

KRA/SLA FRAMEWORK

SKIDS Advanced Integration Infrastructure

OVERVIEW

This document defines Key Result Areas (KRAs) and Service Level Agreements (SLAs) for staff members managing vendor relationships, performance metrics for vendor partners, accountability frameworks, and escalation procedures for optimal platform performance.

STAFF KRA FRAMEWORK

ADMIN ROLE KRAs

Primary KRAs

KRA	Weight	Target	Measurement	Frequency
System Uptime Management	25%	99.9%	System availability monitoring	Daily
Vendor Oversight & Approval	20%	95% approval accuracy	Vendor performance post-approval	Monthly
Staff Performance Management	20%	4.5/5 avg rating	Staff performance reviews	Quarterly
Security & Compliance	20%	100% compliance	Audit results, security incidents	Monthly
Strategic Decision Making	15%	ROI improvement	Business impact metrics	Quarterly

Performance Metrics

System Management:
- Uptime: >99.9%
- Response Time: <2 seconds
- Error Rate: <1%
- Security Incidents: 0 critical
Vendor Management:
- Vendor Approval Accuracy: >95%
- Onboarding Time: <21 days average
- Vendor Satisfaction: >4.5/5
- Contract Compliance: 100%
Staff Management:
- Team Productivity: >90%
- Training Completion: 100%
- Staff Retention: >95%
- Performance Goals Met: >90%

VENDOR MANAGER KRAs

Primary KRAs

KRA	Weight	Target	Measurement	Frequency
Vendor Onboarding Efficiency	30%	<21 days avg	Time from application to activation	Weekly
Vendor Performance Management	25%	4.5/5 avg rating	Vendor scorecards	Monthly
Relationship Quality	20%	95% satisfaction	Vendor feedback surveys	Quarterly
Contract & Compliance	15%	100% compliance	Audit results	Monthly
Revenue Impact	10%	15% growth	Revenue from managed vendors	Quarterly

Daily Targets

Onboarding Activities:

- New Applications Reviewed: 100% within 24 hours
- Documentation Verification: 100% within 48 hours
- Vendor Communications: Response within 4 hours
- Status Updates: Daily progress tracking

Performance Monitoring:

- Vendor Health Checks: Daily review
- Issue Resolution: 95% within SLA
- Performance Reports: Weekly generation
- Escalation Management: Immediate action

Weekly Targets

Relationship Management:

- Vendor Check-ins: 100% of active vendors
- Performance Reviews: All vendors assessed
- Issue Resolution: 98% closure rate
- Training Sessions: As needed basis

Reporting:

- Weekly Performance Reports: 100% completion
- Trend Analysis: Identify patterns
- Improvement Plans: For underperforming vendors
- Stakeholder Updates: Regular communication

⚙️ TECHNICAL INTEGRATION SPECIALIST KRAs

Primary KRAs

KRA	Weight	Target	Measurement	Frequency
Integration Success Rate	35%	98% success	Successful integrations/total attempts	Monthly
System Performance	25%	99.5% uptime	Integration monitoring	Daily
Security Compliance	20%	100% compliance	Security audit results	Monthly
Technical Support	15%	<2 hour response	Support ticket metrics	Daily
Documentation Quality	5%	95% completeness	Documentation reviews	Monthly

Technical Performance Metrics

Integration Metrics:
- API Response Time: <500ms average
- Error Rate: <0.5%
- Data Accuracy: >99.9%
- Security Compliance: 100%
Support Metrics:
- First Response Time: <2 hours
- Resolution Time: <24 hours
- Customer Satisfaction: >4.5/5
- Escalation Rate: <5%
System Health:
- Uptime: >99.5%
- Performance: Within benchmarks
- Security: Zero breaches
- Monitoring: 100% coverage

ANALYTICS SPECIALIST KRAs

Primary KRAs

KRA	Weight	Target	Measurement	Frequency
Data Accuracy & Quality	30%	99.5% accuracy	Data validation checks	Daily
Report Timeliness	25%	100% on-time	Report delivery tracking	Weekly
Insight Generation	20%	5 insights/month	Actionable recommendations	Monthly
ROI Analysis Accuracy	15%	90% prediction accuracy	Actual vs predicted ROI	Quarterly
Dashboard Performance	10%	<3 second load	Performance monitoring	Daily

