KEY PERFORMANCE INDICATOR 2024

 IBEDC

DIVISION	Corporate Services
DEPARTMENT	Information Technology
UNIT	System and Business Application
JOB TITLE	Business Application Manager

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	**Manages all aspects of software design, development, implementation, planning & on boarding of new application.** A. 100% execution of all approved and funded Business Application projects in line with the end user requirements within approved timelines in the project plan. B. Develops detailed plans and accurate estimates for the design, build, and implementation of projects. C. 100% successful solution rollout for upgrade and new applications with UAT signoff within 72 hours of approval. D. 100% adherence to IBEDC's IT security policies at all time.	100%	50	24hrs
2	**Analyse the structure and flow of the business' processes to identify possible application solutions.** A. Full automation of identified business processes-100% completion level by Q4 2024. B. Keep up to date with latest software developments and Identify emerging trends/best practices and ensures proposed solutions meet Company Goals.	100%	10	Q4
3	**Resolve escalated technical issues relating to core business application.** 100% resolution of all escalated issues and closure of tickets relating to business application within 3 working days.	100%	15	3days
4	**Develops procedures for application usage and manages the administration, support and training for business applications.** Quarterly review of application usage procedures and periodic user training on business application.	100%	10	Quarterly
5	**Prepares periodic and ad-hoc reports to relevant stakeholders.** Periodic project and weekly reports to be submitted every Thursdays; Ad hoc report to be submitted 48hrs before meeting.	100%	10	24hrs
6	**Carry out other sundry assignments as directed by Head, Business Application.** Assignments to be carried out within agreed timeline by Head, Business Application.	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.