**Kaiser Permanente Academic Advisor**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Telephone** |  |
| **Title** |  | **Email Address** |  |

**Kaiser Permanente Sponsoring Manager/Supervisor**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Andrew Brill** | **Telephone** | **(925)926-3093** |
| **Title** | **Sr. Manager Network Infrastructure Group** | **Email Address** | **Andrew.Brill@kp.org** |

**Kaiser Permanente Lead**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **John M Hinkle** | **Telephone** | **(925)926-3079** |
| **Title** | **Manager Network Capacity and Performance** | **Email Address** | **John.M.Hinkle@kp.org** |

**Intern Evaluation Process**

1. **Setting Key Goals and Objectives / Performance Outcomes**

Within the first week of the internship, through a face-to-face discussion, communicate the work/project goals. Collaboratively, with the intern, establish the work-site objectives of the summer internship. The list should be approved by signature of the intern and supervisor (*typed name is also acceptable when sending copy via email*).Kaiser Permanente has determined several competencies from the Corporate Competency Development Plan that the intern will focus on during the summer.

1. **Mid-Summer Review**

## Student shall prepare a self-evaluation prior to meeting in person with his/her supervisor in order to discuss perception differences between his/her self-evaluation and supervisor evaluation.

**C)** **End-of-Summer Final Evaluation**

Student shall prepare a self-evaluation prior to meeting in person with his/her supervisor in order to discuss perception differences between his/her self-evaluation, and supervisor evaluation regard to achievement of results and competencies for the summer.

**Final copies of each document are due by the communicated deadlines.**

|  |  |
| --- | --- |
| **Department/Facility: IMG Network Services** | **Name of Project(s):**   1. **Circuit Inventory Management** 2. **Video Quality Management Project** 3. **Data Center Network Performance Management** |
| **Projects Description:**  Network Services is responsible for the operation and management of the Kaiser networks and network related assets. In order to enhance the ability to deliver these functions, the following projects have been planned:   1. **Circuit Inventory Management:**   Consolidate the circuit inventory between TEM, CPP, and web information in an effort to produce a channel to streamline the process of cost management and capacity planning to help Kaiser Permanente IT management make better decisions on allocation of cost and site network design. Through this process, intern will develop a basic understanding of the difference between the legacy network system and the KP-TOP initiative while acquiring an up-to-date understanding of the different functionalities, cost structure, and service providers for different circuits in the industry.   1. **Video Performance Reporting Project**   Assist in the planning and development of quality assurance metrics for Telepresence and Tandberg systems within Kaiser. For different sites this will also involve the migration of Telepresence traffic from dedicated circuits to the WAN. Through this project the intern will analyze and aid in determining the performance characteristics of different Telepresence & Tandberg systems offered by Cisco. He will learn how to properly design and plan network systems to accommodate Video conference capability at various locations and sites and how to monitor the quality of the video devices as they are functioning  .   1. **Data Center Network Performance Management**   Collaborate with on-site engineers and planners to learn about Application Performance Management through understanding server installations, vmWare design, and mainframe design. Intern will develop a basic understanding of the process behind designing and planning large network systems for performance and security based on the Cisco Nexus Guidelines. | |

**Results Section**

|  |
| --- |
| RATING SCALE |
| Exceptional  Performance expectations and requirements for results AND competencies were clearly and consistently exceeded. |
| **Successful**  Performance expectations and requirements for results AND competencies were successfully met. |
| Partially Successful Performance expectations and requirements for results AND/OR competencies were inconsistently or only partially met. Includes employees who may need additional experience and training in order to complete goals. |
| **Unsatisfactory**  Performance expectations and requirements for results AND/OR competencies were consistently missed and employee demonstrates continued and consistent problems despite feedback and coaching. |

|  |  |  |
| --- | --- | --- |
| **Key Goals/Performance Outcomes 1:** (Circuit Inventory Management)   * + - Clear understanding of the types of network circuits the industry uses and offers.     - Develop an understanding of how different circuits work and how they connect with each other.     - Understand how to manage the costs of circuits.     - Utilize the tools used to manage and monitor network extensively to better understand network traffic and the differences between different services and circuits used by Kaiser Permanente. | | **Competencies:**   * DECISION QUALITY * PLANNING * COMMUNICATION (WRITTEN / ORAL) * FUNCTIONAL/   TECHNICAL SKILLS |
| **Measurement(s) of Success:**   * Demonstrate the ability to collaborate with different network support teams in order to successfully develop the circuit inventory analysis tool and consolidate different databases. | | |
| **Mid Summer Demonstrated Results:**   * Successful understanding of circuits and costs * Demonstrated ability to collaborate with other staff. * Demonstrated ability to use tools. | **Final Summer Demonstrated Results:**   * Chieh-Ting continued to demonstrate a good understanding of network circuit technologies and network connections * He used this understanding to prepare studies related to video impact on the network and data center network usage | |
| **Mid Summer Rating: Successful** | **Final Summer Rating: Excellent** | |
| **Comments (demonstration of strengths, areas for improvement):**  Since the beginning of his internship, Jay has had exposure to many tools, and was able to pick up on them very quickly. We used the new CPP web app, the TEM extract, and facility diagrams. Jay was able to quickly get up to speed on the usage of these tools and the kinds of information we were trying to capture as part of the task assigned to him. During the entire process Jay asked questions which clearly illustrated that he was interested, engaged, and had a strong desire to learn. I would say Jay was successful at the task assigned to him, particularly in how well he documented his findings.  Jay’s continued use of what he has learned has demonstrated his desire to expand his understanding and he has demonstrated the ability to use this knowledge effectively by producing excellent studies related to video performance and impact on the network. | | |
| **Key Goal/Performance Outcome 2: (Video Performance Reporting Project)**   * Demonstrate understanding of the use of QoS Performance standard and guidelines. * Utilize tools in measuring performance based on QoS and accumulate knowledge on the different ways to improve End User Experience. * Acquire a thorough understanding of how to plan video service. * Develop skills: Traffic Monitoring, System Availability Analysis, and performance relationship between network components and video service. | | **Competencies:**   * WRITTEN COMMUNICATION * PLANNING * FUNCTIONAL/   TECHNICAL SKILLS   * SERVICE ORIENTATION |
| **Measurement of Success:**   * + - Demonstrate an understanding f the factors which impact the quality and performance of the network and video devices. * Be able to explain how Telepresence and Tandberg Systems work and what their functionalities are. * Demonstrate the ability to analyze and evaluate basic QoS structures. * Be able to explain how Kaiser plans and deploys video conference capability to various locations. * Successfully assist in the analysis and design of a new video performance measurement system. | | |
| **Mid Summer Demonstrated Results:**   * **Demonstrated understanding of QoS use and configuration.** * **Demonstrated ability to analyze network traffic and issues with being able to accurately capture and analyze individual traffic streams** * **Has developed a good understanding of performance factors impacting video and voice traffic** | | **Final Summer Demonstrated Results:**   * **Jay used the knowledge he developed in this area to run special tests of new video configurations** * **He documented the results of these tests and prepared special evaluations of regional sites targeted for video deployment** * **Jay’s work has prepared an up to date analysis of the capacity available to support expanded video sessions on the KP network** |
| **Mid Summer Rating: Exceptional** | | **Final Summer Rating:**  **Exceptional** |
| **Comments (demonstration of strengths, areas for improvement):**  Technical acumen is exceptional. Chieh-Ting grasps concepts and understands technical concepts very quickly. The next challenge is to take the knowledge and convert it into a meaningful result. In this case the design and plan for measuring video quality real time. He will need to focus on his writing skills and presentation skills in explaining his ideas.  Exceptional job of using his new knowledge to produce network studies I would expect from an experienced engineer on the team. His focus on the style of his reports was noticeable and contributed to his delivery of a thorough and clearly articulated report. | | |
| **Key Goal/Performance Outcome 3: Data Center Network Performance Management**   * Exposure to network architecture and security system. How to properly protect and setup a secured and highly available network that is less susceptible to external attacks and disaster. * Improve understanding of the TCP/IP protocol standards. * Obtain a clear understanding of the Cisco Nexus technology for the purpose of designing data center network systems for efficiency and security. * Learn about Application Performance management through understanding server installations, vmWare design, and mainframe design. Become capable of analyzing the types of drives/systems/network cards required for a large scale data center. * Acquire a basic understanding of the layers of the network systems from the physical layer to the application layer and be able to differentiate between intranet and internet and the concept of having DMZ environments and front-end service. | | **Competencies:**   * WRITTEN   COMMUNICATION   * PLANNING * TIME MANAGEMENT * FUNCTIONAL/   TECHNICAL SKILLS   * PERSONAL LEARNING |
| **Measurement of Success:**   * Understand the basic structure of how a data center network is set-up and the security design involved with the installation. * Demonstrate a thorough understanding of the data center network structure and the way applications are monitored at Kaiser. Be able to explain in business terms the key network and application performance indicators important to service delivery. | | |
| **Mid Summer Demonstrated Results:** | | **Final Summer Demonstrated Results:**   * Chieh-Ting did an exceptional job of learning how to capture network traffic, analyze it and model its behavior. * He thoroughly demonstrated his understanding by executing several studies of network traffic and using the associated tools to produce a recommended reporting method for Data Center traffic * His grasp of network protocols and routing was clearly shown in his studies and his ability to recognize issues with the network monitoring tools and potential issue we may face with new technologies on the KP network. |
| **Mid Summer Rating:** | | **Final Summer Rating: Exceptional** |
| **Comments (demonstration of strengths, areas for improvement):**  Chieh-Ting demonstrated the same thorough understanding of concepts and how to use them with this task as he did with the previous assignments. His attention to detail and thorough review of his work has allowed him to produce exceptional work at a very high standard for someone with his experience. | | |

