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PFP Evaluation Form

Name: MARK HAZEL
E-Mail Address: mark.hazel@itt.com
Site: SSD Rochester, NY Vienna, VA FT Wayne, IN Clifton,
Management Company: Defense
Value Center: Space Systems Division
Evaluation Year: 2007/2008
Supervisor's Name: ROBIN SPINDLER
Next level Manager's Name: EDWARD SAWYER
First Matrix Supervisor: Jonathan Hobbs
Second Matrix Supervisor: CHRISTOPHER WILLIAMS
Third Matrix Supervisor: DOUGLAS DICKMAN
Supervisor Signed Date: 02/25/2008
Next level Manager Signed Date: 02/25/2008
Employee Signed Date: 02/27/2008

Living Our Values

Briefly discuss the ITT value(s) you think you did the best job demonstrating in your daily activities. Please give specific examples.

I believe that one of the core values I best demonstrated was my ethical value of accountability. In performing my job, it was fundamental that I consistently strived to meet the expectations and needs of my customers and management. This meant giving feedback to manage expectations on a day to day basis.

I think fairness is the tool in implementing this. It requires being creative in balancing the needs of the customer, individual and the business in such a way that a crafted solution can be beneficial to everyone. The only what this can work is through honesty and truthfulness to the people I work with

Please describe how you might improve in living the ITT values in your daily activities. Please give specific examples.

I have some upcoming opportunities to support the outside communities in that I'll be taking some emergency communications seminars in my own time for citizen response for the state and county. I'd like to add to this by helping to create a better environment of communication within the workplace improving workplace safety

Significant Job Responsibility Changes

Since last year my responsibilities have broadened considerably. The year before, I was primarily responsible for B101 Desktop concerns only with occasional projects were run "in house". Due to IT staff changes, I've had to manage my workload much more carefully. I have responsibilities that encompass work not only in B101, but in the other SSD locations in the Rochester area. I have to be diligent in being flexible enough for my Supervision and Team Lead so they're enabled to use me as a resource when the workload shifts in the different work areas

Prior Year's Goals & Performance Results

	List below mutually agreed upon S.M.A.R.T. Goals/Objectives/Assignments	Results
1	Provide IT support for customers with assistance and direction from Supervision, team lead, call center, asset management and support teams. Specific metrics to measure: Configuration and Support Close 60% of Service work orders within 3 calendar days Close 90% of Move work orders within 3 calendar days Address 90% of Critical work orders within 4 hours.	<ul style="list-style-type: none"> • 95% of critical WOs addressed within 4 hours. – QTR1: 91%, QTR2: 86%, QTR3: 85%, QTR 4: 92%. • Percentage of PC deliveries/re-images with no call-back issues. Based on actuals of 77% from January 2007. • 75% Qtr2 2007 – 83.92% • 80% Qtr3 2007 – 84.26% • 85% Qtr4 2007 – 89.69
2	Provide IT support for E134 project to utilize existing Plait computer base for testing of hardware. PC hardware in place by end of Jan 2007, Networking and security remediations including Con Ops formalized by end of Feb 2007. Final user software /test software installed and ready for first	Met E134 project goals and exceeded customer expectations. Had major input in resolving several critical issues that could have impacted the projects completion. Customer extremely happy with performance and troubleshooting.

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	test by 1st week April 2007	
3	Stand up Backup Data analysis pc for E123 environmental chamber testing group. Workstation acquired by Jan 2007 OS installed with Sensor hardware and waiting by March 2007	Stood up 3 working test stations for engineering group. E123 project completed with SSD and primary customer extremely delighted. Had major impact on success of project. Customer has recently contacted and requested renewed business based on previous results.
4	Provide copy of backup data for customer review of E123 hardware. Put in place continuous backup schema. DVD copies of Data provided to engineering rep by March 2007 Continuous backup and archive of tape library by end of April 2007	Backed up customer data as requested, DVD's Delivered to Tom Rotolo. Infrastructure is backing up network share. Instructed E123 engineers how to transfer testing data to network.
5	Provide assistance to E134 Engineering for additional Con Ops documents for supplemental program testing of hardware. Engineering presented Con Ops request 4th week March. Expected completion date 1st Week April	Con ops completed and approved by Security, and Customer for E134. Testing completed and results favorable. Customer extremely satisfied by support, which was considered above and beyond

