

KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	Infrastructure & Technical Services Manager	Information Technology			

Key Result Area	Key Objective: To develop and maintain a sound, cost-effective, secure and scalable infrastructure to support Company X's Strategic Business direction.				Importance 3 – Critical 2 – Important 1 – Necessary		
STRATEGIC INITIATIVES							
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 and the Technical Architecture Execution Roadmap.	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.		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 Infrastructure and Technology 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.		X	X	X	X	3
Contribute at all times to the overall success of the 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
	Infrastructure & Technical Services Manager	Information Technology			

Key Result Area	Key Objective: To provide the business with a world class operational I.T. 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 Infrastructure policies, standards, processes and strategies.	Fully documented operational service levels; develop and implement 24x7 support strategies for all systems; develop Business Continuity and Disaster Recover plans; manage asset lifecycle; manage and monitor operational SLAs.		X	X	X	X	3
Creation and management of the Cost Centre budget,	Monthly review of cost center expenditure against budget; allocation of infrastructure support costs back to relevant business streams; ensure infrastructure operational costs are within budget.		X	X	X	X	3
Develop and implement system security policy and processes.	Clear, implemented, maintained and regularly reviewed security policy and processes.		X	X	X	X	3
Management of infrastructure and technical support services in conjunction with the Service Delivery and Support Manager.	Provision of standards and processes for Quality Assurance; technical incident management and corrective action; operation of infrastructure components via out-sourced service delivery contracts.		X	X	X	X	2
Quarterly / Half Yearly Update:							
Comments:							