

OVERALL PERFORMANCE SUMMARY

Manager Overall Evaluation

Rating: Successful

Comment: Jess has established a proven track record of delivering on commitments during her short time at SNHU. She excels in critical thinking and uses data to analyze solutions and assess their long-term impact,. Her drive for results is evident in her ability to consistently meet or exceed goals and push herself and others towards excellence, while her effective communication skills ensure clarity and understanding in all interactions. Jess embraces challenges, learns from feedback, and seeks to continuously improve processes. She has established herself as a trusted member of the SecOps team by instilling trust through honesty, integrity, and reliability and fostering a positive team environment through collaboration and empathy.

Jess fosters enthusiasm, resolves conflicts constructively, and acknowledges team contributions, which has allowed her to build strong relationships within ISMO and across ITS.. She embraces diversity, models inclusive behaviors, and values differences, creating an environment where everyone feels respected and valued. Overall, Jess's performance in her first year has made her an invaluable asset to the SecOps team and the ISMO organization.

Employee Overall Evaluation

Rating: Successful

Comment: I think overall I'm doing pretty well, it's been an adjustment from my previous position and sometimes I'm all over the place/things slip through the cracks (I think most of the team has felt this way due to the turnover on the team this year, plus the number of projects/relationships with other teams that we're juggling), but I've learned a lot and am happy that at this point there are things I can help out the rest of the team with. Besides the obvious Splunk stuff, which I've also been able to use to build relationships with other teams, I've found that I can be pretty helpful with most things regarding Deepwatch, VR, and any typical change requests/preapproved change requests. Where I need to grow most is with Defender, which I hate, though working with Microsoft support has helped me to grow my patience.

Acknowledgement

Manager

Entered by: Rori Boyce-Werner

Date: 06/28/2024

Status: Acknowledge

Comment: I met with Jess to review on 6/26/24

Employee

Entered by:

Date:

Status:

Comment:

GOALS

Complete Cribl user training

Due Date: 02/23/2024 **Status:** Completed

Completion Date: 02/16/2024

Category: Development, Job Specific

Manager Evaluation

Rating: **Successful**

Comment:

Employee Evaluation

Rating: **Successful**

Comment: I did the training and now I usually understand what the Cribl people are talking about.

EDI Goal (Equity, Diversity and Inclusion)

Actively drive Equity, Diversity, and Inclusion at SNHU and on your team by applying the learnings from the [Inclusion in Action](#) course in your everyday work. Application of learnings can include integrating inclusion techniques, embracing diverse perspectives, effectively communicating and engaging across differences, and holding others accountable for workplace behaviors.

Due Date: 05/31/2024 **Status:** Completed

Completion Date:

Category: EDI

Manager Evaluation

Rating: **Successful**

Comment: Jess has been at the forefront of helping SecOps build better, more trusted relationships with other teams across SNHU. Her patience and humor, even when dealing with challenging people and challenging situations, make others feel listened to and included.

Employee Evaluation

Rating: **Successful**

Comment: I've worked pretty hard at trying to make sure we're working collaboratively with other teams and include them as best as possible, even when they're teams which we have not had the best relationship with in the past.

I think after recent hiring, our team and the teams we work closely with also come from more diverse backgrounds, for example not all from the US, etc., and we seem to all work together very well so far.

gene.SIS

Support the gene.SIS program as needed to ensure availability, scalability, and security of IT systems and services

Due Date: 05/31/2024 **Status:** Completed

Completion Date:

Category: On-Going, Team, Strategic

Manager Evaluation

Rating: **Successful**

Comment: Jess did not have direct responsibility for any gene.SIS work but she supported the gene.SIS effort by covering other work for SecOps team members who did have direct gene.SIS responsibilities and working around

Employee Evaluation

Rating: **Successful**

Comment: This was a goal for everyone, and while I am not directly involved in the gene.SIS program, I did my best to tailor all requests/expectations around gene.SIS blackout windows. This especially includes

gene.SIS blackout timeframes to get other work done.

expectations around vulnerability response.