Significant Accomplishments

Employee Comments

I'm extremely proud of providing outstanding service for the E134 and E123 projects. I've had the privilege of having a major impact on them and have no doubt that a result will be additional contracts for ITT in the future. This is evidenced by the fact that not only have I been personally congratulated and thanked by my customers. I've also been told that when follow up projects start. My supervision may be contacted and be requested for assistance from me personally. I've had the same results from the special projects group and have been personally thanked for the extra effort in the recent move to B601, but also in regarding the IT support I've given them.

Supervisor Comments

Mark SHOULD be proud of the efforts he has put forth on the project work assigned to him. His efforts were appreciated by all involved and enabled further business.

Recommendations for Improvement

Employee Comments

There are always hardware and software wants and needs that would help leverage the Desktop support role. I also understand these have to be balanced with the economic realities of today's business environment. I'm going to need to work on optimizing how we physically move the sheer volume of equipment in and out of this work center and see how it can be improved. Right now deliveries, moves, and re-organizations take big chunks of time to be done properly

Supervisor Comments

I think that communications with both Dave Olschewske and myself would enable Mark to deal with many of the things that he has mentioned above. Together, I'm sure that we can help.

2008 Goals and Objectives

	List below mutually agreed upon S.M.A.R.T. Goals/Objectives/Assignments	Our Organizational Goals
1	Provide IT support for customers with assistance and direction from Supervision, team lead, call center, asset management and support teams. Specific metrics to measure: Configuration and Support Close 60% of Service work orders within 3 calendar days(includes all but deployments/moves) Close 90% of Move WOs by scheduled move date. Does not include moves that are held up as a result of issues beyond our control (ex. Equipment is not delivered to office). Address 95% of Critical work orders within 4 hours Reimage process results in successful status at least 85% of the time. Communication/Status issues escalated to management leadership is less than 2 contacts per month	Flawless Performance
2	Maintaining consistent accuracy in the IT database and workstation entries in the domain	Flawless Performance

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	list. Metric's need to be discussed with Robin.	
3	Provide continued Unix support for E123 follow on project. Projected 3 new HP Test stations to be built for a total of 6.	Systems Engineering & Technical Innovation

Value Based Leadership Competencies

Employee Comments

Create the Future

My vision for creating the future is as follows. By maintaining a close relationship with my customers through communication and support I'll be best able to identify and anticipate their expectations and needs. By developing a rapport with them, I'll be able to respond to their unique needs with first class customer service. By keeping them abreast of any issues and involving management support as needed, they'll be assured that the IT staff is "in their corner" and can meet their needs that will enable them to succeed.

Lead With Character

I've always been committed to keeping myself up to date regarding my technical competencies and will be continuing to do that in the year to follow. I've already met and exceeded some personal technical training goals I've set for this year. As always I'm open to any suggestions. I try to act accordingly with my customers and associates by showing integrity in my dealings with them. It is necessary to have a high level of trust with my customers here. I'm humbled by the fact that my clients here hold me in high regard here and consider me a valued member of the support staff here. I believe this is because I consider their goals and strive to help them succeed.

I strive to present a positive attitude during shifting priorities and try to adapt as the situation requires.

I keep my coworkers up to date and am proud of my work relationships with the other teams. I fully support new ideas and improvements, and try to take personal responsibility and action when I'm needed to.

Build Through Teamwork

I enjoy working with people from different cultural backgrounds. I strive to treat others with respect. I willingly will offer assistance when needed. I always try to be polite and courteous with them. I try to contribute and collaborate and make productive contributions in meetings and listen carefully to others opinions. When asked for my opinion I try to express my viewpoint without creating hurt feelings or conflicts.

Inspire Commitment

I try to offer ideas, strategies and suggestions when a difficult problem is brought to my attention. When asked, I'll gladly share any experiences and expertise to help others.

