

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	2024-2025	From Date	01-04-2024	To Date	31-03-2025
KRA Submittd On 19-07-2024		KRA Approved On 19-07-2024			

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	<p>1A. Quality & 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		REVIEWER		FINAL REVIEWER	
Name	Mr. Syed Abdul Rizwaan	Name	Mr. Amrendra Pratap Singh	Name	Mr. Akhilesh Kumar Mishra
Date	19-07-2024 07:30:19 AM	Date	19-07-2024 07:30:19 AM	Date	19-07-2024 07:30:19 AM

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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>	15.00	Not more than 10% of the systems should be reported for errors / dumps / issues due to basis configurations / parameter settings.	%	<=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 from 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 & team grooming As agreed, learning new technologies during the year	25.00	BASIS Installation,configuration and documentation of atleast 1 new product (5 marks) Identify 1 team member as a backup SPOC of the current project and ensure proper KT and support (5 marks) Gaining Expertise in HANA Administration, installation & patching (5 marks) Carry out any certification as suggsted by PDTO/Team Lead (5 marks) Implementing EDD actions for self and for team (5 marks)	Adherence to Completion	As agreed
	Total	100.00			

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