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**OBJECTIVES AND PERFROMANCE MEASURES (PERFORMANCE AGREEMENT)**

**FOR YEAR 2019/2020**

Employee Name: **JOHNMARY VIANNEY KYAKOONYE** Job Title: Management trainee-helpdesk Support

Job Grade: N7

Directorate Name:  **E-Government Services**  Department: Service Delivery

Supervisors Name**: Munanura Arthur**  Job Title: IT Support Officer

Employment Start date: 4th June 2019

Last appraisal date: N/A

Scheduled appraisal date 3rd/June/2020

**INSTRUCTIONS/GUIDELINES**

1. **The financial year runs from 1st July 2019to 31st June 2020**
2. The appraiser[[1]](#footnote-1) (immediate Supervisor) and the appraise (staff) should then discuss and sign off objectives and performance measures for the appraisal period. These should be captured in the performance agreement page Part C of this Instrument
3. Read the Performance Management Policy, relevant documents such as your Directorate and Departmental work plans and your supervisor’s performance goals.
4. Check your job description for relevance to what you are currently doing
5. Set a maximum of 5 SMART goals and a minimum of three
6. Discuss with your supervisor any suggested changes to your job description, make amendments as agreed (if applicable) and forward to HR.

**PART A: RESULTS**

**PRIORITISED TASKS IN ORDER OF IMPORTANCE**

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| **SECTION B :**

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|  No | **Key Result Areas (KRA)** | **Weight assigned to each KPI** | **Key Performance Indicators (KPI)** | **Targets**  | **Results/outcomes** |
| **( Deliverables)** |
| 1 | Support the Service desk functions (Technical support to MDAs & LG’s) | 40% | 1. Number of tickets logged and resolved in the Service desk tool indicating increased use of the service desk
2. Assist in maintaining an issues /request log. Ensure accurate and prompt logging of all requests/issues
3. Addition of material to the knowledge base in form of RCA’s, Problem record documentation, any other relevant knowledge
 | Q1- Q4 | 1. At least 15 % increase in number of MDAs supported by the service desk
2. At least 80% of the tickets closed with-in SLA
3. At least 4 documents added to the knowledge base in form of either RCA, SOP…etc.
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| 2 | Support establishment and maintenance of MDA & LG websites as per the Presidential directive | 40% | 1. At least 85% of the websites without errors
2. Designing, deploying and management of at least 4 MDA/LG websites
3. Deploying of ssl certificates to at least 4 MDA/LG websites designed
 | Q1-Q4 | 1. Weekly report on the status of all websites managed by NITA-U
2. At least 85% of error free websites
3. At least four (4) new government websites developed.
4. SSL certificates deployed on at least four (4) government websites.
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| 3 | Support the development and promotion of eGovernment services.  | 20% | 1. Training of MDA & LG web administrators in managing website development and content management.
2. Carry out compliance assessments and remediation’s for at least 5 MDA/LGs together with the DRLS directorate
 | Q1-Q4 | 1. At least 20 MDA & 20 LG staff trained on website development, administration and content management.
2. At least 5 MDA/LGs supported in compliance checks and remediation.
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| **Total** |  | **100%** |  |  |  |

**DESCRIBE UP TO 3 AREAS RELATED TO THE CURRENT OBJECTIVES AND/OR FUTURE ASSIGNMENTS, SUCH AS KNOWLEDGE,****COMPETENCY OR SKILL DEVELOPMENT THAT SHOULD BE (FURTHERED) DEVELOPED DURING THE REPORTING PERIOD**

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| **PERSONAL DEVELOPMENT PLAN** |
| **PERSONAL DEVELOPMENT GOALs** |  |
| **NO.** | **OBJECTIVE** | **METHODS/ACTIONS** | **TIMESCALE** | **RESOURCES REQUIRED** | **MONITORING AND REVIEW** | **MENTOR** |
| 1 | Website management | Self-study | 1 month | Online Videos Tutorial |  | Andrew Ojok |
| 2 | Security training (CISM) | Makerere University | 3 months | 800,000/= |  | Emma Mugabi |
| 3 | Service desk Management | Self-study | 1 month | Online Videos Tutorial |  | Arthur & Emily Nakkazi |

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Prepared By; JOHNMARY VIANNEY KYAKOONYE ----------------------------------------------

(Employee)

Reviewed by: ARTHUR MUNANURA ----------------------------------------------

(Supervisor)

Witnessed by: EMILY NAKKAZI ----------------------------------------------

**DECLARATION:**

I agree to meet all the agreed objectives within my responsibility. Furthermore, I will declare in writing to my supervisor or relevant persons any potential or perceived conflict of interest that I may become aware of.

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| Name of Appraise |  |
| Signature |  |
| Name of Appraiser |  |
| Signature |  |

1. [↑](#footnote-ref-1)