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.
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