

Employee Name : Hemant DeshmukhManager's Name : Hemant Deshmukh  
Goalsheet Approval Date : 05-Dec-2016

**KRA Category : People**  
**KRA Weightage : 20 \_**

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Successful completion of IDP of direct reportees	Text			May 17	Apr 17	Mar 17	Feb 17	Jan 17
Create awareness and increase adoption of IT technologies through OPEN house, presentations and IT newsletters	Text			once in 6 months	once in 4 months	Once in 3 months	Once in 2 months	Once in 1 Months
Technically Support HR for creation of PMS portal	Date			01/Jan/2018	01/Dec/2017	01/Nov/2017	01/Oct/2017	01/Sep/2017

**KRA Category : Business**  
**KRA Weightage : 40 \_**

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Ensure GST Impact Analysis data is delivered on time to make sure consultants present the analysis to management Note : At the time of creation of the KRA the vendor has not given project milestones	Text			Within 5 months of data delivery to consultants	Within 4 months of data delivery to consultants	Within 3 months of data delivery to consultants	Within 2 months of data delivery to consultants	Within 1 months of data delivery to consultants
EHP 6 to EHP 7 upgrade for system readiness	Text			Oct 16	Sep 16	Aug 16	Jul 16	Jun 16
Implementation of GST in SAP as per Government norms in Quality server ready to be implemented in Production Server Note : At the time of this Goal creation the GST go live date from the Government is yet to be received and SAP patch yet to be delivered	Date			01/May/2017	01/Apr/2017	01/Mar/2017	01/Feb/2017	01/Jan/2017

**KRA Category : Customer**  
**KRA Weightage : 20 \_**

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Support business With SAP functional and Office365 for India and International Locations	Text			Respond within 60 hrs	Respond within 56 hrs	Respond within 48 hrs	Respond within 36 hrs	Respond within 24 hrs
Phase 1 SAP FIORI for PR/ PO release and PERSONAS for Synergy to enhance end user efficiency	Text			Feb 17	Jan 17	Dec 16	Nov 16	Oct 16
Ensure uptime for IT Hardware and Network infrastructure	Text			95 Percent	96 Percent	97 Percent	98 Percent	99 Percent
Creation / Implementation of CRM tool for Business	Text			within in 6 months of clear requirements	within in 5 months of clear requirements	within in 3 months of clear requirements	within in 2 months of clear requirements	within in 1 months of clear requirements

**KRA Category : Process**  
**KRA Weightage : 20 \_**

Key Performance Indicator (KPI) description	Unit	KPI Weightage	Value	(1) Unsatisfactory Performance	(2) Needs Improvement	(3) Good Solid Performance	(4) Superior Performance	(5) Outstanding Performance
Implement Data security measures like ADFS	Text			28th March 2017	28th Feb 2017	30th Jan 2017	30th Dec 2016	30th Nov 2016
Engage 3rd Party consultant for classifying and optimizing SAP license	Date			30/Jan/2017	30/Dec/2016	30/Nov/2016	30/Oct/2016	30/Sep/2016
Ensuring 99% Disaster Recovery uptime for Business Continuity	Text			95 Percent	96 Percent	97 Percent	98 Percent	99 Percent
Ensuring Software compliance for softwares at all times	Text			85 percent and below	90 percent	95 percent	97 percent	99 & above
Implementation of Forti client to reduce risk of data leakage	Text			after 30th Oct 2016	after 30th Sept 2016	after 30th August 2016	before 30th July 2016	before 30th June 2016