CREDIT INFORMATION CORPORATION (CIC)

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
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)	10%	(Actual/Target) x Weight	3,102,256	254,820	At least 620,000 access	At least 3 million access
SM 2	Increase the Number of Submitting Entities in Production	No. of Submitting Entities complying to CISA Law	10%	All or Nothing	Additional 141 Submitting Entities	147	Additional 85 Submitting Entities (submitting to production) from the 2019 baseline	Additional 100 Submitting Entities (submitting to production) from the 2020 actual
	Sub-total		**20%**					
SO 2	**Exercise Fiscal Prudence Through Proper Revenue and Expense Matching**							
SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB (*both net of PS*)	5%	All or Nothing	59%	71%	Not lower than 90% but not exceeding 100% of the DBM-approved COB	Not lower than 90% but not exceeding 100% of the DBM-approved COB
SO 3	**Promote Stakeholders' Interest and Enhance Shareholder Value**							
SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual/Target) x Weight	₱5.35 Million	₱6,655,864	₱12.43 Million	₱37,548,696[1]
	Sub-total		**15%**					

Left vertical labels: **SOCIO-ECONOMIC IMPACT** (SO 1), **FINANCE** (SO 2, SO 3)

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[1] Based on the Service Income provided in the Corporate Operating Budget.

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
CUSTOMERS	**SO 4**	**Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus**							
	SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of unique data subject records	25%	All or Nothing	Additional 6,065,111 Records (Total records of 23,751,941 by end of 2018)	119% increase from 2018 or (Total Records of 66.56 Million)	At least 50% increase from 2019 baseline	At least 50% increase from 2020 actual
	SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / Beginning number of anomalous records	5%	(Actual/Target) x Weight 0%= If less than 70%	71.36%	68%	80%	80%
	SO 5	**Enable Constant Communication to Educate and Satisfy Customers**							
	SM 7	No. of Stakeholders benefitting from Customer Education Seminars/ events/activities	No. of Individuals attended	5%	(Actual/Target) x Weight	1,772 individuals reached	3,159	2,500 individuals	10,000 Individuals
	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 Accomplishment	Customer Survey implemented was not in accordance with the GCG Standard Methodology and Prescribed Questionnaire	90%	90%
		Sub-total		**40%**					

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021
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	10%	10%= 99% and above 5%= 95% to 98% 0= Below 95%	99.51%	CIC failed to provide the complete System Availability Report	99%	99%
	SM 10	Establish Quality Management System	Actual Accomplishment	5%	All or Nothing	No Accomplishment	Failed to acquire an ISO 9001:2015 Certificate	ISO 9001:2015 Certified	Maintenance of ISO 9001:2015 Certificate
		Sub-total		*15%*					
LEARNING & GROWTH	**SO 7**	**Recruit, Equip and Retrain Talented and Technologically Competent Employees**							
	SM 11	Percentage of Employees Meeting Required Competencies	Organizational Competency Level[2] in 2021 – Organizational Competency Level in 2020	10%	All or Nothing	No Accomplishment	Report unacceptable	Establish competency baseline of the whole organization	Improvement of competency level of the organization
		Sub-total		*10%*					
		TOTAL		**100%**					

[2] Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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