

## Key Result Area (KRA)

Employee Code 00631435 Employee Name Mr. Kalpesh Jagdish Patel Band I

Designation Associate Consultant - Basis Department Technology & Innovation Project/Location PT-HOTECH01

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

KRA Submittd On 29-06-2023 KRA Approved On 29-06-2023

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

### REVIEWEE

Name Mr. Kalpesh Jagdish Patel

Date 29-06-2023 10:30:11 AM

### REVIEWER

Name

Date

### FINAL REVIEWER

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2	<p>1B. 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. 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 &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. 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 &amp; Program manager</p> <p>&lt;=2 nos = 5 &gt;2 nos = 0</p>	No's	0

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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 PDT0/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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