

RENEGOTIATED INTERIM PERFORMANCE SCORECARD 2014

DBP DATA CENTER, INC.

Description	Formula	Performance Measures		Rating System	Data Provider <i>if applicable</i>	Baseline Data <i>(if available)</i>			Targets	
		Weight	Weight			2010	2011	2012	2013	2014
		2013	2014							
MFO 1: IT Services Provided to DBP and Other Government Agencies Including its Instrumentalities										
Financial: Value of services	Absolute Amount	80%	80%	(Actual/Target) x Weight		₱55.84 Million	₱57.38 Million	₱62.74 Million	₱73.61 Million	₱77.30 Million
Quality: Client rating on services rendered by DCI	Percentage Score	5%	5%	95% - 100% = 100% * weight 90% - 94.99% = 90% * weight Below 90% = 0% * weight		90%	90%	90%	90%	Rating of at least highly satisfactory
Timeliness: Percent of requests processed within turnaround time (TAT)	No. of requests processed within the TAT/ total no. of requests received	5%	5%	(Actual/Target) x Weight		90%	90%	90%	90%	Network – 90% uptime (application systems/ communication servers) System Administration –

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Description	Formula	Weight		Rating System	Data Provider <i>if applicable</i>	2010	2011	2012	2013	2014
		2013	2014							
										100% (Technical Support to address user concern) Operations – 100% (generation of reports) Database Administration – 90% (Maintenance of servers/ databases) Help Desk – 100% (addressing user concern reports)
Sub-total of Weights:		90%	90%							
General Administrative Services										
Financial: Amount of earnings before interest and tax (EBITDA)	Absolute Amount	5%	5%	(Actual/Target) x Weight		₱3.53 Million	₱6.68 Million	₱4.70 Million	₱9.35 Million	₱9.80 Million

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Performance Measures					Baseline Data <i>(if available)</i>			Targets		
Description	Formula	Weight		Rating System	Data Provider <i>if applicable</i>	2010	2011	2012	2013	2014
		2013	2014							
Quality: Business Continuity Disaster Recovery Plan (completion of implementation)	Percentage of Completion	5%	5%	(Actual/Target) x Weight		90%	90%	90%	90%	93%
Sub-total of Weights:		10%	10%							
TOTAL OF WEIGHTS:		100%	100%							

a/ But not to exceed the weight assigned per indicator

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