

Key Result Area (KRA)

Employee Code 00630848	Employee Name Mr. Manssurali R Sayyed	Band I
Designation Associate Consultant	Department Technology & Innovation	Project/Location PT-HOTECH01
Period 2024-2025	From Date 01-04-2024	To Date 31-03-2025
KRA Submittd On 21-06-2024	KRA Approved On 21-06-2024	

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

Name Mr. Manssurali R Sayyed
Date 21-06-2024 10:30:11 AM

REVIEWER

Name Mr. Abdul Gani
Date 21-06-2024 10:30:11 AM

FINAL REVIEWER

Name Mr. Aniket Anil Bhagwat
Date 21-06-2024 10:30:11 AM

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
2	<p>1B. Quality and timely delivery of Basis administration services for All SAP Products</p> <p>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 installation/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</p>	20.00	<p>Not more than 10% of the systems should be reported for errors / dumps / issues due to basis configurations / parameter settings.</p>	%	<=10
3	<p>1C. Quality and timely delivery of Basis administration services for All SAP Products</p> <p>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</p>	10.00	<p>Customer escalations should be Nil. Feedback by your Project manager & Program manager</p> <p><=2 nos = 5 >2 nos = 0</p>	No's	0

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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
4	Technical documentations for Basis administration As agreed, technical documentation to be done for all assigned Basis tasks.	10.00	Adherence to 80% of technical documentation of identified & assigned tasks / objects.	%	80
5	Self-Learning As agreed, learning new technologies during the year.	20.00	BASIS Installation,configuration and documentation of atleast 1 new product (5 marks) Carry out any certification as suggsted by PDTO/Team Lead (5 marks) Gaining Expertise in HANA Administration and installation (10 marks)	Adherence to Completion	As agreed
	Total	100.00			

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