

Key Result Area (KRA)

Employee Code	00631364	Employee Name	Mr. NAVEEN KUMAR DAMODARAM	Band	VI
Designation	Senior Consulting Manager	Department	Technology & Innovation	Project/Location	Strategic - Basis(Technical) - S-Basis-HO
Period	2024-2025	From Date	01-04-2024	To Date	31-03-2025
KRA Submittd On 16-06-2024		KRA Approved On 17-06-2024			

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. NAVEEN KUMAR DAMODARAM

Date 16-06-2024 12:27:51 PM

REVIEWER

Name Mr. Ashok Wani

Date 17-06-2024 07:18:40 PM

FINAL REVIEWER

Name Mr. Ashok Wani

Date 17-06-2024 07:18:40 PM

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Employee Code 00631364 Employee Name Mr. NAVEEN KUMAR DAMODARAM Band VI

Designation Senior Consulting Manager Department Technology & Innovation Project/Location Strategic - Basis(Technical) - S-Basis-HO

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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.</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>	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 & 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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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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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 EDD 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 suggsted by PDTO/Team Lead	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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