

# 2015 Performance Review for William Sommerville



## Employee Information

First Name: William  
 Last Name: Sommerville  
 Global ID: 1570321  
 Title: Technology Mgmt Specialist  
 Salary Grade/Level: SG8  
 Skill Team: Information Technology  
 Business Unit: USA Automotive  
 Country/Market: United States  
 Supervisor: Kerry Cardwell

## Performance to Objectives/Accomplishments

Employee inputs performance toward key objectives and accomplishments in this section. Supervisor to review/edit and rate each objective (Note: Updates to objectives are immediately viewable on the employee's Objective Worksheet).

### Category: Objectives

- Key Objective : Run and Protect the Business:**
- Operate Core Infrastructure services at agreed service levels as defined by SLA commitments
  - Actively support improvements to the CSF and BFM metrics reporting process to support the IPVC business.
  - Identify and baseline critical few key CISS metrics. Implement TM BPR. Stretch: operationalize with targets
  - Achieve published IT GAO targets and deliver OIC closure commitments as planned.
  - Deliver 2015 CISS efficiency commitments
  - Ensure transparent forecast accuracy of the physicals of CISS services and there costs are tied and tracked. Understand competitive position and address opportunity areas
  - Ensure support processes and tools are in place to support Cyber Security

**Performance to Objectives/Accomplishments :** \* Operated Core (HPSIM/IBM Director) Infrastructure services at agreed service levels as defined by SLA commitments. UPDATE 11/4/15: Ongoing  
 \* Maintain weekly and monthly reports as monitoring tools in support of SLA. UPDATE 11/4/15: Ongoing  
 \* Identified and baseline critical few key CISS metrics (HPSIM, weekly & monthly). UPDATE 11/4/15: Ongoing  
 \* Actively supported improvements to the CSF and BFM metrics reporting process (Dashboard) to support the IPVC business. UPDATE 11/4/15: Ongoing  
 \* Insured responsible application were protected during outages by checking log and configurations files UPDATE 11/4/15: Ongoing

Start Date : 01/01/2015

Due Date : 12/31/2015  
 Status : On Track

Rating by Kerry Cardwell:

Rating: Met

**Category: Objectives**

**Key Objective : Improve OUR Business:**

- Ensure timely GTAM support to meet program and project commitments; leverage program/project issue and risk management practices: (Ford Credit China, Dev Ops, IT Infrastructure Improvement (ITII) projects, BTR Refresh and Connected Vehicle
- Identify opportunities to measure and increase transparency of asset life and utilization within the Enterprise Data Centers
- Deliver the business plan, on time, to ensure growth and efficiency levels are aligned with Business Unit and Skill Team stakeholders.
- Partner with IT teams to ensure appropriate support models are in place to enable new technologies that directly support the business
- Utilize Problem Management to reduce repeating incident

- Performance to Objectives/Accomplishments :**
- \* Identified current issues with HPSIM and recommended upgrade based up operational history. UPDATE 11/4/15: Ongoing
  - \* Developed upgrade HPSIM upgrade plan based upon required assists and current environment's. UPDATE 11/4/15: Completed
  - \* Started HPSIM upgrade project as project manager coordinating with EAA and SCC departments towards an improved application. UPDATE 11/4/15: Ongoing
  - \* Provided information and assistance towards Quantum Project. UPDATE 11/4/15: Completed
  - \* Coordinate with ESX teams in the registering of new VM and VM hosts into HPSIM. UPDATE 11/4/15: Ongoing

**Start Date :**  
01/01/2015

**Due Date :**  
12/31/2015

**Status :**  
On Track.

**Rating by Kerry Cardwell:**

**Rating: Met**

**Category: Objectives**

**Key Objective : Improve IT Process (Build Functional Excellence)**

- Support further development of ONE IT Strategy
- Ensure understanding of IT Operating Model 2.0 and leverage model to support business demand
- Ensure that operational requirements to support rapid infrastructure delivery processes are understood and available
- Ensure strategic alignment and continue to build and execute against the DevOps plan
- Ensure understanding of EA 2.0 and identify opportunities to leverage this process to improve operational support
- Support actions to encourage and measure GTAM participation in innovation programs
- Assess shift left opportunities and deliver actions per plan

- Performance to Objectives/Accomplishments :**
- Main Point Of Contact (MPOC) for HPSIM & IBMDIR in reference of quality control and architect development and processes. UPDATE 11/4/15: Ongoing
  - Provide recommendations, consulting and planning information to management and team for review. UPDATE 11/4/15: Ongoing
  - Ensure customers are informed of changes in reference of the tools they use within the applications (email notifications, GICC's, etc). UPDATE 11/4/15: Ongoing

**Start Date :**  
01/01/2015

**Due Date :**  
12/31/2015

**Status :**  
On Track

**Rating by Kerry Cardwell:**

**Rating: Met**

**Category: Objectives**

**Key Objective : Attract, Develop and Retain Talent (Trust Each Other)**

- Identify opportunities to help ensure that TM L2 and L1 support teams are operating consistently and are leveraging synergies
- Ensure global TM resources are leveraged to continually improve TM service and support
- Actively support local hiring activities
- Ensure Tech Specialist are fully engaged and visible in decisions processes in their respective areas
- Ensure personal development plans include a focus on increasing both functional and technical skills
- Support ITO & GTAM Pulse Action planning and ensure local CISS Pulse plans are in place
- Sustain 'Celebrating Normal' momentum and increase ITO adoption

**Performance to Objectives/Accomplishments :** \* Supported full team hiring. UPDATE 11/4/15: Ongoing  
\* Provided quality liaison between departments (Monitoring, lab, network, Windows Server and ESX management), UPDATE 11/4/15: Ongoing

**Start Date :**  
01/01/2015

**Due Date :**  
12/31/2015  
**Status :**  
On Track

**Rating by Kerry Cardwell:**

Rating: Met

**Optional Employee Comments on Overall Performance**

Provide brief comments on your overall performance (i.e. limit to about 1000 characters).

