements, DR tests between Asia/EMEA and also to conduct a technical COB test FDC/RDC i.e. with-in EMEA</li> <li>● Currently performing the disk provisions for Rainbow project</li> <li>● <b>60 Terabytes of Replicated and 50 Terabytes of Non-Replicated</b> SAN disks has been allocated to Rainbow project</li> <li>● Disk provision has been performed on more than <b>300 servers</b> in FDC/RDC for Rainbow project</li> <li>● More than <b>500 Aperture</b> tickets has been processed for Rainbow project disk provisioning</li> </ul> |                                            |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Manager Rating:</b><br>Highly Effective |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Exceptional<br>Ashoks contribution along with team mate Krishnam was a significant contribution to the success of the CEEMEA WLM project. This was the stand out achievement of the year and a number of factors and tasks were included in the project that Ashok has listed in the goal. The project work was maintained while also fulfilling responsibilities to the BAU team. The Rainbow project has ramped up since September and the same effort and input is included in this project but not included in the overall rating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                            |

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| <b>Goal #2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                |
| <b>To implement automation to capture performance data for EMC and HDS storage subsystems.<br/>To participate in FASTVP implementation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>● Properly utilizing the Cisco Fabric manager, HDS Tuning Manager &amp; ECC for performance related issues. And also using these products for utilization reports &amp; collecting the statistics.</li> <li>● Utilizing <b>SANSCREEN/ECC</b> for monitoring and performance related issues</li> <li>● Generating the performance reports on regular basis</li> <li>● Generating " HDS SAN STORAGE PERFORMANCE Report " monthly wise and keep them track for any performance issues.</li> <li>● Co-ordinate with HDS vendor and implemented the Performance Manager templates in HDS Tuning Manager.</li> <li>● Enabling the <b>FASTVP</b> policy on <b>VMAX frames</b></li> </ul> | <b>Employee Rating:</b><br>Consistently Strong |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Manager Rating:</b><br>Consistently Strong  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Consistently Strong<br>Ashok could not spend as much time as needed on Automation FASTVP..                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                |

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| <b>Goal #3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                             |
| To contribute a member of <b>Storage Globalisation team</b> to understand/implement the other regions policies/procedures/technology<br><b>Technology refresh</b> of SAN environment to save on maintenance cost of existing frames/Switches ( <b>perform Microcode upgrades, High Availability &amp; Scalability</b> )                                                                                                                                                                                                                                                                                                                                                    |                                             |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>● TCRS &amp; Aperture procedures/process are explaining to <b>APAC storage team</b> to support the <b>Globalization</b>.</li> <li>● Regularly reviewing and generating the <b>latest configuration matrix</b> from the <b>CATE</b>.</li> <li>● Involved &amp; performing the post/pre checks in Microcode upgrades, firmware upgrades, SAN applications upgrades</li> <li>● Implemented Singapore/APAC scripts on HDS management stations for easy of managing the HDS frames</li> <li>● Regularly monitoring the <b>ECC/Cisco</b> alerts and proactively working with Vendors for resolutions</li> </ul> | <b>Employee Rating:</b><br>Highly Effective |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Manager Rating:</b><br>Highly Effective  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Highly Effective<br>ASPAC now use TCRS and Aperture to good effect thanks to the local training Ashok has provided.<br>Globalisation did not move very far forward this year due to regulatory issues.<br>No major tech refresh happened in 2012.                                                                                                                                                                                                                                                                                                                                                                   |                                             |

