Appendix E : Objectives and Target of ITG

No.	Key performance indicators	Target	Formula	Category Quality	Safety & Env.	Efficiency	Non productive cost	Scope IT Development Unit	Network Unit	IT Maintenance Unit	IT Purchasing Unit	Quality Objectives	Remark
1	Percent of Backup Database Service (Mon – Sat)	100%	No. of Backup Database Service that are success x 100 / Total No. of Backup Service	✔					★			Manage Security and Environment	
2	Percent of Daily Backup Service to Bank (Previousely apply 2 days)	100%	Check against the Report back-up performance	✔					★			Manage Security and Environment	
3	Percent Usage of HDD Server Utilization not over Standard ≤ 80% (per controlled unit)	100%	No. of Usage of HDD Server utilization not over Standard x 100 / Total Servers	✔						★		Manage Security and Environment	
4	Percent of PC&Notebook Repairing order on time SLA 2 working-days after Request note from User	≥ 90%	No. of Service delivery on time x 100 / Total No. of Service delivery	✔						★		Delivery service for solving the PC environment	
5	Percent of Service Delivery on time (Lead time PR to PO…14…days, base on budgeting plan)	100%	No. of Sevice delivery on time (base on budgeting plan) x 100 / Total delivery (base on budgeting plan)	✔							★	Delivery service for the PC.	
6	Percent of Service Delivery on time (Lead time PR to PO…19…days, base on non-budgeting plan)	100%	No. of Sevice delivery on time (base on non budgeting plan) x 100 / Total delivery (base on non budgeting plan)	✔							★	Delivery service for the PC.	
7	Percent of Project complete of IT Development Unit on time	≥ 80%	No. of serviced Project Requires *100 / Total Requested Project Requires	✔				★				Improve operating process effeciency.	Project complete on time