

Performance Appraisal

Employee Name: Eric Rogers

Company: Reece & Nichols

Job Title: Manager, Network Services Dept / Division: 095 Information Technology

Manager: Brent Allen

Appraisal Period: From 01/01/05 To 12/31/05

Rating Scale

Use the rating scale below to evaluate the employee's performance on each factor. Please read the definitions of the rating scale.

Rating		Description
5	Outstanding	Performance significantly and consistently exceeds requirements of the position. Quality and quantity of work are high under adverse or pressure conditions. Infrequent supervision is needed. Significant measurable contributions are made. Is seen as role model.
4	Exceeds Requirements	Performance clearly exceeds requirements of the position. Demonstrates measurable contributions significantly above what is expected of the position. Quantity and quality of work are maintained under time pressures. Infrequent supervision is needed. Exercises initiative in improving personal and organizational effectiveness
3	Meets Requirements	Performance consistently meets requirements of the position. Knows and performs job well and demonstrates full competency in the completion of tasks. Requires average supervision.
2	Below Requirements or in Training	Performance is below that required of the position. Improvement is necessary before performance becomes fully satisfactory in all areas. Requires close supervision. <i>(This level may also be applied to inexperienced personnel who are still developing in position; needs improvement before being considered to be fully meeting requirements; displays knowledge and competency in some but not all aspects of position).</i>
1	Unsatisfactory	Performance is below basic position requirements. Fails to complete assignments or frequently commits errors. Requires excessive supervision. <i>An employee at this level is considered under warning. If corrections are not made, further discipline up to and including termination may be imposed.</i>

Section I: Goals & Results

This section is required for all employees

In order of importance, list the main duties, tasks, projects, goals, or objectives for the appraisal period. Comment on the results achieved in each of the areas and evaluate performance against job requirements of each. At the end of the section, provide an overall rating of performance in all of these job duties.

If formal goals were not established for the employee, please insert major job duties and rate accordingly.

Goals (or Major Job Duties) & Results		Rating
1	Manage/Support all network servers and services.	3.75
2	Support branch office phone systems.	3.75
3	Tune network for performance. Expand capabilities as needed.	4.0
4	Supervise activities of other network analysts and branch office activities.	3.75
5	Evaluate phone and data services to eliminate redundancy and insure cost effectiveness.	3.75

Overall Rating of Goals (or Major Job Duties) & Results <i>Overall rating is calculated by taking the cumulative total of ratings divided by the number of goals</i>	3.8
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Section II: Performance Factors

Comment on the results achieved in each of the specific areas and evaluate performance against job requirements of each. Provide a rating of performance for each section and an overall rating. Please insert ratings of no less than ¼ fractions (i.e. 3.25, 2.75, etc).

<p>Quantity of Work / Organization & Planning <i>Work productivity meets position expectations and deadlines are met appropriately. Anticipates needs, forecasts results, analyzes and arranges work processes accordingly. Recognizes and responds to priorities to accomplish work without creating undue pressure for others.</i></p>	<p>Rating</p>
<p>Comments: Eric does a good job planning, organizing, and completing the tasks he has been assigned. Eric effectively shifts priorities when necessary, and commits himself to completing high priority or emergency tasks. Eric does occasionally allow email and voice-mail messages to be left unanswered when the work load increases.</p>	<p>3.5</p>

<p>Quality of Work <i>Work is completed thoroughly and accurately with attention to detail. Produces work which meets or exceeds position expectations and company standards.</i></p>	<p>Rating</p>
<p>Comments: Eric's quality of work is exceptional. When he is allowed to dedicate himself to a project, the results consistently exceed our expectations. We have had a particularly busy year this year, considering the dramatic growth of our department. This has required all of us to make significant adjustments in the way we approach our tasks. Eric needs to learn to rely on others more and trust them to make good decisions and complete their assigned tasks accurately. This will help Eric focus more clearly on the tasks he must complete himself.</p>	<p>3.5</p>

<p>Job Knowledge <i>Possesses knowledge required to accomplish job duties. Understands methods, techniques, and skills in functional area and relationship of job to others. Keeps abreast of new developments in own and related areas.</i></p>	<p>Rating</p>
<p>Comments: Eric has a solid knowledge of our network and does an excellent job keeping it tuned and expanding its capacity when necessary. Eric has a solid understanding of the phone systems and phone lines used throughout our organization. Eric has utilized information from our phone analysis to drop unused services, standardize our accounts, and negotiate refunds and price reductions where necessary.</p>	<p>4.0</p>

<p>Judgment / Decision Making <i>Makes appropriate decisions, reviewing all the related facts and considering all suitable options.</i></p>	<p>Rating</p>
<p>Comments: Eric does a good job utilizing his skills to find solid, permanent solutions to networking issues. Eric draws from his experience to help coach others on the team with recommendations. Eric does a good job shifting priorities as issues arise.</p>	<p>3.75</p>

