

FY 2020 Overall Evaluation

Manager Overall Evaluation

Comment: During this performance review period, Mike Kennedy performed well and met the expectations in his role as NHIC CIO & SSO. Mike successfully oversaw facility maintenance and upgrades in conjunction with CBRE and Perspecta including NHIC kitchen upgrades, water detection, generator maintenance, several external repairs, and the reporting and interaction with Perspecta GRE related to employee headcount and seating plan.

Mike continued to ensure that the NHIC IT and security substructure was properly aligned with the Perspecta infrastructure and effectively managed NHIC's workforce PC/desktop equipment. Under his leadership, NHIC met or exceeded all client security requirements including no IT or Security audit findings.

In response to the COVID-19 pandemic, Mike oversaw the technical deployment of all NHIC Hingham employees to Work from Home status and coordinated with Perspecta GRE for the delivery of cleaning/sanitation supplies.

Mike consistently achieves his goals while making a positive impact to team and business results. His experience and IT/Security expertise bring value to NHIC's contracted work. He continues to support our focus on client service, quality, and performance and is a key contributor to NHIC.

Employee Overall Evaluation

Comment: Fiscal year 2020 brought forward a unique set of challenges with the COVID19 outbreak. From a technical and security aspect, I believe transitioning all employees to work from home went off seamlessly and that the ITSCP and BCP's put in place were effective. I believe I've met or exceeded NGS security requirements throughout the year, we had no IT or Security audit findings, incidents were reported timely, and my goals were met for the year. We also had several facility challenges through the year, all which were completed timely as well.

FY 2020 Accomplishments

Completed Projects

- Completed Verizon circuit review to assess cost savings options
- Reviewed and implemented the revised NGS Business Associate Agreement security requirements
- Drafted the written *NHIC Information Security Program* documentation in the NHIC portal as required by NGS
- Procured W2008 R2 extended security licensing through Perspecta
- Worked with CBRE and Perspecta to replace both the fridge and freezer in the NHIC café to assure that would be a capitalized expense
- Identified a repair vendor for water detection issues in the NHIC server room and assured that would become an annual PM going forward

- Worked through numerous facility issues during the year:
- Multiple light pole issues in the parking lot
- Replacement of rotted conduit from building to generator
- Filling in of low spots and potholes in the parking lot after a trip-and-fall incident
- Multiple repairs of the ice machine and subsequent carpet cleaning
- Updated the Perspecta GRE quarterly headcount and seating plan and responded timely throughout the year
- Implemented the technical side of moving all NHIC employees to work from home during the COVID19 outbreak
- Coordinated with CBRE and Perspecta to validate supplies were on hand for the COVID19 outbreak and that the building was properly sanitized
- Coordinated and assured all preventative maintenance schedules for facility and IT equipment were completed timely
- Procured all IT annual maintenance agreements timely

Incident Reporting

- Only 1 reportable incident which was reported to NGS within the required 1 hour timeframe
- 5 other non-reportable incidents researched internally and closed timely

Audits

- No IT or Security audit findings in the performance period

NHIC Risk Program

- Produced all monthly Risk Assessments timely and disseminated to leadership team
- All risks tracked and closed

Internal Controls

- Maintained compliance to NGS internal control program requirements
- Completed monthly IT & Security internal controls and preventative maintenance and tracked in the Security Internal Control Log

QMS

- Completed all IT/Security documentation annual reviews timely
- Participated in the BSI & NHIC internal ISO audits
- No IT or Security issues noted

Manager Evaluation

Comment:

FY 2021 Goals

Build a winning team culture

- Foster a positive work environment emphasizing recognition and transparent communication
- Support the RAISE employee action planning
- Improve RAISE employee survey results year over year
- Ensure completion of all Perspecta employee related programs (Talent Profile, Performance, etc.)

Due Date:

Status: In Progress

Completion Date:

Category:

Incident Reporting

- Manage the Security Incident Reporting process by reporting incidents timely and tracking incidents to closure

Due Date: Status: In Progress Completion Date:

Category:

Maintain Knowledge and Adherence to the NHIC Quality Management System (QMS)

- Complete document/record reviews timely
- Complete assigned QMS deliverables timely
- Follow corrective action process and close CAP's within 90 days
- Maintain NHIC ISO Certification

Due Date: Status: In Progress Completion Date:

Category:

Meet all contract performance, production and quality standards

- Maintain the IT/Security Infrastructure to assist operational areas with meeting or exceeding all J6/JK CMS and internal performance measurements noted on the NHIC Metric Plans
- No material weaknesses or high-risk audit findings identified

Due Date: Status: In Progress Completion Date:

Category:

Risk Assessment

Manage ongoing risk and produce monthly risk assessments timely

Due Date: Status: In Progress Completion Date:

Category:

Support Perspecta Health Group profitability and growth

- Accurate Financial Forecast/Outlook: Outlooks +/- 3% month to month Variance
- Spend not to exceed contract funding levels
- Achieve Account Revenue/Operating Profit: Revenue >\$8.5M; EBIT >\$0.6M
- Maintain employee utilization targets

Due Date: Status: In Progress Completion Date:

Category:

Career Interests

Career Interests

Career Preferences: I want to maintain my current scope and role (Inactive)

Career Interest: