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Combined Assessment Year End: 2013

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

Personal Goals

Goal #1	
To be part of Capacity Review team	
Employee Comments: - In 2013, I had taken a new responsibilities and lead role in SAN Capacity review team - I am managing the SAN capacity team apart from the BAU activities - Discussing SAN capacity issues and resolving them in timely manner - Arranging SAN capacity review meeting on weekly basis and minutes are storing in share point site - Generating SAN forecast reports and adding the additional disks or purchasing the new arrays/switches as per the requirement - Regularly reviewing the SAN utilization reports in meetings and taking the actions accordingly - Regularly monitoring/reviewing the pool utilization and over subscription percentage and defining the guidelines for further allocations/restrictions - Reviewing the TCRS requests regularly and approving them as per SAN SLA - Discussing with the requester and troubleshooting the TCRS ticket issues - Reviewing the TCRS requests and providing the SAN PRE-Design approvals and later SAN POST-Design approvals for any NEW installed project requirements - Reviewing and providing the SAN Pre-Design and Post-Design approvals at the same time for additional growth projects - If the capacity requirement is more than >10TB then requesting/chasing for PEP before approve the TCRS - Adding and updating the TCRS request status in TCRS Tracker sheet & TCRS Tracker SharePoint site as well - Reserving the disks in SAN Screen as per the TCRS requirement for SAN disk provisioning - In 2013, More than 250 TCRS tickets are reviewed, Approved and reserved the disks in SAN Screen - In 2013, More than 800 terabytes of disk reserved in SAN Screen without any manual errors - Updating the V-Max Capacity, V-Max pools capacity, HDS Capacity reports, Thin provisioning summary, Centera capacity reports regularly - As part of Capacity team updating the Risk & control reports in SMART on weekly basis - Regularly in touch with Hitachi provisioning team and guiding/resolving any storage allocation or removal issues	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly Effective Since mid year and the take over from Dave Coles, ashok and Jame shave got a much better handle on th ecapacity planning for ASN. Reports and meetings are more regular and we have a better control over what is going on in the environment. Essential TCRS reviews are handled in a timely manner which has led to faster delivery of provisioning.	

Goal #2	
To Produce Host Billing Reports & MOR Reports on Monthly basis	

Employee Comments: ● In 2013, I had taken a lead role to produce the SAN Capacity or Charge back Reports ● Generating Host billing reports & MOR reports & GCG allocation reports on monthly basis ● Initially there is no-one to take a responsible to generate the Host Billing reports in SAN team. So I had taken as a challenge and produced these reports ● Initially I had faced a lot of issues to generate the Host billing reports as the scripts had written in 2011 but now the environment/technology is totally different. So modified the scripts as per the current environment and produced them ● Running the Host billing scripts in all Solution Enabler management stations & clarion management stations and process these text files in MS access database to generate the excel files. ● Performing manual steps to generate the final files and uploading them into FINCON & SAN Share Point sites ● Spending lot of manual hours to generate these reports as there are new issues reporting every time ● Generating Device_composite group Vs Host reports on regular basis ● As of now I m generating the Host Billing reports but now onwards I need to produce the MOR reports as well ● Spending almost 10 days to produce these reports ● write SRDF and BCV status reports and producing them on regular interval	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly Effective Ashok took on the undesirable task of producing the monthly reports which takes at least 10 working days a month. He has also gradually made adjustments to ensure that the reports are more accurate than ever. Now thankfully he has trained Wipro to produce them, some of the time is back with him.	

