COSEKE

"Quality Means No Compromise"

PERFORMANCE GOALS FOR TECHNICAL OPERATIONS, FOR THE YEAR 2022

#	PERFORMANCE OBJECTIVE/GOALS	MEASURE/TARGETS	WEIGHT (%)
1.	Improve Performance in Technical Team/Operations	1. All assignments/ projects completed within signed off timelines 2. Quality delivery for each assignment/project 3. Attend quarterly refresher training and progress review boot camps. 4. Timely response to all support calls as per customer service level agreement.	10
2.	Ensure workload balance among the technical team	1. No pending/ delayed assignments caused by workload balancing	5
3.	Address the issues of skills and competence gaps	1. Acquired relevant professional certifications • Onbase • Alfresco	5
4.	Ensure effective knowledge management in the department	1. All technical operations records/documents e.g. projects implementation documents/records, technical support records/documents are timely; *generated, secured and properly stored physically and/ or electronically*	5

	(i.e. all technical operations records/documents generated and are in place) 2. Secure central records/ documents repository in place 3. Effective transition of projects from technical implementing team to support team in place (transition plans and reports in place, effective customer support by support engineers after implementation)	

5. Innovation	1. Improve on research and development through improvement of internal applications and partner solutions.
	
	2. Work with COSEKE group team in developing own document management system C-ONE
	
	    ● Documented technical requirements document from COSEKE Uganda office, internally approved and shared with C-ONE project team.
	
	    ● Documented testing report on reviewing of the proposed C-ONE system.
	
	    ● Documented training report on the proposed C-ONE system.
	
	3. Extend the functionality of COSEKE off the shelf systems products.
		25

6. Improved availability of office systems	1. Reliable remote access of all internal office systems 2. Documented policy for access and use of office systems	5

7.	Support to Business Development Department.	1. Provide at-least 2 referrals to business development team per quarter	5
		2. Timely response to all technical proposals assigned.	
8.	To automate internal office business processes.	Below systems to be automated;	30
		1. Planning and reporting system	
		2. Recruitment system	
9.	Comply to policies	1. 100% compliance on technical operations processes.	5
		2. Ensure ISO 9001:2015 quality projects implementation and service delivery procedures are implemented and followed.	
		3. Effective delegation of duties	
10.	Training and Career Development (Learning & Growth)	1. Attain relevant certifications on partner products	5
		2. Attend partner and industry relevant webinars	

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Employee Name and Signature: _____ Date: 18 / feb / 2022

Supervisor Name and Signature: _____ Date: 18 / feb / 2022