Employee Name : Deepak Guleria
Manager's Name : Tomy Kalapurackal
Goalsheet Of Year: 2017-2018

KRA Category : Business
KRA Weightage : 40
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	Percentage			80	85	90	95	100
Train the end user	Days			90	50	45	30	25
Maintain the inventory (h/w, s/w)	Days			90	50	45	30	25

KRA Category : Customer
KRA Weightage : 25
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	Percentage			85	90	95	97	99
Escalate issues H/W	Days			15	13	12	10	7
Monitor & Timely closure of end user calls	Days			30	20	15	10	7

KRA Category : Customer
KRA Weightage : 30
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	Percentage			70	80	90	95	100
Removal of unauthorised s/w	Percentage			80	90	95	97	99
Ensure FC, SAM, OneDrive, Skype & Symantec	Percentage			80	90	95	99	100
Ensure OS & Office Patch management	Percentage			70	80	85	95	100

vvf57e264fd8d3ef

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

Employee Name	Manager's name	Employee ID	Year
Deepak Guleria	Tomy Kalapurackal	10000900	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			

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	