Analytics Performance Standards

Data Quality:
- Completeness: >99%
- Accuracy: >99.5%
- Timeliness: Real-time for critical metrics
- Consistency: 100% across sources
Reporting:
- Daily Reports: 100% automation
- Weekly Reports: 100% on-time delivery
- Monthly Reports: Comprehensive analysis
- Quarterly Reports: Strategic insights
Performance:
- Dashboard Load Time: <3 seconds
- Query Response Time: <5 seconds
- Data Refresh Rate: Every 5 minutes
- System Availability: >99.9%

VENDOR PARTNER SLA FRAMEWORK

Service Level Agreements

Tier 1 - Critical Vendors (NutreeAI, Shanti)

Availability:

- Uptime: 99.9% (8.76 hours downtime/year)
- Planned Maintenance: <4 hours/month
- Emergency Maintenance: <2 hours/month

Performance:

- API Response Time: <200ms (95th percentile)
- Throughput: >1000 requests/minute
- Error Rate: <0.1%

Support:

- Response Time: <1 hour (24/7)
- Resolution Time: <4 hours (critical)
- Escalation: Immediate for P1 issues

Data & Security:

- Data Accuracy: >99.9%
- Security Compliance: 100%
- Backup Recovery: <1 hour RTO

Tier 2 - Standard Vendors

Availability:

- Uptime: 99.5% (43.8 hours downtime/year)
- Planned Maintenance: <8 hours/month
- Emergency Maintenance: <4 hours/month

Performance:

- API Response Time: <500ms (95th percentile)
- Throughput: >500 requests/minute
- Error Rate: <0.5%

Support:

- Response Time: <4 hours (business hours)
- Resolution Time: <24 hours (critical)
- Escalation: Within 8 hours for P1 issues

Data & Security:

- Data Accuracy: >99.5%
- Security Compliance: 100%
- Backup Recovery: <4 hours RTO

Performance Benchmarks

Quality Metrics

Metric	Excellent	Good	Acceptable	Poor
Customer Satisfaction	>4.5/5	4.0-4.5	3.5-4.0	<3.5
Service Reliability	>99.9%	99.5-99.9%	99.0-99.5%	<99.0%
Response Time	<200ms	200-500ms	500ms-1s	>1s
Error Rate	<0.1%	0.1-0.5%	0.5-1.0%	>1.0%
Compliance Score	100%	95-99%	90-95%	<90%

Business Impact Metrics

Revenue Impact:
- Cost Savings: Target 15% annually
- Revenue Growth: Target 20% annually
- ROI: Target >25% annually
- Payback Period: <18 months
Operational Impact:
- Process Efficiency: 30% improvement
- Time Savings: 25% reduction
- Error Reduction: 50% decrease
- User Satisfaction: >4.5/5
Strategic Impact:
- Market Expansion: New service offerings
- Competitive Advantage: Unique capabilities
- Innovation Index: Technology advancement
- Scalability: Growth support capability

ACCOUNTABILITY FRAMEWORK

Performance Review Cycle

Daily Accountability

Morning Standup (9:00 AM):
- Previous day achievements
- Current day priorities
- Blockers and challenges
- Support needed
Evening Review (6:00 PM):
- Goal completion status
- Issues encountered
- Tomorrow's preparation
- Metrics update

Weekly Performance Review

Team Meeting (Friday 3:00 PM):

- KRA progress review
- Vendor performance analysis
- Issue resolution status
- Next week planning

Individual Reviews:

- 1:1 with manager
- Goal adjustment if needed
- Training needs assessment
- Career development discussion

Monthly Assessment

Comprehensive Review:

- KRA achievement analysis
- Vendor relationship health
- Performance trend analysis
- Improvement plan development

Stakeholder Feedback:

- Vendor satisfaction surveys
- Internal customer feedback
- Peer review input
- Self-assessment completion

