

2021 PERFORMANCE SCORECARD (Annex B)

PHILIPPINE DEPOSIT INSURANCE CORPORATION

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
FINANCIAL	SO 1	Maintain Adequate Deposit Insurance Fund (DIF)							
	SM 1	Adequate Capital against Deposit Insurance Costs	12-month average DIF / 12-month average EID ¹	15%	15% = if 5.50% and above; 0% = if less than 5.50%	6.22%	6.60%	5.5%	5.50%
		Sub-total		15%					
CUSTOMERS / STAKEHOLDERS	SO 2	Enhance Client Experience							
	SM 2	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual/Target) x Weight 0% = If less than 80%	97.67%	97.61%	90%	90%
		Sub-total		10%					
INTERNAL PROCESS	SO 3	Reduce Non-Cash Portfolio							
	SM 3	Percentage Reduction of Loans (Cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10%	(Actual /Target) x Weight	Not Applicable	Not Applicable	1.7%	2.5% (4.2% cumulative)

¹ Capturing the period from January to December 2020

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
SM 4	Percentage Reduction of Real Properties (Cumulative) Based on Baseline Properties as of 2019 Year-end	Actual Accomplishment	10%	(Actual /Target) x Weight	Not Applicable	Not Applicable	1.7%	2.5% (4.2% cumulative)
SO 4	Contribute to Financial Stability by Ensuring Financial Crisis Preparedness							
SM 5	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	10%	(Actual / Target) x Weight	Not Applicable	Not Applicable	Board Approved Funding Plan with Integrated Communication Plan	Board-Approved Takeover Plan and Claims Settlement Plan
SO 5	Settle² Valid³ Deposits/Claims Within Applicable Processing Time							
SM 6	Settlement of Valid Deposits Promptly Within Applicable Turn-around Time (TAT in line with EODB) – For Accounts with Less than or Equal to ₱100,000 Balances	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to ₱100,000 Balances	10%	(Actual /Target) x Weight	100%	100%	100% of claims settled within TAT	100% of claims settled within TAT with new TAT under "new normal"

² A valid claim is considered settled when it is paid or dispatched to Philippine Posta Corporation (PPC), or offset with an obligation, or in excess of the maximum deposit insurance coverage.

³ Valid claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid deposit balance of P100,000 and below, filing of claims is waived for those with updated and complete mailing address, who have no obligations with the closed bank, and have not maintained the account under the name of business entity. All other depositors have to file deposit insurance claims with complete supporting evidences/documents acceptable to PDIC.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
	SM 7	Settlement of Valid Claims Promptly Within Applicable Turn-around Time (TAT in line with EODB) – For Accounts with More than ₱100,000 Balances	Number of valid claims settled within TAT / Total Number of valid claims filed during Field Operations Claims Settlement (FOCS)	10%	(Actual / Target) x Weight	100%	100%	100% of claims settled within TAT	100% of claims settled within TAT ⁴ With new TAT, reckoning time and formula under “new normal”
	Sub-total		50%						
LEARNING AND GROWTH	SO 6	Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce							
	SM 8	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁵ 2021 – Competency Baseline 2020	10%	All or Nothing	50.71% of employees with complete competency baseline assessment	76.17% or 195 employees completed the assessment out of the target 256 Accomplishment Not Acceptable	Improvement on the Competency of the Organization based on the 2019 year-end assessment	Improvement on the Competency of the Organization based on the 2020 year-end assessment ⁶
	SO 7	Build a Responsive Organization Equipped with the Appropriate Technology and Other Infrastructure							
	SM 9	Implementation of the Information System Strategic Plan (ISSP)	Actual Accomplishment	10%	All or Nothing per target ICT and information system	Not Applicable	Not Applicable	Board-Approved ISSP as submitted to DICT	100% implementation of internal ICT projects and information system

⁴ Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

⁵ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\text{Required Competency Level}_a} \right] \div B$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

⁶ Reassessment should cover all employees assessed in 2020 and new hires in 2021.

