

Senior ICT Executive Appraisal Form

Appraisee

John Smith

Period Covered

Appraiser

Appraisal Date

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1. Assignment Period

To be completed by the Appraiser, with the assistance of the Appraisee.

1.1 Assignment Details

Use this page to describe the assignment on which the Appraisee has worked.

Assignment/Client:	
Position Held:	
Period:	
Project Name:	
Project Reference Code:	
Project Description:	

Appraisee's Role, Responsibilities and Achievements:

Responsibilities

Manage all aspects of the delivery of services to Customer X
 Responsible for all costs and revenue at Customer X
 Manage Account team including Program Manager, Resource Coordinator/Admin Assistant, Support Manager
 Manage account resources including employees and contractors averaging 140 people
 Manage relationships with senior Customer X Executives both within IT and within the Business
 Manage relationships with partners
 Develop & implement account strategy in the face of rapidly changing client requirements
 Contribute as a member of the Leadership Team

Achievements

Successfully transitioned to a substantial account after a long period of that account being managed by another person
 Developed successful relationships with key contacts within the client
 Developed successful working relationships with the account team whilst beginning a process of substantial cultural and work practice change
 Achieved FY 20xx revenue and profit targets
 Achieved YTD revenue and profit targets (around 119%) for FY20x
 Developed and begun implementation of an account strategy designed to renovate and reinvigorate the account
 Developed working partnerships with other vendors and specialist service providers
 Maintained team focus and rebuilt morale during a period of constant and challenging change
 Contributed successfully to the change process in the branch
 Developed and enhanced the relationship with our partner organization

Assignment Period (Cont)

- 1.2 What were the deliverables set for this review period?
To what extent was each of these deliverables achieved?
(For each deliverable, list the factors which impacted on overall performance in meeting that deliverable. Be specific, and use dates where applicable).**

Major deliverables were around revenue and profit. These were amply achieved.

Further deliverables were around the rejuvenation of the account, the development of relationships and the positioning of the company within the account. These have also been achieved and are part of a continuing program of activity.

- 1.3 What courses, (including PDPs), seminars, conferences, tertiary education, etc were attended during this appraisal period?**

Nil

- 1.4 Skills – Review printout of current skills with staff liaison officer**

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2. Personal Qualities

To be completed by the Appraiser.

Please place a tick or cross in the relevant rating box

- Rating 1 – unsatisfactory
- Rating 2 – needs improvement
- Rating 3 – meets expectations
- Rating 4 – commendable
- Rating 5 – exceptional

A rating of 3 means that a comment is optional. Any other rating requires a comment detailing the reason for the rating.

Appraiser - ✕

Appraisee - x

COMMENTS – Be specific, citing examples and situations.

2.1 SKILLS	1	2	3	4	5	
Used relevant skills for the review period				X ✕		
Has acquired new skills during the review period			x	✕		
2.1 PERFORMANCE	1	2	3	4	5	
Meets deadlines				X ✕		
Work adheres to quality standards				X ✕		
Works in an efficient manner			x	✕		
Assimilates new ideas				X ✕		
Is decisive				X ✕		