

**Combined Assessment
Year End: 2014**

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	
SAN Capacity Team • SAN & Switch Capacity inventories to be kept up-to-date • To Review and Approve TCRS tickets up-to-date • To conduct Capacity Review meeting and distribute the meeting minutes to team in regularly • SAN Screen Reservations to be kept up-to-date to avoid allocation delays • To review and update the VMAX/HDS/Centera/Switch reports regularly • To chase the Requestors for PEPs, if the SAN requirement is >10TB • Need to reach Global SAN utilization target (usable) is 55%	
Employee Comments: • I am leading the Capacity team in EMEA region • Conducting and contributing the inputs to SAN capacity review meeting on weekly basis and minutes are storing in share point site • Keep adding the valuable items to Capacity meeting minutes and trying to improve the content regularly • Trained other Capacity team members to produce the capacity reports • Keeping Storage and Switch inventory databases are up-to-date to generate the reports to Global team • Regularly monitoring/reviewing the pool utilization and over subscription percentage and defining the guidelines for further allocations/restrictions • Regularly reviewing and updating the V-Max Capacity, V-Max pools capacity, HDS Capacity reports, Thin provisioning summary, Centera capacity reports, DMX Capacity Report and Switch Utilization Reports. • Regularly reviewing the SAN utilization reports in meetings and taking the actions accordingly • Reviewing TCRS tickets on regular basis and providing the SAN Pre/Post design approvals without any delay as per SAN SLO • Reserving the disks in SAN SCREEN is keep up-to-date to avoid provisioning delays • Discussing with the requesters and troubleshooting the TCRS ticket issues • Requesting and chasing the PEPs, if the SAN requirement is >10TB • Reviewed and provide the SAN approvals for more than 130 TCRS Tickets from Jan 2014 onwards • Reserved more than 500TB of SAN Disks in SAN SCREEN from Jan 2014 onwards • Adding and updating the TCRS request status in TCRS Tracker sheet & TCRS Tracker SharePoint site as well • Recently TCRS approvals handed-over to HDS team. So monitoring and helping them for any TCRS related queries/issues • Reviewing the Tech-Refresh Capacity requirements and creating the additional Devices in storage arrays. Reserving the storage in San Screen for Tech-refresh project	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong This goal involves a great deal of BAU and Ashok produces consistent results in all areas while exceeding in some. He has worked with James to ensure that the Capacity reports and meetings are more accurate and better than ever before.	

Goal #2	
To Produce Host Billing Reports & MOR Reports in timely manner with accurate data To Generate & produce SAN Replication Groups Vs Hosts Reports in regular basis To produce GCC allocation reports in monthly basis	
Employee Comments: - Generating and producing the Host Billing Report to charge back team on monthly basis without fail. - Host Billing scripts were written in very long back according to the SAN configuration but now many changes in SAN environment. So every time we are struggling with many issues. In addition, it is a process that cannot be delivered in parallel and requires careful following of more than 60 page document to generate the files. To process and generate the reports is taking 5 manual days - Generating and producing the EMEA SAN MOR Report to Global Senior SAN Management on monthly basis without fail. - The MOR reporting process contains both a number of manual tasks, some of which require a number of different steps. The origins of the reporting data comprise several sources, which are generally databases from various business applications or command line output. To process and generate the reports is taking 5 manual days - Keeping Storage and Switch inventory databases are up-to-date to generate the reports to Global Storage Management team. - Preparing & submitting the 'GCG sector allocation reports' on monthly basis without fail. - Generating the 'EMEA Consolidated Storage-Switch Report' monthly basis. - Preparing & submitting the 'EMEA SAN Capacity Statistics' power point presentation to SAN Managers on monthly basis. - Reviewing & submitting the "Replication groups report" to BCS team on alternative months - Regularly reviewing and modifying the scripts as per the current environment as existing scripts was created in 2011 - Reviewing & Performing manual steps to generate the final files and uploading them into FINCON, MOR & SAN Share Point sites - Spending lot of manual hours to generate these reports as there are new issues reporting every time	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Highly Effective Ashok as ensured that this highly manual and arduous task has been delivered each month. He has trained the Wipro staff to take on the bulk of the manual work and has maintained changes required to reports by management. Each time he has been challenged to provide explanation of the numbers Ashok has communicated well.	

