# 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\*\*

#### \*\*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\*\*

#### \*\*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\*\*

#### \*\*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\*\*

#### \*\*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\*\*

#### \*\*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.*