

## Department KPIs FY 2020

INFORMATION TECHNOLOGY DEPARTMENT				
No	Directional Segment	Key Performance Indicators	Weight	Data Sources/ Measurement Criteria
KPI - 1	Operations	<b>New technology and Development (projects) - 90%</b>	<b>30%</b>	
		Oracle Fusion (Finance)	6%	As per plan
		IT data protection of new countries	6%	As per plan
		SMSA STAX (logistic)	6%	As per plan
		SMSA Luggage	6%	As per plan
		Passport Project BAH (BAH OPS) - IBU Requirement	6%	As per plan
		<b>Enhance Existing Application &amp; Infrastructure - 90%</b>	<b>25%</b>	
		Data Center Upgrade	4%	As per plan
		SMSA automation tools SAM Heavy/ SAM light	4%	As per plan
		Mobile Application Enhancement - Ph 5	4%	As per plan
KPI - 2	Operations	SDM Application Enhancement	4%	As per plan
		Call Center Management	3%	As per plan
		Secom Ph 3	3%	As per plan
		Website	3%	As per plan
		<b>Provide IT Support To Infrastructure, Hardware &amp; Applications -90%</b>	<b>40%</b>	
KPI - 3	Operations	Fusion/EBS & Siebel Application Support	5%	Helpdesk System
		Network uptime & Infrastructure Support	5%	Helpdesk System
		Hardware & Software Support	5%	Helpdesk System
		Contact Center / IP Telephony Support	5%	Helpdesk System
		Logistics Systems (3PL, STAX & Logisias) Support	5%	Helpdesk System
		SAM Heavy / SAM Light Support	5%	Helpdesk System
		SDC / MRM / SPOTS / SECOM Support	5%	Helpdesk System
		Mobile Apps & Website Support	5%	Helpdesk System
		<b>Saudization 90%</b>	<b>5%</b>	
		Department to achieve 100% overall	5%	
KPI - 4	People			
Total			100%	

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