Goal #3	
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: - As part of the ongoing initiative to reclaim the unused SAN Storage and been put back into storage pool thus contributing to cost avoidance. - 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 - 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 - 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 - Currently finding out the some of the below missing post migration clean-up activities and assign the tasks to Hitachi provisioning team and reviewing the status regularly - R2 devices are associated to BCVs but not assigned to any host - Pair Created but not assigned to any Host - un-mapped to the FA port but forgot to unbind/bind back - devices are under a SRDF <u>PAIR</u> but <u>not assigned to any host</u> in SRDF/A	Employee Rating: Highly Effective

Currently handling Storage optimization project. Gathered pre-requirements for Storage optimization project (Hosts decommissioned but still connected to SAN) and assign the task to Wipro team	
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Highly Effective I would like to have seen some statistics to support the great recovery work performed in the year to back up this goal. Work that Ashok produces, needs to be highlighted and pushed up the management chain.	

Goal #4	
EMEA SAN L3 Team Goal Transfer of Email Alerting to ServiceNow and reduction of unnecessary mails. Today many systems send email alerts to the SAN team, this is not a robust way of tracking system alerts. All systems to use ServiceNow for incident alerting. Progress to be tracked monthly and be delivered by September 2014 This must be in line with global guidelines. Delivered by September 2014 for all systems. SAN.Support email address to cease use for system alerts.	
Employee Comments: - As a member of SAN team closed off SAN incident tickets for incident resolutions, provisioning, Disk removals, migration related requests to satisfy the business requirements without any outage to customer - Performing SANITY & HEALTH CHECKS in SAN Environment on daily basis and actioned in timely manner and raise the appropriate requests and follow-up with vendors/clients until the issue resolves. - Utilizing SAN SCREEN/ECC for monitoring and performance related issues	Employee Rating: Consistently Strong
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong This goal was about transferring alerts to ServiceNow rather than reducing Alerts. I didn't see enough from the team on this all year despite chasing. Some alerting was achieved but not enough in my opinion.	

Goal #5	
10% reduction on Sev 1's and 15% on Sev 2's on 2013 figures Resolve 80% of high priority major incidents in 180 minutes or less Change Success Rate of > 99%	
Employee Comments: - Regularly monitoring the ECC/Cisco alerts and proactively working with Vendors for resolutions - MIMs are reduced compared to last year - Most of Sev-2 incidents are raised by EUDSSAN for break-fix SAN hardware such as disk/port/power supply replacements - Discussing with team members for any repeated problems and improve where ever there is root and act proactively - Regularly reviewing, accepting tasks & approving all the SAN L3 related changes - Any SAN related changes are communicating with SA teams/Business well advance with proper risk analysis. - Before implement the change, perform the sanity check and commence the change successfully. Get the customer confirmation and close off the change.	Employee Rating: Consistently Strong
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong The teams record in outage reduction is excellent and is testament to the hard ground work put in over the year. Changes were 100% successful and no individual errors were the cause of any outage in the year. Each problem or MIM was dealt with professionally and thoroughly by the team and we dealt with those doubters than would blame SAN for any issue correctly by producing facts.	

