

August

**ACRO SERVICE CORP.
EMPLOYEE PERFORMANCE APPRAISAL**

EMPLOYEE NAME: William Sommerville

ACRO REPRESENTATIVE: Bianca Roberts
Engineering Practitioner

JOB CLASSIFICATION: Systems
3/206-3978

HIRE DATE: ~~7/25/2011~~

REVIEW DATE:

Correction: 7/22/2007

8/9 @ 10am

TIME:

jbuck1@ford.com

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 Application	Assigned as IBM Director Administrator level 3. Responsible for the global hardware monitoring of over 3000 servers. Insures system is in a 24x7 operational state. Implements new requirements with the Tivoli TEC systems 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. Provides levels of support to Europe and Asia when required. Coordinates with vendors in troubleshooting application for patches/fixes. Completes customer requests as assigned in ITMS (Ford Service Desk). Develops/updates documentation (standard operations procedures, run books, disaster recovery and informational manuals/ papers, etc) insuring proper team support. Assigned Operations Tester in QA environment. Assigned Production Implementer in production environment Provides reports of system status, client server status and operational state to customers and management upon request.	2	1.5
#02 Systems Administrator for HPSIM Global Server Monitoring Application	Assigned as HPSIM Administrator level 3. Responsible for the global hardware monitoring of over 700 servers. Insures system is in a 24x7 operational state. Implements new requirements with the Tivoli TEC systems 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. Provides levels of support to Europe and Asia when required. Coordinates with vendors in troubleshooting application for patches/fixes Completes customer requests as assigned in ITMS (Ford Service Desk).	2	2

	Develops/updates documentation (standard operations procedures, run books, disaster recovery and information manuals/papers, etc) insuring proper team support. Assigned Operations Tester in QA environment. Assigned Production Implementer in production environment. Provides reports of system status, client server status and operational state to customers and management upon request.		
#03 Administrator in Ehpas (File Security System) for IBM Director Global Server Monitoring Application	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 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 regards to security. Provide reports of current security status to management for review upon request.	2	2.5
#04 Administrator in Ehpas (File Security System) for HPSIM Global Server Monitoring Application	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 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 regards to security. Provide reports of current security status to management for review upon request.	2	2
#05 Assistant Administrator/Tester in Tivoli Environment	Assist Tivoli Team in monitoring flow alert events from Tivoli, IBM Director and HPSIM to the Tivoli Enterprise Console (TEC). Perform testing of developed/updated Perl/Shell scripting before placed into production. Attend Code review meetings to assist in insuring process and procedures are addressed and followed.	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
#05	Change added assignment.	2	

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SECTION III. EMPLOYEE COMMENTS

Additional Comments:
 An ever increasing year of duties and assignments. Pace of work has picked up I believe due to company success. Tried to provide extra support during Jim's absents ensuring operations went along as smoothly as possible. Will admit some frustrations as some projects were put in as what seemed as holding patterns with some bureaucracy and lengthy delays. Due to work load a few things fell through the cracks. Due to Jim's experience, he understands the situation better than I. There has been a fairly amount of personnel turnover which adds to the complexity. This has been my best year in understanding policy and procedures, yet something new is always around the corner. I will admit even though we have been short handed much of the year, we seem to pull it together as a team when it really counts. I hope Jim was not burden much during his absents and felt secure in the knowledge that as a team, everything was under control.

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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):
Bill is very solid, steady worker. No big issues. No complaints.

per email
 EMPLOYEE SIGNATURE DATE *NO Roberts*
 ACRO REPRESENTATIVE *8/9/11*
 DATE