

Department KPIs FY 2019						
INFORMATION TECHNOLOGY DEPARTMENT	No	Directional Segment	Key Performance Indicators	Target	Weight	Data Sources/ Measurement Criteria
	KPI 1	Operations New Automation	New technology and automation projects	85%	40	As per Project Plan and Management Approval
			1. Oracle Fusion (KSA, BAH, EGY, UAE)	20%		
			2. New customer portal on website	10%		
			3. Healthcare SMSA Cold Chain Management (SCCM) system	10%		
	KPI 2	Operations Enhance Automation Enhance 3PL System	Enhance Existing Application & Infrastructure	90%	35	Helpdesk System
			1. Mobile application enhancement phase 4	8%		
			2. MRM enhancement system ver 4 development	5%		
			3. SMSA automation tools SAM Heavy/ SAM light (Phase 3)	5%		
			4. Self Service Enhancement in IVR	8%		
			5. SECOM & SDC enhancement phase 3	5%		
			6. IT data protection of new countries	4%		
	KPI 3	Support	Provide IT Support To Infrastructure, Hardware & Applications	90%	25	Helpdesk System
			1. EBS & Siebel Application Support	5%		
			2. Network & Infrastructure Support	3%		
			3. Hardware & Software Support	3%		
			4. Contact Center / IP Telephony Support	2%		
			5. Logistics Systems (3PL & Logisas) Support	2%		
			6. SAM Heavy / SAM Light Support	2%		
			7. SDC / MRM / SPOTS Support	3%		
			8. SECOM Support	3%		
			9. Mobile Apps & Website Support	2%		
	KPI 4	People	Saudization Department to achieve 6% overall	6%	5	HRD- report
				Total	100	

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