

CY 2018 PERFORMANCE SCORECARD (ANNEX B)

CREDIT INFORMATION CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{af}	2015	2016	2017	2018	
SOCIO-ECONOMIC IMPACT	SO 1	Increase Opportunities for the Public to Access Credit							
	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities	No of recorded access by the Accessing Entities & Special Accessing Entities (SAEs)	5%	(Actual/Target) X Weight	No data	No data	Test access by 56 accessing entities & 4 SAEs	297,000 access
	SM 2	Increase the Number of Submitting Entities	No. of Submitting Entities complying to CISA law	5%	All or nothing	13 CBs 3 TBs 0 RBs 3 CCs 0 MFIs 2 Coops 5 Others	No. of submitting entities as identified by the law: 40 CB 60 TB 426 RB 16 CCs 5 GOCCs 554 Others No. of submitting entities as identified by the corporation: 1	Additional 511 Submitting Entities processed <i>These are remaining entities with deadlines since 2016 up to 2017) - Thrift Bank-10; Rural-109; Micro-45; Coop-347 Coop (large & medium)-NATCCO & MASSPEC</i>	Additional 100 Submitting Entities
		Sub-total		10%					
FINANCE	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expenses Matching							
	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB	5%	All or Nothing	PS - 38.50% MOOE - 70.47% CO - 61.68%	PS - 31% MOOE - 54% CO - 44%	90% of the DBM approved COB	90% of the DBM approved COB

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System ^{a/}	2015	2016	2017	2018	
	SO 3	Promote Stakeholders' Interest and Enhance Shareholder Value							
	SM 4	Increase Operating Revenue	Absolute Amount	5%	(Actual/Target) X Weight	No data	₱4.017 Million	₱5.3 Million	₱14,585,670
		Sub-total		10%					
CUSTOMERS	SO 4	Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus							
	SM 5	No. of Unique Data Subjects in the Credit Information System (CIS) Database	Number of unique data subject records	20%	20%: 1 million and above; 15%: 900k to 999k; 10%: 800k to 899k; 0%: Below 800k	Soft launch (implementation of CIS)	9,462,586.00	12 Million	Additional of 1 million records
	SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / Beginning number of anomalous records	5%	5%: 30% and above 0%: Below 30%	No data	No data	No data	30% ¹
	SO 5	Enable Constant Communication to Educate and Satisfy Customers							
	SM 7	No. of Stakeholders benefitting from Customer Education <i>Seminars / events / activities and other financial literacy campaign</i>							

¹ Anomalous records cleared and transferred to the Credit Information System database.

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System ^{al}	2015	2016	2017	2018
	SM 7a	Educational Activities / Seminars / Events	No. of individuals attended	5%	(Actual/Target) X Weight	No data	No data	4,000 individuals reached	10,000 individuals reached
	SM 7b	Others (Financial Literacy Campaign)	No. expo's conducted	5%	(Actual/Target) X Weight	No data	No data	50% of commercial / universal banks & credit card issuers participated in the event	5 Expo
	SM 8	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	5%	(Actual/Target) x Weight 0% = If less than 80%	No data	USAID Survey	Establish baseline on percentage of respondents who rated at least Very Satisfactory	85% ²
	Sub-total				45%				
INTERNAL PROCESS	SO 6	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data							
	SM 9	System Availability (Function of Uptime and Downtime)	System generated third-party network monitoring report	15%	15%: 99% and above 5%: 95% to 98% 0%: Below 95%	No data	98.68%	99%	99%
	SM 10	Establish Quality Management System	Actual accomplishment	5%	5% = ISO 9001:2015 Certificate 2.5% = Certificate of Readiness	No data	No data	Certificate of readiness for ISO 9001:2015	ISO 9001:2015 Certificate

² Using GCG Standard Methodology to be conducted by a third-party

		Component			Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System ^{a/}	2015	2016	2017	2018	
	SM 11	Improve Security Maturity Level	Actual accomplishment	5%	All or Nothing	No data	No data	Board approved Information Security Management Framework	Achieve at least 1.5 on the security maturity level through third party validation
		Sub-total		25%					
LEARNING AND GROWTH	SO 7	Recruit, Equip and Retain Talented and Technologically Competent Employees							
	SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	10%	All or nothing	Invalid competency framework	At least 32 hours of training per employee	Board-approved Competency Model/Framework <i>Competency Catalogue, Competency Framework, Competency Tables, Competency Matrix</i>	Board-approved Competency Model ³ with the following: 1. Competency Catalogue ⁴ 2. Competency Framework ⁵ 3. Competency Tables ⁶ 4. Competency Matrix ⁷ 5. Position Profiles ⁸ 6. Competency-Based Job Description ⁹
		Sub-total		10%					
		Total		100%					

a/ But not to exceed the weight assigned per indicator

³ Implementation in 2019 to establish competency baseline of individual employees

⁴ A document that identifies the competencies relevant to the organization.

⁵ A diagram that clusters the competencies identified under the Competency Catalogue into Core, Leadership, Technical and Organizational themes.

⁶ A set of tables containing an operational definition for each competency, identifying the behavioral indicators associated with the competency, and classifying the behavioral indicators into different levels, showing a progression of proficiency.

⁷ A matrix of all position titles and competencies that identifies the (1) competencies required for each position and (2) the required competency levels for those competencies.

⁸ A set of profiles for all positions identifying the (1) competencies required for each position title, and the (2) behavioral indicators associated with these required competencies.

⁹ A set of all job descriptions of all position titles identifying the (1) tasks and sub-tasks associated with each position title, (2) the competencies required for the position title, (3) the competency levels for these required competencies, and (4) the behavioral indicators associated with the competency levels.