2017 Annual Evaluation Form - Senior Administrators

Review Period 1/1/2017 - 12/31/2017

REVIEWER

Jerald LeBlanc (Manager), Ernest Savoie (Indirect Manager)

Eugene Fields

999643|Chief Information Officer
Position

Overview

Task Instructions

Your annual performance evaluation is an important tool to support your professional development as an employee of the University of Louisiana at Lafayette. This provides an opportunity to be recognized for your contributions and to collaborate with your supervisor in aligning your goals and performance with the mission and values of the University.

Executive Goals 2017

Directions

Please provide a rating for each goal.

Rating Scale

Rating	Description
Not Evaluated	
Not Met	No dimensions of the goal (i.e. on time, on budget, etc.) were achieved.
Needs Improvement	Most dimensions of the goal (i.e. on time, on budget, etc.) were not achieved.
Partially Met	One or more dimensions of the goal (i.e. on time, on budget, etc.) were not achieved.
Met	Goal was fully achieved (i.e. on time, on budget).
Exceeded	Goal was achieved ahead of schedule and/or under budget

Describe your accomplishments for Calendar year 2017 and provide an overall rating.

Reviewer	Rating
Eugene Fields (Self)	██████
Jerald LeBlanc (Manager)	██████

Comments

Eugene Fields (Self):

Goal I: Talent Management – Work with Human Resources to develop processes and procedures designed to attract, develop, motivate, and retain well-trained, productive, and engaged information technology staff.

In order to best serve the University, Information Technology wishes to create a high-performance, sustainable organization that meets or exceeds industry best practice.

Accomplishments:

1. Completed transition of position description enhancements to incorporate expanded credentialing in multiple key support positions across the IT enterprise

2. Reorganized key components of IT Organization to align with mission-critical services (Enterprise Application Services, University Computing Support Services, Network Services, IT - Security, and Project Management Services)
3. Re-branded the IT Helpdesk as the IT Service Desk

Goal II: Technology Enhanced Academic and Support Facilities - Provide the University teaching, learning and research community with the facilities, technologies, resources, and administrative solutions necessary for recognition as an eminent major research university.

Create a stimulating academic environment supported by the latest innovations in technology and informed by best practice, in which faculty members can realize their full potential as educators and scholars.

Accomplishments:

1. Partnering with Academic Affairs, the Student Technology Enhancement Program has completed procurement, construction, and provisioned a total of 165 Smart Classrooms/Technology Enhanced Classrooms on campus (approximately 66 new rooms over the last three years)
2. Since 2016, Network Facilities has completed 68 cable plant/fiber improvement projects in 53 separate buildings/venues on campus totaling $778K (does not include new construction)
3. Completed Phase I of the Science DMZ connectivity in Abdalla, Oliver, Madison, and Burke Hall

Goal III: Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters

There is clear demand for Information Technology to be competitive, cost-effective, current and excel at the delivery of enterprise services and support. Information Technology needs to be agile and deliver value to the UL community by focusing on commoditizing those services that are not unique, and in turn ensuring those services that are specialized be delivered via qualified and capable resources. The Information Technology Division has a role to package enterprise services in a way to benefit and bring value to the UL community.

Accomplishments:

1. Aligned our current desktop/laptop standards with required ERP system functionality and developed mechanisms, services, and products for users to upgrade easily and cost-effectively
2. Completed Phase I of the implementation of the new IT Service Management System and now track all technology incidents/requests using the system
3. Deployed and developed processes for real-time network traffic and Wifi performance monitoring and initiated the automation in service repair requests
4. Service Desk responds to an average 2,180 incidents/requests per month (73/day) and resolves 58% "first call"

Goal IV: Information Technology Infrastructure - Establish a sustainable, scalable, secure, robust, and reliable Information Technology infrastructure that enables a positive and consistent technology experience for all users.

Provide Access to Excellent Infrastructure: Deliver highly functional, reliable and invisible infrastructure that just works—and doesn't get in the way.

The University of Louisiana at Lafayette should build and maintain a sound, advanced, secure, and productive physical information technology infrastructure (including but not limited to facilities, hardware, networks, and software) capable of supporting broad and effective use by students, faculty, and staff throughout the institution, including remote university members such as e-learning students, faculty, and staff, contractors, and volunteers.

Accomplishments:

1. Completed Initial ERP Implementation on budget and on time
2. Successfully integrated over 75 applications, data exchange protocols, and end-user services with ERP
3. Expanded ISP connectivity to three ISP's in two separate locations supporting a total of 31 Gbps for fully redundant internet drains
4. Upgraded Baker, Huger, Bonin, Coronna, Legacy Park Wifi Access Points to increase throughput and move to rooms
5. Completed "Second site" data center work at Abdalla Hall to include servers, disk storage, network ISP connections, and firewall/UTM services
6. Incorporated Physical Security (video surveillance and card access) into IT Security services

Goal V: Information Technology Governance - Develop information technology policies, procedures, and practices that efficiently and effectively manage Information Technology assets and meet the technology needs, goals, and objectives of the university.

The Information Technology governance structure of a campus aids in the prioritization of resources and can lead to a more collaborative, as well as potentially more efficient, approach to Information Technology decision-making. Technology advisory groups, tasked to view Information Technology from a campus perspective, can help balance the 'have' and 'have-nots' environment associated with a 'siloed' approach to technology.

Accomplishments:

1. Designed, established charters, and began operations of key IT governance structures on campus including (but, not limited to) the Instructional Technology Advisory Council, an organized Change Control Board, Change Control Board Technical Review Team, Data Standards Committee, Subject Matter Expert Teams, and Integrations Review Team
2. BI team has guided the development of over 3900 reports, of which, 599 are automated and scheduled. Approximately 1,100 reports are run each week by University teams

Jerald LeBlanc (Manager):
I agree

Executive Competencies

Directions

Please provide a rating for each of the core competencies.

Click the down arrow and then Details to view the items associated with each competency.

Click the conversation icon to view a list of behaviors by rating associated with each competency.

Details and Comment Assistant

Rating Scale

Rating	Description
Not Evaluated	
Does Not Demonstrate	Does not demonstrate this competency at the expected level, even with available assistance or direction from others.
Developing	Newly developing in this area; has a general understanding of key principles but limited or no applied experience with this competency. Is capable of using this competency with coaching and support, in simple situations.
Proficient	Has sufficient understanding and experience to operate at a fully professional level with this broad range of moderately complex situations. Can generalize basic principles to effectively function in both predictable and new situations.
Advanced	Has broad and deep understanding and skills, with substantial expertise and experience in this area. Can apply this competency regularly and independently and display this competency in complex, varied situations. Role model for this competency.
Expert	You are known as an expert in this area. You can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used.

Builds Relationships and Fosters Collaboration

Cultivates an active network of relationships inside and outside functional area; fosters collaboration and teamwork by inclusive, supportive, cooperative, and sharing power.

Reviewer	Rating
Eugene Fields (Self)	▮▮▮▮
Jerald LeBlanc (Manager)	▮▮

Comments

Eugene Fields (Self):
Probably one of my strongest competencies.

Builds Talent

Attracts and retains high caliber people; develops a leadership team with diverse capabilities; accurately assesses the strengths and weaknesses of staff; develops successors.

Reviewer	Rating
Eugene Fields (Self)	▮▮▮
Jerald LeBlanc (Manager)	▮▮▮

Comments

Eugene Fields (Self):
Area where I probably need some improvement. Done a reasonable job of attracting talent into the organization, but,

need to insure that we continuously improve and provide development opportunities for management as well as staff.

Communicates Openly and Listens

Presents ideas effectively gauging the needs of the audience; actively listens and incorporates input from others.

Reviewer	Rating
Eugene Fields (Self)	████████
Jerald LeBlanc (Manager)	████████

Comments

Eugene Fields (Self):
Relatively good communicator, but, will strive to growing as a listener.

Cultivates Diversity, Equity and Inclusion

Intentionally attracts a team with diverse perspectives; Champions the development of equitable and inclusive policies and procedures inside the functional area; Develops and employs equitable practices in the hiring, evaluation, and promotion of talent; Recognizes and promotes the shared responsibility for diversity, equity and inclusion.

Reviewer	Rating
Eugene Fields (Self)	████████
Jerald LeBlanc (Manager)	████████

Demonstrates Emotional Acuity

Considers and responds appropriately to the needs and feelings of others; understands impact of own behavior; has a realistic understanding of own strengths and development needs; is committed to continuous learning.

Reviewer	Rating
Eugene Fields (Self)	████████
Jerald LeBlanc (Manager)	████████

Comments

Eugene Fields (Self):
One of my strengths, but, can sometimes be an obstacle to moving forward on challenging objectives.

Demonstrates Financial Acumen

Understands the meaning and implications of key financial indicators; manages overall financial performance; uses financial analysis to evaluate strategic options and opportunities.

Reviewer	Rating
Eugene Fields (Self)	██████
Jerald LeBlanc (Manager)	██████

Comments

Eugene Fields (Self):

Strong here, but, need to "push" this acumen down to staff service providers.

Ensures Alignment

Ensures that University strategies and plans are integrated and aligned for success; supports the President and Board of Regents by providing timely, direct, and critical insights on initiatives, political positioning, and public perception.

Reviewer	Rating
Eugene Fields (Self)	██████
Jerald LeBlanc (Manager)	████

Comments

Eugene Fields (Self):

Very strong in building the strategic direction of organization as well as aligning it with the University, but, need to improve in internal messaging.

Ensures Execution

Anticipates change, conveys clear priorities, and aligns efforts across functions; addresses barriers, takes action, and holds self and others accountable for results.

Reviewer	Rating
Eugene Fields (Self)	█████
Jerald LeBlanc (Manager)	█████

Comments

Eugene Fields (Self):

Need to "better empower" managers to increase accountability and hold them accountable for progress, success, and failure of initiatives and services.

Establishes Trust

Respects all individuals and treats them fairly; honors commitments to others; models high ethical standards and integrity.

Reviewer	Rating
Eugene Fields (Self)	▮▮▮
Jerald LeBlanc (Manager)	▮▮▮

Comments

Eugene Fields (Self):

Building trust is a key driver for a successful CIO. Although improvement is ALWAYS possible, I have done a very good job in this area.

Influences and Inspires

Promotes ideas and proposals persuasively to shape stakeholder opinion; creates a climate that fosters personal investment and nurtures commitment to a common vision and shared values; inspires action without relying solely on authority.

Reviewer	Rating
Eugene Fields (Self)	▮▮▮▮
Jerald LeBlanc (Manager)	▮▮▮▮

Leads Change

Uses data-driven decision-making to generate insights, alternatives, and opportunities for success; fosters a continuous improvement environment; makes novel use of existing ideas, approaches, technologies, or products.

Reviewer	Rating
Eugene Fields (Self)	▮▮▮▮
Jerald LeBlanc (Manager)	▮▮

Comments

Eugene Fields (Self):

Change has been constant in the IT organization since my arrival. I strive to leverage data and information in ALL key decisions in the organization.

Shapes Stategic Focus

Formulates effective and progressive strategies aligned with University mission and values; determines objectives and priorities and acts as a catalyst for institutional innovation and growth.

Reviewer	Rating
Eugene Fields (Self)	▮▮
Jerald LeBlanc (Manager)	▮▮

Comments

Eugene Fields (Self):

I continue to improve visibility of emerging technology, practice, and execution of our services. Need to continue to develop management to be not only cognizant of IT strategic objectives, but, how those "connect" with our services.

Goal Planning

Directions

Please enter goals for the coming year.

Goal I: Talent Management

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Start Date	Due Date	Progress	
7/1/2019	6/30/2020		0%

Weight
0%

Goal II: Technology Enhanced Academic and Support Facilities

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Start Date	Due Date	Progress	
7/1/2019	6/30/2020		0%

Weight
0%

Goal III: Service Management

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delivered via qualified and capable resources. The Information Technology Division has a role to package enterprise services in a way to benefit and bring value to the UL community.

Start Date
7/1/2019

Due Date
6/30/2020

Progress
0%

Weight
0%

Goal IV: Information Technology Infrastructure

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Start Date
7/1/2019

Due Date
6/30/2020

Progress
0%

Weight
0%

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Start Date
7/1/2019

Due Date
6/30/2020

Progress
0%

Weight
0%

Development Planning

Build consensus and business case on continuing to grow our professional development opportunities and link to departmental and division continuous process improvement plans.

Item	Type	Due Date
Compare historical and longitudinal interdepartmental budgets, opportunities, and execution	Action Step	2/21/2019

Clarify priorities for IT Management

Item	Type	Due Date
Review IT Strategic Plan progress at Executive IT Management meetings	Action Step	2/21/2019

Volunteer to assist HR in piloting evaluations at the Departmental level.

Item	Type	Due Date
Visit with CHRO on how IT can assist in campus roll-out of the evaluation process	Action Step	2/21/2019

Summary

Overall Rating

2017 Annual Evaluation Form - Senior Administrators
Eugene Fields

████████████████████

Signatures

X Eugene Fields
Employee

1/30/2019
Date

X Jerald LeBlanc
Evaluating Supervisor

1/30/2019
Date

X

_____
Second Level Evaluator

_____
Date

Comments

Eugene Fields (Self):

The process is very extensive, but, easy to manage, view, and complete.