KEY PERFORMANCE INDICATOR 2024

IBEDC

DIVISION	Corporate Services
DEPARTMENT	Information Technology
UNIT	IT Governance
JOB TITLE	Information Governance 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	**Documenting and maintaining the IT policies, processes and standards.** **A.** Biannual review for update all IT policies, SOPs and other governance documents. **B.** Review and ensure IT service continuity plans are up to date.	100%	30	Daily/Biannually
2	**Review of IT Infrastructure and Business Applications.** Perform quarterly Audit of IT infrastructure and Business Applications.	100%	10	Quarterly
3	**Manage, review, amend and close Requests for Change (RFC).** **A.** Ensure all changes implemented follow the change management process and documentation for emergency change must be submitted at a maximum time of 24 hrs after the change. **B.** Ensure that all IT-related change requests and incidents are recorded, tracked, and allocated to the appropriate resolution team on a daily and monthly basis using the service desk system.	100%	20	Daily/Monthly
4	**Enterprise Backup Monitoring and Compliance.** Ensure that Application and Infrastructure backups are up to date at all time.	100%	15	24hrs
5	**Manage all IT licenses for applications, software or services and monitor the renewal processes before due dates.** Ensure that all IT licenses for apps, software, and services are current, and that renewal memo's are received three months prior to the expiration date.	100%	15	3 Months before expiration
6	**Prepares periodic and ad-hoc report to relevant stakeholders.** **A.** Periodic ad-hoc, project and weekly reports to be submitted within 24hrs of agreed timeline.	100%	5	24hrs
7	**Performs other sundry assignments as may be directed by the Head, IT.** Assignments to be carried out within agreed timeline by Head, IT.	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.