

Employee Name : DEEPAK PATEL  
Manager's Name : Tomy Kalapurackal  
Goalsheet Of Year: 2017-2018

**KRA Category : Process**

**KRA Weightage : 30**

**KRA Description : IT Infrastructure management**

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
Take Periodic backup of DATA of the shared folder	Text			Monthly	fortnightly	Weekly	every 2nd day	Every Day
Train the end user	Text			1 session in year	2 sessions in Year	3 sessions in Year	4 sessions in Year	5 sessions in Year
Maintain the inventory (h/w, s/w)	Text			More than Six Month	six month	Quarterly	Bimonthly	Monthly

**KRA Category : People**

**KRA Weightage : 20**

**KRA Description : Coordination in plant activity**

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
Upkeep of EPABX	Text			<80%	80 to 95 %	95 to 98%	99%	100%
Upkeep of CCTV	Text			<80%	80 to 95 %	95 to 98%	99%	100%
Network reorganised for Dettol revamping project	Text			More then one week	after one week	100% OTIFQ	before one week	one week

**KRA Category : Customer**

**KRA Weightage : 30**

**KRA Description : End user Support**

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
Maintain 99% Uptime	Text			<80%	80 to 90 %	90 to 98%	99%	100%
Escalate issues	Text			More then 48 hrs	48 hrs	24 Hrs	12 hrs	8 Hrs
Monitor & Timely closure of end user calls	Text			More then 48 hrs	48 hrs	24 Hrs	12 hrs	8 Hrs

**KRA Category : Business**  
**KRA Weightage : 20**  
**KRA Description : Compliance**

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
Proper use of License Key	Text			<80%	80 to 90 %	90 to 98%	99%	100%
Removal of unauthorized s/w	Text			<80%	80 to 90 %	90 to 98%	99%	100%
Ensure FC, SAM, OneDrive, Skype & Symantec	Text			<80%	80 to 90 %	90 to 98%	99%	100%
Ensure OS & Office Patch management	Text			<80%	80 to 90 %	90 to 98%	99%	100%

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Individual Development Plan (WI.CHR.03 F.NO. 1)

Employee Name	Manager's name	Employee ID	Year
DEEPAK PATEL	Tomy Kalapurackal	10002289	2017-2018

*Please discuss your strengths and work related weaknesses with your manager and identify your training needs. Your development will happen through the following ways:*

**Part A: Development through Instructor led training in Classroom**

No	Name of program	Faculty	Days	Please explain why the training is needed
1	Training on ISO 9001 & 15000 **	ASHOKRAO PATIL	1	This is mandatory
2	Environment Health and Safety *	Sunil Katekari	1	This is mandatory
3	Prevention of Sexual Harassment *		1	This is mandatory

4	Effective Communication Skills	Charles Carvalho	2	
5	The Super Manager	Amit Sanas	2	
6	Six Thinking Hats		1	
7	Art of Charm	Anant Pednekar	1	

\*Mandatory for all employees to attend this program

\*\*Mandatory for employees working at locations covered by the certifications

*If you need a program that is not mentioned above, please use the space below. Please note this program may be offered if at least 20 people request for it.*

No	Topics required	No. of Days	Internal faculty name
1			
2			

**Note: Part B and Part C are to be filled by only AGM and above employees.**

**Part B: Development through developmental relationships**

No	Relationship	Name of leader	Number of Meetings planned	Target date	Program Completed	Reviews
1	<b>Coaching</b> through leader in own function for <b>functional</b> inputs					
2	<b>Coaching</b> through leader in own function for <b>functional</b> inputs					

**Part C: Development through action learning projects**

<b>Project Title</b>	
<b>Review date</b>	
<b>Target end date</b>	
<b>Project scope</b>	

<b>Project exclusions</b>	
<b>Project deliverables</b> (Target at rating 3: good solid performance)	
<b>What is the employee expected to learn from this project</b>	
<b>Reviewer(s) name</b>	
<b>Project Status</b>	
<b>Project Status Comments</b>	