**Application Service Delivery**

**To,**

**Name: Employee Name**

**Designation: Designation**

**Grade**: MX

Hi,

Please find enclosed your detailed KRA & Performance attributes. They are the set evaluation standards for your reviews and appraisals

**Job Description: KRA**

1. Understanding the Functionality of the application and gaining expertise on the Functionality / Domain
2. Quality of Development, testing and implementing best practices
3. Compliance to the Coding standards
4. Meeting Deadlines as per the Project timelines and the client expectations
5. Ontime Communication & Documentations
6. Proactive Reporting timely updates and Escalations
7. On time submission of time sheets
8. Adherence to set support & organization processes
9. Providing daily, weekly and monthly MIS

**Performance Attributes:**

1. Professional Behavior Punctuality & office decorum:

* Maintaining office punctuality & decorum
* Maintaining daily attendance on iconnect, approval on all leave applied and regularizing attendance on Iconnect

1. Teamwork:

* Working towards team goals / challenges
* Willingness to take up additional responsibilities
* Maintaining good interpersonal relations

1. Result Orientation:

* Accurate & Error Free performance
* Open to feedback on performance

1. Training:

* Upgrading self to the latest technologies
* Attending nominated internal technical & soft skills trainings & planned certifications

Apart from the above, you will also be responsible for other tasks which are entrusted to you from time to time. You will also adhere to Company policies & disciplines.

Wishing you all the best and looking forward to a mutually rewarding relationship.

**For Clover Infotech Pvt Ltd**

**Elizabeth Paul**

**Senior Vice President-Human Resources**