

PMDS 2025

End Draft

Carlos Rodrigo — AOM Data Services Team

1. SMART Objectives

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.

Comments

I resolved all requests assigned to me in a timely manner according to SLAs by carrying out the following activities:

- Routinely reviewed the monitoring reports and notifications, email inbox and ticket dashboards for incoming new tasks or inquiries, prioritising actions according to their urgency/impact categorisation.
- Supported customer requests/inquiries through chat and emails.
- Tracked the activities carried out in iNeed for accurate billing to customers.
- Maintained up to date ticket records in iNeed, following up when necessary with relevant parties for solving issues or completing requests.

I ensured that all services that I was responsible for had an availability of 99.9% or more by doing the following:

- Ensured that the correct monitoring and reporting was in place.
- Solved incoming issues in a timely manner according to their priority and SLAs.
- Coordinated with developers for deployments of new releases and for troubleshooting of ongoing issues, including the remediation of several critical WSO2 vulnerabilities through system analysis and escalation to developers for resolution.
- Maintained up to date related documentation and shared relevant information with the other team members by updating and improving the team's knowledge base.
- Took the necessary actions to avoid known issues and identify long-term solutions, for example by resolving firewall rule misconfigurations during the migration of the Open Street Map to Proxmox and coordinating corrective measures with relevant focal points to prevent similar issues in future deployments.

- Improved monitoring and reporting of the applications and its components to have a more proactive troubleshooting.
- Maintained up to date custom reports on relevant metrics to proactively detect possible issues.

During the period covered by this performance review, SLAs for tickets and applications availability were met.

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.

Comments

- Created new knowledge base pages and updated existing ones to ensure procedures were consistent and easy to follow.
- Conducted knowledge-sharing sessions with AOM colleagues, using prepared slides to explain the applications I manage and their relation to duty officer activities.
- Finalized the duty officer incident report form, which was ready for use once the project went live.
- Supported the preparation phase of the duty officer rationalization project, focusing on documentation and tools that would improve efficiency once implemented.

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.

Comments

- Collaborated with developers to support the migration of ESB services to Azure API Manager, focusing on testing activities and the controlled decommissioning of on-prem APIs.
- Worked on a proof of concept for an updated WSO2 version hosted in Azure Cloud servers to validate a possible upgrade path for the existing on-prem environment, including installing the ESB backend components and adjusting the approach after identifying database schema and compatibility constraints.
- Adapted the proof of concept execution to changing constraints by continuing development locally using containers after cloud resources were shut down for cost reasons, while documenting all steps to preserve learning and reusability.
- Wrote and refined automation scripts that simplified failover and data synchronization, reducing manual intervention and improving service continuity.
- Updated the ESB documentation to reflect new processes and troubleshooting steps, ensuring colleagues could work more independently when handling incidents or tickets.

2. Mandatory Team Objective

Objective

Spending at least 40 hours of team learning on ilearn courses

Comments

Contributed to the team objective by reviewing training opportunities and completing relevant courses across the available learning platforms, including the Prevention of Sexual Exploitation and Abuse (PSEA) course and the Information Security Awareness Training.

3. Mandatory and Optional Competencies

Technical Expertise

- Stayed up to date with emerging technologies and applied acquired knowledge to improve the systems I supported.
- Got involved in seminars and workshops relevant for ongoing or future projects, including participation in the AWS Data & AI Roadshow workshop.

Overall Attitude at Work

- Maintained a positive and professional attitude in daily operations, while continuing to deliver reliably under conditions of budget constraints and organizational uncertainty affecting the UN system.
- Remained flexible and open to changes in priorities, adapting my work to support the team and organizational goals in a shifting operational context.

Teamwork

- Worked closely with colleagues from different teams on shared projects, such as the duty officer rationalization and the ESB migration.
- Made myself available when others needed help and prioritised urgent issues and requests appropriately.

Respecting and Promoting Individual and Cultural Differences

- Engaged with colleagues from diverse backgrounds to better understand their perspectives and ways of working.
- Planned to attend training related to diversity and inclusion to strengthen collaboration and mutual understanding.

Communications

- Kept documentation updated and shared relevant information regularly so colleagues could stay informed and work more independently, including updating and improving Knowledge Base content as part of the Duty Officer rationalization project.
- Conducted knowledge-sharing sessions and prepared clear materials to help others better understand technical systems and procedures, notably during knowledge-sharing activities supporting the Duty Officer rationalization initiative.

4. Learning and Development Plan

4.4.1 Describe the Learning and Development Activities

Attending mandatory trainings as per HR recommendations

- Completed: Prevention of Sexual Exploitation and Abuse (PSEA)
- Completed: Information Security Awareness Training

Attending trainings related to Linux, automation, and cloud technologies

- Completed: AWS Data & AI Roadshow Workshop
- In progress: AWS Certified Cloud Practitioner

Attending other technical trainings as required

Nothing to report