KPI 2018

No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
1	Implementation of IT projects	30%	100%	Higher is better	On-time completion of new or on-going IT projects based on target due dates.	- Project Plan / WBS - Satisfaction Survey - E-mail - Meetings	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage
2	Addressing of assigned IT-related issues	10%	100%	Higher is better	Provide actions/on-time resolutions on F2 Systems related issues based on assigned IT Helpdesk tickets provided by Project Team.	- IT Helpdesk email -Daily Activity Log	IT Helpdesk Weighted Score from Project KPI
		10%	100%	Higher is better	Provide actions/on-time resolutions on F2 SAP related issues based on assigned IT Helpdesk tickets provided by Project Team.	- IT Helpdesk email -Daily Activity Log	IT Helpdesk Weighted Score from Project KPI
		10%	100%	Higher is better	Provide actions/on-time resolutions on Other F2 Applications related issues based on assigned IT Helpdesk tickets provided by Project Team.	- IT Helpdesk email -Daily Activity Log	IT Helpdesk Weighted Score from Project KPI

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No.	KPI Name	Weight	Target	Criteria	KPI Description	Source	Formula
3	Managing Company's IT assets	6%	100%	Higher is better	Database availability by on-demand	- Logbook - E-mail - SAP Uptime/Downtime	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage
		5%	100%	Higher is better	Preventive Maintenance on all hardware assets	- Telephone worksheet - PMS acknowledgment form - FATA	Scoring Reference per Average: 100% above = 100% 90%-99% = 90% 80%-89% = 80% 70%-79% = 70% 60%-69% = 60% 50%-59% = 50% 40%-49% = 40% 30%-39% = 30% 20%-29% = 20% 10%-19% = 10% 9% below = actual percentage
		6%	100%	Higher is better	Network Availability by 24/7	- Network worksheet - Logbook - E-mail	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage

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3	Managing Company's IT assets	3%	100%	Higher is better	% of Back-Up Success as scheduled	- Logbook - E-mail	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage
		3%	100%	Higher is better	Enterprise Messaging Availability by 24/7	- Logbook - E-mail	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage
		2%	100%	Higher is better	% Anti-Virus Update as scheduled.	- Logbook - E-mail	Scoring Reference per Average: 100% above = 100% 90%-99% = 95% 80%-89% = 85% 70%-79% = 75% 60%-69% = 65% 50%-59% = 55% 40%-49% = 45% 30%-39% = 35% 20%-29% = 25% 10%-19% = 15% 9% below = actual percentage

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4	Conduct and/or Attend IT Training	5%	100%	Higher is better	Perform at least 1 accumulative per IT Team per month: - Conduct and/or attend training to business if necessary. - Conduct and/or attend training to IT colleagues if necessary.	- Email - Invitations	No. of identified training > 0 = 100% else 0%
5	Preparation of Management Reports	5%	100%	Higher is better	Provide / present IT reports to management: - KPI - Leader's Meeting - ACCH - ManCom	-Email -Invitations	(Meetings attended / Total Meetings) x Weight in %
6	F2 Application Systems Awareness	5%	100%	Higher is better	- F2 Systems - 2x week or 8 reminder a month - TTL: Wednesday - Cargo Status: Tuesday/Friday	-Email -Invitations - ACCH	Average from Actual / Target of REMINDER/ TRIVIA/TIPS
		100%					

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