KEY PERFORMANCE INDICATOR 2024

IBEDC

DIVISION	Corporate Services
DEPARTMENT	Information Technology
UNIT	System & Business Application
JOB TITLE	Database Administrator

Objective: To ensure that employers' expectations are defined, communicated and agreed to by the employee as targets measuring employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly. *Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.*

	JOB KEY PERFORMANCE INDICATORS(KPI)	Target	Weight	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs.
1	**Provides technical and operational database administration.** A. 99.8% Availability and database integrity and operational reliability of All databases and Sub-Systems daily. B. Design and perform database tuning, backup and recovery procedures in order to resolve database performance issues, database capacity issues, replication, and other distributed data issues. 99.8% availability of databases – 100% adherence to Database backup and recovery procedures/policies. C. Provides Technical documentation (analysis, definitions of technical standards and design function) of new and existing databases. D. Ensure 100% quality of recommended software. 0% negative impact to company resulting from recommended software. E. 100% Adherence to IT policy/procedures on application and database management.	100%	55	24hrs
2	**Installs, maintains and implements policies and procedures for ensuring the security, availability and integrity of the company databases and data warehouse.** Zero infractions of Databases and Data warehouse access policies & procedures at all time.	100%	10	24hrs
3	**Optimizes database access and allocates/re-allocates database resources for optimum configuration.** 100% Utilization of database resources, - 100% Adherence to capacity planning procedures.	100%	10	24hrs
4	**Carry out modifications to any existing database software to meet business needs.** Ensure 100% Adherence to IT policy/procedures on application and database management while carrying out modifications.	100%	5	24hrs
5	**Support capacity building for database users.** Bi-annual training of database users on database management.	100%	5	Biannually
6	**Prepare periodic and ad-hoc reports to relevant stakeholders.** Periodic ad-hoc, Project and weekly report to be every Thursdays; Adhoc reports to be submitted 48hrs before meetings.	100%	10	24hrs
7	**Carry out other sundry assignments as directed by Head, Business Applications.** Assignments to be carried out within agreed timeline set by Head, Business Applications.	100%	5	24hrs

ERODERS
- 5% down for every 24hrs default in meeting timeline
- 5% down for noncompliance with HSE Standards.

BOOSTERS
- 5% up for all documented cost reduction initiative(s).
- 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc.