



2020 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
People Leader	Ronald Orr		

Performance to Objectives/Accomplishments

Objectives

Establish as the SME for Habitat concerning installs of responsible team applications and tools.

Complete

With Joel Mozo being the partial technical coder and tester, oversaw the coordination with the architects on the habitat installation script for ITM6/ICAM. Attended weekly meetings and monitored progress of project. Reported current status of situation to management. Assisted the coding modifications and supplied testing servers when required. Coordinated adjustments as required and supported briefings and presentations towards a resolution.

Rating

Met

Objectives

Insure the coordination completion of the decommissioning of HPSIM

Complete

Developed the initial plans for the decommission of the primary server earlier in the year. Developed presentation of process and provided to management. Upon approval-initiated notifications and status reports on a weekly basis. Set decom-X and tracked progress towards X monitoring notifications feedbacks and concerns. On X performed shutdown of application on server and submitted request for the deactivation of the server itself. Provided status to management till decom-X was accomplished. Developed and produced daily status system status system alert for the secondary system of HPSIM and EHPAS.

Rating

Met

Objectives

Provide support in the coordination of G5/G6 replacements.

Complete

Performed detail research using FCAM database in establishing the existence of all G5-G6 servers on the Ford network. Upon research determined that all G5-G6 system need to be replaced in keeping with proper monitoring procedures and network efficiency. Sent notifications to server owners/managers indicated the need of replacement. Addressed feedback and brief management of status on a weekly basis. Performed update of G5-G6 listing monitoring progress of removal/replacement. Scheduled required meetings with management in coordination towards project closure.

Rating

Met

Objectives

Provide the support in the coordination of the new monitoring (SNMP traps processing) operations. Provide initiative and direction when required.

Complete

In conjunction with previous objective, coordinated with the ESX team in the monitoring of G-7+ servers performing direct SNMP trap sending directly to the ticketing system for processing. Performed testing with the team architects insuring that direct monitoring was possible. Provided status information to management with proposed next steps. Coordinated other teams towards the implementation of requirements in performing the required process towards direct monitoring.

Rating

Met

Objectives

VALUE CREATION @ MARKET SPEED

- A. Sustain organizational fitness Deliver financial commitments
- B. Deliver Optimized Enterprise Investment Value Meet program commitments
- C. Continue transformation to a product & service organization in support of forward-looking engagement models & ITO Transformation Bureaucracy
- D. Improve technology health across the enterprise and build platforms for the future:
 - * Reduction of Obsolete Technology
 - * One Ford API Strategy - continue to grow API usage, improving re-use

Complete

Based upon the values noted above, area of where tasks were success is as follows;

B. Section

Insured the Enterprise operation of HPSIM. During outages and subpar operations, performed in an outstanding manner until fully operational status was achieved, provided communication reports and status within a two hour limit bases and concluded with a situation report covering the outage in a detail manner. Provide daily operation reports.

C. Section

Provided Shark Tank submission in support to reduce bureaucracy within the organization.

D. Section:

Assisted in the creation and testing of Habitat installing scripts that perform the installation and automation configuration requirements of monitoring products within the Ford network.

Rating

Met

Objectives

CUSTOMER CENTRICITY

- A. Experiment & Implement Innovative Technologies to excite our customers Monitoring/Data Cloud
- B. Operate to agreed IT service levels
- C. Protect our customers and our business while strengthening enterprise cyber security capabilities with Increased adoption and expansion of IT Asset/Configuration data
- D. Deliver on strategies to delight our customers, complete with measurable and tangible value enhancements

Complete

Section A. Submitted ideas during team meetings for improved operations.

Section B. Agreed to and supported team on additional pager requirements for other monitoring tools while maintaining the responsibility of assigned tools efficiency.

Section C. Coordinated the improvement of network efficiency by assisting customers in the improvement of owner systems.

Section D. Provided plans, diagrams and timeline of the decommission of assigned monitoing tools.

Rating

Met

Objectives

VIBRANT WORKPLACE

- A: Maximize employee productivity and flexibility through use of digital tools & creative workspaces
- B: Offer purpose-driven high tech careers where employees learn, grow, and thrive
- C. Foster a sense of belonging that encourages employees to contribute to

Complete

internal/external communities

D. Own living Our Truths in everything we do

Working from home for three quarters of the year.

Rating

Met

Optional Employee Comments on Overall Performance

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

Employee Comments

Due to the Covid-19, adjustments where working from home is the norm. Monitoring of systems has improved as being on the network in an increase frequency cuts down on travel time and other issues in order to address alerts/important situation in a more efficient manner.

This seems to also apply to communications as conference tools have improved to where it is easier to contact someone over the network than in-person (even without the virus existence). Time/monetary requirements is saved where direct messages/voice communications can be quickly be established eliminating any type of distance requirements.

Employee Comments

Recommend this is considered in a future state when and if improvements of society occur.

With that said, I do have concerns of the mass training in areas where it appears to be inefficient. As an example, when Ford was identified as having issues with the Ford Focus transmission and still sold it to the public, corrects of that issue seemed not to occur until it was brought to light. The Ford Truth of "Do the right thing" seems to be appropriate for this issue. Based upon this, a more targeted training (towards the decision makers in this area) would in my opinion be a better form of understanding. Whereby others not involved in this issue already know the rights and wrongs within a career and life itself. Therefore, they can best use their time towards the tasks at hand as work requirement levels have increase several fold within the last few years.

Our Truths

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

Met

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

Overall Key Objective and Our Truths Ratings (IMPORTANT NOTE: Uncheck in the print setup box if you do not wish to include the overall ratings in the printed copy of the form..)

Overall Key Objective Rating Met

Overall Our Truths Rating: Met

Final Overall Performance Rating:

Final Overall Performance Rating:

Achiever

People Leader Comments

In 2020, Bill continued his cultural journey by leveraging our truths with a keen focus on customer satisfaction and the delivery of predictive and preventative technologies. In doing so, leading edge technologies like Artificial Intelligence for Information Technology Operations (AIOPs) and Machine Learning (ML) as well as Rally, GitHub, Habitat, PowerShell, Python, Jenkin, and SystemD services offered him new learning opportunities.

People Leader Comments

2020 was also a unique and transformational year for Monitoring Services with a move to working from home 100% and a complete reassessment of our tools and services. Bill transitioned well from in-person to a work from home environment and leveraged social distancing best practices and tools to remain productive in his work efforts. Bill also lead efforts to decommission HPSIM globally and successfully decommission the service in our FMCC Data Center. In addition, Bill was a key participant in the review, testing and selection of a new monitoring software solution that provides forward thinking service opportunities for our customers.

As we move into 2021, Bill has a unique opportunity to be a part of the transformation within our Monitoring service. In doing so he will need to adjust actions based on a customer perspective. To drive these changes in our new ICAM monitoring solution, Bill should continue his learning journey and begin to implement his new skills with Rally, GitHub, Habitat, PowerShell, Python, Jenkin, and SystemD services across a new Monitoring pipeline. Bill also should continue to lead the decommission of our HPSIM service globally by eliminating the ECC data center services and transition customers over to direct SNMP services. Finally, Bill should continue to develop a stronger professional network and leverage our truths as he works with customers, service providers and peers.

Year End Conversation

I have conducted a year end conversation including both performance to objectives and demonstration of Our Truths with the employee.

Year End Conversation Date

William L Sommerville 1/13/21