**Supervisor Comments**

Provide brief comments on the employee's overall performance, strengths and opportunities (Note: the number of allowable characters is limited to 4000).

**Section Comments:**

**Comments by Kerry Cardwell:**

Bill, Has been the lead developer for the HP-SIM and IBM-Director monitoring systems. He is also leading the implementation of the new HP-SIM migration from windows to Linux. In this role he has taken on the project management lead to ensure key deliverables are met. He is also ensuring that all related documents are updated to reflect the new architecture. In addition he is leading the decommission effort of the legacy IBM Director monitoring system. Despite the instability of the HP-SIM hardware he has been able to maintain our operating SLA for over 95% of the time.

**One Ford Behaviors**

Please assess the employee on their demonstration of the One Ford Behaviors.

**1. Foster Functional and Technical Excellence**

Rating: Effective

**2. Own Working Together**

Rating: Effective

**3. Role Model Ford Values**

Rating: Effective

4. Deliver Results

Rating: Effective

Overall Key Objective and One Ford Behavior Ratings (IMPORTANT NOTE TO SUPERVISORS: UNCHECK IN THE PRINT SETUP BOX IF YOU DO NOT WISH TO INCLUDE THE OVERALL RATINGS ON THE PRINTED COPY OF THE FORM.)

Provide rating selections on the "What" and the "How" to drive discussion of employee performance and One Ford Behaviours during the Related Work Group. For additional resources click here.

Overall Key Objective Rating Exceeded Some

Overall One Ford Behavior Rating Effective

Final Overall Performance Rating

Indicate the employee's final rating using the drop down menu to the right.

Final Overall Performance Rating: Achiever Rating

Performance to Objectives/Accomplishments

Run and Protect the Business: • Operate Core infrastructure services at agreed service levels as defined by SLA commitments • Actively support improvements to the CSF and BFM metrics reporting process to support the IPVC business. • Identify and baseline critical few key CISS metrics. Implement TM BPR. Stretch: operationalize with targets. • Achieve published IT GAO targets and deliver OIC closure commitments as planned. • Deliver 2015 CISS efficiency commitments • Ensure transparent forecast accuracy of the physicals of CISS services and there costs are tied and tracked. Understand competitive position and address opportunity areas • Ensure support processes and tools are in place to support Cyber Security Met

Improve OUR Business: • Ensure timely GTAM support to meet program and project commitments; leverage program/project issue and risk management practices: (Ford Credit China, Dev Ops, IT Infrastructure Improvement (ITII) projects, BTR Refresh and Connected Vehicle • Identify opportunities to measure and increase transparency of asset life and utilization within the Enterprise Data Centers • Deliver the business plan, on time, to ensure growth and efficiency levels are aligned with Business Unit and Skill Team stakeholders • Partner with IT teams to ensure appropriate support models are in place to enable new technologies that directly support the business • Utilize Problem Management to reduce repeating incident Met

Improve IT Process (Build Functional Excellence) • Support further development of ONE IT Strategy • Ensure understanding of IT Operating Model 2.0 and leverage model to support business demand • Ensure that operational requirements to support rapid infrastructure delivery processes are understood and available • Ensure strategic alignment and continue to build and execute against the DevOps plan • Ensure understanding of EA 2.0 and identify opportunities to leverage this process to improve operational support • Support actions to encourage and measure GTAM participation in innovation programs • Assess shift left opportunities and deliver actions per plan Met

Attract, Develop and Retain Talent (Trust Each Other) • Identify opportunities to help ensure that TM L2 and L1 support teams are operating consistently and are leveraging synergies • Ensure global TM resources are leveraged to continually improve TM service and support • Actively support local hiring activities • Ensure Tech Specialist are fully engaged and visible in decisions processes in their respective areas • Ensure personal development plans include a focus on increasing both functional and technical skills • Support ITO & GTAM Pulse Action planning and ensure local CISS Pulse plans are in place • Sustain "Celebrating Normal" momentum and increase ITO adoption Met

One Ford Behaviors

- 1. Foster Functional and Technical Excellence Effective
- 2. Own Working Together Effective
- 3. Role Model Ford Values Effective
- 4. Deliver Results Effective

Areas of Focus over the Next Performance Period

Provide brief comments areas of focus over the next performance period (i.e. limit to about 1000 characters).

Section Comments:

Comments by Kerry Cardwell:

Bill, will be challenged this year as we work to maintain the integrity of the monitored endpoints. He will be working closer with the other operational teams to develop robust process for HP-SIM monitoring. He will also lead the decommission effort of the legacy IBM Director monitoring system. His expertise will also be expanded to other monitoring systems so he can backup these other technologies. This will also be a year of organizational change that will drive the one Ford behavior of working together,