

Tim Malone
Annual Review
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Background Tim was hired in January 1999 as Information Systems Administrator. The critical system tasks facing the company included upgrading hardware and software to be Y2K compliant, including Macola, the consolidation of Vision's Macola into Carson's system, and implementation of an email system. Tim's goal was to complete these tasks through a combination of contract resources and his own skills.

Achievements In the past year, Tim has successfully completed the above tasks. Various non-compliant PC's were replaced, new servers were acquired and installed, and the operating system was converted to a Citrix/NT solution from Novell. The new Y2k version of Macola was installed and Vision was consolidated. Moreover, a company-wide email system has been successfully implemented. Each one of these tasks required a series of more detailed tasks to be completed and problems solved. By way of examples: The new Citrix system required NT be added to all remote users PC's. The users had to be trained on the new version of Macola. The new version of Macola required the conversion of 100's of reports written in IQ (Macola's old report-writer) to be rewritten in Crystal. And so on...

Tim serves some 70 users as a help desk for both hardware and software problems. Certainly, during the past year a substantial portion of Tim's time has been spent trouble-shooting various system and user problems due to the new hardware/software.

Finally, Tim has provided training classes for users in Outlook and has helped to get the Carson web-site produced and hosted.

Strengths The most obvious strength is that Tim has successfully completed the critical tasks that he was given. There would have been serious negative consequences to the company if any of the critical tasks had not been completed.

Tim is very good at managing multiple projects. Throughout this year, Tim managed dozens of projects, system bugs and user issues simultaneously while maintaining consistent priorities. Tim, in part due to good organizational skills, get projects completed and issues solved quickly. I have been impressed a how well the issues and solutions have been documented.

Tim has been the interface with multiple vendors and has arbitrated issues between the vendors.

Tim has good technical skills and has solved many hardware/software issues without, or with minimal, vendor assistance.

Tim is very good in dealing with users. I have received compliments on his ability to help the users in a positive way; the user's problem is solved without the user feeling intimidated, belittled or too frustrated.

Areas to Improve Currently, there are only three areas that I would like to see Tim improve in:

Although Tim has good IT skills, it would be appropriate to continue to learn about the hardware/software that we employ. Tim is taking classes for his MCSE.

In the past, Tim has inconvenienced the users by bringing down the system without adequate notice. Although Tim is more aware of the issue now, I want Tim to always consider the users and their need to use the system to do their jobs. Along the same lines, we should not assume what the users know about the PC's and programs that they use.

Finally, Tim is frequently out assisting users and away from his office. If out of the office for an extended period, I would like to know.

Goals The IT goals for this year include:

- Acquiring and setting up EDI package and training the users.
- Acquiring and setting up a fax server (if cost effective).
- Completing the transition to P-SQL.
- Bar coding

Other projects that will be considered include bringing the web-site in-house and developing an Intranet.

On the personal side, Tim should be aware of the three issues under Areas for Improvement.

From the company side; Tim will be encouraged to continue IT training through classes and seminars.

Conclusion Tim is doing an excellent job.



Michael P. Hennigan