Request SLA : All request Should be close within Promise date whatever earlier and need Proper update Submitted by Prod DBA CR/TASK – no escalation on tasks for resource No Red Flag in respective Task during DBS CAB meeting No CRQ Failure.

Zero Tolerance Compliance, CTS & Customer timesheet data

Customer timesheet and CTS Time-Sheet, adequate the timesheet submission within SLA Taking additional responsibility for validating RPM data and CTS timesheet for T & M resources, and closely working with associate who is not submitting timesheet on active basis to reach Zero % tolerance.

Organization Initiative

Involving Database 19c Migration and key parameter from 11g to 19c non-prod Kp.org database. Working with Goldengate automation.

OEM 13C MONITORING AND Operational activities( like alert resolution)

OEM 13C : All supported Non-Prod / Prod Database Should be Under OEM Monitoring OEM13C Operational : Alerts should address same day and at the same time we are monitoring the database using customized script to proactive measure to address the issue within threshold.

Service Improvement

360 Database Health Review : With customer Team and Business Performance Recommendations: Non-Prod testing and Prod implementation. Working with Azure migration activities for KP.org application Completed BCSSP application from on-prem to Azure VM successfully.