SecOps metrics

Identify and measure at least 5 operational metrics and demonstrate a trend of improvement.

Due Date: 05/31/2024 **Status:** Newly Assigned **Completion Date:**

Category: On-Going, Team

Manager Evaluation

Rating: Did Not Meet

Comment: This goal was not met because this work was deprioritized by leadership in light of the ongoing capacity challenges the SecOps team faced over FY24.

Employee Evaluation

Rating: Did Not Meet

Comment: I didn't do this.

ServiceNow projects

Enable automation and time-savings through the VR and SIR projects by working with our dedicated SNow resource, assisting with requirements, and doing thorough but efficient testing on all changes.

Time savings will mainly come from the VR risk questionnaire automation, development of new automated testing in both environments, and SIR improvements for all analysts.

Due Date: 05/31/2024 **Status:** Partially Completed **Completion Date:**

Category: Service, Job Specific, On-Going, Operational, Strategic

Manager Evaluation

Rating: Exceptional

Comment: While the original vision was to have Jess learn about SecOps ServiceNow modules in order to act as a back-up for Shelby, when the SecOps Director left the team suddenly and Shelby stepped up to cover some of those responsibilities, Jess also stepped up and took on the challenge of quickly ramping up her ServiceNow knowledge in order to take on more of this work. She was essential to moving our Vulnerability Management Program to a state of compliance enforcement and her work supporting the development of an automated test framework for the ISMO specific SNow modules puts the team in a much better position moving forward.

Employee Evaluation

Rating: Successful

Comment: I think this is going great, working with Brecken, Shelby, and Ricky on this has been awesome. Overall, I'm excited about how much the changes within SNow have already enabled us to be more efficient with the VR stuff, and am excited about the ATF taking away a lot of the workload for testing during upgrades.

Marked as partially completed since this is going to be an ongoing effort of many smaller projects, but I think for this year it was successful.

COMPETENCIES (Optional, but encouraged)

Critical Thinking

Looks beyond the obvious. Uses data to analyze possible solutions. Determines overall impact of various solutions.

Involves the right people in problem solving and decision making.

Manager Evaluation

Proficiency Rating: **Exceptional**

Comment: Jess consistently demonstrates critical thinking by going beyond the obvious in her approach to problem-solving. She meticulously uses data to analyze potential solutions, ensuring thorough evaluation of each option's feasibility and implications. This method allows her to determine the overall impact of various solutions, setting us up for long-term success. For instance, Jess championed the implementation of an automated testing framework and revamped the test plan to enhance usability and efficiency, which significantly streamlined our processes. She also actively involves the right stakeholders in problem-solving and decision-making, exemplified by her proactive efforts in helping the team improve our Splunk content.

Employee Evaluation

Proficiency Rating: **Exceptional**

Comment:

Drive For Results

Consistently exceeds goals. Steadfastly pushes self and others for results. Strives for excellence in daily activities. Leverages time and resources appropriately.

Manager Evaluation

Proficiency Rating: **Successful**

Comment: Jess pushes herself to achieve excellence in daily activities, leveraging time and resources effectively. Her recent initiative with ServiceNow, where she played a pivotal role in implementing an automated testing framework, exemplifies this skill. Her proactive assistance in improving Splunk content benefits the full SecOps practice, and her work collaborating with other ITS teams underscores her dedication to achieving collective success. While Jess excels in driving initiatives forward, there's an opportunity for growth in task management. Ensuring updates in Asana, following up on deepwatch non SIR queues, and managing workload to completion would further strengthen her impact. Overall, Jess's relentless pursuit of results and collaborative spirit continue to elevate our team's performance and relationships across ITS.

Employee Evaluation

Proficiency Rating: **Developing**

Comment:

Effective Communication

Listens effectively. Clearly articulates information and is easy to understand. Creates effective, clear, and grammatically correct correspondence. Uses sound judgment to determine appropriate communication channels.