Performance Improvement Plans

Underperformance Triggers

Immediate Action Required:

- KRA achievement <70%
- Critical SLA breach
- Security incident
- Vendor escalation

Performance Improvement Plan:

- KRA achievement 70-85%
- Multiple minor SLA breaches
- Declining trend over 2 months
- Stakeholder concerns

Improvement Plan Structure

30-Day Plan:

- Specific improvement targets
- Daily check-ins with manager
- Additional training/support
- Weekly progress reviews

60-Day Plan:

- Sustained improvement demonstration
- Peer mentoring assignment
- Skill development program
- Bi-weekly assessments

90-Day Plan:

- Full performance restoration
- Independent operation
- Advanced responsibility
- Quarterly review

ESCALATION PROCEDURES

Issue Severity Classification

P1 - Critical (Immediate Response)

Definition:

- System down/unavailable
- Security breach
- Data loss/corruption
- Payment system failure

Response:

- Immediate notification (15 minutes)
- War room activation
- Executive involvement
- Customer communication

Resolution Target: 4 hours

P2 - High (Urgent Response)

Definition:

- Performance degradation
- Vendor SLA breach
- Integration failure
- Compliance issue

Response:

- Notification within 1 hour
- Team lead involvement
- Vendor escalation
- Stakeholder update

Resolution Target: 24 hours

P3 - Medium (Standard Response)

Definition:

- Minor performance issues
- Documentation gaps
- Training needs
- Process improvements

Response:

- Notification within 4 hours
- Standard workflow
- Regular updates
- Planned resolution

Resolution Target: 72 hours

Escalation Matrix

Internal Escalation

Level 1: Team Member

- Initial issue handling
- Standard procedures
- Documentation
- 2-hour resolution attempt

Level 2: Team Lead

- Complex issue resolution
- Resource allocation
- Vendor coordination
- 8-hour resolution target

Level 3: Department Manager

- Cross-team coordination
- Budget approval
- Executive communication
- 24-hour resolution target

Level 4: Executive Team

- Strategic decisions
- Vendor contract issues
- Legal/compliance matters
- Immediate attention

External Escalation

Vendor Escalation Path:

1. Technical Support (L1)
2. Senior Engineer (L2)
3. Engineering Manager (L3)
4. Account Manager (L4)
5. Executive Sponsor (L5)

Customer Escalation:

1. Support Team
2. Customer Success Manager
3. Account Manager
4. VP Customer Success
5. CEO/Founder

PERFORMANCE DASHBOARD

Real-time KPI Monitoring

Staff Performance Dashboard:

- Individual KRA progress
- Team performance metrics
- Goal achievement status
- Performance trends

Vendor Performance Dashboard:

- SLA compliance status
- Performance benchmarks
- Issue tracking
- Relationship health

System Performance Dashboard:

- Uptime monitoring
- Performance metrics
- Security status
- Capacity utilization

Automated Alerts

Performance Alerts:

- KRA achievement <80%
- SLA breach detected
- Performance degradation
- Security incident

Escalation Alerts:

- Issue unresolved beyond SLA
- Multiple vendor complaints
- System performance critical
- Compliance violation

SUCCESS METRICS & REWARDS

Individual Recognition

Monthly Recognition:

- Top Performer Award
- Innovation Award
- Customer Champion
- Team Player Award

Quarterly Bonuses:

- KRA Achievement >95%: 15% bonus
- KRA Achievement 90-95%: 10% bonus
- KRA Achievement 85-90%: 5% bonus
- Special Achievement: Variable bonus

Annual Rewards:

- Performance-based salary increase
- Stock options/equity
- Professional development budget
- Leadership opportunities

Team Incentives

Team Goals:

- Overall vendor satisfaction >4.5/5
- System uptime >99.9%
- Zero security incidents
- Revenue growth >20%

Team Rewards:

- Team outing/retreat
- Additional PTO days
- Team development budget
- Recognition events

This KRA/SLA framework ensures optimal performance and accountability across the SKIDS Advanced integration infrastructure. Regular reviews and updates ensure continued effectiveness.