

## KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	IT Process Coordinator	Information Technology			

Key Result Area	Key Objective: To create well understood and efficient IT processes for IT procurement and IT vendor management.				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 execute processes to ensure that Company X IT is receiving value for money from its IT suppliers.	Work with other members of the IT team and key Company X users to ensure that processes for vendor engagement and payment are clearly understood and adhered to.		X	X	X	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	X	3
Develop a detailed knowledge of Company X IT costs/expenditure in order to assist with the development of, and variations to, IT budgets.	Contribution to the development of the Company X's IT budget. Provide detailed historical trends on IT expenditure when required.		X	X	X	X	3
<b>Quarterly / Half Yearly Update:</b>							
<b>Comments:</b>							

## KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date		
	IT Process Coordinator	Information Technology					
<b>Key Result Area</b> <b>OPERATIONAL &amp; SUPPORT</b>	<b>Key Objective: To provide effective support to Company X IT for vendor management, IT administration, electronic invoicing and reporting.</b>				<b>Importance</b> 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	
Effectively manage the Telstra account, including management of Telstra escalation for outages, incidents and under-performance.	Company X's customer satisfaction with the service being provided by Telstra is high. Opportunities for Telstra cost reduction or improved value for money are highlighted to the Company X CIO. Telstra escalation on incidents, problems and outages is effective and there is evidence of continual improvement of the Telstra services. Telstra billing is reconciled in a prompt and effective manner, with any disputes being followed through to their conclusion.			X	X	X	3
Manage, test, investigate and troubleshoot supplier interface data.	Ensure that integrity and timeliness of supplier data feeds is maintained. Any new requirements are implemented in accordance with the business requirements in a timely manner.		X	X	X	X	3
Effectively manage IT expenses, new vendors and vendor payments.	The process for expense claims is known and adhered to by all Company X IT personnel. Expense reconciliations are performed so that payments can be made in line with scheduled payment runs. Vendor payments are analyzed, reconciled and paid in accordance with Company X supplier policies. New vendor codes are added in a timely manner. Procurement processes are effective for all IT related purchases.		X	X	X	X	3
Effective reporting	Required reports are produced on time and contain accurate data. Integrity is maintained between the application data bases and BI. The National Top Product Data Base is effectively maintained.		X	X	X	X	2
<b>Quarterly / Half Yearly Update:</b>							
<b>Comments:</b>							