AFRICAN POPULATION AND HEALTH RESEARCH CENTER

Performance Review And Development Planning

Please complete this form in sufficient detail to provide data for an accurate dialogue on your performance with your supervisor. Then E-mail/send hard copies to your supervisor. Your supervisor will call you for discussion and add his/her comments. Please note that all the sections in this tool should be completed through a process of dialogue and will have to be agreed to by employee and supervisor. In case of any disagreement between the employee and the supervisor, the tool must be reviewed by the supervisor's manager at a meeting with both the employee and the supervisor.

The form contains the following sections:

        I. Performance Agreement
       II. Performance Review against predefined annual objectives
      III. Core Competencies/Core Skills
      IV. Overall Rating and Comments
      V.   Performance Planning: Objectives for the next year
      VI. Career Development Planning

Staff Member's Name	Mutua Vincent
Job Title	IT Support Assistant
Date Joined APHRC	03/11/2014
Date appointed to current Grade/Position	04/11/2014
Supervisor's Name	Odero Paul
Appraisal Cylce (Dates)	2014
Date of Review Meeting	30/09/2014

Upon completion of the key stages of the performance management and appraisal cycle, please submit to your supervisor.

Performance Agreement drawn up (include copy of entire agreement):

Staff Member	Mutua Vincent	Date :
Supervisor	Odero Paul	Date :
Program Leader		Date :

Mid-cycle Review Completed

Staff Member	Mutua Vincent	Date :
Supervisor	Odero Paul	Date :
Program Leader		Date :

Final Appraisal Completed (Include copy of entire agreement with ratings noted)

Staff Member	Mutua Vincent	Date :
Supervisor	Odero Paul	Date :
Program Leader		Date :

PERFORMANCE AGREEMENT (prepared prior to appraisal)

Section I   Statement of major responsibility, activities, outcomes and performance indicators. Note weightings if appropriate. Use additional sheets as necessary

Responsibilities (Provide a summary of job description)

Objective Type :   Objectives

1   Objective   IT & USER SUPPORT

Percentage :   40.0 %   Date Set :   01/07/2014

Objective Detail	Success Indicator	Target	Resources Required
1 Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.	01/07/2014	Cat5/Cat6 patch crds, network cable tester, crimping tool.
2 General End User Support	Assist users on all IT related issues e.g setting up projectors, setting up internet connection on their machines, assist on troubleshooting or administering any company software, recovery of files where need be, how to use printers	01/06/2014	Sofatware, hardware tools like screw drivers etc.
3 VPN user setup and configuration	Assist laptop owners in setting up a VPN connection to the office server.This will be done regularly with a directive from the system administrator or the IT Manager.	01/07/2014	VPN Software
4 User domain & email accounts creation	Create and configure user domail accounts, emmail account and email quotas when need arises.	01/07/2014	N/A
5 Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.Troubleshoot and resolve any network/internet outages on-daily basis. r=	01/07/2014	Cat5/Cat6 patch crds, network cable tester, crimping tool.
6 Tydying User Workstations	Ensure that all user worrkstations and cabling are neat.	01/07/2014	Cable ties and black cable flex .
7 Off-site or Field Stations Support	Schedule fortnight visits to all field stations to check machine status, update software, preventive maintenance, update antivirus & resolve any end user issues.	01/07/2014	Software, hardware tools like screw drivers, computer cleaning equipment for preventive maintenance.

2   Objective   GENERAL HARDWARE & SOFTWARE SUPPORT

Percentage :   30.0 %   Date Set :   01/07/2014

Objective Detail	Success Indicator	Target	Resources Required
1 Deployment of Hardware & Software	Assist the System Administrator in configuring & deploying any hardware or software in the office or in the field stations when need arises.	01/07/2014	N/A
2 Hardware issuance	Issue & document any type of hardware to users.This will be done with advise\directive from the System Administrator or the IT Manager.	01/07/2014	Printing paper for any documentation & a hard-cover A4 book.
3 Hardware audits/assesments & ensure equipment are in good working condition.	Take weekly/monthly/quarterly hardware assesment to ensure flawless working condition.Document & report any faults or damages noted, organize maintenance or repairs wher need be.	01/07/2014	Email for communication and printing paper to document any information.
4 Software audits and upgrades.	Assess all software in the organization.Check compatibility of new software with our current OS platforms.Document and report any troublesome/incompatible software applications.Ensure that all computers have compatible and stable software applications on their computers & laptops.This will be done regularly.	01/07/2014	Printing paper for any documentation.