CompetencIES Section

| **COMPETENCIES** | **MID** | | | | **FINAL** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mark an “X” to select a rating based on how well the employee demonstrated each competency. Provide comments (demonstration of strengths and/or areas for improvement) for any competencies rated anything other than “Successful.” | Exceptional | Successful | Partially Successful | Unsatisfactory | Exceptional | Successful | Partially Successful | Unsatisfactory |
| **1. WRITTEN COMMUNICATION** - Communicates clearly, accurately, and concisely in written forms. Effectively adjusts communication to specific situations and diverse audiences to ensure information is understood. Encourages open expression of diverse ideas and opinions. Listens actively and communicates in a timely manner.  Comments: |  | x |  |  |  | x |  |  |
| **2. INTERPERSONAL SAVVY -** Relates well to a variety of people across the organization. Builds appropriate rapport. Builds constructive and effective relationships.  Comments: |  | x |  |  | x |  |  |  |
| **3. FUNCTIONAL / TECHNICAL SKILLS -** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment  Comments: | x |  |  |  | x |  |  |  |
| **4. SERVICE ORIENTATION -** Commits to meeting the expectations and requirements of internal and external customers. Consistentlyseeks ways to improve service and communicates ideas. Utilizes customer information for improvements in products and services. Acts with customers in mind and gains their trust and respect.  Comments: |  | x |  |  | x |  |  |  |
| **5. DECISION QUALITY -** Gathersdata and information to make informed, timely decisions based on analysis, wisdom, experience, and judgment. Makes decisions that consider consequences and impact on the organization.  Comments: | x |  |  |  | x |  |  |  |
| **6. PLANNING -** Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals. Breaks down work into the process steps. Develops schedules and task/people assignments. Anticipates and adjusts for problems and roadblocks. Measures performance against goals. Evaluates results.  Comments: |  | x |  |  |  | x |  |  |
| **7. PERSONAL LEARNING -** Picks up on the need to change personal, interpersonal, and managerial behavior quickly. Watches reactions to his/her attempts to influence and perform, and adjusts. Seeks feedback. Is sensitive to changing personal demands and requirements and changes accordingly.  Comments: | x |  |  |  | x |  |  |  |
| **8. TIME MANAGEMENT -** Uses time effectively and efficiently. Values time. Concentrates efforts on the more important priorities. Gets more done in less time than expected. Can attend a broader range of activities.  Comments: |  | x |  |  | x |  |  |  |
| **9. PRESENTATION SKILLS -** Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, direct reports, and supervisors. Commands attention and can manage group process during the presentation. Can change tactics midstream when something is not working.  Comments: |  | x |  |  |  | x |  |  |

**Summary Sheet**

|  |  |  |
| --- | --- | --- |
| **Overall Performance Rating: Combination of Results AND Competencies** (Mark rating with an “X”) | | |
| **MID sUMMER** | **RATING** | **FINAL SUMMER** |
| **x** | **Exceptional** | **x** |
|  | **Successful** |  |
|  | **Partially Successful** |  |
|  | **Unsatisfactory** |  |
| **Summary Comments:** (list other achievements and provide feedback about other expected results, provide specific examples that explain ratings, highlighting both strengths/achievements and areas for improvement):  Chieh-Ting’s study and report on desktop video performance and network impact was exceptional. His ability to work with the Video Engineering team to run special tests and his ability to analyze and report on the results was top level work. His other studies while not as challenging, still show the same level of competence and thoroughness. The results were well beyond my expectations and his ability to complete all the projects we planned at the start of his Internship exceeded my prediction (in fact I needed have some more for him to do). | | |

|  |  |
| --- | --- |
| REVIEW COMMENTS | |
| **Mid Summer** | Final Summer |
| 1. What are the key strengths observed during the intern’s performance to this point? (Consider: communication, self-management, business sophistication, management skills, valuing diversity and community involvement and leadership, etc…)  * Exceptional learning ability * Decision quality – good sense of direction to take once he understands the technology and business issue | 1. Identify key strengths/qualities that contributed to the intern’s performance.  * Same as Mid Summer, with demonstrated consistency and increased understanding |
| 1. Indicate any areas of concern or areas for development during second half of internship.  * Writing and Presentation (In-person/meeting) skills – work on the video quality measuring project will require more written and verbal communication | 2. Identify developmental areas that need improvement.   * Writing and presentation skills improved noticeably as did Chieh-Ting’s confidence. * Interpersonal skills also improved and his ability to work with other staff was successfully demonstrated. * He should continue to work on improving these skills. |
| **Next Summer’s Recommendation** | |
| Would you recommend the Intern for re-employment next summer? | X Yes No |
| Would you recommend the Intern to return to the same department? | X Yes No |
| **Comments** | |
| **Absolutely a strong candidate to work in a Network Services group. I would have no hesitancy hiring Chieh-Ting.** | |
| **Approval** | |
| Supervisor Signature: | Employee Signature: |