

KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	Business Applications Manager	Information Technology			

Key Result Area	Key Objective: To implement and effectively and efficiently maintain sound, cost-effective, secure and scalable business applications to support Company X's Strategic Business direction.				Importance		
STRATEGIC INITIATIVES					3 – Critical 2 – Important 1 – Necessary		
Actions Required To Achieve Objective	Key Result Indicators (Measurements)	Actioned By (Initials)	Actioned By (Date)				Importance Rating
			Q1	Q2	Q3	Q4	
Develop and plan the necessary tasks to achieve the IT Strategy.	Clearly defined goals; a comprehensive project plan to achieve the specified goals; cost tracking mechanisms in place and fully supported; all details clearly communicated to the team members and other stakeholders as required; present Business Cases for application development/acquisition initiatives.		X				3
Develop and manage business relationships with vendors and service providers.	Continuously improve service levels; measure and track supplier performance and compliance to contractual obligations.			X	X	X	3
Communicate with, and conduct presentations as necessary to colleagues, management, vendors and business units on requirements, problems, project status, risks and issues.	Contribution to status reporting; lead Business Applications Review meetings; required project data communicated to team members and management; Stakeholders reporting; problem management processes and procedures in place; risks are communicated and managed; issues are identified and managed.		X	X	X	X	3
Contribute at all times to the overall success of any Project.	A strong sense of forward motion is achieved across all project teams and stakeholders.		X	X	X	X	2
Quarterly / Half Yearly Update:							
Comments:							

KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	Business Applications Manager	Information Technology			

Key Result Area	Key Objective: To provide the business with a world class business application environment with high availability and stability.				Importance 3 – Critical 2 – Important 1 – Necessary		
OPERATIONAL & SUPPORT							
Actions Required To Achieve Objective	Key Result Indicators (Measurements)	Actioned By (Initials)	Actioned By (Date)				Importance Rating
			Q1	Q2	Q3	Q4	
Develop and implement Operations and business systems policies, standards, processes and strategies.	Fully documented operational service levels; develop Business Continuity and Disaster Recover plans; manage and monitor agreed application availability levels; ensure that service restoration procedures incorporate a continuous improvement element to prevent incident or problem recurrence.		X	X	X	X	3
Creation and management of the Cost Centre budget.	Monthly review of cost center expenditure against budget; allocation of business systems support costs back to relevant business streams; ensure infrastructure operational costs are within budget.		X	X	X	X	3
Management of business systems in conjunction with the Service Delivery and Support Manager.	Provision of standards and processes for Quality Assurance; technical incident management and corrective action.		X	X	X	X	3
Quarterly / Half Yearly Update:							
Comments:							