One of the things I've most diligently worked on this year is to improve my work activity planning to eliminate wasted effort, and use my time appropriately and work through distractions. I'm constantly trying to improve my communication and documentations skills. And I try to demonstrate a "can do" spirit and a sense of ownership and commitment.

Deliver Results

I am working to ensure that defined processes, quality standards, and procedures are met and documented as needed.

I try to align my own work plans and determine the sequence of activities to optimize my work in the best manner. This requires I juggle the different priorities and tasks to be done in the most appropriate manner.

I try to identify what needs to be done and then do it, work effectively with undue oversight, and work to resolve problems independently.

I try to be prudent in my decisions regarding expenditures and keep business costs in mind.

I take a great deal of delight in coming up with new ways of looking at problems, processes or solutions and at identifying new opportunities.

Supervisor Comments

Create the Future

Mark's involvement outside of the basic desktop support arena has enabled him to see a broader side of the business. This enhances the awareness of his customer's needs and helps him build on his customer service skills.

Lead With Character

Mark demonstrates the expected qualities of an ITT Employee. He complies with all aspects of the Code of Conduct and takes responsibility for his actions.

Build Through Teamwork

Mark has built good working relationships with both his peers and his user community. This enhances the one team vision.

Inspire Commitment

Mark enhances a positive work environment and positive relationships with people by sharing his broad knowledge and experiences. Some of which can be utilized in building solutions internally.

Deliver Results

Mark is driven to deliver results. He investigates creative solutions to some unique tasks while continuing to ensure the necessary timeframe and security requirements are met.

Strengths

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One of Mark's key strengths is his ability to deliver results. His understanding of the importance to the business of some of the tasks he is assigned stresses the need for creative and timely solutions. However, he also realizes the need to work within both IT and customer security constraints.

Development Needs

One of the areas that Mark should work on is his communications with both his team lead and supervisor. Mark is very creative and can handle multiple tasks. But where issues arise is when he is not at an expected location and unavailable when an issue arises. Currently, it is expected that he is at B101. If tasks require him to travel to other sites, it should be planned out and leadership should be notified so that other options are available if issues onsite at B101 arise.

Individual Development Plan

Description of the Development Opportunity or Gap Being Addressed

Continue to support the Config and Support Team. Competencies gained by continued improvement, training and support of Desktop Operating systems and Security support of Windows, Sun and Linux Operating systems.

Planned Action to Address the Development Opportunities or/Gap	Who Else Will Be Involved? In What Role?	How Will Progress Be Measured? Milestones?	Target Date(s) for Completion
70% Planned Experience e.g. Specific Additional Responsibilities Setup, Deliver and Configure Windows Vista workstation or Sun OS, or Linux/Unix workstation with proper security implemented.	Robin Spindler	To be determined	Milestone 1 09/30/2008
20% Planned Learning from Others e.g. Feedback, Mentoring, Coaching etc. Altris deployment training	Dave Olschewske	To be determined.	Milestone 1 04/30/2008
10% Planned Education and Training Activities Electrical safety methods training. unix admin training. Linux admin.	Robin Spindler	To be determined. successful completion certificate?	Milestone 1 05/31/2008

What tools/support/resources do you need to better live ITT's values?

Better access to training resources.

Do you aspire to a higher position or leadership role within the organization?

No

What are the positions you aspire to reach over the next 5 years in ITT?

What are your longer-term career aspirations?

Manager's assessment of employee's stated career aspirations and manager's recommendations for future roles and or readiness to take a new position?

Mark has not conveyed to me the pursuit of alternative career goals. It is my understanding at this time that he wishes to continue in his current role and further enhance his technical skills.

Are you willing to relocate geographically during the next year?

Yes

What constraints, if any, are there on your relocatability?

None

Summary Comments/Observations

Employee Comments

Robin and I will need to discuss what kind of metric she wants to use for Item #2 in 2008 goals and objectives.

Supervisor Comments (ROBIN SPINDLER)

Mark's varied skill set is a true asset to my team. He is one of the individuals that gets tasked with the more unique requests. His efforts are very much appreciated.

