

Employee Name : PRASAN DAS
Manager's Name : Tomy Kalapurackal
Goalsheet Of Year: 2017-2018

KRA Category : Process
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
1.Proper use of license key	Text			Below 60%	Below 80%	80 to 90%	90 to 95%	95 to 99%
2.Remove Unauthorized Software	Text			Below 60%	Below 80%	80 to 90%	90 to 95%	95 to 99%
3.Ensure FC, SAM, One Drive, Skype & Symantec	Text			Below 60%	Below 80%	80 to 90%	90 to 95%	95 to 99%
4. Ensure OS & Office Patch management	Text			Below 50%	50 to 60%	60 to 70%	70 to 80%	80%

KRA Category : Customer
KRA Weightage : 20
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
1. Maintain 99% up time	Text			50% up time	60 % up time	70% UP TIME	85% UP TIME	90 to 99% up time
2. Escalate & highlight issues	Text			30 days of after incident	20 days after incident	15 days after incident	10 days after incident reported	7 days after incident
3.Monitor & timely closure of End user hardware call	Text			30 days of after incident	20 days after incident	15 days after incident	10 days after incident reported	7 days after incident

KRA Category : People
KRA Weightage : 20
KRA Description : Patch 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
1. Manage Window Software Update Service server	Text			Below 50%	50 to 60%	60 to 70%	70 to 80%	80%
2. Monitor all computers patch up to date	Text			Below 50%	50 to 60%	60 to 70%	70 to 80%	80%

KRA Category : Business

KRA Weightage : 40

KRA Description : IT Security 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
1.Ensure Symantec Server patched up to date	Text			1 month Behind Symantec latest	3 Week behind Symantec Latest	2 Week behind symantec latest	one Week behind symantec latest	same as on Symantec
2. Ensure all locations firewall patch up to date	Text			5 updates back	4 updates back	3 back updates	2 Back updates	latest release by Manufacturer
3.Monitor & ensure all users are online & up to date	Text			50 % total Endpoint	60% of Total Endpoint	70% of Total endpoint	85% of total end point	90 to 95% of Total Endpoint

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

Employee Name	Manager's name	Employee ID	Year
PRASAN DAS	Tomy Kalapurackal	10000465	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	
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*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	Coaching through leader in own function for functional inputs					
2	Coaching through leader in own function for functional inputs					

Part C: Development through action learning projects

Project Title	
Review date	
Target end date	
Project scope	
Project exclusions	

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