

Year-End Performance Review

Employee Name:	Alexander-Ellig, Aaron	Employee Id:	[REDACTED]
Evaluated By:	[REDACTED]	Manager:	[REDACTED]
Document Name:	2022 Year-End Review - 70/30	Department:	[REDACTED]
Start Date:	1/1/2022	End Date:	12/31/2022
Position:	IT Support Analyst	Job:	IT Support Analyst
Location:	[REDACTED]	Dotted Line Manager:	
Document Status:	In progress	Completed Date:	
Share and Release Date:		Acknowledgement / Final Feedback Date:	

Overall Summary

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Overall Summary:	Excellent Performance	Successful Performance	
Goal Section:	Excellent Performance	Successful Performance	
Behavior Section:	Excellent Performance	Successful Performance	

Overall Comments:

Employee:	Thank you
Manager:	<p>Aaron came onto this team from KPWA mid period, around September. He has been a terrific addition to the team. He has quickly integrated with the other members, provided training on applications he had SME level knowledge, received training on many new applications this team supports, and in general has handled the team transition very well.</p> <p>Aaron received 5 responses to the request for employee 360 feedback surveys. He scored 4.2 to 4.6 to the various questions asked. People consistently shared they were impressed with his communication skills, knowledge, and was fun/great to work with. Some of the comments offered include:</p> <p>" I anticipate working closely with Aaron in the coming year as he seems impressive and hard working. He has held a training session with the team (NW EARS) and was excellent training the team. He was able to answer questions, was decisive, approachable and all around great. The team responded well to Aaron. Aaron is also handling some transition items for from KPWA to our team and is responsible for the training and transfer of documentation. So far with the aforementioned transition tasks, Aaron has been great."</p> <p>"Aaron does his work well, and communicates well with his team, Aaron always asks questions and reaches out to the team with any concerns or questions."</p>

"Aaron is a hard worker. He is consistent with getting tickets done."

Dotted Line Manager:

Goals

Section Weight: 70 %

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Goal Section Rating:	Excellent Performance	Successful Performance	
Employee Comments:	I look forward to the future of this team and hope to drive positive results for the department.		
Manager Comments:	<p>Reviewing quarterly check ins from Aaron's previous manager, there are two themes. Aaron is a hard working who closes a high volume of tickets accurately while also meeting SLA. Second theme was related to soft skills of Customer Service and Communication style. It would appear tremendous improvement has been made and sustained in the soft skills arena. A very frustrated employee reached out to Aaron's manager in mid-2022 to provide a note of appreciation on how Aaron resolved the issue and how well he handled the situation and provided a very high level of customer satisfaction.</p> <p>I look forward to managing Aaron in 2023 and watching him continue to connect with his team members, provide his wisdom and knowledge to improve our processes and help our team improve the customer service experience of our business partners.</p>		
Dotted Line Manager Comments:			

Goal #1: Deliver higher value services with operational excellence

Description:	Meet or exceed target SLAs for user access provisioning and deprovisioning		
Measurements:	<p>SLA Targets</p> <ul style="list-style-type: none"> Excellent - Provisioning >99%, deprovisioning = 100%, and incidents >98%. Successful - Provisioning >96%, deprovisioning >99%, and incidents >96% Needs Improvement - Provisioning <93%, Deprovisioning 98%, Incident 93% <p>At the Enterprise level, consistently provides quality service to the customer to include accurate ticket documentation, professionalism, knowledge, expertise, quality of resolution, empathy, and courtesy as examples.</p> <p><i>Note: Goals or Measurements are subject to change as new tools, processes, and data become available.</i></p>		
Weight:	30%		
Comments:			
Category:	Quality		
Start Date:	1/1/2022	Target Completion	12/31/2022

		Date:	
Actual Completion Date:			

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Goal Rating:	Exceptional Performance	Successful Performance	
Employee Comments:	I continue to stay ahead of SLA's and also assist in completion of time sensitive requests that become assigned to me.		
Manager Comments:	<p>It is problematic to quantify his volume compared to others because the transition impacted him and not other (who didn't move teams), and he's been asked to learn several applications that are new to him. He closes a high volume of tickets accurately and within SLA. He did a great job for KPWA, and I'm confident he will do the same for AMS.</p> <p>Aaron is collaborative and happy to help his coworkers troubleshoot issues. In fact, he was instrumental in assisting two of our own team members with a recent problem they were having connecting their Outlook client to a new shared mailbox. His tone and advise was appropriate, helpful, sincere, and genuine. He shared his experience and knowledge from his former work supporting Microsoft Outlook. It was a great conversation and I know the team was very appreciative.</p>		
Dotted Line Manager Comments:			

Goal #2: Deliver improved user experience for our consumers

Description:	• Meet or exceed user satisfaction • Provide an exceptional experience for business partners		
Measurements:	<ul style="list-style-type: none"> Individual contributors to assist with process improvement and delivery to address negative feedback Excellent – greater than 4 positive feedback from the customer Successful – No more than 2 negative feedback Needs Improvement – greater than 2 negative feedback from the customer Note: Goals or Measurements are subject to change as new tools, processes, and data become available. 		
Weight:	20%		
Comments:			
Category:	Service		
Start Date:	1/1/2022	Target Completion	12/31/2022

		Date:	
Actual Completion Date:			

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Goal Rating:	Excellent Performance	Successful Performance	
Employee Comments:	I have made an effort to delight the business partner more then in years past and it appears I have recieved more Kudos as a result. The tangible results motivate me to continue down this path of improving my soft-skills and communication styles to fit the individual.		
Manager Comments:	<p>Quality will be a big focus of attention in 2023. We will have better metrics to measure it and processes to quantify it. I have every confidence Aaron will do well.</p> <p>From his former manager's 3Q check-in "He has continued to work on developing communication and customer service strategies that accommodate the compliance requirements of our work balanced against our customers' immediate needs. He has been very successful in this work and I hope he will continue it. The positive results have been apparent." I can add that he HAS continued the positive results. In fact, Aaron received 5 KUDO ticket survey responses in Q4. That's a lot of Kudos!!</p>		
Dotted Line Manager Comments:			

Goal #3: Optimize our cost with a focus on quality

Description:	• Meet financial target • Generate cost savings to support EBS financial targets		
Measurements:	<ul style="list-style-type: none"> Focus on continuous improvement in productivity while ensuring to process ticket volumes at or beyond baseline determined by the manager Work processed should not result in high/critical incidents RPM submission on time, get approval for OT, minimize missed punches, active participation in meetings to ensure awareness, inclusivity, feel stake in the team's mission and actively provide input. <p>Note: Goals or Measurements are subject to change as new tools, processes, and data become available.</p>		
Weight:	20%		
Comments:			
Category:	Financial Performance/Efficiency		
Start Date:	1/1/2022	Target Completion Date:	12/31/2022
Actual Completion Date:			

	Employee Rating	Manager Rating	Dotted Line Manager Rating
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Goal Rating:	Exceptional Performance	Successful Performance	
Employee Comments:	N/A		
Manager Comments:	<p>Aaron was a high volume producer at KPWA and is well on his way of continuing that characteristic on this team. During the past few months of the year, the percentage of time working on KPWA reduced and time on this team increased. We are now at about 15% of his time is still going to KPWA application support, which is fine, and a function of management, not Aaron. The transition continues to go well with management being very happy with the progress.</p>		
Dotted Line Manager Comments:			

Goal #4: Leverage advanced technology capabilities and new ways of working to deliver intelligent services

Description:	<ul style="list-style-type: none"> Identify opportunities for process improvement and automation Strive to be part of the solution. Participate and track in the identification and resolution of issues. 		
Measurements:	<p>Find and implement impactful improvement opportunities:</p> <p>Excellent - >3 processes</p> <p>Successful – 1-3 processes</p> <p>Needs Improvement – Non responsiveness to ask for process improvement</p> <p>Note: Goals or Measurements are subject to change as new tools, processes, and data become available.</p>		
Weight:	15%		
Comments:			
Category:	Quality		
Start Date:	1/1/2022	Target Completion Date:	12/31/2022
Actual Completion Date:			

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Goal Rating:	Exceptional Performance	Excellent Performance	
Employee Comments:	To assist in the integration and support for legacy applications from KPWA, I have taken part in proofreading documentation, training and QA for KPWA apps to their new team and members.		
Manager Comments:	Aaron has the ability to see the big picture, thinks in terms of systems, and understand how procedures standardize the delivery of services. He shares his insights during team meetings and manager 1:1s. He asks well informed questions that indicate a high level of understanding about the topic and a desire to confirm his understanding of the expectations of him and the team.		
Dotted Line Manager Comments:			

