

PMDS 2025

Mid Draft

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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

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

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

2. Mandatory Team Objective

Objective

Spending at least 40 hours of team learning on ilearn courses

Comments

3. Mandatory and Optional Competencies

Technical Expertise

Overall Attitude at Work

Teamwork

Respecting and Promoting Individual and Cultural Differences

Communications

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