

Key Result Area (KRA)

Employee Code	S-040	Employee Name	Mr. Lokendra Singh	Band	II
Designation	Consultant - Technical	Department	Delivery	Project/Location	Prime-Basis-L1(Technical)
Period	2022-2023	From Date	01-04-2022	To Date	31-03-2023
KRA Submittd On 27-06-2022		KRA Approved On 27-06-2022			

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	1A. Quality and timely delivery of Basis administration services for All SAP Products  To internal & external customers with high customer satisfaction. Ensure timely installation / setup / support / upgrade of all SAP landscapes & versions and the quality of the same to be very high. 1. Timely installtion/setup/upgrade/support of all SAP landscapes 2. No errors / dumps / issues should be reported in systems due to Basis parameters in all SAP landscapes	40.00	Adherence to 90% of the committed deadlines for the Basis administration activities for assigned projects	%	90

REVIEWEE		REVIEWER		FINAL REVIEWER	
Name	Mr. Lokendra Singh	Name	Mr. Abdul Gani	Name	Mr. Aniket Anil Bhagwat
Date	27-06-2022 01:42:02 PM	Date	27-06-2022 01:54:39 PM	Date	27-06-2022 01:54:39 PM

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2	1B. Quality and timely delivery of Basis administration services for All SAP Products  To internal & external customers with high customer satisfaction Ensure timely installation / setup / support / upgrade of all SAP landscapes & versions and the quality of the same to be very high. 1. Timely installtion/setup/upgrade/support of all SAP landscapes 2. No errors / dumps / issues should be reported in systems due to Basis parameters in all SAP landscapes	10.00	Not more than 10% of the systems should be reported for errors / dumps / issues due to basis configurations / parameter settings.	%	<=10
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3	1C. Quality and timely delivery of Basis administration services for All SAP Products  To internal & external customers with high customer satisfaction  Ensure timely installation / setup / support / upgrade of all SAP landscapes & versions and the quality of the same to be very high. 1. Timely installtion/setup/upgrade/support of all SAP landscapes 2. No errors / dumps / issues should be reported in systems due to Basis parameters in all SAP landscapes	10.00	Customer escalations should be Nil. Feedback by your Project manager & Program manager. No escalation due to not being able to clarify the technical queries by the client.  <=2 nos = 5 >2 nos = 0	No's	0
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**Key Result Area (KRA)**

Employee Code S-040 Employee Name Mr. Lokendra Singh Band II

Designation Consultant - Technical Department Delivery Project/Location Prime-Basis-L1(Technical)

Period 2022-2023 From Date 01-04-2022 To Date 31-03-2023

KRA Submittd On 27-06-2022 KRA Approved On 27-06-2022

4	1D. Quality and timely delivery of Basis administration services for All SAP Products  To internal & external customers with high customer satisfaction Ensure timely installation / setup / support / upgrade of all SAP landscapes & versions and the quality of the same to be very high 1. Timely installtion/setup/upgrade/support of all SAP landscapes 2. No errors / dumps / issues should be reported in systems due to Basis parameters in all SAP landscapes	10.00	Availability of servers ( Production & Other ) Percentage availablity of servers >=99% ( prod) >= 90 ( other )	Adherence to Completion	As agreed
5	2A. Documentation and planning  As agreed, technical documentation to be done for all assigned Basis tasks.	5.00	Adherence to 80% of technical documentation by the team members	%	80
6	2B. Documentation and planning  As agreed technical documentation to be done for all assigned Basis tasks.	5.00	Adherance to preparing,updating and sharing delivery plan of all BASIS activities with the Project Manager	%	100

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**Employee Code** S-040      **Employee Name** Mr. Lokendra Singh      **Band** II  
**Designation** Consultant - Technical      **Department** Delivery      **Project/Location** Prime-Basis-L1(Technical)  
**Period** 2022-2023      **From Date** 01-04-2022      **To Date** 31-03-2023  
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7	3A. Team Handling, Grooming and co-ordination  As agreed, ensure good performance of team members As agreed, ensure team members are groomed with new skills	5.00	Not more than 10% of BASIS tasks assigned to each member are delayed beyond planned timelines	%	10
8	3B. Team Handling, Grooming and co-ordination  As agreed, ensure good performance of team members As agreed, ensure team members are groomed with new skills	5.00	Implementing EDD actions for self and for team	%	100
9	3C. Team Handling, Grooming and co-ordination  As agreed, ensure good performance of team members As agreed, ensure team members are groomed with new skills	5.00	Carry out any certification as suggsted by PDTO/Team Lead	Adherence to Completion	As agreed
10	Additional Assignment  Any other assignment given by the Management from time to time	5.00	Complete within time and quality with full ownership and taking it to closure.	Adherence to Completion	As agreed
	Total	100.00			

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