

# 2019 PERFORMANCE SCORECARD (ANNEX B)

## DBP DATA CENTER INC. (DCI)

Component					Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
STAKEHOLDERS	SO 1	To Provide Quality and Timely IT Services to Priority Areas to Support their Business Operations							
	SM 1	Number of New Projects	Absolute Number of Signed Memorandum of Agreements (MOA) or Notice of Award (NOA)	20%	(Actual/Target) x Weight	6 Signed Contracts	5 Signed MOA/NOA	6 Signed MOAs	9 Signed MOA / NOA
	SM 2	Percentage of Satisfied Customers	Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents	10%	(Actual / Target) x Weight If Below 80% = 0%	Rating of HS	Cannot be validated	Cannot be validated	90%
		Sub-total		30%					
FINANCIAL	SO 2	To Generate Revenues to Support its Own Operation and Provide Returns of Investments to the Stockholders							
	SM 3	Value of Services	Absolute Year-end Amount of Gross Revenue	20%	(Actual/Target) x Weight If less than ₱106.47 Million = 0%	₱227.16 Million	₱147.70 Million	₱125.02 Million	₱147.63 Million
	SM 4	Net Income After Tax (NIAT)	Absolute Year-end Amount of NIAT	10%	(Actual / Target) x Weight 0% = If less than ₱1.22 Million	₱12.36 Million	₱1.22 Million	₱2.83 Million	₱3.64 Million
		Sub-total		30%					



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INTERNAL PROCESS	SO 3	To Adopt ISO Requirements and Certification							
	SM 5	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	All or Nothing	-	Cannot be validated	No ISO 9001:2015 Certification	Attain ISO 9001:2015 Certification
	SO 4	Efficient Delivery of Services							
	SM 6	Percentage of Deliverables Completed	Number of Accomplished Milestone per Contract / Total Deliverables	10%	All or Nothing	-	-	Cannot be validated	100% of project deliverables completed within the set timeline
	SO 5	Continuous Research & Development thru Delivery of New Solutions and Applications							
	SM 7	Number of Solutions Implemented	Number of Solutions Approved by the Board with Signed Contract	10%	All or Nothing	-	-	Cannot be validated	2 Fixed Asset Management System (FAMS) and the Travel Assignment Order Application System (TAOS)
		Sub-total		30%					
LEARNING & GROWTH	SO 6	Empowered Professional Workforce							
	SM 8	Develop Competency Framework of the Organization	Actual Accomplishment	10%	All or Nothing	Cannot be validated	Cannot be validated	No Board-Approved Competency Model	Board-Approved Competency Model and  Establish the Competency Baseline of Employees
		Sub-total		10%					
		TOTAL		100%					