

2019 Performance Review for William Sommerville

First Name	William
Global ID	
Salary Grade/ Level	Yes
Business Unit	USA Automotive
People Leader	Ronald Orr
Last Name	Sommerville
Title	Technology Mgmt Specialist
Skill Team	Information Technology
Country/ Market	United States

Performance to Objectives/Accomplishments

Objectives

Operate CISS Services to agreed IT service levels.

- * Run and Protect – Global Monitoring Operations
- * ITM6 Alert to NOI Availability of 98%
- * vROps Alert to NOI Availability of 95%
- * Support AHOC reporting

Identify and implement ML and/or AI to drive monitoring and operational improvements

- * Complete SPLUNK PoC
- * Complete AI competitive analysis

Support the deliver monitoring strategy

- * Provide server and network monitoring landscape and costs
- * Support management review

Complete transformation to a product & service driven organization

- * Support PDO journeys and continued maturation of First**

Responder ensuring R&Rs are clear

- * Transition from PBO to Service organization**
- * Manage Change in organization, personnel**
- * Build Empowerment, Leadership and Accountability at all levels**

Address bureaucracy obstacles

- * Provide input for corrective actions**
- * Daily activity to follow principles**
- * Data Driven**
- * Customer Focused**
- * Providing Value to Ford**

Deliver the new Data Centers, migrate applications and improve technology health across the enterprise

- * DCOF –Migration, Support emerging/Legacy**
- * Tivoli Migration**
- * Drive continual improvement into DCX migration DCOF infrastructure provisioning**
- * Services pipeline**
- * vROps maturity**
- * Deliver automation per plan**
- * vROps pipeline**

Enable collaboration to create a vibrant workplace through Digital Worker and Workplace Experience

- * Transform Operational processes and culture to embrace/leverage existing and emerging technologies**

Actively participate to improve “Organizational Fitness”

- Drive away from Busy work to Smart work (establish and implement changes to dramatically reduce administrative requests)**

Incorporate culture values into our hiring, development and performance management processes

- Develop, Retain, and Attract new Talent**
- Train and invest in our people for future skills and requirements**

Achievements

Operate CISS Services to agreed IT service levels

- * Insured hpsim was operational on an average of 98.91% during the year**
- * Insured received alerts were reported to the team on a regular bases**
- * Incorporated on Vrops Sprint Team providing architectural and operational input**
- * Supported management by providing immediate/direct reporting of customer server assets and status**

Identify and implement ML and/or AI to drive monitoring and operational improvements

- * Developed understanding of the use of Splunk as a tool**
- * Automation established as a foundation and used whenever possible**
- * Support the deliver monitoring strategy**
- * Established latest version of hpsim (7.6) in production environment**
- * Established and coordinated dual yet independent data base systems, providing constant production operations exceeding standards of Fords Failover Policy**
- * Established SPofC (Single Point of Contact) in the Planning and Operations of current monitoring processes towards current ticket system in the effort to**

reduce cost

- * **Used Splunk for customer assets on alerts toward ticket generation**
- * **Established SPofC (Single Point of Contact) in the Planning and Operations of future monitoring processes towards current ticket system**
- * **Established SPofC (Single Point of Contact) in the Planning and Operations of future monitoring processes towards future ticket system**

Complete transformation to a product & service driven organization

- * **Support PDO journeys and continued maturation of First**

Responder ensuring R&Rs are clear

- * **Transition from PBO to Service organization**
- * **Manage Change in organization, personnel**
- * **Build Empowerment, Leadership and Accountability at all levels**

Address bureaucracy obstacles

- * **Researched alert in order to assist customer towards a solution**
- * **Coordinates with other departments in order to manage customer supported solutions**
- * **By establishing direct SPOC, resources and time are developed in a more efficient operations**

Deliver the new Data Centers, migrate applications and improve technology health across the enterprise

- * **Participated and supported Azure in research and documentation of Vrops**

Our Truths Evaluation

1. Put People First

We are a company driven by purpose. Whether it's our customers, employees, partners, or communities, we obsess about the wants and needs of people to drive human progress.

Rating

Met

2. Do the Right Thing

We begin with a belief that trust in our brand, and in each other, comes from acting with integrity and transparency. We foster safe, inclusive work environments that create freedom to be our whole selves and do our best work.

Rating

Met

3. Be Curious

We approach the world and each other with a sense of interest and wonder. We are humble enough to know we can learn this from every situation, and actively question to understand and think critically.

Rating

Met

4. Create Tomorrow

We cultivate meaningful change to optimize today and create tomorrow. We look ahead in our focal length and bring clarity to the future. We solve problems creatively, accept risk, and experiment boldly.

Rating

Exceeded Some

5. Built Ford Tough

We accept challenges and overcome them with confidence, courage and optimism. We put the world on wheels, embracing disruption to evolve. We are resilient and in it for the long haul.

Rating

Met

6. Play to Win

We are accountable. We are in business to create value, and we celebrate when we do. We are focused on our competitive fitness, efficiency and agility. We make quality decisions, and are each empowered to deliver excellence.

Rating

Met

7. ONE Ford

We rely on, respect, and care for each other. We build networks and partner without boundaries. We welcome everyone's unique contributions, communicate candidly, and work together as ONE team -- we are a family.

Rating

Met

Final Overall Performance Rating:

Indicate the employee's final rating.

Final Overall Performance Rating:

Achiever