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| <b>Goal #4</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                        |
| <b>Storage Optimization – Unused device Reclamation</b> – To save cost by reclaiming unused disk using tools like <b>Solutions Enabler/ ECC/SCANSscreen</b> and been put back into storage pool thus contributing to cost avoidance. And reporting to SAN Manager as well as tracking & updating them into <b>SMART</b> on regular basis.<br>To make all attempts to do the <b>cleanup on SAN environment through automation scripts/tools</b> (DMX/VMax/HDS/McData /Cisco)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                        |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>● This is a self driven initiative, apart from the day-to-day stuff being done as a BAU storage administrator on the front of Storage optimization. It is really cumbersome to track, identify the devices and reclaim it from the existing production running host, and I have been successful in completing this task without a single issue.</li> <li>● The process is to really deep into device allocation for each of the hosts for a specific array, track whether there is any reads/writes on the devices for a period of time, and if there is none, work with the platform to release it from the configurations if any and then de-allocate from that server. This could be re-allocated against any new server installations or for supporting existing server volume growth.</li> <li>● The earlier said process was carried out for 20 numbers of storage frames and about 100 servers which is really significant, without causing any issues and outage to the business applications.</li> <li>● From SAN Side, Every week raising the UNUSED SAN REMOVALS AND DECOMMISSIONS RFC &amp; performing the disk removals on Green zone time.</li> <li>● Using <b>SANSCREEN</b> Vulnerabilities Report "<b>Unused Masked Volumes</b>" which provides devices masked but not reachable to any host are collected and reviewed with SA/Business. So get the confirmation from System Administrators of these un-used devices and then inform SA to raise the relevant Disk</li> <li>● 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 <b>20 terabytes of replicated &amp; 76 terabytes of Non-replicated</b> disks from last 10 months (Jan 2012 to till date).</li> <li>● With this there is cost avoidance of <b>~0.8 MM</b> has been achieved without which we may need to have procured that much capacity</li> <li>● Regularly updating the SAN reclaims into SMART report.</li> </ul> <b>SAN Environment Clean up:-</b> <ul style="list-style-type: none"> <li>● Regularly performing clear off 'List Logins' - Some of the hosts are migrated to another frame and some of them already decommissioned but still 'list logins' are showing in masking database. So regularly performing "clear off the list logins". This cleanup will improve the performance of masking database</li> <li>● Regularly performing clear off/Update Device Groups – Sometimes device groups are missing, so regularly reviewing &amp; updating Device Groups' as per the assigned the devices. This activity will useful to save the time on weekend/COB</li> <li>● Regularly performing the old zones removals from the Cisco/Mcdata fabrics – This clean up will improve the performance of the zone sets and because of this activity the ZONESET won't reach the maximum</li> </ul> | <b>Employee Rating:</b><br>Exceptional |

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| limitation                                                                                                                                                                                                                            |                                       |
| <b>Manager Comments:</b>                                                                                                                                                                                                              | <b>Manager Rating:</b><br>Exceptional |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Highly Effective<br>SAN recovery now needs to be a BAU task for the team. Much effort was put in during Ashok's own time to investigate, organise and recover the SAN storage. |                                       |

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| <b>Goal #5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                             |
| <b>EMEA SAN Team Goals</b><br><br><b>Goal 1: Risk Management &amp; Controls</b><br>Continue rollout of SEMS implementation of Audit Logging for Storage devices globally.<br>Identify, document and remediate CTI CAP's in all regions.<br>Provide Audit deliverables with 90% Satisfactory & 90% Effective RCSA with no MBIs or repeated findings.<br>Standardize SAN RCSA controls and processes in all regions.<br>Ensure<br>- RCSA is completed in a timely manner and to quality<br>- BAU checks are completed within 1 week of opening.<br>- Etrad is kept up to date<br>- Weekly compliance meetings are attended and actions followed up.<br>- BAU team daily checks are maintained and actions taken without intervention of the regional SAN manager.<br>Integration checklists to be maintained for installation/deinstallation<br>Raise iCAPS for any compliance breaches.<br><br><b>Goal 2: Service Quality</b><br>Improve EMS incidents for storage against prior year. Reduce impact time on previous year.<br>Remediate EOS / EOL (end of support / Life) storage devices and software.<br>Ensure GDSE Certified Standard Builds are implemented for all products and/or services.<br>Rollout Exchange 2010 in major Data Centers regionally.<br>Reengineer Provisioning processes to improve delivery time<br>Provisioning - Automate Metrics and publish as a global report.<br>Improve SAN Monitoring and Alerting capabilities to reduce customer impact.<br><br><b>Goal 3: Innovative Capability</b><br>Rollout SAN Analytics to EMEA<br>Continue support and implementation tasks related to SAN Tools and Process Standardization Project.<br>Rollout SAN Stack report and disseminate quarterly to SA teams for remediation.<br>Work with Capacity Planning and Performance team and Virtualization teams to develop better pro-active Monitoring and Alerting functions including capacity trending and real time I/O path monitoring.<br>Complete Rollout of ECC SAN Infrastructure and Agent upgrades in EMEA<br><br><b>Goal 4: Financial Performance</b><br>Implement FAST-VP technology to reduce DC costs<br>Recovery of unused SAN storage to be publicised and become a BAU function.<br>Drive SAN standardization globally to reduce SW, Tool and processes and enhance SAN stability.<br><br><b>Goal 7: Leadership, Talent and Culture Improvements</b><br>Demonstrate how you have embraced 3 of the Citi Operations and Technology Principles.<br>On board and train COE staff. |                                             |
| <b>Employee Comments:</b><br><b>Service Quality : -</b> <ul style="list-style-type: none"> <li>There is no Sev-1/2 incident happened due to the change activities performed or due to new allocations. This was achieved by making sure that the detailed steps for execution is prepared, and well planned in advance to avoid any manual errors.</li> <li>By proactively planning the current Storage frame utilization such as front end usage, number of IOPS before proceeding with adding huge capacity on the existing arrays.</li> <li>By properly planning for COB in details with server allocated devices, R2 volumes and BCV volumes so that there is nothing going wrong while doing activities,</li> <li>Extensively and diligently using SAN Screen reservations for planned allocations, and also by properly reviewing the reservation of devices against any other project prior to allocation/configuration.</li> <li>Regularly monitoring the ECC/Cisco alerts and proactively working with Vendors for resolutions</li> <li>Regularly reviewing and generating the latest <b>configuration matrix</b> from the <b>CATE</b></li> <li>Regularly updating the SAN inventory to remediate EOS/EOL (End of Support /Life) storage devices and storage tools</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Employee Rating:</b><br>Highly Effective |

**Risk Management & Controls :-**

- RSCA Q3 Successfully completed. Participated and collected all required evidences. All questions have been answered and loaded into Catalyst. Review of submitted information was completed. Successfully uploaded the test units into Catalyst before the deadline
- Regularly reviewing SAN PCMs and update if any changes required as per the day to day activities.
- Now days reviewing VCC tasks and uploading the required evidences and closing off timely fashion.
- Regularly updating the ETRAD

**Continuity of Business Tests :-**

- 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 on recent annual RDC COB tests. 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
- Participated in CEEMA Work Load Migration DR1, DR2, DR3 & Cut Over tests and performed the SAN actions in time without any SAN issues
- Recently participated the CEEMEA FDC-RDC PreCOB test and successfully completed without any SAN issue

**Financial Performance**

- Enabling the **FASTVP** policy on VMAX frames on tiering technology to reduce the DC cost and also to reduce the performance issue
- 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 **20 terabytes of replicated & 76 terabytes of Non-replicated** disks from last 10 months (Jan 2012 to till date).

**Leadership, Talent and Culture Improvements**

- Demonstrating the CITI process and policies and procedures to New team members ( John Ogena and James Walter )
- Providing the trainings for new team members to involve into BAU Day-to-Day activities

**Manager Comments:****Manager Rating:**  
Highly Effective**Matrix Manager Comments (Nigel B. Chilcott):**

Highly Effective

No EMS tickets attributed to the EMEA SAN team was a major highlight and testament to the controls and the quality of output of the team.

COB tests were again a complete success which was a show of good team work as well as effort and organisation.

**Goal #6**

EMEA SAN Team Goal - SAN Health Check

SAN team to review, organise and report on SAN infrastructure health. To be audit ready at all times.

Summary of progress to be reported to the Regional SAN Manager on the first week of every month.

Each team member to demonstrate how they have contributed to the goal throughout the appraisal period during the monthly team update and through 1-2-1's.

Items under review and not inclusive:

SATS - SANstack checks - once deployed the tool should be used to check ~Sanstack levels and report any non compliant SANstacks.