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
								based on the timeline provided in the ISSP ⁷
SM 10	ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintained ISO 9001:2008 certifications for Claims Settlement Operations and Assessment of Member Banks processes ISO certification 9001:2008 for Loans Management System	Claims Settlement Operations (CSO), Assessment of Member Banks (AMB), Loans Management System (LMS), Real Property Disposal Process (RPD)	Maintain ISO Certification for Assessment of Member Bank, Claims Settlement and Loans Management System Attain Certification for Real Property Disposal Process Attain Certification for Real Property Disposal Process 9001:2015 Standards	Maintain ISO Certification for: 1. Assessment of Member Banks (AMB); 2. Claims Settlement Operations (CSO); 3. Loans Management (LM); 4. Real Property Disposal (RPD); and 5. Bank Examination or Corporate Certification ⁸
		Sub-total	25%					
		Total	100%					

⁷ See Appendix 1 for the implementation schedule.

⁸ Refers to the one certification for all processes with existing ISO certificate.

IMPLEMENTATION SCHEDULE OF INTERNAL ICT PROJECTS AND INFORMATION SYSTEM

Part V. Development and Investment Program

A. Internal ICT Projects Implementation Schedule

Systems	Project Champion	Remarks	2021				2022				2023				2024			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
A.1 Engagement of Consulting Service Provider (CSP) for the Review and Design of the ITG Structure and Strategy	ITG	For Implementation	■	■														
A.2 Knowledge Based on CASA System	SDD	For Implementation	■															
A.3 Data Center Construction	TSD	For Implementation	■	■														
A.4 Office 365 Implementation	TSD	For Implementation	■															
A.5 Virtual Private Network Expansion	TSD	For Implementation	■															
A.6 Web Application Firewall	TSD	For Implementation	■															
A.7 Multi-Factor Authentication	TSD	For Implementation		■														
A.8 SIEM	TSD	For Implementation	■															
A.9 Microsoft Windows Remote Desktop Application	SDD	For Implementation		■														
A.10 Cloud Protection Security Solution	OVP-ITG	For Implementation										■						
A.11 File Integrity Monitoring Tool	OVP-ITG	For Implementation														■		
A.12 Data Erasure Solution	OVP-ITG	For Implementation															■	
A.13 Host Intrusion Prevention System	OVP-ITG	For Implementation		✓													■	
A.14 Mobile Device Management System	OVP-ITG	For Implementation		✓														■
A.15 Database Activity Monitoring System	OVP-ITG	For Implementation																■

Legend:

□	Terms Of Reference
■	Procurement
■	Implementation

Implementation Schedule of Internal ICT Projects and Information System (**Appendix 1**)

B. Proposed Information System Implementation Schedule

Systems	Project Co-Champion	Remarks	2021				2022				2023				2024			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
B1	Loans Monitoring System (LMS)	MDG	For Implementation															
B2	Decision Support System using GIS - ROPA	RLS	For Implementation															
B3	Integrated Legal Management System	LAS	For Implementation															
B4	Bank Performance Monitoring System	BSD	For Implementation															
B5	Enterprise Risk Management System	RMC	For Implementation															
B6	Common Fund System	RLS	For Implementation															
B7	Corporate Budget System	CG	For Implementation															
B8	Customer Assistance System/ Customer Handling	IG	For Implementation															
B9	Insurance Claims System Upgrade	ISD	For Implementation															
B10	Human Resource Information System (Phase 1)	HRG	For Implementation															
B11	Human Resource Information System (Phase 2)	HRG	For Implementation															
B12	PDIC ePortal (Phase 1)	CAG	For Implementation															
B13	Compliance Monitoring System	CGO	For Implementation															
B14	Self Service Kiosk - PAC	PAD	For Implementation															
B15	RL Financials	DIS/RLS	For Implementation															
B16	Cloud Integrated Financial System (SAP Cloud)	TD/AD	For Implementation															
B17	PDIC Portal (Phase 2)	CAG	For Implementation															
B18	Asset Distribution Plan System	BTD	For Implementation															
B19	Records Management System	PPD	For Implementation															
B20	Geographic Information System (GIS) Phase 2 (GIS -Loans, GIS-ICS, GIS-BPMS)	BSD, LMG, IG	For Implementation															

Note: .On the assumption that there is no failure of bidding

Legend:

	Terms Of Reference
	Procurement
	Implementation