

KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	Service Delivery Manager	Information Technology			

Key Result Area	Key Objective: To develop an "IT service culture" 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 introduce an IT service culture within Company X IT.	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			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 Service Delivery meetings, communicate to team members and management; Stakeholders reporting; ITIL processes in place; risks are communicated and managed; issues are identified and managed.		X	X	X	X	3
Quarterly / Half Yearly Update:							
Comments:							

KEY RESULT AREA PLAN

Name	Position	Team	Period From	Period To	Date
	Service Delivery Manager	Information Technology			

Key Result Area	Key Objective: To provide the business with best practice Service Delivery.					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	
Implement and manage best practice Service Desk and Store Application Support functions.	Select and implement an appropriate Service Management Tool; establish and implement formal processes for service calls and call management; establish, communicate and implement processes for 1 st , 2 nd and 3 rd level support; establish escalation processes.			X			3
	ITIL Incident Management processes implemented.				X		3
	ITIL Problem Management processes implemented.				X		3
Develop and agree service levels and reporting.	Develop service level metrics; understand business service level requirements; create Service Level Agreements (SLAs) and agree with Company X IT and business managers; develop service performance reporting.					X	2
Quarterly / Half Yearly Update:							
Comments:							