Goal #6	

To be part of SAN L3 lean team ● To Participate in SAN implementation projects ● Distribute the knowledge share to entire team to understand the SAN Capacity ● Contribute into problem management (MIM) ● Involve into Technology refresh of SAN environment to save on maintenance cost of existing frames/Switches (perform Microcode upgrades, High Availability & Scalability)	
Employee Comments: ● Regularly attending the Daily EMEA SAN L3 Huddle meetings ● Contributing the support to problem management (MIM) ● Involving into Technology refresh of SAN environment to save on maintenance cost of existing frames/Switches ● Reviewing and reserving the disks in SAN SCREEN to Tech-refresh team ● Regularly in touch with provisioning (HDS) team and sorting out storage issues and providing the guidance ● Providing ONCALL Primary and Secondary support in SAN L3 team ● 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 ● Supported many last minute requests to cover the cut-overs to avoid business outage for Rainbow project ● Involved into G2C project initial requirement and provided the SAN costing to PM to raise PEP ● Trained other Capacity team members to produce the capacity reports ● Keeping Storage and Switch inventory databases are up-to-date to generate the reports to Global team	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong A lot of BAU here listed here. Ashok contributed well to Lean and general SAN team projects and BAU throughout the year.	

Goal #7	
<i>Risk Goal: Execute risk agenda with quality (on time, within budget) while continuously improving our risk posture through execution of strategic initiatives. Risk objectives are:</i> 1) Sufficient Assurance & Room for Improvement >= 90% with Sufficient Assurance >= 50%, All issue owners 2) 90% issues self-reported vs audit discovered 3) 100% On-time issues remediation, All issue owners 4) OPOV <= .5 across platforms (where applicable) 5) Fully establish MCA Capability a. MCA Pass Rate >= 85%, All issue owners b. Process Consistency >= 90%, All issue owners	
Employee Comments: ● Continue rollout of SEMS implementation of Audit Logging for Storage devices globally. ● Etrad is kept up to date ● Integration checklists to be maintained for installation/deinstallation ● Raise iCAPS for any compliance breaches. ● Remediate EOS / EOL (end of support / Life) storage devices and software. ● Ensure GDSE Certified Standard Builds are implemented for all products and/or services. ● Improve SAN Monitoring and Alerting capabilities to reduce customer impact. ● Performance management through SANSCREEN/ECC ● SANscreen checks and status ● Device splits - report, check and remediation	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong Risk and compliance is a strong area for the EMEA SAN team. Though we do not have statistics to measure against Ashok achieved a great deal in this area.	

Overall Rating (Goals - What We Do)

Employee Rating:

Highly Effective

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
- Capacity inventories are update and deliver the reports without any delay

Employee Rating:
 Highly Effective

Manager Comments:
Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott):

Highly Effective

Ashok, as usual, demonstrates great team work and customer service and will always go the extra to ensure the job gets completed.

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
- Providing simple and creative solutions to the customer requirements
- Discussing the issues/tasks in team meetings and taking the actions proactively
- Host billing report variations notified well advance to Charge back team
- monitor and review the capacity reports regularly

Employee Rating:
 Highly Effective

Manager Comments:
Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott):

Consistently Strong

I have not seen any strong examples of ingenuity, Ashok needs to get some ideas down as goals and work on them. His new role should allow for plenty of opportunity in 2015.

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 roles and responsibilities to other team members ● providing training sessions to new team members ● guide the better solutions/ideas to team members	Employee Rating: Highly Effective
Manager Comments:	Manager Rating:
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong Ashok is a great team player and where guidance and support is needed he provides it. Especially where Wipro have been involved with Billing and MOR he has trained and assisted the team to take a great deal of work away from the L3 team.	

Overall Rating (How We Achieve Our Business Goals)

Employee Rating: Highly Effective
Manager Rating: Consistently Strong

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 ● Ensures 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 2014 ● Completed the Singapore Anti-Money Laundering, Sanctions and Anti-Bribery & corruption Training	Employee Rating: Highly Effective
Manager Comments:	Manager Rating: Consistently Strong
Matrix Manager Comments (Nigel B. Chilcott): Consistently Strong Ashok fulfills his obligations in this area to ensure that we have a safe and compliant infrastructure in EMEA. This is always a strong area for the team and I am confident that any Audit would find no issues.	

