

CONDOR D.C. POWER SUPPLIES, INC.

EXEMPT PERFORMANCE APPRAISAL

NAME: Tim Malone RATED BY: Craig Reynolds

JOB TITLE: IS Manager DATE: November 21, 2003

This form is to document the continuous process of reviewing exempt employees' performance since the last appraisal. Give examples of performance that results in your evaluation.

A. Use your personal performance review observations and discussions with the employee and other sources of appraisal information to complete the following:

1. Give examples of what this employee has accomplished in measurable results since the last appraisal.

Uptime. 12 months ago the WAN links to Mexicali went down on a daily basis, sometimes as often as multiple times per hour, uptime is now 100%.

Security and uptime. Until this year viruses have been a serious problem in Condor's network. In CY'02 Condor suffered through several serious virus infections. Viruses have now been eliminated as a factor in Condor's network through user training, firewalls, removal of unauthorized applications, and anti-virus software. Virus infections in CY'03: Zero.

Security. Eliminated unnecessary gateways and modems that were used to gain access to the network. Secure tunnels through firewalls are used in place of the old gateways and modems.

Backups. Last year all Company data was not backed up. All data is now backed up on a regular schedule.

Redundancy and uptime. Consolidated multiple servers onto fewer, but more capable servers. Uptime on these servers exceeds our goal of 99.9%. Set up new Alpha-Micro server, keeping the old server as a spare.

Miscellaneous. Upgraded Lotus Notes to current version and moved it onto a new server that has hardware RAID, redundant fans etc. Migrated all major systems to rack mounted servers for better management and maintenance. Cleaned up server room, removed hodge-podge of cabling and parts. Inventoried, cleaned out and disposed of excess inventory of old telephone, computer and network parts.

2. Give examples of what results or job objectives were not achieved that should have been.

Virus tests should have been written and sent to each user to reinforce user anti-virus training.

B. Review job performance in meeting each of the following responsibilities of the position:

1. Planning, organization: Time and cost objectives, judgment and decisions-making ability.

Tim's time management and organizational skills are excellent. Cost objectives were met but attention needs to be paid to business requirements in the form of capital equipment requests when a purchase will go over \$1,000.00.

2. Technical, Professional knowledge and ability: Creativity and imagination, analytical ability, ability to clearly present and sell ideas (oral and written).

Very good problem solving skills. Good oral and written communication skills. Tim keeps managers and coworkers informed about the status of our information systems.

3. Leadership ability: Effectiveness in motivating others, willingness to delegate responsibility, etc.

Judging by bottom line results, Tim did great. Tim's employees have done an outstanding job over the past year. Tim made real progress this year in working as a team with IS personnel from Mexicali. There were times at the beginning of the year when Tim placed blame for mistakes on others (e.g. so and so changed a setting and blew up this device...) when what management wanted to hear was 1) a statement of the problem (what went wrong), 2) a plan to fix it and 3) a plan to adjust procedures to make sure the problem does not recur. I have not heard this sort of blaming behavior in the last several months and believe Tim deserves kudos for making progress in this area.

Tim is a good delegator. I could list more examples than space allows, but examples include assigning Greg to handle the change of file rights to a role based model, Harold's handling of email issues, and Greg's responsibility for the WAN and firewalls.

4. Quality of work: The ability to produce work of lasting quality through ingenuity and imagination.

Overall execution of Condor's IS plan is Excellent. The quality of Tim's work is very good. A good example is the research he did to find a less expensive alternative to the 56k frame relay lines. Tim worked through many possible options and came up with a plan to upgrade Condor's Micom routers to work with standard Ethernet connections instead of the expensive dedicated frame relay connection.

C. In what areas of his present assignment is the employee most capable?

The "Nike" thing, just do it. Tim has done a great job at getting a lot of goals accomplished over the last year, of really getting things done, and not confusing effort with results. As is sometimes the case a strength can also be a weakness. The flip side of Tim's decisiveness is impulsiveness. An area for thought is striving to stay on the right side of the line between being decisive and getting things done, and being impulsive.

D. In what areas could performance be improved? What factors affect performance?

Raise system security on your priority scale. One of our primary duties is to protect Company data from both accidental and malicious loss. All network design decisions must properly weigh security issues. More priority has been placed on this than was placed in the past, and we still have a way to go.

E. Comment on any other significant factors about the employee as it affects the job which are not adequately covered elsewhere. The examples: attitude, work aptitude, appearance, tact, attendance, punctuality, cooperation and initiative, employee's reaction to the appraisal, and what plan of action you and the employee have developed as a goal for the next appraisal. Be Specific:

2003 was a time of transition for Condor's IS Department. Tim had to deal with a new manager, new priorities, new responsibilities, new processes e.g. budgeting and purchasing, and new HR and Department policies for things such as time off. Tim did a good job adjusting to these changes.

Tim clearly understands how important it is that the network be available 100% of time and performs major work after hours and weekends to minimize risk and system downtime.

EMPLOYEE'S SIGNATURE: Tim Malone DATE 12-1-03
SUPERVISOR'S SIGNATURE: G. J. Reynolds DATE 12-1-03