Goal #3	
To Participate in major migration projects like Rainbow migration, VMWare, KDB, projects ,Bronze Storage migration projects	
Employee Comments: ● For CEEMEA Workload/Rainbow project, I had contributed more efforts put to understand the storage requirements ● Reviewed RAINBOW & CEEMEA TCRS requests and helped reserving the SAN disks in SAN SCREEN and allocating the disks using Aperture tickets. ● Allocated 100 terabytes of Replicated disks and 120 terabytes of Non-Replicated disks for Rainbow project ● Huge number of last minute requests has been supported for business to achieve their time lines. ● Participated many dress-rehearsal and project cut over tests and performed Split/Establish operations from SAN side ● Regularly attending SA, Storage & project meetings for Rainbow project. ● Regularly generating the host based allocation details and produced to Rainbow PMs & SAs for to identify and raise paper works to move the disks from LEG1 to LEG2 Array to reduce the SAN Disk over-subscription percentage on LEG1 frame ● Recently taken the future growth requirement from Rainbow PMs and provided the EMC quotation for them to raise PEP ● Supported many last minute requests to cover the cut-overs to avoid business outage for Rainbow project ● Approved and VMWare TCRS requests and allocating the disks as per the requirement for VMWare project ● Reviewed and approved the TCRS requests for Flexcube migration project and reserved the disks in SAN Screen to avoid the delay ● Reviewed and approved the TCRS requests for KDB migration projects and reserved the disks on Hitachi HUS-VM array and perormed the disk allocations without any delay ● Bronze storage allocation are delay because of ratecard & tcrs issues	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly effective Ashoks contribution to Rainbow CEEMEA has been immense. The demands of the project and its team have been at times unreasonable and difficult to handle. Ashok has conducted himself well to produce the very best results for the project. For some of the other projects noted in this goal the work was very much BAU though well executed.	

Goal #4	
To make all attempts to do the cleanup on SAN environment through automation scripts/tools (DMX/VMax/HDS/McData /Cisco) Storage Optimization – Unused device Reclamation	
Employee Comments: - 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. - 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. - From SAN Side, Every week raising the UNUSED SAN REMOVALS AND DECOMMISSIONS RFC & performing the disk removals on Green zone time. - Using SANSCREEN Vulnerabilities Report "Unused Masked Volumes" 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 - As part of the ongoing initiative to reclaim the unused SAN Storage and been put back into storage pool thus contributing to cost avoidance. - In this year, i don't have much time to concentrate and contribute more hours to perform more reclaims because of busy with other tasks/goals	Employee Rating: Consistently Strong
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Consistently Strong We were hoping to make this a Team BAU task this year. Good effort but could possibly be a goal for next year.	

Goal #5	
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. All scheduled Monthly reports (MOR, Capacity, splits etc.) to be completed or demonstrated to be on target. 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: - SAN Inventory and GTAM to be kept up to date - Review of scripts and monitoring to ensure that : - 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: - Producing Host Billing and MOR , and GCG allocation reports in time to Fincon/Senior Managers - Generating SRDF and BCV reports and performing the actions as per the status - As per the rota, completing & producing the required evidences to ETRAD in time - Participated and collected all required evidences for RCSA. 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 - As per rota, reviewing VCC tasks and uploading the required evidences and closing off in timely fashion. - 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 reviewing and updating the SAN PCMs - Regularly updating the SAN inventory reports to remediate EOS/EOL (End of Support /Life) storage devices and storage tools - Utilizing SANSCREEN/ECC for monitoring and performance related issues - Enabling the FASTVP policy on VMAX frames on tiering technology to reduce the DC cost and also to reduce the performance issue	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:

Matrix Manager Comments (Nigel B. Chilcott):

Rating Consistently Strong

Monthly Manager review didn't happen at all again this year.

MOR and Billing are not really Health-check items. Many BAU items are listed on here, I would like to have seen more initiatives in this goal. This does not distract from a considerable amount of good work completed this year.

Goal #6**EMEA SAN Team Goals**

Service Quality & Service Delivery Service Quality/Service Delivery goals ensure the service we provided and the infrastructure we support improves year on year, enabling higher availability, improved Client Satisfaction and reduced Time to Market for the business streams we support.

Outage Reduction:

- REDUCE Sev1 & Sev2 impacts by 15% compared to 2012
- Reduce 2012 SEV1 Incidents by 15%
- Reduce 2012 SEV2 Incidents by 15%.
- Reduce 2012 Customer impact duration for SEV1 by 15%
- Reduce 2012 Customer impact duration for SEV2 by 15%
- **Change & Problem Management**
- Achieve a change success rate of 98% for all SAN owned changes
- Achieve Priority1 rate of 4% or less on emergency changes
- Achieve late problem management Task rate of 4% or lower

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Risk Management & Controls

Continue rollout of SEMS implementation of Audit Logging for Storage devices.

Identify, document and remediate CTI CAP's.

Provide Audit deliverables with 90% Satisfactory & 90% Effective RCSA with no MBIs or repeated findings.

Ensure

- RCSA/ETRAD is completed in a timely manner and to quality
 - BAU compliance checks are completed within 1 week of opening.
 - Weekly compliance meetings are attended and actions followed up.
 - BAU team daily checks are maintained and actions taken without intervention of the regional SAN manager.
- Integration checklists to be maintained for installation/deinstallation
- Provisioning - Automate Metrics and publish as a report.

Financial Performance

Implement FAST-VP and Hus/VM/VNX technology to reduce DC costs

Recovery of unused SAN storage to be publicised and become a BAU function.

Leadership, Talent and Culture Improvements

Demonstrate how you have embraced 3 of the Citi Operations and Technology Principles.

Employee Comments:

- 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.
- 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.
- 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.
- 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.
- **RCSA** 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
- Completing the **ETRAD** in **timely manner**.
- 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 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

Employee Rating:

Highly Effective

will improve the performance of masking database Regularly performing clear off/Update Device Groups – ● Sometimes device groups are missing, so regularly reviewing & updating Device Groups' as per the assigned the devices. This activity will useful to save the time on weekend/COB tests 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 limitation Continuity of Business Tests :- ● To perform all checks and make ready for the COB environment before the COB Tests ● Participated in the CGC/RDC/FDC Annual COB Test and performed all SAN 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 ● Supported and Involved many dress-rehearsal & cut-over Tests for Rainbow project ● participated in Rainbow Annual COB test and performed the SAN actions ● Enabling the FASTVP policy on VMAX frames ● Regularly monitoring the ECC/Cisco alerts and proactively working with Vendors for resolutions	
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Manager Rating Highly Effective Through the checks and reports the COB tests, complinace, care over change control and many of the adtional Items Ashok has demonstrated here we are able to reduce the outage rate and get a 100% change success rate. I see Ashok contributing a great deal in every area.	

Goal #7	
<u>Service Quality & Service Delivery</u> Service Quality/Service Delivery goals ensure the service we provided and the infrastructure we support improves year on year, enabling higher availability, improved Client Satisfaction and reduced Time to Market for the business streams we support. <u>Outage Reduction:</u> · <u>REDUCE Sev1 & Sev2 impacts by 15% compared to 2012</u> · Reduce 2012 SEV1 Incidents by 15% · Reduce 2012 SEV2 Incidents by 15%. · Reduce 2012 Customer impact duration for SEV1 by 15% · Reduce 2012 Customer impact duration for SEV2 by 15% <u>Change & Problem Management</u> · Achieve a change success rate of 98% for all SAN owned changes · Achieve Priority1 rate of 4% or less on emergency changes · Achieve late problem management Task rate of 4% or lower	
Employee Comments: ● Implemented Daily Matrix mechanism which is to prevent aging tickets which are more than 30 or 60 days. ● Preparing & Reporting to SAN manager for the statistics of VTs, VRs, VCC Tasks, Aperture & TCRS regular basis. And also inform the overdue tickets/tasks to BAU team for to complete as per the BAU Rota. ● Regularly Monitoring, Resolving & Preventing false alarm Virtual tickets in SAN queue. ● Coordinating with System Administrators and resolving general OS SAN related issues, soft/hard errors, power path issues, ECC agents & SAN infrastructure related tickets. ● Acknowledge, update and Closing OFF the Virtual Tickets on regular basis. ● Discussing with team members for any repeated problems and improve where ever there is root and act proactively ● Raising the Virtual tickets for any SAN Hardware related replacement/issues and follow-up with the DCSM team for Data Centre access and closing off in timely manner. ● Understand severity of the problem/issue and then acknowledge, transfer, modifying the VT severity. ● Implemented SBS tracking system for disk allocation ● Implemented TCRS tracking system for SAN disk reservations	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Duplicate goal - admin error	

Overall Rating (Goals - What We Do)

Employee Rating:

