

ACRO SERVICE CORP.
EMPLOYEE PERFORMANCE APPRAISAL

EMPLOYEE NAME: William Sommerville (Work: 313-845-5880/Cell 248-200-8640)

ACRO REPRESENTATIVE: Jeff Posissant
JOB CLASSIFICATION: 3/206-3978

HIRE DATE: 6/15/2007 REVIEW DATE: 02/25/2014 TIME: 2/25/2013@11:00AM_
(NOTE: APPRAISAL IS COVERING YEAR 2013) Jim Buck 313-206-3978

It will be the employee's responsibility to complete in detail Sections I and II and resubmit this form to your ACRO Representative no later than 30 days prior to your review date. Failure to comply with the above instructions will result in a postponement of the employee's review date.

SECTION I. KEY JOB ELEMENTS. Please list the major elements of your current job and your comments or accomplishments that relate to each element. Please rate yourself in each job element using the rating scale below.

- Rating Scale: 1 – Outstanding. Excellent performance that far exceeds the job's requirements.
 2 – Very Good. Above average performance that exceeds the job's requirements.
 3 – Average. Acceptable performance that meets the job's requirements.
 4 – Below Average. Minimal acceptance performance that meets some of the job's requirements.
 5 – Unsatisfactory. Unacceptable performance that does not meet the job's requirements.

JOB ELEMENTS	ACCOMPLISHMENTS/COMMENTS	EMPLOYEE RATING	ACRO RATING
#01 Systems Administrator for IBM Director Global Server Monitoring Application	Assigned as IBM Director Administrator level 3. Responsible for the global hardware monitoring of over 1500 servers insuring system is in a 24x7 operational state. Implements new requirements with the Tivoli TEC system when required. Coordinates the logistics of agent deployment with server hosting. Single Point Of Contact (SPOC) in the coordination of upgrades, commissioning, decommissioning and migration of assigned systems in Development, QA (Testing) and Production environments. Provides additional support to Europe and Asia departments when required Coordinates with vendors in troubleshooting application for patches/fixes. Completes customers request as assigned by the Request Center Trouble Ticket System. Coordinates with the Enterprise Architecture Assurance (EAA) with regards of current and future state of application. Develops/updates documentation (SOP's, run books, disaster recovery and informational manuals/papers, etc) insuring proper team support. Assigned Operational Tester in QA environment. Assigned Production Implementer in production environment. Coordinates with the Enterprise Architecture Assurance (EAA) with regards of current and future state of application. Provides reports of system status, client status and operational state to customers and management upon request.	1	1
#02 Systems Administrator for HPSIM Global Server Monitoring Application	Assigned as HPSIM Administrator level 3. Responsible for the global hardware monitoring of over 3500 servers insuring system is in a 24x7 operational state. Implements new requirements with the Tivoli TEC system when required.	2	2

	<p>Coordinates the logistics of agent deployment with server hosting. Single Point Of Contact (SPOC) in the coordination of upgrades, commissioning, decommissioning and migration of assigned systems in Development, QA (Testing) and Production environments. Provides additional support to Europe and Asia departments when required Coordinates with vendors in troubleshooting application for patches/fixes. Completes customers request as assigned by the Request Center Trouble Ticket System. Coordinates with the Enterprise Architecture Assurance (EAA) with regards of current and future state of application. Develops/updates documentation (SOP's, run books, disaster recovery and informational manuals/papers, etc) insuring proper team support. Assigned Operational Tester in QA environment. Assigned Production Implementer in production environment. Provides reports of system status, client status and operational state to customers and management upon request.</p>		
#03 Administrator in Ehpas (File Security System) for IBM Director Global Server Monitoring Application	<p>Responsible for the file violation security management of IBM Director. Insures detected violations are addressed and researched. Upon completion insures violations are reported or filters are requested and approved. Updates documentation (ACR/ICR) in accordance to Ford's security policy. Coordinates with security personnel on the approval process of ACR/ICR with the GAO. Brief GAO personnel on current and future state of applications in regard to security. Provide reports of current security status to management for review upon request.</p>	2	2
#04 Administrator in Ehpas (File Security System) for HPSIM Global Server Monitoring Application	<p>Responsible for the file violation security management of HPSIM. Insures detected violations are addressed and researched. Upon completion insures violations are reported or filters are requested and approved. Updates documentation (ACR/ICR) in accordance to Ford's security policy. Coordinates with security personnel on the approval process of ACR/ICR with the GAO. Brief GAO personnel on current and future state of applications in regard to security. Provide reports of current security status to management for review upon request.</p>	2	2
#05 Assistant Administrator/Tester in Tivoli Environment	<p>Assist Tivoli Team in monitoring alert events from Tivoli, IBM Director and HPSIM to the Tivoli Enterprise Console (TEC). Performs testing of developed/updated Perl/Shell scripting before placed in production environment. Attend Code review meetings to assist in insuring process and procedures are addressed and followed.</p>	2	2

SECTION II. JOB ELEMENT CHANGES OR ADDITIONAL JOB RESPONSIBILITIES. Please list all major changes that have occurred in your job since your last performance appraisal. Please list below the job element and the corresponding change or addition to your past job responsibilities. Please rate your performance in each job element using the rating scale in Section I.

JOB ELEMENT	CHANGES OR ADDITIONS TO JOB RESPONSIBILITY	EMPLOYEE RATING	ACRO RATING
301, #02, #03, & #04	Still assigned.		


SECTION III. EMPLOYEE COMMENTS

Additional Comments: If there was a challenging year, it was 2013. With the upgrade requirements for HPSIM and the issues with the vendor on DB support, frustration was an understatement. Maintaining composure and 8 months of persistence, resulted in the vendor admitting fault and provided the information that was required to perform our operations to standard. During this time, we had to run dual production systems that was a serious resource drain. Additional projects were the Web-Based Enterprise Management (WBEM), Europe (EU) IBM Director Migration and the HPSIM/IBMDIR event flow to NetCool project which still continues.

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Plans for Future Action:

Special Comments (if any):


EMPLOYEE SIGNATURE

02/25/2014
DATE

ACRO REPRESENTATIVE

DATE