

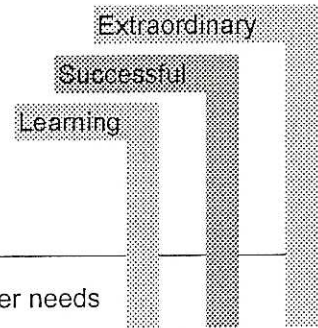


# Competency Assessment Form

## Employee

Employee Name: Herr, Earl W.

Employee ID: 18449



See instructions for definitions of scale anchor Behavioral indicators are written at the Successful level.

**Customer Focus** Demonstrates concern for meeting internal and external customer needs

- 1. Exceeds customer expectations whenever possible.
- 2. Maintains effective relationships with customers and gains their trust and respect.
- 3. Identifies ways to meet customers' expectations cost-effectively and efficiently.

**Supporting Comments**

**Customer Focus Rating**

Earl is a very talented and motivated Systems Engineer. He consistently meets and often exceeds the expectations of the customers with whom he interfaces. Specifically, he alone has taken ownership of the web portal used by Systems Engineering as well as other teams to gain valuable information about projects, systems, schedules, etc. This is an excellent source of information for the teams and he enthusiastically maintains the environment.

**Employee Ownership** Understands the link between one's own goals, behaviors and job responsibilities to the overall goals of CHC.

- 1. Demonstrates clear understanding of the issues facing CHC and supports the achievement of its goals and objectives.
- 2. Looks for opportunities to improve work methods and outcomes, which contribute to the profitable growth of CHC.
- 3. Looks beyond the requirements of one's own job to offer suggestions for improvements of overall operations.

**Supporting Comments**

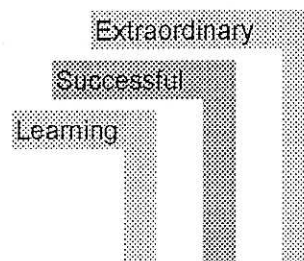
**Employee Ownership Rating**

Earl understands the value that IT has within the organization. In the last year he has played a key role in deploying new hardware and upgrading the OS and firmware on numerous AIX hosts. The AIX 5.3 upgrades he performed have allowed us to run more efficiently on new hardware and, in turn, save the company money over the long run. He alone handled critical upgrades in dev, test and production environments: adadb080c, ptadb084c, atadb2156n1/n2 (UAT PRSN RAC) and apadb210n1/n2 (PROD PRSN RAC).



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**Expertise & Knowledge:** The ability to use and expand technical/business knowledge.

- 1. Demonstrates job and technical knowledge.
- 2. Demonstrates organizational and managed care industry expertise.
- 3. Continuously seeks avenues for growing professional expertise and actively pursues new learning opportunities, which support the company's goals and objectives.
- 4. Enthusiastically helps others with their work-related issues by sharing knowledge.

**Supporting Comments**

**Expertise & Knowledge Rating:**

Earl has incredibly strong technical skills, specifically in regard to the AIX environment. His scripting abilities are exceptional and are put to good use in his development of custom errpt AIX ODM scripts, which put system errors into a syslog for BMC Patrol to monitor real time. His abilities have made him stand out as the primary Systems Engineer to work with the Patrol team to better utilize the tools at hand.

Earl is a motivated individual and continuously works to increase his skills through new learning opportunities. He has recently demonstrated this in his personal career by beginning the Professional Certification Program from IBM and passing the pSeries HACMP for AIX 5L exam.

**Results Orientation** Contributes to the achievement of organizational and departmental goals.

- 1. Sets priorities so that efforts are focused on the most important results.
- 2. Delivers high quality results on time, demonstrating cost savings when possible.
- 3. Demonstrates an understanding that improving performance never stops.

**Supporting Comments**

**Results Orientation Rating:**

Earl's involvement in server consolidation activities has allowed the department and the organization as a whole to meet their goals and objectives and to reduce costs as a result. He strives to prioritize projects and activities according to the direction of management and continues to meet and often exceed expectations in this area.

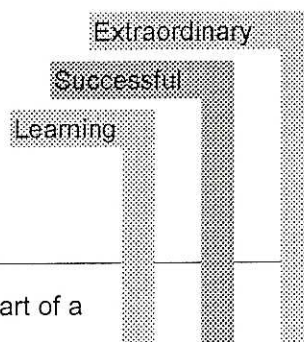


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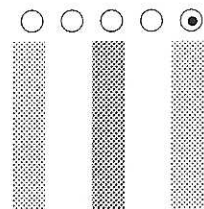
**Teamwork and Cooperation:** The ability to work cooperatively with others, to be part of a team and work together in a variety of situations.

- 1. Actively supports teamwork and information sharing across business levels, functions and organizational boundaries to improve business results.
- 2. Actively contributes as a member of a team and is willing to place own interests subordinate to the collective interests of the team/organization.
- 3. Recognizes and respects the diverse ideas, perspectives, and values of others.
- 4. Facilitates beneficial resolution of team issues that hinder the achievement of team goals.

**Supporting Comments**

**Teamwork and Cooperation Rating:**

Earl is a valuable asset to the team and always strives to make a significant contribution to any team projects to which he is assigned. His input into technical processes and procedures is valuable and well respected by other members of the team. In conjunction with another teammate, Earl has successfully deployed the Docitweb AIX Inventory list and brought in the Linux documentation as well. The information gathered by the site that Earl has designed has been of great benefit to members of the team both during and outside of maintenance windows.



**Manager's Overall Comments:**

**Overall Review Rating:**

Earl is a valuable member of the Systems Engineering team. His willingness to improve the day to day work as well as successfully manage large scale projects make him a versatile resource. His commitment to the team as well as his willingness to lend a helping hand is greatly appreciated by all.

Opportunities for Earl to strive toward in the next year will be improved integration of the Patrol tools in the unix environment.

Prepared By: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved By: \_\_\_\_\_

Date: \_\_\_\_\_