Accountability & Flexibility <i>Accepts accountability for position responsibilities. Displays determination to get the job done. Adjusts to changes in workload. Is reliable. Has acceptable attendance and punctuality.</i>	Rating
Comments: Eric commits himself to doing whatever it takes to get the job done right. Whenever an emergency arises, Eric is the first one to take responsibility, and ensures that everything possible is done to resolve these types of issues successfully.	3.5

Communication & Teamwork <i>Clearly and effectively presents information and expresses concepts both orally and in writing. Is a good listener. Establishes and maintains cooperative relationships. Interacts with others in a positive, respectful, and professional manner. Contributes constructively to the group goals. Promotes a spirit of teamwork with other members.</i>	Rating
Comments: Eric communicates effectively with members of the team, and others in the organization. Eric is able to describe technical information to non-technical personnel. Eric's dealings with other members of the IT department have been respectful and professional. Eric is an excellent listener. He handles sensitive situations effectively and positively.	3.75

Initiative / Innovation / Resourcefulness <i>Ensures both internal and external customers' needs are being met in order to maximize the company's effectiveness. Demonstrates resourcefulness and an active commitment to meet and exceed customer expectations. Appropriately initiates assignments. Offers creative suggestions for improvements.</i>	Rating
Comments: Eric does a great job ensuring the equipment we have is utilized effectively. He is planning to utilize our managed switches to sub-net agent personal computers, isolating them from our primary network. This will help insure that virus attacks from these computers will not impact our corporate computers. Also, this will help us deploy our wireless technology at each branch office next year.	3.75

Overall Rating of Performance Factors <i>Overall rating is calculated by taking the cumulative total of ratings divided by the number of performance factors.</i>	3.7
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Section III: Performance Factors for Supervisors & Managers

Check this box if this appraisal is for a non-supervisory employee
 (If you checked this box, skip this section and go to section IV: Overall Rating.)

<p>Team Building <i>Develops rapport and trust with others and understands that everyone is working toward the same ultimate goal. Accepts personal differences and deals effectively with others regardless of level. Works to break down any barriers.</i></p>	<p>Rating</p>
<p>Comments: Eric is an excellent team player. He understands that everyone is different and is sensitive to others' needs. He fosters an environment that is team oriented and always strives to remove barriers that tend to isolate people.</p>	<p>4.0</p>
<p>Leadership <i>Demonstrates personal commitment and enthusiasm to achieve results. Empowers and inspires others to perform to their maximum potential. Creates a climate that fosters personal development and high levels of motivation and integrity.</i></p>	<p>Rating</p>
<p>Comments: Eric is a strong leader and sets a good example for others. He encourages others and is always willing to answer questions and provide guidance when necessary. Eric needs to work on trusting the people who work for him, and allow them some flexibility in providing solutions.</p>	<p>3.5</p>
<p>Employee Development <i>Provides employees with accurate and timely feedback by communicating constructive criticism. Identifies employee strengths and weaknesses and works with them to establish development plans. Demonstrates a track record for selecting and developing high caliber, high potential employees.</i></p>	<p>Rating</p>
<p>Comments: Eric is committed to continually improving the skills of both him and others. He acknowledges knowledge gaps, and offers guidance for bridging these gaps with additional technical training or assistance from consultants. When consultants are utilized, he insures that we learn from them, continually acquiring the skills needed to be self-sufficient.</p>	<p>3.75</p>
<p>Overall Rating of Performance Factors for Supervisors / Managers <i>Overall rating is calculated by taking the cumulative total of ratings divided by the number of performance factors.</i></p>	
<p>3.75</p>	

Section IV: Summary and Employee Development

Summarize Opportunities for Development or Critical Performance Issues:

Eric has a highly responsible position within the organization, and must do everything possible to maintain our excellence in customer service. This means finding a daily routine that helps him stay on top of responsibilities such as answering voice-mails, e-mails, and monitoring critical network functions, even though the workload sometimes becomes overwhelming. Learning to delegate responsibility to others will become a priority for Eric as he advances in the department.

Overall Comments:

Eric's experience and breadth of knowledge make him a highly valued member of our team. Eric has been through some transitions, as has our department, this past year. We are looking forward to strong, vibrant future for Eric and the Department.

Section V: Overall Performance Rating

Section Number	Rating
Section I: Goals (or Major Job Duties) & Results	3.8
Section II: Performance Factors	3.7
Section III: Performance Factors for Supervisors/Managers (N/A if not applicable)	3.75
Overall Rating of Performance <i>Overall rating is calculated by taking the cumulative total of ratings divided by the number of sections evaluated on.</i>	3.75

Signatures

Supervisor Signature: _____ Date: _____

Mgr / Dept Head Signature: Brent L. Allen Date: 12-15-05

Human Resources Signature: Debra K Hood Date: 10-05-05

Employee's signature acknowledges review of this performance appraisal

Employee Signature: [Signature] Date: 12-15-05

Original – Human Resources Personnel File

Photocopy – Supervisor's / Manager's File & Employee

(07/05)