

# PMDS 2025

Begin Draft

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## 1. SMART Objectives

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**1. Ensure all services are provided without interruption and degradation in service quality.**

### Planned output

I will maintain SLAs and ensure 99.9% availability while monitoring KPIs and conducting regular reviews to prevent any interruption or degradation in service quality, ensuring consistent and reliable service delivery for stakeholders and end-users.

**2. Contribute to the consolidation of duty officer coverage across AOM into a single, shared DO model.**

### Planned output

- Fix and enrich the Knowledge Base to standardize DO procedures and troubleshooting paths.
- Deliver knowledge-sharing/training sessions for AOM colleagues on the apps I manage.
- Design and publish a DO Incident Report form to simplify reporting, classification, and later consultation of troubleshooting and resolutions by duty officers.

**3. Support the modernization and migration of the ESB platform to Azure API Manager while improving its reliability, security, and operational efficiency.**

### Planned output

- Support the migration of ESB services to Azure API Manager through testing and documentation updates.
- Develop a proof of concept to test an updated WSO2 version in Azure Cloud, addressing vulnerabilities and assessing feasibility for on-prem implementation.
- Improve system resilience by automating failover processes and enhancing operational documentation.

## 2. Mandatory Team Objective

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### Objective

Spending at least 40 hours of team learning on ilearn courses

### **3. Mandatory and Optional Competencies**

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**Technical Expertise**

**Overall Attitude at Work**

**Teamwork**

**Respecting and Promoting Individual and Cultural Differences**

**Communications**

### **4. Learning and Development Plan**

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**What?**

- Technical area related to my job
- Information technology and communication skills
- Languages
- Mandatory Training

**How?**

- Self-study
- Distance learning
- Workshop, seminar, conference
- On-the-job learning

**Why?**

- Increase effectiveness in current job
- Develop competencies for future job