

## Key Result Area (KRA)

<b>Employee Code</b>	00630848	<b>Employee Name</b>	Mr. Manssurali R Sayyed	<b>Band</b>	I
<b>Designation</b>	Associate Consultant	<b>Department</b>	Technology & Innovation	<b>Project/Location</b>	PT-HOTECH01
<b>Period</b>	2023-2024	<b>From Date</b>	01-04-2023	<b>To Date</b>	31-03-2024
<b>KRA Submittd On</b>	20-06-2023	<b>KRA Approved On</b>	22-06-2023		

Sr.No	Goal Title	Weightage	Measurement Details	Unit	Quantity
1	<p>1A. Quality &amp; 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. Manssurali R Sayyed	<b>Name</b> Mr. Raj Patel	<b>Name</b> Mr. Ashok Wani
<b>Date</b> 20-06-2023 10:26:24 AM	<b>Date</b> 22-06-2023 03:49:15 PM	<b>Date</b> 22-06-2023 03:54:57 PM

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

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

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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 &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>	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 &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 from Project manager &amp; Program manager</p> <p>&lt;=2 nos = 5 &gt;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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