

FY19 Annual Performance Evaluation for JOHN SMITH

Associate Information

First Name	JOHN	Last Name	SMITH
Facility/Department	9124-HR SYSTEMS	Manager	ANDREA M OVERHOLT

Overall Performance

Overall Rating



Solid Performer

Overall Summary

Managers Comments

John has stepped up and become a leader for the team. He is the most knowledgeable on the GLMS system and was an integral part for ensuring the successful of the GLMS upgrade. This brought the system into compliance for use of modern browsers and tablet devices. He has continued to push the team to work smarter with automation of several scripts. This makes life easier for the team and vendor stakeholders as well. He pushed for the successful implementation of modernization, disaster recovery and multiple process improvements. This includes updating the CBL landing page to look nicer and be more functional. This has been a helpful portal for other teams as well. Also he was a major contributor for the reduction of incidents in the LMS que. He works closely with service desk associates and vendor partners to move the needle on incident and problem management needs. The organization change to move the two teams from tech and business together was a success because of John. There isn't any on the team he hasn't assisted. His system knowledge and mentorship of others on the team is the reason he was promoted this past year. I look forward to how John continues to add value to the team.

Goals

FY19 Goals

1.1 New Ways of Working with End to End Ownership

On Target

Rating Solid Performer

FY19 Goals

1.2 Simplify our Technology Landscape and Improve Associate Experience

On Target

Rating Role Model

FY19 Goals

1.3 Accelerate Automation and Eliminate Non Value Add Tasks

On Target

Rating Exceeds Expectations

FY19 Goals

1.4 Enable Success with the Right Mix of Talent, Suppliers and Locations

On Target

Rating Exceeds Expectations

FY19 Goals

1.5 Expand our Service Offerings

On Target

Rating Solid Performer

Competencies/Capabilities

B. Thought Leadership: Judgment: Demonstrate Professional Judgment (6454)

Rating



Solid Performer

C. Results Leadership: Customer/Member Centered: Meet Internal and External Customer/Member Needs (6455)

Rating



Exceeds Expectations

C. Results Leadership: Planning and Improvement: Plan for and Improve Performance (6457)

Rating



Solid Performer

D. People Leadership: Influence and Communicate: Build Influence (6458)

Rating



Solid Performer

E. Personal Leadership: Adaptability: Adapt Professionally (6460)

Rating



Solid Performer