First Matrix Supervisor's Comments (Jonathan Hobbs)

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Mark has been very helpful over the last year, working with members of my group in B101 and B6, and B601. He is proactive and responsible in identifying issues and notifying affected parties to take action. I appreciate Mark's efforts very much.

Second Matrix Supervisor's Comments (CHRISTOPHER WILLIAMS)

We rely on Mark for feet on the street support with networking related issues at 101 in particular. 101 seems to be one of the homes for the wierd and wonderful, and when he call us with an apparent network issue we're more than happy to help. When we ran into some shop floor machine tool performance problems, we tracked it to anti-virus related issues and Mark helped us sort them out. We value Mark's help and collaboration.

Third Matrix Supervisor's Comments (DOUGLAS DICKMAN)

Next Level Manager's Comments (EDWARD SAWYER)

Mark - let me start with a thank you for all you do, I know it's a lot and that your SSD customers and ultimate customers recognize this as well. I know that with a smaller IM workforce everyone needs to be a bit more flexible and since you now support multiple buildings you're no exception; keep working with team leads and supervision to make sure everyone is getting the most of your skills and time, and let us know when you need support or help. I'm glad to have you on the team.

Interim Feedback Session

Goals/Objectives/Assignments

	Results	Goal Progress Status
1	<p>Re:Close 60% of Service work orders within 3 calendar days. Time Open, 41% 6+days,7% 5 days,6% 4 days,45% 1-3 days. The vast majority if these are work orders where, I'm either waiting for parts or waiting for the customer. (majority of time) In the furture I will arrange with the customer to close work orders I cannot impact within the 3 day limit and close them and re-open or create new when they can be addressed.</p> <p>90% move WO's by sched date. 74% on time, 5% 3+ days late,10% 2+ days late,10% 1 day late. I try to be extremely diligent with moves. I am notified by Wes when gear arrives in the dock and get it in by the day specified. However due to Customers not moving on their move date, hardware arriving 1-two days late and space planning not pre-inspecting the office this causes delays I have no control over.</p> <p>95% of Criticals within 4 hrs. none reported. However I do watch the Trackit database for Criticals. The only limiting factor is the frequency of my checking trackit.</p>	Behind Plan
2	<p>I have been diligently stiving to keep the database up to date as well as finding opportunities to find discrepancies and alleviate them. I have been keeping diligent records of the locations, types and box numbers of the equipment here at b101 in order to feed this into the database.</p>	On Plan
3	<p>Set up of the 3 new HP workstations is complete. all 3 are up and online. Also, I have been advising the E123 team on new testing procedures and protocols that have come into play with the new testing series comming up in the fall.</p>	Ahead of Plan

Supervisor Comments (ROBIN SPINDLER)

I agree with most of what Mark has entered. Mark's E123 customer continues to be very happy with his support on their efforts. His experience with being able to figure out and work with the older technology has helped this project. Scheduling/communciation of scheduling is probably the only time I get involved, those times when it appears to his customer that he isn't acting, but he really is. In regard to the IT DB, I have had little need since last bringing it up to question anything regarding B101 assets. I appreciate the effort Mark has put in to keep this current. In regard to the metrics in goal #1, it is my opinion as a result of random sampling, that if we investigated the details of the WOs we would find that Mark has justified reasons for the many of his WOs not meeting the expected timeframe. Where I disagree is in his comment about closing a WO that we know will take more than 3 days and opening a new one when parts,etc arrive. That is not the process and will skew any metric data. The preference is to merely document on a regular basis and follow up when it appears that things are taking longer than expected. This is where we need to work. Follow up and tracking of open issues. We will talk further about the specifics of this at our next 1:1. In addition to the items mentioned above, it should also be noted that Mark has helped a great deal in the Special Programs area. He continually is having to juggle his own B101 workload, E123 and requests that come from the on-site Special Programs IT Support.

Interim Feedback Session

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E-Mail Address: mark.hazel@itt.com
Site: SSD Rochester, NY Vienna, VA FT Wayne, IN Clifton,
Management Company: Defense

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Value Center:	Space Systems Division
Year:	2008
Supervisor's Name:	ROBIN SPINDLER
Supervisor Signed Date:	09/03/2008
Employee Signed Date:	09/03/2008