	Objective Detail	Success Indicator	Target	Resources Required
5	Software installation	Install software on end user computers or laptops.This will be done with advise/directive from System Administrator or the IT Manager.	01/07/2014	Genuine Licenced APHRC Software.
6	Server Management & Configuration	Install,configure & deploying of various Servers likeProxy(Squid),samba, Apache, Print & Firewall.e.t.cThis will be done with advise /directive from the System Administrator or the IT Manager.	01/07/2014	Software,Hardware and remote server access.

3   Objective   ICT MANAGEMENT

Percentage :   20.0 %   Date Set :   01/07/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	Audio Visual Equipment management	Management of all audio visual equipment like projectors, video conferencing equipment, PA systems on-demand basis.	01/07/2014	N/A
2	Disaster recovery	Work together with the Systems Administrator & IT Manager to evaluate our disaster recovery procedures, how to better manage downtimes & backups.	01/07/2014	Backup-Pc software for installation on all end user machines.
3	User file Backup	Setup backup syste, software(Backup-Pc) on all end-user computers and laptop so as to back up their files on the server.Periodically verify backups are being successfully done.	01/07/2014	Backup-Pc software for installation on all end user machines.
4	Supervision of private contractors/consultants	Supervise any private consultants or contractors during installing or servicing any ICT equipment owned by the organization.	01/07/2014	N/A
5	Capacity Audit	Take weekly/monthly/quarterly capacity audits.Ensure that there is sufficient hardware equipment in the organization for new/existing staff for the sake of replacing faulty hardware.	01/07/2014	Printing paper,Box file for filing documentation.
6	Systems & Network Administration	Assist the IT Manager & System Administrator in troubleshooting and administering the entire IT infrastructure e.g servers, network hardware like routers and switches, CCTV equipment, enterprise software when need arises.	01/07/2014	N/A
7	Scheduling & Supervision of preventive maintenance.	Schedule for quarterly preventive maintenance of printers, computers & laptops. Supervise the service providers during the exersice. Ensure that all hardware is in good working condition during and after the preventative maintenance.Communicate & address any issue that may arise	01/07/2014	N/A
8	Management of Offsite Backup	Work together with the Systems Administrator & IT Manager on ensuring that offsite backups are in a healthy status.	01/07/2014	External Hard-Disk for Backup.
9	ICT Helpdesk/Asset Management	Take weekly/monthly/quarterly and annualy inventory of all ICT assets and report on their status.Organize on disposal of items that have reached their end of life support,end of maintenance and any other incompatible hardware.	01/07/2014	Printing paper and a Box file for filing documentation
10	ICT Hardware & Software procurement	procure hardware and software for each users in accordance with set APHRC policies and procedures.This will be done with the advise/directive/approval form the System	01/07/2014	Printing Paper

4   Objective   DOCUMENTATION

Percentage :   10.0 %   Date Set :   01/07/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	keep a record of rampant issues and document their solutions.	Regularly document any solutions to recurring issues with any software/hardware.	01/07/2014	A web based ticketing system-this is already in place.

	Objective Detail	Success Indicator	Target	Resources Required
2	Create template documents on how to install certain software /hardware	Document any standard procedures of installing software or configuring new or existing hardware regularly.	01/07/2014	Storage space on the server and printing copy for hard-copy.
3	Track and document all APHRC software licences	Maintain a document of all software, their licences, to whomthe licence has been assigned to.e.t.c.	01/07/2014	Printing paper& Box file for filing any documentation.

Section II. PERFORMANCE REVIEW AGAINST PREDEFINED ANNUAL OBJECTIVES

Complete the following during the appraisal interview:

1. This section deals with actual achievement in the last one year. Please be as specific as possible in describing your achievements.

2. List each of your annual objectives separately. Against each objective, record achievement levels, especially where you surpassed your objectives or where slippage occurred.