SAN Inventory and GTAM to be kept up to date

EOS/EOL software/hardware checks

Performance management through SPA/ECC

SANscreen checks and status

Device splits - report, check and remediation

Review controls around vendor access ESRS/Hi-Track RACC

Maintain and improve installation/deinstallation checklists

Staff to highlight areas of risk and discuss with compliance team and BISO the need for ICaps/RA for any gaps for any issues.

**Employee Comments:**

- Performing **SANITY & HEALTH CHECKS** in SAN Environment on daily basis and auctioned in timely manner and raise the appropriate requests and follow-up with vendors/clients until the issue resolves.
- Regularly updating the SAN PCMs
- Regularly updating the SAN inventory to remediate EOS/EOL (End of Support /Life) storage devices and storage tools
- Ensuring SAN team is following the GDSE standards
- Gathering the " **GDSE latest SAN Configuration Matrix** " for all the SAN related products and sharing to the other team members
- Generating " **HDS SAN STORAGE PERFORMANCE Report** " monthly wise and keep them track for any

**Employee Rating:**  
Consistently Strong

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| performance issues <ul style="list-style-type: none"> <li>Utilizing <b>SANSCREEN/ECC</b> for monitoring and performance related issues</li> <li>Enabling the <b>FASTVP</b> policy on VMAX frames on tiering technology to reduce the DC cost and also to reduce the performance issue</li> </ul>                                                                                                                                                                                                                                                                             |                                               |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Manager Rating:</b><br>Partially Effective |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Partially Effective<br>SAN Health check<br><br>Overall the task was performed by the team in varying amounts of effort and success.<br><br>The task of monthly Summary of progress never happened even though this was raised on several occasions, including mid years. A presentation to Mike Styles was made on SAN monitoring but this was put together in the main by only 2 members of the team. The Goal was not just about identifying gaps and remediation but a test of team work which was not successful. |                                               |

### Overall Rating (Goals - *What We Do*)

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|--------------------------------------------|
| <b>Employee Rating:</b><br>Exceptional     |
| <b>Manager Rating:</b><br>Highly Effective |

### How We Achieve Our Business Goals

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| <b>Common Purpose - One team, with one goal: serving our clients and stakeholders</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                        |
| <ul style="list-style-type: none"> <li>Maintains client focus - understands client needs and drives customer satisfaction</li> <li>Works as a partner and shares resources that could benefit other areas</li> <li>Sets clear and challenging performance goals for self and team</li> <li>Adjusts management and communication styles to effectively manage virtual team members and matrix reports</li> <li>Creates and maintains a strong network with internal colleagues and stakeholders</li> <li>Keeps abreast of industry changes</li> <li>Holds self and others accountable for results and decisions</li> </ul> |                                        |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>Understand the client/customer requirement and provide the suitable solution and get the customer satisfaction</li> <li>Technical Knowledge sharing with team members.</li> <li>Effectively communicating and reporting to the team members and managers.</li> <li>Taking the ownership and accountable for end results.</li> <li>procedures/process are explaining to <b>APAC storage team to support the Globalization.</b></li> </ul>                                                                                                                 | <b>Employee Rating:</b><br>Exceptional |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Manager Rating:</b><br>Exceptional  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Exceptional<br>Ashoks work rate has been exceptional, whether it was for BAU or project he put in so much effort over the year. He helped to teach the ASPAC teams the processes and procedures for the transition of CEEMEA. His communications were much improved this year.                                                                                                                                                                                                                                                                                     |                                        |

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| <b>Ingenuity - Enhancing our clients' lives through innovation that harnesses the breadth and depth of our information, global network, and world-class products</b>                                                                                 |  |
| <ul style="list-style-type: none"> <li>Encourages fresh bold ideas</li> <li>Supports experimentation and learning from mistakes</li> <li>Challenges the conventional and fosters healthy debate</li> <li>Recognizes and rewards ingenuity</li> </ul> |  |