Exceptional
Manager Rating: Highly Effective

How We Achieve Our Business Goals

Common Purpose - One team, with one goal: serving our clients and stakeholders	
● Maintains client focus - understands client needs and drives customer satisfaction ● Works as a partner and shares resources that could benefit other areas ● Sets clear and challenging performance goals for self and team ● Adjusts management and communication styles to effectively manage virtual team members and matrix reports ● Creates and maintains a strong network with internal colleagues and stakeholders ● Keeps abreast of industry changes ● Holds self and others accountable for results and decisions	
Employee Comments: ● Understand the client/customer requirement and provide the suitable solution and get the customer satisfaction ● Technical Knowledge sharing with team members. ● Effectively communicate and reporting to the team members and managers. ● Taking the ownership and accountable for end results. ● updating the knowledge on latest technologies and products	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly Effective Ashok gets things done and demonstrates drive and know how that serves our clients extremely well. As demonstrated in various projects and scenarios Ashok really goes the extra mile on a regular basis to get the job done. Ashok needs to get ensure that he and rest of the team are accountable for completing checks and tasks - without prompting from the SAN manager.	

Ingenuity - Enhancing our clients' lives through innovation that harnesses the breadth and depth of our information, global network, and world-class products	
● Encourages fresh bold ideas ● Supports experimentation and learning from mistakes ● Challenges the conventional and fosters healthy debate ● Recognizes and rewards ingenuity ● Adopts proactive, not reactive, approach ● Offers creative solutions and strives for continuous improvement ● Manages ambiguity; demonstrates optimism and agility during change	
Employee Comments: ● Sharing the ideas with the team members and getting the encourages from the manager ● Taking the responsibility for any mistakes ● Got the recognizes and received RAVE Thank you e-cards ● Providing simple and creative solutions to the customer requirements ● Discussing the issues/tasks in team meetings and taking the actions proactively	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly Effective Ashoks service and knowledge of the SAN environment should provide good insight to provides ideas for ingenuity. For 2014 I would like to see real big items for improvement in his goals.	

Leadership - Talented people with the best training who thrive in a diverse meritocracy that demands excellence, initiative and courage

● Rewards, recognizes, and promotes individuals based on performance ● Actively teaches, coaches, and grows team members' skills and capabilities ● Provides balanced and specific feedback to others in a proactive way ● Fosters a positive team environment in which people of diverse backgrounds feel valued ● Takes responsibility for addressing problems, finding solutions and making prudent decisions ● Conveys awareness of own strengths and development opportunities ● Engages in open, honest dialogue with others and directly addresses conflict when it arises	
Employee Comments: ● Getting the trainings for any new products/technologies ● Attending lunch-learn sessions & trainings ● Good team member ability to learn new things ● Dedicated to self improvement and learning ● Sharing the responsibilities for other members roles and responsibilities and ON-CALL support as well ● providing training sessions to new team members ● guiding better solutions/ideas to team members	Employee Rating: Exceptional
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Rating Highly Effective Ashok demonstrates Leadership qualities, he is well organized and trains and includes others well. Ashok has deputised for the Team Leader from time to time and could make this more regular if we can overcome the time difference issues between the regions.	

Overall Rating (How We Achieve Our Business Goals)

Employee Rating: Exceptional
Manager Rating: Exceptional

Responsible Finance

Manage Risk and Compliance	
● Assesses appropriately risk/reward relationships when making business decisions, demonstrating particular consideration for the firm's reputation and safeguarding the bank by applying sound ethical judgment regarding business practices. ● Identifies and escalates, risk inherent in particular situations or transactions and its impact on any part of the Citi organization. ● Acts in a manner that is consistent with our commitment to fairness, value and dependability. ● Adheres to Code of Conduct, corporate and business specific policies, and considers appropriate controls as part of day-to-day responsibilities (e.g., AML, AB&C and Sanctions). ● Contributes to a 'no surprises' compliance culture by managing control issues with transparency and candor. Resolves issues, engaging others and escalating issues when appropriate. Recognizes and communicates the importance of timely escalation. ● Assures that risks, including money laundering, bribery and sanctions risks, are adequately identified, assessed, monitored, controlled and reported. ● Is transparent and open in communications	
Employee Comments: ● Understands and proactively manages the risk and compliance ● Participated and collected the evidences for RCSA ● Ensures that analyses the severity of the problem and escalate to the Manager in timely manner ● Resolved the issues urgency and share the resolution methods with the team members ● Attending and completion of any internal risk/AML certifications ● completion of Code of Conduct certifications regularly ● completed APCMPL - Improper Electronic Communication 2013 ● completed the 2013 Global Anti-Money Laundering, Sanctions and Anti-Bribery & Corruption Training.	Employee Rating: Exceptional
Manager Comments:	Manager Rating: Consistently Strong
Matrix Manager Comments (Nigel B. Chilcott): Manager Rating Consistently Strong	