Goal #5: Meet obligations to our people, our community, and the enterprise

Description:	<ul style="list-style-type: none"> • Develop our people by deepening technical and professional expertise • Timely closure of Corrective Action Plans (CAPs) from audits • Support integration of KPWA team into overall Access Management Support (AMS)
Measurements:	<ul style="list-style-type: none"> • 100% on-time closure of CAPs • Timely response to audits requests and deadlines. Less than .01% self-reports. No significant deficiency. • Participate in at least 4 hours of external KP sponsored events focused on community benefit. Non-KP sponsored events need to be reviewed and approved by manager prior to participating. • Team members enhance their knowledge of the supported systems and applications at Kaiser Permanente. Training and development through web, instructor led, and brown bag sessions led by SMEs (as examples) are key options in achieving this goal. Gain full understanding of AMS standard processes and tools (goal specific to KPWA team). • These hours should be recorded in RPM as professional development. <p>Excellent: Completed >= 15 hours of training focused on current role</p> <p>Successful: Completed >= 10 hours of training focused on current role</p> <p>Needs Improvement <10 hours of training focused on current role</p>

	Note: Goals or Measurements are subject to change as new tools, processes, and data become available.		
Weight:	15%		
Comments:			
Category:	Best Place to Work		
Start Date:	1/1/2022	Target Completion Date:	12/31/2022
Actual Completion Date:			

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Goal Rating:	Exceptional Performance	Excellent Performance	
Employee Comments:	I make sure to always complete compliance related work assigned by the business. My community health hours and Technical training hours are also completed and usually are well before the deadline. As a former member of the KPWA team, i help to bridge the integration between teams in hopes to assist in a softer landing.		
Manager Comments:	Biggest thing here is the integration of KPWA team into AMS team. Aaron had done very well. He continues to support a few tasks on the KPWA side until we get their staff up and running to a reasonable knowledge level so they can take over tasks Aaron currently supports, including on-call support. He has asked questions and answered other questions. He communicates well with the leads and manager to ensure he has what he needs to be successful, including access, email template land documentation locations, and clarifies expectations.		
Dotted Line Manager Comments:			

Behaviors

Section Weight: 30%

	Employee Rating	Manager Rating	Dotted Line Manager Rating
Behavior Section Rating:	Excellent Performance	Successful Performance	
Employee Comments:	I believe I have all these behaviors. What I strive to be better at is becoming more balanced in all areas so one behavior isn't overleveraged more than another.		
Manager Comments:	Aaron has done well in these areas as discussed under the goals sections.		

Dotted Line Manager Comments:	
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KP Behaviors

Takes Accountability- Takes personal ownership for commitments and performance, including specific deliverables & timeframes; consistently delivers as promised, with integrity.

Focuses on the Customer- Consistently demonstrates the knowledge, skills, abilities and behaviors necessary to provide superior and culturally sensitive service to each other and to our patients, members, customers, contracted providers, vendors, regulators and communities.

Drives for Results- Makes timely decisions and takes action. Seeks out and utilizes appropriate information and resources to achieve outcomes that best serve the organization. Resolves barriers and obstacles that impede progress. Monitors progress and acts to ensure success, in an ethical manner.

Develops Self and Others- Builds skills and capabilities to enhance performance. Seeks and applies feedback. Shares knowledge, feedback and contributes to the learning of others.

Communicates Effectively- Seeks to understand. Asks others for input and feedback, including those with different backgrounds, experiences, and points of view. Actively listens and ensures that people are heard and can raise concerns. Clearly and openly expresses ideas. Adjusts communications to fit the audience. Keeps others appropriately informed of goals and objectives.

Collaborates- Supports individual and team efforts by encouraging, influencing and engaging others with different backgrounds, experiences, and points of view. Establishes effective working partnerships, participates in joint decision-making (when appropriate), and works through differences to achieve shared goals.

Champions Innovation and Change- Embraces and generates better and innovative ways to improve performance aligned to a shared purpose. Commits to sustained, effective change.

Acknowledgement / Final Feedback

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