ACRO SERVICE CORP.
EMPLOYEE PERFORMANCE APPRAISAL

EMPLOYEE NAME:William Sommerville

3/845-5880 / 2/200-8640

ACRO REPRESENTATIVE: Bianca Roberts

JOB
CLASSIFICATION:

HIRE DATE: 6/15/2007   REVIEW DATE: 11/28/12   TIME: 11/28/12 1:00PM
Ford Supervisor: Jim Buck (jbuck1@ford.com)

313/206-3978/313-244-3070 cell

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 that 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 System	Assigned as IBM Director Administrator level 3. Responsible for the global hardware monitoring of over 2500 servers. Insures system is in a 24x7 operational state. Implements new and modified requirements with the Tivoli TEC systems when required. Coordinates logistics of agent deployment with server hosting department. Single Point of Contact (SPOC) in the coordination of upgrades, commission and decommission of application servers, Monthly Application Outage Reports, Internal Control Review (ICR) modifications, discoveries and Tech 07 reviews in accordance of Ford IT policies. Provide support to Europe and Asia when required. Coordinates with vendors for troubleshooting, emergency patches, maintenance support and any DB requirements for application. Insures Disaster Recovery standards are established and met in accordance to Ford regulations. Insures all documentation Standard Operating Procedures (SOP's), run-books and special procedural instruction is updated providing team and customer support. Provide status information and reports to customers and management upon request.	2	2
#02 Systems Administrator fo HPSIM Global Server Monitoring System	Assigned as HPSIM Administrator level 3. Responsible for the global hardware monitoring of over 2500 servers. Insures system is in a 24x7 operational state. Implements new and modified requirements with the Tivoli TEC systems when required. Coordinates logistics of agent deployment with server hosting department. Single Point of Contact (SPOC) in the coordination of upgrades, commission and decommission of application servers, Monthly Application Outage Reports, Internal Control Review (ICR) modifications, discoveries and	2	2

JOB ELEMENT		EMPLOYEE RATING	ACRO RATING
	Tech 07 reviews in accordance of Ford IT policies. Provide support to Europe and Asia when required. Coordinates with vendors for troubleshooting, emergency pataches, maintenance support and any DB requirements for application. Insures Disaster Recovery standards are established and met in accordance to Ford regulations. Insures all documentation Standard Operating Procedures-(SOP's), run-books and special procedural instruction is updated providing team and customer support. Provide status information and reports to customers and management upon request.		
#03 Administrator in Enterprise Host Protection Audit System (EHPAS) for IBM Director Global Server Monitoring Application	Responsible for file violations (Attributes) security management of IBM Director server and client servers (over 2500) on a global bases. Insures violations are addressed and determined to be legitimate. Based upon this determination, develop filters to accomadate or document the violation within an EHPAS table of the application ICR for future reference. Coordinate with security personel on the approval process of the ICR once modifications are complete. Brief The General Audit Office (GAO) on current and future state operations of the application. Provide EHPAS status to management upon request.	2	2
#04 Administrator in Enterprise Host Protection Audit System (EHPAS) for HPSIM Global Server Monitoring Application	Responsible for file violations (Attributes) security management of HPSIM server and client servers (over 2500) on a global bases. Insures violations are addressed and determined to be legitimate. Based upon this determination, develop filters to accomadate or document the violation within an EHPAS table of the application ICR for future reference. Coordinate with security personel on the approval process of the ICR once modifications are complete. Brief The General Audit Office (GAO) on current and future state operations of the application. Provide EHPAS status to management upon request.	2	1
#05 Administrator/Tester for IBM Tivoli/Director and HPSIM enviroments	Assist Monitoring Systems Team on testing requirements within the enviroments to the Tivoli Enterprise Console (TEC). Insures the proper testing of Perl/Shell scripts before inserted into the production enviroment. Attend code reviews to assist in the insurance of proper procedures with follow up accurate documentation.	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

SECTION III.   EMPLOYEE COMMENTS

Additional Comments:
This has been a unique year indeed. New requirements were established (Disaster Recovery, EHPAS ACR/ICR on-line system and AccuRev) just to name a few. Improvement were established in the following areas:

* Disaster Recovery: Improved documentation process of the procedures and structured information
* EHPAS: Improvement in ICR processing and violation control
* Equipment: Switch from desktops to laptops for greater flexibility
* Operations: Improved teamwork/responsibilities with European counter-parts

These improvements was welcome, especially with the soon arrival of IBM Tivoli Monitoing-6 (ITM-6). During this transition, ITM-5 will have to be maintained which will require all available resources.

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On a scale of 1 to 5 where 1 represents Outstanding and 5 represents Unsatisfactory, how would you rate this employee's performance overall?   *2*

Plans for Future Action:

Special Comments (if any):

Very customer - focused, works well with customer base. attendance is perfect; much appreciated → great work ethic and attitude.

William L. Sommerville	11/28/12	*Bianca Roberts*	11/28/12
EMPLOYEE SIGNATURE	**DATE**	**ACRO REPRESENTATIVE**	**DATE**