Ashok meets all requirements in this area of R&C

Overall Assessment

Overall Comments	
Manager Comments: Agree with what Nigel has provided as matrix manager comments. He has been working really hard for years with same levels of consistency.	Manager Rating: Highly Effective
Matrix Manager Comments (Nigel B. Chilcott): Ashok continues to provide top class service and quality to Citi. Ashok is now one of the most experienced members of the team but remains as Senior Officer which. Promotion to AVP is long overdue, however Ashok gets on with his job and puts in the same high levels of effort and dedication every year. Ashok helped greatly to steer BAU support through a period where and already understaffed EMEA team lost more staff and therefore took on additional workload and still managed to deliver quality every time. For 2014 Ashok could look at strengthening his position in BAU and provide more deputy support to the team leader or look for opportunities arising from the Lean Transformation project. Overall another excellent year and promotion once again is richly deserved. I hope he gets it this time.	
Employee Comments: • In 2013, I had taken a lead role to produce the SAN Capacity or Charge back Reports • Generating Host billing reports & MOR reports on monthly basis • Generating SRDF and BCV status reports regularly and performing the action as per the status • Generating the Device_composite group Vs Host reports on regular basis • Producing the Risk & control reports into SMART on weekly basis • In 2013, I had taken a new responsibilities and lead role in SAN Capacity review team and managing the SAN capacity team apart from the BAU activities • Regularly monitoring/reviewing the pool utilization and over subscription percentage and defining the guidelines for further allocations/restrictions • Reviewing the TCRS requests and providing the SAN PRE-Design & SAN POST-Design approvals regularly • Updating the V-Max Capacity, HDS Capacity reports, Thin provisioning summary, Centera capacity reports regularly • Reviewed RAINBOW & CEEMEA TCRS requests and helped reserving the SAN disks in SAN SCREEN and allocating the disks using Aperture tickets. • Allocated 100 terabytes of Replicated disks and 120 terabytes of Non-Replicated disks for Rainbow project • Huge number of last minute requests has been supported for business to achieve their time lines for Rainbow project • Regularly generating the host based allocation details and produced to Rainbow PMs & SAs for to identify and raise paper works to move the disks from LEG1 to LEG2 Array to reduce the SAN Disk over-subscription percentage on LEG1 frame • Reviewed and completed the TCRS approvals and reserved the disks in SAN Screen for Major projects like VMWare/ESX/VIO project, KDB Archive migration project, flexcube migration project, etc... • Regularly monitoring the ECC/Cisco alerts and proactively working with Vendors for resolutions • From SAN Side, Every week raising the UNUSED SAN REMOVALS AND DECOMMISSIONS RFC & scheduling disk removals on Green zone time • As per the rota, completing & producing the required evidences to ETRAD/Virtual Tasks/RCSA in timely fashion • Utilizing SANSCREEN/ECC for monitoring and performance related issues • Troubleshooting & analysis of SAN Environment, Host related, and Performance Issues. • Troubleshooting the power path issues where some of the hosts are having mis-configuration issues, zone & masking issues. • Regularly performing the cleanup on SAN environment • Participated in the CGC/RDC/FDC/Rainbow Annual COB Test and performed SAN actions successfully without any manual errors • 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 • Performing SANITY & HEALTH CHECKS in SAN Environment on regular basis and actioned in timely manner. • Demonstrating the CITI process and policies and procedures to New team members in Manila, Poland and India (Wipro) • providing the training sessions to Wipro team members to generate SAN Capacity Reports	
Employee Final Feedback	
Employee Comments: Discussed with Matrix & direct manager regarding the year end appraisal	

Employee	Signature:	Date:
Manager	Signature:	Date: