

Key Result Area (KRA)

Employee Code	00631322	Employee Name	Mr. Harshal Prakash Patil	Band	III
Designation	Senior Consultant	Department	Technology & Innovation	Project/Location	PT-HOTECH01 - PT-HOTECH0
Period	2023-24	From Date	01-04-2023	To Date	31-03-2024
KRA Submittd On	27-07-2023	KRA Approved On	28-07-2023		

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 & 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.</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

REVIEWEE

Name Mr. Harshal Prakash Patil
Date 27-07-2023 10:17:16 AM

REVIEWER

Name Mr. Raj Patel
Date 28-07-2023 07:24:36 PM

FINAL REVIEWER

Name Mr. Ashok Wani
Date 28-07-2023 07:28:22 PM

Key Result Area (KRA)

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Designation	Senior Consultant	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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Name Mr. Harshal Prakash Patil	Name Mr. Raj Patel	Name Mr. Ashok Wani
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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</p> <p>Ensure timely installation / setup / support / upgrade of all SAP landscapes & 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 & Program manager. No escalation due to not being able to clarify the technical queries by the client.</p> <p><=2 nos = 5</p> <p>>2 nos = 0</p>	No's	0

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Key Result Area (KRA)

Employee Code 00631322 Employee Name Mr. Harshal Prakash Patil Band III

Designation Senior Consultant Department Technology & Innovation Project/Location PT-HOTECH01 - PT-HOTECH0

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
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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Designation Senior Consultant Department Technology & Innovation Project/Location PT-HOTECH01 - PT-HOTECH0

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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 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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