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| <ul style="list-style-type: none"> <li>● Adopts proactive, not reactive, approach</li> <li>● Offers creative solutions and strives for continuous improvement</li> <li>● Manages ambiguity; demonstrates optimism and agility during change</li> </ul>                                                                                                                                                    |                                        |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>● Sharing the ideas with the team members and getting the encourages from the manager</li> <li>● Taking the responsibility for any mistakes</li> <li>● Got the recognizes and received RAVE Thank you e-cards from the SAN manager / Business</li> <li>● Providing simple and creative solutions to the customer requirements</li> </ul> | <b>Employee Rating:</b><br>Exceptional |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                  | <b>Manager Rating:</b><br>Exceptional  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Consistently Strong<br>I would like to see Ashok demonstrate more Ingenuity. He is highly experienced and has seen the ASPAC and EMEA processes so will have a good idea what works and where we have gaps.<br>Ashok needs to demonstrate what is exceptional for me to agree with his rating.                                                     |                                        |

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| <b>Leadership - Talented people with the best training who thrive in a diverse meritocracy that demands excellence, initiative and courage</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                             |
| <ul style="list-style-type: none"> <li>● Rewards, recognizes, and promotes individuals based on performance</li> <li>● Actively teaches, coaches, and grows team members' skills and capabilities</li> <li>● Provides balanced and specific feedback to others in a proactive way</li> <li>● Fosters a positive team environment in which people of diverse backgrounds feel valued</li> <li>● Takes responsibility for addressing problems, finding solutions and making prudent decisions</li> <li>● Conveys awareness of own strengths and development opportunities</li> <li>● Engages in open, honest dialogue with others and directly addresses conflict when it arises</li> </ul> |                                             |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>● Getting the trainings for any new products</li> <li>● Attending lunch-learn sessions &amp; trainings</li> <li>● Good team member ability to learn new things</li> <li>● Dedicated to self improvement and learning</li> <li>● Sharing the responsibilities for other members roles and responsibilities and ON-CALL support as well</li> <li>● Demonstrating the CITI process and policies and procedures to New team members ( John Ogena and James Walter )</li> <li>● Providing the trainings for new team members to involve into BAU Day-to-Day activities</li> </ul>                                             | <b>Employee Rating:</b><br>Highly Effective |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Manager Rating:</b><br>Highly Effective  |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Highly Effective<br>Ashok has shown individual Leadership skills. I agree with all his comments. It is pleasing to hear his voice more in meetings and taking responsibility without question or hesitation. He does need to influence his peers when they do not meet deadlines or come up to scratch.                                                                                                                                                                                                                                                                                                                            |                                             |

### Overall Rating (How We Achieve Our Business Goals)

|                                            |
|--------------------------------------------|
| <b>Employee Rating:</b><br>Exceptional     |
| <b>Manager Rating:</b><br>Highly Effective |

### Responsible Finance

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Manage Risk and Compliance</b>                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>● Understands and proactively manages risk and compliance in respective area of responsibility.</li> <li>● Appropriately assesses risk/reward relationships when making business decisions.</li> </ul> |

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| <ul style="list-style-type: none"> <li>Identifies risk inherent in particular situations or transactions and its impact on other areas of Citi/Citi as a whole.</li> <li>Ensures that issues are resolved with urgency and escalates them in a timely manner.</li> <li>Adheres to corporate and business specific policies and considers appropriate controls as part of day-to-day responsibilities. (e.g., anti-money laundering)</li> <li>Contributes to a 'no surprises' compliance culture by ensuring transparency and candor in managing control issues.</li> <li>Is transparent and open in communications</li> </ul> |                                            |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>Understands and proactively manages the risk and compliance</li> <li>Participated and collected the evidences for RCSA</li> <li>Ensures that analyses the severity of the problem and escalate to the Manager in timely manner</li> <li>Resolved the issues urgency and share the resolution methods with the team members</li> <li>Attending and completion of any internal risk/AML certifications</li> <li>Regularly completion of Code of Conduct certifications</li> </ul>                                                                              | <b>Employee Rating:</b><br>Exceptional     |
| <b>Manager Comments:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Manager Rating:</b><br>Highly Effective |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Highly Effective<br>Individually Ashok is very strong on R&C, but as the same feedback to his team the overall performance was not good enough at times. The SAN manager had to intervene on too many occasions earlier in the year to ensure deadlines were met.                                                                                                                                                                                                                                                                                                      |                                            |

