

DBP DATA CENTER, INC.
Interim Performance Scorecard

Description	Weight	Target	Accomplishments		CGO-A Validation		Supporting Documents	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 : IT Services Provided to DBP and Other Government Agencies Including its Instrumentalities								
Financial: Value of services	80.00%	₱74.69 million	₱ 73.62 million	78.85%	₱ 73.62 million	78.85%	<ul style="list-style-type: none">Unaudited financial statements.	<ul style="list-style-type: none">Amount refers to sales revenue specifically earned from outsourcing and other IT services provided to DBP.While CY 2013 accomplishment is 1.43% below the target, ₱73.62 million is 17.33% above the 2012 gross revenue due to a ₱11.21 million increase in revenue services provided to DBP. <p>ACCEPTABLE</p>
Quality: Client rating on services rendered by DCI	5.00%	95%	90%	4.50%	90%	4.50%	<ul style="list-style-type: none">Copy of the overall survey from accomplished by a representative from DBP.Copies and summary of the Client Feedback Forms for	<ul style="list-style-type: none">DBP was the only client of DCI for 2013. DCI initially submitted one survey form as supporting document for assessing the overall service provided by DCI to DBP and such was the basis used for the submitted score of 90%.

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							<p>each employee deployed in DBP.</p> <ul style="list-style-type: none"> • Inquiry with DCI revealed that DBP provides DCI a Client Feedback Form on a per employee basis annually. With the submission of such documents, score was revised to become the average of all the individual employees' rating on the "Quality of Work" performance dimensions from the Client Feedback Forms. Quality of work refers to the accuracy, completeness, workmanship and quality performance of ratee's output. • The process of translating the survey results to percentile rating was determined to lack a strong basis because the percentile rating system was not supported by any official document. This refers to how a survey result, e.g. "Highly Satisfactory", translates to a 90% score. • For 2014 onwards, we recommend that DCI establish, through a formal document, the 	

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								percentile rating system. It is likewise recommend that DCI revisit the rating scheme, specifically on the range intervals of the numerical equivalents of the survey responses.
								ACCEPTABLE
Timeliness: Percent of requests processed within turnaround time (TAT)	5.00%	90%	90%	5.00%	0 %	0.00%	<ul style="list-style-type: none"> • Copy of the survey from accomplished by a representative from DBP. • Copies and summary of the Client Feedback Forms for each employee deployed in DBP. 	<ul style="list-style-type: none"> • DCI initially submitted one survey form from DBP officer as a supporting document for assessing the overall service provided by DCI to DBP. Such was used as the basis for the submitted score of 90%. • Client Feedback Forms were submitted with an average score of individual employee's rating on the "Timeliness" performance dimensions from the Client Feedback Forms. Timeliness refers to the frequency that the rate meets the deadlines. • Based on the validation

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								<p>conducted, it was determined that the supporting documents are insufficient to support score for the indicator. Agreed scorecard indicated the formula as "Number of requests processed within the TAT over the total no. of requests received". Hence, number of requests is the basis for a rating instead of the feedback forms.</p> <ul style="list-style-type: none"> Rating for the indicator is revised to 0.00%. <p>UNACCEPTABLE</p>
Subtotal	90.00%			88.35%		83.35%		
Organizational Effectiveness and Financial Viability (i.e. General Administrative Services)								
Financial: Amount of Earnings Before Interest and Tax (EBIT)	5.00%	P6.72 million	P9.35 million	5.00%	P9.35 million	5.00%	<ul style="list-style-type: none"> Unaudited financial statements. 	<ul style="list-style-type: none"> Target was exceeded by 39.14% in CY 2013 due to significant increase in sales revenue by 17% despite increases in expenses by 14%. EBIT was highest at the end of 2nd quarter. Increase in EBIT was achieved by an increase in revenue.

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								<p>decrease in personnel related expenses coupled by increase in cost of sub-contractors, and general decrease in other operating expenses.</p> <ul style="list-style-type: none"> EBIT exceeded the previous year's amount by 98.20%. <p>ACCEPTABLE</p>
Quality: Business Continuity and Disaster Recovery Plan (completion of implementation)	5%	90%	90%	5.00%	90%	5.00%	<ul style="list-style-type: none"> Secretary's Certificate dated 23 July 2014 evidencing approval of the DCI Board of Directors through a board resolution dated 1 October 2013. Copy of the BCDRP. 	<ul style="list-style-type: none"> The remaining 10% refers to the backup site requirement which was not yet available by end 2013. This included the testing of the back-up site scheduled by DBP IT in December 2014. DCI considered the status of implementation to be 90% because all items included in the BCDRP have already been complied with except for the aforementioned back-up site requirement. <p>ACCEPTABLE</p>
Subtotal	10.00%			10.00%		10.00%		
TOTAL:	100.00%			98.51%		93.35%		