

## KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
TBA	Corporate Communications Specialist	Information Technology			

Key Result Area	Key Objective: Drive the review, improvement and maintenance of the intranet and internet sites in line with Company X's corporate external and internal communications objectives and business group requirements.				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 internet and intranet Strategy.	Development of website information architecture that adheres to design standards, principles, and conventions, including developing taxonomies.						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.						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 internet/intranet project 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.						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.						2
<b>Quarterly / Half Yearly Update:</b>							
<b>Comments:</b>							

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Name	Position	Team	Period From	Period To	Date
TBA	Corporate Communications Specialist	Information Technology			

Key Result Area	Key Objective: To provide effective day to day management and on going development of the Company X intranet and internet applications.					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	
Effective Management and publishing of intranet and internet content.	The timely and accurate publishing of catalogues and related promotional material; conduct website refreshes; achieve a consistently high level of website/intranet functionality; define, implement and manage efficient procedures and workflows for the web content life cycle; response to all queries received via the website; ensure that all online content is strategic, targeted, engaging, and consistent with corporate web strategies and brand guidelines; continuous analysis of web usage statistics.						3
Integration and continual development of intranet and internet applications.	Implementation and management of new business applications onto the existing infrastructure, such as electronic forms, e-learning software, and collaborative tools; definition of functional requirements, design specifications, wireframes, prototypes and process flows, and successful usability testing for new functions and applications.						3
Profile of websites is high.	Work to maintain a high awareness of content and information on the intranet and internet; develop policies for embedding website maintenance into existing work processes.						3
<b>Quarterly / Half Yearly Update:</b>							
<b>Comments:</b>							