

2017 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: Lewis Fulcher III

Instructions

The purpose of the year end performance discussion is to ensure alignment on key business priorities and encourage ongoing professional development. This form should be used to capture individual progress and be used to enhance the quality of the dialogue between supervisor and employee. For additional resources to complete this form, including Quick Reference Guides, [click here](#).

Performance to Objectives/Accomplishments

Employee inputs performance toward key objectives and accomplishments in this section and provides optional overall comments. Supervisor reviews / edits as necessary and optionally rates each objective (Note: Updates to objectives are immediately viewable on the employee's Objective Worksheet).

Category: Objectives

Key Objective : Game Changing Technology - Monitoring

- Support org change mtg and provide leadership for ITO org service model definition
- Support organizational change for new support day 2 support model
- Support infrastructure requirements for new business models, apps and other innovative applications of new technology that deliver significant business value
- Investigate next generation monitoring for data center of the future
- Investigate improvements in current monitoring tools
- Investigate improvements for TCR reporting
- Investigate & define NG Monitoring for new Hosting Services

Performance to Objectives/Accomplishments : * Provided guidance on team modification; established initiative and acquired additional duties due to personnel shortage

- o Acquired adhoc ping process for ITM6. Proactively noted requirements along with snapshots, developed step by step L4 documentation on the procedures.
- * Performed research and established VRops notes documentation on configurations and operational process draft.
- o Worked with engineers on test lab requirements. Performing production operation within 45 days in support of VM monitoring and Next-Gen operations.
- * Incorporated training of VMware monitoring tool (VRops) within the team for future monitoring operations
- o Attended VRops and OMS training. Distributed additional documentation to team.

Start Date :
01/01/2017

Due Date :
01/31/2018
Status :
On Track

Rating by Lewis Fulcher III:

Rating: Met

Category: Objectives**Key Objective :** Game Changing Technology - Monitoring

Define & execute training plans

- Execute NG cross training for teams

• Support NGDC Org Service Model

• Develop transition plans & execute (2Q2017; Justin, Peter - Lead for overall Server Ops; each leader owns Change Mgmt plant and activities for their area)

- Develop transition pan for new organizational structure

- Integrate additional Event Management systems into ITM framework

- Investigate OMS as new Azure monitoring tool

Performance to Objectives/Accomplishments : o

Completed (NG/OMS) training.

* Statement (Develop transition plans & execute (2Q2017; Justin, Peter - Lead for overall Server Ops; each leader owns Change Mgmt plant and activities for their area) may be out of scope

* Statement (Develop transition plans for new organizational structure) may be out of scope

o Performed research on OMS. Provided information to team.

Start Date :

01/01/2017

Due Date :

01/31/2018

Status :

On Track

Rating by Lewis Fulcher III:**Rating:** Met**Category: Objectives****Key Objective :** Run and Protect - All

• Operate Core Infrastructure services to agreed IT service levels, improve operational excellence and deliver controls

• Continue to drive problem management

• Drive proactive monitoring

• Deliver on project and program commitments at the speed the business require

• Simplify our Technology footprint through Complexity Reduction and Enterprise Tech Refresh

• Deliver financial commitments, including identifying incremental efficiencies and improving forecast accuracy

• Implementation of Application Performance Monitoring (APM) and other tooling initiatives

• Maintain Availability to 99.6% target

• Maintain TRT Rates to 80% Critical and 90% High targets

Performance to Objectives/Accomplishments : *

Continued SME HPSIM responsibilities.

* Coordinated with Vendor and DB teams to resolve production outages with HPSIM.

* Statement (* Maintain Availability to 99.6% target) is out of scope of current SLA which is 98%.

* Maintained an above average SLA of 100% (Jul-Oct 2017)

Start Date :

01/01/2017

Due Date :

07/31/2017

Status :

On Track

Rating by Lewis Fulcher III:**Rating:** Met

Category: Objectives

Key Objective : Run and Protect - All

- Deliver Controls and Audits
- Continue to drive problem management
- Address Minor OICs
- Continue to manage Problem Management, manage low backlog and close problems in timely manner
- Deliver on project and program commitments at the speed the business requires
- Simplify our Technology footprint through Complexity Reduction and
- Implementation of Application Performance Monitoring (APM) and other tooling initiatives
- Deliver Proj. & Prog. Commitments:
- Support GDIA
 - Support DB inputs from SCOM and Tivoli
- Support Two-Factor Auth
- Impl. of App. Perf. Monitoring (APM) & other tooling initiatives
- Support APM Pilot
- Support other monitoring pilots

Performance to Objectives/Accomplishments : ;

- * Insure Ehpas Audits were properly managed
- * Maintain current control and accountability audits
- * Provided reviews, implementation and approvals on operational modification through etrackers and gicc's
- * Coordinated with DB teams/Vendors on DB support with regards to upgrades and enhancements of HPSIM
- * Coordinated the establishment of HPSIM Weekly Automated Status Reports
- * Incorporating request center tickets for ITM6 & HPSIM combined
- * Provided additional team support when required
- o Provided additional support for the SharePoint migration

Start Date :
01/01/2017

Due Date :
01/31/2018
Status :
On Track

Rating by Lewis Fulcher III:

Rating: Met

Category: Objectives

Key Objective : IT Capabilities - All

- Build skills that increase our understanding of customer preferences
- Attract and retain technical talent
 - Maintain and grow professional capabilities
 - Develop plans to further leverage tech specialist programs in TM
- Drive IT Culture transformation in ITO through engagement, training, and role modeling
- Transform our organization to optimize for DCOF and support creating value at market speed

Performance to Objectives/Accomplishments : ;

- * Maintain standard of 1:1 communication providing customer support
- * Implement guidance direction during operations when required
- o Incorporated team cohesion when possible

Start Date :
01/01/2017

Due Date :
01/31/2018
Status :
On Track

Rating by Lewis Fulcher III:

Rating: Met

Category: Objectives

Key Objective : IT Capabilities - All

Performance to Objectives/Accomplishments :

* Provide praise and input in team and staff meetings/classes on IT Culture atmosphere

- Execute plans to improve Pulse/ESI and reduce workplace obstacles / Champion SEMI Pulse Action Team
- Continue to foster a culture of innovation Performance to Objectives/Accomplishments
- Prepare for DCOF/NG Hosting Services and grow professional capabilities
- Drive IT Culture transformation
- Continue to foster a culture of innovation Perf. to Objectives/Accomplishments
- Develop and execute Org CM & training plans aligned with NGDC tech. & services

Start Date :
01/01/2017

Due Date :
07/31/2017
Status :
On Track

Rating by Lewis Fulcher III:

Rating: Met

Optional Employee Comments on Overall Performance

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

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: Mostly Effective

3. Role Model Ford Values

Rating: Effective

4. Deliver Results

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

Game Changing Technology - Monitoring • Support org change mtg and provide leadership for ITO org service model definition - Support organizational change for new support day 2 support model • Support infrastructure requirements for new business models, apps and other innovative applications of new technology that deliver significant business value - Investigate next generation monitoring for data center of the future - Investigate improvements in current monitoring tools - Investigate improvements for TCR reporting • Investigate & define NG Monitoring for new Hosting Services
Game Changing Technology - Monitoring Define & execute training plans - Execute NG cross training for teams •

Met

Support NGDC Org Service Model • Develop transition plans & execute (2Q2017; Justin, Peter - Lead for overall Server Ops; each leader owns Change Mgmt plant and activities for their area) - Develop transition pan for new organizational structure - Integrate additional Event Management systems into ITM framework - Investigate OMS as new Azure monitoring tool	Met
Run and Protect - All • Operate Core Infrastructure services to agreed IT service levels, improve operational excellence and deliver controls • Continue to drive problem management • Drive proactive monitoring • Deliver on project and program commitments at the speed the business require • Simplify our Technology footprint through Complexity Reduction and Enterprise Tech Refresh • Deliver financial commitments, including identifying incremental efficiencies and improving forecast accuracy • Implementation of Application Performance Monitoring (APM) and other tooling initiatives • Maintain Availability to 99.6% target • Maintain TRT Rates to 80% Critical and 90% High targets	Met
Run and Protect - All • Deliver Controls and Audits • Continue to drive problem management • Address Minor OICs • Continue to manage Problem Management, manage low backlog and close problems in timely manner • Deliver on project and program commitments at the speed the business requires • Simplify our Technology footprint through Complexity Reduction and • Implementation of Application Performance Monitoring (APM) and other tooling initiatives • Deliver Proj. & Prog. Commitments: • Support GDIA - Support DB inputs from SCOM and Tivoli • Support Two-Factor Auth • Impl. of App. Perf. Monitoring (APM) & other tooling initiatives • Support APM Pilot • Support other monitoring pilots	Met
IT Capabilities - All • Build skills that increase our understanding of customer preferences • Attract and retain technical talent - Maintain and grow professional capabilities - Develop plans to further leverage tech specialist programs in TM • Drive IT Culture transformation in ITO through engagement, training, and role modeling • Transform our organization to optimize for DCOF and support creating value at market speed	Met
IT Capabilities - All • Execute plans to improve Pulse/ESI and reduce workplace obstacles / Champion SEMI Pulse Action Team • Continue to foster a culture of innovation Performance to Objectives/Accomplishments • Prepare for DCOF/NG Hosting Services and grow professional capabilities • Drive IT Culture transformation • Continue to foster a culture of innovation Perf. to Objectives/Accomplishments • Develop and execute Org CM & training plans aligned with NGDC tech. & services	Met
One Ford Behaviors	
1. Foster Functional and Technical Excellence	Effective
2. Own Working Together	Mostly Effective
3. Role Model Ford Values	Effective
4. Deliver Results	Effective

Supervisor Comments

Please provide brief comments on key objectives and performance to objectives; demonstration of One Ford Behaviors; and areas of focus over the next performance period.

Section Comments:

Comments by Lewis Fulcher III:
 Bill can get caught up in team dynamics and feels responsibility to resolve matters that should be escalated. He needs to work to improve his emotional resilience for things that are beyond his control Bill's willingness to embrace change is appreciated by peers and business partners. Bill has the opportunity to leverage his work ethic, technical ability, leadership qualities, and attention to detail to continue to grow and improve the Global Monitoring Services.
 -jrs

Year End Discussion

Please indicate the year end discussion was held.

I have conducted a year end discussion including both performance to objectives and One Ford Behaviors with the employee.

Year End Discussion Date 01/29/2018