**Individual taks: KEY PERFORMANCE INDICATOR (KPI) PLANNER**

**Please based on questions describe your answers!**

**Responsibility in the organization:**

1. What is the main purpose of your specific job? Explain how it aligns with your company mission.

**Answer:**  
  
 *The target of my job is develop, maintenance and support web-services which help our clients(local ukrainians banks) improving their attractiveness to customers. Also, I help them become more digital and improve their regular activities.  
 I don’t know exactly what is the main goal of my organisation because I have focused on only for my tasks, but I can say with proud we are the best processing center of Ukraine and we were nominated to the highest award between all ukrainian Fintech companies two years in a row. We take care about our reputation and ready to help our customers every day. I totally support the main idea of my organisation and try to do my work good as I can. We cooperate with small and medium banks and we understand that every our client is different. I try to find universal solutions which will be useful for every client and its IT infrastructure. In case our customer wants to change its business model and reorganized its technical staff, we always invite them to join us and continue working for our customers together.*

1. What are the 3 most important ​quantifiable​ things you should keep track of in your day-to-day work? For each of these provide a ​quantifiable​ goal within a specified timeframe.

*Car dashboards display your most essential gauges when driving. Think of your car dashboard like your Key Performance Indicators (KPIs).*

1. **Answer:** *Improve security aspect for all web-services in my area of responsibility*

2. **Answer:** *Reduce time to implement new features for customers by their requests*

3. **Answer:** *Implement a new feature on every new web-service every new release.*

1. How are your KPIs aligned with your goals? Describe how your KPIs are actionable and attainable.

***Answer:*** *I have a small meeting with my chief every 6 month when we talk about my KPI’s and I say for sure my KPI’s fully aligned with general. Every our employee tries to become more professional then before, improves his knowledge and time management skills. Also, we work under improvement our communication skills for make our work more simple and enjoyble.*

4) Where does the data to track your KPIs come from?

*For example: Google Analytics, Excel spreadsheet, Salesforce, etc.****Answer:*** *We don’t use systems which written above, because we have internal system like Jira where my chief can analyze all my performance and share it to the HR and show me strong and weak sides and help my to improve myself before next meeting.*

5) From the data sources listed above, can you think of any other relevant KPIs you can track? List them and provide a ​quantifiable​ goal for each.

***Answer:   
1) Update all core libraries in my web-services before end of the year –***  *I can write small application which could gather information about libraries versions and send me to future analyze. This report shows me web-services which need to be improved.*

**2) *Finished all my open tasks –*** *update my access to the Jira helps me analyze my statistics and show me all my open tasks.*

***3) Improve my knowledge in technologies which I use every day in my work –*** *sometimes, our HR department offers us to join Udemy, Codecademy or any other online learning platforms and improve our knowledge.*

6) Now that you have defined your KPIs, what would be the ​best way​ to share them with the people who care about your team's performance? List each person that cares and the best way to present your KPIs to them. For example: TV screen, spreadsheet, email report, log-in to a website, verbally in a meeting, mobile device, social media, etc.

**Answer:**   
*Our personal KPI’s is non-public information and we can’t share it with somebody outside our company or our client, but I can tell about my KPI with my colleages whick work with me and the same department and we work together* *under one task.*

7) If you could define and share your KPIs with the people who care ​right now​, describe how this would change your relationship with them and your day-to-day work ethic.

**Answer:** *Yes, changed. Make KPI helps me change my mind. It become more targeting and I try to achieve my goals with my team, because we have same aims with small difference.*