Manager Evaluation

Proficiency Rating: **Successful**

Comment: Jess demonstrates effective communication by actively listening and articulating information clearly and comprehensibly. She demonstrates sound judgment in determining how and what to communicate to different audiences and her natural sense of humor, which is infused into her communication style, is engaging and disarming, quickly putting others at ease. This ability enhances efficiency in collaborative efforts and strengthens relationships across ITS teams. Overall, Jess's effective communication skills contribute significantly to our team's cohesion and operational success.

However, there's an opportunity for growth in this area. Jess is adept at taking initiative, but there are instances where her independence may lead to gaps in communication between herself and other SecOps team members. Encouraging consistent follow-up and escalation when necessary would further improve coordination and ensure that other team members are informed and completed tasks are fully closed out.

Employee Evaluation

Proficiency Rating: **Successful**

Comment:

Growth Mindset

Embraces challenges. Continuously improves and persists despite obstacles. Learns from mistakes and feedback. Sees effort as a path to mastery.

Manager Evaluation

Proficiency Rating: **Successful**

Comment: Jess embodies a growth mindset by consistently embracing challenges and persistently striving for improvement. Her willingness to step up significantly with ServiceNow exemplifies this mindset. Her work to get the test plan for our SNow modules revamped and the automated testing framework implemented set the team up long-term success strategies. Jess actively learns from mistakes and values feedback, using them as opportunities for growth. Her commitment to using her Splunk expertise to enhance SecOps content while also extending support to other ITS teams demonstrates her belief in effort as a pathway to mastery. By continuously seeking ways to innovate and improve, Jess fosters a culture of growth within the team, driving both personal and collective advancement.

Employee Evaluation

Proficiency Rating: **Successful**

Comment:

Instill Trust

Gains trust of others through honesty, integrity, and authenticity. Follows through on commitments and is consistent with words and actions. Serves with integrity and respect while adhering to SNHU Core Values

Manager Evaluation

Proficiency Rating: Exceptional

Comment: Jess consistently instills trust through her unwavering commitment to honesty, integrity, and authenticity in all her interactions. Although she has not yet been at SNHU for a year, she has earned the trust of others by following through on commitments and aligning her words with actions, which underscores her reliability. Her proactive support for Splunk content improvement and her collaborative efforts across ITS teams demonstrate her ability to build strong relationships based on trust and mutual respect. Jess's consistent integrity and reliability make her an asset to the SecOps team.

Employee Evaluation

Proficiency Rating: Successful

Comment:

Lead Self

Is professional and adapts behavior based on the situation. Maintains a positive attitude and professionally deals with a changing environment. Exhibits self-awareness and builds rapport in an open, friendly, and accepting way

Manager Evaluation

Proficiency Rating: Successful

Comment: Jess demonstrates effective self-leadership by consistently maintaining a professional demeanor and adapting her behavior to suit various situations. She consistently exhibits a positive attitude and handles changes in the environment with professionalism and resilience. Jess demonstrates self-awareness by actively building rapport in an open, friendly, and accepting manner, which fosters a collaborative work environment. Overall, Jess's initiative and drive contributes significantly to our team's cohesion and operational success. Jess can foster further growth by following the structured approach to task management, where each new task is promptly documented and prioritized in Asana. By defining a systematic process for task handling within the tool that works for her, she can ensure that all responsibilities are accounted for and addressed in order of

Employee Evaluation

Proficiency Rating: Successful

Comment:

priority. This approach not only enhances efficiency but also prevents tasks from being overlooked or delayed. Jess can further refine her workflow by maintaining clear communication about task statuses and timelines, which will contribute to a more organized and effective work environment across the team. Her focus in this area also needs to include completion of the highest priority work before taking on tasks that are a lower priority.

Learner/Client Focus

Actively listens and seeks to understand the needs of learners and clients. Consistently exceeds expectations. Demonstrates empathy and understanding to learners and clients.

