Key Result Area (KRA)

Employee Code	00631543	**Employee Name** Mr. Syed Abdul Rizwaan	**Band** III
Designation	Senior Consultant	**Department** Technology & Innovation	**Project/Location** Steel Authority of India Limited
Period	2023-24	**From Date** 01-04-2023	**To Date** 31-03-2024
KRA Submittd On	23-02-2024	**KRA Approved On** 23-02-2024	

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. Syed Abdul Rizwaan	**Name**	**Name**
Date 23-02-2024 10:30:11 AM	**Date**	**Date**

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Employee Code 00631543   **Employee Name** Mr. Syed Abdul Rizwaan   **Band** III

Designation Senior Consultant   **Department** Technology & Innovation   **Project/Location** Steel Authority of India Limited

Period 2023-24   **From Date** 01-04-2023   **To Date** 31-03-2024

KRA Submittd On 23-02-2024   **KRA Approved On** 23-02-2024

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
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

REVIEWEE   **REVIEWER**   **FINAL REVIEWER**

Name Mr. Syed Abdul Rizwaan   **Name**   **Name**

Date 23-02-2024 10:30:11 AM   **Date**   **Date**

Key Result Area (KRA)

Employee Code 00631543	**Employee Name** Mr. Syed Abdul Rizwaan	**Band** III

Employee Code 00631543　　**Employee Name** Mr. Syed Abdul Rizwaan　　**Band** III

Designation Senior Consultant　　**Department** Technology & Innovation　　**Project/Location** Steel Authority of India Limited

Period 2023-24　　**From Date** 01-04-2023　　**To Date** 31-03-2024

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
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

REVIEWEE

Name Mr. Syed Abdul Rizwaan

Date 23-02-2024 10:30:11 AM

REVIEWER

Name

Date

FINAL REVIEWER

Name

Date

Key Result Area (KRA)

Employee Code 00631543	**Employee Name** Mr. Syed Abdul Rizwaan	**Band** III	
Designation Senior Consultant	**Department** Technology & Innovation	**Project/Location** Steel Authority of India Limited	
Period 2023-24	**From Date** 01-04-2023	**To Date** 31-03-2024	
KRA Submittd On 23-02-2024	**KRA Approved On** 23-02-2024		

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
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

REVIEWEE

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Employee Code	00631543	**Employee Name**	Mr. Syed Abdul Rizwaan	**Band**	III
Designation	Senior Consultant	**Department**	Technology & Innovation	**Project/Location**	Steel Authority of India Limited
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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
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			

REVIEWEE

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REVIEWER

Name

Date

FINAL REVIEWER

Name

Date