

KEY PERFORMANCE INDICATORS FOR IT HEAD:

Should reflect their leadership, strategic planning, and management of the company's IT infrastructure and systems.

1. IT Strategy and Planning:

- **Alignment with Business Goals:** Evaluate the alignment of IT strategies and initiatives with the overall business objectives and long-term vision of the gaming company.
- **Technology Roadmap Development:** Assess the development and implementation of a comprehensive technology roadmap outlining future IT investments, projects, and initiatives.
- **Innovation and Emerging Technologies:** Monitor the adoption and integration of emerging technologies into the company's IT infrastructure and gaming products.

2. IT Infrastructure and Operations:

- **System Reliability and Uptime:** Measure the uptime and availability of critical IT systems, networks, and servers, ensuring minimal downtime and disruptions to gaming operations.
- **Scalability and Performance:** Evaluate the scalability and performance of IT infrastructure components to accommodate increasing user loads and support the growth of gaming platforms.
- **Security and Compliance:** Ensure compliance with industry regulations, data protection laws, and security standards, implementing robust cybersecurity measures to protect against threats and breaches.

3. Project Management and Delivery:

- **Project Completion Rate:** Track the percentage of IT projects completed on time and within budget, ensuring efficient project delivery and resource utilization.
- **Risk Management:** Assess the IT Head's ability to identify and mitigate risks associated with IT projects, minimizing potential impacts on project timelines and outcomes.
- **Stakeholder Satisfaction:** Gather feedback from internal stakeholders (e.g., department heads, executives) on the quality and effectiveness of IT project delivery and support services.

4. Team Leadership and Development:

- **Team Productivity:** Measure the output and efficiency of the IT team in terms of completed projects, tasks, and service requests, ensuring optimal resource allocation and utilization.
- **Employee Satisfaction and Retention:** Conduct regular surveys or feedback sessions to gauge the satisfaction and morale of IT team members under the IT Head's leadership.
- **Professional Development:** Facilitate ongoing learning and skill development among IT team members through training programs, certifications, and career advancement opportunities.

5. Cost Management and Budget Control:

- **IT Budget Management:** Monitor and manage the IT budget effectively, ensuring that resources are allocated appropriately and expenditures are within budgetary constraints.
- **Cost Reduction Initiatives:** Identify and implement cost reduction initiatives such as infrastructure optimization, vendor negotiations, and cloud cost management strategies.
- **Return on Investment (ROI):** Evaluate the ROI of IT investments and projects, considering factors such as cost savings, revenue growth, and business value delivered.

6. Vendor and Partner Management:

- **Vendor Performance:** Assess the performance and effectiveness of third-party vendors and service providers supporting the company's IT operations and projects.
- **Contract Negotiation:** Negotiate favorable contracts and service agreements with vendors, optimizing terms and conditions to maximize value and minimize risk.
- **Strategic Partnerships:** Develop and maintain strategic partnerships with technology vendors, suppliers, and industry partners to drive innovation and business growth.

7. Communication and Stakeholder Management:

- **Communication Skills:** Evaluate the IT Head's ability to communicate effectively with executive management, board members, and other stakeholders, providing transparent updates and insights into IT initiatives and performance.
- **Executive Reporting:** Prepare and present regular reports and updates to executive management and board members, highlighting key IT metrics, achievements, and challenges.
- **Relationship Building:** Build strong relationships with key stakeholders across the organization, fostering collaboration and support for IT initiatives and projects.