Overall Assessment

Overall Comments	
Manager Comments: Ashoks contribution to the EMEA SAN team is always strong. He works through a considerable amount of work and is always available to work extra hours. He has taken on responsibility for arduous tasks such as MOR and Billing without complaint and produced excellent results. The EMEA environment and our track record of customer delivery and service shows that we have a strong set of individuals and teamwork. A valuable team member who since November has moved onto another team within the Global L3 organisation. When the opportunity arose I had no hesitation in recommending Ashok to his new manager due to his experience and track record. I wish him every success in this new role. Promotion has been pushed all year again and is in the hands of local management to issue ASAP. He is deserving this year as in previous years of the step up to AVP. Promotion is supported by the regional (ASPAC/EMEA) and Global managers. I know that Ashok will have expected a higher rating but he must consider that his contribution was strong this year again but it is a competitive environment and is compared to his peers that are also performing to a high level.	Manager Rating: Consistently Strong
Matrix Manager Comments (Nigel B. Chilcott): Ashoks contribution to the EMEA SAN team is always strong. He works through a considerable amount of work and is always available to work extra hours. He has taken on responsibility for arduous tasks such as MOR and Billing without complaint and produced excellent results. The EMEA environment and our track record of customer delivery and service shows that we have a strong set of individuals and teamwork. A valuable team member who since November has moved onto another team within the Global L3 organisation. When the opportunity arose I had no hesitation in recommending Ashok to his new manager due to his experience and track record. I wish him every success in this new role. Promotion has been pushed all year again and is in the hands of local management to issue ASAP. He is deserving this year as in previous years of the step up to AVP. Promotion is supported by the regional (ASPAC/EMEA) and Global managers. I know that Ashok will have expected a higher rating but he must consider that his contribution was strong this year again but it is a competitive environment and is compared to his peers that are also performing to a high level.	
Employee Comments: ● Reviewing & submitting the Host Billing reports to Fincon team ● Generating, reviewing & submitting for MOR Reports ● Preparing 'GCG sector allocation reports' on monthly basis ● Generating 'EMEA Consolidated Storage-Switch Report' Monthly basis ● Generating 'SAN EMEA Final Disk capacity inventory' on monthly basis for MOR purpose ● Recently started to preparing 'EMEA SAN Capacity Statistics' power point presentation ● Weekly reviewing VMax, HDS, DMX, Centera capacity reporting which is generating by Wipro team/James ● Conducting and contributing the inputs to SAN capacity review meeting on weekly basis ● Keeping SAN and Switch inventory reports up-to-date which are required for Global SAN management team ● Reviewing & submitting the "Replication groups report" to BCS team on alternative months ● Helping Hitachi provisioning team for TCRS related queries ● Chasing Requestors for PEPs if any requirement is >10TB ● Helping Hitachi provisioning team for aperture & Capacity related queries on daily basis ● Attending Rainbow & G2C project related meetings on regularly and providing the inputs according to their requirements. ● Currently handling Storage optimization project. Gathered pre-requirements for Storage optimization project (Hosts decommissioned but still connected to SAN) and assign the task to Wipro team ● Currently finding out the some of the below missing post migration clean-up activities and assign the tasks to Hitachi provisioning team and reviewing the status regularly ○ R2 devices are associated to BCVs but they are not assigned to any host ○ Pair Created but not assigned to any Host ○ un-mapped to the FA port but forgot to unbind/bind back ○ devices are under a SRDF PAIR but not assigned to any host in SRDF/A environment ● Attending Huddle meetings regularly ● Supporting primary & Secondary ONCALL L3 support as per the Rota ● Reviewing and approving EMEA SAN L3 teams RFC changes ● Reviewing Service Now tickets regularly ● Reviewing the Tech-Refresh Capacity requirements and creating the additional luns in storage arrays ● Reserving the storage in San Screen for Tech-refresh requirement	
Employee Final Feedback	

Employee Comments: Discussed with manager regarding the year end appraisal.

Employee	Signature:	Date:
Manager	Signature:	Date: