

Employee Profile

Name: Alex KENDAGOR
 Employee Number: 1111
 Job: APPLICATION SUPPORT
 Affiliate: Kenya
 Business/ Function: Operations & Technology
 Line Manager: Ambrose AGBEKO
 Matrix Manager: 0
 Date: 2/5/2020

Performance Summary	Automated	
	Self Rating	Line Manager Rating
	4	1
	83%	-70%
Performance Description:	Exceeds expectations	Does not meet expectations

Normalized Rating

Ecobank
 The Pan African Bank

Performance Areas	Score (%)	Key Performance Indicators (KPI)	Unit	Baseline Figures (If applicable)	2019 FY Target	KPI weight	2019 FY Actual	% Achd.	Self-Assessment		Self Comment	Line Manager Assessment			Line Manager Comment
									Score	Total Score		% Achd.	Score	Total Score	
Business and financial performance	0% - 35%	Cost Saving Initiatives	0	0	Automate Workflows for Compliance Department,	35%	35	99%	35%	12%	Completed and deployed IR&C system modules assigned for	0%	0%	0%	
		Budget Performance	0	0	Ensure all Technology expenditure is within the	30%	30	99%	35%	11%	Achieved this by ensuring That no cost will be spent on	0%	0%	0%	
		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%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
Client - Centricity	0% - 35%	Services SLA	0	0	Highlight Adherence to SLA for user tickets - incidents, service requests, change requests, systems enhancements	100%			95%	33%	Achieved 88% Ticket resolution, only 12% of 2019 tickets breached SLA	0%	0%	0%	
			0	0	0	0%		0%	0%	3%		0%	0%	0%	
		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	0%	0%	0%	
		Client Reporting Platforms	0	0	Develop and commission MTTR Dashboard for the	30%	30	100%	35%	11%	Ensured MTTR was developed and deployed in EKE Cloud	0%	0%	0%	
		Adequate support to Businesses (Business)	0	0	Deploy IRC Application for Branch Transactions	30%	30	100%	35%	11%	Developed and deployed EKE Compliance systems to	0%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
			0	0	0	0%		0%	0%	0%		0%	0%	0%	
People	Minus -20% + 15%	Performance Management	0	0	Adherence to Leave Management to decrease %	25%	20	80%	10%	3%	Will improve in planning on my leave days	0%	-20%	-5%	
		Learning and development	0	0	Completion of mandatory trainings on VBI minimum 40 hrs	25%	20	100%	15%	4%	Completed all the mandatory VBI courses on Time	0%	-20%	-5%	
			0	0	0	0%		0%	-20%	0%		0%	-20%	0%	
		Career development	0	0	IT Units (Business Systems & Infrastructure Systems)	25%	20	100%	15%	4%	Traveled to Accra to learn	0%	-20%	-5%	
		Performance Management	0	0	Complete Mid & End year performance review as per	25%	20	100%	15%	4%	Completed Mid&End Year Review As Required	0%	-20%	-5%	
			0	0	0	0%	20	100%	15%	0%		0%	-20%	0%	
			0	0	0	0%		0%	-20%	0%		0%	-20%	0%	
		Audit Rating	0	0	Achieve Satisfactory rating in all audits	30%	30	90%	0%	14%	Did my best to ensure all systems created adhered to	0%	-50%	-20%	

