CREDIT INFORMATION CORPORATION
VALIDATED 2017 PERFORMANCE SCORECARD

		Component				Target	CIC Submission		GCG Validation		Supporting Document	Remarks
	Objective/Measure	Formula	Weight	Rating System		2017	Score	Rating	Score	Rating		
	SO 1	**Increase Opportunities for the Public Access to Credit**										
SOCIO-ECO IMPACT	SM 1	Volume of Access of the Accessing Entities on CIC Database	Number of recorded test access by 56 Accessing Entities & 4 Special Accessing Entities (SAEs)	5%	(Actual / Target) x Weight	Test access by 56 accessing entities & 4 SAEs	58	4.83%	Cannot be validated	0%	List of accessing entities and SAEs with billing inquiries as of 31 December 2017	CIC reported 58 accessing entities with test access in 2017. As supporting document for the measure, CIC submitted a list of the reported 58 accessing entities. However, the document was a manual report and not system generated. Since the measure is about database access, the supporting document should be a system generated report showing the entities who accessed the system. Submitted supporting document is invalid,

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											hence the 0% score.
	SM 2	Submitting Entities	Number of Submitting Entities complying to CISA Law (cumulative)	5%	All or Nothing	Additional 511 Submitting Entities processed	638	5%	Cannot be validated	0%	No supporting document	No supporting document for the reported accomplishment was submitted.
		Sub-total		**10%**				**9.83%**		**0%**		
FINANCE	**SO 2**	**Exercise Fiscal Prudence Through Proper Revenue and Expense Matching**									
	SM 3	Budget Utilization Rate	Actual Disbursement over DBM approved COB	10%	Less than 90% = 0% 90% and above = (Actual / Target) x Weight	90% of the DBM-approved COB	₱67,625,385	0%	41.10%	0%	COA Annual Audit Report	CIC utilized only 41.10% or ₱67.63 Million out of its ₱164.54 Million DBM-approved Corporate Operating Budget (COB) for 2017.
	SO 3	**Promote Stakeholders' Interest and Enhance Stakeholder Value**									
	SM 4	Increase Operating Revenue	Absolute Amount	10%	0%: Less than ₱4 Million 5%: ₱4 Million to ₱5 Million 7%: ₱6 Million to ₱7 Million 10%: ₱8 Million and above	₱5.3 Million	7,248,517	10%	₱6.696 Million	7%	COA Annual Audit Report	The GCG-validated actual accomplishment reflects revenues from core business operations based on COA audit report.
		Sub-total		**10%**				**10%**		**7%**		

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CUSTOMERS	**SO 4**	**Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus**										
	SM 5	No. of unique Data Subject / Contract Records	Additional 4 million unique records	20%	20%: 14 Million and above 15%: 12 Million to 13 Million 10%: 9,462 Million to 11 Million 0%: Below 9,462 Million	12 Million	17,686,830	20%	17,686,830	20%	No. of Records as generated through SQL	Acceptable. CIC exceeded the target.
	SO 5	**Enable Constant Communication to Educate and Satisfy Customers**										
	SM 6	No. of Stakeholders benefitting from Customer Education										
	6(a)	Seminars / Events / Activities	Number of individuals attended	5%	(Actual / Target) x Weight	4,000 individuals reached	4,712	5%	Accomplishment cannot be validated	0%	List of events conducted by CIC with details	Internally generated report listing the different events held and clients reached is unacceptable. The Governance Commission cannot objectively validate the reported accomplishment due to the absence of valid supporting document such as attendance sheets for the events.

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6(b)	Others (Financial Literacy Campaign)	No. of commercial / universal banks and credit card issuers participated in the event	5%	(Actual / Target) x Weight	50% of commercial / universal banks and credit card issuers participated in the event	31	5%	28	4.67%	List of Attendees of various CIC Financial Literacy Campaign	Upon evaluation of the submitted supporting documents, only 26 were commercial/ universal banks and 2 cardholders were included in the list.
SM 7	Customer Satisfaction	Number of respondents who rated at least Very Satisficatory / Total number of respondents of the survey	5%	All or Nothing but not less than 75% Below 75%: 0%	Establish baseline on percentage of respondents who rated at least Very Satisfactory	75.97%	5%	Cannot be validated	0%	List of events conducted by CIC with details	CIC reported that 75.97% of respondents rated CIC at least "Very Satisfactory". CIC also submitted the same supporting document for SM 6 (a) which contains the list of events conducted by CIC. However, the results of the survey cannot be validated objectively since the list of respondents and sample copies of survey questionnaires were not provided. The submitted supporting

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											document does not contain any other detail related to the Customer Satisfaction Survey (CSS).
	SM 8	Increase Public Awareness on Credit Information System Act (CISA)	Actual Accomplishment	5%	All or Nothing	Board-approved Marketing Communication Plan	-	5%	-	0%	No supporting document	CIC reported a 5% rating for the measure even without a reported accomplishment. In addition, no supporting document was submitted.
		Sub-total		40%				40%		24.67%		
	SO 6	**Build, Install and Maintain a Secure System, Capable of Receiving, Collating, Hosting and Updating Data**										
INTERNAL PROCESS	SM 9	System Availability (function of uptime and downtime)	Third-party network monitoring report	10%	10%: 99% and above 5%: 90% to 98% 0%: below 90%	99%	98.15%	5%	Cannot be validated	0%	Report on System Availability presented as a percentage	The submitted supporting document was an internally-generated report is not substantiated by documentary evidence.
	SM 10	Users acceptance on the Performance and Usability of the IT System	Number of respondents who rated at least Very Satisfactory / Total number of respondents	5%	All or Nothing but not less than 75% Below 75%: 0%	Establish baseline on percentage of respondents who rated with at least	75% and 77.27%	5%	Cannot be validated	0%	Tally of results for Q6 and Q7	For this measure, the GCG included the only relevant question that may be considered for rating, which was: "*How would you*

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			Formula	Weight	Rating System	2017	Score	Rating	Score	Rating		
						Very Satisfactory						*rate the user friendliness of the web portal of the Credit Information System?"*, which directly refers to the CIS – as an IT system provided by CIC. For this question, CIC reported that 75% of the total respondents rated CIC at least Very Satisfactory. During validation, copy of survey forms was requested to supplement the summary report, however, CIC was not able to submit such document. In line with this, 0% score is awarded for this measure as the reported actual cannot be validated objectively.

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SM 11	Establish an Information Security Management	Actual Accomplishment	5%	All or Nothing	Board approved Information Security Management Framework	-	5%	-	0%	Copy of CIC ISSP	CIC did not report an accomplishment but reported a rating of 5% for the measure. As supporting document, CIC submitted its Information Security Strategic Plan (ISSP). However, the target was to establish a board-approved Information Security Management Framework and not ISSP. Also, the ISSP submitted by CIC does not conform with the requirements of Department of Information and Communications Technology and no board resolution approving the same was provided. CIC was not able to achieve the target.
	Sub-total		15%				15%		0%		

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LEARNING AND GROWTH	**SO 7**	**Recruit, Equip and Retain Talented and Technologically Competent Employees**									
	SM 12	Improve Quality Management System	Actual Accomplishment	5%	All or Nothing	Certificate of Readiness for ISO 9001:2015	-	0%	-	0%	No supporting document	CIC did not achieve the target.
	SM 13	Average Competency Level	Actual Accomplishment	5%	All or Nothing	Board approved Competency Model / Framework	-	0%	-	0%	No supporting document	CIC did not achieve the target.
		Sub-total		**5%**				**0%**		**0%**		
		TOTAL		**100%**				**74.83%**		**31.67%**		