## Employee Profile

Name: Alex KENDAGOR
Employee Number 1111

Job: APPLICATION SUPPORT
Affiliare: Konya
Business/ Function: Operations & Technology
Line Manager: Ambrose AGBEKO
Matrix Manager: 0

Jote: 2/5/2020





Normalized Rating

Performance Areas	Score (%)	Key Performance Indicators (KPI)	Unit	Baseline Figures (if applicable)	2019 FY Target	KPI' weight.	2019 FY Actual	% Achd.	Score	Total Score	Self Comment	% Achd.	Score	Total Score	Line Manager Comment
		Cost Saving Initiatives	0	0	Automate Workflows for Compliance Department,	35%	35	99%	35%	12%	Completed and deployed IR&C system modules assigned for	ox	0%	ox	
		Budget Performance	o	0	Ensure all Technology expenditure is within the	301	30	99%	35X	16%	Achieved this by ensuring That no cost will be spent on	0%	ox	οX	
usiness and		Support business on Revenue Targets	0	0	Assist EKE Affiliate achieve its revenue targets by	35%	35	90%	25%	9%	Achieved this by ensuring That no cost will be spent on	0%	oz.	ox	
nancial erformance	0X-35X	0	0	0	0	ox		O%	o%	oz.		ox	ox	οX	
,		0	0	0	0	OX		ox	οX	o%.		ox	ox	0%	
		0	0	0	0	0%		o%	o%	ox.		ox	ox	ox	
		0	0	0	0	OX.		0%	ox	ox		o%	ox	0%	
						100%			95%	32%			ox	οX	
		Services SLA	0	0	Highlight Adherence to SLA for user lickets – incidents, service requests, change requests, systems enhancements	20%	20	60%	15%	3%	Achieved 88% Ticket resolution, only 12% of 2019 tickets breached SLA	o%	οX	αX	
		0	0	0	0	0%		οX	0%	20		ο%	ox.	ox.	
lient - Centricity	0%-35%	Services Availability	0	0	Achieve 99.95% in all services Availability	20%	20	90%	25%	5%	Achieved this by ensuring That no cost will be spent on	OE.	ox	οx	A STATE OF THE STA
		Client Reportning Platforms	0	0	Develop and commission MTTR Dashboard for the	30%	30	100%	35X	их	Ensured MTTR was developed and deployed in EKE Cloud	οX	0%	ox	
		Adequate support to Businesses (Business	0	0	Deploy IRC Application for Branch Transactions	30%	30	100%	35X	11%	Developed and deployed EKE Compliance systems to	0%	ox	zo	
		0	0	0	0	OX		OX.	ox	ox		0%	0%	ox	
		0	0	0	0	O%		ox	οX	ox.		0%	oz.	οX	
						100%			110%	29%			0%	οX	
		Performance Management	0	0	Adherence to Leave Management to decrease %		20	80%	10%	3X	Will improve in planning on my leave days	ox	-20%	-5X	
		Learning and development	0	0	Completion of mandatory trainings on VBI minimum 40 hrs		30	100%	15%	4%	Completed all the mandatory VBI courses on Time	ox	-20%	-5X	
	Minus -20% +	0	0	0	0	0%		0%	-20%	ox.		ox.	-20%	ox	
nople	15%	Career development	0	0	T Units (Business Systems & Infrastructure Systems)	25%	20	100%	15%	4X	Traveled to Accra to learn	οX	-20%	-5%	
		Performance Management	0	0	Complete Mid & End year perfomance review as per		20	100%	15%	4%	Completed Mid&End Year Review As Required	ο%	-20%	-514	
		0	0	0	0		20	100%	15%	ox.		ox	-20%	ot	
		0	0	0	0	0%		οX	-20%	ox		0%	-20%	οx	
						100%			30%	14%			-140%	-20%	
		Audit Rating	0	0	Achieve Satisfactory rating in all audits	30%	30	90%	ox	0%	Did my best to ensure all systems created adhered to	0%	-50X	-15.0%	

	Development Documentation	0	0	Documentation of all development work – as and	20		306	10	X0	Ensured all system deployed Le INSC are well documented	TO.	-50%	20.0	
Process,	Systems Deployment	0	0	Transitioning of new systems into production	30%	30	1001	故	Ħ	Created a git version control system to enable easier	70	-\$0X	15.0%	
controls and Minus -50% + 5% 0	0 25 * 5	0	0	0	20		30	-50%	20		20	-\$0X	0.0K	
performance	0	o	0	0	20		X0	-50%	0.0%		10	50%	0.0%	
	Data and MIS management	o	0	Knowledgebase on new systems and training of the	40%		χo	-50%	70'0T-	Embraced onedrive as a means to secure bank and personal	100	-\$0£	30.05	
	0	0	0	Knowledgebase on new systems and training of the	NO.		Xo	50%	20.0	Embraced onedrive as a means to secure bank and personal	30	30¢	10.0	
					1001			195%	-19%			350%	-40%	
	FALCON Project Core banking rollout	0	0	Full Implementation of F12 in EKE	30%	30	70%	20%	¥9	Participated actively by offering subport to the falcon team in	X0	Ą	No.	
	0	o	0	0	10		30	***	to.		Xo X	15	¥o	
	Automation of Processes	0	0	IT Inventory + Risk + Card Ops + Compliance + HR	70%	20	366	30%	N. A.	Completed all system requested by different departments	No.	75	to to	
Ecobank Must のホー3の形 win Battles	O at	0	0	0	30		χo	¥0	10		X0	No.	No	
	o	0	0	0	20		X0	***	*		Yo.	No.	16	
	0	0	0	0	Xo		X0	10	20		X0	No	15	
	0	٥	0	0	10		¥0	20	No		30	30	¥0	
					1001			20%	27%			200	to.	
						Total			83%				-70%	
Self - Overall Comment: 2019 was a great year I was at than 2 years (Compliance Syst deployment of systems, I am I thre planning to ensure I will I	Self-Overall Comment: 3.019 wars a great year twas shle to deploy systems that had been pending for more than 3 years (Compliance System). Also I was able to learn of the best practice deployment of systems, I am looking forward to improve my communication sells and three planning to ensure I will be able to work effectively with my teammates.	d been pe of the bess by commun th my tean	nding for more t practice in sication skills and nmates.	Line Manager - Overall Comments	ant:									
HEX KE	ALEX KENDAGOR													

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