## Overall Assessment

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| <b>Overall Comments</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                            |
| <b>Manager Comments:</b><br>With all feedbacks provided by Nigel, which I totally agree upon, Asok has been very good during this review period. Hope he will continue to do the good work and he will be one of the key member of the global storage team.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Manager Rating:</b><br>Highly Effective |
| <b>Matrix Manager Comments (Nigel B. Chilcott):</b><br>Highly Effective<br>Ashoks input to CEEMEA and Rainbow project was pheonominal. The team work that he and Krishnam displayed to support and deliver the projects was outstanding. Ashok made himself available at all times for support of the project.<br>Ashok applies this attitude to the BAU work and looks to improve himself and the team.<br>I am pleased to have seen Ashok become more vocal in 2012.<br>Ashok should consider his work life balance more. Though the effort is commendable he must separate work and rest time. Ashok made himself available for on call and many additional weekend and out of hours (actually nearly all weekends of the CEEMEA project). Ashok should have made the SAN manager aware so that we could address this rather than just do whatever the project required.<br>Ashok was put forward for promotion in 2011, this was already overdue but was not executed. This year he must be promoted as this is more than he deserves for his technical ability and certainly on efforts this year alone.<br>Ashok needs to work with the team to tighten up on a few areas that were a problem earlier in the year. For the most part Ashok had little to answer to and listened and took action where improvements were needed.<br><b>SAN Manager Team Feedback</b><br>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.<br>Innovation to improve the processes should come from within, team should work together to solve the problems they face.<br>The major COB tests this year have shown that the team can work together and achieve great results. All tests were a success for the team and received many plaudits. This should be the benchmark for all BAU activities.<br>Everyone has a responsibility to contribute to compliance, RCSA/MCA/ETRAD and identifying 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.<br>The SAN Health check goal was only partially successful for the second year running. The team need to work together much better, take a group responsibility for such goals success or failure.<br>Overall performance is rated Highly Effective though considering Ashoks grade and the work he has done could have easily been rated exceptional. |                                            |
| <b>Employee Comments:</b> <ul style="list-style-type: none"> <li>Participated in Production CEEMEA Work Load migration cut over on 21st October 2012 and performed all the required SAN actions in time. Successfully completed the cut over without any SAN issues.</li> <li>Overall 80% of weekends spent for this migration since the project started for FCIP, RDF setups between Asia and EMEA, to support scheduled replication configuration activities and ADHOC requirements, DR tests between Asia/EMEA and also to conduct a technical COB test FDC/RDC i.e. with-in EMEA</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                            |

- 60 Terabytes of Replicated and 50 Terabytes of Non-Replicated SAN disks has been allocated to Rainbow project
- 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 20 terabytes of replicated & 76 terabytes of Non-replicated disks from last 10 months (Jan 2012 to till date).With this there is cost avoidance of ~0.8 MM has been achieved without which we may need to have procured that much capacity
- Regularly updating the SAN PCM & SAN inventory to remediates EOS/EOL (End of Support /Life) storage devices and storage tools
- RCSA Q3 Successfully completed. Participated and collected all required evidences. All questions have been answered and loaded into Catalyst. Review of submitted information was completed. Successfully uploaded the test units into Catalyst before the deadline
- Participated in CEEMA Work Load Migration DR1, DR2, DR3 & Cut Over tests and performed the SAN actions in time without any SAN issues
- Recently participated the CEEMEA FDC-RDC PRE-COB test and successfully completed without any SAN issue
- 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
- Enabling the FASTVP policy on VMAX frames on tiering technology to reduce the DC cost and also to reduce the performance issue
- Demonstrating the CITI process and policies and procedures to New team members ( John Ogena and James Walter ).Providing the trainings for new team members to involve into BAU Day-to-Day activities
- TCRS & Aperture procedures/process are explaining to APAC storage team to support the Globalization.