Manager Evaluation

Proficiency Rating: Successful

Comment: Jess demonstrates a strong focus on learners and the SNHU community by actively listening and seeking understanding of their needs. She consistently demonstrates empathy and a genuine desire to provide solutions that meet security requirements without negatively impacting the SNHU Community. Her proactive approach in offering assistance to other ITS teams to maximize their use of Splunk reflects her commitment to supporting colleagues and enhancing organizational efficiency. Furthermore, Jess's collaborative efforts across teams within ITS not only improve relationships but also helps ensure that collective goals are met. Her dedication to understanding and meeting the needs of others makes her an invaluable asset.

Employee Evaluation

Proficiency Rating: Successful

Comment:

Team Player

Demonstrates enthusiasm and fosters a team spirit. Actively works to resolve team problems and conflict in a positive manner. Gives credit and acknowledges contributions of teammates. Builds trust and encourages collaboration.

Manager Evaluation

Proficiency Rating: Exceptional

Comment: Jess consistently demonstrates enthusiasm and helps foster a collaborative, support environment within the SecOps team. She actively engages in resolving team issues and conflicts in a positive and constructive manner and consistently recognizes and acknowledges the contributions of her teammates, which builds trust and encourages a culture of mutual support.

Employee Evaluation

Proficiency Rating: Successful

Comment:

Overall, Jess's dedication to teamwork and collaboration significantly contributes to our team's success and cohesion.

Value Differences

Models open, respectful, accepting, and supportive behaviors to all. Actively contributes to a work climate where diverse experiences, styles, backgrounds, and ideals are valued and supported. Exhibits self-awareness of own perceptions and beliefs

Manager Evaluation

Proficiency Rating: **Successful**

Comment: Jess demonstrates commitment to valuing differences by consistently modeling open, respectful, and supportive behaviors towards everyone. She actively contributes to creating a work environment where diverse experiences, styles, backgrounds, and ideals are not only valued but also celebrated. Jess demonstrates a high level of self-awareness regarding her own perceptions and beliefs, which enables her to engage with others in a way that promotes inclusivity and understanding. Her approach fosters a climate where individuals feel respected and appreciated for their unique contributions, thereby enriching team dynamics and promoting innovation.

Employee Evaluation

Proficiency Rating: **Successful**

Comment:

SELF EVALUATION QUESTIONS (Optional, but encouraged)

How have you demonstrated and supported our University Core Values over the past evaluation cycle?

Manager Evaluation

Response: Jess embodies SNHU's core values through her consistent dedication to putting people first, unleashing learning, setting the right pace, and embracing collaboration. She actively gathers perspectives from others and values their input, ensuring decisions and changes consider the team's feelings and diverse viewpoints. Jess's proactive collaboration within ISMO and with other ITS teams fosters a supportive environment where knowledge-sharing and innovation thrive. Her initiatives with ServiceNow illustrate her commitment to unleashing learning and setting a pace for long-term

Employee Evaluation

Response:

success. By embracing collaboration across departments and promoting inclusivity, Jess not only enhances teamwork but also contributes to SNHU's mission of empowering learners and fostering a dynamic and supportive workplace culture. Her approach aligns seamlessly with SNHU's core values, driving both individual and organizational excellence.

Over the past development cycle, what specialized training or workshops have you participated in and what training and development opportunities would you need over the next year to support your development?

Manager Evaluation

Response: Attendance in person at Gartner Security and Risk. Cribl University.

Employee Evaluation

Response:

What other major accomplishments beyond goal attainment have you achieved over the past evaluation cycle?

Manager Evaluation

Response:

- Built collaborative relationships with team members inside and outside ISMO.
- Became SecOps SME/Backup for Vulnerability Management Program including SNow VR modul
- Became SecOps SME/Backup for SIR Module in SNow

Employee Evaluation

Response:

What is one thing your manager could do more or less of to support your success?

Manager Evaluation

Response:

Employee Evaluation

Response: