

## Key Result Area (KRA)

<b>Employee Code</b>	00631512	<b>Employee Name</b>	Mr. MANGA VENKATA RAO	<b>Band</b>	III
<b>Designation</b>	Senior Consultant - Technical	<b>Department</b>	Technology & Innovation	<b>Project/Location</b>	PT-HOTECH01 - PT-HOTECH0
<b>Period</b>	2023-24	<b>From Date</b>	01-04-2023	<b>To Date</b>	31-03-2024
<b>KRA Submittd On</b>	08-09-2023	<b>KRA Approved On</b>	10-09-2023		

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	<p>1A. Quality and timely delivery of Basis administration services for All SAP Products</p> <p>To internal &amp; external customers with high customer satisfaction. Ensure timely installation / setup / support / upgrade of all SAP landscapes &amp; versions and the quality of the same to be very high.</p> <p>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>	40.00	Adherence to 90% of the committed deadlines for the Basis administration activities for assigned projects	%	90

<b>REVIEWEE</b>	<b>REVIEWER</b>	<b>FINAL REVIEWER</b>
<b>Name</b> Mr. MANGA VENKATA RAO	<b>Name</b> Mr. Raj Patel	<b>Name</b> Mr. Ashok Wani
<b>Date</b> 08-09-2023 03:30:39 PM	<b>Date</b> 08-09-2023 08:21:40 PM	<b>Date</b> 10-09-2023 04:09:27 PM

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**Designation** Senior Consultant - Technical      **Department** Technology & Innovation      **Project/Location** PT-HOTECH01 - PT-HOTECH0  
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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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Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
3	<p>1C. Quality and timely delivery of Basis administration services for All SAP Products</p> <p>To internal &amp; external customers with high customer satisfaction</p> <p>Ensure timely installation / setup / support / upgrade of all SAP landscapes &amp; versions and the quality of the same to be very high.</p> <p>1. Timely installtion/setup/upgrade/support of all SAP landscapes</p> <p>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 &amp; Program manager. No escalation due to not being able to clarify the technical queries by the client.</p> <p>&lt;=2 nos = 5</p> <p>&gt;2 nos = 0</p>	No's	0

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### REVIEWER

**Name** Mr. Raj Patel

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### FINAL REVIEWER

**Name** Mr. Ashok Wani

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

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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 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 required by business	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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