

**Performance Nxt Performance Q1
FY 2020-21**

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Self

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L1 Manager

Objective details

Objective 1 | Customer First

Objective Description

Customer Centricity
Delivery/BAU
Response to customer query
MIM call participation & proper escalation / Update
Escalations on your deliverables / actions
Best practices implementation

Measurement criteria

Customer Feedback
Deliver it right on first time
100% adherence. Absence will be measured.
Timely & proper escalations to concerned team as per L3 ref tool
ZERO escalations
evidence to be provided

Objective 2 | Hygiene

Objective Description

Adherence to shift timings
Number of unplanned leaves
No. of attendance edit and shift claim - without any valid justification
Availability & Active participation in HO calls
Participation in TEAM meeting
Ensure to close / action all the tickets in the queue before leaving for the day

Measurement criteria

100% adherence. Absence will be measured.
100% adherence. Absence will be measured.
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100% adherence. Absence will be measured.
100% adherence. Absence will be measured.

Objective 3 | BAU

Objective Description

SLA adherence & reporting
Mails, Incident, requests & Tasks closure
Performing SIC role effectively
Ensuring Turnover activities are tracked effectively especially during the weekends
Hotline & IM availability
Ticket handling & closure Quality
Getting access to all the systems and tools and ensuring all the accounts used are intact
Ensure asset tagged to individuals are working
Using appropriate closure template & Closure codes on ticket
SIC role responsible to assign all the tasks if not assigned in system.
SIC role- To ensure all the assigned activities in shift has been completed by SA's and send final status report
Timely & proper escalations to concerned team as per escalation matrix

Measurement criteria

100% in SLA adherence and daily reporting responsibilities
100% in SLA adherence and daily reporting responsibilities
evidence to be provided
evidence to be provided
100% adherence. Absence will be measured.
100% in SLA adherence and daily reporting responsibilities
100% adherence
100% adherence
100% adherence
100% adherence
100% adherence
100% in SLA adherence and daily reporting responsibilities

Objective 4 | Development

Objective Description

Mandatory trainings completion
Mapped Trendnxt completion
6 days of training per year
Set short term goal for next quarter(Future focus) related to team growth.

Measurement criteria

Progress status required, as applicable
Progress status required, as applicable
100% adherence. Absence will be measured.
Progress status required, as applicable

Objective 5 | Availability

Objective Description

Flexibility to the shifts & Availability during crunch situations
Call tree test compliance
Available for special activities
Available for COB activities

Measurement criteria

100% adherence. Absence will be measured.
100% adherence. Absence will be measured.
100% adherence. Absence will be measured.
100% adherence. Absence will be measured.

Objective 6 | Additional Responsibilities

Objective Description

Rookie/internal Training
Internal trainings / team member
Doc preparation / contribution for Trainings
KEDB and WIKI contribution

Measurement criteria

Please list additional responsibilities and achievements.
evidence to be provided
evidence to be provided
evidence to be provided

Overall Comments

Employee comments

I have successfully completed almost 2 years as a Windows server administrator(SA) in citi bank project.Learned a lot of things while being a part of project. As i am more intrested in Application and software developement in terms of technical skills i could have done better if i were part of any such project. Therefore my priority for next quater will be i will be looking to be a part of such type of project to enhance my skills and productivity of company.

Additional manager comments

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