

IT Department Management KPI 2024

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Area	Strategy Segment	KPI No.	Description	Measurement Criteria	Value out of 100%	Value out of Overall Wt %	Yearly Target		
OPERATIONS (Overall weight 25%)	RESOURCES	KPI-1 Technology	STAX Fulfillment Deployment - South Africa, Jordan, Oman, Qatar	As per plan	5%	4.50%	90.00%		
			Store2Door Partner App - UK, Qatar, Oman, South Africa	As per plan	5%	4.50%	90.00%		
			New SMSA World Project	As per plan	5%	4.50%	90.00%		
			Data Warehousing & BI System Project	As per plan	10%	9.00%	90.00%		
			IT Technology Revamp	As per plan	15%	13.50%	90.00%		
			SMSA Website Phase 3	As per plan	5%	4.50%	90.00%		
			Customer Service System	As per plan	5%	4.50%	90.00%		
			SDM & STAX Upgrade	As per plan	5%	4.50%	90.00%		
			Retail MPIS to SSL IPEC Migration Project	As per plan	5%	4.50%	90.00%		
			H/A Firewall Implementation	As per plan	5%	4.50%	90.00%		
			SIEM (Security information and event management) Implementation	As per plan	5%	4.50%	90.00%		
			PAM (Privilege Management System) Implementation	As per plan	5%	4.50%	90.00%		
			NAC & WAF Implementation	As per plan	5%	4.50%	90.00%		
			Data Center Upgrade Project	As per plan	10%	9.00%	90.00%		
			ISO 27001 (Risk Assessment, Gap Analysis accordingly)	As per plan	10%	9.00%	90.00%		
			Quality (New / Maintain)						
			Total						
			OVERALL WEIGHT						
			PEOPLE (Overall weight 10%)	RESOURCES	KPI-3	Localization	Maintain Saudization	As per HR Man power Report	40%
	KPI-4 Succession plan	Rapid development programs for N1, N2, & N3 Levels			As per Training records	15%	1.50%	100.00%	
Leadership training		As per Training records			10%	1.00%	100.00%		
Implementation of a Mentorship Program		As per Training records			10%	1.00%	100.00%		
Funded Professional Certification		As per Training records			5%	0.50%	100.00%		
Staff Survey Results - Target 75%		As per Survey results			20%	2.00%	100.00%		
KPI-5	Employee								
Total									
OVERALL WEIGHT									

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