3. Assess your performance for the entire year, and not just the most recent events.

4. Please add more objectives as relevant.

RATING SCALES

Please use the descriptions below as a guide to rate your overall performance for this review period

Rating	Definition
1. Significantly Exceeds Requirements	Consistently demonstrates superior performance. Initiative and outputs are beyond the stated requirements. Extremely competent and knowledgeable individual who constantly exceeds requirements. Seeks additional responsibility and shows initiative in meeting new challenges. This rating should be reserved for truly outstanding performance.
2. Fully Meets All Requirements	Consistently demonstrates excellent performance. Initiative & outputs are dependable and are of high quality as per stated requirements. A very competent knowledgeable individual who constantly meets all the requirements for the position. Good, solid team member.
3.Meets Most Requirements	Demonstrates good performance in most areas, but needs improvements in one or more aspects that are critical to the position. Initiative and outputs are generally good, as per stated requirements. Productivity and quality of work are adequate but has potential to improve. Has met most of his/her objectives satisfactorily, whereas some others might be half met.
4. Below Requirements	Constantly performs below the level expected of the position. Initiative, outputs and the quality of work are below the stated requirements. The employee lacks the competence and knowledge of critical aspects for the position and constantly fails to meet the requirements of the job. Performance at this level is subject to close supervision and should be placed under a performance improvement plan.

Objective Type	Objectives

1	Objective	IT & USER SUPPORT
	Percentage	40.0 %	Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.		Yes
2	General End User Support	Assist users on all IT related issues e.g setting up projectors, setting up internet connection on their machines, assist on troubleshooting or administering any company software, recovery of files where need be, how to use printers		Yes
3	VPN user setup and configuration	Assist laptop owners in setting up a VPN connection to the office server.This will be done regularly with a directive from the system administrator or the IT Manager.		Yes
4	User domain & email accounts creation	Create and configure user domail accounts, emmail account and email quotas when need arises.		Yes

	Objective Detail	Success Indicator	Achievements	Completed
5	Network setup & troubleshooting	Ensure thst all network points are working and setup user desktop, laptops,network hardware, network printer.Troubleshoot and resolve any network/internet outages on-daily basis. r=		Yes
6	Tydying User Workstations	Ensure that all user worrkstations and cabling are neat.		Yes
7	Off-site or Field Stations Support	Schedule fortnight visits to all field stations to check machine status, update software, preventive maintenance, update antivirus & resolve any end user issues.		Yes

Employees's comments on achivements against objective		
I have diligently been able to offer IT assistance to the users on their day-to-to day operational basis.	Employee Rating :	2

Reviewer's comments on achivements against objective		
You will need to be more proactive towards visiting the field offices to offer support. You have only been there once.	Reviewer's Rating :	2

2   Objective   GENERAL HARDWARE & SOFTWARE SUPPORT

Percentage   30.0 %   Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	Deployment of Hardware & Software	Assist the System Administrator in configuring & deploying any hardware or software in the office or in the field stations when need arises.		Yes
2	Hardware issuance	Issue & document any type of hardware to users.This will be done with advise\directive from the System Administrator or the IT Manager.		Yes
3	Hardware audits/assesments & ensure equipment are in good working condition.	Take weekly/monthly/quarterly hardware assesment to ensure flawless working condition.Document & report any faults or damages noted, organize maintenance or repairs		Yes
4	Software audits and upgrades.	Assess all software in the organization.Check compatibility of new software with our current OS platforms.Document and report any troublesome/incompatible software applications.Ensure that all computers have compatible and stable software applications on their computers & laptops.This will be done		Yes
5	Software installation	Install software on end user computers or laptops.This will be done with advise/directive from System Administrator or the IT Manager.		Yes
6	Server Management & Configuration	Install,configure & deploying of various Servers likeProxy(Squid),samba, Apache, Print & Firewall.e.t.cThis will be done with advise /directive from the System Administrator or the IT Manager.		Yes

Employees's comments on achivements against objective		
Efficient assesment and audit of both hardware and software duly implemented.	Employee Rating :	2

Reviewer's comments on achivements against objective		
You will need to be more careful with handling the IT store key. More than once I have found it on the table. The installed projectors must be shut off after use and it is your duty to ensure that this happens before you leave the center.	Reviewer's Rating :	2

3   Objective   ICT MANAGEMENT

Percentage   20.0 %   Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	Audio Visual Equipment management	Management of all audio visual equipment like projectors, video conferencing equipment, PA systems on-demand basis.		Yes
2	Disaster recovery	Work together with the Systems Administrator & IT Manager to evaluate our disaster recovery procedures, how to better manage downtimes & backups.		Yes
3	User file Backup	Setup backup syste, software(Backup-Pc) on all end-user computers and laptop so as to back up their files on the server.Periodically verify backups are being successfully done.		Yes
4	Supervision of private contractors/consultants	Supervise any private consultants or contractors during installing or servicing any ICT equipment owned by the organization.		Yes
5	Capacity Audit	Take weekly/monthly/quarterly capacity audits.Ensure that there is sufficient hardware equipment in the organization for new/existing staff for the sake of replacing faulty hardware.		Yes
6	Systems & Network Administration	Assist the IT Manager & System Administrator in troubleshooting and administering the entire IT infrastructure e.g servers, network hardware like routers and switches, CCTV equipment, enterprise software when need arises.		Yes
7	Scheduling & Supervision of preventive maintenance.	Schedule for quarterly preventive maintenance of printers, computers & laptops. Supervise the service providers during the exersice. Ensure that all hardware is in good working condition during and after the preventative maintenance.Communicate & address any issue		Yes
8	Management of Offsite Backup	Work together with the Systems Administrator & IT Manager on ensuring that offsite backups are in a healthy status.		Yes
9	ICT Helpdesk/Asset Management	Take weekly/monthly/quarterly and annualy inventory of all ICT assets and report on their status.Organize on disposal of items that have reached their end of life support,end of maintenance and any other incompatible hardware.		Yes
10	ICT Hardware & Software procurement	procure hardware and software for each users in accordance with set APHRC policies and procedures.This will be done with the advise/directive/approval form the System Administrator & IT Manager.		Yes

Employees's comments on achivements against objective

Effective and efficient of ICT management by conducting capacity audits,system and network administration,evaluating disaster recovery and back up procedures,ICT hardware nad software procurement and audio visual equipment management.

Employee Rating :   2

Reviewer's comments on achivements against objective

Reviewer's Rating :   2

4	Objective	DOCUMENTATION
	Percentage	10.0 % Date Set : 28/10/14 08:28

	Objective Detail	Success Indicator	Achievements	Completed
1	keep a record of rampant issues and document their solutions.	Regularly document any solutions to recurring issues with any software/hardware.		Yes
2	Create template documents on how to install certain software /hardware	Document any standard procedures of installing software or configuring new or existing hardware regularly.		Yes

Objective Detail	Success Indicator	Achievements	Completed
3 Track and document all APHRC software licences	Maintain a document of all software, their licences, to whomthe licence has been assigned to.e.t.c.		Yes

Employees's comments on achivements against objective		
Overseen the record keeping of recurring issues and standard procedures with any software or hardware.	Employee Rating :	2

Reviewer's comments on achivements against objective		
To date, I have not received any type of documentation from you, please put more effort in this area and submit atleast one before end of 2014.	Reviewer's Rating :	3

Self Rating :	2.00	Supervisor's Rating :	2.10

Objective Detail   Success Indicator   Achievements   Completed

3   Track and document all APHRC software licences   Maintain a document of all software, their licences, to whomthe licence has been assigned to.e.t.c.   Yes

Section III Annual Review

Core Competencies/Core Skills

In addition to your specific contributions to APHRC, equally important are competencies/core skills that contributed to your success in accomplishing your goals. Core skills are those skills and behaviors that all APHRC staff are expected to demonstrate in a fully effective manner or better. These skills are not generally job specific but rather are considered important to the overall success of APHRCs mission; thus supervisors will rate staff on their ability in these respects during the appraisal process. Use some of the descriptions listed next to the competencies as your guide to assess yourself. Assessment should indicate whether this is an area of particular strength (S), satisfactory or average (A) or an area of weakness (W). Provide specific examples of your demonstrated capabilities in each area listed as strength. Specify NA wherever competencies are not applicable. Please note that this data should be incorporated in the Career Development Planning section (Section VI).

	Review Point	Description	Self Assessments		Reviewers Assessment	
1	Team/Interpersonal Skills	Ability to get along with co-workers throughout the organization and to collaborate in a team approach to work.	S	I get along well with my counterparts which allow the team to synergize hence enhance the organizational growth/success.	S	Good team player.
2	Communication	Takes personal responsibility for open, clear and concise communication, both oral and written. And has ability to communicate effectively with diverse individuals and groups; adjusts style as necessary maintaining confidentiality as appropriate.	S	It is a skill that i have developed through my past experiences in diverse corporate environments which is key for effective and efficient interactions.	A	More improvement is needed in this area.
3	Leadership	Ability to supervise staff effectively and to create a cohesive work team. This includes demonstrated accountability for staff, proper delegation, monitoring and appraisal of staff performance.	S	This has been rated as average due to the fact that my current role does not involve the supervision of staff members.	A	You supervises the supplier who was working on the printers.
4	Initiative and Judgement	Has a self starters attitude, discovers or creates new opportunities that will enhance organizational results, seeks and takes on new challenges with enthusiasm. This includes assuming complete ownership and accountability for accomplishing tasks. It also includes the ability to anticipate and prepare for unforeseen problems or bottlenecks in the future and seeking help in removing them, wherever necessary.	S	This is a soft skill that i have learned by taking charge and being proactive in identifying and preventing posiible technological problems.	S	
5	Problem Resolution	Ability to present case, persuade others and identify mutually acceptable resolutions in situations of differing interests--includes use of informal networks for conflict resolution.	S	In approaching various organizational problems, i first identify the problem at hand and generate possible alternatives before i evaluate and implement the best solution to the problem.	A	I have received varied responses from staff regarding your problem resolution, you will need to put more effort in communicating with staff and showing conviction when dealing with IT related issues.
6	Use of Technical/ Functional Expertise	Has ongoing mastery of discipline specific knowledge and skills and exhibits broad understanding and application of expertise to Centers advantage. Monitors field and shares new knowledge across groups.	S	My vast experience and academic background has provided me with the technical expertise required to diligently perform day-to-day duties.	S	You dealt well with the Google apps issue with the two step verification and that was commendable.
7	Quality & Quantity of work	Works efficiently and balances volume and quality of own work with the work of others focusing on detail, quality and accuracy in all outputs	S	I effectively balance the volume and quality of myu work with that of others by having a keen eye to detail while maintaining the Center	S	Good effort in this area.
8	Pursues Excellence	Works to build on professional skills and personal strengths improving on weaknesses and contributes to improving APHRCs practices and effectiveness. Has the ability to persists with tasks until objectives are achieved	S	By carefully actualizing my key competencies as well as identifying my weaknesses and working towards overcoming them allows me to pursue excellence.	A	You need to put more effort in perfecting what you do to gain confidence with the users.
9	Adaptability	Openness to change and new ways of working; ability to initiate change and to modify approach to different people and situations.	S	My willingness to embrace change is a soft skill i have developed which is key to taking up new technological innovations as well as teaching staff on the benefits of the new solutions/systems.	S	Adapted well at the Center and the work environment.
10	Creativity and Innovativeness	Generates imaginative solutions to address problems and introduces innovative	S	My analytical ability to delve into detail as i maintain the	W	You have not shown any interest in this area. Please be more proactive

Review Point	Description	Self Assessments	Reviewers Assessment
	approaches to work	organizational perspective enables me to think outside the box.	and share your ideas.

Section IV - Overall Rating and Comments

Employee Comments : Include any comments on your overall performance for the las t one year
By utilizing my vast skill set and expertise in the Information and Technology field, i have been able to successfully implement the set of objectives as outlined in the performance agreement.In addition, with the assistance of the System Administrator and the IT Manager,i have been able to overcome a few challenges encountered along the way.My career aspiration is to fully utilize the indispensable resources available at APHRC to ensure that its core objectives are duly realized. By doing so, i would be ready to embrace bigger responsibilities hence keeping my professional compass aligned with the organizational key objectives.

Supervisor Comments : Include any comments on your overall performance for the las t one year
Vincent has shown commitment in the IT department and has gradually gained the confidence of staff at the Center which has enabled him to perform his tasks better.

Self Rating :   2.00   Supervisor Rating :   2.10

Note: In case of any disagreement, please send the form for review to the Program Leader.   He/she will call for a meeting between the employee and the supervisor and will decide on the final rating.

Section V : Performance Planning : Objectives for the next year / review period

Please include all planned objectives for the next review period. At the time of mid-term review, please use this section to assess your progress. Include your supervisor in completeting the 'Resources Required column and enlist the support required.

Objective Type :   Objectives

Objective Name   IT & USER SUPPORT

Percentage :   40.0 %   Date Set :   01/10/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	Tydying User Workstations	Ensure that all user worrkstations and cabling are neat.	31/12/2015	Cable ties and black cable flex .
2	General End User Support	Assist users on all IT related issues e.g setting up projectors,setting up internet connections on their machines, assist on troubleshooting or administering any company software.This will be performed on demand basis.	31/12/2015	Sofatware, hardware tools like screw drivers etc.
3	Off-site or Field Stations Support	Schedule fortnight visits to all field stations to check machine status, update software, preventive maintenance, update antivirus & resolve any end user issues.	31/12/2015	Software, hardware tools like screw drivers, computer cleaning equipment for preventive maintenance.
4	User domain & email accounts creation	Create and configure user domail accounts, email account and email quotas when need arises.	31/12/2015	N/A
5	Network Setup & troubleshooting	Ensure that all network points are working and setup user desktop, laptops, network hardware,network printer.Troubleshoot and resolve any network outage,internet usages on-daily basis.	31/12/2015	Cat5/Cat6 patch cords,network cable tester,crimping tool.
6	Training existing/new staff on the ICT policies, standards and procedures.	Training existing & new users on various organizational IT standards e.g printing standards,ICT asset booking & requisition,email usage,quota limits & archiving, issue & incident reporting when need arises.	31/12/2015	N/A
7	VPN user setup and configuration	Assist laptop owners in setting up a VPN connection to the office server.This will be done regularly with a directive from the system administrator or the IT Manager.	31/12/2015	VPN Software

Objective Name   GENERAL HARDWARE & SOFTWARE SUPPORT

Percentage :   30.0 %   Date Set :   01/10/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	Hardware audits/assesments & ensure equipment are in good working condition.	Take weekly/monthly/quarterly hardware assesment to ensure flawless working condition.Document & report any faults or damages noted, organize maintenance or repairs wher need be.	31/12/2015	Email for communication and printing paper to document any information.
2	Software audits and upgrades.	Assess all the software in the organization.Check compatibility of new software with our current OS platforms.Document & report any troublesome/incompatible software applications.This will be done regularly.	31/12/2015	Printing paper for any documentation.
3	Deployment of Hardware & Software	Assist the System Administrator in configuring & deploying any hardware or software in the office or in the field stations when need arises.	31/12/2015	N/A
4	Hardware issuance	Issue & document any type of hardware to users.This will be done with advise\directive from the System Administrator or the IT Manager.	31/12/2015	Printing paper& Box file for filing any documentation.
5	Software installation	Install software on end user computers or laptops.This will be done with advise/directive from System Administrator or the IT Manager.	31/12/2015	Genuine Licenced APHRC Software.

	Objective Detail	Success Indicator	Target	Resources Required
6	Server Management & Configuration	Install,configure & deploying of various Servers likeProxy(Squid),samba, Apache, Print & Firewall.e.t.cThis will be done with advise /directive from the System Administrator or the IT Manager.	31/12/2015	Software,Hardware and remote server access.

Objective Name	ICT MANAGEMENT

Percentage :	20.0 %	Date Set :	01/10/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	Capacity Audit	Take weekly/monthly/quarterly capacity audits.Ensure that there is sufficient hardware equipment in the organization for new/existing staff for the sake of replacing faulty hardware.	31/12/2015	Printing paper& Box file for filing any documentation.
2	Systems & Network Administration	Assist the System Administrator in troubleshooting & administering the entire IT infrastructure e.g servers, network hardware like routers & switches,CCTV equipment, enterprise software when need arises.	31/12/2015	N/A
3	Scheduling & Supervision of preventive maintenance.	Schedule for quarterly preventive mantainance of printers,computers& laptops.Supervise the service providers & ensuring that all the hardware is in good working condition during & after the exercise.Communicate & address any issues that may	31/12/2015	Printing paper and a Box file for filing documentation
4	Management of Offsite Backup	Work together with the Systems Administrator & IT Manager on ensuring that offsite backups are in a healthy status.	31/12/2015	External Hard-Disk for Backup.
5	ICT Helpdesk/Asset Management	Take weekly/monthly/quarterly & annual inventory of all ICT assets & report on their status.Organize on disposal of items that have reached their end of life support, end of maintenance & any other incompatible software.	31/12/2015	Printing paper& Box file for filing any documentation.
6	ICT Hardware & Software procurement	procure hardware and software for each users in accordance with set APHRC policies and procedures.This will be done with the advise/directive/approval form the System	31/12/2015	Printing Paper
7	Audio Visual Equipment management	Management of all audio visual equipment like projectors, video conferencing equipment, PA systems on-demand basis.	31/12/2015	N/A
8	Disaster recovery	Work together with the Systems Administrator & IT Manager to evaluate our disaster recovery procedures, how to better manage downtimes & backups.	31/12/2015	Backup-Pc software for installation on all end user machines.
9	User file Backup	Setup backup syste, software(Backup-Pc) on all end-user computers and laptop so as to back up their files on the server.Periodically verify backups are being successfully done.	31/12/2015	N/A
10	Supervision of private contractors/consultants	Supervise any private consultants or contractors during installing or servicing any ICT equipment owned by the organization.	31/12/2015	N/A

Objective Name	DOCUMENTATION

Percentage :	10.0 %	Date Set :	01/10/2014

	Objective Detail	Success Indicator	Target	Resources Required
1	keep a record of rampant issues and document their solutions.	Regularly document any solutions to recurring issues with any software/hardware.	31/12/2015	A web based ticketing system-this is already in place.
2	Create template documents on how to install certain software /hardware	Document any standard procedures of installing software or configuring new or existing hardware regularly.	31/12/2015	Storage space on the server and printing copy for hard-copy.
3	Track and document all APHRC software licences	Maintain a document of all software, their licences, to whom the licence has been assigned to.e.t.c.	31/12/2015	Printing paper and a Box file for filing documentation
4	Document all printer settings	Regularly document all printer settings-TCP/IP settings, other configurations like default paper size.	31/12/2015	Printing paper and a Box file for filing documentation

Section VI : Career development Planinng

This section is a summary of the entire review form, and is a guide for you to think about your own development at APHRC. Please comment upon your strengths, and indicate areas needing improvement. At the end of the exercise, complete the carrer development plan with your supervisor. Also through your career interests, please share your vision of where you want to be in future at APHRC.

1   1. Staff member's career goals

Details

<p>How you would like your career to evolve and by when?</p>

Narrative

I aspire to contribute my skillset to ensure the organizational objectives are duly met.

2   2. Long-term career development plans

Details

Plans to attain your career goals.

Narrative

I plan to work for a center of excellence like APHRC in another capacity.

3   3. Identify your strengths

Details

Refer to strengths indicated in your review as well as work related talents that may not have been tapped yet at APHRC, and that you feel could be utilized better.

Narrative

My greatest aptitudes entail being self motivated,ability to meet deadlines,multitasking using prioritization and delving into detail while maintaining the organization's core objective.

4   4. Development areas

Details

Refer to development needs indicated in your review as well as new skills you would like to develop that pertain to your career interests.

Narrative

The key areas of expansion are in the comprehension the core aspects of the intranet and web system.

5   5. Others

Details

Are there other APHRC work teams/projects you would like to work on?

Narrative

I intent to utilize my expertise and skillsed in additional capacities.

6   6. DEVELOPMENT PLAN

Details

Career development activities proposed for the forthcoming year: (Review with your supervisor, and seek his/her commitment, and note if any are prerequisite to any of the planned activities for the year)

Narrative

I am plan to embark on embracing bigger responsibilities.